

DECEMBER BULLETIN

*PAISLEY
HOUSING
ASSOCIATION*

NEW BULLETIN LAUNCHED

Welcome to our first bulletin, you will receive a bulletin once every 2 months through the year. We hope this will give you information in a bite-sized form about what Paisley HA is doing for our tenants and the wider community, as well as information that might be useful.

This is a new format which we will be reviewing the format throughout the year, we would love to get your feedback on this which you can provide by emailing admin@paisleyha.org.uk.



Paisley

Housing Association

Paisley HA receives cash to help families at Christmas

We have been successful in a bid for £2500 to help some families in Paisley have a great Christmas.

Employers in Voluntary Housing who provides our HR services, have awarded Paisley HA money which will be used to buy vouchers. Which will then be gifted to tenants who are in hardship to help get their Kids a Christmas Gift, we will also be using this to help families who are being helped by Renfrewshire Women's Aid.

Unfortunately, we are unable to help every family. If you are receiving an award you will have been notified on the week commencing 19th December 2022.

Helping our tenants with their Energy Costs



Paisley HA has been awarded £55,000 to help households with rising energy costs.

We have been awarded this money by SFHA, Intel Trust and William Grant Foundation through Energy Action Scotland. This funding is particularly welcome given the particularly cold weather in recent weeks.

We will use this to mitigate fuel crisis for tenants on prepayment meters, provide small energy savings measures and ensure that tenants receive Energy Advice to help reduce their bills.

This help will be targeted at households most in need and there are some qualifying conditions which recipients will need to meet. There are also limits to the number of vouchers that can be issued.

If you want more information you can email adviceteam@paisleyha.org.uk or call on 0141 583 4123.



Paisley HA Annual Childrens Christmas Party



On the 13th of December Paisley HA was delighted to welcome families back to our Annual Christmas Party. 30 Children attended the party and had some great entertainment from Magician Mark, a tasty feast provided by Scott McGinlay Catering and then got to meet our 'special guest' and receive gifts.

A Big Thank You to Santa for travelling from the North Pole, to our contractors Paisley Landscaping Services, Alwurk, Robertson Accommodation Limited and Watson Property for donating to make this possible and to the staff at the Anchor Centre for being so welcoming. We were oversubscribed with families wanting to attend this year, and we hope that we will be able to invite them next year.

YOU SAID, WE DID

You said: In our Tenant Satisfaction Survey you told us that we could improve on the information we provide to tenants when dealing with Anti Social Behaviour Complaints, so that you know what is and has been done to deal with the issue.

We did: When we investigate an Anti-Social Behaviour Complaint, we will now provide the complainer with a summary of what action we have taken to investigate the issue, this will allow the complainant to better understand how we have reached the outcome we did.

TENANT SATISFACTION SURVEY

In September 2022 we carried out our 3 yearly tenant satisfaction survey, the findings of this are reported to the Scottish Housing Regulator and to our tenants in our Annual Report issued each October. We surveyed 304 tenants.

Overall, our tenants were satisfied with our services but the level of satisfaction was lower than in previous surveys.

You can find the full survey results on our website, but here is a summary of the main areas of the survey We are going to be looking at the main themes from the Satisfaction Survey over the coming months and we would love to hear your views to get more information on what we can do to improve our service. For more details on how you can give your views contact Alan Graham on 0141 583 4103 or by email at alan.graham@paisleyha.org.uk



EXCELLENT REPAIRS SERVICE PERFORMANCE

Over the last few months we have really been focussing on ensuring when a repair needs done that we act quickly. We are really proud that we are beating our targets for the average time to carry out a repair.

The average time for an urgent repair to be carried out is currently 2.8 hours, our target is 4 hours. For a routine repair the average time to carry out a repair is 1.6 days, this is an astounding 1 week better than the Scottish Average of 8.9 days!!

We are also focussed on getting repairs right first time, which we do 96% of the time, which is significantly higher than the 88% Scottish Average.

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:

All other payments due will be paid on the normal date

If you have a financial crisis during the festive period you can apply for a Crisis Grant by calling Renfrewshire Council on 0300 300 0204. This number will not be operating on public holidays and outwith these dates may have restricted opening times.

When your payment is due	Universal Credit	Other DWP benefits	Child Benefit	Tax Credits
Monday 26th December	Friday 23 rd December	Friday 23 rd December	Friday 23 rd December	Friday 23 rd December
Tuesday 27th December	Friday 23 rd December	Friday 23 rd December	Friday 23 rd December	Friday 23 rd December
Wednesday 28th December	Wednesday 28 th December	Friday 23 rd December	Wednesday 28 th December	Friday 23 rd December
Thursday 29th December	Thursday 29 th December	Thursday 29 th December	Thursday 29 th December	Wednesday 28 th December
Monday 2nd January	Friday 30 th December	Friday 30 th December	Friday 30 th December	Friday 30 th December
Tuesday 3rd January	Tuesday 3 rd January	Friday 30 th December	Tuesday 3 rd January	Friday 30 th December

MERRY CHRISTMAS FROM ALL THE STAFF AT PAISLEY HA

That is it for our first bulletin, we hope that it has provided you with some useful information about what we have been up to. We hope you have a very Merry Christmas and Happy New Year!

FESTIVE CLOSURE

Our offices will close at 12.30pm on 23rd December and will re-open at 9am on Thursday 5th January 2023.

Over this period 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/ <u>Lylesland Court</u> Common Heating system	CITY TECHNICAL	0333 202 0708
Lifts		
Oliphant Court 31 High <u>Calside</u> 25 High <u>Calside</u>	STANNAH ORONA PICKERINGS	0141 882 9946 0345 894 91 27 0141 771 7575
Planned Maintenance Works		
Bathrooms – Oliphant Ct, Mannering Rd Flat Entrance Doors – Oliphant Ct	EVERWARM EVERWARM	01506 638 600 or 0800 19 777 55
In Buildings we do not factor		
11 Argyle Street 48 & 54 Stock Street 7 <u>Lylesland Court</u> 69 Neilston Road 92 & 33 <u>Causeyside Street</u>	ROSS & LIDDELL	0141 221 9266 Our of Hours: 0345 034 1444
132 Neilston Road	91BC	0800 689 0675