



Paisley
Housing Association

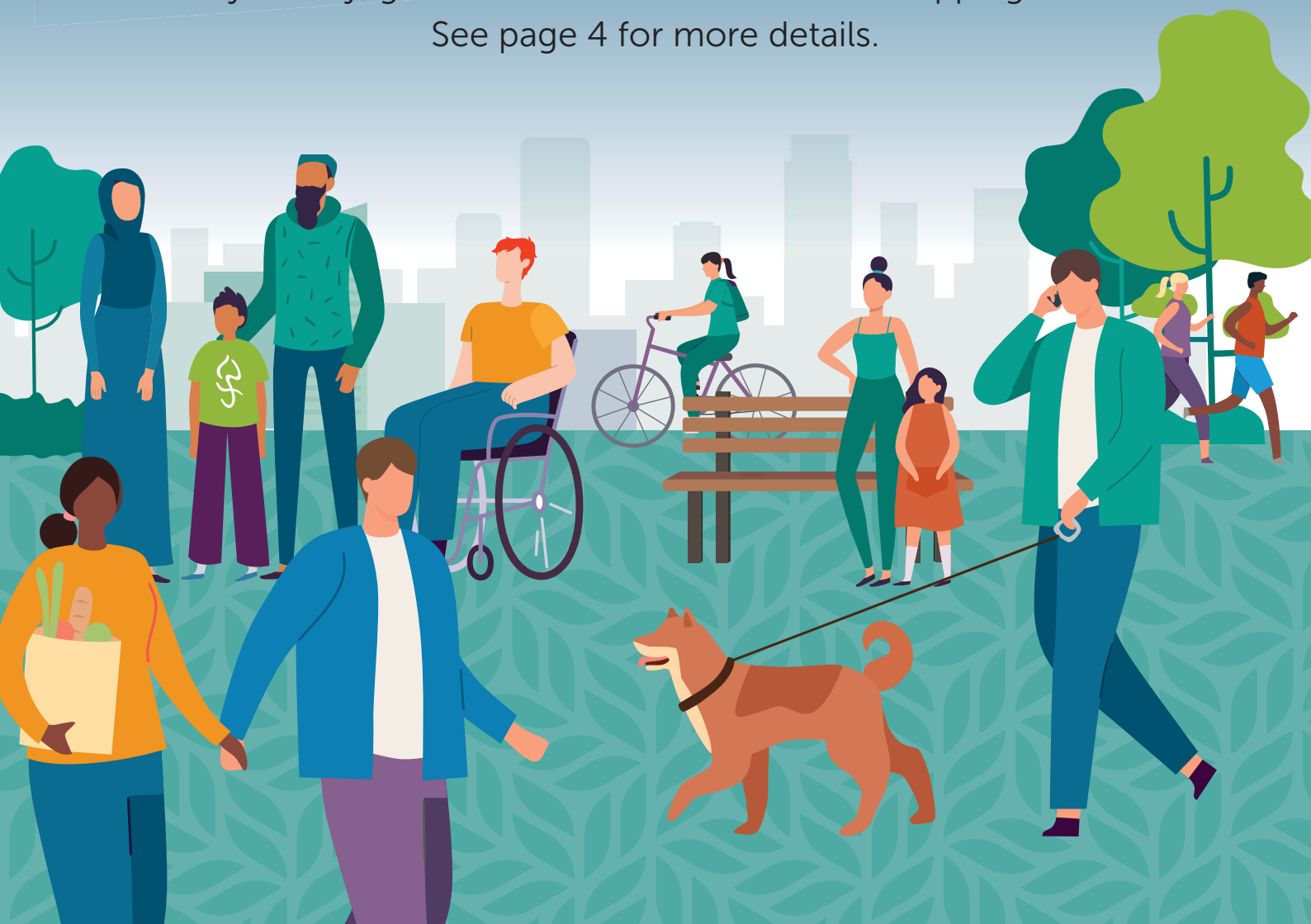
Summer 2026

Newsletter

Your voice matters...

**Join our Customer Involvement Event
on 14 September 2026**

Have your say, get involved and receive a £25 shopping voucher.
See page 4 for more details.



Top stories this issue...



Your Voice Matters Event

Help shape future services and our 2-Year Business Plan.

Pages 4 and 5



Homemaster & Customer Portal

Better, easier ways to contact us and manage your home.

Page 7



Advice & Communities Team

Expanded welfare, benefits, debt and energy support.

Pages 14 and 15



Garden Competition

Entry deadline: 24 September 2026.

Page 9



Planned Investment

Updates on boilers, kitchens, doors and adaptations.

Pages 17 and 18



Community Activities

Free and low-cost things to do locally this summer.

Pages 21 to 23



A Summer Message from our Chief Executive



Fiona McTaggart
Chief Executive Officer

Welcome to our Summer 2026 Newsletter. This edition reflects a busy and positive period for Paisley Housing Association, with important updates on the services, projects and community work.

2026 is an opportunity for tenants and residents to help shape our next 2-Year Business Plan, share ideas for stronger community connections and find out more about our Tenant Voice Panel, Board opportunities and new Housing Perks scheme.

You will also read about improvements to how we support customers. The introduction of Homemaster and our new customer portal later in 2026, will help make our services easier to access, quicker to respond and more convenient for those who wish to use online options, while still keeping other ways to contact us in place.

This edition also recognises the investment we are making in homes and neighbourhoods, including

planned works, adaptations, landscaping, carpark improvements and the continued development of projects such as Orchard Street and the Argyle Street and Lady Lane community garden area.

I am particularly pleased to introduce our expanded Advice and Communities Team. With new funding secured for welfare, benefits, debt and energy advice, we are strengthening the practical support available to tenants at a time when many households continue to face financial pressures.

