



## Ferguslie in bloom – bloomin' marvellous!

The Association arranged some gardening classes at Barochan Green Space for anyone from the community who had an interest in gardening.

The sessions, attended by staff and run by expert gardeners from the charity InWork Enterprises, taught people the basics of how to get started in gardening. There were examples of how to pot plants and grow vegetables and herbs from scratch. The sessions were run at Barochan Green Space (off Barochan Crescent) that has been transformed in recent times by the brilliant work of the residents in the Barochan Green Team. The Association hopes to help focus more on gardens and greenspaces in future and you'll find an article in this newsletter on the plans we are developing on this.



### Garden Tidy Scheme

We would like to apologise to tenants included in the Garden Tidy Scheme who have been impacted by the poor standard of service recently. We are working closely with management at Nurture to address the failures and hope to have these issues resolved soon. Thank you for your patience.

## Annual General Meeting

Our AGM will be held on Thursday  
8th September  
2022 at 5.30pm  
in the Tannahill  
Centre.



All Association members are encouraged to come along to the meeting and join in the social event taking place afterwards. We will be serving up a fish tea and a draw will take place where members who have attended the meeting either in person or online, can win ASDA vouchers.

## Monthly Prize Draw Opportunities

From April a monthly prize draw started for tenants who give access to their homes to allow for servicing of gas boilers and electrical safety inspections. We have had two lucky winners in each month who have received £25 vouchers of their choice, simply by letting workers in to do these important checks.

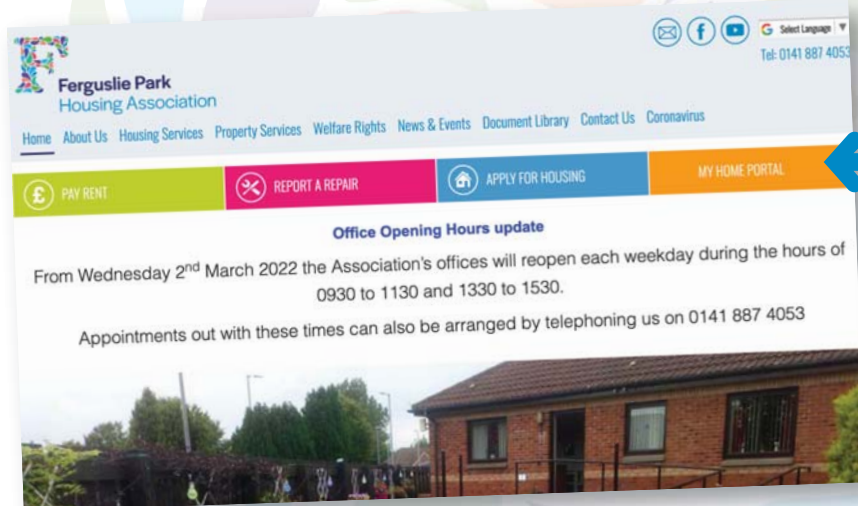
The Association is required to make sure that your gas boilers and electrics are safe for you and your household. However, we aren't always allowed access to do these works. If you get an appointment from us that doesn't suit simply call the office and we will happily rearrange access and when works the safety checks are completed we will add your name to the monthly draw!



# Online Access to your Tenancy using **'My Home'**

Our Prize Draw for tenants who had registered to use My Home by 29th April was made and the winner was Debbie Marden. When collecting her vouchers Debbie said:

*"I was surprised just by using the Ferguslie Park website to report repairs and pay my rent, that I won these vouchers. It was a nice and very grateful surprise and it was needed."*



We at FPHA are delighted that Debbie found using **'My Home'** useful.

If you want to register, then it is easy to access **'My Home'** from our website [www.fpha.org.uk](http://www.fpha.org.uk) where you will click the link near the top of the page and you will be taken to the portal to login or register if you are a new user.

**'My Home'** is accessed online and designed to make it easier for you as a one stop system for you to organise and view all your tenancy services.

You can access **'My Home'** through your computer, laptop, tablet or smartphone, you just need an internet connection.

