



## FAQ's TENANTS

May 2023

Please find below an update on our FAQs we hope you will find them useful.

If you have a question which is not covered please email us at [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk) or contact us – our contact telephone details are at the bottom

Question	Answers
<b>Repairs</b>	
What repairs are you carrying out?	<p>The repair service is now operating as normal.</p> <p>During the day phone the Repair Line 0141 583 4100 and we will answer your call.</p> <p>For Out of Hours emergencies call 0141 889 7105 and select the trade you need.</p> <p>You can still report a <b>non</b> emergency repair through the <b>web site</b>, or e-mail to <a href="mailto:admin@paisleyha.org.uk">admin@paisleyha.org.uk</a> and Technical staff will call you back within 1 working day.</p>
Will I get my gas safety check done?	Yes.
What planned work is being done this year?	<p>Contractors still continue to experience staffing shortages due to labour shortages in the construction industry, which may mean some on site work is delayed. We are sorry but this is outwith our control.</p> <p>James Frew are replacing gas central heating boilers.</p> <p>Bathroom work has is being re-tendered and is should be commencing in the next few weeks.</p> <p>Windows are being replaced at Barterholm Road, the project is currently out to tender. Expected to be on site towards the end of 2023.</p> <p>The 5 year cyclical painting contract has been awarded to JS McColl Painting and Decorating and is on site. This year will be Year 2.</p> <p>We are also expecting to be able to do some feasibility studies to explore renewable heating solutions for the George St/PI/Storie St communal gas boiler properties, as well as Oliphant Crt.</p>

<b>Rent &amp; Benefits</b>	
<p>What ways can I pay my rent?</p>	<p>You don't even have to leave the comfort of your house to keep on top of your rent, we have a range of payment methods;</p> <p><b>Allpay Phone Payments</b> - An automated telephone system, allowing you to make payments from a landline or mobile telephone whenever you want. All you need is your PHA Allpay payment card and your debit/credit card. Simply dial 0844 557 8321.</p> <p><b>Allpay Internet Payments</b>  <a href="https://www.allpayments.net/Allpayments/Signin.aspx">https://www.allpayments.net/Allpayments/Signin.aspx</a></p> <p>- Internet Payments from Allpay is a secure online payment service. This service is quick and easy and available whenever you want. All you need is an internet connection, your PHA Allpay payment card and your debit/credit card. Click on Allpay Internet Payments above to make payment.</p> <p><b>Bank Transfer</b> - To make payment using your telephone or internet banking service, email the Association's office <a href="mailto:admin@paisleyha.org.uk">admin@paisleyha.org.uk</a> for the Association's bank details and your reference number.</p> <p><b>Telephone Payments by Debit or Credit card over the phone with us.</b> Just telephone us on 0141 889 7105 (select option 3) If the line is busy, leave your name, telephone number and message that you want a call back to make a payment. We will call you back to take the payment. Alternatively you can email us at <a href="mailto:admin@paisleyha.org.uk">admin@paisleyha.org.uk</a> to contact you and we will phone you back.</p> <p><b>Direct debit/Standing Order/ Regular payment from your debit or credit card</b>– Just telephone us as above for details and we will help you get this set up.</p> <p>If you prefer to pay by Allpay card you can do this at the post office or one of the many local pay point outlets – check local stores for details.</p> <p><b>In person at our office</b>  You can call to our office to pay by debit/credit card or cheque during our opening hours.</p> <p><b>Please note we no longer accept cash payments at our office.</b></p>

<p>I can't find my rent payment card what should I do?</p>	<p>We can order you a new card which will be sent to you in the post. Just contact us.</p> <p>Alternatively why not consider one of the payment methods above?</p>
<p>I have lost my job, or my hours have reduced, what do I do?</p>	<p>You should contact your Housing Officer, so they can advise you on your rent account. We will talk to you about how to apply for benefits and keep you right on the track.</p> <p>You may be able to claim Universal Credit, or other benefits, but we would <b>strongly advise that you speak to us first</b> to check the best benefits to claim and when the best time to claim would be (this is to make sure you don't miss out on any benefit before you claim)</p> <p>You can also email our <a href="mailto:adviceteam@paisleyha.org.uk">Advice Team</a> via <a href="mailto:adviceteam@paisleyha.org.uk">adviceteam@paisleyha.org.uk</a> or telephone 0141 583 4123 during office hours.</p> <p><b>Please always check with us BEFORE claiming Universal Credit as we are finding that some people are losing out on the right/maximum benefits because they didn't get advice – we can help you avoid this.</b></p>
<p>Will you evict me if I can't pay my rent?</p>	<p>We work with any tenants who are having financial difficulties to avoid legal action. If you are having difficulties paying your rent, the most important thing is to get in touch with us to discuss your situation. If any tenant doesn't pay or doesn't engage with us unfortunately we can't help them and we would have to take legal action but this is always a last resort for us. Please avoid being in this situation and allow the Association to work with you at this difficult time.</p> <p>We can also provide support to you to address the issues of why you are unable to pay your rent, to access our Tenancy Support service, please speak to your Housing Officer or Advice Team who will be able to refer you.</p>
<p>Having difficulty managing gas &amp; electricity costs?</p>	<p>For advice and assistance in managing your utility bills during this time you can contact our <a href="mailto:adviceteam@paisleyha.org.uk">Advice Team</a> via <a href="mailto:adviceteam@paisleyha.org.uk">adviceteam@paisleyha.org.uk</a> or telephone 0141 583 4123 during office hours. We will look to maximise your income and help you with your energy costs and debt.</p> <p>If you have a prepayment meter and are in immediate risk of disconnection and meet certain criteria, we may</p>

