

Affordable Housing Joint Venture Development wins Scottish Design Award Commendation

Partick Housing Association and Whiteinch & Scotstoun Housing Association are delighted to announce that their joint venture development at Byron Street has won a Scottish Design Award Commendation placing it in the top four projects submitted in the affordable housing category. The development provides 27 social rented and 17 shared equity flats.

Partick Housing Association's Development Manager Nick Ronan commented: 'This scheme was designed to be sustainable and affordable. Both Associations, the design team and the contractor have all contributed to delivering a high quality addition to our architectural heritage. The four brick types were chosen to match

pixelated images of the adjacent sandstone tenements. The massing and density replicate the tenements previously on the site. Instead of a gloomy back court, amenity space has been provided on roof terraces and loggias, offering views over the Clyde. The elevations reflect the site context, on the boundary between residential

and industrial uses. The stepped roof and building lines break up the frontage and give each close its own identity.' Chair of Partick Housing Association, Alastair Firth said: 'Partick and Whiteinch & Scotstoun hope the residents of both Associations enjoy living in this exciting new building for many years to come.'



STOP PRESS

We have extended the Garden Competition deadline to 22 July 2011 – it's not too late to enter!

See Page 3

INSIDE THIS ISSUE:

Broomhill site acquired

Page 2

Meet the Chief Executive

Page 3

Partick Club fashion

Page 4

How well are we doing?

Page 5

AGM date for your diary

Page 6

Changes to our office opening times

Page 8

Editorial...

In this issue we have an article about our new Chief Executive, Lynn Wassell, and her hopes for the future of PHA. We announce the purchase of another piece of land on the site of the old Broomlea School where Partick Works Limited will build some blocks of flats and town-houses. Also we feature a tenant Jacqueline Brown telling how she is delighted with her new flat.

The staff and committee members were invited to have a preview of the new Riverside Museum and their impressions are covered together with a photograph.

We detail the information that tenants need to know about the 'Dog Fouling Act'. We also include information regarding funding that is going to be available for community groups to put on events in 2014 when the Commonwealth games is held in Glasgow.

Also we are keen to find if tenants found that the "Digital Switch Over" went smoothly. Please let us know!

As usual we want to be out and about photographing the entries for the garden competition in July and August when the gardens will be at their best. It is not too late to enter as we have extended the deadline date to 22 July 2011, so contact the office for an entry form.

Partick Community Council are looking for new members and Jim McNeill the Chair has sent in an article explaining what they do and how people can become involved.

This quarter's word search tests your knowledge of Scotland's rivers.

The Association is still keen to find new members for our committee and boards, particularly people who are tenants. We have vacancies in all areas of the Group and need about another 8 people. Age is not a barrier and there is scope for young and old to learn new skills. To find out more please contact our Chief Executive.

Finally can we remind our members that this year's AGM will be held at 7.00pm on Tuesday, September 20th 2011 in Partick South Church and we look forward to seeing you all there. More details on page 6.



Neil Phillips
Board Member

PHA's successful acquisition of Broomhill Site



Artist's Impression of potential flats at the Broomlea School site.

Partick Housing Association has recently concluded the purchase of a site in Broomhill from Glasgow City Council, represented by their agent, City Property Glasgow LLP. The site, which included the former Broomlea School building, has now been cleared and site investigation works are on site.

Chief Executive Lynn Wassell commented: 'Partick Housing Association is delighted to have secured this exciting opportunity, giving us a potential pipeline for more

new housing development, in addition to the Ferry Road scheme that we have currently on site. The ongoing economic and funding environment continues to be very challenging for social housing providers. However our vision is to build at lower densities on this site than we normally do in Partick, providing a mix of large family houses, which are desperately needed, as well as low rise flats. We also aim for exacting environmental standards in building the new

homes.

We'll be consulting with partners and developing our proposals over the coming year. This acquisition will also greatly enhance the environment and quality of life in Broomhill.'

Alistair Firth, Chair of Partick HA commented:

'The Association has been interested in buying this site since the school moved to the Keppoch campus in 2004. We'd like to thank City Property LLP and Glasgow City Council for agreeing to the disposal and supporting our vision.'

City Property LLP commented:

City Property Glasgow LLP, on behalf of Glasgow City Council, is pleased to have brought this transaction to a successful conclusion. The sale of this site both delivers a capital receipt to the Council and supports the work of the Association in providing high quality housing to Glasgow residents. We wish the Association every success and look forward to watching progress on site.'



Glasgow 2014

Partick is ideally situated to benefit from the Commonwealth Games in 2014, having Scotstoun Leisure Centre (squash, table tennis) a couple of miles to the west, SECC (boxing, gymnastics, judo, netball, wrestling, weightlifting) a mile south and Kelvingrove Bowls Centre (Lawn bowls) right next door.

