

PAISLEY NEWS UPDATE



FEBRUARY AND
MARCH 2025

WELCOME

Welcome to our first bulletin of 2025, Paisley Housing Association has had a busy start to the year after dealing with the impact of Storm Eowyn and going through our annual Rent and Service Charges Consultation. Work is now under way at our project refurbishing the tenement flats at Orchard Street in the Town Centre, which will bring 48 flats into Social Housing, we hope they should be ready to let in 2027.

We hope all our tenants had a happy festive period and have had a good start to the new year!

IN THIS ISSUE

- Page 1:** Change for customers accessing our office
Digizone
- Page 2:** Rent and Service Charges Consultation Outcome
- page 3:** Universal Credit - How to update your rent
- Page 4:** New Contractor Appointed
- Page 5:** Storm Eowyn - Picking up the pieces
Lift Upgrade Works at Oliphant Court
- Page 6/7:** Garden Maintenance
- Page 8:** Brown Bin Permits
- Page 9:** Food Waste Collection Guide
- Page 10:** Gas Safety Checks
Fire Safety
- Page 11:** Cost of Living Event
School Clothing Grant
- Page 12:** Discretionary Housing Payment
- Page 13:** Universal Credit Migration Update
- Page 14/15:** Customer Satisfaction: Focus on Value for Money
- Page 16:** You said, we did

Paisley Housing Association (PHA) is committed to providing equality of access to our services. Please contact us if you would like this report in another language or an alternative format.

Jeśli potrzebujesz tego dokumentu w innym języku lub formacie, skontaktuj się z nami.

**إذا كنت بحاجة إلى هذه الوثيقة بلغة أو تنسيق آخر، يرجى الاتصال بنا
اگر آپ کو یہ دستاویز کسی اور زبان یا فارمیٹ میں درکار ہے، تو براہ
کرم ہم سے رابطہ کریں۔**

Registered in Scotland No: SC035589
Paisley Housing Association,
Assurance House,
2 Lawn Street,
Paisley
PA1 1HA

WE ARE MAKING A CHANGE FOR VISITORS TO OUR OFFICE.

Due to low visitor traffic, from Monday 3rd March 2025 we have closed our reception area to allow our staff to focus on other tasks. You can however still gain entry during our opening hours by pressing the buzzer located at the door on Lawn Street and Gauze Street.

No Change to our Office Hours

Our office hours are not changing, we are still open Monday to Friday 9am to 4pm but to gain entry, someone will come down to the door to let you in to the building. Please remember our staff are not all fully office based so if you want to see someone in particular its best to make an appointment to avoid disappointment.

Please Note: *our office closes at 12.30pm on 2nd Tuesday and last Thursday of each month for staff training. Please refer to our website for details of any office closure dates*

REPAIRS SATISFACTION SURVEY TO COMMENCE IN MARCH

Last year we conducted a repairs satisfaction survey, we were really pleased to note that the satisfaction with our repairs service had increased to 91.1%

Over the next month we will be issuing a new repairs survey to assess our performance over the last year. Please look out for this and respond, as your feedback and comments are extremely influential to us

ENERGY PRICE CAP INCREASING

On 25th February 2025, OFGEM announced that the Energy Price Cap is increasing by 6.4% in April 2025.

This will affect tenants on a Standard Variable Tariff, if you are on a fixed tariff your prices will not change.

We would recommend that tenants check if they are on the best available tariff, or if they might save **£££** by switching.

There are comparison tools which can help you do this. Or if you would like to speak to our Home Energy Adviser you can call 0141 583 4123 to book an appointment

RENT AND SERVICE CHARGES CONSULTATION OUTCOME

In February Paisley Housing Association consulted on options for rent charges, service charges and our planned maintenance priorities for 2025/26. You should have received your letters this week confirming your new rent charges from 28th March 2025.

In making the decision on the new rent, service charges and planned maintenance priorities, our board considered:

- Feedback from our tenants on the two rent increase options, which were a 4.5% or a 5% increase
- Feedback from tenants on our new service charges and planned maintenance
- The income required to deliver the Association's services and investment in our properties

In the package confirming the costs from 28th March 2025, you will have received a brochure confirming details of the feedback we received.

