

PAISLEY HOUSING ASSOCIATION MAY 2024 BULLETIN



WELCOME TO OUR MAY BULLETIN

Welcome to the May 2024 edition of our bulletin.

The last few weeks have brought a lot of nice weather, this means many of our tenants will be spending time outside in their own gardens and our communal open areas.

We provide some information about our garden service, garden competition and brown bins later in the bulletin.

TENANT SATISFACTION SURVEY 2024

We carried out our most recent Tenant Satisfaction Survey in September 2022, it is now just over a year and a half since this, and we have been working very hard to improve our services.

We want to assess our progress against this and the only way to do this is to ask our tenants. As such we will be conducting a Tenant Satisfaction Survey throughout June 2024. Along with this bulletin you will find a report on our progress on the outcomes of the last Tenant Satisfaction Survey. The survey opens on 21st June 2024 and details of how to complete this will be sent out on this date

CHIEF EXECUTIVE RETIRAL UPDATE

As announced in our previous bulletin Kathleen McCutcheon, Chief Executive of Paisley HA is set to retire in July 2024.

The Board of PHA are delighted to announce that Fiona McTaggart will be taking up the post of Chief Executive on 6th August 2024.

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FOCUS ON OUR REPAIRS SERVICE

In our bulletins, we regularly give a focus on changes we have made to improve an aspect of our service.

This month our focus is on one of the most important parts of our business, Repairs. We understandably have a strong focus on this and want to ensure that essential repairs are carried out as quickly as possible.

Repairs are either classed as emergency or non-emergency and have different targets accordingly. When carrying out an emergency repair, our first focus is on making the tenant and their household safe.

FOCUSSING ON THE SCOTTISH HOUSING QUALITY STANDARD (SHQS)

The SHQS means social landlords must make sure their tenants' homes are; energy efficient, safe and secure; not seriously damaged; have kitchens and bathrooms that are in good condition

In 2023/24 we significantly improved the number of homes meeting this standard to **94%** from 87.8% in 2022/23. We achieved this through strong performance from our repairs service and from making important upgrades to our properties.

MAINTAINING OUR REPAIRS PERFORMANCE

Our performance in delivering our repairs service was already very high. Our focus has been maintaining this performance through setting demanding targets of ourselves.

Our repairs performance in 2023/24 was:

96.68% repairs were delivered right first time.

Emergency Repairs were complete on average within **2.63 hours**

Non emergency repairs were delivered on average within **2.62 days**

REVIEWING PROCESSES

In particular, we have improved our processes in dealing with Electrical Safety Inspections to allow these to be carried out more quickly.

This is extremely important for tenant safety and fulfilling our legal obligations.

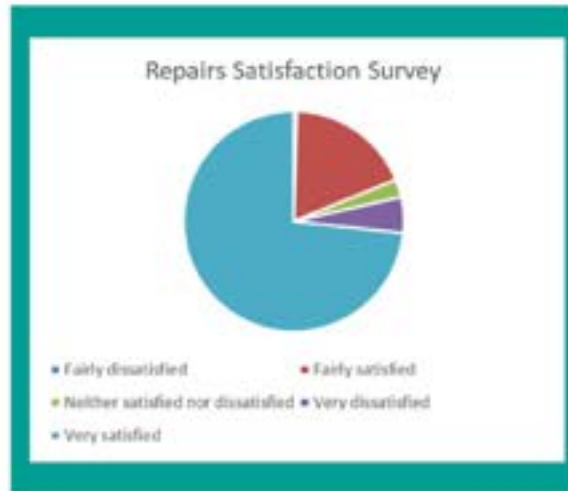
If you have a repair that you need to report, you can do this by calling us on 0141 583 4100. An emergency repair can be reported outwith office hours, if you call us on this number you will be given the options to contact our contractors directly who will be able to carry out the repair.

REPAIRS SATISFACTION SURVEY

In March 2024 we conducted a survey to assess our tenants satisfaction with our Repairs service. 271 tenants responded, of whom 191 had received a repair in the last 12 months.

