

making
connections

www.partickha.org.uk



The Partick Times

Summer 2026

Your thoughts
and views are
important to us.

*Share your
thoughts*

TENANT SATISFACTION SURVEY 2026

Every three years, we carry out a Tenant Satisfaction Survey to review and track how we are doing.

We have recently appointed Research Resource, an independent organisation, who will contact a random sample of over 700 Partick tenant households. This represents more than 4 out of 10 tenants.

Research Resource are currently contacting Partick tenants to do face-to-face surveys. If they contact you, please take the time to give us your thoughts.

Your views help us know what things we do well or could do better, and how we can change what we do to ensure we are delivering value for money and meeting the changing needs of our customers.

We will be reporting the results of our Tenant Satisfaction Survey later in 2026. Look out for more details in The Partick Times newsletter and on our website.

Thank you for taking the time to give us your views.

Customer Service Excellence

We are thrilled that we have received the Customer Service Excellence award in 2026, for the seventh year in a row.

Our commitment to customer service remains at the very heart of what we do and we are delighted this has been recognised by the independent assessors.

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

**CUSTOMER
SERVICE
EXCELLENCE®**



Emergency Repairs for Partick Housing Association Tenants

Please only use these numbers when PHA's offices are closed.

ELECTRICAL

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

Phone Partick Housing Association
Freephone Repairs 0300 303 1703

JOINERY

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

Phone Partick Housing Association
Freephone Repairs 0300 303 1703

PLUMBERS

Burst pipes and flooding?

Phone Partick Housing Association
Freephone Repairs 0300 303 1703

ROOFERS

Major storm damage and rain coming through roof?

Phone Partick Housing Association
Freephone Repairs 0300 303 1703

HEATING ENGINEERS

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

Phone City Building 0800 595 595
(use this number at all times)

GAS

If you find a gas leak?

Phone National Grid 0800 111 999

STAIR & BACKCOURT LIGHTING

If stair and backcourt lighting is out?

Phone City Building 0800 595 595
(use this number at all times)

SCOTTISH POWER

Power loss throughout your local area?

Phone 0800 092 9290

SCOTTISH WATER

Water hydrants damaged, street flooding?

Phone 0800 077 8778

Office opening times

Our office and reception are open Monday to Thursday (9am to 5pm) and Friday (9am to 4.30pm).

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 17 July 2026
- Monday 20 July 2026
- **September Weekend**
- Friday 25 September 2026
- Monday 28 September 2026

Annual General Meeting 2026

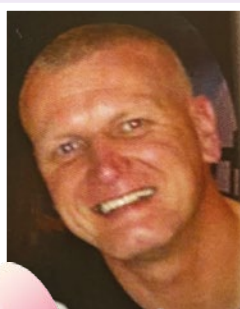
This year's Annual General Meeting will take place on **Tuesday 15 September 2026**.

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

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



Scott Crawford



We were deeply saddened to hear of the passing of Scott Crawford at the start of May.

Scott had been a Partick tenant for many years and was a valued Board member from 2021 to 2025.

Our thoughts and sympathies are with Scott's friends and family at this sad time.

We have made a charitable donation to Move On in Scott's memory. This was a cause close to his heart. They offer young people and adults an equal chance to gain experience, skills and confidence, achieve personal goals, and reach a brighter future.

Getting Involved

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

Tenant input gives us a lot of useful information. We know what we do well, but there are also some things that we could do differently or better. It would be great to discuss our plans and chat with interested tenants.

There are different ways for you to get involved – you can choose a way that suits you best, such as:

- Customer Advisory Panel;
- Customer Focus Groups;
- Estate Walkabouts;
- Shareholder membership; or
- Board membership.

More information?

Get in touch for a chat. If you are interested in getting involved, contact us on **0141 357 3773** or email **info@partickha.org.uk**



Customer Focus Groups

During the next few months, we are setting up customer focus groups.

These will be small, facilitated groups with a clear purpose, which will probably meet a couple of times.

These groups will help us review how we deliver services and shape what we can do to meet changing needs and expectations.

We are committed to continuous improvement and engaging with customers so we can improve your customer experience.



Customer Portal

This first group will look at how we introduce a new Customer Portal.

We are committed to keeping our office open, having experienced staff available by phone and also being available face-to-face.

However, the world and technology is changing. More customers now have access to email or use the internet.

