



**PARKHEAD**  
Housing Association

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# PARKHEAD POST

Winter/Christmas 2023



## OUR CEO



Welcome to the festive edition of our Parkhead Post Newsletter!

Reflecting back on the year it has been another busy year for us at Parkhead Housing Association.

At our recent AGM, our chair John Buchanan stepped down from the role, however I am delighted that John will remain on the PHA Board. On behalf of myself and everyone at PHA we would like to express our gratitude to John for his hard work and astute leadership.

We are thrilled to say that Susan McKeown has been appointed as our new chair and Izabela Trzcielinska as Vice Chair. Both have been PHA board members for many years and bring a wealth of housing sector knowledge and bring a host of other skills and experience.

Throughout the year we delivered several social purpose community events like our annual summer Gala Day which was a huge success with almost 400 members of the local community in attendance. We have also placed a great deal of focus on supporting vulnerable people with a variety of projects, in particular, 1350 energy vouchers to 600 tenants in response to rising energy costs.

At the start of April, the Association took full ownership of Parkhead Pantry Shop. This was an excellent business opportunity for Parkhead Housing Association to develop the Pantry and to work in partnership with Parkhead Development Company and other local

partners to deliver the Pantry community shop. During the year we have supported 14,500 shops via our pantry members.

As always it is a privilege for me to be able to work and be part of the great Parkhead family. I wish you all a very Merry Christmas and a prosperous 2024.

**Aileen McGuire**

*Group Chief Executive*

## OUR CHAIR

As a former Chair of Parkhead Housing Association I am excited to have been elected back into the role again. It is an honour to serve the Parkhead Community and guide PHA into the next chapter of the Association's journey.

This is the time of year when we start working on our budgets for the next financial year. Parkhead Housing Association exists to provide 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 inflationary pressures which the association has been facing, make it especially important that the Association finds the right balance between rent affordability and the need to maintain our services and invest in our homes.

Finally, I would like to extend my deepest thanks to my fellow board members for their continued commitment. I would also like to thank PHA staff team for their professionalism, hard work, and dedication in delivering the highest standard of customer service to our tenants and Residents.

**Susan McKeown**

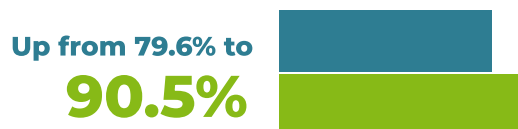
*Chair*



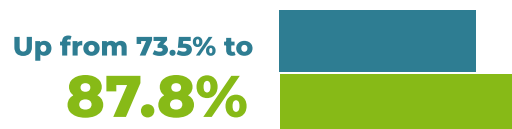
# TENANT SATISFACTION SURVEY RESULTS

We are required by the Scottish Housing Regulator to carry out a full tenant satisfaction survey every 3 years. As such the Association went out this Summer to ask you about the work of PHA and how we are delivering our services. The outcome of the survey was very encouraging with an increase seen across a number of indicators. Below are some of the key highlights from the survey –

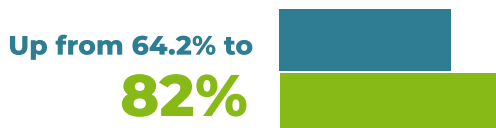
## Overall Tenant Satisfaction



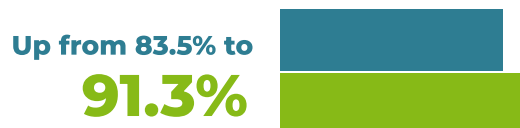
## Satisfaction with the quality of your home



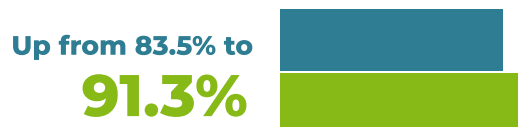
## % of tenants who think rent represents value for money



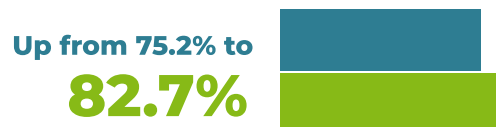
## Satisfaction with management of neighbourhood



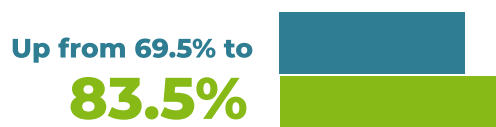
## % of tenants who think PHA are good at keeping you informed



## Satisfaction with opportunities to participate



## Satisfaction with repair service



Your feedback is extremely valuable to us and we will continue to use this to shape our services. Thank you to everyone who took part.