	able to look at issuing you with a Fuel Bank voucher to help you with this.
<b>Communication</b>	
How do you communicate with tenants?	<p>We now use email as the default method of communication, so it is really important that you keep our email address up to date with us and inform us of any changes.</p> <p>If have an email, which we don't hold and want to receive communication by email please call us on 0141 889 7105 to update your records.</p> <p>If you want to opt out of receiving communications by email you can contact us on 0141 889 7105 (option 0) to let us know. If we do not hold an email for you, we will continue to communicate by letter.</p> <p>We will still issue certain letters by post, such as any changes to your rent and service charge costs.</p>
Can I phone and speak to staff?	<p>Yes, you can contact our staff either on their normal office number or for our Housing Officers you can also contact them on their office mobile (which has texting and whatsapp messaging available) Contact numbers are noted below.</p> <p>You can contact our staff during our normal working hours, Monday – Thursday 9am – 5pm and Friday 9am – 4pm and there will always be staff available to assist you.</p> <p>Please note that our office closes every 2<sup>nd</sup> Tuesday AM and the last Thursday AM for staff training – please refer to our website and facebook pages for exact dates.</p>
Can I visit the office to speak to staff face to face?	<p>Yes, If you want to speak to a particular member of staff, we would recommend you make an appointment to avoid disappointment. Our staff are not based solely in our office and therefore will not always be available every day.</p> <p>If however you have a general enquiry, you can visit our office Monday – Thursday 9am – 5pm and Friday 9am – 4pm and there will always be staff available to assist you.</p> <p>Please note that our office closes every 2<sup>nd</sup> Tuesday AM and the last Thursday AM for staff training – please refer to our website and facebook pages for exact dates.</p>
Is the Council emptying bins?	Yes, You can find information on Renfrewshire Council's bin collection services at on their website or by clicking

	<p>this <a href="#">link</a>. You can also find out your collection date, report a missed bin collection and what waste should go in your bin.</p> <p>Please follow the guidance and safely dispose of your waste as this will keep you safe and avoid common areas attracting vermin.</p> <p>Please remember any rubbish left in stairwells or communal areas can cause a fire hazard and is <b>not</b> allowed.</p>
<b>Allocations</b>	
<p>I want to end my tenancy how do I do this?</p>	<p>You need to give 28 days notice in writing. You can telephone our Housing Assistants Janice Buchanan or Amanda Milne or email us at <a href="mailto:admin@paisleyha.org.uk">admin@paisleyha.org.uk</a> and we will advise you on the steps you need to take in advance of returning the keys to us.</p>
<p>After ending my tenancy how do I return keys and settle my rent account?</p>	<p>Please make sure you have given us notice and discussed the steps you need to take in advance of returning the keys to us.</p> <p>On your end of tenancy date you can drop the keys off to our reception or if we are closed, please put your keys in an envelope with your name and address on them and put them through our office letterbox at Assurance House, 2 Lawn Street Paisley PA1 1HA and email us at <a href="mailto:admin@paisleyha.org.uk">admin@paisleyha.org.uk</a> to let us know you have done this. We will then sort your final account for you.</p> <p>If you need to extend your end of tenancy for any reason please advise us as soon as possible and we will revise your end date and final account.</p>
<p>I want to apply for housing what do I do?</p>	<p>We operate a housing options appointment system which means you get an appointment to complete a form with us. These appointments can be carried out over the phone or in person at our office – it's your choice.</p> <p>To arrange an appointment go to our website and complete the housing enquiry form <a href="http://paisleyha.org.uk">Looking For A Home (paisleyha.org.uk)</a></p> <p>Please note we have a really high demand for these appointments. We open our appointments every month on the first working day of the month. Once the appointments are full we will stop accepting new</p>

