

## Universal Credit – please update your new rent charge

Just to remind all tenants that our new rent charge came into effect on 18 March 2019. If you receive Universal Credit it is important that you inform them of your rent increase as soon as possible, and preferably within your monthly assessment period, otherwise you risk losing out on the increase. This notification should be completed on line through your Universal Credit on-line account. If you need help to complete this please contact Robert or Ian on 0141 847 5219 or 0141 847 5204 or pop in to our office with your log-in details.

Please remember we are here to help you with any problems you are having regarding your Universal Credit.

## Incapacity Benefit - did you move from Incapacity Benefit to Employment & Support Allowance between 2011 and 2014?

The DWP have accepted they made mistakes in many cases when moving claimants from Incapacity Benefit to Employment & Support Allowance. This meant thousands of people were underpaid. Many people have already

been contacted by DWP about this and many have received backdated payments. If you think you might be affected please contact us for advice.

## Appeals – do you think your decision is wrong? always get advice !

New Ministry of Justice statistics show that Social Security appeals found in favour of claimants have increased to 74% for Employment & Support Allowance (ESA) and 73% for Personal Independence Payments so if you've had a decision you're not happy with please contact us for assistance.

## Changes to benefit rules from 15 May 2019 – 'mixed age couples'

These changes will affect couples where one has reached pension credit age and the other is younger and still of working age. All couples who fall into this category should have received a letter from DWP setting out the details however if you are concerned by these changes or whether they might affect you please contact us for assistance.

## Students

### Claiming benefits when a course ends

When you finish a full-time course you no longer count as a student for benefit purposes, and can therefore claim benefits in the same way as anyone else. The date you can claim from is usually the day after the last day of the final academic year of your course.

## Universal credit

If you need to claim a benefit which has been replaced by universal credit (UC), for example Jobseekers Allowance, you must usually claim UC. A claim for UC begins with an 'assessment period' of one month, and the rules specify that you do not count as a student in the assessment period in which your course ends. This means you should be able to claim UC from around 4 weeks before the end of your course. Claim online at [www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit). Payment is usually made a week after the assessment period ends. This means it is usually at least five weeks from claiming UC to being paid. If you are in hardship while waiting for your first UC payment you can ask for a short-term advance. However this is repayable from your UC award.

Note also that your student income is not counted as income in the 'assessment period' in which your course ends.

## Example

Claire's course ends on 7 June 2019. She claims UC on Monday 13 May. Her first assessment period runs from 13 May to 12 June. She leaves her course as expected on 7 June and therefore is no longer a student for UC, and her student loan is no longer taken into account as income. Her first payment is made on 20 June, and she receives her maximum UC amount on this date as no student income is counted.

As well as UC you should claim council tax reduction from the local authority to reduce your council tax bill.

## How to contact us

Ferguslie Park Housing Association  
The Tannahill Centre  
76 Blackstoun Road  
Paisley PA3 1NT

Tel: 0141 887 4053 Fax: 0141 889 2904

Out of hours emergency: 01698 533910

Email: [admin@fpha.org.uk](mailto:admin@fpha.org.uk)

## Opening times

Monday to Thursday 9am–5pm  
Friday 9am–4pm

Closed for staff meetings every  
Wednesday from 9am - 10.30am

Closed last Wednesday of the  
month for staff training  
9am - 12.30pm

Registered Scottish Charity No. SC034893 Registered Housing Association No. HAL99.  
Registered Friendly Society No. 2282R (S)

# Parklife

Serving the community, valued by the community



## Ferguslie Park Housing Association

## Planned Works

Since the start of the year the Association has been very busy carrying out works to your homes and we are sure many people have benefited from these improvements.

We have been working hard on delivering much demanded improvements to the houses through the introduction of new kitchens, new bathrooms, new gas boilers, upgrades to door entry systems and repainting works.

Some of the pictures of the works are seen here:

The works being carried out represent an investment of approximately £1.5m by the Association in the housing stock. From the 1st April 2018 through to the end of March the Association will have completed the following:

- 73 new gas boilers
- 178 new bathrooms

- 23 new kitchens
- 120 houses with new windows and doors
- 10 new close entry systems
- 10 tenements freshened up with a new paint scheme

Our new windows & doors programme will continue and 304 houses will benefit from new windows and doors by June 2019.

In addition to this the Association is working on plans to deliver further improvements in houses later in the year. Tenants who are part of these new works will be contacted very soon.



New door



Old door



## New Start, New Look

We highlighted in the previous tenants newsletter that the Scottish Housing Regulator is happy with the progress the Association has made in recent times and has decided to remove its statutory intervention powers.

This is a positive step in the right direction and underlines the work the Association has been doing to make improvements.

In addition to this the Association has employed a new management team and has restarted investing in tenants homes as part of the improvements. Through the future we intend to continue to make improvements to homes and services so that our tenants are confident that the

Association will work to meet people's needs.

