



Window and door replacements

Following the successful completion of the first two phases of improvement works to over 300 properties earlier in the year, the Association has committed to continuing a programme of window and door replacements.

This is an extremely important part of our housing upgrade programme, designed to deliver better quality, more comfortable homes for our tenants. We have been very pleased with the solutions provided and high performance of our contractor, CMS Windows, to date and look forward to rolling this out further.

In October the Association started work on the third phase of window and door replacements throughout our estate. This contract will continue

for approximately 9 weeks and we anticipate completing improvement works to an additional 220 properties before the end of the year. CMS Windows are working closely with our Home Improvements team to provide a high level of customer service for all of our tenants. Our Home Improvement Assistants, Christine and Robert are on site every day during the contract, monitoring progress and ensuring all of our customers are satisfied.

We are committed to continually improving our service and endeavour to post inspect every property along with the tenant to capture their feedback on how the project has performed. During this inspection we ask tenants to complete a satisfaction survey to allow us to monitor quality and gauge success. To date we have completed 230 surveys with an average score of 96% positive feedback, which we hope continues and even improves in this next phase of works.

Office Contact numbers

To ensure your call is directed to the correct department and to minimise call waiting time please use the following numbers:

Main office number **0141 887 4053**

Repairs Direct number **0141 847 5200**

You can find out what's going on by visiting our website www.fpha.org.uk or follow us on Facebook.

How are we doing?

See pages 2 and 3 for this year's Landlord Report Card which tells you how we are performing, compared to previous years and the Scottish average for this year.

Landlord Report Card 2018/19

The role of the Scottish Housing Regulator is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, the Scottish Housing Regulator require us, as your landlord, to report on our performance against the Charter.

The Regulator asked tenants to tell them what matters most when it comes to their landlord's performance. Here is how Ferguslie Park Housing Association performed in those areas in 2018/2019.

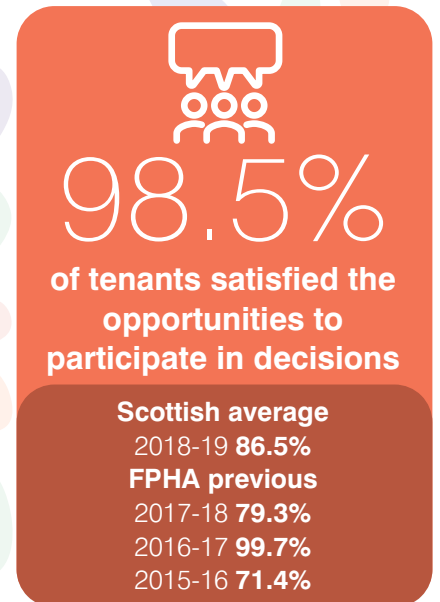
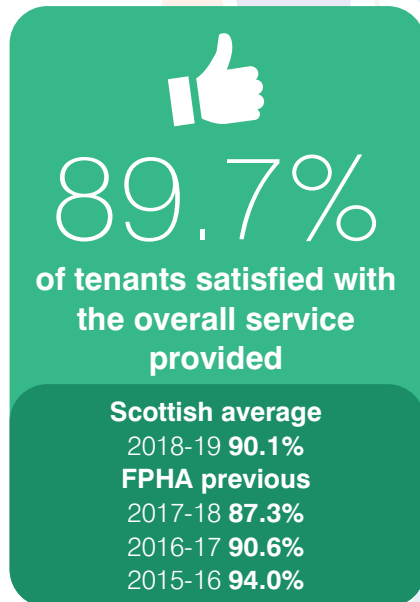


Scottish Housing Regulator

Homes and rents

At 31 March 2019 Ferguslie Park Housing Association own and let **799** Scottish Secured Tenancies. The total rent due to us for the year was **£3,480,659**. We increased the weekly rent on average by **2.40%** from the previous year.

Tenant Satisfaction



Average weekly rent

	Number Owned	Ferguslie Park HA	Scottish Average	Difference + - %
1 Apartment	0	-	£70.22	-
2 Apartment	178	£73.77	£76.10	-3.1%
3 Apartment	303	£81.87	£77.70	+5.4%
4 Apartment	230	£88.26	£84.44	+4.5%
5 Apartment	88	£99.27	£93.49	+6.2%

Neighbourhood



Want to know more?

The Regulator's website has lots of further information. You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about the role of the Regulator and how they work.

