

# PAISLEY HOUSING ASSOCIATION DECEMBER 2024 BULLETIN



## Welcome to our December Bulletin

This year the office will close at 4pm on Monday 23rd December 2024 (our phones will remain open until 5pm) and we will re-open at 9am on Monday 6th January 2025.

December is always a busy month for us, trying to get everything up to date and finished up before we close down for Christmas. We hope that our tenants have been making great use of the activities in Paisley Town Centre.

There is more details on contacts for emergencies later in the bulletin.

**Paisley HA would like to wish all our tenants and their families a very Merry Christmas and a Happy New Year!!**

## Bulk Uplift collections paused over festive period

Due to health and safety risks, please do not put any items for bulk collection outside before Monday 6th January 2025.

We will not be able to process any further bulk collection requests until we return on **Monday 6th January 2025.**

You may report items for collection at any time over the festive period, via [bulk@paisley.co.uk](mailto:bulk@paisley.co.uk) but these will be actioned after Monday 6th January 2025.

Alternatively, our bulk line, **0141 889 7105 – option 8**, will be available from **Monday 6th January 2025 at 9am.**

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# CUSTOMER SATISFACTION SURVEY OUTCOMES

In the summer we carried out an Customer Satisfaction Survey, covering some main themes of our service. We have used the outcomes of this to update an action plan which will underpin our approach as a business. Over the next two pages we want to let you know what the outcomes of the survey were and some of the actions that we propose to take in each of the main categories.

Most importantly we want to get tenants involved in our decisions about our communities, if you are interested in getting involve please contact Alan Graham on 0141 583 4103 or by email at [alan.graham@paisleyha.org.uk](mailto:alan.graham@paisleyha.org.uk)

## Overall Satisfaction with our services



Overall satisfaction has increased by 2.4% from 2022 and is above the Scottish Average of 86.5%.

## Satisfaction with our Communications



Performance on this measure has had a small increase of 0.7% from 2022 and is above the Scottish Average of 90.5% .

## Satisfaction with opportunities to participate



Performance on this measure has had a small increase of 0.8% from 2022. While we are happy this has increased it is below the Scottish Average of 87.7%. We have identified actions as part of our improvement plan

## Satisfaction with our management of the Neighbourhood



Satisfaction with our management of the neighbourhood increased by 0.9% from 2022. While we are happy that it has improved it is still below the Scottish Average of 84.7%. We have identified actions as part of our improvement plan

## Satisfaction with the quality of home



**77.6%**

Satisfaction with the quality of home decreased by 6.6% from 2022. This is also below the Scottish Average of 84%. We have identified actions as part of our improvement plan

## Satisfaction with Value for Money



**78.3%**

Satisfaction with value for money increased by 4.3% from 2022. While we are happy that it has improved it is still below the Scottish Average of 81.6%. We have identified actions as part of our improvement plan

## IMPROVEMENT PLANS

Following the Customer Satisfaction Survey, our board has approved our Improvement Plan which covers what our actions will be in all of these areas. A summary of the main actions are below.

### **Increased activities within our communities**

We want our tenants to have more opportunities to speak to us and access our services. Over the first half of 2025 we will start rolling out surgeries for our Advice Services within our communities.

### **Increased visibility on our estates**

We want to be approachable and accessible when we are out visiting properties. As such we will be rolling out branded clothing. This will allow tenants to see us and approach us about any issues that they have.

### **We have reviewed our Neighbour Relations Policy and Procedures**

Antisocial Behaviour can be a challenging topic, but we want to make sure that we deal with this as best as we can. We have reviewed our policy and procedures to ensure that we communicate better with complainants, so that they are kept informed on the actions we are taking, the outcome and what we need to do to uphold a complaint.

### **Deliver on our planned maintenance program**

We have an ambitious program of planned maintenance scheduled, which focusses on the main priorities that tenants told us they want. There will be further information on this in early 2025

## Close Cleaning and Garden Maintenance

### Survey

The Association are conducting a survey into our Garden Maintenance and Close Cleaning services.

If you receive either of these services you can complete the survey by going onto our website, under the consultations section. Or by scanning the QR code below.

By completing the survey you will be entered into a draw for a £50 Amazon Gift Card.

CHANCE TO WIN!!! £50 AMAZON  
VOUCHER Garden maintenance  
and close cleaning service survey



## Prize Draw Winners

During the last few months we have had some surveys which have had prize draws, we would like to confirm the winners below.

Each winner has received a £50 Amazon voucher

### Tenant Satisfaction Survey 2024

Ms Mason - Stock Street  
Ms McLarnon -  
Neilston Road

### Charter Report Survey 2024

Mr Maclean - Findhorn Ave

## SANTA VISITS OUR CHILDREN'S CHRISTMAS PARTY

Our Annual Children's Christmas Party was held on **12th December 2024**, in The Anchor Centre in Paisley.

The families were entertained by a magician, Mark Walbank, and then a buffet

Before our special guest from the North Pole made a visit with a sack full of gifts for the Children.

A great evening was had by the families and staff.



We are grateful to the Anchor Centre and their staff for making us welcome. Also to our contractors; Alwurk, City Tech, KMS, Watson Property, Spruce Carpets and Paisley Landscaping Services for their support and donations in helping us organise the event.

