

The PARTICK TIMES

SUMMER 2021



14 NEW AFFORDABLE HOMES AT PURDON STREET

We are pleased to announce the completion of our latest new housing supply project at Purdon Street in the heart of Glasgow's West End.

Stewart MacKenzie, Chief Executive, said: "We're delighted to complete our latest new development in Partick and welcome tenants to their wonderful new homes."

This redeveloped 4-storey block of 14 affordable new homes provides a mix of 1 and 2 bedroom flats for social rent. Tenants have recently moved in and love their new homes in the heart of Partick, close to local amenities.

One new tenant explained that he had lived in Purdon Street before it was

redeveloped. As he collected his keys he said: "I was here for twenty-five years. I feel like I've come back home again, I'm very happy to be here. This place is like an oasis in the middle of Partick – quiet and peaceful."

Alan Howie, Chair added: "We're pleased to have successfully completed these new homes at Purdon Street, during what have been challenging times. Many thanks to the Council, our partners and the local community for their continuing support."

At Partick Housing Association, we're committed to providing more quality affordable homes to meet local housing needs and are working

on a series of ambitious new housing projects across the West End."

Councillor Kenny McLean, City Convener for Neighbourhoods, Housing and Public Realm at Glasgow City Council, said: "It is great to see new and high-quality affordable homes being built in Partick, and these flats help meet the need for such housing in this part of Glasgow. The Council is delighted to have supported this development, which is yet another example of partnership working in Glasgow bringing new and improved homes to communities across the city."

Emergency Repairs for Tenants

These numbers are for use when PHA's offices are closed.

Electrical

Power loss after flooding, major electrical failures, but not resetting of trip switches

Partick Housing Association
Freephone Repairs 0300 303 1703

Joinery

Board-ups/lockouts, security works after break-ins

Partick Housing Association
Freephone Repairs 0300 303 1703

Plumbers

Burst pipes & flooding

Partick Housing Association
Freephone Repairs 0300 303 1703

Slaters

Major storm damage, rain penetration via roof

Partick Housing Association
Freephone Repairs 0300 303 1703

Heating Engineers

Gas central heating failures, burst or leaking radiators, burst boilers

City Building - 0800 595 595
(this number should be used at all times)

Gas

If you trace a gas leak

Transco - 0800 111 999

Stair & backcourt lighting

City Building - 0800 595 595

Scottish Power

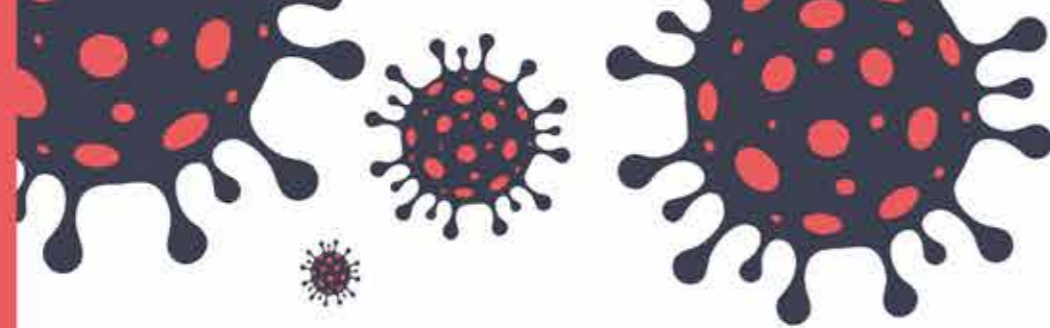
Power loss throughout your local area

08452 727 999

Scottish Water

Water hydrants damaged, street flooding

0845 600 8855



CORONAVIRUS Update

We hope that you are keeping safe and well.

It has been a difficult first-half of 2021, with the Coronavirus lockdown and prolonged restrictions for all of us – but hopefully restrictions will be ending soon. Thank you for your continued patience and understanding during these uncertain times.

As you know, we had to close our office back in March 2020. While there have been restrictions in place, we have been working remotely and doing our best to deliver important services for our customers during these uncertain times.

We are currently delivering emergency repairs, non-emergency routine repairs, gas servicing, electrical safety checks, empty property repairs, close cleaning and the bin pull-out service, as well as allocations, arrears management and estate inspections. We are also scheduling planned maintenance works and will be carrying out home, tenancy and estate management visits.

