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PARKHEAD POST

Summer 2026

PDC GOES BACK TO SCHOOL

Our estates team at Parkhead Development Company went back to school in May to help St Michael's Primary School tidy up some playground planters. The team were keen to help brighten the playground up and popped round to clear some serious weeds!

PDC also donated some soil and plants to ensure that the space is looking perfect for the Summer months.

"We needed some help with our large planters in the playground as they had become overgrown and unable to use," Acting Principal Teacher of St Michael's Primary School Amy Davie said. "I contacted Parkhead Housing Association and they were able to offer help to clear out our planters and support us in beginning to develop our outdoor space again. We are really appreciative of the help!"



PDC Bulk Days - Monday PDC Bin Days - 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
- 1272 & 1277 London Road

PDC Bulk Days - Tuesday PDC Bin Days - 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



KITCHEN REPLACEMENTS

Our kitchen replacement contract has been a huge success for the Association this year with a number of residents enjoying their beautifully upgraded kitchens.

We always aim to ensure we are investing in our homes to the highest standards

One local resident who was particularly delighted with the work carried out said “We just love our new kitchen and are really happy with all the colours we have chosen. Our new kitchen feels so much bigger and brighter.”

Another happy customer in Dalton Court also said ‘We are so delighted with the work done to complete our new kitchen. It looks so much bigger and modern with the upgrade.’

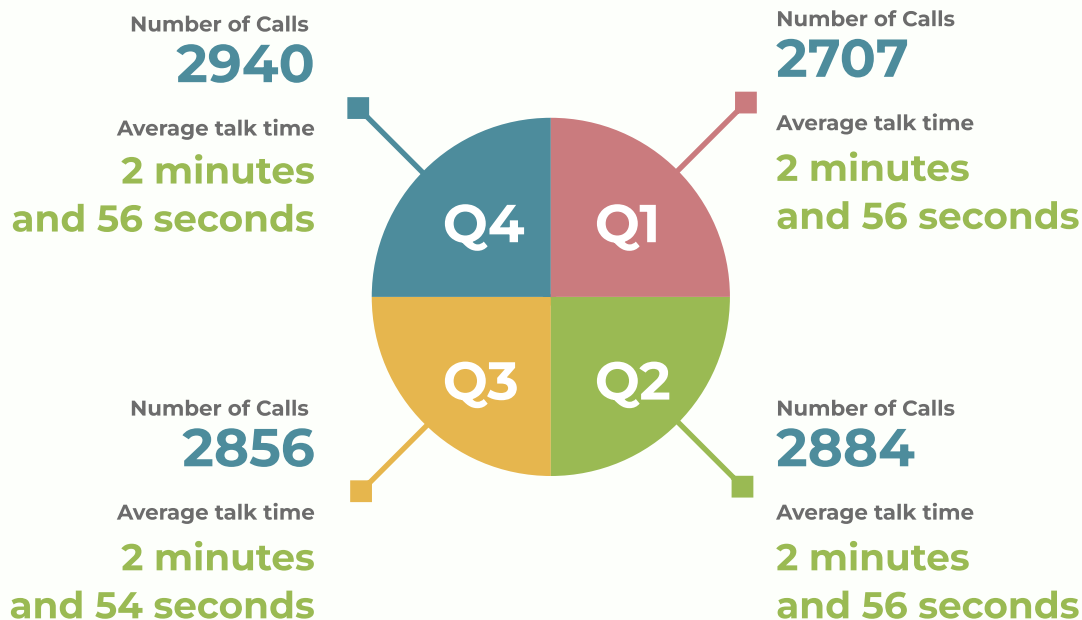
Gas & Electrical Inspections

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.

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.



Apply for our Educational Bursary

We are now accepting applications for our 2026/27 educational bursary. If you are undertaking further education and if you reside in one of our properties, then you may be eligible for up to £2000 of financial aid to support you in your studies. Over the last 10 years PHA has awarded over £20,000 to local residents to assist them in their further education and we have seen a number of students from the Parkhead Community go on to do remarkable things in their careers.

Parkhead Housing Association Chair Susan McKeown understands the value of further education and the impact it can have.

"The educational bursary is really important to us at PHA and we really love seeing the impact a scheme like this can have on the recipients. If you are undertaking any kind of further education I would encourage you to get in touch," she said.

Learn more about the experience of one of our recent bursary winners Agnieszka by scanning the QR code below.



For more information on our bursary email us at email@parkheadha.org.uk or call the office at **0141 556 6226**

SERVICE REVIEW PANEL

At Parkhead Housing Association, we value the input and feedback of our residents. We believe that understanding people's experiences is vital for improving our services.