The people of Partick have the opportunity to get involved in leaving a lasting legacy for the city in the run up to Glasgow 2014 and beyond. There are many ways that people can participate, whether through volunteering, being more active in your day to day life, healthy living, cultural activities, getting your family or community involved in one of the Council's existing legacy projects or setting up your own community project, activity or event.

The council may be able to help you to get your project idea up and running by:

1. Providing you with support and assistance
2. Helping you find funding sources

3. Providing you with the use of our legacy logo, 'A games legacy for Glasgow' to use on your project, event or activity
4. Marketing and promotional material

Your project should relate to one or more of the legacy themes:

- A Prosperous Glasgow
- An Active Glasgow
- An Inclusive Glasgow
- An Accessible Glasgow
- A Greener Glasgow
- An International Glasgow

For more information contact:

Glasgow City Council, Council 2014 Team, Chief Executive's Office, Glasgow City Council, City Chambers, Glasgow, G2 1DU, for an online application visit www.gameslegacyglasgow.com or email: Council2014Team@glasgow.gov.uk

Meet the Chief Executive – Lynn Wassell

Interview by Neil Phillips, Board Member

Lynn Wassell was brought up in Great Wyrley, Staffordshire and attended primary and high schools there – not far from Cannock Chase and the West Midlands conurbation of Bloxwich, Walsall and Wolverhampton. She then went to University of York, where the course included a year studying at Rennes University in Brittany. At the end of 4 years she obtained a degree in French and Linguistics. More recently she studied on an Institute of Housing course at Birmingham Polytechnic.

Lynn's first job (not counting holiday jobs as a sales assistant at M&S in Walsall) was with Nuneaton Borough Council where she gained experience in housing, including door to door rent collection. Her career then progressed through housing management/maintenance managerial roles for Local Authorities in Leicester, Derby and Corby. Most recently Lynn worked in Coventry for Whitefriars Housing Group, part of WM Housing, leading a major regeneration and development project to build over 3000 homes.

Lynn had been keen to move to

Glasgow for some time because she has close family here and has always loved visiting. In summer 2010 she was delighted to see that Partick Housing Association was advertising for a new Chief Executive and decided to apply. Lynn was particularly attracted to PHA because of the Association's excellent reputation and ambitions to deliver better and better services to its customers, and build new homes for the future. She also loves the vibrancy and feel of the neighbourhood, and how local people value Partick's history and tradition.

Since taking up her post in January 2011 she has learned that this reputation is built on a committed staff team, Committee and Boards who all want to work in partnership to understand what our customers want and deliver high quality affordable homes and improvements in services. This commitment is vital to PHA's future success. She has been especially pleased to find that particular successes include overwhelming satisfaction with repairs services by our customers, high quality modernisation of our empty properties, and exciting

new developments like Byron Street and now Ferry Road which offer mid market and shared equity homes as well as affordable homes for rent.

Lynn believes that PHA is uniquely placed to continue to thrive and develop. She feels it is now time for us to look at our future strategy for up to the next 10 years, in the light of the recent economic crisis, the election and ongoing challenges in the housing market. She wants to work with her management team and committee to ensure PHA is fighting fit to meet the challenges ahead.

More importantly Lynn wants to make sure that our customers have a say in shaping PHA's plans in the coming year, and she thinks the plans we need to develop in discussion with our stakeholders need to be realistic and take into account the future economic climate. Watch this space!

Lynn now lives on the South side of Glasgow with partner Geoff and their son Ross, who is 7 years' old. Geoff has been a secondary school teacher in technology, following careers in the Royal Air Force and laser industry. In her



Lynn Wassell, Chief Executive

spare time Lynn enjoys swimming to relax, likes theatre and live music. She went to see this year's pantomime at the Tron theatre. She found it certainly different from her previous experiences and she really did her best to understand the Scottish dialect, but needed a few translations! Lynn and Ross support Wolverhampton Wanderers in the English Premier Division (just phew!!!) – You have been warned.

GARDEN COMPETITION DEADLINE EXTENDED TO 22 JULY 2011

£100 Garden and Gift Voucher prizes to be won

Attention 'Established' gardeners and 'Budding' gardeners - take part in your local Garden Competition

As the weather has been so poor over the last two months, well actually, the last year, our gardens, pots, tubs, baskets and shrubs have not been given much of a chance to reach their best. Neither has many of us been able to get into the garden lest we brave torrential rain and high winds! In the hope that the sun will make an appearance over the next

month, we have decided to extend the deadline date of the Garden Competition until Friday, 22 July 2011.

Please collect your entry form from our office at 10 Mansfield Street, visit our website at www.partickha.org.uk or contact June Saunders on telephone 0141 330 1465 or jsaunders@partickha.org.uk, who will be happy to email you a form.



