



Paisley Housing Association Newsletter

SEPTEMBER 2021



Paisley Housing Association Team gets closer to Customers

From 6th September the Paisley Housing Team will be trialling a new way of working to get closer to our customers. The Team will be out and about more, regularly inspecting our homes and communities, visiting and talking to our customers. We will sometimes be in the office working together and will regularly use it as a base for working.

Our base is in our new Office at Assurance House, 2 Lawn Street, Paisley, PA1 1HA

The offices will stay closed to the public meantime. If you are passing by you may see our colleagues in the office, however if you wish to meet a member of the team you need to contact us using the methods opposite.

We are following Scottish Government guidelines on Covid restrictions. All our current planning is about the safety of Staff, Customers and visitors to our new office.

As we start to plan for opening of the office to the public, we would like to hear your views. When and for what purpose you would most likely wish to visit the office?

KEEP IN TOUCH:

Phone	0141 889 7105
Email	admin@paisleyha.org.uk
Website	www.paisleyha.org.uk
Facebook	follow us on facebook

**Paisley
HA AGM**
THURSDAY 16TH SEPTEMBER

To all members of Paisley Housing Association – we are holding our AGM virtually on Thursday 16th September at 7.00pm. Invitations are being posted out at the beginning of September. You will need to let us know if you wish to attend, so that we can provide you with the link to join the meeting.

To any tenants of Paisley HA, if you would like to be involved with our Board, to help make decisions about Paisley HA, please contact Sandra Marshall on 07735 911 831 to find out further information on how to become a Board member.



Bikes for Key Workers

Paisley Housing Association is delighted to announce that it will shortly be launching a Bikes for Key Workers project.

Key Workers have kept the country moving in the last 18 months and have shown remarkable dedication in going out to work in a number of sectors, including Health, Social Care, Retail and Food Production amongst many others.

Paisley Housing Association has secured funding to be able to allow our tenants, who are also Key Workers, to apply for a voucher for £500 for a local bike store to spend on an adult bike and safety equipment (helmet, lights etc.)

We will only have 8 vouchers and we will assess each application against a set of criteria to decide who will be awarded this assistance.

So, if you are a Key Worker (as defined by the government) and you would like a chance to be awarded a voucher, please contact Alan Graham at alan.graham@paisleyha.org.uk or leave a message on 0141 889 7105 by close of business on 30th September 2021 to express your interest. Once the scheme is fully available you will be contacted to complete an application.

Universal Credit to reduce in September 2021

Universal Credit claimants are starting to receive notifications telling them when their last COVID uplift payment will be.

In April 2020 the UK Government increased Universal Credit for all claimants by £20 per week, this was done as an increase in the Standard Allowance. The Government had previously announced that this would end in September 2021. Despite some last minute changes to previous dates that it was due to end, it now looks definite that the last increased payment will be in September 2021.

Universal Credit claimants have started to

receive notifications on their online journal confirming when the last increased payment will be.

This will undoubtedly cause some hardship amongst our tenants. If you need help and advice please contact our Advice Team on advice@paisleyha.org.uk or leave a message on 0141 889 7105.

UC *Universal Credit*

Warm Home Discount

As we approach the winter months most of the big energy providers are now launching their Warm Home Discount schemes.

The Warm Home Discount scheme, provides customers with a one off credit of £140 into their Electricity meter. This is payable regardless of whether you have a Smart Meter, Prepayment meter or Dry Meter as long as you meet the qualifying conditions of the provider.

Each provider has different criteria for the scheme. However, if you are on a means tested benefit like Universal Credit, Pension Credit, Employment Support Allowance, Jobseekers Allowance or Income Support then it is worth checking to see if you are eligible.

If you would like support to check if you are eligible please email adviceteam@paisleyha.org.uk or call 01418897105 and leave a message.



JMP appointed for Stock Condition Survey 2021

The stock condition survey has started and will run until 24th September. This is important because information collected from this sample will be used to plan the association's future investment in your homes. So we are asking for your co-operation if a Surveyor visits (covid precautions remain in place.)

The survey should last for no more than **half an hour** and involves a visual survey of windows, doors, kitchens, bathrooms and finishes. The Surveyor will also take photographs as required.

You do not have to wait in for a surveyor to call and you do not have to take time off work. If they find you are not at home when they visit they will try and gain access to another property in the area.

Always ask for visitor ID. The Surveyors will carry photographic ID along with a letter of authority issued by us which will have our letterhead. If you have any concerns about anyone calling at your home contact the Association before letting anyone in.