For those who prefer doing things digitally, we want to look at how we can give greater choice and improve your customer experience by introducing a new Customer Portal for things like reporting repairs, making payments and frequently asked questions.

Repairs

This second group will look at how we deliver our Repairs service.

We know that repairing and maintaining our homes is a top priority for tenants. We work closely with our contractors to respond quickly, including organising appointments where we can.

Every year we deal with over 2,000 emergency repairs and over 5,000 non-emergency repairs. Managing repairs is a big part of what we do and where we spend time and money.

We want to review how well we and our contractors manage repairs, what we do well, what we could do differently and how we can improve your customer experience.

More information?

Get in touch for a chat. If you are interested in getting involved, contact us on **0141 357 3773** or email **info@partickha.org.uk**



Dealing with an infestation of any pest or vermin in your home can be unpleasant.

But just to be clear, this is the tenant's responsibility and not our 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 other shops.

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

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

It is 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 tackle problems before they become bigger and you might need professional help.

FREE FREEZER FRIDAYS

COLLECT FROM
Annexe
Communities
9A STEWARTVILLE ST

DROP IN
2PM - 4PM

BRING A BAG
TO FILL!
OR MAKE A
DONATION

DON'T BE
STUCK FOR THE
WEEKEND!

WHILE STOCKS LAST

FareShare
Glasgow & the
West of Scotland

Annexe
Communities

COMMUNITY
FUND

Mind and Draw

ARTS & CRAFTS
SESSIONS FOR KIDS AND PARENTS
AT THE
HEART OF SCOTSTOUN COMMUNITY CENTRE

SUNDAY 21ST JUNE
SATURDAY 18TH JULY
SATURDAY 15TH AUGUST
SUNDAY 20TH SEPTEMBER
2:30PM TO 4:30PM

FREE TO JOIN

EACH DROP-IN SESSION WILL HAVE A SELECTION OF ARTISTS DELIVERING
CREATIVE ACTIVITIES IDEAL FOR ALL AGES AND ABILITIES TO COME
ALONG AND CREATE ART.

ART MATERIALS PROVIDED

VENUE ADDRESS:
HEART OF SCOTSTOUN COMMUNITY CENTRE
64 BALMORAL ST,
GLASGOW G14 0BL

TO SIGN UP OR NEED MORE INFO, FEEL FREE TO EMAIL MIND AND DRAW
Email - mindanddraw@hotmail.com

FUNDED BY THE WHITEINCH AND SCOTSTOUN HOUSING ASSOCIATION AREA FUND.

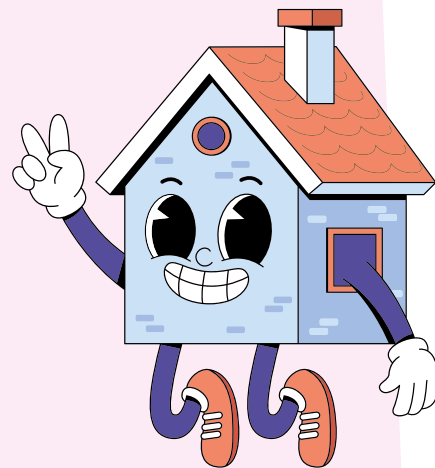
Tenancy Visits

During this summer and autumn, we are continuing our rolling programme of tenancy visits.

We are visiting tenants to talk about your needs and circumstances. We want to understand what matters most to you about what we do and hear your views. You can also find out more about how you can become involved with Partick Housing Association.

The information you give us helps us make future plans and shape our services to meet the needs of tenants. We will also update our tenancy records, so we know who lives in your household and note your up to date contact details.

We will be in touch with you before we visit and look forward to seeing you.



DELIVERING MORE NEW HOMES IN THE WEST END

We are delivering more new homes to meet local housing needs in the West End.

We are currently working on exciting plans to transform an empty office block, right in the heart of Anniesland, to deliver affordable one and two-bedroom flats. We hope to start work towards the end of 2026 and welcome tenants to their new home at the start of 2028.

We are also exploring other opportunities to provide more affordable homes for rent in the West End.

Look out for more details in the Partick Times and on our website.



Respect

We are here to help and will always treat you with care and respect, when you contact us. We expect the same in return.

Thanks to the majority of customers who are kind and patient.

Sadly we sometimes get abuse in the form of shouting, swearing, threatening behaviour and inappropriate calls and emails.

