

The PARTICK TIMES

Summer 2023



Supporting tenants with fuel costs

"Everyone needs a safe, warm and affordable place to call home."

As most of our tenants will be aware, earlier this year PHA successfully secured funding to provide each tenant household with fuel vouchers to help manage fuel bills.

We have offered this as part of our Food & Fuel Project, where tenants can also access energy advice and receive help with food supplies.

As part of this, we established a partnership with the Wise Group to offer specialist energy advice to tenants and also continued to support the Partick Pantry at Dowanvale Church with food supplies.

Jacqueline Main, Senior Corporate Services Assistant, added "Everyone needs a safe, warm and affordable place to call home. At PHA, we know that in recent times many of our tenants have been struggling with rising energy bills, food costs and other cost of living pressures. The funding from the Scottish Government and The National Lottery Community Fund together has enabled us to support all our tenants with fuel vouchers and other vital support."

One thankful PHA tenant said "Thank you for the recently received energy voucher. It was most welcome and appreciated, and was an essential contribution towards our energy use."

Another tenant added "In case I haven't given PHA staff past and present enough praise, if Carlsberg were ever to become a social housing landlord - they'd in my humble opinion, copy PHA's business model and staff training, reaching the parts that other lagers/landlords probably don't!"

The National Lottery Community Fund Scotland Chair, Kate Still, said "This project, delivered by Partick Housing Association, is a great example of community activity in action, showing just what can be achieved when people come together for a common cause or to help others. It's all thanks to National Lottery players that we can help give charities and community groups throughout Scotland greater certainty during challenging times."



More information is available via the PHA website at www.partickha.org.uk/community/food-fuel

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

National Grid - 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

Customer Service Excellence



We are celebrating the news that we have secured the Customer Service Excellence award in 2023, for the fourth year in a row. This year we achieved Compliance Plus in 6 areas of service.

We know that the past few years have been uncertain and challenging for a number of our customers.

However our commitment to customer service remains at the heart of what we do. We are delighted that this is recognised through the independent assessments undertaken through this Customer Service Excellence accreditation scheme and our customer satisfaction surveys.

Thank you to our customers and partners who took part in the assessment process.

Active Schools



This year, PHA has supported our three local primary schools to deliver a programme of extra-curricular sports activities.

We have been working with the Council's Active Schools Coordinator provide the programme.

A total of 75 sessions took place across Hyndland Primary, Thornwood Primary and Notre Dame Primary. More than 200 pupils across all year groups took part in the activities including dodgeball, basketball, football, futsal, multisport, and rugby.

Benefits include:

- increased physical activity levels;
- chance to try new activities;
- increased health benefits through activity and reduced risk of health problems;
- targeted girls football programmes to encourage more girls to take part in sport;
- providing a social environment for children to have fun; and
- freely accessible activities for local families.



Mark O'Mara, the Council's Active Schools Coordinator said, "This programme with Active Schools and Partick Housing Association has had a brilliant impact within the local community. I know the Schools really appreciate the support for this. Massive thanks to PHA for our funding for this programme, which has a great impact on the physical activity levels of our local young people."

Coming Soon ...

our Tenant Satisfaction Survey 2023

We will soon be carrying out our latest Tenant Satisfaction Survey and your answers will help us understand how you feel about us.

Your views will mean that we know what things we do well or could do better, and how we can change what we do so we can deliver value for money and meet the changing needs of our customers.

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 Tenant Satisfaction Survey in 2021, which showed that:

- **91%** were satisfied with Partick as a place to live;
- **91%** were satisfied with being kept informed;
- **91%** were satisfied with opportunities to participate;
- **85%** were satisfied with overall PHA service; and
- **84%** were satisfied with value for money.

This independent survey will contact over 700 PHA tenant households, which represents more than 40% of our tenants.

Starting in September 2023, an independent company will contact a random sample of PHA tenants to carry out face-to-face surveys. If you are contacted, we would appreciate if you could please take the time to give us your views.



Your views are really important to us

Our aim in gathering robust and up to date customer satisfaction survey data, is to track how satisfied our tenants 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 your views.

We know that the past few years have been challenging for all of us due to things like pandemic restrictions and the cost-of-living crisis. But we want 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 2023, so look out for more details in a future edition of The Partick Times newsletter and on our website.

Staff Charitable Donations

Generous PHA staff have raised almost £2,000 for charity through 'Dress Down Fridays'.

Each year the staff choose a theme or specific charity which is close to their hearts to benefit from their donations. The poll is underway for this years' chosen charity.