## Helpful Videos

We have a selection of 'How To' videos on our YouTube channel that you can watch for help to navigate **'My Home'**, they are also available in the 'My Help' section of your **'My Home'** dashboard.

These videos are all under 2 minutes long and can help you get started.

Just search 'Ferguslie Park Housing Association' on YouTube to find our channel.

## Thank you for bearing with us!

In 2020 the Association commenced a 3-year programme of Kitchen, Bathroom and Boiler replacements with L&D Plumbing and Heating Services Ltd, unfortunately in February of this year the contractor stopped trading and works were halted.

This was extremely disappointing for the Association and tenants alike, as we were close to completing the first 2 years of the programme works and had enjoyed a good working relationship with L&D over several years.

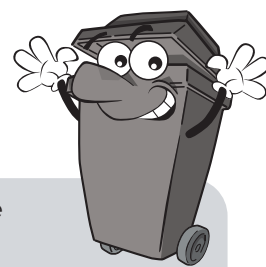
The Assets team would like to sincerely thank those tenants affected by the unavoidable termination of the contract and for their continued support as we look to complete the programme with Saltire Facilities Management Ltd in August.

In the Autumn, the Association will re-tender the remaining works to complete an additional; 38 Bathrooms, 92 Kitchens and 20 new Boiler installs, between March and July of 2023. We will also appoint an independent surveyor to complete a new Stock Condition Survey which will inform our investment plan for the next 5-year cycle.

Due to the continued price fluctuations as a result of the pandemic and other world events, the Assets team plan to complete more of the planned investment programme in the next financial year when prices have stabilised. As such we intend deferring the Window and Door Replacement programme planned for this year to next, as well as expanding the list, to include more addresses. All of those homes affected will receive a letter in the coming weeks advising of this.

# Bins & Recycling

Please remember to put waste items in the correct bins as contaminated bins will not be emptied by Renfrewshire Council.



## Grey Bin

These items **can** go in your grey bin:

### Non-recyclable waste

- ✓ Plastic bags and polythene
- ✓ Polystyrene
- ✓ Crisp and sweet wrappers
- ✓ Used tissues and paper towels
- ✓ Cling film

- ✓ Tinfoil
- ✓ Lightbulbs
- ✓ Pet litter
- ✓ Nappies
- ✓ Personal hygiene products
- ✓ Food and drinks pouches
- ✓ Hard plastics (toys, coat hangers, CD cases etc.)
- ✓ Padded envelopes
- ✓ Shredded paper

**Do not** put these items in your grey bin:

- ✗ Plastics, cans and glass
- ✗ Paper, card and cardboard
- ✗ Food waste
- ✗ Garden waste
- ✗ Electrical items
- ✗ Textiles and shoes

## Blue Bin

These items **can** go in your blue bin:

- ✓ Cardboard (flattened)
- ✓ Cereal boxes
- ✓ Large brown cardboard boxes
- ✓ Corrugated cardboard
- ✓ Toilet and kitchen roll tubes
- ✓ Cardboard packaging
- ✓ Paper (clean and dry)
- ✓ Envelopes (with and without windows)

- ✓ Magazines
- ✓ Newspapers
- ✓ Office paper
- ✓ Telephone directories
- ✓ Paperback books
- ✓ Catalogues
- ✓ Junk mail and takeaway menus

**Do not** put these items in your blue bin:

- ✗ Glass
- ✗ Plastics and cans

- ✗ Hardback books
- ✗ Plastic carrier bags
- ✗ Padded envelopes
- ✗ Plastic wrapping and bubble wrap
- ✗ Polystyrene
- ✗ Packaging with food residue
- ✗ Used tissues and kitchen roll
- ✗ Foil wrapping paper
- ✗ Tinfoil
- ✗ Shredded paper



## Green Bin

These items **can** go in your green bin:

- ✓ Plastic bottles
- ✓ Plastic pots, tubs and trays
- ✓ Fruit and vegetable punnets
- ✓ Clean takeaway containers
- ✓ Cleaning product bottles
- ✓ Drinks cans (empty and rinsed)
- ✓ Food/pet food tins (empty and rinsed)