Your feedback was extremely influential to our board, who decided the following:



NEW RENT COSTS - WHAT YOU NEED TO DO

I PAY BY DIRECT DEBIT

Your Housing Officer will amend your direct debit to reflect the new Rent and Service Charges. You will receive a notification from Allpay confirming his change.

I PAY BY STANDING ORDER

You will need to contact your bank to change the amount of the standing order, you can do this through online banking, by phoning your bank or visiting your nearest branch. If you are unsure of how much to change your standing order to, you can contact your Housing Officer

MY RENT IS PAID BY HOUSING BENEFIT

You shouldn't need to do anything, we will notify Renfrewshire Council of your new rent and service charges. They will notify you when they have updated your award.

We would always recommend that you check your new award letter when you receive this to make sure it is correct.

MY RENT IS PAID BY UNIVERSAL CREDIT

Whether your Housing Costs are paid to you or directly to us, you will need to notify Universal Credit of the new costs. please see the next page for a guide on how to do this.

UNIVERSAL CREDIT

HOW TO UPDATE YOUR RENT COSTS

If you receive Universal Credit, you will have to update Universal Credit with your new rent charges.

In most cases you will receive a prompt from DWP in your “to do” list **after** 1st April 2025 which will allow you to update your rent.

It is straightforward to update your rent costs, just follow the three steps on this page after 1st April 2025.

Access your to do list and click the option to report a change in housing costs.



Confirm your housing costs

Date of change

Did your housing costs change on 1 April 2025?

Yes No

Continue

[Back](#)



Add in your new rent costs from your letter



Add in your new service charge costs from your letter

Confirm your housing costs

Changes to your rent

You previously told us the total rent for your property is £150.00 per week.

Your landlord should have written recently with details of changes to rent or eligible service charges.

Are you still charged weekly for your rent?

Yes No

How much is your new rent per week?

Do not include any service charges or rent arrears.

£

Continue

[Back](#)

Confirm your housing costs

Changes to your service charges

You previously told us the total eligible service charges for your property are £5.00 per week

Your landlord should have written recently with details of changes to rent or eligible service charges.

Are you still charged weekly for your service charges?

Yes No

How much are your new eligible service charges per week?

Only include 'eligible' service charges. They will be listed separately on the letter from your landlord.

£

Continue

[Back](#)

Some tenants whose UC Assessment Period ends before the 1st of the month may have to report the change differently. We will contact tenants who have to do this individually to let them know what to do.

UC Universal Credit

NEW CONTRACTOR APPOINTED



PH Jones, part of British Gas, have been awarded the boiler replacement Contract for 2024/25

The contract is for £285,000 with 129 boilers being replaced with high efficiency condensing boilers at various locations over the next 3 months.

The contract includes an option to extend for additional years, should PH Jones deliver the initial contract successfully and meet the high standards of performance required.

Our Gas auditor Argon Technical will also be carrying out quality checks and audits to ensure that installations are completed correctly and meet the highest standards.



STORM EOWYN - PICKING UP THE PIECES



Storm Eowyn brought havoc to Scotland in January, we would like to thank all our tenants for their patience while we picked up the pieces of all the damage caused. In the region of 200 repairs were reported to Paisley Housing Association, over 50 of which were damage to roofs.

The majority of all roof repairs have been completed, apart from where we need to hire a cherry picker for high level works. These high-level works will progress as soon as high access equipment becomes available.



We had over 200 metres of fencing repairs that were reported. The majority these repairs have been completed too.

LIFT UPGRADING WORK AT OLIPHANT COURT UNDERWAY



At our multi-storey block at Oliphant Court, we recognise the necessity of a reliable lift service to residents. We are currently upgrading our lifts at Oliphant Court, we have appointed ADL Lift Services Ltd. to carry out these works. As part of these works we are installing a seat in the lift and widening door access to ensure that we are supporting tenants with accessibility requirements.

We are also putting measures in place while the work is ongoing to support tenants with accessibility requirements.

DIGIZONE - HELP WITH YOUR DIGITAL SKILLS



Renfrewshire's Free Digizones provide everyone who lives, learns, works and visits Renfrewshire with access to:

- digital skills support
- internet
- digital devices such as a laptop, PC or tablet
- signposting to where you can get online.

