



Paisley Housing Association

# Magazine

DECEMBER 2022



## Welcome to our Winter 2022 Magazine

Welcome to our last correspondence to you before Xmas. We are covering a lot of ground from our Satisfaction Surveys to the Cost of Living Crisis. We have been plunged from the depths of the pandemic into a cost of living crisis and this is impacting on us all as individuals but also PHA as an organisation. Read how we can support and advise you but also how we see this impacting on PHA next year in terms of rents and

services to you. If you want more information see [www.paisleyha.org.uk](http://www.paisleyha.org.uk) if you want to speak to someone call 0141 889 7105 if you want to email use [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk)

Finally I hope you have a safe and peaceful Festive period.

*Kathleen McCutcheon,*  
Chief Executive

# Annual Assurance Statement 2022

PHA's Annual Assurance Statement 2022 is now on our website. This is the Board's statement to the Scottish Housing Regulator that we meet Regulatory Standards and what we need to do to continue to improve. Any feedback or questions can be made to [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk)

There are lots of ways you can comment on the performance of Paisley HA such as through our

Complaints system or through Whistleblowing if you think we are not responding to your complaints. If you think a particular issue is not being handled properly, and it affects a large group of tenants, through Significant Performance Failure. Information on all of these and our performance is on our website [www.paisleyha.org.uk](http://www.paisleyha.org.uk)

## SCOTTISH CHILD PAYMENT

The Scottish Child Payment has now expanded to include children under 16 and is also increasing from £20 to £25 per week per eligible child, so if you have 2 children you could receive £200 every 4 weeks.

If you are responsible for a child (or children) under 16 and you are in receipt of a qualifying benefit, you should be entitled. The qualifying benefits are:

- Universal Credit
- Child Tax Credit
- Income Support
- Pension Credit
- Working Tax Credit
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)

You can apply on the Social Security Scotland website at [https://www.mygov.scot/scottish-](https://www.mygov.scot/scottish-child-payment/how-to-apply)

[child-payment/how-to-apply](https://www.mygov.scot/scottish-child-payment/how-to-apply) or by calling 0800 182 2222 (line open Monday to Friday between 8am and 6pm).

### If you already receive Scottish Child Payment

If you already receive this for a Child under 6, but have more children over 6 then you should receive an email from Social Security Scotland asking you if you would like to add more children to your claim, you can also add children by re-applying on the Social Security Scotland website at <https://www.mygov.scot/scottish-child-payment/how-to-apply> or by calling 0800 182 2222 (line open Monday to Friday between 8am and 6pm)

### SUPPORT

If you need support to make an application, you can email our Advice Team at [adviceteam@paisleyha.org.uk](mailto:adviceteam@paisleyha.org.uk) or call us on 0141 583 4123.

## NEW E-BULLETIN

From December we will be starting a new E-Bulletin to keep you up to date about our services and what we are up to in your community. You will receive this once every 2 months.

If we hold an email address for you, this will be sent to you by email.

If we do not hold an email address for you, we will send it to you by post.

If you wish to check that the email address we hold for you is correct you can email us on [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk) or phone us on 0141 889 7105.



# Communal Gas Heating Update – 20-24

## George St, 1-3 George Pl, 41-45 Storie St

We are aware that the condition of the communal gas boiler has been such that one of the boilers has been intermittently breaking down over the last few months. Whilst this has not caused any issues providing heating and hot water to individual flats as the remaining boilers are utilised, longer term this puts pressure on the system overall and is likely to cause further repairs or breakdowns.

The current gas servicing and maintenance contractor, City Technical has been maintaining the system on a regular basis and has been providing updates on its overall condition. All of the boilers are now reaching the end of their lifespan and are in need of replacement within the next couple of years or sooner.

The Association is presently undertaking a detailed exercise

with a heating solutions specialist to explore a suitable replacement. There will be a focus on sustainability and affordability for tenants, as we know the price of gas continues to rise to record levels.

We will continue to keep you updated on the progress. If you wish to discuss anything call us on 0141 889 7105 or email [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk)

## Gathering Equalities Information

Paisley HA is committed to ensuring equality in our policies and practices to improve outcomes for our tenants.

To deliver this commitment, we are currently undertaking an exercise to gather equalities information from our tenants.

### How are we gathering this information?

If we hold an email address for you, you will have received an email from us with a link to complete an anonymous survey form.

If we don't have an email address for you, you will

receive a form in the post to complete and return to us. A prepaid envelope will be included for easy return.

All answers are anonymous – they will not be linked back to you in any way unless you have specifically requested we contact you.