A group of PHA staff (past and present) also took part in the Glasgow Kiltwalk 2023. Walking from Clydebank to Balloch, Loch Lomond they raised over £3,000 for the charity Calum's Cabin.

Well done to everyone involved.



Office Opening Times



We are available Monday to Thursday (9am to 5pm) and Friday (9am to 4.30pm). Our reception is open 10-12 and 2-4pm each day for you to drop in to speak to us.

You can find full details on our website, including how to contact us if you have an emergency outwith office hours.

www.partickha.org.uk

Our office is closed on the following dates,

Glasgow Fair

- Friday 14 July 2023
- Monday 17 July 2023

September Weekend

- Friday 22 September 2023
- Monday 25 September 2023

Festive Period

- Monday 25 December 2023
- Tuesday 26 December 2023
- Wednesday 27 December 2023
- Thursday 28 December 2023
- Friday 29 December 2023

New Year

- Monday 1 January 2024
- Tuesday 2 January 2024
- Wednesday 3 January 2024

Annual General Meeting

5 September 2023

This year's Annual General Meeting will take place on Tuesday 5 September 2023 at Partick South Parish Church.

If you're a Partick Housing Association shareholder member, you will receive an invitation at the beginning of August.

We look forward to welcoming our members so that you can hear about what we have achieved in the last year, our future plans and how you can help us build a better community.

Energy performance of your home

We want to ensure that your property is well maintained, meets the Scottish Housing Quality Standard (SHQS) and is energy efficient.

We appoint a qualified Energy Assessor to visit our properties and produce an Energy Performance Certificate (EPC).

Your EPC shows the Energy Efficiency Rating and Environmental Impact of your property on an A-G scale – A is the most energy efficient and G is the least energy efficient.

Over the next few months, our Energy Assessor will be visiting PHA properties. If your property is to be surveyed, they will send you a text or message to arrange a suitable day and time to visit your home.

You won't need to do anything to prepare for the survey, and it should take no longer than 30 minutes to do a visual inspection of your property.

The Energy Assessor will look at the property age and type; wall type, lighting; heating system; windows; roof; and hot water system to calculate the energy efficiency and will take some images for their records.

The EPC and survey results will help us to look at how we can target our investment plans to make your home more energy efficient, reduce your energy use and improve our carbon footprint.

Thank you for allowing us access to your home.

Rent Consultation Prize Draw Winners

Following a random prize draw for participants who completed the Rent Consultation survey for 2023/24, our lucky winners were:

Phase 1 winner – Ms Halliday

Phase 2 winner – Miss Stark

Both our winners received a £25 Morrisons gift card. We would like to thank all customers who completed the survey, we value your input.



Modern Apprentices



Hollie McGarry

We are committed to developing the future workforce.

Over recent years, PHA has employed apprentices, giving people the opportunity to develop new skills and gain an introduction to the housing sector whilst working towards an SVQ award.

Throughout their time at PHA, apprentices have the opportunity to work within each team, alongside our experienced staff to develop their knowledge, skills and confidence.

Many of our apprentices have gained qualifications and gone on to permanent positions either with PHA or other organisations.

Since July 2022, Hollie McGarry has been successfully working with us as a Modern Apprentice. And we will soon be looking to appoint our second Modern Apprentice.

As Hollie explains, "I've loved working in the different teams and learning what they are all responsible for. I really enjoyed working at reception, meeting all the tenants and customers coming in and out, and being able to help. I've also enjoyed getting out the office and seeing the area and new homes like at St Peters. I'm learning new things all the time."

"I would say to someone considering an apprenticeship, to go for it and make sure you try your best at every area. Don't be worried if you don't know something – always ask if you're stuck, as the staff here at PHA are friendly and happy to help, and they will motivate you to keep going."

If you are interested in an apprenticeship with PHA get in touch with Stephanie on 0141 330 1464 or keep an eye on our website and social media pages for information on all PHA positions as they become available.

Macmillan at Glasgow Libraries

Glasgow Libraries, in partnership with Macmillan Cancer Support, have been a leading example for over a decade ensuring free, reliable and easy to understand cancer information and support is accessible to everyone in the city, and beyond, to reduce a number of the barriers people accessing cancer care can face.

Cancer support and information at Glasgow Libraries is provided in-person for people living with or beyond cancer; family, friends or carers, colleagues, people who are bereaved and for health professionals.

Sometimes talking about what you are going through can be a big help. Macmillan's drop in services give you this opportunity in a warm, welcoming and safe environment.

