



PARKHEAD
Housing Association

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PARKHEAD! POST

Winter 2025

CHRISTMAS EVENTS

With the festive season upon us come and join us over at
Parkhead Schoolhouse for our Christmas events

BAILLIESTON COMMUNITY CARE CHRISTMAS FAYRE

 4th December | 11am – 3pm

PHA TENANT CHRISTMAS LUNCH

 5th December | 12pm - 3pm

KIDS CHRISTMAS PARTY

 12th December | 5pm - 7.30pm

For more information about these events contact us on
parkheadscool@parkheadha.org.uk or call **0141 473 0460**

OFFICE CLOSURE / PDC CLOSURE

Our office will close for the Christmas break on

Tuesday 23rd December at 5pm

and will re-open on

Monday 5th January at 9.30am

If you require an emergency repair during this time
please contact the office on

0141 556 6226

and select the appropriate option.

PDC Staff will finish at 4pm on 24th December

CHRISTMAS GINGERBREAD MEN RECIPE

Ingredients:

- 350g/12oz plain flour, plus extra for rolling out
- 1 tsp bicarbonate of soda
- 2 tsp ground ginger
- 1 tsp ground cinnamon
- 125g/4½oz butter
- 175g/6oz light soft brown sugar
- 1 free-range egg
- 4 tbsp golden syrup

To decorate:

- writing icing
- cake decorations

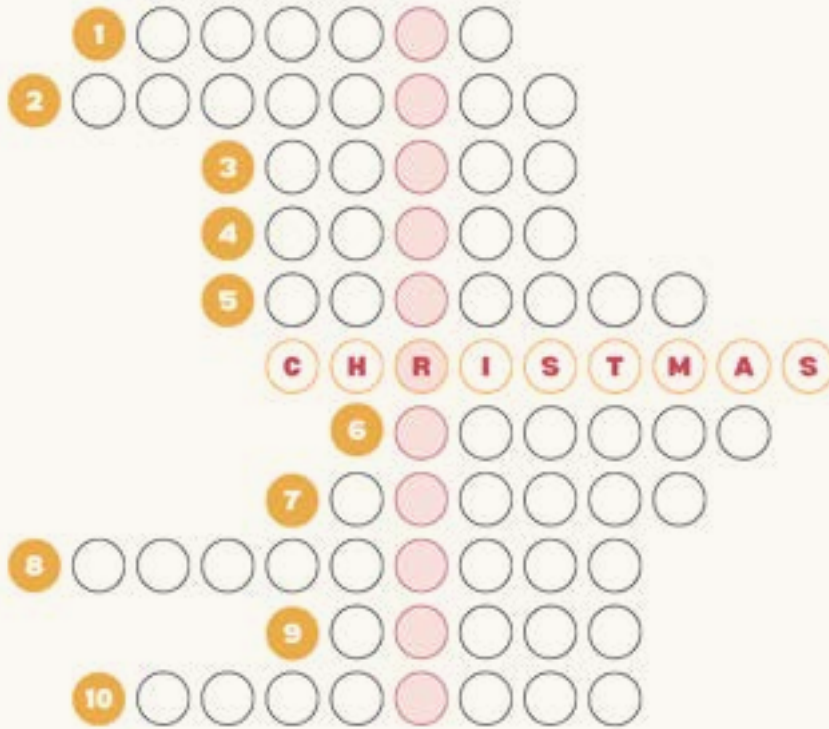


Method:

1. Sift together the flour, bicarbonate of soda, ginger and cinnamon and pour into the bowl of a food processor. Add the butter and blend until the mix looks like breadcrumbs. Stir in the sugar.
2. Lightly beat the egg and golden syrup together, add to the food processor and pulse until the mixture clumps together. Tip the dough out, knead briefly until smooth, wrap in clingfilm and leave to chill in the fridge for 15 minutes.
3. Preheat the oven to 180C/350F/Gas 4. Line two baking trays with greaseproof paper.
4. Roll the dough out to a 0.5cm/¼in thickness on a lightly floured surface. Using cutters, cut out the gingerbread men shapes and place on the baking tray, leaving a gap between them. For decorations, use a skewer to make a small hole in the top of each biscuit.
5. Bake for 12-15 minutes, or until lightly golden-brown. Leave on the tray for 10 minutes and then move to a wire rack to finish cooling. When cooled decorate with the writing icing and cake decorations.



CHRISTMAS PUZZLE



Complete the puzzle.
Can you find the secret word?