### What do we do with equality information?

We use equality information for a range of purposes, including to help us to:

- protect and promote your rights and interests
- promote equality objectives across our services
- identify and address our customers' needs and improve our services
- identify and eliminate any form of discrimination.

### Do you need to answer every question?

By answering as many questions as possible you will help us meet your needs better, but you can provide only the information you want to give us.

### Need help completing the survey?

If you need any assistance completing the survey, or wish to tell us something you think is important please contact

Sandra Marshall  
Corporate Services Officer  
[Sandra.marshall@paisleyha.org.uk](mailto:Sandra.marshall@paisleyha.org.uk)  
Tel. 0141 583 4124



# We are modernising how we Communicate with our Tenants

As we continually look at ways to reduce costs and improve our processes, we have recognised that continuing to use post for communicating with our tenants is not the most cost effective or efficient process.

In our most recent tenant satisfaction survey 87% of those participating said they had internet in their home or on a smart phone and over 50% said that email is one of their top 3 methods of communication with the Association. We have listened to these results and have acted.

To give our tenants the quickest service and reduce our costs, we will now be sending our communications via email where possible.

## What are the benefits of moving to email for tenants

- We can ensure each email includes the necessary information and can be received promptly by you.
- You can send/respond to emails at a time that suits you. You can still telephone/visit us during our office hours, but you can send emails at any time and we will respond to you during our working hours.
- You can save copies of emails and access information easily.

## How will we implement this change

If we hold an email address for you, you will receive all future communications from us by email.

## Opting out of receiving emails

We would prefer to use email for cost and efficiency, but we appreciate that this may not suit everyone. If you would rather still receive correspondence by post, you can contact us to let us know. To do this contact us on 0141 889 7105 (select option 0) or email us at [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk)

## Don't have email/don't use email

If we don't hold an email address for you, we will continue to contact you by post. If you get a new email address, please let us know and we will update our records.

## Have email but not sure how to use it/Would like help setting email up

We can help with this. Just contact us on 0141 889 7105 (select option 0) and we will arrange for someone to help you with this.

Should you have any queries regarding these changes, please don't hesitate to contact us on 0141 889 7105 (select option 0)

## Tell us What you Think

If you have any thoughts on this change, please let us know. We are always keen to hear from our tenants and take their opinions into consideration to allow us to provide the best service possible.

## National Panel of Tenants & Service Users

The Scottish Housing Regulator is looking for Tenants and Service Users for their National Panel. If you are interested please contact [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk)

The National Panel of Tenants and Service Users was established in 2013 by the SHR to engage effectively and directly with tenants and other service users. The

Panel helps SHR hear about views, experiences and service priorities. Topics covered by the Panel so far include:

- Rent affordability
- Service quality
- Value for money
- Performance reporting
- Experiences of using homelessness services
- Antisocial behaviour
- Tenant safety
- Empowering tenants
- Gypsy/Traveller site standards
- Experience of owners using social landlord factoring services
- Receipt of information on landlord Annual Assurance Statements
- Impact of the pandemic

# TENANT SATISFACTION SURVEY 2022

## RESULTS

Our three yearly Tenant Satisfaction Survey was carried out by Research Resource throughout September 2022. We will be analysing the themes that have arisen from the survey and looking at how we can improve on our services and will provide more information in the coming months. We will notify tenants of the results in December 2022.

## GET INVOLVED

We are keen to develop a network of tenants to help us get a more detailed perspective on how we can better deliver our services for our tenants. You can get involved to give us your views, we will do this by creating two new routes for tenants to give their views:

A Tenant Focus Group	Your Views Network
<p>We would like this to have 6 to 12 members who will meet once every 3 months and will give us their opinions on our services, communities and neighbourhoods.</p> <p>We will be able to facilitate this at our office face to face and by using online meetings.</p> <p>Each meeting will last 1 hour and we will pay you for travel expenses.</p>	<p>We would also like to have a network of tenants who will agree to be interviewed one to one on a quarterly basis by telephone or an online meeting about our services, communities and neighbourhoods.</p> <p>Each interview would last 30 to 45 minutes at a time convenient to you (including evenings)</p>

These will be great ways for you to tell us more about your experiences and allow us to develop the services that matter to you!

To get involved please email [alan.graham@paisleyha.org.uk](mailto:alan.graham@paisleyha.org.uk) or call 0141 583 4103.

# WARM HOME DISCOUNT

After some delays the Warm Home Discount scheme is starting to open in Scotland. At the time of writing, all major suppliers had opened except Scottish Power.

