



# Paisley Housing Association Magazine

DECEMBER 2021

*Merry Christmas and A Happier New Year  
for 2022 to all our Tenants and Customers.*

## New Year, New Start?

We know how hard Covid 19 has been on everyone's finances for what feels like forever now.

We have been supporting people throughout the pandemic and with Christmas on the way it is even more important that people contact us if they are struggling with their rent payments.

***If this is you, why not get in touch and let us try to help your New Year be a better one?***

Our Housing Officers and our Advice Team are here to help.

You can contact your Housing Officer by telephone or text message or you can email them at [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk) Our Housing Officers will always do their best to help you.

If you need help please call or text;

### **Housing Officers**

Anton Nugent	0141 583 4127	07735 906614
George Gray	0141 583 4107	07735 821778
Jackie McLachlan	0141 583 4125	07737 682961
Samantha Templeton	0141 583 4129	07782 558778

### **Advice Team**

You can contact our Advice Team for help with benefits, money and energy advice by email at [adviceteam@paisleyha.org.uk](mailto:adviceteam@paisleyha.org.uk) or by phone or text:

Alan Graham	0141 583 4123	07737 635089
George MacPhail		07737 816221

***Don't wait for us to contact you and let the problem get more serious, let us help you have a Merry stress-free Christmas and the chance for a better year in 2022.***



# New Year, New Homes

It's with great pleasure Paisley HA reveals its 46 new homes in two brand new developments in Glenburn and High Calside.

Glenburn is a development of 30, 2 and 3 bedroom houses in the Fairway Avenue area of Glenburn. There are also two homes specifically designed for wheelchair users.

The High Calside development is in a beautiful location with fabulous views and suitable for people over 60. There are 16, 1 bedroom (2 apartment) special amenity flats with 4 wheelchair user properties. The new homes have been developed on land owned by PHA which has been in the pipeline for some years.

All properties have now been allocated and tenants will be able to enjoy their new home in time for Christmas.



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

We have to tell you that the volume of bulk being put out just keeps going up-this is going to result in ever increasing costs to remove it.

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.

RAMH REstore



## PAISLEY HOUSING ASSOCIATION WELCOMES CUSTOMERS TO ASSURANCE HOUSE IN 2022!

PHA will be open by appointment to Tenants, Factored Owners and all customers in January 2022!

We will also have most staff operating a new hybrid working pattern of 3 days in Assurance House and 2 days working from home.

To ensure everyone's safety we will have strict measures in place to protect staff and visitors. All visitors will receive information prior to any appointment about our measures in plenty of time to ask questions about what they need to do before, during and after their appointment. If customers prefer a telephone call, online meeting or home visit this is also available. The choice is yours.

Chief Executive, Kathleen McCutcheon said "We look forward to welcoming customers back and for them to experience our new office facilities in Assurance House."



# Fire Safety

Thanks to everyone who has now had the upgrade to a linked fire alarm system for their home. Unfortunately we still have those who have not co-operated.



**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 by us. Tenant safety is a priority.**

Letters are going out to those tenants where we need access with a deadline for the work to be carried out. If the deadline is not met, we will move to formal notification of a Forced Access in order to carry out this legally mandated work.

## Planned Investment in your Home- Update

Our successful Kitchens contractor is McGill's who are trying to get some surveys done before Christmas. Kitchen installation will be complete by March.

Our Bathroom contractor MCN started surveying in November. Installations will be complete by March-please note that you have to get your rewiring done first.

The final year of rewiring is ongoing at Mannering Road and Oliphant Court.

If you have any questions please contact us.

## WE ARE GETTING TENANTS CONNECTED THIS CHRISTMAS

**We are delighted to announce we have been awarded funding and devices to assist our vulnerable tenants get connected to the internet.**

Thanks to the Scottish Government's Connecting Scotland scheme and additional funding from the Lintel Trust Community Benefit Fund, Paisley HA will be issuing 50 iPads and 15 Chromebooks to vulnerable tenants who need a device to access the internet, we also have a supply of 35 Mobile Internet dongles with free internet, to help those who don't already have internet access.

This is on top of 25 iPads and Internet access that were issued in August 2021 through the Connecting Scotland scheme.

This should provide a great support to our tenants in

accessing essential services such as Universal Credit, applying for jobs or helping their kids do their homework.

We will use these devices to help as many tenants as possible to access the internet. If you need help accessing the internet you can call our office on 0141 889 7105 or email [adviceteam@paisleyha.org.uk](mailto:adviceteam@paisleyha.org.uk). If we are not able to help you this time round, we will keep a note of your details and contact you if we get more devices in the future.



## Bikes for Key Workers scheme

Due to funding from Cycling Scotland we have been able to award five tenants who are keyworkers, cycling packages worth £600 each.



These packages included an adult bike and essential safety equipment. We were happy to work in partnership with a local bike shop Dooley's Cycles on Causeyside Street to say thank you to the efforts of these Key Workers over the course of the Pandemic. Each recipient was delighted with their bike and Paisley HA wishes them happy and safe cycling.

We close for the Christmas holidays at **12.30 on Friday 24th December** and re open at **9am on Thursday 6th January**.



Over this period you will be able to report **emergency** repairs to the contractors listed below.

**Please note that there are special arrangements for our newly built homes at High Calside and Glenburn.**

For Tenants	Contractor/ Contract	Telephone
General Emergencies	Paisley HA	0141 889 7105- pick appropriate trade required and be put through to contractor
Gas Heating Problems	GAS SURE	01294 468 113
Wet Electric Heating Problems-Oliphant Court/Lylesland Court	GAS SURE	01294 468 113
Lift -Oliphant Court	STANNAH	0141 882 9946
Common Heating system	City Technical	0844 579 6493
<b>Newly Built Homes</b>		
Iona, Fairway, Bute & Kerrera	SANCTUARY	0800 131 3348
High Calside	McTAGGART Joiner Plumber Electrician	07792 099717 07957 922472 07939 530599
Lift High Calside	ORONA	0345 894 91 27
<b>In Buildings we do not factor</b>		
General Emergencies in common areas <a href="http://www.ross-liddell.com/emergency-contractors">www.ross-liddell.com/emergency-contractors</a>	ROSS & LIDDELL	0141 221 9266 Option4
General Emergencies in common areas	91BC	0800 689 0675
<b>For Factored Owners</b>		
In common areas only	PSPS	0141 889 7105 – pick appropriate trade required
For Factored Owners on our Block Insurance Policy. See PHA website for <b>detailed</b> info	Bruce Stevenson/ Avid Insurance Services	During Office Hours - 0131 553 2293
		Major Emergencies Outwith Office Hours - 0121 411 0535

Sometimes Contractors/Numbers change but you will always get through to our main contractors using our main office number after hours/in holiday periods.

Keep an eye on our web site [www.paisleyha.org.uk](http://www.paisleyha.org.uk) for any updates on our service over the holiday period.

Not an emergency? Call us with non emergency repairs when we reopen. You can report via our website or to: [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk) but please note that these will not be checked and dealt with until 6th January. Always call the contractor for emergencies.

Facebook messages and e-mails vial our website-these will not be checked from Christmas Eve until our return on 6th January-we will respond after 6th January.

Assurance House, 2 Lawn Street, Paisley, PA1 1HA Tel: **0141 889 7105**

E-mail: **[admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk)** • Web: **[www.paisleyha.org.uk](http://www.paisleyha.org.uk)**

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