Partick club is a huge hit for dedicated followers of fashion!



Partick's young people are learning the skills to turn their design dreams into fashion reality! Run by two trained designers and experienced youth workers, Lynsey Wells and Jenny Olley, the Studio provides a place to have fun, relax, and learn skills in machine sewing, textile design, clothes making and more. Aimed at young people between 10 and 18 years and based at the Annexe in Partick, The Studio is hugely popular, attracting up to 40 young people per week. But what makes it so popular? Looking at these testimonials from the young people themselves, it's about much more than the sewing. It's also about the sense of achievement that comes from taking something home that they have designed and made from scratch, learning new skills and bringing their ideas to life...

"The most important time in the Studio is when I learned to make my first dress. That was a really big thing for me..."

The Studio also offers an amazing opportunity for young people to meet and make friends with others from different schools, year groups and backgrounds. There definitely seems to be something about coming together to make things, working as a team towards an end result - whether that be a fashion show, costumes for the West End Festival or an enterprise project - and sharing ideas that create a supportive, friendly environment, where the young people can shine as individuals whilst helping each other along the way.



"...I've learned so many new skills and how to mix with people younger and older..."

Buzzing with the sound of sewing machines and oozing with creative energy, The Studio really is a special place. Vibrant and colourful, these photographs show just what a happy and inspiring place The Studio is.

"...the most epic place...helped my confidence so much. I have had the most utterly fab time coming here and I love it so much. It's something for me to really look forward to."

The Studio will be running each Friday for the duration of the school holidays from 10.00am-3.30pm. If you or anyone you know would like to join us, get in touch by emailing Project Coordinators jennyolley@hotmail.com (mob. 07811168629) or lynswells@hotmail.co.uk (mob.07795 057 806).

The Studio is run by In The Making Glasgow (formerly Partick Youth Partnership), a charitable company that aims to bring the very best in fun, educational and empowering experience to children and young people living in west Glasgow and beyond.



Partick Community Council



Partick Community Council is the oldest local community group, which is secular, and non-political. It

has 12 elected members who represent the Partick area from Byres Road to Crow Road and from the Clyde to Highburgh Road totalling a population of 7869.

The Council is funded by a Glasgow City Council annual grant.

They have meetings in Partick Burgh Halls in Room 9 on the second Thursday of the month from 7.30pm until 9.30pm.

Meetings are usually attended by local Glasgow City Councillors and a Guest Speaker and are open to the public.

The City Councillors give a report and answer questions about Partick. The Community Council also gets monthly reports from the police and MP's, MSP's, and receive correspondence from government bodies concerning the local area.

What makes it different from any other local group is that Community Councils have been granted statutory rights of consultation, so they get weekly planning applications and license applications for consideration. They are also sent consultation documents for discussion and decision making. With representatives in the Area Management Committee they are involved in obtaining and approving grants for local groups and ensuring along with the local Councillors that services are well maintained in the area.

They are in touch with local concerns and pass the information on to the media and relevant authorities for action.

They have a well used website which has the minutes, news, and surgery times, and useful links to focal groups, etc.

Minutes are also kept in Partick Library.

Some campaigns they are involved in, are Transport issues, Pothole repairs, Local Parks upgrading, Litter and Graffiti removal.

All meetings are open to the public For more details contact partickcommunitycouncil@gmail.com

A New Tenancy - A Positive Future: Interview with Jacqueline Brown



Pictured: Claire Cardle (left) and Jacqueline Brown (right)

Jacqueline was very happy to be interviewed with staff from Partick Housing so that she could tell others a small bit about what having a tenancy with the Association has meant to her.

Tell us a bit about yourself?

I used to live in Partick many years ago and have returned because I love the area, it is so vibrant.

What made you want a flat in the Partick area?

Partick is a very well kept area to the point where road-sweepers continually go up and down the street to keep it clean. The Partick area has not been neglected, but is always being improved. Another attraction is that the area is always busy with people and this has meant that businesses in the area are booming. I love Mansfield Park and also that the Park is able to hold the Farmer's Market. The people I have met in Partick are all very friendly.

What was your first impression of the property you were offered?

I absolutely loved the flat from the moment I walked in. I am very grateful and honoured to have been offered the flat. The decoration and quality of finishing were carried out immaculately. I see myself living here for a very long time. The neighbours are lovely and are very helpful.

What, if any change, has the offer of this flat made to you?

I can see a future for myself and also happiness. I am totally positive and I have 100% security.

Overall, what is your impression of the whole experience of applying for a house with Partick Housing Association?