Thank you to everyone who continues to engage with us, share feedback, attend events, take pride in their gardens, report issues and contribute to the life of our communities. Your involvement helps us improve and ensures that our services remain focused on what matters most to you.



In this Summer Edition we are focusing on:

Improving our landscaping, build stronger community connections, recruiting for our Tenant Voice Panel and Board and continue investing in homes, services and local neighbourhoods.

Staying Connected: our contact details

Our Office

Assurance House
2 Lawn Street
Paisley PA1 1HA

Contact Details

Email: admin@paisleyha.org.uk
Tel: 0141 889 7105

 <https://www.facebook.com/paisleyha/>

Staff Training Closure Day:
Every Wednesday

Our office opening days/hours:

Monday, Tuesday, Thursday:
9 am to 5 pm
(reception closed from 4pm)
Friday: 9 am to 4 pm
(office closed from 4pm)



Have your say...

Join our Community Involvement Event!

Have your say, get involved & receive a £25 Shopping Voucher!

We're inviting tenants and residents to join us for an evening of discussion, ideas, food, and opportunities to help shape the future of our community.

As a thank you for getting involved, anyone who signs up as a member for just **£1** and attends the event will receive a **£25 shopping voucher per household**.



Date & Time

14 September 2026
7pm – 8pm



Venue

The Wynd
6 School Wynd
Paisley PA1 2DB



Paisley
Housing Association



What's Happening?



Future Planning Interactive Workshop

Help shape our next **2-Year Business Plan** and tell us what matters most to you.



Customer Voice Panel & Board Recruitment

Find out how you can help influence decisions and represent the views of tenants and residents.



Connecting Communities

Share your ideas on what activities, services, and community projects you would like to see.



Launch of Housing Perks

Discover our new discounts scheme offering exclusive savings for tenants and owners. We'll help you sign up on the day.



Free Buffet & Refreshments

Enjoy complimentary food and refreshments throughout the evening.



Fantastic Raffle

Be in with a chance of winning some great prizes. Including a TV, tablet, toys and many more surprise prizes!!

Register Today

You must register to attend the event held by Paisley Housing Association.

To secure your place, please email or call:



admin@paisleyha.org.uk



0141 889 7105

Or speak to your Housing Officer, who will be happy to register your place for you.

Important Information

- ✓ Registration is required in advance.
- ✓ A unique reference number will be issued upon registration.
- ✓ Attendance must be recorded on the night.
- ✓ Membership costs £1 per household.
- ✓ One £25 shopping voucher per household will be issued for attending after the event.
- ✓ Places are limited and will be allocated on a first-come, first-served basis.
- ✓ If we have enough registered interest from your area, Paisley Housing Association will arrange for transport to the venue for our customers.





Vice Chair Elaine Templeton attends the King's Garden Party

We are delighted to share that our Vice Chair, Elaine Templeton, attended The King's Garden Party at the Palace of Holyroodhouse in Edinburgh at the end of June.

The annual event brings together guests from across Scotland and recognises people who have made a positive contribution to public and community life. During the event, Elaine had the honour of meeting The Princess Royal, Princess Anne.

Elaine said: "At the end of June, I had the privilege of attending The King's Garden Party at the Palace of Holyroodhouse in Edinburgh. Guests are never told the specific reason for their invitation, but I was honoured to have been nominated by the Scottish Government."

Elaine's invitation is a wonderful recognition of her ongoing dedication to community development and local business support in Paisley. Congratulations, Elaine, on this well-deserved honour.

Help us make your newsletter even better

We want our newsletter to feel useful, interesting and enjoyable for you. Some people prefer quick updates, others like more detail, and some want to hear more about what is happening locally.

Please take a few minutes to complete our short survey. Your feedback will help shape future newsletters so they are more in tune with what matters to tenants, owners and residents.

Access the survey by scanning the QR or contact us if you would like help to part.



Better, easier services coming this Autumn

From Autumn 2026, we will introduce our new **Case Management System, Homemaster**. This will help our teams work more efficiently, respond more quickly and spend more time supporting customers.

As part of this, we will increase our use of email and text messages, making it simpler and faster to keep tenants and owners updated.

Later in 2026, we will also launch a new online customer portal, giving customers more control and flexibility to manage their account at a time that suits them.

- Check your balance
- Make payments
- Report repairs
- Find important information
- Manage your tenancy in one place



Argyle Street and Lady Lane Community Garden Update

The 22 Lady Lane project has now completed its public engagement days, and the response from local residents has been overwhelmingly positive.

A wide range of ideas were gathered on how both the garden space and surrounding street environment could be improved. The next phase will focus on refining the garden design and exploring streetscape improvements around Argyle Street.

This includes greening measures such as planters, hanging baskets and new tenant participation opportunities to connect the community garden with the wider area.

Your voice shapes the project – different ways to register your interest

Call us on **0141 889 7105**

Email us @ admin@paisleyha.org.uk

Substack: <https://substack.com/@ladylaneunitygarden>

Facebook: <https://www.facebook.com/groups/1463683205264706>

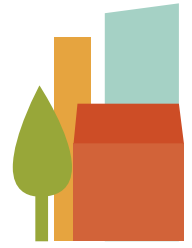
Scan for
Substack



Scan for
Facebook



Your Feedback, Our Focus



Your Feedback, Our Focus – A regular way to show you're being heard

Your Feedback, Our Focus is a standing feature in our newsletter and tenant communications. It highlights how your ideas, suggestions, questions, and concerns are helping us improve our services and strengthen our community.

Whether you've chatted with a staff member, filled in a survey, or shared your thoughts at a tenant event, we want to show you how your feedback leads to real action. This isn't just about listening – it's about responding, learning, and making meaningful change together.



In this Summer edition, we're focusing on:

- Continuing to improve our Landscaping.
- Continuing with our Tenant Profiling to seek the views of our tenants to build stronger Community Connections to find out what our tenants want to see in our local community.
- Recruiting for our Tenants View Panel to shape our services we provide.

