

ADDRESS BLOCK



Inside this issue.

Assurance Statement	1
New Office	1
Membership	1
Freedom of Information	1
Significant Performance Failures	2
You Said, We Did	2
CE Conversations	2

Assurance Statement

Consultation on our first Annual Assurance Statement will be on our website from Tuesday 29th October to Thursday 31st October.

Our Assurance Statement is a statement by the Board of PHA stating our level of compliance with the Scottish Housing Regulator's

Regulatory Framework.

Please have a look and tell us what you think.

New Office

Work continues on our new office in Paisley Town Centre. We will contact you individually once we have a final move date which we are hoping will be before Xmas.

Don't join a gym – Join us!!

We are cheaper and you get life long membership for a £1.

Why not call this number and speak to our Membership Officer, Sandra Marshall to see what the benefits are 0141 583 4124

Freedom of Information

From 11 November 2019 Paisley Housing Association will be designated as a Scottish Public Authority and will therefore subject to the Freedom of Information (Scotland) Act. The aim of the Act is to increase openness and transparency by allowing people to access information

about how decisions are made and how public services are delivered. We are in the process of updating our website to provide information which may be of interest for you, in accordance with our Model Publication Guide.

What this means for you

If, from 11th November

2019, you want to request information from us, please e-mail dpo@paisleyha.org.uk or complete the request form on our website.

From 11th November our website will contain further details about Freedom of Information (Scotland) Act, including our guide to information, and charges.

Special points of interest:

- From 11th November
- www.paisleyha.org.uk/requesting-your-own-information
- Email: dpo@paisleyha.org.uk



Significant Performance Failures

What is a significant performance failure?

An SPF is where a landlord:

- » consistently and repeatedly fails to achieve outcomes in the Scottish Social Housing Charter or outcomes agreed locally with tenants; or
- » has not reported its performance annually to its tenants or the annual reported performance does not reflect actual performance; or
- » has materially failed to meet SHR Regulatory Standards; and the landlord's action(s), or failure to take action, puts tenants' interests at risk and this significantly affects a number of the landlord's tenants.

Examples

An SPF could happen where a landlord:

- » fails to carry out health and safety requirements, such as annual gas safety checks;
- » is not maintaining tenants' homes or carrying out repairs in line with its legislative duties and published policies;
- » fails to have appropriate governance and financial procedures in place or apply them; or
- » does not consult tenants about issues such as proposed rent increases and other policies that affect tenants

You Said, We Did

We had a complaint that there were multiple visits to fix a Tenant's heating system.

The complaint was not upheld because of constant no accesses.

However PHA have set up a process to identify multiple reports of all gas heating issues, by property and now checks gas maintenance history for all void properties. This should identify problems before they happen.

A recent issue with a mutual exchange involved getting information from Renfrewshire Council and Occupational Therapy service and issues with their info resulted in delay in the exchange.

For our part, we reviewed our mutual exchange letter to give more information on the process and we introduced a 7 day initial check of the application to ensure info being requested from agencies such as

above is done within 7 days of our receiving the application

We should let you know that PHA welcomes complaints as it's a good way for us to know about a problem and find a solution to that problem.

We'll continue to give you examples of how complaints, even if they are not upheld, are the best way for us to change the service we give to you. Keep complaining please.

"Keep complaining, please"

Paisley Housing Association
64 Espedair Street
PAISLEY
PA2 6RW

Chief Executive Conversations

Tuesday 5th November and Tuesday 3rd December, from 10-11am for our next conversations on anything you want to raise with our Chief Executive.

Ways to contact the CE

Direct Line – 0141 583 4108 Email – kathleen.mccutcheon@paisleyha.org.uk
Facebook – Go into your Facebook page and send a message via messenger to Paisley HA.