For any queries about the stock condition survey, please contact us on our Repair Line number **0141 583 4100** or admin@paisleyha.org.uk

Estate Management and

The area in which you live and how it looks has a big impact on the quality of life within communities and on the wellbeing of all residents. Effective estate management means residents can enjoy a clean and peaceful environment. Alternatively, if P.H.A. doesn't manage the area, it can become run down, meaning people may not want to live there and antisocial

behaviour could increase. Current residents may then want to leave and potential future residents may not want to live in some of our homes.

Below is a table setting out what we aim to do while working with you and other partner agencies to keep the estate in a top condition for all to enjoy.

Estate inspections – what we do? <ul style="list-style-type: none">✓ Pro Active Inspections: We will regularly inspect common areas and take appropriate action when areas are not in a satisfactory condition.✓ Reactive Inspections: If we receive a report of an estate management issue, we will visit, inspect and action this when reported to us.	Estate inspections – what we don't do <ul style="list-style-type: none">✗ Inspect a close daily/weekly unless there is an ongoing issue in the area that needs to be monitored. We therefore need tenants and residents to tell us of issues as they occur and report these to us.
Close cleaning – what we do <ul style="list-style-type: none">✓ Clean the close, weekly if you are on the cleaning contract.	Close cleaning – what we don't do as part of the contract <p>(please note this will be an additional charge to your close in accordance with our recharge policy for tenants & owners)</p> <ul style="list-style-type: none">✗ Clean up spillages made by you in the close such as dripping bin bags etc.✗ Clean up bodily fluids, such as urine, blood or dog fouling etc.✗ Removal of hypodermic syringes
Landscaping – what we do <ul style="list-style-type: none">✓ Cut your grass, weed and cut back your shrubbery if you have signed up to this service✓ Maintain some common areas and opens spaces	Landscaping – what we don't do as part of the contract <ul style="list-style-type: none">✗ Remove dog fouling from the garden- you will loose out on the service by the contractor and not be reimbursed. If this remains a problem you will be recharged for any clean up✗ Maintain streets & open spaces adopted or in the ownership of Renfrewshire Council

and why it is important

Bulk uplifts – what we will do

- ✓ Remove items of furniture, household items from a garden/back court area
- ✓ Only remove the items as listed by you or staff

Bulk uplifts – what we don't do as part of the service:

- ✗ Remove bags of household waste
- ✗ Remove items that are not in a pile or have been scattered throughout the garden-if this becomes a problem you will be recharged for the clean up
- ✗ Remove bulk items not listed by you or staff
- ✗ Remove bulk from the inside the close or upper floors of the close-this is a fire risk and if we have to intervene you will be recharged

Waste management – what we will do

- ✓ Give advice on recycling bins and the collection service that Renfrewshire Council provide
- ✓ Ensure every tenant has a grey waste bin (and other if appropriate) at the start of their tenancy

Waste management – what we don't do

- ✗ Provide new bins if lost/stolen/broken-you have to pay Renfrewshire Council for a new bin
- ✗ Empty contaminated recycling bins
- ✗ Clean up spillage or dumped bin bags in your back garden/bin store. If this becomes a problem and we have to get involved you will be recharged

Environment – what we will do

- ✓ Litter pick where appropriate (for grass cutting)
- ✓ Ensure area tidy & take action against tenant's falling foul of this and causing vermin to increase
- ✓ Report abandon cars/vehicles to R.C. & check with DLVA etc.
- ✓ Report fly-tipping and work with Community Warden in identifying offender's

Environment – what we don't do

- ✗ Clean up street after bins left outside on pavement
- ✗ Rat baiting (this is the responsibility of Pest Control at Renfrewshire Council for which there may be a charge)
- ✗ We do not remove abandoned cars from the street
- ✗ Remove fly-tipping from common land

Tech Talk

If you want advice about any alterations you want to do or need done in your home or just generally about repairs - but prefer to talk face to face - use our 'virtual' advice service.



For your convenience we are continuing to offer virtual meetings. Talk face to face with one of our Technical Officers by zoom or what's app.

Let us know what suits and we will make the arrangements!

admin@paisleyha.org.uk Repair Line 0141 583 4100

Rats - Renfrewshire Council Update

In August there were no restrictions for owners or tenants or PHA reporting rats in backcourts to Renfrewshire Council for action, at no cost to owners.

0300 300 0300 or email e-prot.es@renfrewshire.gov.uk.

However the Council is about to decide whether or not to continue this free service so it may result in them bringing back the charge.