Your Feedback, Our Focus will be a regular feature to keep you updated on what's happening, and how your voice helps shape the services we deliver.

Your Feedback, Our Focus will continue to keep you updated on what's happening and show how your voice helps shape the services we deliver.

Want to share your thoughts?

Get in touch online, call us, talk to your Housing Officer or Asset Officer, attend a tenant meeting.

Together, we're building a better place to live.

Email: admin@paisleyha.org.uk Tel: 0141 889 7105 Website: www.paisleyha.org.uk/contact-us/

Sharing your compliments

We love hearing from you. Your feedback helps us understand what we are doing well and where we can continue to improve. Thank you to everyone who has taken the time to share their positive experiences with our teams, it truly makes a difference.

Asset Management Team

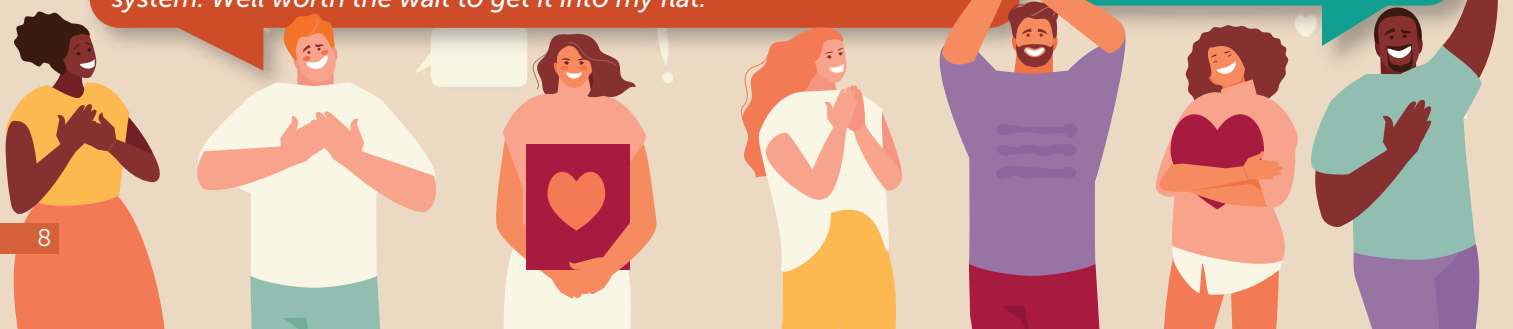
A tenant was asked for feedback on their new Heating System!! They provided the positive compliment below:

"I had never heard of this style of heating before, but can I say it's great. When I had it on over the winter I was amazed how quick it heated the flat up, and in the summer cooled it down. I really benefited from the air con as it's been really hot this year. In the winter the bedroom heater was as good as the living room, so all in all very pleased with the system. Well worth the wait to get it into my flat."

Estates Team

We received a telephone call to the office giving positive feedback on the Estate Team:

The new gardeners have done a "fantastic" job of my neighbour's garden and as a result I would like to be added to the service."





PAISLEY HOUSING ASSOCIATION GARDEN COMPETITION 2026 • 2027

Reminder: Annual Garden Competition

Summer is here and gardens across our communities are in full bloom. We are delighted to invite tenants to take part in our Annual Garden Competition.

This year's categories are Individual Garden, Tenement Garden and Balcony or Window Display. First, second and third prizes will be awarded in each category.

Every year we are impressed by the creativity, dedication and pride tenants put into their gardens. The competition is a wonderful opportunity to celebrate attractive and welcoming outdoor spaces across our neighbourhoods.

There will be **1st, 2nd** and **3rd prizes** awarded in each category.



ENTRY DEADLINE

Please enter by **24 September 2026**.
Winners will be announced in a future newsletter.

HOW TO ENTER:

As part of the competition, we inspect our housing stock to identify gardens for the judges to visit. However, if you would like to ensure your garden is considered, please let us know by:

- Emailing admin@paisleyha.org.uk
- Speaking to your Housing Officer

We will make sure your garden is included in the judging process.

Good luck to everyone taking part, and we look forward to seeing your wonderful gardens this summer!

Safer Renfrewshire: helping you tackle Antisocial Behaviour

If you are experiencing ongoing problems in your area, Safer Renfrewshire may be able to help. Support is available for neighbour disputes, drug dealing, domestic noise complaints, youth disorder, vandalism and graffiti, littering, fly tipping, abandoned vehicles, dog fouling and nuisance dogs.



Senior Community Support Officers deal with more serious or ongoing antisocial behaviour cases. If early intervention does not resolve the issue, legal measures may be considered.

To report issues during weekdays, contact the Community Safety Team on **07768 988186**. The team is available Monday to Thursday, 8.45am to 4.45pm, and Friday, 8.45am to 3.55pm. For out-of-hours support, contact the Wardens Service on **0300 300 0380, option 1**, or Police Scotland on **101**.



Are you a good neighbour?



We're inviting all current and new tenants to sign our **Good Neighbour Agreement** and by doing so, you'll be entered into a prize draw to **win a £50 voucher!**

The Good Neighbour Agreement sets out the responsibilities and expectations for Paisley Housing Association tenants. It promotes a respectful and supportive community, helping everyone enjoy a peaceful living environment. It also outlines what you can expect from us as your landlord.

To enter the draw, scan the QR code below or click the link <https://forms.office.com/e/J80PbShbaJ>

Scan me!



Submit your entry by **24th September 2026**.

Please note: If you would like a paper copy sent to you, please contact us on **0141 889 7105** we will send one out to you.

Let's work together to build a stronger, more connected neighbourhood.

Good luck!

Win a
£50
Voucher!