## St Mirren FC Charitable Foundation helps vulnerable Paisley residents at Christmas



We were contacted by St Mirren Foundation FC in relation to their Festive Friends program, they were looking to identify households who would be struggling and on their own on Christmas Day.

St Mirren FC have organised a program where the vulnerable households that we identified will receive a Hot Meal, Hamper and Gift on Christmas Day.

We made referrals for 15 tenants, who will receive this support at what can be a difficult time of year. We would like to thank St Mirren FC Charitable Foundation for this support.

# SUPPORTING OUR COMMUNITY

## **“OH YES THEY DID!!!” PRIMARY SCHOOL KIDS ATTEND PACE PANTOMIME**

The Association donated 260 tickets for PACE’s Pantomime performance of Aladdin. Tickets were donated to local Primary Schools and other community organisations.

The majority of the tickets were donated to 9 primary schools who have their catchment areas within our Housing Stock. We also donated some to Foxbar Community Building and Star Project. They were also provided with Selection Boxes which had been donated by Paisley Radio and Paisley Piazza.

The Primary Schools were grateful for this support for their children and we had some really positive feedback. Some of the schools advised us that the children had never been to a Pantomime and really enjoyed the experience!! We were happy to support this.

## **PAISLEY HA GETS INTO THE CHRISTMAS SPIRIT**

Our Customer Services Officer, Danielle Thomson, decorated our main office window to enter this into Paisley First - Best Dressed Window competition. Although we didn’t win the panel said that “it was a beautiful individual display”, we are proud of the hard work Danielle put into this.

Congratulations to the winners With Love Flowers and the second and third placed businesses, Murray’s Opticians and Sue Quinn Bears.

You can see a picture of our entry on the right.

## **PAISLEY PIAZZA DONATES TOYS TO SUPPORT KIDS AT CHRISTMAS.**



Throughout the last two months the Piazza has been working on partnership with Paisley Housing Association to run a Christmas Present donation drop off. This resulted in lots of bags of presents which will be distributed in the community.

We then assisted to drop these off to the Star Project and Renfrewshire Foodbank who will distribute these to vulnerable families. We were astounded by the generosity of all the people who donated.

Paisley Housing Association is very grateful to Paisley Piazza, Star Project and everyone who donated as this will make a massive difference to children within the community



# 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:

When your payment is due	Universal Credit	Other DWP benefits	Social Security Scotland Benefits
<b>Tuesday 24th December</b>	Tuesday 24th December	Tuesday 24th December	Tuesday 24th December
<b>Wednesday 25th December</b>	Tuesday 24th December	Tuesday 24th December	Tuesday 24th December
<b>Thursday 26th December</b>	Tuesday 24th December	Tuesday 24th December	Tuesday 24th December
<b>Friday 27th December</b>	Friday 27th December	Tuesday 24th December	Friday 27th December
<b>Saturday 28th December</b>	Friday 27th December	no payments due	no payments due
<b>Sunday 29th December</b>	Friday 27th December	no payments due	no payments due
<b>Monday 30th December</b>	Monday 30th December	Monday 30th December	Monday 30th December
<b>Tuesday 31st December</b>	Tuesday 31st December	Tuesday 31st December	Tuesday 31st December
<b>Wednesday 1st January</b>	Tuesday 31st December	Tuesday 31st December	Tuesday 31st December
<b>Thursday 2nd January</b>	Thursday 2nd January	Tuesday 31st December	Tuesday 31st December

# Christmas Closure Information

Our Office will be closed from Monday 23rd December at 4pm (our phone lines remain open until 5pm), we reopen again at 9am on Monday 6th January 2024. We hope you have a fantastic festive break, however, if you have any emergencies which require a repair you can contact our contractors on the numbers 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
<b>Lifts</b>		
Oliphant Court 31 High Calside 25 High Calside	STANNAH ORONA PICKERINGS	0141 882 9946 0345 894 9127 0141 771 7575
<b>Planned Maintenance Works</b>		
Newly installed bathrooms in last 12 months	CCG	0141 643 3744
<b>In Buildings we do not factor</b>		
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 will 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](http://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](mailto:admin@paisleyha.org.uk) but please note that these will not be checked and dealt with until 6th January 2024. Always call the contractor for emergencies.

# Rent payments over the Festive Period

We want our tenants to enjoy the festive period, without having to worry in the new year.

The cost of the festive season can soon add up so please remember to pay your rent! You may get your benefits like Universal Credit or wages early so remember to pay your **rent first**.

We know that it is a difficult time and we are here to help. If you are struggling with your rent payments, contact us now –

Our Housing Officers are here to help, please call them on the number below:

HOUSING OFFICER	DIRECT LINE	WORK MOBILE
Jackie McLachlan	0141 583 4125	07737682961
Samantha Templeton	0141 583 4129	07782558778
George Gray	0141 583 4107	07735821778

Don't wait for us to contact you and let the problem get more serious, let us help you have a Merry stress-free Christmas.

We offer many payment methods to help tenants to pay their rent. You can discuss any of these with your Housing Officer.

A lot of tenants phone into make payments, but you can also find details of other ways to pay your rent while the office is closed on our website.

**PAISLEY HA WISHES ALL IT'S  
TENANTS AND THEIR FAMILIES  
A VERY MERRY CHRISTMAS  
AND A HAPPY NEW YEAR!!**