**This scheme is separate to other Energy Support from the Government like the Energy Price Cap and the £400 discount.**

There are two groups who are eligible

## CORE GROUP

If you were in receipt of the Pension Guarantee Credit on 23<sup>rd</sup> August 2022 you should receive Warm Home Discount automatically. You should receive a letter confirming this by mid January. If you do not receive this by mid January you should call the UK Government's Warm Home Discount helpline on 0800 107 8002 by 28<sup>th</sup> February 2023

## BROADER GROUP

If you receive certain benefits like Income Support, ESA, JSA, Universal Credit, Tax Credits and Housing Benefit then you may be eligible to apply.

This depends on the rules of your supplier and you often have to meet other criteria like being in receipt of a disability benefit or have a young child.

If you think you may be eligible you should check with your supplier, you can do this online or by telephone.

## AWARDS

If you are eligible you will receive £150 paid directly to your electricity account.

Not everyone who applies will be eligible, as the suppliers have a quota to meet and once this has been exhausted they will refuse further applications. So our advice is **Apply Early.**

## SUPPORT

If you need support to make an application, you can email our Advice Team at [adviceteam@paisleyha.org.uk](mailto:adviceteam@paisleyha.org.uk) or call us on 0141 583 4123.

# Rents & Service Charges 2023/24

This is the time of year when housing associations are thinking about their budgets for the next financial year and as a key part of this, we're starting our consultation with tenants on what level of rent is set. The law requires us to do this every year.

You've probably heard that between now and the end of March 2023, all rents – for social housing tenants and for private tenants – have been frozen by the Scottish Government as a result of the cost of living crisis. This hasn't affected your rent yet, as housing associations only set rents once a year.

The Scottish Government will decide later this year whether housing associations will be allowed to raise rents, if necessary, in 2023/24.

## How will we set your rent for next year?

As you know, housing associations are charities which exist to provide good quality homes at affordable rents. We will always do our best to keep your rents as low as possible.

The cost of living crisis affecting our tenants and the many inflationary pressures (high inflation, increasing energy costs, increasing contract and supplier costs)

which the association has been facing, make it especially important that our consultation with you finds the right balance between rent affordability and the need to maintain our services and continue investing in our homes. This includes things like replacing kitchens and bathrooms and further improving the energy efficiency of our homes to help limit your energy costs.

## What happens next?

We are especially keen this year to hear your views about rents & services: what you want and what you can afford. Information will come out to you on the 25th January 2023 about what our proposals are. We are happy to talk to you now or during our consultation period (25th Jan – 17th Feb). Please contact us by phone on **0141 889 7105** (select option 0) or email **admin@paisleyha.org.uk**



## Cost of Living – We are Here to Help

We know that it's a really difficult time for our tenants at the moment with rising food and energy costs.

We are here to listen and will try to help where we can, we can do this by providing advice and support on:

- **Identifying and claiming benefits that you are entitled to**
- **Challenging incorrect or unfair benefit decisions**
- **Providing emergency fuel or food vouchers**
- **Accessing the foodbank**
- **Accessing grants and support with your energy costs**
- **Advice on sustaining your tenancy**

You can speak to our advice team to make an appointment on 0141 583 4123 or email [adviceteam@paisleyha.org.uk](mailto:adviceteam@paisleyha.org.uk).

## Struggling to pay your Rent?

If you are struggling you should contact your Housing Officer right away. They will be able to provide advice and support on helping to pay your rent or deal with any arrears.

The most important thing is to contact us as early as possible to avoid the situation causing you stress and getting out of hand.

You can contact our Housing Officers on their direct numbers below or by calling or texting their mobiles numbers. You can also send whatsapp messages via their mobile numbers. Alternatively you can email us via [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk)

<b>Housing Officer</b>	<b>Direct Office No.</b>	<b>Mobile No.</b>
Jackie McLachlan	0141 583 4125	07737 682 961
Samantha Templeton	0141 583 4129	07782 558 778
George Gray	0141 583 4107	07735 821 778

# DAMP, MOULD AND CONDENSATION

You may have seen recently in the news regarding the tragic death of a small child living in a housing association home in England, who suffered from complex health issues as a result of excessive damp and mould.

We want to assure our tenants that we will always treat any requests regarding this issue promptly and in line with our repairs policy.

## What is damp, mould and condensation?

**Damp** looks like a wet patch on a wall or ceiling and appears when condensation is left for a long time. Left untreated, damp can cause structural problems over a long period of time.