We are delighted to note that 91% of these tenants were either fairly satisfied or very satisfied with the service they received.

This does mean that 16 tenants told us they were not satisfied, we are grateful for these tenants providing us with reasons for this and our Asset Management Team will be reviewing these reasons to see how we can improve our service



UNIVERSAL CREDIT MANAGED MIGRATION UPDATE

For what seems like forever, we have been telling tenants that they will soon be migrating to Universal Credit. We now have substantially more tenants receiving Universal Credit than Housing Benefit.

This process is now entering its final stage and should be completed for working age tenants before the end of 2025. Tenants who have reached Pension Age (currently 66) are generally not affected.

We have been told by Renfrewshire Council that the process of migrating the remaining Housing Benefit claimants to Universal Credit will start in June 2024, but will take several months.

From June 2024, tenants that receive Housing Benefit will start to receive letters from DWP telling them that their existing benefits, including Housing Benefit will stop, and the date this will happen by. Tenants should have a 3 month period from receiving this letter to make a claim for Universal Credit.

YOU WILL NOT AUTOMATICALLY BE TRANSFERRED TO UNIVERSAL CREDIT, SO IT IS IMPORTANT THAT YOU CLAIM WHEN YOU RECEIVE THE LETTER.

We will receive information from Renfrewshire Council about who will be transferring and our Advice Team staff will also contact you to help you with the transfer. **We also recommend contacting our advice team before submitting your UC claim so we can help you make the most of your application, such as identifying the elements to claim and the best payment date.**

SIDEY DONATES TO OUR FUEL BANK

As part of our contracts, we try to take advantage of Community Benefits clauses to try and benefit our tenants and the wider community.

Our recent contract for window replacements was awarded to Sidey.

After negotiating with the contactor, as part of their Community Benefits Clause, Sidey have made a donation of £300 to our Fuelbank scheme.

This donation is greatly appreciated and will help an additional 6 households with this scheme.



PAISLEY HA ADVICE HELPS WITH £96,000 FOR ENERGY BILLS

The last 2 years have been extremely challenging for tenants to manage their energy costs.

When the prices of Gas and Electricity rose from September 2022, our Advice Team staff made use of as many avenues as possible to help our tenants.

In the last 12 months, we supported tenants in accessing £96,000 of help with their energy bills.

Unfortunately, a lot of the grants that were used have now closed, but we are always on the look out for other avenues to help.

BROWN BIN PERMITS

Last year Renfrewshire Council 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.

Permits will take up to 15 working days to arrive. Your permit will be valid from 1 April 2024 to 30 April 2025.

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.



GARDEN MAINTENANCE UPDATE

Our new garden maintenance contractor M Squared started delivering our service at the beginning of April. We are really pleased with how the service is going. Our Housing Management team monitor the service, carrying out regular checks of work carried out and raise any teething issues that arise directly with the contractor.

One of the main areas of feedback from the contractor is Dog Fouling. For Health and Safety reasons if the contractor notices Dog Fouling on the grass they will be unable to cut this.

As such, particularly in common areas, if there is any **Dog Fouling** it is important that it is cleared right away by the dog's owner. If there are persistent issues in particular closes we will be communicating directly with the tenants involved, if we cannot identify the tenant we will communicate with the whole close.

ANNUAL GARDEN COMPETITION

As we move into Summer, we wanted to remind our gardeners of our Annual Garden Competition. Judging will be carried out in August 2024. The competition has 3 categories:

Individual Garden
Tenement Garden
Balcony

With a 1st, 2nd and 3rd place in each category.

You can see below examples of some of the gardens from last year, which our tenants had clearly worked hard on, and the judges were very impressed by the quality and individual characteristics of each of the gardens.

HOW TO ENTER:

We check all our stock to identify gardens for our judges to visit, but if you specifically want your garden to participate you can let us know by emailing admin@paisleyha.org.uk or telling your Housing Officer and we will ensure that the judges visit your garden.