PLEASE give your bulk a new home, not a trip to landfill!

RAMH REstore can be found on Facebook and also contacted on 0141 237 7600. This charity shop is based on Causeyside Street and can uplift from your home domestic household items in good condition, white goods & small electrical goods in working order.

Please contact them direct through messenger on Facebook or by phone if you have items you could donate to them from your home.



Planned Investment in your Home- Update

We have finished our boiler programme for this year. Kitchens are out to tender. The final year of rewiring is ongoing at Mannering Road and Oliphant Court.

Unfortunately there are a number of tenants who have still not co-operated from years one and two of the rewiring and that means they do not have the mandatory upgrade of fire alarms

required by the Scottish Government. Please can you contact JP Armstrong 07737 857 587 or jp.armstrong@paisleyha.org.uk ASAP.

Frew's (Gas Sure) are trying to finish the upgrade of fire alarms to properties not in for rewires. This is our priority work this year as it involves tenant safety.





Fire Safety – Seen the TV advert?

The Scottish Government has started a publicity campaign to let everyone know about the new fire safety legislation for all homes to have linked fire alarm systems by Feb 2022.

- For anyone contacted about rewiring, this upgrade is part of the work

- For everyone else Frew's (Gas Sure) has been carrying out this work.

Unfortunately we have a number of people who have not let us in to do the work yet.

This is legislation, just like the legislation that makes you have a Gas Safety check done every year.

It is not something that can be ignored.

James Millar from the Association has been contacting tenants to make access arrangements.

If you have not already agreed an appointment date please contact James ASAP.

james.millar@paisleyha.org.uk

Interested in Joining our Board?

Paisley Housing Association have launched a recruitment drive for people willing to help our communities. The aim is to recruit individuals to serve on PHA Board and ultimately make a difference.

We are particularly keen to recruit people who are underrepresented in the housing sector and positively encourage applications from individuals regardless of sex, race, disability, sexual orientation, age or religion or beliefs.

If you are looking for a way to have a voice in the housing sector this opportunity might be for you.

PHA can offer continuing professional development, real life experience for your CV, volunteering with meaning and purpose, networking with professionals and others committed to social impact and ultimately a way of helping improve communities and lives.

You would be welcome to attend one of our meetings as an observer or join our Training Academy.

If you are interested in getting involved, please contact Sandra Marshall on 07735 911 831 or sandra.marshall@paisleyha.org.uk

Get a LIFT onto the property ladder in Renfrewshire

The LIFT (Low-cost Initiative for First-Time Buyers) scheme helps first-time buyers, and other priority groups including current social renters, get onto the property ladder with Scottish Government support.

"If it wasn't for LIFT, I would not have been able to purchase a property as I found it difficult to save a large amount of money for a deposit. I'm so grateful for LIFT and would definitely recommend it to others." – Tracy, LIFT scheme buyer

The Scottish Government contributes between 10% and 40% towards the property price and gets the same percentage back when it is sold. Alternatively, buyers can increase their share if they wish to at any point in future.

You can purchase any size of property as long as you meet the financial criteria and the property is large enough to avoid overcrowding. To be eligible, properties must be:

- Advertised for sale publicly e.g. on a website, and
- Priced within the maximum price threshold for the area.

In Renfrewshire, the current maximum price thresholds are:

• 2 apartment (1 bedroom)	£55,000
• 3 apartment (2 bedroom)	£70,000
• 4 apartment (3 bedroom)	£90,000
• 5 apartment (4 bedroom)	£115,000
• 6 apartment (5 bedroom)	£205,000

LIFT example

A couple with a household income of £28,000 per annum and savings of £3,000 bought a four-bedroom property in Renfrewshire with the help of LIFT.

- Property price: £115,000
- Buyer contribution (deposit plus mortgage): £70,000
- Scottish Government contribution: £45,000

In this example, the Scottish Government contributes 39% of the price and will get the same percentage back when the property is sold, unless the buyer decides to increase their share.

In addition to first-time buyers, LIFT is open to:

- Social renters
- People with a disability who can demonstrate a housing need
- Members of the armed forces and veterans who have left within the past two years
- Widows, widowers and other partners of those who have lost their life while serving in the armed forces within the last two years
- People aged over 60 who can demonstrate a housing need (not required to take a mortgage)

For more information, visit www.linkhousing.org.uk/lift-tenants or text 'LIFT' to 66777

Eligibility criteria apply. Always seek independent financial advice.

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Paisley Housing Association is a recognised Scottish Charity SC035589