We do not tolerate this type of unacceptable behaviour and put measures in place to deal with the small number of our customers who are abusive and behave unreasonably.

Please consider the impact of your behaviour and respect our staff – they are doing their best to assist.

Damp & Mould

Your health and safety is important to us.

We visit and check our properties routinely, do repairs and plan improvements so our homes are in good condition and meet modern standards.

Thankfully we have very few reports of damp, mould or condensation, but here are some top tips to prevent this occurring in your home:

- Do not dry wet clothes on heaters – dry clothes outside or in the bathroom with the door closed and the window open or fan on.
- Do not use a tumble dryer with no outside vent – unless it is a self-condensing type.
- Do not block ventilation by covering air vents, closing ventilators and switching off or disabling fans. Ventilation gets rid of moisture in your home. Keep a small window open when a room is occupied and leave trickle vents open where provided.
- Keep kitchen and bathroom doors closed when in use, even if there is an extractor fan fitted. This will help prevent moisture reaching other rooms, especially bedrooms which are usually colder and more likely to get condensation.
- Avoid clutter and, where possible, do not place furniture directly against walls so that air can circulate freely.
- Keep your home as warm and comfortable as you can afford to avoid condensation.

If you have any queries or concerns about your property, please contact us and we can investigate, advise and assist you.



Investing in your home



Continuing to invest in our properties to meet modern standards is a priority for us and our tenants.

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

Mr Barrie, a Partick tenant who recently got a new kitchen fitted, said "At first I didn't want a new kitchen because of the hassle. But the staff and contractors were great and everything went well. I love my new kitchen."

Between April 2026 to March 2027, we plan to install around 99 new kitchens, 70 new bathrooms and fit new windows in 80 properties. We also expect to upgrade central heating systems in some 120 homes.

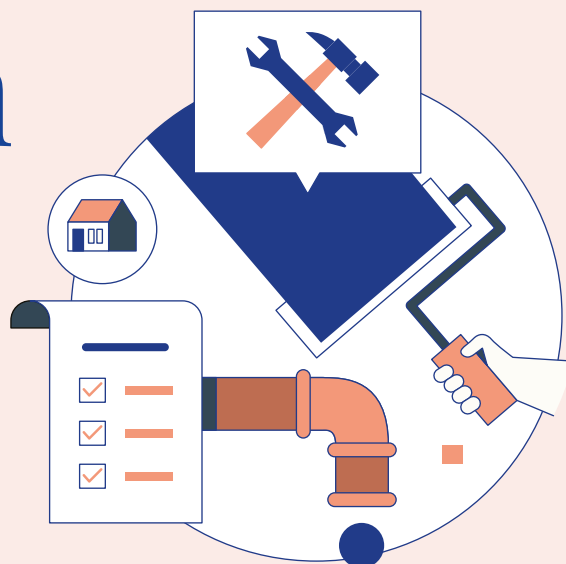
We have already started contacting tenants where we are planning to do work. We look to arrange things at a time that suits you and give you as much notice as we can.

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

Thank you in advance for your giving us access to arrange surveys and carry out work to your home.

If you would like any further details, please contact our Investment team:

investment@partickha.org.uk



99

new kitchens

.....

70

new bathrooms

.....

80

**properties to receive
new windows**

Stock Condition Survey 2026

We have appointed an independent specialist surveyor to do a Stock Condition Survey.

They will survey a random sample of a quarter of our properties, checking to see that our homes meet current housing standards and what planned works might be required.

The survey results will also help us to target and prioritise our investment plans so that our houses continue to meet modern standards.

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.

If you would like any further details, please contact our Investment team.

Email: investment@partickha.org.uk





Cost of Living Support Group

What? Where? When?



Meet people



Get Advice



Share Food



Connect with Community



Take away some shopping

Free tea & coffee

Bring your own bag

Annexe Communities
9a Stewartville Street
Glasgow, G11 5PE

Tuesdays 3pm - 4:30pm



NO FLYTIPPING



We are on the lookout for flytippers. Don't risk a heavy fine!