Tenant update on changes to Scottish Housing Law in 2026

Paisley Housing Association would like to keep tenants informed about changes to Scottish housing law coming into force later this year. There is nothing you need to do just now, but it is important to understand how these updates may affect your tenancy.

New model tenancy agreements are being introduced from 1 August 2026. These include stronger protections for tenants experiencing domestic abuse, updates to reflect the new law and new responsibilities around property repairs.

From 1 August 2026, new legal powers will help social landlords better support tenants affected by domestic abuse. In some cases, the Association may apply to the court to remove an abusive tenant or transfer the tenancy to the person experiencing abuse. All cases will be handled sensitively, confidentially and with support from specialist services.

Changes to succession rights are also expected from 6 October 2026, reducing the required residency period from 12 months to 6 months. This means someone must usually have lived in the property as their main home for at least 6 months before the tenant's death. Current rules about relationships and previous successions still apply.

Please note:

We will continue to keep tenants updated as changes come into effect. If you have any questions or need advice, please get in touch.

If you are affected by domestic abuse, or worried about someone else, you can contact us in confidence on 0141 889 7105. If you or someone else is in immediate danger, contact Police Scotland or the emergency services.



Your landlord does not cover your home contents and personal belongings.

So it's a good idea to consider what a home contents insurance policy would cover you for.

When you move into your property, you should think about protecting your personal possessions and home contents.

The Thistle Tenant Risks home contents insurance scheme can cover most of your household contents such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

All tenants and residents are eligible to apply for the Thistle Home Contents Insurance Scheme, which can cover your home contents and belongings against, fire, theft, water damage and flood.

Reasons to choose the Thistle Insurance Scheme:

- ✓ Apply over the telephone.
- ✓ Covers loss or damage to your contents caused by specific events such as theft, water damage, fire and many more household risks.
- ✓ Covers tenants improvements (up to £2,000 or 20% of the sum insured).
- ✓ Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000)
- ✓ Covers damage to external glazing for which you are responsible for.
- ✓ We will pay up to £500 for replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen.
- ✓ You don't need to have special door or window locks just a lockable front door.
- ✓ Flexible regular payment options (fortnightly & monthly payments include a transaction charge).

Would you like a member of the Thistle Insurance team to call you back at a convenient time, to discuss cover, optional covers available, and premiums?

Visit www.thistletenants-scotland.co.uk and request a call back today!



For further information or to apply for cover call Thistle Tenant Risks on 0345 450 7286

These are just some of the features, limits and exclusions of the Policy. For more information about our Policy, please refer to the Insurance Product Information Document (IPID) and Policy Wording, which is available on request.

Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group. Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>

Struggling to make your rent payments?

If you are having difficulty paying your rent or managing your finances, please speak to us as soon as possible. Early support can make all the difference.

Patch	Housing Officer	Telephone	Email
Patch A: Foxbar Rivers, West End and Town Centre	George Gray	0141 583 4107	george.gray@paisleyha.org.uk
Patch B: Foxbar and Glenburn	Donna McInnes	0141 583 4125	donna.mcinnnes@paisleyha.org.uk
Patch C: South and Town Centre	Samantha Templeton	0141 583 4129	samantha.templeton@paisleyha.org.uk

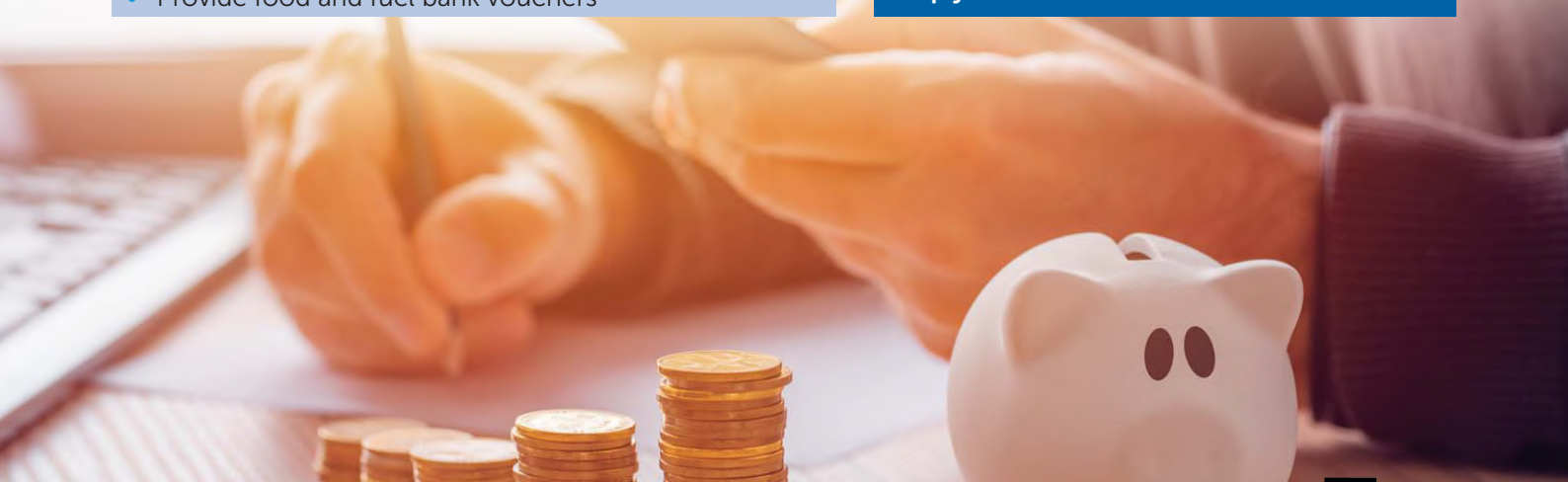
How your Housing Officer can help

- Identify suitable payment options
- Set up affordable repayment arrangements
- Check if you are entitled to benefits or financial support
- Refer you to support agencies
- Provide food and fuel bank vouchers

You can also contact our **Advice Team** directly at advice@paisleyha.org.uk or telephone **0141 889 7105, option 7**.

