

PARTICK HOUSING ASSOCIATION

How we spend your rent.



Introduction

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. We have 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.

PHA owns and manages more than 1,800 social rented homes. We look to make the best possible use of your rent. But just how do we spend it? This leaflet highlights some of the services we provide with the money you pay.



How we spend your rent

01 Looking after your home

We respond when you tell us a repair is needed; and we put some money aside so we can carry out planned works, like structural repairs and upgraded heating systems, as well as installing new kitchens and bathrooms.



02 Keeping you warm

We invest in our homes, ensuring they meet modern standards, are energy efficient and comfortable for tenants.



03 Keeping you safe

We spend money to meet fire safety standards installing smoke alarms, heat detectors and carbon monoxide detectors; and we also check that homes with gas are safe every year, as well as test electrics regularly.





04 Collecting the rent

We offer convenient ways for you to pay your rent and our staff are here to advise tenants. We try to work with tenants to keep their rent accounts up to date and claim any benefits they might be entitled to.

05 Building new homes

We build new affordable rented homes to meet local housing need for current residents and future generations. This work is funded by a mix of government grant and housing association bank loans repaid with rent money.

06 Tackling homelessness

Housing associations play a big role in helping the Council to house people who have become homeless, and we assist them to maintain their new tenancy.

07 Helping your community thrive

Local housing associations do a lot more than just being a landlord. We work with others to support activities within the local community.



08 Being open & accountable to you

Housing associations need to make sure that you can get in touch when you need to. We send out regular *Partick Times* newsletters, and our website provides the information that tenants need at their fingertips. We provide opportunities for engagement and welcome feedback from our customers.



09 Dealing with the bodies who regulate us

All housing associations have to meet important standards set out by the Scottish Housing Regulator (SHR). We provide a lot of information to them and the Charities Regulator each year on topics such as how we are run and how we manage our finances.



10 Not everything costs money

Our Board is responsible for the overall running of the association and is made up entirely of unpaid volunteers who are fully committed to PHA.

TELL US WHAT YOU THINK

We think that our rents are good value for money – you only have to look at the higher rents and poorer levels of service in the private rented sector; but we are not complacent about value for money. We are always keen to get feedback from our tenants on our rents, the services we provide and on services you would like us to think about providing in the future.

Rent setting

Every year, housing associations review their budgets and hold statutory consultations with tenants on what level of rent is set – with any increases applied from April annually. Each year we look at the different challenges we need to meet and then consult our tenants.

Keeping your rent as reasonable as possible is important to us.

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.

For more information on our strategic objectives and outcomes, view our updated Group Corporate Plan on our website at www.partickha.org.uk.



Partick Housing Association
10 Mansfield Street, Glasgow,
G11 5QP
0141 357 3773
www.partickha.org.uk
info@partickha.org.uk