



FAQ's TENANTS September 2021

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 or leave us a message on our answering machine 0141 889 7105 and select option 7.

Question	Answers
Services	
<p>Are close cleaning, garden maintenance, bulk and bulk with bin assistance being provided?</p>	<p>Yes, but although we are taking the bins back in after collection, which is part of the bin assistance service for Orchy Crescent and Mannering Road, staff are not lifting away bulk. Tenants must phone the bulk line to report uplifts on 0141 583 4102 or contact admin@paisleyha.org.uk</p> <p>If you have any concerns regarding the delivery of these services, please contact us using the details at the top of this sheet.</p> <p>If we require to again make changes to the delivery of these services due to the pandemic we will inform you.</p>
<p>My backcourt is in a mess. Will you clear it up?</p>	<p>Yes, but this will be recharged to everyone if we cannot tell who is responsible.</p> <p>We are carrying out 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.</p> <p>If there are bulk items for uplift please do not wait until we inspect your backcourt, let us know immediately. Call 0141 583 4102.</p> <p>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.</p>
<p>Is there still a Caretaking Services at Oliphant Court?</p>	<p>Yes. PHA staff are carrying out cleaning. The chutes are now open.</p> <p>Bulk is being removed to our skip. However covid has recently affected the contractor's drivers and delayed us</p>

	<p>being able to get the skip emptied. This situation may continue/reoccur and is outwith our control. If the skip is full a notice will go up advising tenants not to put out any bulk. Please respect this. Bulk left on landings or the foyer in a multi is very dangerous as it is a serious fire risk.</p> <p>Covid safety measures still in place are:</p> <ul style="list-style-type: none"> • Signage on social distancing are up in the lifts and foyer • Cleaning fluid is at the lifts in the foyer for use on the buttons-please leave in situ for everyone to use • Floor markings outside lift on 2 meter guidance <p>Residents are asked to continue complying with the safety measures which we have put in place</p>
<p>Oliphant Court Residents Can I still use the Laundry?</p>	<p>Yes</p>
<p>Repairs</p>	
<p>What happens if I am self-isolating?</p>	<p>Please tell us immediately if this happens. We must give these updates to contractors. Technical staff will stay in touch with you to see how you are. Please note that if you are self-isolating with <u>symptoms</u> contractors may not enter your home. For everyone else, please continue to go into a different room while a contractor is in your home.</p>
<p>What repairs are you carrying out?</p>	<p>The repair service is operating as normal. GAS SURE are working as normal-call them direct with any heating problems 01294 468 113</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 non emergency repair through the web site, or e-mail to admin@paisleyha.org.uk and Technical staff will call you back within 1 working day.</p>
<p>Will I get my gas safety check done?</p>	<p>Yes. Only if anyone in a household is currently self isolating because of Track and Trace or is symptomatic will we defer attending until the end of the 14 days.</p>

<p>What planned work is being done this year?</p>	<p>Contractors are experiencing staffing shortages due to covid which may mean some on site work is temporarily suspended from time to time. We are sorry but this is outwith our control.</p> <p>Fire Safety work is ongoing to meet the Scottish Government's February deadline. It is mandatory that we carry this work out, so we must now get into to homes where there has still not been access, asap.</p> <p>GD Chalmers is working on the rewiring contract. Kitchen and Bathroom work has been tendered.</p> <p>The last year of our 5 year cyclical paint contract is in progress. Currently work being done to closes in Mannering Road, then moving onto Gryffe Crescent.</p> <p>We also are expecting to be able to do some external minor project work.</p>
<p>Rent & Benefits</p>	
<p>Can I pay my rent?</p>	<p>Yes You don't even have to leave the safety and comfort of your house to keep on top of your rent, we have a range of methods;</p> <p>Allpay Phone Payments - 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>Allpay Internet Payments https://www.allpayments.net/Allpayments/Signin.aspx - 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>Bank Transfer - To make payment using your telephone or internet banking service, email the Association's office admin@paisleyha.org.uk for the Association's bank details and your reference number.</p> <p>Telephone Payments by Debit or Credit card over the phone with us. Just telephone us on 0141 889 7105</p>