The Service Review Panel provides an opportunity for people to share their views and discuss what works well and how things could be improved. It also helps people feel more involved and connected to the services they use.

How it worked before

Previously, the Customer Scrutiny Panel adopted a more general approach to reviewing services, which helped to identify areas for improvement, but did not always reflect residents' real experiences.

What we changed

We have transformed the Customer Scrutiny Panel into the Service Review Panel. This reflects a change in the way we work.

Instead of carrying out general service reviews, we now focus on the real experiences of our residents.

We organise Service Review Panels, which bring together residents who have used the services and the Parkhead Housing Association staff responsible for delivering them. These discussions help us to understand how services work in practice and to identify areas for improvement.

Our first review panel was on medical adaptations and the Association has recently revised the medical adaptations policy following feedback from the Service Review Panel.

If you want to know more contact the office on 0141 556 6226.

Changes to our Welfare Rights Service

Our Welfare Rights drop-in service at Parkhead Schoolhouse is currently unavailable due to staff changes. We apologise for any inconvenience this may cause and appreciate your patience during this time.

If you need support, you can come to the drop in on Tuesdays at our office in Helenvale Street from 9:30am – 12:30pm or alternatively you can contact the welfare rights team directly by calling the office on 0141 556 6226 and pressing option 5.

Keep an eye on our social media for future updates on our service. You can find us on Facebook, Instagram, and X.

Housing Benefit Pension-Age Review

Housing Benefit has started another review of pension-age Housing Benefit claims. You may get a letter from Housing Benefit telling you that they will be calling you to conduct the review. You will normally need for this phone call:

- details of your current income
- details of your savings or capital that you have
- details of anyone else who lives in your house, including their income.

We appreciate that you may not feel comfortable giving this information over the phone. If you need help with any of the above, please let us know.



SWING NIGHT

Parkhead locals were welcomed at Shettleston Bowling Club for a fun filled night of music and dancing! Those in attendance had a great night excellent entertainment from Jamie Mac from the Jersey Notes!





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 2026 the Association replaced 175 boilers, fitted windows to 159 properties, 73 kitchen renewals and upgraded 8 backcourts. 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 2025/26 year the Association committed almost £800,000 to reactive repairs.

DEVELOPMENT NEWS!

The contractor Sim Building has been on site since May 2025 at Silverdale Street and London Road and the project is progressing well. 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 in the Autumn of 2026.

Shop Conversion

Work is underway to redevelop the old PAGE shop and the old Delta food shop on Springfield Road into a 2-bedroom flat. The project will 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.

MY HOME PORTAL

Register for **'My Home'** portal today. My Home gives tenants and owners 24/7 access to manage their tenancy online.

All you need to do is go to Parkhead Housing Association website at www.parkheadha.org.uk and click on **'My Home Login'** and follow the instructions.

The registration process asks for personal tenancy details only the tenant and our staff should know.

You will need to input your surname, your date of birth and your unique tenant number, which can be found at the top of your rent statement, or you can call the Parkhead HA Corporate Services team at the office on **0141-556-6226**.

You will then receive an email to thank you for registering for **'My Home' at Parkhead HA** and to complete your registration you will click on the link to set your secure password. Please note the link will only work for 24 hours. We have system controls in place to keep your account safe and to prevent duplicate logins so no one can access your account unless you give them your details.

This **'My Home' tenant portal at Parkhead HA** is designed to make your life as a PHA tenant easier so that you can access all your tenancy services at your convenience **24 hours a day, 365 days a year**.

'My Home' at Parkhead HA - manage all aspects of your tenancy including your rent and your repairs including the following -

- Request Non-Urgent Repairs and check the status of previously reported repairs
- Provide feedback on repairs
- View your repairs history
- View and update your household details
- View your rent statements
- Make rent payments
- View Tenancy Documents
- Send us documents, letters, photos, feedback, comments, and complaints
- Get involved with our Tenant Panels
- Go paper-free and get a faster, greener and more cost-effective service

A screenshot of the 'My Home' portal login and registration interface. The 'Log In' section includes fields for 'Your username' (with a note 'This is usually your email address') and 'Your password' (with a 'Show' button). Below these is a checkbox for 'Using a private computer or device?' and a 'Log In' button. A link for 'Forgotten Password?' is also present. At the bottom, there is a link for 'Have not registered for an account yet?' and a 'Register' button.