You can visit any of our Digizones to receive help and support.

Digizones raise awareness of the digital supports available to everyone and will help promote digital and data inclusion in Renfrewshire.

This support can be accessed at most local libraries

- Foxbar Library, Ivanhoe Road, Paisley PA2 0JX
- Glenburn Library, Fairway Avenue, Paisley PA2 8DX
- Renfrew Library, Paisley Road, Renfrew PA4 8LJ
- Southend Action Centre, 57 Stock Street, Paisley PA2 6NL

GARDEN SERVICES

GARDEN MAINTENANCE

FIRST CUT

Our Garden Maintenance service will be making the first cut at properties that receive this service in March.

The first cut is often the most important, as it means that the grass is well maintained when it starts to grow

It is important for you, and your neighbours, that you do all you can to make sure that there is nothing that will stop the cuts getting done.

For Health and Safety reasons our contractor, M squared, are unable to cut grass where there is dog fouling on the grass.

So it is important to:

CLEAN IT UP!

BAG IT!

BIN IT!

This means that you and your neighbours will be able to make the most of your communal spaces and gardens, when the good weather finally hits.



**CLEAN IT UP!
BAG IT - BIN IT**



BROWN BIN PERMITS

Just a reminder. Renfrewshire Council has introduced permits for the brown garden waste bins.

If you use your brown bin for garden waste, you have to reapply for a permit each year. A permit costs £40 per brown bin.

So, if you'd like the council to collect your garden waste from your home, you need to pay for a new permit each year.

You can apply for a permit on the council's website, the applications will open in the next month for the new year.

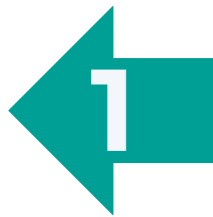
Permits will take up to 15 working days to arrive. Your permit will be valid from 1 April 2025 to 30 April 2026.

If you receive the full Council Tax Reduction or a Severe Mental Impairment Council Tax Exemption you can apply for a brown permit for free.

FOOD WASTE COLLECTION

FOOD WASTE CADDY

We are aware that some of our tenants have received food waste caddies from Renfrewshire Council. These are designed to divert compostable food waste from landfill sites and to help the environment. We have also had some feedback that some tenants did not know how to properly use the caddy and dispose of the food waste. So we thought we would give a short guide, if you have not received a food waste caddy yet, you do not need to worry as not all bin collection routes are covered.



PUT A FOOD WASTE LINER INTO YOUR FOOD WASTE CADDY.

PUT YOUR LEFTOVERS AND ANY OTHER FOOD WASTE INTO THE CADDY. FOOD WASTE CAN ALSO BE PUT INTO THE CADDY WITHOUT A LINER.



ONCE ALMOST FULL, TIE THE LINER AT THE TOP AND REMOVE. WE RECOMMEND THAT YOU EMPTY YOUR CADDY AT LEAST ONCE A WEEK.

DISPOSE OF THE BAG OF FOOD WASTE IN YOUR COMMUNAL FOOD WASTE OR BROWN BIN.



REMEMBER YOU CANNOT USE YOUR BROWN BIN FOR GARDEN WASTE WITHOUT A PERMIT.



FOOD WASTE COLLECTION

WHAT YOU CAN RECYCLE IN YOUR FOOD WASTE CADDY

YES, YOU CAN RECYCLE IN THE CADDY



Dairy and eggshells



Meat and bones



Vegetables and peelings



Fruit



Bread



Rice & pasta



Fish bones and shells



Tea bags and coffee grounds



Leftovers and out of date food



NO, DO NOT RECYCLE IN THE CADDY

- **FOOD PACKAGING**
- **LIQUIDS AND OILS**
- **PLASTIC BAGS**
- **PET WASTE AND BEDDING**
- **COMPOSTABLE CUTTLERY, CUPS OR PLATES**

FOR MORE INFORMATION GO TO
WWW.RENFREWSHIRE.GOV.UK/BINS
EMAIL: MYBINS@RENFREWSHIRE.GOV.UK
TELEPHONE: 0300 300 0380

GAS SAFETY CHECKS

Paisley Housing Association has a legal obligation to carry out an annual gas safety check in all properties it owns, that contain gas pipe work or a gas appliance. This Annual Gas Safety Check is required by law and is for your own and your neighbours' safety.