# HALLOWEEN FUN

Local residents had a spooktacular time in October at our fantastic Halloween events. First up we had our Halloween Quiz Night over at Parkhead Schoolhouse on 26th October with a delicious community meal served up for everyone in attendance. The teams navigated their way through a series of challenging and terrifying quiz questions relating to all things Halloween before claiming some fantastic prizes. It was fantastic to see so many local residents in attendance enjoying some Halloween fun, one PHA tenant said 'events like this are great, particularly at this time of year, to get us out of the house and having a bite to eat and a laugh with some friends'.



On Friday 27th October we entertained some of the younger kiddies with a pumpkin patch over at Parkhead Art Garden on Crail Street. Hosted by our amazing Artist in Residence Rebecca Fraser we had some lovely autumn themed crafts, sensory play and a Halloween themed photo shoot. The children had a brilliant time interacting with the different activities and thankfully the weather was kind to us.





# DEVELOPMENT NEWS

## Former Nursery School at Elba Lane

Parkhead Housing Association purchased the former Nursery School in March 2022 and over the past year the vacant building attracted some antisocial behaviour and unfortunately the school was destroyed by fire in early October. We were informed by Emergency Services that this was wilful fire raising resulting in the school being demolished and the site being cleared. We are working on the feasibility study and our plan is to build around 13 well needed family homes in our community.



## Former PAGE shop Springfield Road

Residents on Springfield Road will know that the old PAGE shop has been vacant for a few years. PHA have now purchased the shop unit and have an exciting project in the pipeline. Although at the very early stages, our plan is to convert this shop unit and the old Delta food shop into a family flat. This will be our third project converting old shops to family flats on Springfield Road, incorporating the same design. Watch this space!



## Medical Adaptations

Parkhead Housing Association want our tenants to remain in their homes as long as they possibly can, feeling comfortable safe and part of our community. With funding from the Scottish Government via Glasgow City Council we can carry out physical works in our tenants' homes enabling them to live as independently as they can.

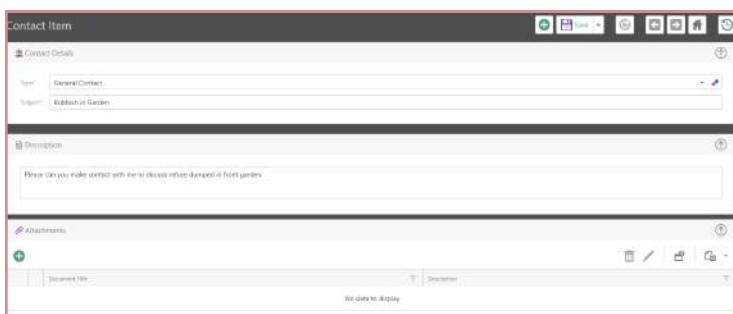
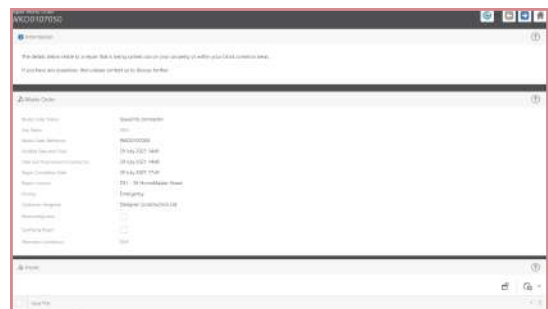
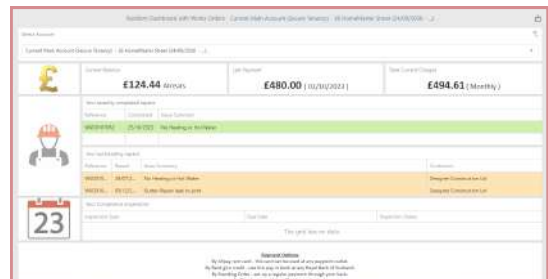
A number of our tenants have benefitted greatly from medical adaptations within their homes. For example the picture across shows a level access shower that was fitted in a tenants property. This can make life much more manageable if you have any mobility issues.