Visit their website at www.scottishhousingregulator.gov.uk

Quality and Maintenance of Homes



100%
of our homes met the Scottish Housing Quality Standard

Scottish average
2018-19 **94.1%**
FPHA previous
2017-18 **100%**
2016-17 **100%**
2015-16 **99.6%**



1.9 hours
is the average time we took to complete emergency repairs

Scottish average
2018-19 **3.6 hours**
FPHA previous
2017-18 **2.4 hours**
2016-17 **1.7 hours**
2015-16 **1.5 hours**



5.2 days
is the average time we took to complete non-emergency repairs

Scottish average
2018-19 **6.6 days**
FPHA previous
2017-18 **6.2 days**
2016-17 **5.4 days**
2015-16 **5.3 days**




73.8%
of reactive repairs completed 'right first time'

Scottish average
2018-19 **92.5%**
FPHA previous
2017-18 **96.3%**
2016-17 **93.0%**
2015-16 **85.5%**



90.2%
of tenants who had repairs or maintenance carried out were satisfied with the service


Scottish average
2018-19 **91.7%**
FPHA previous
2017-18 **87.3%**
2016-17 **86.1%**
2015-16 **69.8%**



73%
of repairs appointments were kept

Scottish average
2018-19 **95.6%**
FPHA previous
2017-18 **n/a**
2016-17 **n/a**
2015-16 **n/a**

Value for Money



99.6%
of total rent due, current and past, that was collected in the year

Scottish average
2018-19 **99.1%**
FPHA previous
2017-18 **99.9%**
2016-17 **99.6%**
2015-16 **99.8%**



0.3%
of rent lost because of homes being empty

Scottish average
2018-19 **0.9%**
FPHA previous
2017-18 **0.1%**
2016-17 **0.5%**
2015-16 **0.3%**



21.5 days
is the average time we took to re-let empty homes

Scottish average
2018-19 **31.9 days**
FPHA previous
2017-18 **11.7 days**
2016-17 **27.6 days**
2015-16 **19.6 days**

Beware of Universal Credit

What are Universal Credit sanctions?

When you claim Universal Credit, you will be set certain things you have to do in order to get your Universal Credit payments. This is called your Claimant Commitment or your Work Related Requirements. What these are will depend on your circumstances.

If you don't do something you were supposed to do, and you don't have a good reason for not doing it, then you will be sanctioned.

This means that some of the money from your Universal Credit will be taken away for a set period.

How much will a Universal Credit sanction be?

Single

If you are single and over 25, the sanction will be £10.40 per day for as long as your sanction lasts.

If you are single and under 25, the sanction will be £8.20 per day for as long as the sanction lasts.

Your sanction should not be more than your standard allowance. If you get additional elements for Universal Credit, you will carry on getting them. If you get money in your Universal Credit to help with your rent, it is important you carry on using it for your rent.

Couple

If you are in a couple and one or both of you is over 25, the sanction will be £8.20 per day if only one of you has been sanctioned.

If you are in a couple and are both under 25, the sanction will be £6.40 per day if only one of you has been sanctioned.

Your sanction should not be more than half your standard allowance. If you receive additional elements for Universal Credit, you will carry on getting them. If you receive money in your Universal Credit to help with your rent, it is important you carry on using it for your rent.

Exceptions

You might have less money taken off your Universal Credit if:

- You are 16 or 17 years old
- You are only supposed to take part in work focused interviews – this mostly applies to people caring for young children and people with disabilities
- You are someone who does not have to do anything to get your Universal Credit (no work related requirements), because:
 - You are the carer for a child under one
 - You are pregnant and your baby is due in less than 11 weeks
 - You had a baby less than 15 weeks ago
 - You are adopting a child and it is less than one year since the child was placed with you.

If you are in one of these groups but are having the full amount of your standard allowance taken from your Universal Credit payments, you should contact our Welfare Rights Service.

How long will a Universal Credit sanction last?

The length of the sanction depends on what you are expected to do to get your Universal Credit and what you did to get the sanction.

High level sanctions

If you fail to apply for a job or fail to accept a job that is offered to you or if you leave your job without a good reason, you may get a high level sanction.

High level sanctions usually last for 91 days. If you have had a high level sanction before in the past year, the sanction might last 182 days or 1,095 days.

Sanctions

Medium level sanctions

If you do not do enough to look for work or are not available for work, you may get a medium level sanction. Medium level sanctions usually last for 28 days. If you have had a medium level sanction in the past year, the sanction might last for 91 days.

Low level sanctions

Most other failures to do what you are expected to do to get your Universal Credit will mean you get a low level sanction. Examples include:

- Not attending a work focused interview
- Not signing on when you are supposed to
- Not providing evidence that the Department for Work and Pensions (DWP) has asked for
- Not going on a course that has been recommended as part of your work preparation.

A low level sanction is made up of a fixed period of time (usually 7 days) and the time it takes you to correct the failure.

For example, Mariam was supposed to sign on Monday but she forgot to go. She doesn't have a good reason. She goes to sign on Friday instead. This is the first time she has been sanctioned. Her sanction period will be 7 days + 4 days = 11 days.

16 and 17 year olds

If you are 16 or 17 years old, a high level sanction will usually last 14 days (or 28 days if you have had a high level sanction in the past year). If you are 16 or 17 years old, a medium level sanction will usually last for 7 days (or 14 days if you have had a medium level sanction in the past year).

The DWP has announced that it plans to change the maximum length of sanctions but this has not been put into practice yet.

What if I don't think I should have been sanctioned?

If you do not think you should have been sanctioned, then you will probably be right. You should contact our Welfare Rights Service for advice. In almost every case

you should consider challenging the decision.

There is a two-step process for challenging decisions.

First, you will need to request mandatory reconsideration, **our Welfare Rights Service will help you to do this**. If you do it yourself you can do this through your journal or over the phone. You should explain why you think you should not have been sanctioned. You only have one month to do this so you need to do it quickly. If you have missed the deadline, you should still ask for the decision to be looked at again.

