

APRIL 2023 BULLETIN



Welcome to the April edition of our bulletin, we are keen to hear your views on the content and format of the bulletin. If you have any comments please let us know.

We will continue to issue these bulletins every two months to try and give you useful information and details of our services, your communities and what we have been up to.

The temperatures are starting to creep up outside and hopefully the colder weather is now behind us. We even saw our first Daffodils from the office this month which we take as a good sign for a pleasant spring and warm summer.

As we enter into May, it is worth noting that there is one more Public Holidays than usual this year due to the Coronation. We have provided a summary of these and our emergency contact numbers at the end of the bulletin.

UK GOVERNMENT COST OF LIVING PAYMENTS

The UK Government will be making the first of three Cost of Living payments in May 2023.

Who will get it

If, between 26th January 2023 and 25th February 2023 you received a means tested benefit like:

- Universal Credit
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Income Support
- Pension Credit
- Child Tax Credit
- Working Tax Credit



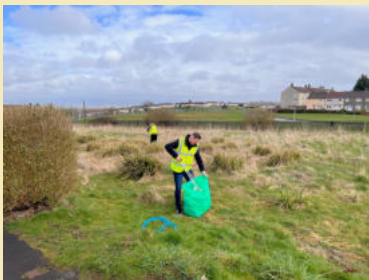
You will receive a one off payment of £301. If you are in a couple who live together only one payment will be made.

When will you get it

If you're entitled, you will get:

- £301 paid between 25 April 2023 and 17 May 2023 for most people on DWP benefits
- £301 paid between 2 and 9 May 2023 for most people on tax credits, if you do not receive another qualifying benefit.

FOXBAR LITTER PICK A SUCCESS



We are working to improve the standards of your areas and make them more pleasant to live in. During one of our half day closures our staff volunteered with TEAM UP TO CLEAN UP to do a litter pick in the Rivers area of Foxbar. We were joined by some volunteers from the community, including Councillor Stephen Burns.

We think that this made a difference to the area and our staff enjoyed the day. One of our staff even sacrificed a pair of trousers and shoes falling in the muck because he had forgotten to wear more appropriate clothing. As you can see from the photo below!

Thanks to all who took part on the day. If any of our tenants would like to organise a litter pick in their own area we can provide advice on how to organise this or you can find more details at <https://www.renfrewshire.gov.uk/teamuptocleanup>



YOU SAID, WE DID

YOU SAID – In our Tenant Satisfaction Survey, our tenants indicated that they were concerned about our close cleaning service.

WE DID – From May 2023 we will be sending email/text notifications to let tenants know when their close has been inspected. This will also be sent when we have carried out sample checks on closes that receive our close cleaning or garden maintenance service..

If you have any concerns about our services or your close, you can contact our Housing Assistants Janice Buchanan and Amanda Milne on 0141 889 7105 or by email at admin@paisleyha.org.uk



Paisley HA Advice Team
Left to Right: George MacPhail,
Alan Graham, Annie McLaughlin

DRY OUTSIDE TO SAVE ££ PILOT SCHEME

Our Asset Management section is running a pilot program in Foxbar to provide better outdoor facilities to dry washing for our tenants in our tenement flats better outdoor facilities to dry washing. We are investing £3000 on these properties to provide new washing lines, poles and pegs to allow tenants to dry their washing outside. To enable tenants to dry their washing outside

This will allow tenants to save money on their energy bills, by reducing the amount of time the heating or tumble drier is on. The average vented tumble drier costs £1.40 per cycle, so for 3 cycles per week this could save a tenant £218 per year.

We will be monitoring the success and use of this pilot to assess its effectiveness.



PAISLEY HA ADVICE TEAM – HELPING OUR TENANTS WITH THE COST OF LIVING CRISIS

The last year has been very difficult for our tenants and we are committed to continuing to help. Current forecasts show the welcome news that prices for Gas and Electricity should start to fall from July of this year, and inflation is predicted to fall in the second half of this year too. Hopefully, this means that the worst is now behind us.