Do not delay

Missing rent payments can lead to increased debt and, in serious cases, legal action. By contacting us early, we can often help you avoid this.



Service Contracts: Close Cleaning and Landscaping

Close cleaning is carried out by CAS, our contractor. We have regular meetings with CAS to monitor the service. CAS has advised that changes to attendance days may be introduced, and we will contact residents once the new dates are confirmed.

Our landscape contract is being managed by our in-house Estates Team. We continue to strengthen the team to deliver improvements and support clean, safe and attractive neighbourhoods.

If you have a complaint about close cleaning or landscaping, please contact us within 48 hours of becoming aware of the issue. This helps us investigate as effectively as possible.



Meet our new Advice and Communities Team

Paisley Housing Association is delighted to introduce its newly expanded Advice and Communities Team, following the successful award of two significant funding grants.

The Association has secured £480,000 from the Energy Industry Voluntary Redress Scheme and £150,000 from the Scottish Government's Advice in Accessible Settings Fund, managed by Advice UK.

These awards will support the continuation and expansion of our holistic advice service, helping tenants with welfare benefits, energy advice, tenancy sustainment and the introduction of dedicated debt advice over the coming year.

The funding will also support the launch of our **Energywise Project**, which will provide specialist energy advice to tenants of Paisley Housing Association, Barrhead Housing Association, Linstone Housing Association, Bridgewater Housing Association and Williamsburgh Housing Association.

Fiona McTaggart, Chief Executive

"We are incredibly proud to have secured these substantial funding awards. The expansion of our Advice and Communities Team will allow us to support more people than ever before and deliver real benefits for communities throughout Renfrewshire and East Renfrewshire."

Karen McMillan, Chair

"As a community-based housing association, our purpose extends far beyond providing homes. These funding awards will enable us to continue delivering practical support that makes a genuine difference to people's lives."

Name	Role	What they do...
Alan Graham	Advice and Projects Manager	Leads the Advice, Tenancy Support and Community Engagement services and has 13 years' experience with Paisley HA's advice services.
Annie McLaughlin	Tenancy Support Officer	Supports vulnerable tenants to access services and support that help them sustain and thrive in their homes.
George Macphail	Money Advice Coordinator	Leads the Benefits and Money Advice service and helps shape future service development.
Tommy Gallacher	Money Adviser	A fully qualified debt adviser who will help develop and deliver our new debt advice service.
Susan McKenna	Home Energy Advice Coordinator	Leads the Energywise Project and coordinates energy advice across Paisley HA and partner housing associations.
Anne Storrie	Home Energy Adviser	Supports tenants to understand energy use, reduce costs and make informed household energy decisions.
Kevin Bonaccorsi	Home Energy Adviser	Brings significant experience from the energy advice sector, including 14 years in another housing association
Danielle Thomson	Community Connector	Develops events, activities and partnerships that bring communities together and create tenant opportunities.

Looking Ahead

The expansion of Paisley Housing Association's Advice and Communities Team marks an exciting new chapter for the organisation and the communities it serves.

Through enhanced advice services, the introduction of specialist debt support, the launch of the Energywise Project and a renewed focus on community engagement, the Association is strengthening its commitment to helping tenants maximise their income, manage household costs, sustain their tenancies and improve their overall wellbeing.

Working alongside tenants, partner organisations and local communities, Paisley Housing Association looks forward to building on its success and continuing to make a positive difference across Renfrewshire and East Renfrewshire.

wise
mentoring
inspiring positive change

Could your family benefit from extra support?

The Wise Group is here for you.

Our Relational Mentoring approach provides free, 1-2-1 support to help families and households with children make positive steps toward a brighter future. And it won't affect your benefits.

We offer tailored support to help with:

- household finance and benefits
- mental & physical health
- work & social skills
- home energy advice
- digital skills

Don't know where to start?

Talk to us. Contact our team using the details below or scan the QR code.



Delivered by the Wise Group
on behalf of
The Scottish Government



☎ 0141 303 3131 (option 8)

✉ relationalmentoringscotland@thewisegroup.co.uk

Mentoring to lift people out of poverty

wise
mentoring
inspiring positive change

Are you ready for a change? We can support your family.

The first step is speaking to someone who is there to listen.

We offer free one-to-one mentoring to families living in Glasgow City, North Lanarkshire, South Lanarkshire, Renfrewshire, Inverclyde and Scottish Borders.

We can help your family overcome challenges through:

- One to One tailored support
- Confidence and Motivation
- Life Skills & Goal Setting
- Planning for the Future
- Introducing you to resources in the Local Area
- Connections to other services and support
- Improving or gaining employment skills

Your Life, Your Goals, Your Support
Take the first step. Reach out today.

Mould & Dampness. Spot it. Stop it

Condensation is a common cause of damp in homes. It forms when warm air hits cold surfaces, like windows or walls, turning into water droplets. Left untreated, this can lead to mould.

Steps on how to reduce condensation and keep your home healthy:

Step 1. Let fresh air in

- Open windows daily (even for 10 minutes)
- Use extractor fans in kitchens & bathrooms
- Close doors when cooking or showering

Step 2. Wipe down windows

- Wipe down windows and sills, to remove any moisture. Use a cloth and wring it out instead of letting it dry on a radiator

Step 3. Dry clothes safely

- Dry outside if possible
- Avoid drying clothes on radiators

Step 4. Control kitchen moisture

- Use lids when cooking
- Turn on extractor fans
- Open a window while boiling or frying

Step 5. Keep a steady temperature

- Low, consistent heating helps prevent cold surfaces
- Try to avoid very cold indoor temps

Step 6. Keep air flowing

- Leave gaps between furniture and walls
- Don't block vents or trickle vents on windows



Spot Mould? Act Fast. If you see any mould growth, contact our Asset Team immediately on **0141 583 4100**.