**Mould** looks like little black dots in the corners of the windows or anywhere water collects. Mould can be bad for your health, so it's important you take action if you spot signs of mould in your home.

**Condensation** is when moisture or water in the air collects on a cooler surface. Most people have a little bit of condensation, like the droplets you see on your windows after a shower.

While it's usually nothing to worry about, condensation can lead to damp and mould if left for too long.

## What can you do to prevent condensation?

If your windows are getting steamy or your window ledges are wet then there's too much moisture in the air. Here are some tips to help you prevent condensation and mould in your home:

1. When cooking, close your kitchen door and cover pots and pans with a lid so any steam is contained. Where possible have the window open or extractor fan on so steam can escape.
2. When showering, close your bathroom door to contain any steam and have the window open or extractor fan on so steam can escape.
3. Drain the water from your sink or bath as soon as it's no longer needed. This denies the water time to evaporate which, in turn, moistens the air.
4. Dry your washing outside where possible, or in the bathroom with the door closed plus window open or extractor fan on so moisture can escape.
5. Open the door of any rooms in your home which aren't being heated – warm rooms are less likely to be affected by condensation.

6. Open your windows plus any wall and window vents so any moisture can escape.
7. Keep your heating on a 'low' setting all day, whenever the weather's cold – warm rooms are less likely to have condensation.
8. Remove clutter from rooms and cupboards so air can flow through your home.
9. Regularly wipe down windows, windowsills and walls to prevent condensation build-up.
10. If using a tumble-dryer, make sure the room it's in is well ventilated to enable any moisture to escape. This can be achieved by ensuring windows are open or by using a dehumidifier.

## How can you treat mould?

Mould can be removed by scrubbing with a mould-specific cleaning product from your local store or supermarket. Please don't use a vacuum cleaner, bleach or washing up liquid on mould – none of these measures will be effective.

When removing mould you should wear protective gloves and a face mask.

Once the mould's removed, it is a good idea to redecorate using a good quality anti-mould paint.

## Have you taken steps to reduce condensation, but are still having problems?

- Sometimes, damp and mould is due to an issue with your property. If you have tried our tips but it's not making a difference, please let us know. It could be that we need to carry out some maintenance. Call us on: 0141 889 7105 or Email: [admin@paisleyha.org.uk](mailto:admin@paisleyha.org.uk)
- We'll always ask what you've done to try and manage the issue yourself. This helps us to understand and better diagnose what is going on.
- Working out what's causing damp or mould in your home isn't always easy. Damp or mould can be due to a combination of factors and therefore we may need to arrange to come to your home to inspect the issue.
- The measures we can take to help you tackle the problem include washing down walls, repairing a leak, installing ventilation and providing dehumidifiers and/or temporary heaters. This may take several visits and inspections for us to diagnose and treat the issue.

We close for the Christmas holidays at **12.30pm on Friday 23rd December 2022** and re open at **9am on Thursday 5th January 2023.**



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

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 Wet Electric Heating Problems-Oliphant Court/Lylesland Court Common Heating system	CITY TECHNICAL	0333 202 0708
<b>Lifts</b>		
Oliphant Court 31 High Calside 25 High Calside	STANNAH ORONA PICKERINGS	0141 882 9946 0345 894 91 27 0141 771 7575
<b>Planned Maintenance Works</b>		
Bathrooms – Oliphant Ct, Mannering Rd Flat Entrance Doors – Oliphant Ct	EVERWARM EVERWARM	01506 638 600 or 0800 19 777 55
<b>In Buildings we do not factor</b>		
11 Argyle Street 48 & 54 Stock Street 7 Lylesland Court 69 Neilston Road 92 & 33 Causeyside Street	ROSS & LIDDELL	0141 221 9266 Our of Hours: 0345 034 1444
132 Neilston Road	91BC	0800 689 0675
<b>For Factored Owners</b>		
In common areas only	PSPS	0141 889 7105-pick appropriate trade required
For Owners on our Block Insurance Policy. See PHA website for detailed information.		When office open 0131 553 2293 Major Emergencies 0121 411 0535
For Owners on our Block Insurance Policy. See PHA website for detailed information.	Questgates	Loss Adjuster 07592 111879

Sometimes Contractors/Numbers change but you will always get through to our main contractors using our main office number after hours or during 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 these will not be checked and dealt with until 5th January 2023. **Always call the contractor for emergencies.**

**Facebook messages and e-mails** via our website - will not be checked from 23rd December 2022 until our return on 5th January 2023. Wishing everyone has a safe and Happy Xmas and New Year.

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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