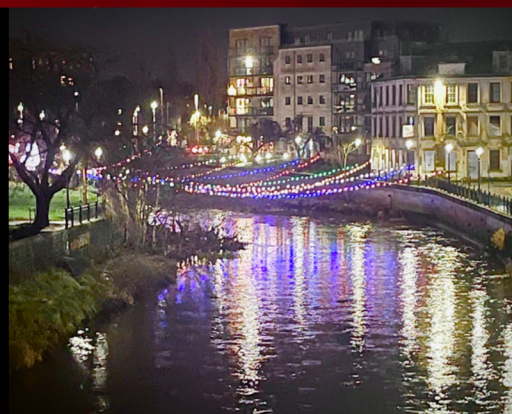


# PAISLEY HOUSING ASSOCIATION

# DECEMBER 2023

# BULLETIN



## Welcome to our December Bulletin

It is hard to believe that 2023 has nearly passed us by, the year seems to have flown by.

December is always a busy month for us, trying to get everything up to date and finished up before we close down for Christmas. We hope that our tenants have been making great use of the activities in Paisley Town Centre.

This year the office will close at 12.30pm on Friday 22nd December 2023 and re-open at 9am on Thursday 4th January.

There is more details on contacts for emergencies later in the bulletin.

**Finally, Paisley HA would like to wish all our tenants and their families a very Merry Christmas and a Happy New Year!!**

## Paisley HA a Year in Review

It is now 1 year since we launched our Bulletin, which has hopefully been keeping you more informed about our activities and what we are doing for your homes and communities.

Along with this Bulletin, you will also have received a link to our Year in Review clip, there is also a shortened paper version included in the bulletin for those who cannot access the internet.

This clip gives a very short snapshot of our highlights for this year and how we have been active in your communities.

## IN THIS ISSUE

**Tenant Satisfaction Survey: Focus on Antisocial Behaviour**

**Charter Report Survey Results**

**Santa comes to the Anchor Centre**

**Christmas Closure Information**

**Festive Benefit Payment dates.**

**Paisley HA 2023 - Year in Review**

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# TENANT SATISFACTION SURVEY OUTCOMES

## FOCUS ON: ANTI SOCIAL BEHAVIOUR

Following on from our last bulletin, over the next few bulletins we will be focussing on a key theme that came out of our tenant satisfaction survey. In the last bulletin we focussed on communication. This time we are focussing on Anti Social Behaviour and what we are trying to do to make our service better.

Antisocial Behaviour is a very difficult and emotive topic. Often the people experiencing this are very distressed and we understand this. It can be very challenging for us, as there can sometimes be barriers in place which prevent us doing what we would like to do in some instances.

However, we are trying to improve how we deal with this to better support the tenants affected.

### **Improve Communications when a complaint is closed**

When we close a complaint we now include a list of actions that we have taken in trying to resolve the complaint. So that even where we have not been able to take action on the Antisocial Behaviour complaint, that the complainer better understands the action we have taken and the information that we need in order to take further action

### **Notify tenants when the Community Safety Partnership closes a Category A complaint.**

Category A anti-social behaviour complaints are complaints which involve violence, threats, sex offences or drug dealing. All Category A cases will be referred to Renfrewshire Council's Community Safety Partnership (CSP) within 1 day.

The CSP will then investigate the complaint and liaise with the Association to keep us updated on the progress of the case. When the Association is notified that the complaint has been closed by the CSP, we will contact the tenants who made the initial complaint to ensure that they are aware of the outcome of the case and discuss any further concerns they may still have.

We would strongly advise tenants to report incidents of this serious nature to Police Scotland as this will allow the CSP to request police reports as part of their investigations.

### **Vetting of tenants**

Where we are able to we seek tenancy references from a previous landlord, which lets us know if the prospective tenant is suitable for the property being offered.