The Scottish Government continues to review progress with managing the pandemic and update its guidance, including rules around the easing and ending of restrictions.

The First Minister has stressed the importance of driving ahead with the successful roll out of the vaccination programme.

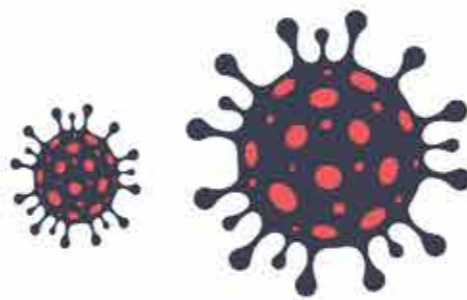
This will be key to the ending of restrictions and the clear objective is for as many of us as possible in priority groups to have had our second dose in the next few weeks.

Given the nature of the pandemic, which is outwith our control, it's not possible to be definite about timescales. However, from the First Minister's recent announcement, there are two important milestones – from 19 July 2021 all local authority areas should move to Level 0 restrictions; and from 9 August 2021 most legal restrictions should end, but we need to remain cautious and consider others.

We are therefore now planning a reasonable lead-in time for the phased and gradual return to full service delivery and the office re-opening, Government restrictions permitting.

We expect our office to be open to customers from early September and more details will follow. These timescales may change subject to any updated Government guidance.

With the end of restrictions hopefully in sight, we will be seeking feedback from customers. This will help us shape our plans for a phased return to full service delivery in a way that meets your needs. For example, we will continue to wear face coverings in the near future but we're likely to introduce an appointments system to help manage safely those of you visiting our office.



Life after Lockdown



Being in lockdown has been a challenging experience for many of us. As restrictions are easing, and people are starting to talk about what things might look like, some of us could be feeling uncertain about life after lockdown.

You may be worried about using public transport, seeing people from other households, or going back into work, for example. If you're feeling this way, here are some things that might help:

Take things one step at a time

If you are feeling anxious or are finding the thought of going back to 'normal' life overwhelming, it can be a common response to try to avoid the situations altogether. This can actually be counterproductive, and can heighten your feelings of fear or worry.

To help, try not to go for a big change straight away. Instead, you could do it in small steps to ease yourself back in to the swing of things. If you do find yourself feeling anxious, you could make time for calming breathing techniques, mindfulness or meditation before you leave the house.

Stay connected

One of the most important things you can do for your mental health and wellbeing is to keep connected to those around you. Try not to bottle things up if you're feeling worried; make sure you are talking honestly and openly about how you are feeling. Whether we are in the middle of a crisis or emerging from one, we cope better together.



Make plans to do things you enjoy

Use this opportunity to think about the things that you can start doing again once lockdown is lifted. Make plans to do the things that you love and enjoy. It might help you to make a list of the things you want to do, the places you want to visit and the people you want to see.

Bring back your old routines

Many of us are now used to a new way of life, whether that's working from home or spending more time indoors than we used to. Establishing your old routine and way of life, such as heading to bed or waking up earlier, as soon as you can will help ease you back into things.

Think about what's important

Being in lockdown has led to a slower pace of life, meaning many of us feel less pressure to act a certain way, such as feeling like we have to attend social gatherings. Use this time to think about what's truly important to you, rather than what you think you should do.

Things take time

Don't forget that we have been living in unprecedented times and the way we used to live our lives has been completely turned upside down. Be kind to yourself as lockdown restrictions begin to lift, and remember that it will take time for things to return to the 'new normal'. It's OK if you take longer to adjust than others. Everyone responds to situations differently and no one approach is better than the other.

Stock Condition Survey & Planned Works

In late 2020, we appointed independent specialist surveyors to carry out a Stock Condition Survey. The survey results help us to review, target and prioritise our future investment plans.

They surveyed a random sample of 25% of our properties, checking to see that our homes met current housing standards. Many thanks to those of you who allowed the surveyors access to your home.

The surveyors found that nearly all of our properties meet the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard

for Social Housing (ESSH) – there are a handful of cases where we are taking steps to arrange access to tenanted properties. They also found that our properties comply with updated fire safety standards.