Volunteers have been specially trained to support anyone to talk through the thoughts, feelings and emotions that might be swirling about. The

volunteers are also trained to help order or locate additional information for you or a loved one as well as make any referrals to other local services, including money advice and counselling. The up-to-date Macmillan cancer information is written by specialists to help you make informed choices or help you make decisions about these other local supports.

Glasgow Libraries currently have 8 Macmillan cancer information and support drop ins across the city.


The local Partick Library drop-in is every Saturday between 11am and 1pm.



For more information or to talk through anything further, please contact Stefanie from the Macmillan @ Glasgow Libraries team on **0141 287 2903** (you may need to leave a voicemail) or macmillan@glasgowlife.org.uk

The most up to date drop in times are available on our website www.glasgowlife.org.uk/libraries/macmillan-glasgow-libraries/cancer-support-and-information

Getting Involved



Would you like to get involved, hear more about what we do and what our future plans are? If so, we would love to hear from you.

Your customer feedback gives us a lot of useful information. We get a clear idea of what we do well, as well as some things that we could do differently or better. And it would be great to discuss our ideas and plans with interested customers.

There are several ways for you to get involved – you can choose a way that suits you best. Get in touch for a chat and to register your interest.

Customer Advisory Panel

The Panel meets regularly at PHA's offices with PHA staff to discuss services, give views and make recommendations from a customer's point of view.

The Panel's views help us understand how we can focus on improving what we do to meet changing customer needs and consider value for money.

A PHA tenant and member of the Customer Advisory Panel said "This is a great group to be involved in. We're very proud of the work we do and always have the interests of tenants at heart"

To find out more, contact our Corporate Team on **0141 357 3773**, email info@partickha.org.uk or on the PHA website: www.partickha.org.uk/get-involved/customer-scrutiny-panel/

The Panel has recently reviewed Communications and Engagement. They looked at how our current communications and engagement processes work, shared their experiences and views, and suggested how we can review what we do so we meet the needs of our customers.

The Panel is now looking at Investment Planning. They are considering how we identify, prioritise and deliver our investment plans, such as new kitchens, bathrooms, windows and heating systems. They are discussing how we improve our homes, contact our tenants and manage our contractors so that tenants are satisfied with the quality of work and any disruption is minimised.

We are always happy to welcome new members for our Customer Advisory Panel, which gives local residents the chance to review and input to what we do.

CUSTOMER ADVISORY PANEL

Giving residents greater influence over Partick Housing Association's activities.

- Make a difference
- Influence PHA services
- Ensure value for money
- Gain new skills
- Improve the community
- Understand how PHA operates

JOIN TODAY!



MORE INFO:

www.partickha.org.uk/community/customer-advisory-panel

Customer Focus Groups

We will also be running occasional Customer Focus Groups. These will be short meetings where we focus on different topics. Tenants can get involved in these groups and pick and choose which topics interest them most.

Contact us on 0141 357 3773 and ask to speak to a member of the Corporate Team for more details. Look out for more details, coming soon.



Estate Walkabouts

We carry out estate walkabouts and tenant-led inspections throughout the year.

These sessions give staff and customers the chance to get together, see issues first hand in our neighbourhoods and explore ways of improving our neighbourhood management.



Board Membership

Do you want to play a role in improving the lives of others?

Our Board of 15 members is responsible for the overall running of the Association and is made up entirely of unpaid volunteers, with a range of skills and experience, who are fully committed to Partick Housing Association.

The Board looks to reflect the needs and aspirations of the communities that we serve, and includes tenant members and others with a relevant mix of skills and experience who are committed to our objectives. We welcome Board members from a wide range of backgrounds.

We are financially sound, consistently one of the best performing housing associations in Scotland and committed to continuous improvement. We have a clear customer focus, commercial insight and commitment to working in partnership with others to deliver positive outcomes.

Board members are volunteers, so

don't get paid, but it is a rewarding role. We support Board members through induction, training and development. The Board meets at least seven times a year, and also has committees that focus on Audit & Risk; Human Resources; and Investment. We hold our meetings face-to-face, in the evening, within our offices at Mansfield Street in Partick.

We advertise when we are looking to fill any vacancies on the Board. And every year at our Annual General Meeting (AGM), shareholder members can vote on the membership of the PHA Board.

If you want to find out more about joining the Board, please contact us and we can have an informal chat.