If you or any member of your family are struggling with any form of mobility problems, please contact the Association. We are more than happy to advise.

# TENANT PORTAL

As part of our ongoing digital strategy we recently launched our new Housing Management system Homemaster which will assist staff greatly in their roles day to day. One interesting feature of the new system for tenants is a leading tenant portal. This will give you greater control over your housing journey and allow you to access a range of information relating to your tenancy such as:

- **Check your rent balance**
- **Update contact information**
- **Request any non-urgent repairs to your property or block**
- **Answer surveys**
- **View documents**
- **View our latest newsletters**



If you are interested in opting in to our tenant portal send us an email with all your details to [email@parkheadha.org.uk](mailto:email@parkheadha.org.uk)

## Get Involved

Getting involved in your community is easy at Parkhead Housing Association. We have a wide range of roles available and you can choose the one that suits you best.

You can pay £1 and become a member of PHA, this will allow you to attend our Annual General Meetings but also gives you the opportunity to join the Board of Parkhead Housing Association and get involved in the governing body of your Housing Association.

PHA also has a Registered Tenants Organisation and a Customer Scrutiny Panel. Both groups are influential in shaping the work of PHA and meet regularly to discuss a wide range of issues.

Get in touch on 0141 556 6226 or [email@parkheadha.org.uk](mailto:email@parkheadha.org.uk) to register your interest your interest and find out how you can make a difference in your community.

## Christmas Closure

Please note the Association's offices will close on Friday 22nd December at 3.30pm for the Christmas Holidays and will re-open on Thursday 4th January 2024 at 9.30am. If you require an emergency repair during this time please contact 0141 556 6226 and follow the options.

# HEATING YOUR HOME IN WINTER - HINTS AND TIPS



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

- 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](mailto:email@parkheadha.org.uk).





# WELFARE RIGHTS

Our Welfare Rights Team recently helped one of our tenants challenge his benefit decision – it resulted in a great outcome for him and is just one example of how we can help you with your benefit issues....

***Craig was getting the enhanced rate daily living component of Personal Independence Payment (PIP) but on review his award was stopped completely, resulting in a drop in income of £178.15 per week. Because of this decision, Craig also lost his bus pass, which was a lifeline for him, helping him get out to spend time with family.***

***Our Welfare Rights Team asked PIP for a mandatory review, but the decision stayed the same.***



***We then helped Craig to lodge an appeal with HM Courts & Tribunal Service against the PIP decision. Our Welfare Rights Officer represented Craig at his appeal, attending the appeal hearing with him. He not only won his appeal but got an even higher award than he had before!***

***Following this Craig's weekly income increased by £249.15 per week and his award was backdated to when his review started resulting in a massive, backdated payment of £13,244.35.... and he got his bus pass back!***

***This was a long and at times, stressful process for Craig, but he was delighted with the end result and very grateful for our Welfare Rights Officers help and support throughout.***

If you are unhappy with any benefit decision, just contact our Welfare Rights Team 0141 551 5142 to find out what you can do about it and how we can help you with it.





# WARM HOME DISCOUNT SCHEME FOR WINTER 2023/24

The Warm Home Discount (WHD) provides a £150 rebate onto electricity bills for eligible low-income households in Great Britain. Different rules apply in England, Wales and Scotland.

Eligibility is determined by an individual's circumstances on the qualification date (13 August 2023). Recipients of the Guarantee Credit element of Pension Credit will be eligible for a WHD in England, Wales and Scotland if they are a named account holder with a participating electricity supplier.

People living in Scotland and in receipt of other certain benefits, including Tax Credits, may also be eligible for a WHD direct from their energy supplier.

See the [Warm Home Discount Scheme](#) for more information or speak to your energy supplier. For help you can also contact our Welfare Rights Team on 0141-551-5142.



# COST OF LIVING PAYMENTS 2023/24

Following two Cost of Living Payments totalling up to £650 in 2022, millions of households are continuing to receive further support from government to ease financial pressures during 2023/2024.

The first 2023 payment of £301 was paid between 25 April and 17 May, a second payment of £300 will be paid between 31 October and 19 November, and the third payment of £299 will be paid by Spring 2024.