	<p>(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 admin@paisleyha.org.uk to contact you and we will phone you back.</p> <p>Direct debit/Standing Order/ Regular payment from your debit or credit card– 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 paypoint outlets – check local stores for details.</p> <p>As our office is closed to the public we cannot take cash payments and request that if you made payments this way you arrange to make payment using one of the other methods detailed above.</p>
<p>I am self-isolating but normally pay my rent with cash?</p>	<p>If you can't use any of our other payment methods above, then give your Housing Officer a call and they will try to make arrangements with you. Our Housing Officers are all working and can be contacted on their direct office number during office hours or by text/whatsapp to numbers noted at end of this document.</p> <p>If you have been told to self isolate by NHS Test and Protect you may be eligible for a Self Isolation Support Grant. To check if you are entitled to this, contact our Advice Team via adviceteam@paisleyha.org.uk or telephone 0141 583 4123/0141 889 7105 during office hours.</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 using the contact methods at the top of this document.</p> <p>Alternatively why not consider one of the payment methods above?</p>
<p>What will I do if I lose my job and can't pay my rent?</p>	<p>It's important you contact us right away if this happens. Our Advice Team and Housing Officers are still working and can assist you with this.</p> <p>We will talk to you about how to apply for benefits and keep you right on what you have to do through the process.</p>

	<p>Please always check with us first 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.</p>
I am currently furloughed what do I do?	<p>Contact our Advice Team /your Housing Officer to discuss your situation. We will look to see what help is available for you. We can look at a range of things from claiming benefits, charity applications and referrals for debt advice.</p>
My employer has closed down and they are definitely not going to pay me, what do I do?	<p>You may be able to claim Universal Credit, but we would strongly advise that you speak to us first to check when the best time to claim would be (this is to make sure you don't miss out on any benefit before you claim) You can email our Advice Team via adviceteam@paisleyha.org.uk or telephone 0141 583 4123/0141 889 7105 during office hours.</p>
Will you evict me if I can't pay my rent?	<p>We are continuing to 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.</p> <p>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 (in accordance with current Government legislation) 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>
Will my benefits be affected?	<p>If you currently receive benefits they will not be affected. You may be entitled to increased benefits if you had income from wages that you are no longer receiving or your wages have reduced. To check any entitlement, contact our Advice Team via adviceteam@paisleyha.org.uk or telephone 0141 583 4123/0141 889 7105 during office hours.</p>
Having difficulty managing gas & electricity costs?	<p>Since March 2020 customers with pre-payment meters who may not be able to add credit can speak to their supplier about options to keep them supplied.</p> <p>Energy customers in financial distress will also be supported by their supplier, which could include debt repayments and bill payments being reassessed, reduced or paused where necessary, while disconnection of credit meters has been completely suspended.</p> <p>For advice and assistance in managing your utility bills during this time you can contact our Advice Team via adviceteam@paisleyha.org.uk or telephone 0141 840</p>

	<p>5018/0141 889 7105 during office hours. They 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 be able to look at issuing you with a Fuel Bank voucher to help you with this.</p>
Communication	
Can I phone and speak to staff?	Our staff are working between our office and home. You can contact our Housing Officers either on their normal office number or their office mobile (which has texting and whatsapp messaging available) Contact numbers are noted below. See above for Repairs.
What's the best way to stay in touch with the Association?	Leave us a message on our answer machine using option 7. Or you can e-mail us at admin@paisleyha.org.uk We check this regularly and the correct member of staff will phone you back within 1 day during the working week.
How are you going to update me if things change?	We regularly update our website. This is our main source of information if there are any significant changes.
Is the Council emptying bins?	<p>Yes</p> <p>You can find information on how Renfrewshire Council's bin collection services at http://www.renfrewshire.gov.uk/coronavirus-changestoserivces#Waste</p> <p>There is no extra collection service in place.</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>And remember any rubbish left in stairwells or communal areas can cause a fire hazard and is not allowed.</p>
Allocations	
I want to end my tenancy how do I do this?	<p>You still need to give 28 days notice in writing. As our office is closed to the public, please email your request to admin@paisleyha.org.uk and a staff member will contact you to advise you on the steps you need to take in advance of returning the keys to us.</p> <p>You can also phone 0141 889 7105, option 7 and leave a message for someone to call you back.</p>
After ending my tenancy how do I return keys and settle my rent account?	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>On your end of tenancy date 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 admin@paisleyha.org.uk 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 have been offered a property. Will I still get it?</p>	<p>We are still letting houses but we have in place some protocols to ensure this is done safely. Wherever possible we will undertake a remote viewing of the property or send a link to a video. If these options are not possible and an actual viewing is required, our Housing Assistants will contact you and go through what you need to do.</p> <p>We have also adapted our sign up process for when an offer is being accepted. Our Housing Assistants will explain this to you on being advised that you wish to accept the offer.</p>
<p>I want to apply for housing what do I do?</p>	<p>We have had to suspend new applications to join our housing list other than tenants wishing to transfer. This is due to the high demand to join our waiting list. We will review this situation in mid October 2021.</p> <p>If you are a current tenant and wish to apply for a transfer, please email us at admin@paisleyha.org.uk or telephone us on 0141889 7105 (select option 7) and leave a message advising this is what you want to do. We will email you a housing enquiry form to complete and arrange an appointment for a telephone housing options interview for you.</p> <p>If you wish to speak with someone regarding an application you have already made, please email us at admin@paisleyha.org.uk or phone us on 0141 889 7105, option 7 and leave a message for someone to call you back.</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 0141 618 7200 (Mon-Thu, 8.45am-4.45pm and 8.45am-3.55pm on Fridays, and 0800 121 4466 at all other times).</p>
<p>I saw a News article saying you are developing new</p>	<p>We have two developments on site at the moment. One in Glenburn which is part of a bigger development being</p>