Jennifer who is a tenant and PHA Board member said "I've been a tenant member of PHA for over 10 years and it's a very rewarding role. Being on the Board reassures me that decisions are made in the interests of tenants"

Shareholder Membership

Tenants play an important role in how the Housing Association works and ensuring that tenant priorities are reflected in the work that we do. Tenants and others with an interest in PHA can pay £1 to apply to become members of the Association and by doing so, can attend our Annual General Meeting (AGM) and seek election to the Board.

If you want to find out more about becoming a shareholder member, please get in touch for an informal chat.

More information?

If you are interested in getting involved, contact us on 0141 357 3773 or email info@partickha.org.uk



Repairs by Appointment

To provide a service that is responsive to the needs of tenants, we provide a repairs by appointment system for reactive repairs classified as non-emergencies for the following trades: Joiner, Plumber, and Electrician.

We will also arrange appointments for safety checks in your home, such as gas safety, electrical inspections, smoke and heat detectors. These checks are carried out for the safety of you, your family and your home.

Appointments will be available on working days, with a choice of morning or afternoon time slots.

Our repairs by appointment service is available where only one trade is required. Where more than one trade is required to repair a defect, the contractor will co-ordinate the work required and contact the tenant directly to agree suitable access arrangements.

It is very important to make sure you are available and keep to any appointments agreed with our contractors.

We understand that sometimes life can get in the way and you may become unavailable for an appointment that you previously agreed to. If this is the case, please phone us straight away to let us know on freephone 0300 303 1703. This allows us to reschedule your appointment for another day and to allocate your original appointment time to another tenant.

Sometimes if we cannot reach you on the phone, we will text, email or post out an appointment card. It is important that you contact us if that appointment does not suit. Please keep us updated with any new phone numbers or email addresses you have.

If due to unforeseen circumstances our contractor is unable to keep the appointment, they will contact you before the specific appointment time to explain the difficulty and to make an alternative appointment or access arrangements.



Gas & Electrical Safety

Help us keep your home safe

It is important that we keep your home safe and warm.

PHA must do a Gas Safety Check in each of our properties every year and an Electrical Inspection every five years.

To do this we need access to every property, so our contractor can check that everything is working as it should and do any repairs if required.

Thanks you for your time in giving access to your home for these checks to be done. Because this is an important health and safety issue, where tenants do not provide access we might need to force access to do the required inspection.

We're pleased to say that in the past year we got access to all the properties we needed to and look forward to your continued support in giving us access in the future so that we can continue to keep your home safe and warm.

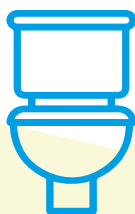
Investing in your Home

We are committed to providing high quality homes. We continue to invest in a programme of regular planned maintenance so that our properties meet modern standards like the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (ESSH).

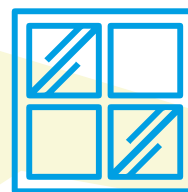
Between April 2023 to March 2024 we expect to install around



110 New Kitchens



50 New Bathrooms



60 Properties With New Windows



If you'd like any further details, please contact our Investment team at PHA.
Email: investment@partickha.org.uk

We know that for some tenants the thought of getting work done in your home might seem daunting and inconvenient. But we are here to advise you and answer any questions or concerns.

We work with experienced and professional suppliers and contractors. Our experienced and friendly staff supervise all work, keep tenants updated and can deal with any queries.

Between April 2023 to March 2024 we expect to install around 110 new kitchens, 50 new bathrooms and provide new windows in 60 properties.

We will also upgrade some central heating systems so every PHA home has efficient heating.

We have recently started contacting tenants where we are planning to do to do work in the next few months. We look to arrange things at a time that suits you and give as much notice as we can. Thank you in advance for your co-operation in giving us access to arrange surveys and carry out work.

Kitchen and bathroom upgrades might take up to three days to complete. At the end of each day, we will restore facilities until we complete the work.

Mr Barrie who is a PHA tenant and recently got their new kitchen fitted said

"At first I didn't want a new kitchen because of all the hassle but the staff and contractors were great and everything went well, I love my new kitchen"

Dealing with Pests in the home

Dealing with an infestation of any type of vermin in your home can be an unpleasant thing for tenants.



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

Common pests found in and around the West End 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, such as 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
- www.partickha.org.uk/your-home/looking-after-your-home/pest-control/

It's important that you keep your home, all kitchen cupboards and work surfaces clean and free from clutter. 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.



Stock Condition Survey 2023

We will soon be appointing independent specialist surveyors to do a Stock Condition Survey.

They will survey a random sample of **25% of our properties**, checking to see that our homes meet current housing standards.

The survey results will also help

us to target and prioritise our investment plans so that our houses continue to meet the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (EESSH). It will also help us plan to meet any new measures aimed at reducing energy use and our carbon footprint.