Together, we can make sure every home is healthier, more comfortable, and better protected.



Reporting a Repair

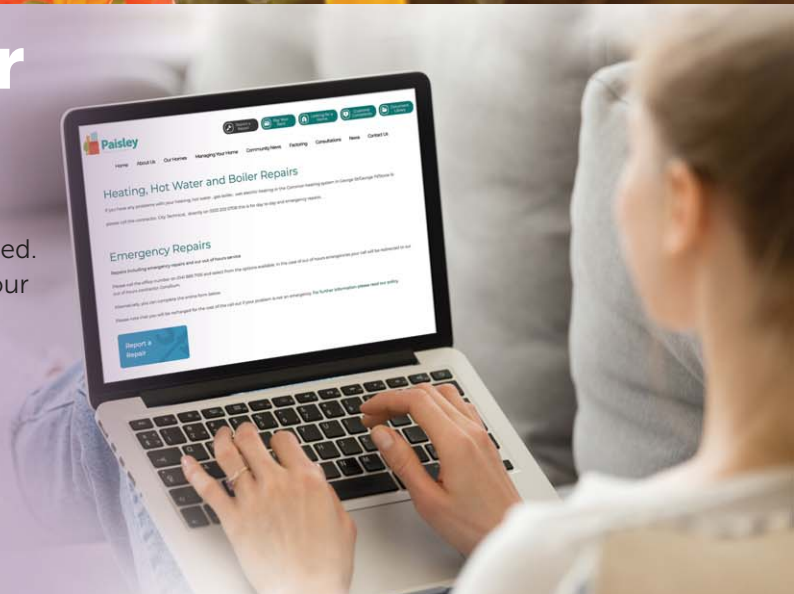
There's no change to how you report repairs, you can continue to contact us in the way that suits you best.

By Phone

Call **0141 889 7105** and choose from the options provided. If you have an emergency repair outside office hours, your call will automatically be passed to our out of hours contractor, Consilium.

Online

You can also report repairs online at <https://www.paisleyha.org.uk/report-a-repair/>. The online form is quick, easy and available 24/7.



Disabled Adaptations Update 2026/27

We are delighted to announce that we have received £276,000 funding from Renfrewshire Council for disabled adaptations for 2026/27.

Disabled adaptations are about more than physical changes to a property. They improve quality of life by helping residents remain independent, improving safety, supporting wellbeing and enabling people to stay connected to their community.

These changes can make a significant difference to daily life, helping residents feel secure, confident, and supported in their own homes. We will continue to work closely with occupational therapists, local authorities, and our tenants to ensure adaptations are delivered efficiently, fairly, and where they are most needed.

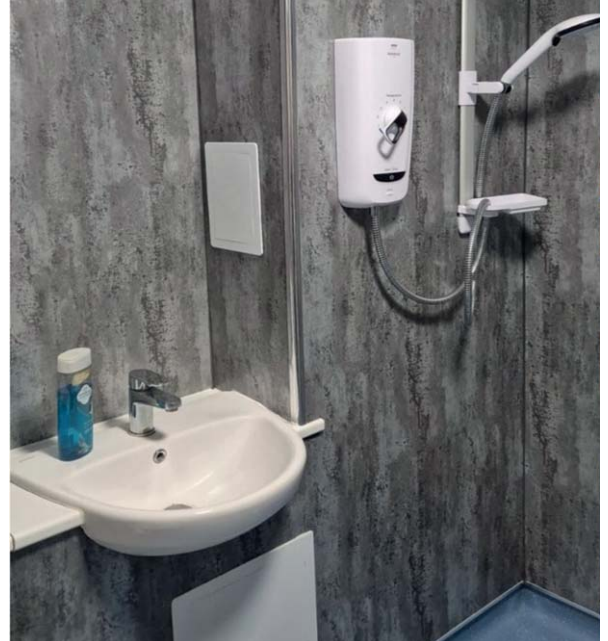
If you feel you may benefit from a disabled adaptation, please contact your Occupational Therapist or the Adult Service Request Team.



ASeRT phone: 0300 300 1380, press four for services for an adult, then press one for a new request.



Email: adultservicereferral.sw@renfrewshire.gov.uk



Important information about Asbestos Surveys

We have a duty of care to ensure the safety of both our tenants and property owners, as well as our contractors.

To safely carry out certain repairs for planned program works, we may need access to your property to complete an **Asbestos Survey**. Please note that **this does not mean asbestos is present in your home**. The survey is a precaution to identify whether asbestos exists, helping us to maintain a safe living and working environment.

If a survey is required, we will make a suitable appointment with you and have our approved asbestos contractor attend. If you are contacted, we kindly ask that you cooperate with us and arrange access for the survey to be completed.

If you have any questions about this process or any work being carried out in your home, please contact our office.

Thank you for your understanding and cooperation.



Planned Works Update

Our planned works programme continues to invest in homes and common areas across our communities.



Boiler Replacement Programme:

over 150 properties are included in the 2026/27 programme. Tenants on the list will be contacted about survey appointments and follow-up replacement works.

Kitchen Replacement Programme:

over 90 properties are included this year. CCG has contacted tenants about kitchen surveys, and works are due to commence from mid to late August.

Oliphant Court Common Fire Doors:

works are currently out to tender and

residents will be notified in due course. Works are anticipated to commence in late 2026.

Front Door Replacement Programme: over 90 main door flats and houses are included in the programme. Tenants will be contacted in the coming months to discuss the proposed works.



If you cannot attend an appointment

Please contact the contractor using the details on your letter or email to rearrange as soon as possible. If you are having difficulties, contact us on asset@paisleyha.org.uk or 0141 889 7105.