I had a wonderful experience dealing with Partick Housing. The Staff were very welcoming from the moment I went into the office. Claire Cardle (Customer Services Officer) and Sam Brown (Customer Services Officer, Technical), made me feel very special when showing me the flat. Partick Housing also made sure that any information I needed was given to me. I am absolutely delighted with everything.

Resident Conference 2012 - Your views please

At the start of next year, the Association intends to host its first Resident Conference, which we hope will become an annual event. By arranging an annual conference, we hope to give all our customers the opportunity to air your views on a wide variety of housing issues including:

- Repairs Service
- Allocations Policy
- Major Works Programme
- Property Management
- Antisocial Behaviour
- Complaints Procedure
- Environmental issues
- Customer Engagement

It is also our intention to have representatives from our repairs and maintenance contractors, local politicians and other service providers e.g. Land and Environmental Services (Cleansing) and the police to answer questions and provide information.

We want to ensure that the conference deals with topics that are meaningful to our residents and which have the greatest impact on your home and living in Partick. It would be good to hear from you so that we can determine what topics are important to you and when

it should happen, then our first Resident Conference will be an interesting and informative occasion for all involved. It is vital to know we can get enough interest for residents to come. Other ideas we have thought about include a series of events on Mansfield Park, or perhaps opening our office on days the Farmer's Market is held.

Contact: Mark Hughes, Partick Housing Association, Customer Relations Officer on 0141 330 1493 or, email mhughes@partickha.org.uk

SUCCESS FOR OUR IN-HOUSE WELFARE RIGHTS SERVICE (OVER £400,000 EXTRA IN YOUR POCKET)

We are very pleased to let you know that Partick Housing Association's Welfare Rights Service has had another successful year boosting incomes of local residents through pursuing claims for social security benefits and tax credits. With additional annual incomes of £312,000 and backdated payments and grants totalling £106,000 for the past financial year (April 2010 – April 2011) the Welfare Rights Service has shown the benefit to the community of having a locally based advice service. These gains come from pursuing claims to

disability benefits, Housing and Council Tax benefits, Pension Credit, Tax Credits, Social fund Grants etc. The Welfare Rights Service also assists customers in challenging benefit overpayment decisions.

Much of these financial gains are as a result of pursuing appeals against decisions to refuse or remove benefit awards. Of 35 appeals at which the Welfare Rights Service represented customers in the past twelve months, 25 were successful. This illustrates the importance of challenging decisions that customers do not agree with.

With the benefits system due to undergo radical changes (some of which have already occurred) in the next few years many claimants are feeling uncertain of what the future holds. Changes to Disability Benefits and the introduction of the Universal Credit are going to affect most benefit/tax credit claimants.

If you are concerned as to how the changes may affect yourself or if you need advice in pursuing any claims or appeals please contact our Welfare Rights Officer, Stephen Lawson, on 330 1487.

Tenants say 'thank you' to the Staff and Contractors for their work and services

As you will know, both the Staff at PHA and contractors work very hard to provide a high level of service, and because of their dedication and commitment, we receive numerous acknowledgements of appreciation from tenants. Below are a few we have received recently:

L Allison commented "a word of grateful appreciation for having 'overseen' the work that was required to be undertaken in my home. The painting is now complete and I am delighted."

T Semple said "thank you very much it is appreciated! Thank you for all the help and assistance afforded to me."

B Day wrote to say "just a note to thank you for the excellent job done by professionals who at all times were polite and

helpful. Delighted with the work."

L Wilson told us "thank you to everyone involved in renovating my flat. I am delighted and very fortunate to get such a lovely place. It will make an enormous difference to both myself and my wee boys life. Can't speak highly enough of you all. It is very much appreciated."

Ms Patterson said "the joiner went above and beyond for me and I cannot sing his praises high enough and wanted his company to know about his excellent work".

The Staff at PHA would like to say a big thank you to everyone for their support and appreciation of the work carried out. It makes our jobs worthwhile to know that we have such a positive impact on people's lives within the Partick community.

St Peter's Eco Action Week

St Peter's Primary School held an Eco Action Week in April. As part of the week of activity, local businesses were invited to talk to pupils about what they do, to show that children can help inform the community. The Association was asked to participate, so the Customer Relations Officer gave a presentation to P5 and P6 pupils.

The children learned about all aspects of the business including housing management and maintenance services, what factoring is, how much it costs to provide a comprehensive repairs and improvement service, the new development at Ferry Road and how we encourage residents to get involved.

To bring some interaction and a bit of fun into the presentation, the day was rounded off with a Partick Quiz, to see how much the young people knew about their own community.

Q. Do you know why there are two types of sandstone, blond and red, used in Partick tenements?

Contact Mark Hughes on mhughes@partickha.org.uk with your answer.