If your property is selected for survey, we will write to you with the

date and time that the survey will take place. You won't need to do anything to prepare for the survey, and it should take no longer than 30 minutes.

Thank you for allowing us access to your home.

More information will follow but, if you'd like any further details please contact our Investment team at PHA.

Health & Safety: Carbon Monoxide



CO

What is carbon monoxide?

Carbon monoxide (CO) is a poisonous gas which has no taste, colour, or smell. It can make you feel seriously ill and can kill quickly without warning.

What are the signs of a carbon monoxide leak?

Carbon monoxide can be produced when poorly maintained, incorrectly fitted or badly repaired appliances do not burn gas completely. Look out for the following signs that could indicate that a gas appliance is not working correctly, and CO may be present in the house:

- floppy, yellow or orange flame on your gas hob, rather than a crisp blue flame;
- dark, sooty staining on or around gas appliances;
- pilot lights that frequently blow out;
- increased condensation inside windows.

What are the physical symptoms of carbon monoxide poisoning?

- nausea;
- dizziness;
- breathlessness;
- collapse;
- loss of consciousness.

If you are suffering from any of the symptoms and feel better when you leave the house, it could be CO poisoning. If you are concerned you or someone in your household may be suffering from carbon monoxide poisoning, make sure you do the following:

- get fresh air immediately;
- open all doors and windows, switch off gas appliances and leave the house;
- contact your GP, who can check and advise if you need treatment for carbon monoxide poisoning;
- if you are concerned there is an immediate danger, call the emergency helpline 0800 111 999.



Abira Sarwar, Finance Manager



*Georgia Gentles,
Temporary Maintenance Assistant
(Maternity Cover)*

New Faces at PHA

If you have been in touch with us recently you may have come across some new names and faces.

We are pleased to welcome to the team, Abira Sarwar and Georgia Gentles.

In June 2023, we said farewell to our Communications & Community Engagement Officer, Viki McCormick who has moved on to pastures new after a number of years working with tenants, community groups and partners. We wish Viki all the best in her new role and look forward to welcoming our new Community & Engagement Officer – look out for details in our Autumn edition of The Partick Times.



Competition Time

Solve the following riddles for the chance of winning a £25 supermarket voucher use the clues to find each word.

The winner will be picked at random from all correct entries sent to 10 Mansfield Street, Glasgow, G11 5AP or info@partickha.org.uk

RIDDLES

1. What type of cheese is made backwards?
2. What are the missing letters from this sequence? J, F, M, A, M, _, _, A, S, _, N, D
3. What goes up when the rain comes down?
4. I'm tall when I'm young and I'm short when I'm old. What am I?
5. What can you hold without ever touching or using your hands?
6. What belongs to you but other people use it more than you?
7. What flies without wings?
8. What goes up but never comes down?
9. What gets wetter the more it dries?
10. What has 88 keys but can't open a single lock?

YOUR ANSWERS

1
2
3
4
5
6
7
8
9
10

Answers from previous quiz

Spring Partick Times

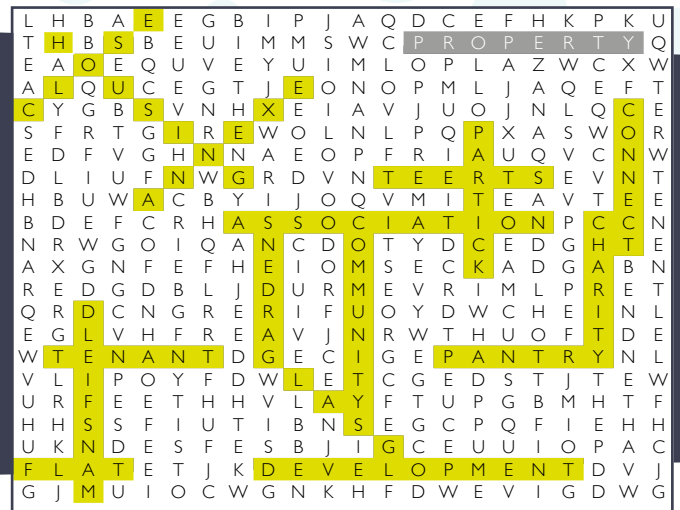
Which word could not be found in the grid?

ANSWER:
PROPERTY



Thank you for all entries with the correct answer to our Spring wordsearch competition.

Our lucky winner picked at random was Laura D who received a £25 Morrisons gift card. Congratulations.



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www.partickha.org.uk