

# PAISLEY HOUSING ASSOCIATION AUTUMN 2023 BULLETIN



## Welcome to our Autumn Bulletin

Summer is now well and truly over, with some of the Winter storms now coming in.

With the change in seasons, comes many events in Paisley Town Centre, in recent weeks our staff were able to observe the preparations for Paisley's Halloween Spectacular and the MOD Festival celebrating Scotland's Gaelic culture.

Next up is the fantastic program of Christmas Activities in Paisley Town Centre, which are detailed on page 4, from 30th November.

This just shows what a vibrant town Paisley is.

## Annual Charter Report delivered to tenants.

Each October we report on our annual performance against the Social Housing Charter. All tenants should have received this, if we hold an email address for you this will have been sent by email, or by post if we do not.

While we are pleased overall with our performance, we recognise that some of the performance was lower than we would have liked. We will give further information later in the bulletin about how we are addressing this.

We are looking for feedback on the format of our report, if you give us your feedback by 17th November 2023, you will be entered into a draw for a £50 Supermarket voucher. You can give us your feedback by completing an online survey (scan the QR code to the left) or by phoning us on 0141 889 7105.

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Association Annual Charter Report



# TENANT SATISFACION SURVEY OUTCOMES

## FOCUS ON: COMMUNICATION

In September 2022 we carried out our most recent Tenant Satisfaction Survey, this survey was designed to get our tenants views on our services and our performance. While the majority of tenants were satisfied we recognised that there are ways that we can improve our services. Over the last year we have been working on these.

Over the next few bulletins we will focus on a different theme to give tenants some detail on how we have taken their views on board to improve our services.

In this Bulletin, we will focus on our communications to tenants and how we are trying to improve. Next time we will focus on Neighbourhoods and Anti Social Behaviour.

### Our New Bulletin

In the satisfaction survey there were a number of comments relating to the fact that we no longer provided a newsletter to our tenants. We listened to this and we launched our new bulletin to help keep our tenants up to date about our services, changes and what is happening in their community.

We also thought tenants may want to hear more often from us so we made the bulletin every 2 months which is more frequent than our old newsletter.

### Moving to Email as our main contact with Tenants

In 2022 we consulted with tenants on our plan to move to email as our main method of communication. We are pleased to say that when we started this we had around 900 tenants receiving communications by email, this has now increased to more than 1000 tenants in a year.

This allows us to help the environment by using less paper and also to issue more information to tenants and to deal with responses quickly. This has also allowed us to do things like the bulletin and our Family Support Fund in the summer, which would have been far more challenging otherwise.

### Notifications to tenants about close inspections

It was clear from the comments to the satisfaction survey that tenants wanted to know more about what we were doing to try and improve their neighbourhoods.

To keep our tenants better informed, earlier this year we introduced a new service where we notify tenants by email when we have carried out a close inspection.

These inspections are done each time our staff are in a close, so from tenant feedback we are aware that some tenants felt they were getting too many emails from us about this. We have listened and amended this service, so that we will only email tenants to advise them that an inspection has been carried out in their close if they have not received an email in the previous 4 weeks.

We are now expanding this further to let tenants know when we have carried out spot checks of services such as close cleaning & garden maintenance in their close.

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)

## Warm Home Discount Applications start to open

Each winter most of the larger energy companies operate a scheme called the Warm Home Discount. This works by giving eligible applicants £150 to help with their energy costs.

If you receive Pension Credit with the guaranteed element, you should receive this automatically.

But many other people are also eligible, this is called the Broader Group.

To be eligible, it is likely that you would have to receive a Means Tested benefit (like Universal Credit, Tax Credits or Housing Benefit)

You may also need to meet other criteria, like:

- Receive a Disability Benefit
- Have a child
- Be assessed as being unfit for work

Each energy company has different criteria.

To apply you would need to know your energy account number, which you can find on your bill.

You can then apply directly to your provider. Or if you need help you can contact our Advice Team on 0141 583 4123 or at [adviceteam@paisleyha.org.uk](mailto:adviceteam@paisleyha.org.uk)

The energy companies have individual quotas for Warm Home Discount and will close applications when this is reached, so it is best to apply early.