We are really pleased that we have been able to help a lot of our tenants cope with the cost of living crisis. In the last year our Advice Team has:

Supported 450 households with Benefits, Energy and Money Advice

Supported 100 households with Tenancy Support

Helped claim £1.65million in benefits and £250,000 in backdated benefits

Helped tenants save £50,000 on their energy bills

Issued

Supported 136 Households with 209 Emergency Fuel Vouchers

Supported 49 Households with essential items for their home

Our Advice Team offer Benefits Advice, Energy Advice and Tenancy Support as well as administering our many Crisis Schemes. This service is delivered by Alan Graham (Advice and Projects Manager), Annie McLaughlin (Tenancy Support Officer) and George MacPhail (Benefits and Energy Adviser).

If you would like to find out more about if we can help you, you can contact us on adviceteam@paisleyha.org.uk or on 0141 583 4123.

STAFFING CHANGES AT PAISLEY HA

We have had a few changes in roles in recent months, Anton Nugent has been confirmed as our new Housing Manager and Alan Graham has been appointed as Advice and Projects Manager. Anton and Alan will support the Head of Housing in delivering our Housing Management services.

Our Customer Services Officer, Holly Milligan, has been promoted to Housing Administration Assistant, to support in the delivery of our Allocations and Estate Management services.

Annie McLaughlin has been appointed as our Tenancy Support Officer, she will be providing advice and support to tenants that need a little extra help. George MacPhail has been made permanent as our Benefits and Energy Adviser and will be the first port of call for tenants needing advice on these subjects.

In our Asset Management Department there have been changes too, JP Armstrong has been promoted to Contracts and Compliance Officer. We are also recruiting for an Asset Manager to aid the Head of Asset Management in the day to day management of the section

Last but by no means least our Senior Finance Officer, Sharon McGarvey, has been confirmed as our new Finance Manager

Congratulations to all the staff on their new roles!

Broadband Social Tariffs – Save money on your Broadband!

Amidst the cost of living crisis, you might have noticed your Broadband prices go up in recent months. Some providers have increased their prices by as much as 17%.

If you are on certain benefits, like Universal Credit or Pension Credit you might qualify for a social tariff from your broadband provider. These packages are sometimes called ‘basic’ or ‘essential’ packages and work just like normal broadband, only cheaper!

Here are some facts about ‘social’ broadband tariffs.

- It's available to those on a variety of benefits. If you or someone in your household claims Universal Credit, you could switch to any of the tariffs available.
- It's cheaper than a regular package. Current prices range from £10 to £20.
- Fast, unlimited broadband. Most tariffs offer superfast broadband at speeds over 30 Mbit/s – fast enough for you to keep in touch with friends and family, stream HD films or shop online.
- You'll pay next-to-nothing to get set up. If you do have to pay any setup costs, these should only be small. Your provider should tell you before you sign up.
- It could cost nothing to switch. If your provider offers a social tariff, you can switch to it at any time, free of charge.
- The price won't go up mid-contract. You won't pay any more than what you agree at the start of the contract.
- It costs nothing to leave. You won't pay a fee to leave the tariff before the end of your contract.

You can find out more about social broadband tariffs at <https://www.gov.uk/government/news/low-cost-broadband-and-mobile-phone-tariffs>. The link provides more information on who can apply, how to apply as well as the list of providers currently offering a social tariff

MAY OFFICE CLOSURES

There are always a few Public Holidays in May, but because of the King's Coronation there will be an extra holiday this year. Our office will be closed on:

- Monday 1st May 2023
- Monday 8th May 2023
- Friday 26th May 2023
- Monday 29th May 2023

On these dates you will be able to report emergency repairs to the contractors listed 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
Gas Heating Problems (if you have had a boiler fitted recently as part of our planned maintenance)	Gas Sure	01294 468113
Lifts		
Oliphant Court 31 High Calside 25 High Calside	STANNAH ORONA PICKERINGS	0141 882 9946 0345 894 91 27 0141 771 7575
In Buildings we do not factor		
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

Sometimes Contractors/Numbers change but you should 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 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 but please note that these will not be checked on these dates. Always call the contractor for emergencies. Facebook messages and e-mails via our website-these will not be checked when the office is closed.