Important date for your Diary

You are invited to Partick Housing Association Ltd's Annual General Meeting

We would be delighted if you could join us at our Annual General Meeting which is being held on **Tuesday, 20 September 2011** in **Partick South Church, 259 Dumbarton Road, Glasgow**. This is an important event in the Association's annual calendar. As members of the Association, this is an opportunity for you to:

- hear first hand how your Housing Association has operated throughout the year
 - hear about our plans for the forthcoming year
 - vote for your preferred nominee to fill any vacancies within the Association's Management Committee
 - note the Association's annual accounts
 - note the appointment of the Association's Auditor.
- After the formal business of the evening you are invited to:
- contribute to a questions and answer session where any concerns you may have about local issues can be addressed
 - meet with Management Committee, Board members, neighbours in your area and Staff representatives
 - enjoy a buffet and refreshments
 - view the photographs of entries for the Garden Competition received from local residents which will be judged by the Directors of Partick Homes
 - take part in the free prize draw.
- A formal meeting notice will be sent to all members nearer the time. We do hope that you are able to attend and look forward to seeing you on the Tuesday, 20 September 2011 at 7.00pm.

Dog Fouling in the Partick area

As a Partick resident, you will be aware of the increase over the past few years in the amount of dog fouling that covers our streets and park areas (Mansfield Park as an example), left uncollected by irresponsible dog owners out walking their dogs.

Dog Fouling the Facts;

- Dog Fouling (Scotland) Act 2003 came into effect on 22nd October 2003 to protect residents from the risks and dangers of abandoned dog faeces. (KSB)
- Dog fouling causes a significant threat to human health through toxocariasis, an infection caused by roundworm which lives in the intestines of dogs. Parasite eggs can be released in the faeces of infected dogs and if not cleaned up these eggs can become infectious within 2-3 weeks.
- Toxocariasis can occur when someone (usually a child) accidentally ingests small particles of contaminated soil. Symptoms include abdominal pain, cough, and headache and in extreme cases can result in permanent vision loss.

Dog fouling is something that we should all be concerned about and be prepared to take action against by reporting incidents by reporting to Clean Glasgow at the Glasgow City Council

- Free phone number; 0800 027 7027 or email ; clean@glasgow.gov.uk

You should take a note of the

- Location
- Time
- Description of dog and owner (and name if you know).

Dog owners who fail to clean up after their dog/s are breaking the law but in the Partick area are currently free to do so as they are not challenged – Let's change this!



PARTICK HOUSING ASSOCIATION NEEDS YOU!

"We believe that the Association's community base can make a difference. We believe in people's potential to improve their circumstances in partnership with us. Together we will ensure that Partick, and other neighbourhoods in which we work, become sustainable vibrant city neighbourhoods. We will ensure that all who can and should contribute to this vision do so."

Partick Housing Association offers residents the opportunity to influence its decision making on policy and service delivery by engaging at a variety of levels.

1. If you wanted to join a registered group, then involvement with PURG (Partick United Residents Group) may be your starting point. This group meets monthly and provides a really good opportunity to shape the service which is delivered. Partick Connections Senior Forum meet on a weekly basis and as well as being involved in our consultations they have regular speakers and social events.
2. If there is a particular issue that affects you and others in your locality, perhaps you would like to form your own residents group. There are several in the Partick, which have been formed with the aim of improving their immediate environment.
3. If you feel that you cannot commit regular time or there is one particular area of our service that you are interested in being consulted on you can register as an interested individual. We will then contact you whenever we are carrying out consultations on the area(s) that you are interested in.
4. PHA carries out regular surveys on

various aspects of the business, including property management and major works. Your comments are very important and contribute toward improvements in the service.

5. Membership of the Association is open to anyone who supports the aims and objectives of the Association and who agrees to abide by the Rules of the Association. Membership costs £1 and gives you voting rights on board and committee membership and the opportunity to air your views at the AGM.
6. A customer panel is a short term focus group that looks at a particular policy or change to service. In the past customer panels have looked at our antisocial behaviour policy, our backcourt maintenance contract specification and our reactive repairs service. This is an opportunity for you to get involved without having to make a long term time commitment.
7. Board / Committee membership. Vibrant neighbourhoods need active people. Well run Housing Associations need the commitment and enthusiastic hard work of their voluntary Committees and their subsidiary Boards. Governing Housing Associations is a challenging but rewarding task.

Please contact: Mark Hughes, Customer Relations Officer, Partick Housing Association, 10 Mansfield Street, Glasgow, G11 5QP

Direct Line: 0141 330 1493 or email: mhughes@partickha.org.uk



Riverside Museum



Sam Brown, Customer Services Officer (Technical)

Association staff and committee members had the opportunity to attend a community preview of the new Riverside Museum, situated on the banks of the Clyde, on 8 June (it officially opened on 21 June). We were given a guided tour, which really added to the experience, and found out that there are hundreds of fascinating stories behind the exhibits. It's the stories that bring the exhibits to life, from a Faslane Peace Caravan to giant train engines, from bicycles to motor cars from very era.