If the Department for Work and Pensions (DWP) does not change its decision, you can appeal to an independent tribunal, **our Welfare Rights Service will help you to do this**. Again, you only have one month to act in, so you need to submit your appeal as soon as you can. If you have missed the deadline, you should still try to appeal, but your appeal might not go ahead.

If you had a good reason for failing to do what you were supposed to do, you should explain it in detail in your request for mandatory reconsideration.

If you failed to do what you were supposed to do because the expectations were always unreasonable, you should explain this in your request for mandatory reconsideration. This can be a good reason for failing to do what you were supposed to do. For example, if you have caring responsibilities that your work coach knew about but they weren't taken into account when setting your claimant commitment. **Please contact our Welfare Rights Service for advice and support.**

Can I get any help during the sanction?

If you have been sanctioned and are struggling to manage without your full Universal Credit payments, you can apply for a hardship payment.

A hardship payment is a loan from the Department for Work and Pensions (DWP), which you will have to pay back through deductions from your benefits once your sanction ends.

If you would like to learn more about any of the above or would like to speak to our Welfare Rights Service please call Robert or Ian on 0141 847 5219/5204

Tenant Participation Consultation in partnership with TPAS



We are pleased to announce that we have been selected to be part of a Scottish Government backed scheme which will help us to develop a new Tenant Participation Strategy for the Association.

The 'Next Steps' programme will help us review, improve and develop our tenant participation and tenant scrutiny arrangements, and develop an action plan for doing so.

Tenants are at the heart of the Next Steps programme, and we want you to be involved.

Working with an independent tenant advisory group called TPAS (Tenant Participation Advisory Service) there will be workshop sessions held with tenants to get your feedback on how we can make improvements in Tenant Participation.

Workshop 1 4th November 2019

This workshop will begin at 10am in the Tannahill Centre and last approx. 2 hours and 30 minutes. Lunch will be provided.

This workshop will be facilitated by TPAS and it will help develop the action plan and raise knowledge, understanding and awareness of:

- Landlords legal obligations and tenants' rights
- Highlight good practice that is working elsewhere
- Review current participation options and activities
- Identify ideas and actions that could be implemented
- The Scottish Social Housing Charter requirements and Regulatory expectations

Workshop 2 27th November 2019

This workshop is open to everyone who has been involved so far (tenants and our staff) where we will all consider the key findings and develop the draft action plan, this will again be facilitated by TPAS.


This workshop will begin at 10am in the Tannahill Centre and last approx. 2 hours and 30 minutes. Lunch will be provided.

This workshop will cover:

- What are our priorities
- Key areas to be addressed for the future
- Developing a calendar of activities and events
- Roles, responsibilities and actions to be taken
- Addressing the challenges
- Promoting what we do

If you are interested in getting involved and having your say on our Tenant Participation Strategy, then please contact our office on 0141 887 4053 leaving your name and contact number, or email our Housing Services Manager at gregrichardson@fpha.org.uk.

Places are limited to a maximum of 20 and please keep in mind that if you want to come along and get involved, it is important that you are able to attend both workshops.

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 give us a like to keep up to date with things.

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

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)

Ferguslie Park Winter Gala

**Saturday 30th
November 2019
12 noon – 3.00pm**

Join us on St. Andrew's Day as we kick-off our festive season celebrations.

As well as a Christmas market, Santa will be visiting us, whilst many of the local groups and organisations will be delivering Christmas activities that will keep the kids entertained all afternoon. Our celebrations will close with the switching on of our Christmas lights!

Ferguslie Community Advent Calendar

1st – 24th December 2019

The Ferguslie Community Advent Calendar is a new December-long event we plan on holding for the first time this year. The Community Advent Calendar is a trail of windows in Ferguslie that are illuminated with a festive scene with one scene being 'opened' daily from 1st December until the 24th December and then remaining open to view until 1st January.

Volunteers decorate their windows and then reveal them on their scheduled day in Advent – and then keep their window displays up for the rest of the Christmas season.

Maps of the trail will be available at our Winter Gala Event, with each window scene being revealed at 4:00 pm every evening.

If you would like to volunteer, please pop into the Tannahill Centre and complete an application form by 12 noon on Friday, 25th November 2019.



FERGUSLIE FRIGHT NIGHT

**Thursday, 31st October 2019
6.00pm – 8.00pm**

Following the massive success of last year's Halloween extravaganza, Pals of the Privies and the Tannahill Centre are teaming up again to give children and young people an amazing Halloween experience.

The event kicks off at 6.00pm in the Tannahill Centre. Those who participated in workshops will be able to pick up their lanterns, LED umbrellas and sun and moon masks for a light parade from the Tannahill Centre Car Park to Glencoats Park.

From 6.30pm, Pals of the Privies will have their haunted park ready for children and young people to explore, with a few good scares, games and treats!

Everyone is invited back to the Tannahill Centre for soup and warm refreshments whilst a disco and best costume competition takes place.

**The event is
free and open to
children and
young people of
all ages**