In advance of the service you should receive a letter from our contractor City Technical notifying you of the date and time of the appointment.

If the appointment is not suitable please contact:

City Technical (0333 202 0708)

who will be happy to arrange an appointment that is suitable.

We will take reasonable steps to gain access, and if this is not granted Paisley Housing Association will exercise the right to force entry.

We take a firm approach to gaining access due to the potential Health & Safety risk to the property and more importantly to people.

If we require to force entry to your property, you will be liable for all costs associated with this. This is outlined in our recharge policy.

If you have a gas supply but no gas meter in your property, access is still required. If an a gas safety check cannot completed, please let us know as soon as possible.

If this is due to debt on your meter that you cannot clear, please contact our Advice Team on 0141 583 4123.

Please do not ignore appointment letters when your Gas Safety Check is due, it is important that you contact us to arrange access at your earliest convenience. It doesn't take long and it could save lives.

CARBON MONOXIDE AWARENESS

As part of your Gas Safety check we will check that you have a working Carbon Monoxide Alarm.

Carbon Monoxide, is a colourless and odourless gas, and can cause a lot of harm. So make sure you test your Carbon Monoxide alarm regularly



YOU CAN'T SEE IT



YOU CAN'T SMELL IT



YOU CAN'T HEAR IT

KEEP YOURSELF SAFE

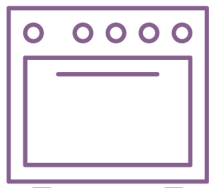
TEST YOUR CARBON MONOXIDE

ALARM REGULARLY

FIRE SAFETY

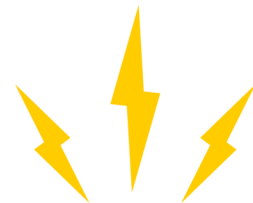
INTERNAL FIRE SAFETY

Smoke Alarms: Although Paisley Housing Association ensure that flats are equipped with the correct fire safety equipment such as smoke alarms, residents should test their smoke alarms monthly. Testing monthly ensures that they are in working condition and is the best early detection for fire within your home.



Kitchen: Never leave cooking equipment turned on unattended, especially when using stove tops or open flames. Keep an eye on your cooker/air fryer when it is on. Always ensure you clear combustibles away from heat sources.

Electrical safety: Avoid overloading electrical outlets, inspect cords and plugs regularly to check for damage. If you need to use an extension cord, make sure it is surge protected. Keep electrical appliances away from water sources and turn off when not in use.



Candles

Make sure you always extinguish all candles before you go to bed or leave the room. Burning candles in bedroom unattended is one of the highest sources of house fires. Ensure that candles are kept out of reach of children, and they cannot be knocked over by children or pets. Make sure you keep lit candles on a heat proof surface or holder. Tea lights can become hot enough to melt plastic and or set fire to decorations. Make sure you place candles smartly, away from other objects and combustible items.

COMMON STAIRWELL SAFETY

Keeping the stairwell clear and unobstructed:

We want to ensure that stairwells are clean, secure and safe environments. As part of this we would like to remind residents and owners that the stairwell is not an extension of your home and should not be treated as such. It is important that residents keep the communal area free of items such as furniture, bicycles or personal belongings.



A stairwell obstructed by items stored in the close may: Prevent safe exit from stairwell in case of emergency. Become the source of the fire, especially items such as prams or other combustible items. Hinder the work of firefighters in your property.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Lighting:

Ensure that stairwells have adequate lighting. Proper lighting is crucial for quick evacuation during an emergency.

**This article is to provide general fire safety related tips. For specific guidance and regulations please visit*

www.firescotland.gov.uk

COST OF LIVING EVENT

On 19th February, Paisley Housing Association partnered with Renfrewshire Council's Community Learning and Development Service to hold a Cost of Living event at the Southend Action Centre on Stock Street in Paisley. The event was attended by 76 households from across Renfrewshire, including a number of our tenants.