"Kelvin Street" was a very popular exhibit when the transport museum was situated in the Kelvin Hall. There are now three recreated streets in the new museum, which are much more interactive. We had access to one of the streets and were able to go into the "Rendezvous Café" which has the original fittings and furniture salvaged from the café when it was on Duke Street and entered the Mitre Bar which was on Brunswick Street and closed in the 1980's.

We were all very impressed by the museum, the building itself is quite amazing. It's a fantastic resource for the city and only a ten minute walk from Partick Cross.

Some PHA staff who visited the Riverside Museum commented as follows:

Lynsey Chrystal, Customer Services Officer said "I loved it!! Thought the street was really good and I really liked that the interior of the café & bar were from the real places."

Elsbeth Clark, Customer Services Assistant commented "It had been donkey's years since I had been to the old Transport Museum (or indeed any museum). I must be honest, I am not a great fan of the modern buildings in the area but I think they have made an exceptionally good job of the building itself.

Internally I thought it was excellent – in particular 'The Street'. My grandson's desperate for the new one to open as he was always begging his mum to take him to the old one. I have been telling them some of what we saw and we have decided to make it a family outing once it is open properly."

It brought back memories for Drew Selkirk, Customer Services Officer, Maintenance who said "Thoroughly enjoyable visit, and a very informative guide, I thought that the street mock up was very good, and the rendezvous café brought back memories for me as I used to get a macallum or a pokie hat there when I was a wean, can't wait to see the rest of the museum when it is fully opened."

NEW TO YOU



Gorbals Recycles Project was originally founded in the Gorbals in 2004. A community led Scottish Charity, our main aims are to reduce the amount of domestic waste going to landfill while providing low income families and individuals quality low cost goods for sale.

We have expanded over the last 3 years and now

have a bicycle shop in the Gorbals selling refurbished bicycles, accessories and repairs as well as providing a free repair service for all children. We have two retail outlets; Market on the Green at 174 Saltmarket and our most recent shop 'New to You' which opened at 394 Dumbarton Road in May in this year.

'New to You' offers a full range of furniture at really competitive prices. We also offer furniture packages for people starting up home at a

special rate. We have a low cost delivery service and offer a free collection service for donations. We desperately need donations of furniture, clothing, toys, books, household goods and small electricals. We can collect at your convenience, please give us a call on 0141 237 9694.