## GET YOUR HEATING WINTER READY

**Now that winter is coming in and the heating is going on it is time to get ready for winter. We want to make sure that any repairs are reported early before there is a problem that means your heating is not working.**

Signs that your boiler may not be working are:

- Strange noises coming from your boiler.
- Your boiler frequently losing pressure.
- Your hot water or radiators not heating up properly.

If you notice any of these signs, we would encourage you to contact us early before it becomes a bigger problem.

If you think your boiler is faulty, please report any repairs to City Technical on **0333 202 0708**. They are available 24/7. You do not have to call within office hours.

## ELECTRICAL SAFETY INSPECTIONS

New legislation requires all Housing Associations to have an up to date Electrical Safety Certificate for all our properties. This involves an Electrician coming to your home and checking the Electrics are safe for continued use and is carried out every 5 years. We will write to you with further details and to advise when your property is due for the check. It is important you respond to the letter and arrange access to have this carried out. This is a legal requirement, and we appreciate your assistance with this.

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## A CHANCE TO WIN £49 TOWARDS YOUR ENERGY COSTS COMPLETE OUR ENERGY AND OPENING TIMES SURVEY

We want to understand more about how our tenants are coping with their Electricity and Gas Bills and how we can better support people with these bills.

In order to better understand the needs of our tenants we have developed a short survey, this is to provide us with information to design and alter services to support tenants. Also to give us data to support future applications to external funders and to provide targeted information to tenants.

We also want to ask a question about hour opening hours, which is included in the survey.

The survey can be completed at the link provided in the email that was sent with the bulletin, or by scanning the QR code below.

PHA Energy Survey - Enter a draw for a voucher towards your energy costs.



## EVENTS COMING UP IN PAISLEY

Coming up to Christmas there are lots of events on in our Town Centre, and there is something for people of any age. We have summarised some of these for you below.

You can find more details about these events at [www.paisleyfirst.com](http://www.paisleyfirst.com)

<b>Paisley Ice Rink</b>	County Square, Paisley 30th November to 30th December 25% discount for Paisley residents, using code <b>PXMAS2023</b>
<b>Festive Funfair</b>	County Square, Paisley 30th November to 30th December
<b>Santa's Workshop</b>	The Art Department, Causeyside Street Saturday 9, Sunday 10, Saturday 16, Sunday 17 December 12noon – 4pm FREE Event, no booking required Art Activities, Stories and Fun Games
<b>Paisley's Angels and Elves Christmas Trail</b>	30th November to 7th December Grab your trail map and activity sheet from the Paisley First stand in the Piazza Centre.  Follow the trail, find all the elves and angels in the shop window and you can win a prize.
<b>Paisley's Big Christmas Weekends</b>	<ul style="list-style-type: none"> <li>• Saturday 2 December: Town Centre Christmas Market, Santa's reindeer, elf stilt walker, balloon modeller.</li> <li>• Sunday 3 December: Festive magician, face painter, Snow Queen stilt walker, Christmas movie – Home Alone.</li> <li>• Saturday 9 December: Best dressed Christmas window judging, Absurdist Pipe Band, festive juggler, Jack Frost and snowman stilt walkers.</li> <li>• Sunday 10 December: Reindeer, balloon modeller, festive caricaturist, Christmas movie – Frozen Sing-along.</li> <li>• Saturday 16 December: Snow globe, reindeer, balloon modeller, singing walkabout Santa.</li> <li>• Sunday 17 December: Snow globe, face painter, Santa and Mrs Claus stilt walkers, Christmas movies – Elf and It's a Wonderful Life</li> </ul>

## BATHROOM CONTRACT PROGRESSING

After some difficulties with contractors last year we are very pleased to say we have started delivering a contract to replace bathrooms in 161 properties. This is around 13% of all our homes and is a large investment in our properties.

So far the program is progressing really well. We have completed 24 bathrooms and hope to complete all the bathrooms in the program by May 2024.