They concluded that the overall condition of our properties was good given the age and type of the housing stock. However there are some areas where we will need to consider further such as stonework, gutters, and common parts. Some of this repair and maintenance work will involve homeowners within mixed tenure blocks.

The Scottish Government has also recently announced proposals to increase housing quality standards further, so we will continue to invest heavily so that our properties meet modern standards including new energy efficient and zero carbon targets.

As Coronavirus restrictions have started to ease, we are now progressing a small backlog of works that we had paused such as upgrading kitchens, bathrooms, heating systems and windows.

Electrical Inspections

We must carry out an inspection of the electrical installation in your home every 5 years, to make sure that it is safe and that it is up to the current standards.

This test forms part of the Scottish Housing Quality Standard (SHQS), so it's really important that we can get access to your home to carry this out.

The test mainly involves working at your main circuit board or consumer unit. But access will also be required to check a few sockets and switches to make sure that the wiring is in good condition.

The test will not disrupt your home or make a mess, but it takes at least an hour to complete because we need to take a number of measurements and record test results.

If we find any minor faults, the electrician will repair these on the day that they are carrying out the test. But if we need to address other issues, such as replacing your consumer unit, we will arrange this as follow-on work at a date and time to suit you.

We appreciate your co-operation in giving us access to your home so we can carry out this important check and ensure that you are safe and that your electrics are up to date.



FIRES SAFETY

Tips from the Scottish Fire & Rescue Service on how to stay safe in your home:

- Don't leave cooking unattended and don't cook if you're tired, under the influence of alcohol or drugs or on strong medication.
- If you smoke then please smoke outside, at an open external door or window. Always use an appropriate ashtray.
- When using a laptop, make sure it's placed on a hard surface to prevent overheating. Always turn computers and laptops off at night.
- Don't overload electrical sockets.
- Make sure all common areas and exits are kept clear of any combustible materials and don't leave any items in escape routes, such as hallways, closes and doorways.

At night when you go to bed:

- Ensure white goods such as washing machines, dishwashers, or tumble dryers are switched off, and never use while sleeping or out of the house.
- Switch off all electrical appliances not designed to be left on overnight. Don't leave chargeable items like phones, tablets or laptops charging overnight.
- Keep handy any mobility aids and any methods of calling for help.
- Extinguish all candles and cigarettes.
- Make sure your door keys are accessible and in a safe place.
- Close all your internal doors before going to bed.

And finally...

- Make sure you have working smoke alarms and test them once a week.





DEALING WITH PESTS IN THE HOME

Treating an infestation of any type of vermin in your home can be an anxious time for tenants.

But just to be clear, this is the tenant's responsibility and not PHA's responsibility as landlord.

Common pests found in Partick include:

- Mice and rats: if you find either in your home please contact Glasgow City Council on 0141 287 1059. They will attend and treat the problem free of charge (and they will inform us of any follow up work to fill holes when their work is complete).

- Moths, ants and beetles: it is your responsibility to deal with this and suitable treatment products are widely available from DIY, Hardware and pound shops.

Information on the best way to tackle any of these pests is widely available on line and both the websites below have useful information.

- www.rentokil.co.uk
- www.glasgow.gov.uk

It's important that you keep your home, all kitchen cupboards and work surfaces clean. You should keep all foodstuff stored in sealed containers and dispose of food waste and any domestic rubbish carefully.

If you take these simple measures, you can quickly tackle problems before they become bigger, more expensive problems that require professional help.

Fortrose House Planned Works

We have recently finalised plans for carrying out major works at Fortrose House. We have written to all affected tenants and factored homeowners within the block, explaining these essential planned works.

Works will include demolishing the vacant lock-up garages, but more significantly will also see us upgrading the water supply for the building.

The current water supply arrangements largely date back to when this building was constructed by Scottish Special Housing Association (SSHA) in the early 1960s.

We will be replacing the water tanks and pumps, but carrying out this work in a way that will avoid disrupting the water supply to residents.

We have commissioned specialist consulting engineers and contractors to progress works and will keep residents updated as we work on this important project.

Coming soon...

Our Customer Satisfaction Survey 2021

The feedback that we get from our customers is really important to us. Your views help us understand how satisfied you are, what things we do well or could do better and how we can shape what we do to ensure value for money and address changing customer needs.

We are recognised for providing quality homes, delivering excellent services and supporting our local communities. We are committed to continuous improvement and value for money. We are growing as an organisation, providing more affordable homes to meet local housing needs.