2025 ANNUAL GENERAL MEETING

In September 2025 the Association welcomed our Shareholders to Parkhead Schoolhouse for the 48th Annual General Meeting. This was a fantastic opportunity for our members to hear from the Chair and senior staff of the Association on the achievements of the Association during the 2024 / 2025 year.

Following our AGM the PHA Board elected Susan McKeown for a second year as Chair of the Association with Adele Edwards being elected into the role of Vice Chair. Susan McKeown said 'we were pleased to see such a healthy turnout at our AGM and its comforting to see so many members of the local community interested in the work of the Housing Association. I am also delighted to be voted in as Chair again and look forward to working with my fellow Board members over the coming weeks and months.'





PDC BULK DAYS

Monday

Springfield Road, Dechmont street, Burgher Street, Whitby Street, St Michaels, Helenvale Court & Street, Gallowgate, 4 to 49 Tollcross road, All Cuthelton, Glenshee, Glenisla, Belvidere, Williamson, Silverdale, Canmore and 1272 & 1277 London Road.

Tuesday

Quarryknowe, Dalton, Quarrybrae, All Westmuir street, Crail Street, Winning row, East Wellington, Beattock, Powfoot, Thornhill & Greir Path, 79 to 203 Tollcross Road, Sorby street, Southbank Street, Nisbett Street, Salamanca, Duke Street.

The team at PDC will remove any bulk items on your scheduled day as highlighted above. Please note that any white goods or bulkier items such as couches, cushions & chairs will be removed on a Friday to assist with the disposal process.

BIN DAYS

Please note PDC service is supplementary to the Glasgow City Council Service. GCC are responsible for household bin collections and PDC only tidy the bin stores.

Wednesday AM

Quarryknowe, Dalton, Quarrybrae, All Westmuir street, Crail Street, Winning row, East Wellington, Beattock, Powfoot, Thornhill & Greir Path, 79 to 203 Tollcross Road, Sorby street, Southbank Street, Nisbett Street, Salamanca, Duke Street.

Thursday AM

Springfield Road, Dechmont street, Burgher Street, Whitby Street, St Michaels, Helenvale Court & Street, Gallowgate, 4 to 49 Tollcross road, All Cuthelton, Glenshee, Glenisla, Belvidere, Williamson, Silverdale, Canmore and 1272 & 1277 London Road.

On your scheduled bin day PDC will remove the bins from your bin store area and ensure the area is clean and cleared of debris. The team will use a specific hard brush and shovel to remove any mess and also litter pick the backcourt at same time.

Your cooperation in using the correct bins, keeping the area tidy, and placing bulk items out the night before uplift where possible is greatly appreciated and helps PDC maintain a clean, safe, and pleasant environment for all residents.



GAS & ELECTRICAL INSPECTIONS


Legislation and the Scottish Housing Regulator require the Association to have contractors enter each property annually for gas inspections and every five years for electrical inspections.

Your cooperation in allowing access for both is essential and much appreciated.



WINTER PRECAUTIONS

Heating your home is a significant cost during the winter months, so here are some tips to make sure you're not wasting energy costs -



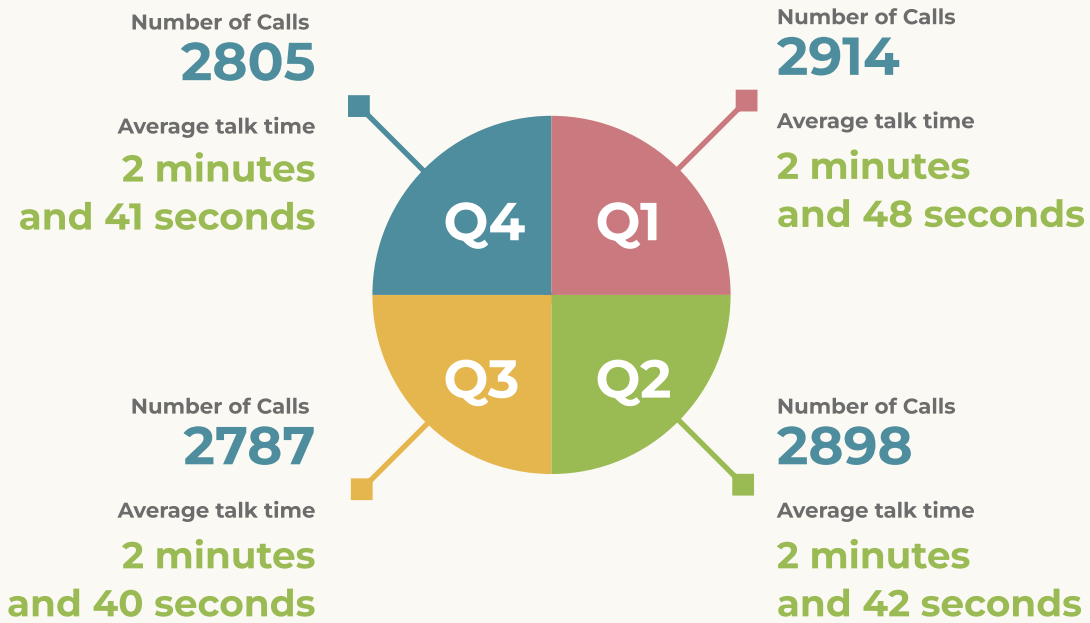
- With the temperature dropping significantly make sure your heating is on a low setting at least overnight to avoid burst pipes
- You should also consider leaving your heating on a low setting if you are away for any period of time, again to avoid burst pipes
- You should ensure that you know where your shut off valve is located so you can turn your water off if a burst pipe was to occur. If you would like further information on where this is located please contact the office
- If you are away during the festive period please advise your Housing Officer and leave a local contact for emergency access
- Make sure you keep the emergency repair number handy and ensure you have appropriate contents insurance in place