As part of the change in the organisation we will be changing the logo of the Association to reflect a more positive and inclusive outlook. During the summer of 2018 the Association consulted with tenants about introducing a new and modern logo and we are delighted to unveil the new design in this edition of the newsletter.

The new logo is clearly a bright and fresh design which we hope will reflect the change the Association is going through at the present time. It is our intention to begin to change the logo to our new design over the coming months with the aim to have the new logo fully in place by the summer.

**Catrina Miller**  
Group Chief Executive

Like us on Facebook

The Association will be putting more information on what's happening on our Facebook page.

If you haven't already done so visit our page and gives us a like to keep up to date with things.

# Fly Tipping Around Ferguslie Park

Fly tipping is a serious issue, which FPHA and our partners are determined to help stamp out. We know this concerns our tenants and we are working hard to tackle the problem.

Getting rid of rubbish without permission to do so or keeping or disposing of any hazardous waste in a way likely to cause pollution of the environment or harm to human health are classed as fly tipping and an offence under the Environmental Protection Act 1990.

Anyone found to be fly-tipping can be given a Fixed Penalty Notice of £200 and this may be more depending on what has been dumped or if the case goes to court.

We are working with the Rapid Response Team at Renfrewshire Council as well as the Environmental Training and Community Pay Back Teams. Together we are trying and make Ferguslie Park a better place to live and a more pleasant environment for all.

We cannot do this without support in your area and need you to help. You can do this by reporting any fly-

tipping you see or anyone disposing of rubbish in the area either directly to the Association or to Renfrewshire Council by calling 0300 300 0300 or by clicking on the "Report Flytipping" tab on the Council's Team Up to Clean Up page. Please also report abandoned supermarket trolleys.

Remember that if you have larger items you wish to dispose of we can uplift these free of charge.

**Please call 0141 887 4053 and request a Bulk Uplift.**



# Kids Easter Competition

With Easter almost just round the corner we are looking for budding artists to put your drawing skills to the test.

The Association has an Easter hamper up for grabs for the best easter picture we receive.

Pop into the office or drop us a line at [admin@fpha.org.uk](mailto:admin@fpha.org.uk) and we can drop off our Easter picture and colouring pens for children.

The deadline for submitting finished pictures to us is Thursday 19th April.



# Asset Management Team

We are pleased to introduce our Home Improvement Assistants who have joined the Association in the last few months on a permanent basis.

Robert Murray and Christine Hay work within our Asset Management Team to deliver the Planned Maintenance programme to the stock.

Robert and Christine work closely with the various appointed contractors to ensure the works are carried out efficiently and effectively with minimum disruption to improve the quality of your home.

Please say hello if you see them out in the estate.



Robert



Christine

# Housing Team

There has been changes to our Housing Services Team, and we want you to know who your Housing Officer is, and the areas they cover.

Vikki & Katy cover issues you are having with your rent account, anti-social behaviour, estate management, but also if you want information about other services in the local area, we will do our best to help.

We will also work with other agencies who may provide services to you or a family member in your household, or we can refer you onto other agencies if they think they can help you out.

Please come and say hello to Katy and Vikki if you see them out and about.

**Katy covers:**  
Bankfoot Road  
Blackstoun Road  
36 Dalskeith Road  
Dalskeith Crescent  
Calder Road  
Ferguslie Park Crescent  
Fergus Avenue  
Fergus Drive  
Ferguslie Park Ave  
Fisher Drive  
Fisher Avenue  
Glencoats Drive  
Fisher Gardens  
Killoch Avenue  
Park Lane  
Westburn Avenue  
Westpark Drive

**Vikki Covers:**  
Barochan Crescent  
Barochan Way  
Blackstoun Oval  
Candren Road  
Dalskeith Road  
(excluding 36)  
Dalskeith Avenue  
Darkwood Crescent  
Kirklea Gardens  
Oakridge Crescent  
Westwood Gardens  
Whitesbridge Close  
Woodvale Drive



# Team Up to Clean Up

The staff from the Association are planning to hit the streets on the morning of Wednesday 24th April 2019 and do our part in helping to clean up Ferguslie.

The Clean up is part of Renfrewshire Council's Big Spring Clean 2019 and the Council will help by supplying equipment and also helping collect any rubbish bagged as part of the clean up.

We would welcome any volunteers to help us as part of the clean up. If you want to be part of the clean up then please give us a call on 847 4053 or drop us a line at [admin@fpha.org.uk](mailto:admin@fpha.org.uk)

We will lay on breakfast rolls at the Tannahill Centre from 8.45am before hitting the streets on the 24th April. Feel free to come along and join in!

# Rent Consultation Winner!

As part of our consultation on the recent rent rise we received feedback from 24.9% of tenants.

As part of the consultation we offered a prize of £50 Asda voucher. The voucher was won by Carol Chappell who can be seen receiving the award from Margaret Ronaldson.