We carried out our last Customer Satisfaction Survey in 2018, which showed that:

- **92%** were satisfied with Partick as a place to live;
- **90%** were satisfied with being kept informed;
- **89%** were satisfied with overall PHA service;
- **89%** were satisfied with opportunities to participate; and
- **86%** were satisfied with value for money.

We will soon be carrying out our next Customer Satisfaction Survey.

Starting in September 2021, an independent company will contact a random sample of about 720 PHA tenants and 650 PWL factored homeowners to carry out face-to-face surveys, as well as 40 Mid Market Rent tenants online or by phone. If you are contacted, we would appreciate if you could please take the time to give us your views.

Our aim in collating robust and up to date customer satisfaction survey data, is to track how satisfied our customers are with different elements of the services we provide, to understand what works well and also to identify those areas where we can improve based upon this feedback.

We know that the past year or so has been challenging for all of us due to the COVID19 pandemic. We have all had to live our lives differently and do our best in uncertain times. Tenants will understand that we have had to change how we have delivered services during the past 18 months, but as restrictions are now starting to ease we are interested to hear your views and ensure that our services are fit for the future.

We will be reporting the results of our Customer Satisfaction Survey later in 2021, so look out for more details in a future edition of The Partick Times newsletter and on our website.





KEEPING PETS

If you want to keep a pet, you must ask us for permission first. Our decision will depend upon the type of pet and also on the clear understanding that your pet does not cause a nuisance. We will not refuse permission without good reason.

If you keep a pet, you are responsible for its actions and any disturbance caused by it. Where it is evident that a pet is causing a nuisance, we reserve the right to withdraw any permission for you to keep it and in certain cases may take legal action against you for breaching your tenancy conditions.

We are committed to ensuring the health and safety of our residents, staff and contractors. If you have a dog and we are visiting your home, we will ask you to secure the dog in another room until we have completed our visit and left the premises. We appreciate your co-operation

Housing Allocation Policy Review



We are currently reviewing our Housing Allocation Policy, so we have recently written to some new tenants, housing list applicants and other stakeholders to hear their thoughts.

Anyone over the age of 16 years can apply for housing with PHA. The demand for our housing in Partick greatly exceeds the supply and availability is very limited.

We operate a points system to allocate our properties, where we award points based upon an applicant's circumstances. We then match applicants with a suitable property when it becomes available and make an offer of housing.

We will consider responses and comments before finalising any changes to our Housing Allocation Policy.

Household Insurance

It is important that customers have adequate insurance cover to pay for any damage caused by water leaks or fire damage from a neighbouring property.

PHA is not responsible for repairs to decoration or for replacing furniture and fittings damaged by water leaks or fire.

You can get quotes from a range of insurers who can advise you on insurance to meet your needs. Thistle Insurance is one such company and it specifically can offer cover for housing association tenants like you to provide peace of mind.

Phone 0345 450 7286 or email tenantscontents@thistleinsurance.co.uk

Paying your Rent on time...



We use the rent money we collect to deliver the services we provide – like our repairs service, keeping the area clean and tidy, making planned improvements to your home and building new homes.

It's important to pay your rent on time – every PHA tenant is due to pay your rent on the 1st day of every month.

There are so many convenient ways for you to pay your rent, which we have listed below. Paying by Direct Debit is the simplest and most convenient way to pay your rent. Once the Direct Debit is set up, your rent payment will be collected on the same agreed date every month or more frequently if required. This will save you time and takes away much of the effort of paying your rent.

We can help if you are worried about paying. We can also provide rent statements on request and discuss the most suitable option for you to pay your rent. Please contact your Housing Officer to check that you are up to date with your payments and to consider the easiest way for you to make payments.

We offer a free Money Advice Service to advise on benefits and tax credits. You can get more information by contacting Stephen Lawson, Money Advice Officer, during working hours by phone on 0141 330 1487 or by email slawson@partickha.org.uk.

Online 24/7, 365 days a year



Direct Debit

Go to www.partickha.org.uk click 'make a payment', select tenant, owner or commercial and then select Direct Debit where you can download the form. Complete it and return it to our office.

All debit card payments can be made to us by calling 0141 357 3773 during working hours.