Give your rubbish a second chance



recycle for Glasgow
ath-chuaireach do Ghlaschu

For more information visit:
www.glasgow.gov.uk/flytipping



Customer & Community Engagement Action Plan 2026/27

This year our key activities include:

- producing four newsletters annually (including our ARC performance report in September) and updating our website and social media;
- working effectively with our Customer Advisory Panel to review how we deliver services, promote service improvements and optimise value for money;
- promoting tenant-led estate inspections and our rolling programme of routine tenancy visits;
- consulting on our planned investment programme and future rent levels;
- signposting customers to services delivered by partners such as Citizen's Advice, energy advice services, credit unions, The Annexe, Partick Pantry, etc;
- seeking funding from others and promoting tenancy sustainment;
- seeking funding from others and promoting the Partick & Thornwood Ideas Fund;
- seeking funding from others and working in partnership with others to support those in need;
- working with contractors and suppliers to optimise community benefits;
- working with local schools and others to promote careers in housing-related fields;
- working with the Glasgow & West of Scotland Forum of (GWSF) to identify opportunities for networking and collaborating; and
- working with others to support literacy/ numeracy and positive life skills such as digital inclusion; employment/ training/apprenticeships; and school sports, etc.



Glasgow Food Growing Fund 2026

The Let's Grow Together Fund is now open for applications. Capital grants between £500 and £5,000 will be available per application to eligible organisations. The Fund supports the delivery of Glasgow's Food Growing Strategy by providing funds to groups to create or increase food growing opportunities across the City.

www.glasgow.gov.uk/foodgrowing

Private Lane Improvement Fund

Glasgow City Council's Private Lane Improvement Fund (PLIF) supports local constituted groups to make positive improvements to privately owned lanes across the city. Grants of £1,000 to £20,000 are available. Please visit:

www.glasgow.gov.uk/lanetoolkit

Glasgow App

Save Time Go Online is a campaign to raise awareness of our online services. Using our online services offers you a more convenient and flexible method of contacting us. These services are available 24/7 and you receive email updates on the progress of your requests.

www.glasgow.gov.uk/article/1853/Save-Time-Go-Online

Missed Bin Collection

As part of Glasgow's digital strategy, we have made changes to how we deliver the bin collection service for the city's residents. These changes mean our refuse teams can record any issues affecting collections on the go meaning we can tell you if there is a known issue with your collection.

www.glasgow.gov.uk/article/1601/Report-A-Missed-Bin

Bin Collection Calendar

You can check your collection dates on our online calendar. If your food waste bin has been removed you can use our network of Public Recycling Points to recycle food.

www.glasgow.gov.uk/article/1524/Bin-Collection-Days



Kimberly MacHugh
ICT Assistant

Kimberley joined us in June, has hit the ground running and is a positive addition to our busy ICT Team.

THE BIGGER PARTICK PICNIC



We were delighted to welcome the community to the Bigger Partick Picnic, which took place on Saturday 27 June 2026 at Mansfield Park.

This free, family-friendly event celebrated everything that makes Partick and the West End special, bringing together residents, organisations and performers for an afternoon of fun, creativity and connection.

Visitors enjoyed a fantastic programme of live entertainment, including music from local artists, a steel band, choir, DJs and more. Alongside the main stage Community stalls and local organisations were also on hand throughout the day, offering opportunities to get involved, learn more about services in the area and connect with others. We even had a visit from Finnie

the Unicorn, proud mascot of the upcoming Glasgow Commonwealth Games 2026.

A key feature of this year's event was a new employability programme, delivered through a partnership between PHA and EveryStage. The programme provided local young people with event management training and the opportunity to interview for a paid placement at the Bigger Partick Picnic, helping them gain valuable skills and experience within the events industry.

The Bigger Partick Picnic was all about celebrating community spirit and bringing people together. With free entry and no tickets required, we were delighted to welcome everyone who came along and was part of the day.

BRINGING PEOPLE TOGETHER THROUGH WINTER ACTIVITIES



Thanks to funding from Glasgow City Council Area Partnership and support from two PHA contractors, we were delighted to offer a lively programme of free activities for tenants and the wider community during the winter and spring months of 2026.

January, February and March can be a tough time of year for many people, with colder weather, darker days and fewer chances to get out and about. That's why we wanted to create something warm, welcoming and enjoyable — a chance for people to learn new skills, meet others and have a bit of fun.

The programme was shaped by previous feedback from tenants when we asked what types of classes and activities people would like to see. We also asked about preferred days and times, helping us plan sessions that worked best for the community.

What Was On?

There was something for everyone, from creative sessions to hands-on workshops and cookery classes. The activities proved popular, with several sessions fully booked or close to capacity.