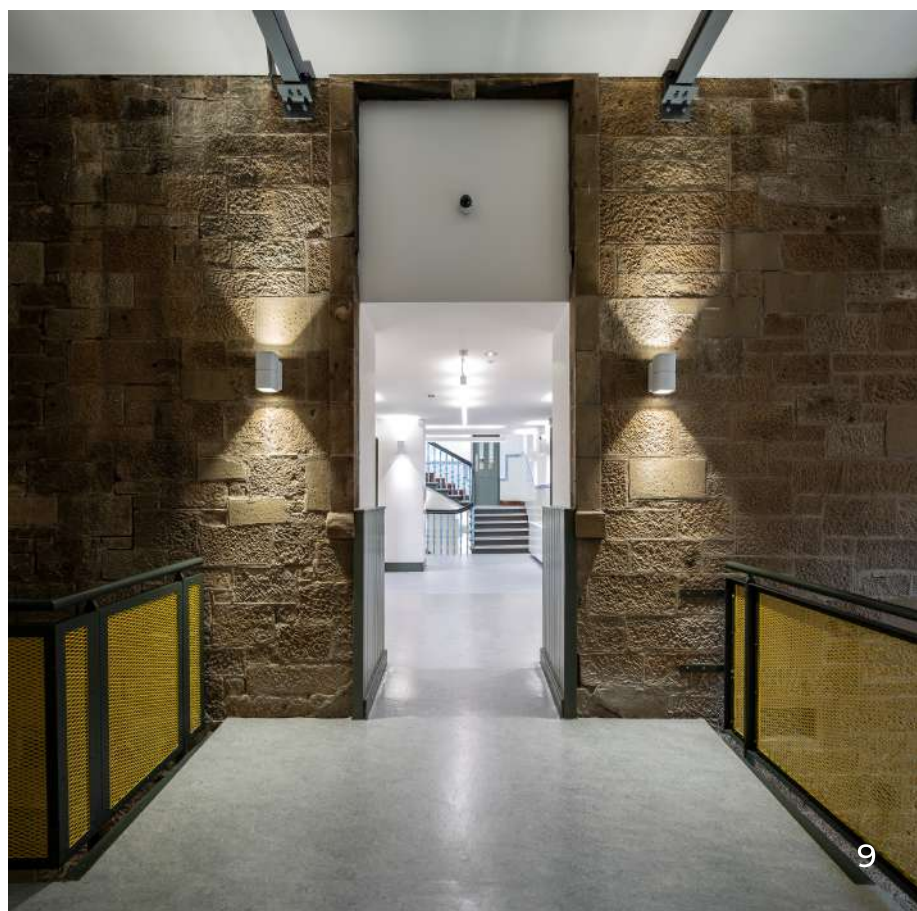
This will apply to people on means-tested benefits: Universal Credit, Pension Credit, income-based Jobseeker's Allowance (JSA), income-related Employment and Support Allowance (ESA), Income Support, and tax credits: Child Tax Credit and Working Tax Credit.

The Cost-of-Living Payment will be paid automatically, meaning those eligible do not need to apply or contact DWP or HMRC. It will be paid separately to benefit payments and the reference will appear in accounts with the account holder's National Insurance number and 'DWP COL'. For tax credit-only customers, the reference will appear in accounts as 'HMRC COLS', referencing Cost of Living Support.

To be eligible for this payment, you must have been entitled to a payment (or later found to be entitled to a payment) of either:

- Universal Credit for an assessment period that ended in the period 18 August to 17 September 2023.
- income based JSA, income related ESA, Income Support, or Pension Credit, for any day in the period 18 August to 17 September 2023.
- For tax credit-only customers, they must have received a payment of tax credits any day in the period 18 August to 17 September 2023.


Find out more about the range of government support with the cost of living at [gov.uk/helpforhouseholds](https://www.gov.uk/helpforhouseholds).







# DECEMBER EVENTS


## MEET WITH SANTA

 14th December | 3.30pm - 6pm


 Parkhead Schoolhouse


## CHRISTMAS QUIZ AND COMMUNITY BREAKFAST

 15th December | 10am - 1pm

 Parkhead Schoolhouse

## KIDS CHRISTMAS PARTY

 18th December | 5pm - 7pm

 Parkhead Schoolhouse

Our events are for Parkhead HA residents. Spaces are limited and will require pre-registration.

Bookings can be made by contacting us at 0141 473 0460 or [parkheadschoool@parkheadha.org.uk](mailto:parkheadschoool@parkheadha.org.uk)



### 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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