- ✓ Biscuit/sweet tins
- ✓ Aerosols
- ✓ Glass bottles and jars
- ✓ Cartons
- ✓ Milk cartons

**Do not** put these items in your green bin:

- ✗ Paper, card and cardboard
- ✗ Food residue
- ✗ Carrier bags
- ✗ Sweet and crisp wrappers

- ✗ Plastic wrapping and bubble wrap
- ✗ Polystyrene food and drink pouches
- ✗ Hard plastics (toys, coat hangers, CD case etc)
- ✗ Food and drink pouches
- ✗ Light bulbs
- ✗ Pyrex or crockery
- ✗ Mirrors
- ✗ Tinfoil



## Brown Bin

These items **can** go in your brown bin:

- ✓ Grass cuttings
- ✓ Flowers and plants
- ✓ Weeds
- ✓ Leaves
- ✓ Small branches and twigs
- ✓ Cooked and uncooked food
- ✓ Leftovers

- ✓ Fruit and vegetable peelings
- ✓ Tea bags and coffee grounds
- ✓ Egg shells
- ✓ Out of date food (remove packaging)
- ✓ Bread, pasta and cakes
- ✓ Meat, fish and small bones

**Do not** put these items in your brown bin:

- ✗ Plastic bags

- ✗ Packaging
- ✗ Liquids
- ✗ Fats and oils
- ✗ Rubble and soil
- ✗ Plant pots
- ✗ Wood and fencing
- ✗ Garden furniture
- ✗ Plastics, cans and glass
- ✗ Paper, card and cardboard





# A word from our Welfare Rights Team...



We recognise that record energy prices are just one of a range of cost of living pressures that many people are facing. Given the increased proportion of income that energy bills are likely to represent in the coming months (more increases expected in October 2022), it is now more important than ever to make sure you are receiving all the financial assistance that's available to you.



In response to the soaring energy bills the UK Government announced a package of support. Every household should receive at least £400 which should be paid automatically to the energy supplier. If you pay by direct debit the money should be credited to your account over a six month period starting in October 2022. People on pre-payment meters should have their account credited or paid by a voucher.

People on 'means tested' benefits such as Universal Credit, Income Support, Employment & Support Allowance, Pension Credit etc should also receive an additional £650 (payable in two lump sum payments) and these payments should be sent straight into the relevant bank accounts.

Pensioner households should also receive an extra cost of living payment of £300 which is payable as well as any help you may already receive for winter fuel costs.

Further payments of £150 are to be paid to certain individuals who receive disability benefits.

There is no need to fill in any forms or make any sort of applications for any of the above and payments should be paid into the accounts that are already set up.

## Social Security Scotland

There are a range of benefits and grants available to certain households (although certain criteria is required to qualify) from the Scottish Government and I have listed some of these below:

- Best start grants/Pregnancy & baby payments
- Free school meals/Clothing grants
- School age payments (one off payment of £267.65 if you receive tax credits or other certain benefits with children born between 01 March 2017 and 28 February 2018)
- Scottish Child Payment (£20 per week to qualifying parents for each child under 6 years old). It is expected to be rolled out to include children under the age of 16 by the end of 2022 and its expected to rise to £25 per week per child;
- Child Winter Heating payments of £200 for families with a severely disabled child;

There is also the Carers' supplement and Young Carer Grant available to provide support for Carers.

Most of the above require applications so please contact our welfare rights team who are on hand to provide advice and support if you would like further information or help to claim. Or if you would like a general benefit health check, please do not hesitate to contact us and make sure you do not lose out.

Our Welfare Rights Service is still here for you and you can contact them on 0141 887 4053 then choose option 3 or by email at [r.findlay@fpha.org.uk](mailto:r.findlay@fpha.org.uk)

## In on the ground flora!

Now is your chance to shape the long-term plan for investment in your private and community green spaces, the assets team would love to hear your thoughts on how we might improve the estate and where to focus our attention. The Association have appointed Landscape Architects, ERZ to help us to compile a shopping list of proposals for future investment beyond the 4 walls of our homes. ERZ will be conducting a number of engagement events in collaboration with the staff and volunteers of the New Tannahill Centre across the estate, giving the whole community the opportunity to engage with the process and make suggestions.