Orchard Street Development Update

Paisley Housing Association is working in partnership with Renfrewshire Council and with funding from the Scottish Government to transform five vacant tenements in the heart of Paisley into modern homes.

Works are progressing well, although unforeseen structural stone works to the front and rear facades have required a full strip and rebuild. The anticipated completion of the project is now likely to be late summer 2027.



Fire Safety tips for your home

Your safety is important to us!!

Please take a few moments to read this essential fire safety guidance. By taking simple steps, you can help protect yourself, your household, and your neighbours.

Smoke Alarm Testing

Paisley Housing Association ensures that your property is equipped with working smoke alarms. However, it's important that you test your smoke alarms at least once a month. Press the test button until the alarm sounds – if it doesn't, contact us for assistance. Regular testing is the best way to make sure your alarm is ready to alert you in any emergency.



Kitchen Safety Tips

Never leave cooking unattended.
Keep flammable items away from stoves and heat sources.
Always switch off appliances after use.
Stay in the kitchen when using air fryers or open flames.



Electrical Safety

Avoid overloading electrical sockets.
Regularly inspect cables and plugs.
Use surge-protected extension leads.
Keep appliances away from water and switch them off when not in use



Candle Safety

Never leave candles unattended, especially in bedrooms.
Keep candles out of reach of children and pets



Plug Safety

Always check plugs and sockets for signs of damage, overheating, or burning smells.
Do not overload sockets - use one plug per socket wherever possible.
If you use an extension lead, make sure it's surge-protected and avoid daisy-chaining multiple extensions together.
Unplug appliances when not in use to reduce fire risk.
Replace damaged plugs or cords immediately and never use electrical tape as a long-term fix.



Keeping your home safe - what if a fire breaks out in your stairwell?



Have you ever thought about what you would do if a fire broke out in your stairwell? It may not even start in your flat. A fire in a communal stairwell can be deadly, even a small bag of rubbish can create enough smoke to fill the entire stairwell. Unfortunately, items left in these areas are often deliberately set on fire.

Keep it clear

- Remove rubbish, old furniture, and personal belongings from stairwells.
- Ensure storage areas are kept locked.
- Contact your local council for advice on safe item disposal or uplift services

If a fire starts

- Keep doors closed to prevent smoke entering your home.
- Dial 999 and ask for the Fire and Rescue Service.
- Provide as much information as possible to help emergency responders

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



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland





Factoring Payments & Support

Easy ways to pay, help if you need it

Paisley South Property Services is here to make things simple and supportive.

Ways to pay your Factoring Bill

Debit / Credit Card

Call **0141 840 5017** or 0141 889 7105 and press **option 3** to make a payment.



Allpay Card

Use your card at any shop displaying the PayPoint symbol. Local outlet list available from our office or at **www.allpay.net**. Need a new card? Just contact us.



Direct Debit (Preferred Method)

Email **steffani.mcdonald@paisleyha.org.uk** or call **0141 840 5017** and Steffani will help you set this up.



Bank Transfer

Use your online banking to send payment to:
Bank of Scotland, Account Number: **06000792**,
Sort Code: **80-09-29**



Important: Include your agreement reference from your invoice.

Need help or advice?

If you're having difficulty paying your factoring bill, support is available.

Advice Works

Free money advice and help with benefits, forms, and appeals.

Call **0300 300 1238**

Visit

www.renfrewshire.gov.uk/adviceworks

Citizens Advice Bureau

Free advice on money matters and benefits. Call **0800 085 7145**

Visit **www.citizensadvice.org.uk/scotland**

Our Welfare Benefits Service

Factored owners can access free, confidential support from our Advice Team. Call **0141 583 4123** to make an appointment. We'll help you check that you're receiving all the benefits you're entitled to.

We're here to help — whether it's making a payment or getting advice. For more information, contact our office or visit our website.

Why it is important to make sure you are properly insured

We are here to help

If you would like advice on what is covered, please get in touch with our team. We are happy to help owners understand their responsibilities and make informed decisions.

As a factored owner, your home is one of your biggest investments and protecting it is essential. Unexpected damage can happen at any time, often when least expected.

Most factored owners are covered under Paisley Housing Association's block building insurance. This policy protects the structure of the building, but it does not cover personal

belongings or improvements made inside your home.

Building insurance helps protect against the cost of repairing structural damage caused by events such as fire, flooding, escape of water, storm damage and accidental damage to the building fabric.

Contents insurance protects personal belongings such as furniture, flooring, electrical goods, clothing, personal items, decorations and home improvements.

When owners are properly insured, repairs can be carried out more quickly, costs are shared fairly and the building remains safe and well maintained.

Factoring Invoices due in August 2026

Property Factored Owner invoices for the current quarter are currently being prepared and will be issued during August 2026.

Your invoice will provide a breakdown of services delivered during the period, including any applicable communal maintenance, repairs, cleaning, landscaping or other factoring services carried out in accordance with your Title Deeds and Factoring Agreement.

Paying Your Invoice

We kindly ask owners to ensure that invoices are paid by the due date shown on the invoice. Prompt payment helps us continue to provide essential services, maintain communal areas, and respond quickly to repairs and maintenance issues affecting your property and neighbourhood.

Paisley HA donates to support culture event

Paisley HA is supporting a fundraiser for Classrooms for Malawi and Culture in the Renfrew area by donating to Fèis Phàislig's *Fàilte Paisley* event on Saturday 29th August 2026 at the Tannahill Centre.

In Gaelic *Fàilte* means welcome, and this is an approach that Paisley HA takes to all members of our community.

So, please come along to this free event at the Tannahill Centre and enjoy an afternoon of music, dance and culture!

A community fundraising event supporting
Classrooms for Malawi and Fèis Phàislig

GATHER • SHARE • DANCE

Fàilte Paisley

SATURDAY 29 AUGUST 2026

An afternoon of music, dance and culture - everyone welcome!