Support a Scottish Charity! Charity Number SC037394

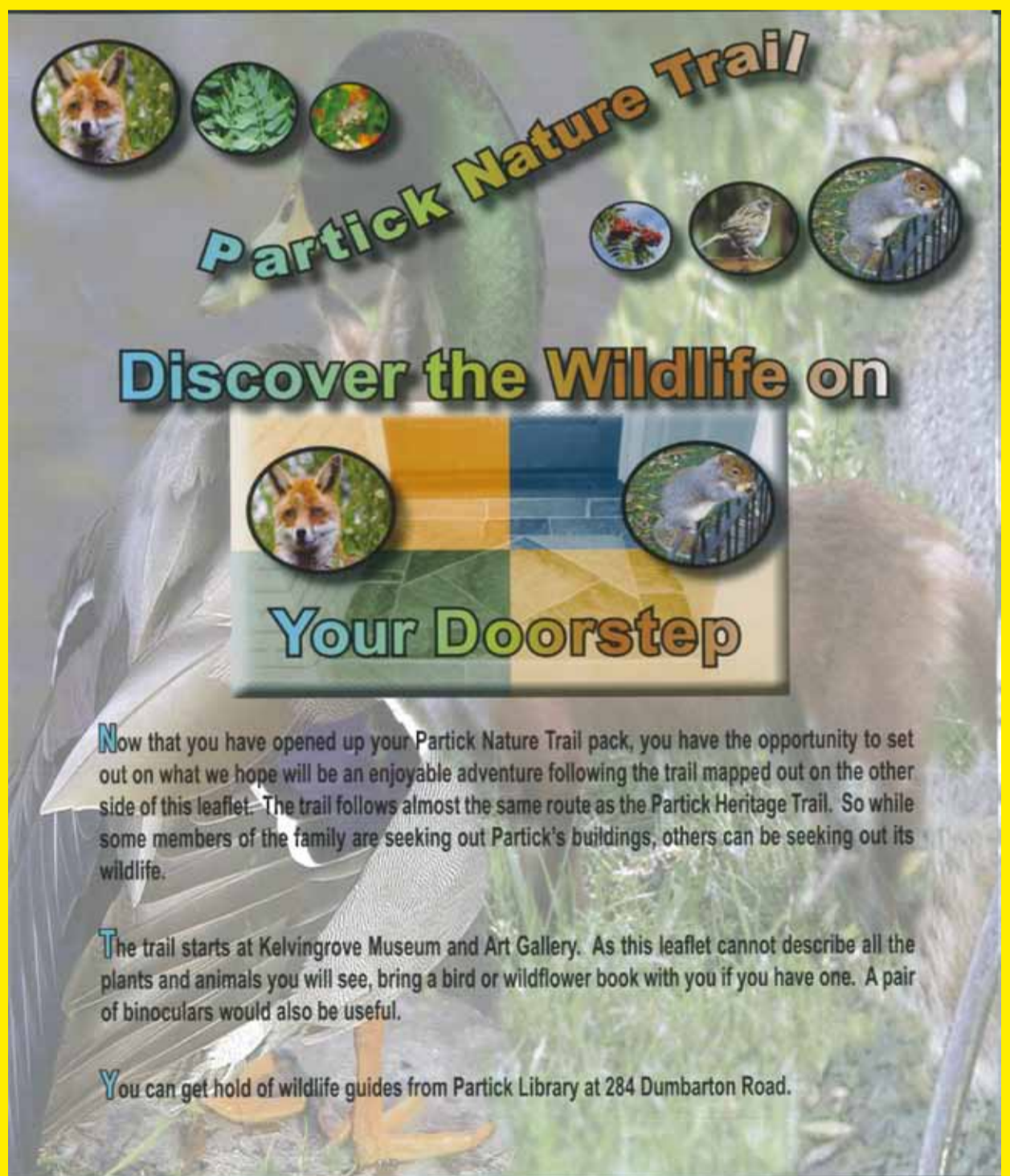


LOTTERY FUNDED

DISCOVER THE WILDLIFE ON YOUR DOORSTEP – PARTICK NATURE TRAIL

It is amazing just how much wildlife we share the Partick area with - and one way to find out just exactly what types of wildlife live amongst us is to take part in the Partick Nature Trail.

You can pick up your Trail Guide from the Association's offices at 10 Mansfield Street or from the Partick Library at 284 Dumbarton Road.



Now that you have opened up your Partick Nature Trail pack, you have the opportunity to set out on what we hope will be an enjoyable adventure following the trail mapped out on the other side of this leaflet. The trail follows almost the same route as the Partick Heritage Trail. So while some members of the family are seeking out Partick's buildings, others can be seeking out its wildlife.

The trail starts at Kelvingrove Museum and Art Gallery. As this leaflet cannot describe all the plants and animals you will see, bring a bird or wildflower book with you if you have one. A pair of binoculars would also be useful.

You can get hold of wildlife guides from Partick Library at 284 Dumbarton Road.



SUMMER WORDSEARCH

How's your knowledge when it comes to the names of Rivers in Scotland? Is it good enough to put to the test and try to win a £10.00 shopping voucher? We have hidden 29 names of Scottish rivers throughout this word grid. To enter the competition, circle or draw a line through the names, fill in your contact details, and then post or hand in your completed entry to our office. The first two entries which will be drawn at random will win a £10.00 shopping voucher. **The closing date for entries is 5 September 2011.**

Q	W	E	R	T	Y	T	E	I	T	H	T	R	O	F	U	I	O	P	M
A	R	S	S	O	U	T	H	E	S	K	D	F	G	H	J	K	L	N	B
Z	A	H	O	C	O	N	D	A	L	B	D	N	A	E	E	R	C	X	C
C	H	B	V	B	N	M	Q	A	E	Z	W	S	X	E	D	N	C	R	F
V	C	O	E	T	G	B	Y	A	V	H	N	N	U	J	O	O	H	M	I
K	N	R	L	R	O	P	R	Q	E	A	Z	O	W	D	S	R	E	X	E
E	I	G	D	C	D	N	R	F	N	V	T	R	E	E	G	T	L	B	Y
L	T	I	A	L	N	E	S	S	H	N	U	R	J	V	M	H	M	I	K
A	S	E	O	L	I	P	E	Q	A	Z	I	A	W	E	S	E	S	X	E
D	D	C	R	F	T	V	T	N	G	H	E	C	B	R	Y	S	D	H	N
L	U	J	F	M	H	Y	E	P	S	I	K	N	O	O	L	K	A	P	Q
L	A	Z	I	W	S	X	E	N	D	H	C	R	I	N	F	V	L	T	G
A	B	Y	N	H	N	U	E	J	M	I	I	K	O	V	L	P	E	Q	A
H	Z	W	D	S	X	E	E	D	Y	C	R	R	F	V	R	N	T	G	B
Y	Y	H	H	N	E	U	C	C	A	S	S	L	E	Y	J	I	M	I	K
O	L	L	O	D	P	L	Q	A	T	Z	W	S	X	D	E	V	D	C	R
F	U	V	R	O	Y	K	E	L	T	T	W	E	E	D	E	L	G	B	Y
H	E	E	N	D	N	U	J	M	I	K	O	L	P	Q	A	E	Z	W	S
X	B	R	E	V	N	I	D	N	A	G	I	A	K	R	I	K	K	J	U
A	E	D	C	R	N	A	V	R	I	G	F	V	T	G	B	T	G	B	Y