A number of agencies attended the event, such as Scottish Gas Network's Safe and Warm team, as well as Renfrewshire Council's Library services, The Wise Group and Invest Renfrewshire

We even had a visit from local MP, Johanna Baxter. Johanna was pleased to see an event like this being held within the local community and the level of support available to residents of Paisley.



Households attending were able to chat to agencies that can support them, play Money Bingo to learn more about managing their money and taste some wonderful, cost effective, soup as well as receiving a pack of ingredients to make it for themselves.

Attendees were also entered into a prize draw to win either a dual air fryer or a soup maker.

This partnership was made possible thanks to funding received from Scottish Gas Network and Energy Action Scotland.

SCHOOL CLOTHING GRANT THE BELL IS ABOUT TO RING



Applications for the School Clothing Grant for the year 2024/25 will close on 31st March 2025. If you have a child at school in Renfrewshire, you can get:

- **£120 for primary aged children**
- **£150 for secondary aged children**

Your child can get a **clothing grant** if they go to a Renfrewshire school, and you get:

- Housing Benefit
- or Council Tax Reduction.

Your child can get a **clothing grant and free meals** in school and meal payments during the holidays, if they go to a Renfrewshire school and you get:

- Universal Credit (where your monthly earned income is not more than £796)
- Income Support
- income-based Job Seeker's Allowance
- income-based Employment and Support Allowance

You can find out more on the council's website at www.renfrewshire.gov.uk, or by contacting the Advice Team on 0141 583 4123, or by email at adviceteam@paisleyha.org.uk

DISCRETIONARY HOUSING PAYMENT DON'T MISS THE BOAT

Our advice team staff have been contacting tenants to encourage them to apply for Discretionary Housing Payment before the end of the financial year at the end of March 2025.

Discretionary Housing Payment is paid for a number of reasons, mostly to alleviate financial hardship.

To be awarded you need to receive Universal Credit, or Housing Benefit, but have your award reduced due to another income (such as earnings), benefit cap, non-dependent deductions or having an extra bedroom.

Our Advice Team are happy to speak to you to see if you might be eligible. We especially want to speak to:

Tenants who are struggling financially and receive UC or Housing benefit

AND meet one of the following criteria:

- **Are working, or receiving another income such as a pension.**
- **Have their benefit reduced due to another adult living with them**
- **Are affected by the Benefit Cap**

If you want to find out more call our Advice Team on 0141 583 4123 or email adviceteam@paisleyha.org.uk

TAX CREDITS ARE ENDING

As part of the managed migration to Universal Credit, Working and Child Tax Credits are ending. No more Tax Credits payments will be issued after 5th April 2025.

If you still receive Tax Credits, you should make sure that you claim Universal Credit by your migration date, if you have not already done so.

It is important that you do this to make sure that you still receive your benefits. If you are entitled to less Universal Credit than you received on your legacy benefits, then you should be eligible for Transitional Protection.

PAISLEY HA HELPS TENANTS MIGRATE TO UNIVERSAL CREDIT

We know that migrating to Universal Credit is very stressful, particularly if you have been claiming other benefits for a long time. Since July 2024 our Advice Team has helped more than 60 tenants through their migration to Universal Credit.

Most of the tenants were very worried about moving to Universal Credit. But our dedicated team have been able to help put their minds at ease and support them through this stressful transition.

Examples of the support that has been provided are:

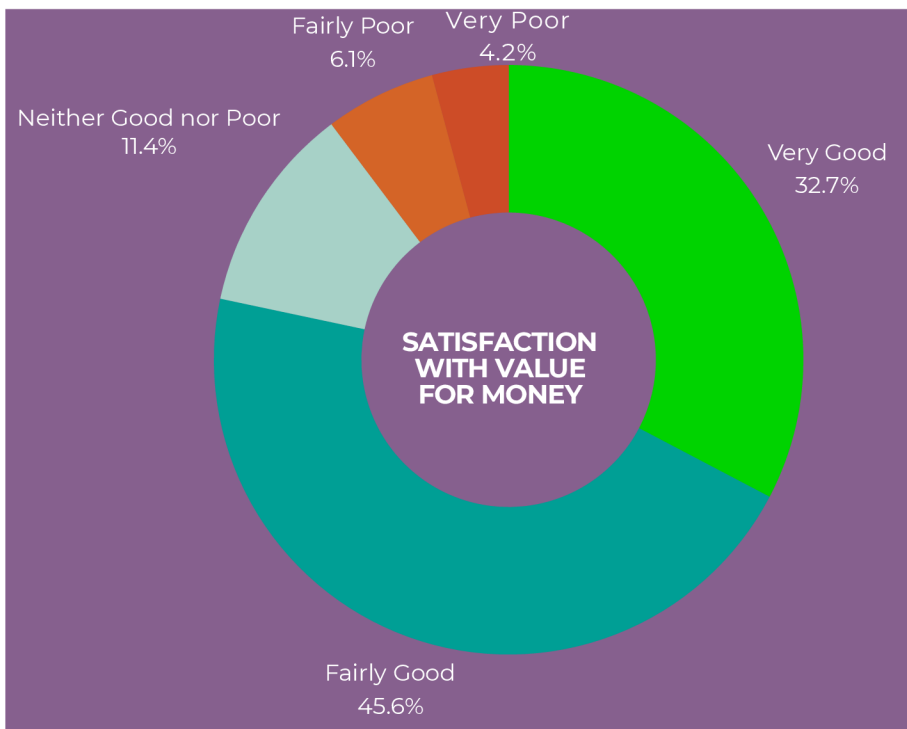
- Help to complete the online application for Universal Credit
- Help challenging decisions where the incorrect elements have been awarded
- Help challenging decisions where the wrong Transitional Protection was awarded
- Help arranging DWP appointments as telephone appointments or home visits where a claimant can't attend the Jobcentre
- Completing benefit checks to make sure that any additional benefits or elements of Universal Credit are applied for
- Helping tenants access funds to support them through any wait for their 1st Universal Credit payment

The important thing to remember is that help is available and we want to make the process as easy as possible. If you need help with your Universal Credit migration or claim you can contact us on 0141 583 4123 or by email at adviceteam@paisleyha.org.uk

CUSTOMER SATISFACTION

FOCUS ON VALUE FOR MONEY

In our 2024 customer satisfaction survey, we asked tenants “to what extent they felt their rent represented value for money?”



We were pleased that a significant majority of tenants told us that they felt that their rent represented good value for money, with 78.3% of tenants telling us this which was an increase of 4% from 2022.

We also asked tenants what their main priority was for Value for Money. Our tenants ranked their priorities, in order, as:

1. **Quality**
2. **Right 1st time**
3. **Efficiency**
4. **Cost**

OUR PERFORMANCE AROUND TENANTS PRIORITIES ON VALUE FOR MONEY

We believe that we have a strong focus on our tenants priorities and wanted to take this opportunity to focus on what our tenants priorities are and how we are working towards satisfying these:

QUALITY
94%

Properties meeting SHQS (Scottish Housing Quality Standard) in 2023/24



We want to tenants to live in safe, high quality homes. We are working towards 99% of homes meeting the SHQS in the year 2024/25

CUSTOMER SATISFACTION

FOCUS ON VALUE FOR MONEY

REPAIRS RIGHT 1ST TIME

98.55%

Percentage of repairs completed right on the 1st visit



When things go wrong we think it is important that we put it right. we are proud that nearly all of our repairs are right 1st time.

EFFICIENCY
15.25
DAYS



Days to re-let a property.

We are really proud that when a property becomes empty they we are one of the quickest landlords in Renfrewshire to get a tenant moved into the property.

COST

99.6%

Percentage of rent due collected



To keep maximise our resources we work hard to collect rent as this allows us to maximise our resources and keep overall costs low.

YOU SAID, WE DID

YOU SAID

Our tenants told us through a complaint, they were unsure of the standards for close cleaning and garden maintenance

WE DID

We now issue a copy of our close cleaning and garden maintenance standards with every complaint response.

YOU SAID

Our tenants told us that they were having issues with condensation which was causing further issues

WE DID

We have addressed this by identifying a need for extractor fans in the bathrooms of affected properties, these will be installed as part of the planned maintenance programme this year