However, this is not without limitations and as a Social Housing Provider we have a duty to provide Housing. As such in certain circumstances this is not possible (for example where a tenant is coming from Homeless Accommodation or where it is their first tenancy). However, in these circumstances we will provide enhanced support for the new tenants to ensure that they settle as best as possible into their home and neighbourhood.

Please remember that our office at 2 Lawn Street Paisley PA1 1HA is open during our office hours of Monday to Friday 9am to 5pm (4pm on Friday) You can call in to speak to us during these times.

We do recommend that if you want to speak to a particular member of staff you make an appointment to avoid disappointment. Please also check our website/facebook to ensure its not one of the days we open later due to staff training (generally 2nd Tuesday and last Thursday each month)

# What's ahead in 2024

## JANUARY 2024

Consultation on events and programs for tenants aged over 60

## FEBRUARY 2024

Annual Rent Consultation

## FEBRUARY/MARCH 2024

New Garden Service Contractor to be appointed, currently out to tender.

## JUNE 2024

Interim Tenant Satisfaction Survey

## AUGUST 2024

Annual Garden Competition

## SEPTEMBER 2024

Energy Survey 2024

## DECEMBER 2024

Children's Christmas Party



## Prize Draw Winners

### Annual Charter Report Survey

Mr McFarlane -  
Neilston Road

### Energy Survey 2023

Ms Taylor -  
Causeyside Street

# CHARTER REPORT SURVEY OUTCOME

In October we issued our Annual Charter report, alongside this we asked tenants to tell us about the layout of the report. The survey closed on the 17th November. 152 Tenants responded to the survey. Full details of the outcomes of the survey are available in the Consultations section of our website.

The focus of the survey was to make sure that the format was easy for our tenants to understand. From the responses 149 tenants (99%) said that they found the report easy to understand.

There were some comments about how we could improve the report, which we will take on board for next year.

In running the survey we also ran a competition to win a £50 Supermarket Voucher, the winner is announced in the bottom left hand corner of this page.



## SANTA VISITS OUR CHILDREN'S CHRISTMAS PARTY

Following the triumphant return of our Children's Christmas Party last year. We held this again on **12th December 2023** at the Anchor Centre on Stock Street. We had 32 children in attendance.



The families were entertained by a magician, Mark Walbank, and then food provided by Tastebuds on Lawn Street.



Before our special guest from the North Pole made a visit with a sack full of gifts for the Children.

A great evening was had by the families and staff.

We are grateful to our contractors; Alwurk, J Shearer Roofing, Sight Sound Security Services and Paisley Landscaping Services for their support in helping us organise the event



# Christmas Closure Information

Our Office and phone lines will be closed from Friday 22nd December at 12.30pm, we reopen again at 9am on Thursday 4th January 2024. We hope you have a fantastic festive break, however, if you have any emergencies which require a repair you can contact our contractors on the numbers below.

For Tenants	Contractor/ Contract	Telephone
General Emergencies	PAISLEY HA	0141 889 7105- pick appropriate trade required and be put through to contractor
Gas Heating Problems Wet Electric Heating Problems-Oliphant Court/Lylesland Court Common Heating system	CITY TECHNICAL	0333 202 0708
<b>Lifts</b>		
Oliphant Court 31 High Calside 25 High Calside	STANNAH ORONA PICKERINGS	0141 882 9946 0345 894 91 27 0141 771 7575
<b>Planned Maintenance Works</b>		
Bathrooms – Mannering Rd, Spey Ave, Don Drive, Manor Rd, Dee Dr	CCG Scotland	0141 643 3744
<b>In Buildings we do not factor</b>		
11 Argyle Street 48 & 54 Stock Street 7 Lylesland Court 69 Neilston Road 92 & 33 Causeyside Street	ROSS & LIDDELL	0141 221 9266 Our of Hours: 0345 034 1444
132 Neilston Road	91BC	0800 689 0675
<b>For Factored Owners</b>		
In common areas only	PSPS	0141 889 7105-pick appropriate trade required
For Owners on our Block Insurance Policy. See <a href="#">PHA</a> website for <b>detailed</b> information.		0131 553 2293

Sometimes Contractors/Numbers change but you will always get through to our main contractors using our main office number after hours/in holiday periods.