If you have any questions about preparing for the winter months, including advice on heating bills then please contact us on **0141 556 6226** or **email@parkheadha.org.uk**.



SPEEDY SERVICE

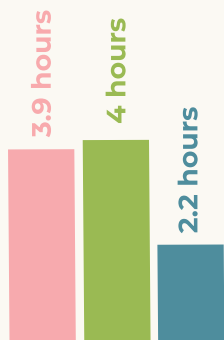
We are always looking closely at the speed and timeliness of our service for our customers, and we are keen to find ways to improve this wherever possible. In terms of our front-line service and call handling, the reception team can be extremely busy day to day but we always try and aim to exceed our on-hold target of 60 seconds or less. We also try to ensure that your enquiry is dealt with as quickly as possible, in 4 minutes or less.



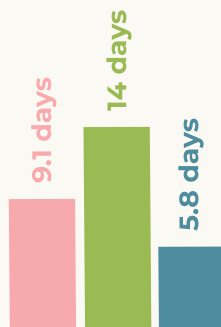
We also closely monitor the timeliness of our services across a number of other indicators. For example, our repairs service and how quickly we can let our houses as outlined below -

24/25 REPAIR STATS

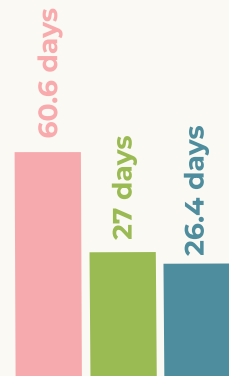
Average time for emergency repairs



Average time for non emergency repairs



Average time to relet



■ Scottish Average
 ■ Target
 ■ PHA Average



INVESTING IN OUR PROPERTIES

We continue to be committed to ongoing investment in our properties and the Parkhead area generally. It is vitally important that we dedicate resources to ensuring the highest possible standards are maintained across the community.

To give you an idea of the level of investment in the area, in the year up to end of March 2025 the Association replaced 115 boilers, fitted windows to 140 properties, upgraded 8 backcourts and painted 17 closes. Recently the Association also completed a project to upgrade the roofs and sandstone at 61 and 69 Whitby Street.

This in addition to funding reactive day to day repairs, our programme of cyclical maintenance, and empty house repairs to get properties ready for new tenants. This is vital work to ensure our properties are maintained to an excellent standard and future proofed for years to come. In the 2024/25 year the Association carried out 5266 reactive repairs to our properties with 96% of the repairs completed on time.

In the forthcoming year the Association will be carrying out projects relating to kitchen and window replacements.



DEVELOPMENT NEWS



The contractor Sim Building has been on site since May at Silverdale Street and London Road. This £5m development will see the front bowling green at Belvidere Bowling club developed into a mix of 1 & 2 bedrooms and 2 wheelchair flats. There will also be parking for the new residents. The project is on schedule to complete June 2026.

Sorby/Powfoot Street

Local residents will be aware the piece of land at Sorby/Powfoot Street has sat undeveloped for a number of years. We are working with our Design Team and Glasgow city Council planning department to get the project off the ground. This will be our first Passivhaus development providing 20 two-bedroom flats and 2 wheelchair adapted flats. We are hopeful to be on site summer 2026!