All Pay

Go to www.partickha.org.uk click 'make a payment' and select All Pay.

Go to www.allpay.net and enter your payment card or reference number.

You can download the allpay app for compatible mobile devices. You can phone 0844 557 8321.



E-Banking

By setting up an electronic BACS payment using your own on-line bank and using our bank details which are:

Sort code: 82-64-21
Account No: 50064160

Please remember that you must provide your unique reference number from your rent statement when using this payment method.



WorldPay

Go to www.partickha.org.uk click 'make a payment' and select World Pay.

Click www.worldpay.com enter your payment card or reference number.

Annual General Meeting

8th September 2021

Attention all shareholder members! You will recently have received your invitation to our Annual General Meeting (AGM), which will take place on 8 September 2021.

We plan to hold the meeting face-to-face. But in light of the recent Coronavirus pandemic, we may end up holding our AGM virtually using an online meeting platform for shareholder members wishing to attend.

We will be in touch with shareholders nearer the time to firm up plans. But in the meantime if you need support or assistance in attending the AGM then please get in touch info@partickha.org.uk



Complaints & Compliments

In our last edition of *The Partick Times*, we told you about changes to the way we handle complaints. We updated our procedures, guidance and documents in line with the Scottish Public Services Ombudsman (SPSO) good practice.

We also committed to sharing our learning from complaints to give you peace of mind that we value your feedback and use this learning to improve our services.

Complaints

In April, May and June 2021 we received a total of 15 complaints

- 100% were responded to within timescale;
- 40% were upheld;
- 27% were partially upheld; and
- 33% were not upheld.

Learning from Complaints

From your feedback we commit to:

- staff training and review of customer service standards;
- review procedures and update out of date practices; and
- discuss feedback regularly with contractors.

Compliments

It's nice to receive your feedback on some of the great work we do. In April, May and June 2021 we received a total of 14 compliments about our staff and services.

We record compliments where customers have specifically told us about the good work we do and they were happy with the service they received.

Thank you for your kind words and we make sure that we pass this information onto our staff and contractors.

Mansfield Gate

As reported previously the Mansfield Gate development at the former St Peters School has been affected by a number of challenges. The site was shut down due to Covid-19 and subsequently the main contractor went into administration. We then had to work with the design team to identify outstanding tasks and negotiate a contract with our new contractor, Hadden Group, for this work.

The building sat empty for a period of time while we prepared the new contract information.

Unfortunately, we have had to revisit some sections of work, for example re-commissioning boilers and repairing plasterwork and floor screeds. There are also a few sections of work that fell short of our usual high standards so we have taken this opportunity to rectify these issues so that we, and ultimately our customers, receive a high quality finish throughout.

While works are now progressing on site, the Covid-19 restrictions mean that simple tasks and accessing building materials can take much longer.

The contractor has taken this on board when preparing their programme of works. With this in mind the contractor's programme is showing completion of the development around December 2021 – assuming no further restrictions are introduced.

Ultimately the safety and security of our staff, customers and contractors remains our number one priority. So we will follow all relevant guidance to ensure they, and you, remain safe. We apologise for the delays and inconvenience to neighbours, but look forward to welcoming tenants to their wonderful new homes when this project is completed.

PHA Website – looking for volunteers

What do you think of our website?

It's great that so many of you use our website. But we want to make sure that our website works for you and that all of the key information you need is available at the click of a button.

Last year we asked customers for your views on our website. We have been looking at the content, functions, layout and accessibility and updating some of the information on our website.

We know that more and more of you have been using our website to get information about PHA and to access our services, especially while our office has been closed during the Coronavirus pandemic.

We will soon be looking to test our new website with some PHA customers to ensure that it meets your needs and expectations. If you would like to volunteer to get involved then please fill out the comments form on the 'contact us' section of website or email us at info@partickha.org.uk



Partick Housing Association

— who are we?

Partick Housing Association (PHA) was established in 1975. We are the biggest community-based property owner and manager in our area and the largest provider of affordable housing. The Association has played a proud and historic role in making Partick and the West End the vibrant place that it is today.

Our purpose:

We provide quality, affordable homes and services in the West End of Glasgow.

Our vision is:

Making homes and building communities.

Our values are:

- Customer focus;
- Inclusion;
- Trust; and
- Innovation.