Office Hours and Wednesday Closures

You will remember that we wrote to you in March 2011 and that we also consulted with you in 2010, where you gave us your support to close the office on a regular basis to facilitate staff training and development. We advised you in March that at the end of June we would review how the training is working. This has now been done. PHA recognise that training, development and regular communication is essential for staff, which in turn leads to a planned improved service to our customers, and we feel it would be of great benefit to extend the

training sessions until the end of September. If you have any comments or concerns about the office closing for staff training, please let us know and we will keep you informed.

Our office is open to the public 5 days per week from 9.00a.m. to 5.00p.m. The office is open Monday, Tuesday, Thursday and Friday from 9.00a.m. to 5.00p.m. To facilitate staff training on Wednesdays the office will not open until 11.00a.m. This arrangement will be reviewed in October 2011.

Office Closures (Holidays)

This office will be closed on Friday, 15th and Monday, 18th July 2011 and also 23rd and 26th September 2011.

Ways to contact us

Telephone No. 0141 357 3773 / Fax No. 0141 357 4053

Email: info@partickha.org.uk / Website : www.partickha.org.uk

EMERGENCY REPAIRS FOR TENANTS

Emergencies can arise at any time, including when our office is closed (overnight, at weekends, or on public holidays). At these times the Association has arrangements in place by which the following trades are on-call seven days a week, 24 hours a day during the course of the year to respond to emergencies that occur outwith working hours. But please note, these must be EMERGENCIES; it is a more costly service than the normal 9-5 Monday - Friday service and

if it is found that contractors have been called out for something that is not threatening to life or limb, does not affect your security (through no fault of your own) or is in no way extremely urgent,

YOU COULD BE CHARGED FOR USING THIS SERVICE!

Tenants can contact the contractors direct in such emergencies via the telephone numbers listed below. These number are also listed in our out of hours telephone message :

Electrical: Power loss after flooding Major electrical failures but not resetting of trip switches	Carillion PME Tel: 08459 30 30 31
Joinery: Board-ups/lockouts Security works after break-ins	Carillion PME Tel: 08459 30 30 31
Plumbers: Burst pipes & flooding but not central heating problems (a separate number for this is provided below)	Carillion PME Tel: 08459 30 30 31
Slaters: Major storm damage Rain penetration via roof	Carillion PME Tel: 08459 30 30 31
Heating Engineers: Gas central heating failures; burst or leaking radiators; burst boilers	0800 085 2961
Transco (Gas): If you trace a gas Leak	0800 111 999
Stair & Backcourt Lighting	0800 595 595
Scottish Power: Power loss throughout local area	0845 2727 999
Water Board: Water hydrants damaged, street flooding	0845 600 8855

Aberdeenshire Dee	Earn	Nith
Aberdeenshire Don	Findhorn	North Esk
Alness	Forth	Oykel
Beuly	Girvan	South Esk
Borgie	Halldale	Spey
Carron	Helmsdale	Stinchar
Cassley	Irvine	Tay
Clyde	Kirkaig and Inver	Teith
Cree and Bladnoch	Kelvin	Tweed
Deveron	Leven	

Name:

Address:

Telephone No.

Competition Winners of the Spring Wordsearch Competition

Thank you for the huge response to the Spring Wordsearch Competition. The lucky winners who received a £10.00 shopping voucher are:

W E Haxton of Dumbarton Road and W Kelly of Crawford Street.

In the Spring edition of the

newsletter we also ran an 'added challenge' competition which gave you the names of countries and asked you to provide the names of cities in those countries. The lucky winner was W E Haxton of Dumbarton Road, who received the prize of a £5.00 shopping voucher.

Together with our printers the Partick Group are committed providers of environmentally friendly printing services that conform to FSC and PEFC Chain of Custody certifications. We promote sustainable forest management and encourage our suppliers to use stock accredited by the Forestry Standards Commission wherever possible. Our aim is to demonstrate that our services can be delivered in an environmentally responsible way. *When you are finished with your copy of this newsletter, please recycle it.*



Visit our website at www.partickha.org.uk