<p>property. How do I find out about this?</p>	<p>completed by Sanctuary. We will have 30 new homes- a mix of 2 and 3 bedrooms. These properties are due off site late October. We have now completed our selection of these properties. If you have been selected for one of these properties we will keep you up to date on when they will be available for moving into.</p> <p>The other development is in High Calside and there will be 16 x 1 bedroom amenity flats for people over 60. Four of these flats are suitable for wheelchair adaption. We expect these to come off site late 2021.</p> <p>If you would like to know more about these developments please email admin@paisleyha.org.uk</p>
<p>Need help due to Domestic Abuse?</p>	<p>If you experience domestic abuse help is available; Scotland's Domestic Abuse & Forced Marriage helpline - www.sdafmh.org.uk or phone their helpline 0800 027 1234</p> <p>Renfrewshire Women's Aid SCIO - www.renfrewshirewomensaid.co.uk or phone their helpline on 0141 561 7030</p> <p>Respect Men's Advice Line – www.mensadvice.org.uk or phone their helpline on 0808 8010327</p> <p>Galop - safe/just /fair www.galop.org.uk 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 – Samantha.templeton@paisleyha.org.uk</p> <p>Boots the chemist is reoffering a safe space for Victims of Domestic Abuse</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>Other Tenancy Matters</p>	
<p>My neighbour is really noisy and is causing a nuisance. Can I still report</p>	<p>You can still report anti-social behaviour to us.</p> <p>We are now carrying out tenancy visits as required.</p>

<p>this to you and what will you do about it?</p>	<p>Our Housing Officer James Millar will contact the tenants involved and try to resolve matters with them.</p> <p>If the behaviour is serious, you can still telephone the police to attend, please let us know if you have to do this.</p> <p>You can also contact Renfrewshire Council's Noise Enforcement Team on 07768988186 for advice during office hours.</p>
<p>Am I allowed to let my dog use the backcourt to do its business and dispose in the bin?</p>	<p>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 tenant should clean any mess immediately.</p> <p>Please be a good neighbour and ensure your dog does not cause nuisance.</p>
<p>My mental Health is being affected is there help available?</p>	<p>Yes</p> <p>If you are feeling worried or overwhelmed, support is also available from the following organisations:</p> <ul style="list-style-type: none"> • Breathing Space: 0800 83 85 87 • MIND: https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/ • Samaritans: 116 123 or https://www.samaritans.org/?nation=scotland • SHOUT: Text SHOUT to 85258 or visit https://www.giveusashout.org/

Direct Telephone Numbers*

***if you don't hear back from us within 1 working day, please contact 0141 889 7105 (option 7) as members of staff may be on leave but someone else will always be available to help.**

Name	Job Title	Office Tel	Mobile/ whatsapp
Alan Graham	Advice & Projects Officer (Advice Team)	0141 583 4123	07737 635 089
George McPhail	Welfare Benefits Assistant (Advice Team)	0141 889 7105 (option 7)	07737 816 221
Ben Wilson	Housing Assistant/Fuel Poverty Advisor (Advice Team)	0141 840 5018	07737 728 785
James Millar	Housing Officer (Anti Social Behaviour)	0141 889 7105 (option 7)	07737 414 718



Anton Nugent	Housing Officer	0141 583 4127	07735 906 614
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
Annie McLaughlin	Allocations Housing Assistant	0141 840 5016	07782 554 605
Janice Buchanan	Allocations Housing Assistant	0141 583 4126	07782 552 033
Amanda Milne	Estate Management and Service contracts		07828 498 688
JP Armstrong	Tenant Liaison on Planned Maintenance	0141 583 4128	07737 857 587

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