ERZ will have a stall at the NTC Gala Day on the 13th August, which will then travel around the estate day by day to capture as many voices as possible. There will be activities and information available each day for a range of ages, so everyone is encouraged to get involved! The study will cover a whole range of topics such as garden layouts, flood management, community gardens, open spaces, street furniture, bins/waste management and much, much more, but we need your views!

Come along to an event and get involved or contact the Asset team for more information.

# Complaints

We are reporting our Scottish Public Services Ombudsman (SPSO) complaints received for April to June 2022.

## What is a SPSO complaint?

Ferguslie Park Housing Associations definition of a complaint is: *'an expression of dissatisfaction by one or more members of the public about our action or lack of action, or about the standard of service provided by or on behalf of Ferguslie Park Housing Association.'*

A complaint may relate to the following, but is not restricted to this list:

- failure or refusal to provide a service
- inadequate quality or standard of service, or an unreasonable delay in providing a service
- delays in responding to enquiries or requests
- unfairness, bias or prejudice in service delivery
- lack of provision, or the provision of misleading, unsuitable or incorrect advice or information
- a repair that has not been carried out properly or in an agreed timeframe
- dissatisfaction with one of our policies or its impact on the individual
- failure to properly apply law, procedure or guidance when delivering services
- failure to follow the appropriate process, treatment by or attitude of a member of staff or contractor (**except** where there are arrangements in place for the contractor to handle the complaint themselves) or
- disagreement with a decision.

## A complaint is not:

- a routine first-time request for a service
- a request for compensation only
- issues that are in court or have already been heard by a court or a tribunal

- disagreement with a decision where there is a statutory procedure for challenging that decision (such as for freedom of information and subject access requests), or an established appeals process followed throughout the sector
- a request for information under the Data Protection or Freedom of Information (Scotland) Acts
- a grievance by a staff member or a grievance relating to employment or staff recruitment
- a concern raised internally by a member of staff (which was not about a service they received, such as a whistleblowing concern)
- a concern about a child or an adult's safety
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision
- abuse or unsubstantiated allegations about our organisation or staff where such actions would be covered by our Unacceptable Actions Policy (or equivalent); or
- a concern about the actions or service of a different organisation, where we are not involved in the issue (**except** where the other organisation is delivering services on our behalf).

Below is a table detailing the SPSO complaints we have received for each department, and if the complaint has been upheld, or not upheld.

## SPSO Complaints from 1st April 2022 to 30th June 2022

Department	Stage 1 Complaints	Stage 2 Complaints	Upheld	Not Upheld
Housing	0	0	0	0
Maintenance	5	0	3	2
Customer Services	0	0	0	0
Total	5	0	3	2

Any complaint that is upheld will be reviewed by the relevant department Manager and any improvement plans required will be implemented.

## Energy Efficiency and the Road to Net Zero

The Association will soon commence a major study into the energy performance of our homes. We have appointed ECD Architects to assist us in planning how best to invest in our buildings, to better insulate them and reduce your energy bills. This is an important piece of work, as everyone strives to achieve the Government's National target for Net Zero Carbon Emissions by 2050. What does that mean for you? Hopefully! It means the investments we make over the next decade will significantly reduce your energy bills and save you money! Housing plays a big part in addressing the Global Climate Emergency and we are keen to be part of the solution whilst focusing on enhancing the lives of our tenants in everything we do.



# Tannahill Centre Update



## No Substitute for Life Football Tournament

The *No Substitute for Life* football tournament returned for the first time since the COVID-19 pandemic, with the Men's Group taking the lead in organising the tournament held at Ferguslie Sports Centre.

As well as the 15 teams taking part, local groups and organisations were on hand to share information on mental health and wellbeing services that are available to local people.

### **Congratulations to tournament winners Borussia Teeth!**

For more information on how you can get involved in the Men's Group or next year's tournament, you can find the No Substitute for Life Men's Group on Facebook.

## 2022 Pride Picnic

Despite the rain our second Pride Picnic was a huge success, and despite not being able to be outdoors, the colourful pride bunting produced by Glencoats Primary School made up for the lack of sunshine on the day!