Adult Art Classes: 2 sessions in January and February 2026, with 20 spaces

Children's Art Classes: 2 sessions during the February mid-term break, with 20 spaces available.

Cookery Classes: 3 blocks of 3 classes running from March to April 2026, with 8 spaces available in each class.

Woodwork Workshops: 2 sessions with 6 spaces on each hosted by Glasgow Wood Recycling in April.

ACTIVATE COURSE

**PARTICK HOUSING ASSOCIATION
TEAMED UP WITH ELDERPARK
HOUSING ASSOCIATION TO DELIVER
THE "ACTIVATE" COURSE FROM THE
UNIVERSITY OF GLASGOW.**

This free course can best be described as an opportunity to understand what drives community development, how it works and why it is a vital tool in enhancing places where people live. Many people who have taken part in the award winning "Activate" course go on to become more involved in their community, take up volunteering, or pursue further study or employment.

Participants:

Information session in Partick: 22 attendees

Information session in Govan: 13 attendees

Confirmed on 12-week course: 20 (12 from Partick and 8 from Govan)

Graduates: 17

We are pleased to have helped deliver this Community Development course. This resonates with our core principles as a community based housing association, while providing learning opportunities to those in our community who could benefit most. Graduates are offered a guaranteed interview to the Community Development Postgrad Course at the University of Glasgow.

"I did not know what to expect when we I started the course. It's been a remarkable experience. Seeing everyone from very different walks of life, come together and share their passion to make meaningful change in their community was really special."

Activate Course Participant 2026.



BEITH GROVE GARDEN PROJECT



We have been working to transform a vacant gap site to create a small sensory and growing garden.

The Council has granted change-of-use permission we have also secured an amazing £20,000 in funding from the National Lottery Awards for All fund.

Working alongside community interest company PlantUp, this new garden will provide residents with an accessible, relaxing green space to enjoy.



PARTNERSHIP WORKING

All of the important and rewarding work that is done in the area highlights our commitment to working in partnership with our fantastic community groups and partner organisations in and around the West End.

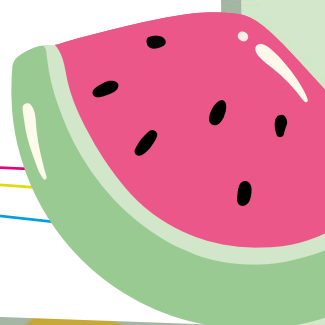
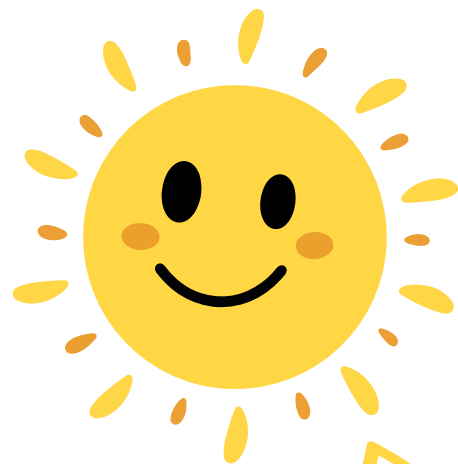


Guess the Song Lyrics.

Guess the lyrics from these summertime classics
for your chance to win a **£30 shopping voucher**.

- 1 'You can stretch right up and touch the sky'
- 2 'I got my first real six-string, bought it at the five and dime'
- 3 'Make you want to move your dancing feet'
- 4 'Watchin' the ships roll in, and I watch 'em roll away again'
- 5 'Little darling, it seems like years since it's been here'
- 6 'Back of my neck getting' dirt and gritty'
- 7 'Done my hair up real big, beauty queen style'
- 8 'No more pencils, no more books, no more teacher's dirty looks'
- 9 'I'm gonna tell everyone to lighten up'
- 10 'Comin over in my direction, so thankful for that, it's such a blessing' yeah'

Enter your answers via email info@partickha.org.uk, post or in person to Partick Housing Association,
10 Mansfield Street, Glasgow G11 5QP. Please write 'PHA GUESS THE LYRICS QUIZ' at the top of your
answer sheet and include your name, address and telephone number or email. Good luck!



10 Mansfield Street,
Glasgow G11 5QP.

Tel: 0141 357 3773
Fax: 0141 357 4503



www.partickha.org.uk