Log In

Your username
This is usually your email address

Your password [Show](#)

Using a private computer or device?
☐ Stay logged in for 6 months

[Log In](#)

[Forgotten Password?](#)

Have not registered for an account yet?
[Register](#)

Summer fun day

Parkhead
Tenant Event

Face Painting * Balloon Art *

Henna * Bouncy Castle *

Climbing Wall * DJ * Magician *

Treasure Hunt * Sweet Treats *

Friday 24th July

12-4 pm

Beattock Street + Crail Street

DO YOU HAVE A BENEFIT CAP?

You may not be feeling the benefit of the removal of the two-child limit in UC because the extra money has pushed you into a benefit cap. Depending on your circumstances, there may be a limit (or cap) in how much you can get in your UC. If you are subject to the cap, you will see a benefit cap deduction in your UC award statement.

The Scottish Government has agreed to cover whatever your benefit cap is through the Discretionary Housing Payment (DHP) system, but this is not automatic – you need to claim for it. Look at your UC statement, if you see a deduction for 'Benefit Cap' contact our office and we can make sure you are getting a DHP and not losing out financially.

PAYING FOR HEALTH COSTS

We have recently had several tenants receiving invoices from NHS for unpaid health costs. They thought or the healthcare practitioner incorrectly advised them that because they were on benefits or getting state pension that they automatically qualified for full help with dental / optician costs.

Unless you get a qualifying benefit such as Pension Credit (Guarantee Credit), you are expected to pay for your health costs, including your dental costs and charges for glasses from your optician.

Universal Credit is NOT an automatic qualifying benefit.

You will only qualify if your UC includes:

- an element for a child and/or limited capability for work-related activity and have no earnings or net earnings (take-home pay) of £935 or less during the most recent assessment period.
- and have had no earnings during the most recent assessment period, or net earnings (take-home pay) of £435 or less.

If you are not on a qualifying benefit but you still have difficulty paying NHS charges, you may qualify for help under the NHS Low Income Scheme. This is an income-related scheme. It looks at your (and your partner's) weekly needs and income to calculate how much, if anything, you should pay towards your health costs. Help with hospital travel costs may also be available through this.

Awards through this scheme are time limited and the threshold for full help under the scheme changes from time to time. So, if you have not claimed for a while, it may be worth making a new claim. If you need help with this, get in touch.

For more information, see: <https://www.nhsinform.scot/care-support-and-rights/health-rights/access/health-costs/help-with-health-costs-if-youre-on-a-low-income-or-benefits/>

Parkhead HA Tenant Events Jul - Sept 2026

PARKHEAD
Housing Association

JULY

PYP Summer Programme Holiday food + Activity Prog

Mon

7-11yrs 12 till 3pm

12+. 4pm - 7pm

Tue

10am-3pm

Thu

10am- 3pm

Parkhead Schoolhouse

Welfare Rights Drop-in

Tue 9:30-12:30

Parkhead HA Office

Tenant Event - Summer Fun Day

Fri 24th 12:00-4:00

Beattock, Powfoot St and
Crail St Garden



PEEK Play Cafe

Wed 10:30-1:30

Parkhead Schoolhouse

Sewing Group

Sat 11:00-15:00

Parkhead Schoolhouse

AUGUST

PEEK Play Cafe

Wed 10:30-1:30

from 26th August

Parkhead Schoolhouse

Parkhead Community

Council Meeting

Tue 26th 6:30-7:30

Parkhead Hub



Tenant Event RTO Members Night Out

Fri 28th 19:00-23:00

Welfare Rights Drop-in

Tue 9:30-12:30

Parkhead HA Office

Sewing Group

Sat 11:00-15:00

Parkhead Schoolhouse

PYP Summer Programme Holiday food + Activity Prog

Mon

7-11yrs 12 till 3pm

12+. 4pm - 7pm

Tue

10am-3pm

Thu

10am- 3pm

Parkhead Schoolhouse

SEPTEMBER

Parkhead Community Council Meeting

Tue 29th 6:30-7:30

Parkhead Hub



Parkhead HA AGM Thu 24th 6:00-7:30 Parkhead Schoolhouse

PEEK Play Cafe

Wed 10:30-1:30

Parkhead Schoolhouse

Welfare Rights Drop-in

Tue 9:30-12:30

Parkhead HA Office

Parkhead HA CEO Drop-in

Tue 8th 9.30-12.30

Parkhead HA Office

Sewing Group

Sat 11:00-15:00

Parkhead Schoolhouse

For more info contact us



parkheadschoool@parkheadha.org.uk



0141 473 0460