TANNAHILL CENTRE

1 - 4PM
(DOORS OPEN FROM 12PM)

HOSTED BY
JOY DUNLOP

CEILIDH DANCING, LIVE MUSIC & GUEST PERFORMERS

TAKE PART IF YOU LIKE
SHARE A TUNE, SONG, POEM OR STORY
INTERESTED IN PERFORMING? CONTACT
CLLR.JANIS.MCDONALD@RENFREWSHIRE.GOV.UK

Reserve your tickets at
feisphaislig.com
Scan the QR code to book.
We look forward to seeing you there!

EVERYONE WELCOME!

Fèis Phàislig **classrooms for malawi** **Renfrewshire Council** **Kibble** **Tannahill Centre**

Free and low-cost things to do locally

These ideas focus on free local activities, family-friendly options and regular community opportunities in and around Renfrewshire.

Please check the organiser website before attending, as dates, booking requirements and availability can change.

Renfrewshire Libraries offer free **Bookbug** sessions across local libraries, with songs, stories and rhymes for young children and their families. Places, which are limited, can be booked at <http://bit.ly/BookbugSessions>, where details about all of the sessions are available.

Libraries are a good place to find free activities, including play sessions and other family-friendly events.

Other local options include Barshaw and Battery Park Junior Parkrun, board game sessions in Paisley venues, Live Music Fridays at Harvies and Renfrew Market and Car Boot at New Western Park.

Tenant and Owner Tip

Some activities may need booking. Please check with the organiser before setting off.



Barshaw & Battery Park Junior Parkrun



Every Sunday!



9.30am



Barshaw Park, Glasgow Road, Paisley PA1
Battery Park, Greenock

Parkrun organise free, weekly, 2km junior timed runs around the world. They are open to everyone, free, and are safe and easy to take part in. These events take place in pleasant parkland surroundings, and we encourage people of every ability to take part, from those taking their first steps in running to Olympians, from juniors to those with more experience; we welcome you all. The aim is to have fun.

Please come along and join in whatever your pace!

Please register before your first run @

<https://www.parkrun.org.uk/barshaw-juniors/>

Visit Sma' Shot Cottages

Sma' Shot Cottages offer visitors the chance to step back into the 18th century and experience life as a weaver in historic Paisley.

The cottages are open April to September, every Wednesday and Saturday from midday to 4pm, and Fridays from 1pm to 5pm.

Admission is free, although donations towards the upkeep of the cottages are gratefully received. The Weaver's Cottage, ground floor, garden and tearoom are wheelchair accessible.



Budget Family Recipe

One-Pot Tomato, Bean and Veg Pasta



Ingredients (Serves 4)

- 300g pasta, such as penne, twists or macaroni
- 1 tablespoon oil or a small knob of margarine
- 1 onion, finely chopped, or frozen chopped onion
- 2 garlic cloves, crushed, or 1 teaspoon garlic powder
- 1 tin chopped tomatoes
- 1 tin baked beans, kidney beans, butter beans or mixed beans, drained if needed
- 2 mugs frozen mixed vegetables, such as peas, sweetcorn, carrots or peppers
- 1 vegetable or chicken stock cube
- 1 teaspoon mixed herbs or Italian seasoning
- Optional: grated cheese or soft cheese to stir through before serving
- Optional: black pepper or chilli flakes, to taste

Recipe at a glance

Serves: 4 people | Cooking time: 25 to 30 minutes | Equipment: large pan with lid

Why it is budget-friendly: uses low-cost cupboard and freezer staples

This edition's budget recipe is a simple one-pot tomato, bean and veg pasta. It feeds a family of four and uses everyday ingredients such as pasta, tinned tomatoes, beans and frozen vegetables.

Method

- 1. Soften the onion.** Heat the oil in a large pan. Add the onion and cook for 3 to 4 minutes until it starts to soften. Add the garlic or garlic powder.
- 2. Add the sauce.** Stir in the chopped tomatoes, beans, frozen vegetables, stock cube and mixed herbs. Add around 600ml water and bring to a gentle boil.
- 3. Cook the pasta in the sauce.** Add the pasta, stir well, then cover with a lid. Simmer for 12 to 15 minutes, stirring now and again so it does not stick. Add a splash more water if needed.
- 4. Finish and serve.** Once the pasta is soft and the sauce has thickened, stir through the optional cheese if using. Serve in bowls with toast, salad or extra vegetables if you have them.

The STAR Project has re-opened after their Summer break!

Want to find out more? Give them a call Tuesday to Friday between 10am and 4pm on 0141 889 5850.

Pop in to see them at their Drop-in (Tuesday to Thursday, 9.30am – 12 noon).

STAR Project, 12-14 Wallace Street, Paisley PA3 2BU

Keep up with everything that's happening on Social Media:



STARprojPaisley



STARProjectPaisley/



@paisleystarproject



Stay Connected

Don't miss out! follow us online for the latest updates and opportunities to get involved @ www.paisleyha.org.uk. Together, let's continue to build a vibrant, inclusive, and supportive community.



Scottish Housing
Regulator

SPSO

Scottish
Public
Services
Ombudsman



**MAKE
A
STAND**

Our homes, our people,
our problem.

We've signed the
Make a Stand pledge to
support people experiencing
domestic abuse, have you?

#makeastand
cih.org/makeastand

women's aid
until women & children are safe



Chartered
Institute of
Housing



Our Office

Paisley Housing Association
Assurance House
2 Lawn Street
Paisley PA1 1HA

Contact Details

Email: admin@paisleyha.org.uk

Tel: 0141 889 7105



<https://www.facebook.com/paisleyha/>

Opening Hours

Our staff work flexibly from
our office and from home.

Our office opening hours are:

Monday to Thursday:
9 am to 5 pm
(reception closes at 4pm)

Friday: 9 am to 4 pm