Our aims are to:

- provide quality, affordable homes and excellent services to our customers;
- support our communities and improve our environment; and
- be a respected and proactive organisation, with effective governance and staff.

We are recognised for providing quality homes, delivering excellent services and supporting our local communities, and are committed to continuous improvement. We are growing as a business, providing more affordable homes to meet local housing needs.

We are proud of our local roots and historic achievements, but we are committed to addressing the opportunities and challenges ahead. These include the changing needs and expectations of our customers; improving our homes and energy efficiency; and addressing a shortage in the supply of affordable homes locally. We are excited about the possibilities and potential for the future and are determined to continue making an impact in Partick and beyond.

PHA owns and manages almost 1,800 social rented homes. In addition, we provide management services to almost 1,700 factored homeowners through our subsidiary company Partick Works Limited (PWL), which also manages a portfolio of Mid Market Rent tenancies and commercial properties.

Glasgow's West End is a thriving neighbourhood, close to vibrant commercial areas and the University of Glasgow. Partick and the nearby neighbourhoods retain a firm sense of identity and community.

What we do is about more than bricks and mortar. We retain a clear customer and community focus, as well as a commitment to collaboration and involvement in wider activities beyond our core landlord role. We engage within the communities that we serve and seek to deliver positive outcomes by working in partnership with a range of other organisations.

! SCAMS !

DON'T GET CAUGHT OUT BY SCAMS.

It is important that you can spot a scam to avoid personal information being stolen and serious financial consequences. Here are some recent examples from Trading Standards Scotland of typical cold calls or unsolicited calls/emails.



MISLEADING TELESALES

The most common call attempt to sell insurance for white goods, SKY equipment, TVs, boilers or other appliances. Some calls related to plumbing/drainage cover were also reported.



SKY

Scam calls saying that your SKY box needs to be replaced and asking for your bank details.



TPS

Scam calls posing as the Telephone Preference Service - offering to block nuisance calls for a fee.



AMAZON

Scam calls saying that your Amazon Prime subscription is due for renewal or there are issues with your account.



BROADBAND ISSUES

Scam calls purportedly from BT Openreach saying that your broadband will be cut off unless you pay a fee.



REMOTE ACCESS

Scam calls asking for remote access to your computer or asking you to download software.



NATIONAL INSURANCE

Scam calls saying that your NI number has been compromised, is invalid or is going to be suspended.



GREEN DEAL

Misleading calls related to green deal funding, grants or insulation.



ACCIDENT CLAIMS

Scam calls claiming that you are due compensation after a recent accident.



LEAD GENERATION

Cold callers carrying out surveys to gather your info, which can be passed to other companies.

TACKLING ANTI-SOCIAL BEHAVIOUR



We want you to enjoy living in your home. But we understand that from time to time some tenants experience problems with the conduct and behaviour of a neighbour or other people in their area.

If you are affected by anti-social behaviour where you live, it can feel like there is no escape and no one can help solve the problem. Anti-social behaviour can affect anyone at anytime and ranges from noisy neighbours to vandalism and street drinking to damage to your car or home.

Whatever type of anti-social behaviour you are experiencing there is no need to live with it.

If you are a tenant and feel unable to speak directly to the people concerned, you can contact your Housing Officer on 0141 357 3773 and discuss the matter in confidence. Most cases can be resolved quite easily and quickly.

But there can be times when you might also need to contact other agencies for advice and assistance and to seek a satisfactory solution.

To report anti-social problems please contact Glasgow City Council on 0141 287 2000.

If you are experiencing serious anti-social behaviour you should contact the Police for assistance by phoning 101. Your local community policing team has specialist local knowledge and works closely with partners in your community to help resolve anti-social behaviour issues. Contact your local police station or phone 101 and report anti-social behaviour – they are there to protect you and your community.

New Glasgow City Council Cleansing Services

Glasgow City Council have introduced charging for household bulk waste collections. The fees for this service will be £35 for up to 10 standard items (a further £35 charge for each number up to 10 thereafter). Large electrical items are charged at £35 per item.

This decision brings Glasgow into line with the most Scottish local authorities, where charging for uplifting bulky items is a standard feature of their waste management services. Requiring householders to pay for large items to be collected is also consistent with the Council's new Resource & Recycling Strategy 2020-30 and 'empowering Glasgow to become a zero-waste city'.