Another project in the pipeline!

Residents on Springfield Road will know that the old PAGE shop has been vacant for a few years now. We are working with our Design team on merging the PAGE shop and the old Delta food shop into a 2-bedroom flat. Our plan is to incorporate the same look and design as the previous shop conversions. This is a brilliant project which will really improve the overall façade of the building and the streetscape.



GLASGOW 2026 COMMONWEALTH GAMES VOLUNTEER RECRUITMENT

The search to find more than 3,000 volunteers for the Glasgow 2026 Commonwealth Games is underway, with the application portal officially opening on 16 September 2025.

Volunteers will be at the heart of the action next year when the Games return to Glasgow from 23 July to 2 August. From supporting athletes on venue during competition, through to being a welcoming and friendly face to hundreds of thousands of spectators and media, Glasgow 2026 volunteers will help bring the Games to life.

Former volunteers and first-time applicants from all backgrounds across Glasgow, Scotland and further afield are encouraged to apply and the games organisers have lowered the minimum age, meaning those who turned 16-years-old by 1 September 2025 can get the chance to join the team.

No experience is necessary and full training will be provided so that volunteers can help the Games run seamlessly. Glasgow 2026 is also offering support to those with barriers to digital access through a partnership with Glasgow Libraries and its Digi-PALS programme, and Volunteer Glasgow and Skills Development Scotland are hosting drop-in sessions to guide people through the application form.

For more information visit <https://www.glasgow2026.com/get-involved/volunteering>



WELFARE RIGHTS

Universal Credit Migration – Important Information for ESA Claimants

The Department for Work and Pensions (DWP) continue to move people from older “legacy” benefits on to Universal Credit. We are aware that many of those now receiving Migration Notices are long-term claimants of Employment and Support Allowance (ESA). If you receive a Migration Notice, it’s very important that you make a Universal Credit claim before the deadline stated in your letter, otherwise your current benefit will stop and you could lose money.

Support is available

PHA Welfare Rights can help you understand what the change means for you, check your entitlement, and guide you through making a claim to ensure you’re not financially worse off under Universal Credit. Please get in touch as soon as possible if you receive a migration letter.

Pension Credit Issues Following Transfer to Pension Age Disability Payment

We have been made aware that some Tenants have experienced issues with their Pension Credit awards after being transferred from Attendance Allowance (AA) to Pension Age Disability Payment (PADP).

Although the move from AA (administered by the DWP) to PADP (administered by Social Security Scotland) should not affect entitlement to Pension Credit, there have been instances where the DWP system has incorrectly treated the transfer as a change of circumstances, resulting in Pension Credit payments being suspended pending further review.

To prevent this or to get payments reinstated, those affected should contact the Pension Service on 0800 731 0469, selecting option 4, then option 2, to notify the DWP that their PADP has simply replaced Attendance Allowance and that there has been no change in circumstances.

Please contact our Welfare Rights team on **0141 551 5142** if you require assistance with this or any other issue.

Don't Miss Out on Pension Credit

Did you know that thousands of older people in Scotland could be missing out on extra money each week? Pension Credit is there to boost the income of people over State Pension age. Even a small award can make a big difference — it can increase your weekly income and open the door to other help, like help with rent, Council Tax, heating bills, free NHS dental treatment, and even a free TV licence if you're over 75.

If you're not sure whether you qualify, it's always worth checking — you might be entitled to more than you think. You can find out more or make a claim by calling the Pension Credit helpline on **0800 99 1234** or get in touch with our Welfare Rights service.

Christmas Puzzle Answers



2026

January

M	T	W	T	F	S	S
			1	2	3	4
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February

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16	17	18	19	20	21	22
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March

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30	31					

April

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18	19	20	21	22	23	24
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June

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22	23	24	25	26	27	28
29	30					

July

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27	28	29	30	31		

August

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24	25	26	27	28	29	30
31						

September

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20	21	22	23	24	25	26
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October

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26	27	28	29	30	31	

November

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23	24	25	26	27	28	29
30						

December

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20	21	22	23	24	25	26
27	28	29	30	31		



Opening Hours

Monday: 9.30am – 1pm & 1.45pm – 5pm
 Tuesday: 9.30am – 1pm & 1.45 – 5pm
 Wednesday: 9.30am – 1pm & 1.45 – 5pm
 Thursday: 11am – 1pm & 1.45 – 5pm
 Friday: 9.30am – 1pm & 1.30 – 3.30pm

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