Keep an eye on our web site [www.paisleyha.org.uk](http://www.paisleyha.org.uk) for any updates on our service over the holiday period.

Not an emergency? Call us with non emergency repairs when we reopen. You can report via our website or to: [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk) but please note that these will not be checked and dealt with until 4th January 2024. Always call the contractor for emergencies.

# BENEFIT PAYMENTS OVER CHRISTMAS

Over the festive period some of the benefits you receive may be paid early, you can find details of the changes below:

<b>When your payment is due</b>	<b>Universal Credit</b>	<b>Other DWP benefits</b>	<b>Child Benefit</b>	<b>Tax Credits</b>	<b>Social Security Scotland Benefits</b>
Monday 25th December	Friday 22nd December	Friday 22nd December	Friday 22nd December	Friday 22nd December	Friday 22nd December
Tuesday 26th December	Friday 22nd December	Friday 22nd December	Friday 22nd December	Friday 22nd December	Friday 22nd December
Wednesday 27th December	Wednesday 27th December	Friday 22nd December	Wednesday 27th December	Friday 22nd December	Friday 22nd December
Thursday 28th December	Thursday 28th December	Thursday 28th December	Thursday 28th December	Wednesday 27th December	Thursday 28th December
Friday 29th December	Friday 29th December	Friday 29th December	Friday 29th December	Friday 29th December	Friday 29th December
Saturday 30th December	Friday 29th December	Friday 29th December	Friday 29th December	Friday 29th December	Friday 29th December
Sunday 31st December	Friday 29th December	Friday 29th December	Friday 29th December	Friday 29th December	Friday 29th December
Monday 1st January	Friday 29th December	Friday 29th December	Friday 29th December	Friday 29th December	Friday 29th December
Tuesday 2nd January	Tuesday 2nd January	Tuesday 2nd January	Tuesday 2nd January	Friday 29th December	Friday 29th December

# Paisley HA 2023

## A Year in Review



For the last Bulletin of the year we have compiled some short highlights from the year, this has also been made into a digital clip which gives some more details, this can be accessed by the link in the email the your bulletin came in, on our website or by scanning the QR code on the right

### JANUARY 2023

Paisley HA supports The Wise Group to start an Attendance Allowance Uptake Campaign.

### FEBRUARY 2023

Based on the views of our tenants we reduced our proposed rent increase from 6% to 5.5%.

### MARCH 2023

Paisley HA staff "Team Up 2 Clean Up" in the Rivers Area of Foxbar, helped by Local Volunteers and Councillor Burns.

### APRIL 2023

A major investment program in Oliphant Court delivering new bathrooms and doors finishes, overall £1.5 million was invested in this program.

### MAY 2023

Paisley HA upgrades 75 Boilers in the West End and Glenburn areas. This was an investment of £250,000

### JUNE 2023

Paisley HA scored more extra funding, this time £42,000 to provide an extra staff member within our Advice Team, providing support to tenants.



### JULY AND AUGUST 2023

Paisley HA delivers a Family Support Fund for tenants with children, supporting more than 120 Households.

### AUGUST 2023

Paisley HA Re-launches our Annual Garden competition for the first time post COVID.

### SEPTEMBER 2023

Our Estates Team welcomed 2 new trainees. Providing the opportunity for local people to gain new skills, training and workplace experience.

### OCTOBER 2023

In partnership with CCG, Paisley HA begins a large bathroom upgrade across 20% of our stock an investment of £1.3million

### NOVEMBER 2023

Our 1st annual Energy Survey is completed 145 tenants respond. The results will be available to tenants in January.

### DECEMBER 2023

Santa takes a break from his busy preparations to visit our Children's Christmas Party at the Anchor Centre.