Charging aims to change the way citizens think about resources. Assigning value to bulky waste (items for disposal that do not fit into a wheeled bin) will encourage residents to reduce the amount of waste they produce or find other ways for items to be reused where possible. Extending the useful life of bulky items will help reduce Glasgow's carbon footprint and help support the city's aim of becoming carbon neutral by 2030.

Residents will be able to place requests online by first registering with 'my account'. You can see full details on how to register at www.glasgow.gov.uk

Where possible tenants can recycle bulky waste items. Find out more about recycling by visiting www.glasgow.gov.uk

Partick Housing Association cannot make a bulk waste collection request on behalf of tenants. You should contact the Council directly as follows to arrange an uplift, if you are unable to do so online.

Telephone 0141 287 9700
– Tuesday, Wednesday and Thursday from 11am to 3pm.

The Food & Fuel Project

Are you experiencing food and / or fuel poverty? Support is available.

What support is available from the Food and Fuel project?

With funding from Glasgow City Council and support from Downvale Church, we are working to support residents who are struggling with pressures which may have been brought on or worsened by the Covid19 pandemic.

We can offer fuel vouchers and up to six weeks of food packages to those facing immediate crisis.

Food packages are offered by the Partick Pantry at Downvale Church – this is set up like a small shop and service users will be able to select the items they need. Service users will receive a voucher to allow them to access the pantry.

Fuel vouchers will be provided via text message or email, with a code which can be redeemed at PayPoints. Please note: vouchers are currently only available for those on prepaid meters.

This project offers short-term support and will enable households to establish some security over the course of up to six weeks. Going forward, we plan to look at other factors including energy costs, energy efficiency and provision of facilities and skills to have a healthy diet.

Who is eligible?

The project is open to tenants of PHA who are experiencing or are at risk of experiencing food and/ or fuel poverty.

How do I sign up?

If you require support and would like more information on the Food & Fuel Project, complete the enquiry form on our website here: <https://www.partickha.org.uk/projects/community-projects/food-and-fuel/>

Alternatively, your Housing Officer can make a referral for you or you can contact our Community Development Officer, Viki McCormick on 0141 330 1494 / vmccormick@partickha.org.uk.



GET READY GLASGOW

COP26 CLIMATE CHANGE EVENT, 1-12 NOVEMBER 2021

Following postponement of the conference in 2020 due to Covid-19, COP26 will now run from 1-12 November 2021 at the Scottish Event Campus (SEC).

COP26 is the latest major event to be hosted in Glasgow, which has a proven track record as a world-class host of global sporting championships, cultural events and conferences. With the support of businesses and residents, we can help ensure the city is safe and ready to welcome visitors.

These vital climate talks are expected to bring together the largest gathering of heads of state ever hosted in the UK, alongside climate experts and campaigners, to agree co-ordinated action to tackle the climate emergency.

Glasgow's focus for COP26 is on supporting and delivering a safe and successful event by keeping the city moving, supporting the appropriate public health measures and delivering a legacy for the city as we look to build better lives in healthier neighbourhoods.

Together we can all help the city thrive throughout our moment in the spotlight, while prioritising the continued health and safety of one another and our visitors.

The significance to the city of hosting COP26 cannot be underestimated and the whole city will feel its presence.

<https://www.getreadyglasgow.com/event/climate-change-conference-cop26-2/>



SCOTTISH HOUSING DAY

15 September 2021 / www.scottishhousingday.co.uk

Here are some small steps we can take to help tackle the climate emergency:

- eat less meat and dairy;
- leave the car at home;
- reduce our energy use;
- respect and protect green spaces;
- reduce waste; and
- recycle, repair and reuse.

To mark the day and to be in with a chance of winning a voucher for a local supermarket, please complete the following statements:

- I'm helping to tackle the climate emergency by...
- It's important to tackle the emergency because...

Please email your entries to info@partickha.org.uk by 30 September 2021. Please include your name, address and contact telephone number.

Good luck!



Congratulations!

Thank you for all entries to our Easter Egg hunt competition.

Our lucky winner picked at random was **Mr Haxton** who received a £25 Morrisons gift card.

10 Mansfield Street,
Glasgow G11 5QP.
Tel: 0141 357 3773
Fax: 0141 357 4503



www.partickha.org.uk