As well as a wide range of activities for the whole family including face painting, inflatables and rainbow crafts, people left positive messages of support at our affirmation station whilst information on where to go for more support if you are part of an LGBT+ family was on offer from the Equality Network Scotland. Everyone was also well fed with picnic lunches and ice cream on offer.

The Tannahill Centre and Ferguslie Park Housing Association are currently working together to gain the LGBT Charter Mark run by Youth Scotland.

By doing so we aim to make our services more welcoming and inclusive to the whole community. Keep your eyes peeled for how you can get involved in our Charter Mark work in the future.

### **Save the Date!**

We've already started making plans for our next Pride Picnic which will take place at the end of the school day on **Tuesday, 27th June 2023**.

## Congratulations to our Activate Graduates

Congratulations to the most recent participants in the University of Glasgow Activate course. Activate is a community-based introduction to Community Development provided by the University of Glasgow in partnership with the Tannahill Centre.

The main aim of the course is to give people who are active in their community to reflect on what they do and why they do it. Participants get the opportunity to explain different approaches to working in the community. This is an informal course, delivered using group work approaches.

We are currently planning our next Activate Course, which will take place in the evening. If you are interested in attending or would like more information, please contact Paul on **0141 280 8801** or by emailing him on [paulirwin@fpha.org.uk](mailto:paulirwin@fpha.org.uk).





# Celebrating Eid in style

We welcomed the Scottish Syrian Network to the Tannahill Centre to not only celebrate Eid, but their first large scale event since the start of the COVID-19 pandemic.

As well as a wide range of activities there were also a number of competitions for those who attended including a food competition and a quiz. A market was held where those from the Syrian community could sell hand crafted goods and there was a wide range of music and cultural celebrations – including the bagpipes. We would like to give a very special thanks to local resident Rahaf who organised the event from start to finish! Well done!



## Events at the Tannahill Centre

The Tannahill Events Team have had a highly successful run of events over the previous few months. As well as Roller Discos, Prize Bingo and Cinema screenings for local children and young people the team of volunteers have also arranged a number of tribute nights and their first licenced event with the world-renowned musician, singer and songwriter James Grant.

Their next event is a Quiz Night taking place on Saturday, 27th August 2022 with it costing £5 per ticket.



# Feed Your Family for £20

The Tannahill Centre and Ferguslie Park Housing Association have teamed up with local author Lorna Cooper to run a series of workshops designed to help local people deal with the cost of living crisis.

Lorna is author of the book '*How to Feed Your Family for £20*' and she will be running a series of workshops from the Tannahill Centre for different groups in the community. Workshops start the week beginning 22nd August and last for five weeks.



## 9.30am on Mondays – Feeding your Family

Aimed at parents with young families, Lorna will share with others her hints and tips on how to feed your family on a tight budget.

## 6.30pm on Mondays – Cooking for Young People

Lorna will be visiting the Tannahill Centre Youth Club, sharing basic cooking skills and techniques that the young people can carry through the rest of their lives

## 9.30 am on Wednesdays – Cooking on a budget

Lorna will be sharing her hints and tips on how to become "more savvy" in the kitchen, whether that's reducing cooking costs, making the most of leftovers or making the most of batch cooking.

## 1.30 pm on Wednesdays – Community workshops

Unable to attend any of the other workshops and keen to learn from Lorna, or do you have your own hints and tips that could be shared with others, then this workshop is for you!

For more information or to sign up, please contact the Tannahill Centre on **0141 280 8801** or message our Facebook page.

## Art for Wellbeing and Communication

There are many mental and social benefits of surrounding ourselves with creativity. These workshops will help you discover how to use art as a way to express your emotions and self-identity as well as help you reduce stress, build confidence and develop other skills.

**Workshops will take place for six weeks from Tuesday, 23rd August 2022 at 12:30 pm – 2:30 pm in the Tannahill Centre.**

If you are interested in taking part, please contact the Tannahill Centre on 0141 280 8801 or message our Facebook page.



## What's On

We've produced a *What's On at the Tannahill Centre* guide. Why not pop in next time you are passing to pick one up?

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