	<p>appointments and you will have to contact us at the start of the next month.</p> <p>If you wish to speak with someone regarding an application you have already made, call our Housing Assistants Janice Buchanan or Amanda Milne on their direct numbers noted below.</p> <p>If you are Homeless the Council's Housing Advice and Homeless Services operate an emergency service for anyone who is homeless, which can be accessed by calling 0300 300 0222 or email <a href="mailto:housingadvice.hps@renfrewshire.gov.uk">housingadvice.hps@renfrewshire.gov.uk</a></p>
<p>Need help due to Domestic Abuse?</p>	<p>If you experience domestic abuse help is available; Scotland's Domestic Abuse &amp; Forced Marriage helpline - <a href="http://www.sdafmh.org.uk">www.sdafmh.org.uk</a> or phone their helpline 0800 027 1234</p> <p>Renfrewshire Women's Aid SCIO - <a href="http://www.renfrewshirewomensaid.co.uk">www.renfrewshirewomensaid.co.uk</a> or phone their helpline on 0141 561 7030</p> <p>Respect Men's Advice Line – <a href="http://www.mensadvice.org.uk">www.mensadvice.org.uk</a> or phone their helpline on 0808 8010327</p> <p>Galop - safe/just /fair <a href="http://www.galop.org.uk">www.galop.org.uk</a> are running the LGBT Domestic Violence helpline on 0800 9995428</p> <p>As your landlord we can also offer some assistance for victims of domestic abuse and have a designated member of staff designated to give you advice – <a href="mailto:annie.mclaughlin@paisleyha.org.uk">annie.mclaughlin@paisleyha.org.uk</a></p> <p><b>Boots the chemist is reoffering a safe space for Victims of Domestic Abuse</b></p> <p>Victims can now visit their nearest Boots pharmacy and use their safe space consultation room to have access to a 24-hour national domestic abuse helpline, the men's advice line and phone numbers for services specific to Scotland.</p>
<p><b>Other Tenancy Matters</b></p>	
<p>My neighbour is really noisy and is causing a nuisance. Can I report this to you and what will you do about it?</p>	<p>Please report any anti social behaviour to your Housing Officer on the numbers below.</p> <p>If the behaviour is serious, you should telephone the police to attend when it's happening, please let us know if you have to do this.</p>

	You can also contact Renfrewshire Council's Noise Enforcement Team on 07768988186 for advice during office hours.
Am I allowed to let my dog use the backcourt to do its business and dispose in the bin?	We prefer dogs not to be exercised in back courts because this is a common area for all residents to share, but in the event that dogs do need to be taken into back courts or other common areas, they should be kept on a lead at all times and tenants should clean any mess immediately. Please be a good neighbour and ensure your dog does not cause nuisance.
My mental Health is being affected is there help available?	Yes If you are feeling worried or overwhelmed, support is also available from the following organisations: <ul style="list-style-type: none"> <li>• Breathing Space:0800 83 85 87</li> <li>• MIND: <a href="https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</a></li> <li>• Samaritans: 116 123or <a href="https://www.samaritans.org/?nation=scotland">https://www.samaritans.org/?nation=scotland</a></li> <li>• SHOUT: Text SHOUT to 85258or visit <a href="https://www.giveusashout.org/">https://www.giveusashout.org/</a></li> </ul>
<b>Services</b>	
How do I report a Bulk Uplift?	You can phone our bulk line to report uplifts on 0141 583 4102 or send an email with a list of items to <a href="mailto:admin@paisleyha.org.uk">admin@paisleyha.org.uk</a>
My backcourt is in a mess. Will you clear it up?	Yes, but this will be recharged to everyone if we cannot tell who is responsible.  We are carrying out regular estate inspections, but if your backcourt is in a mess please report it to us asap using the details at the top of this sheet.  If there are bulk items for uplift please do not wait until we inspect your backcourt, let us know immediately. Call 0141 583 4102 or send an email of items to <a href="mailto:admin@paisleyha.org.uk">admin@paisleyha.org.uk</a>  Note: Bulk items contaminated by refuse cannot be lifted as normal. To make sure we can deliver this service and for your health and safety, residents must ensure all household rubbish is placed in the bins. There is a problem with rats being attracted to bins left open/bags of refuse left beside bins and the Council has advised that it has again ended its free service to deal with rats.

Is there still a Caretaking Services at Oliphant Court?	Yes. PHA staff are carrying out cleaning as normal.
Oliphant Court Residents Can I still use the Laundry?	Yes, laundry services are fully available.
Who do I speak to about Close Cleaning or Garden Maintenance services?	Our Housing Assistants Amanda Milne & Janice Buchanan can help with all enquiries relating to our services.

### Direct Telephone Numbers

Name	Job Title	Office Tel	Mobile/ Whatsapp
Report Bulk Uplift	Customer Services	0141 583 4102	n/a
Report Repairs	Customer Services Out of hours Emergencies	0141 583 4100 0141 889 7105	n/a
Make a Rent Payment	Customer Services	0141 889 7105 (select option 3)	n/a
General Enquiries	Customer Services	0141 889 7105	
Shaun Anderson	Asset Officer	0141 583 4120	07776 956 830
Alan McGillivray	Asset Officer	0141 583 4122	07423 659 610
George Gray	Housing Officer	0141 583 4107	07735 821 778
Jackie McLachlan	Housing Officer	0141 583 4125	07737 682 961
Samantha Templeton	Housing Officer	0141 583 4129	07782 558 778
Janice Buchanan	Housing Assistant (Allocations and Estate Management)	0141 583 4126	07782 552 033
Amanda Milne	Housing Assistant (Allocations and Estate Management)	0141 583 4101	07828 498 688
George McPhail	Benefits and Energy Adviser	0141 583 4123	07737 816 221