



## ★ Seasons Greetings from all at Ferguslie Park and the New Tannahill Centre



### Festive Office Closure

The Association will close on 24 December at 12.30pm and reopen on Wednesday 6 January 2021 at 9am.

If you have an emergency repair during the Festive Closure, please call the office on **0141 887 4053** and choose option 0 on your telephone to be connected to someone who will be able to help.

Visit our Website and Facebook page to keep up to date with the latest restrictions due to Covid 19, some of which will affect our service delivery to tenants. As you will be aware the Scottish Government change the guidelines regularly and we must stay within the protection levels they set out for our area.

#### Here are some useful emergency numbers for noting during the office festive closure:

Gas leak/loss of supply, Transco	0800 111 999	Power Cut, Scottish Power	0800 092 9290
External Flooding, Renfrewshire Council	0300 300 0380	Homeless Services	0800 052 0180

# Welfare Rights



Despite the impact Covid 19 has had on all of us, our team has continued to provide advice and support during these very difficult times.

Although our office is closed please be aware that our welfare rights service is still here for you and you can contact them on 0141 887 4053 then choose option 3.

The last few months have seen the continuous roll out of Universal Credit and we are now seeing some new benefits paid by the Scottish Social Security Agency and this will continue to expand.

In this newsletter I want to make you aware of some of the Scottish Social Security Agency plans.

## Child Winter Heating Allowance

The scheme is a new £200 payment to help families of any child who receives the high rate care component of DLA for children to heat their homes.

Payments should arrive with families from Friday 27 November 2020 and it's expected to complete by Friday 11 December 2020.

If you qualify you do not need to apply. It should be paid automatically.

## Child Disability Payments

The next new benefit to be introduced by the SSSA is the Child Disability Payments. The Scottish Government have said they will start taking applications from summer 2021. These payments will replace the Department for Work and Pensions DLA for children and it is expected that adult Disability Payments will eventually replace DLA and PIP.

People who currently get disability benefits will be transferred to the new Scottish system in stages after the new benefits are introduced. The work is expected to be finished by 2025.

Once Adult Disability Payments has been rolled out, anyone on PIP or working age DLA who reports a change in condition, has an up-coming review date or is about to reach the end of their award, will transfer to the Scottish system and they will not have to undergo a face to face assessment.

## Job start payments

Job start payments launched in August 2020 and supports 16-24yr olds, or up to 25yrs old for care leavers, into work after being unemployed.

It's a payment of £250 to help with costs of starting a new job.

If the applicant has a child the payment goes up to £400.



## Other news

Please remember the Warm Home Discount scheme is now open for applications. You could get £140 paid towards your electricity bill. Some people automatically qualify for this payment and don't need to apply, but others don't and an application could be necessary so if you're not sure please contact your electricity/gas company for advice or contact our service.

We are still working as normal and we are here for you so if you need help or advice regarding any of the above, or any other matter, please don't hesitate to contact us on 0141 887 4053 and choose option 3 or by email [r.findlay@fpha.co.uk](mailto:r.findlay@fpha.co.uk).

# Scottish Child Payment is now open for applications

Scottish Child Payment is a new payment for families on tax credits or certain benefits to help towards the costs of looking after a child. It's £40 paid every four weeks for each child under six.

The payment starts on Monday 15 February 2021, with first payments made from the end of February onwards, but Social Security Scotland is taking applications now to help manage demand.

You can apply if your child will be under six on 15 February 2021.

## The qualifying benefits are:

- Child Tax Credit
- Income Support
- Pension Credit
- Working Tax Credit
- Universal Credit
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)

Social Security Scotland will ask for evidence that the person applying is responsible for a child under six, usually through the child being named on a benefit claim form.

If more than one person applies for the same child, there's a process for deciding who gets the payment - prioritising the person who the child lives with most of the time.

Scottish Child Payment will not be taken into account for UK benefit and tax credit assessments and there is no cap on the amount of children this payment can support.

First payments will be made from late February 2021 onwards.

When someone gets paid will depend on how many applications are made and the process each individual application goes through. If someone applied before Monday 15 February 2021, this will be the date that their payment will be calculated from. If they apply after this date, it will be calculated from the date that they applied.

Payments will be made every four weeks following the first payment.

Find out more information and apply at [mygov.scot/scottish-child-payment](https://mygov.scot/scottish-child-payment) or call Social Security Scotland on 0800 182 2222.

If you need further advice please contact our Welfare Rights Service.

## Remember to pay your rent

Christmas can be an expensive time of the year, but please remember that your rent should still take priority.

It is essential that you do not miss your rental commitments during the festive period as your home may consequently be at risk. If you are unsure of how much you should be paying then please get in touch and we can confirm your rent charge and if we have received any payments from Housing Benefit or Universal Credit towards this.

Our Housing Services Officers can be contacted to discuss your account (please note our scheduled office closure) by telephoning **0141 887 4053** and selecting **option 2**.

Our Welfare Rights Service is also still available can be accessed by telephoning **0141 887 4053** and selecting **option 3**.

We have a number of methods available for paying rent in a way that best suits you. You can pay rent in the following ways:

- By telephoning our office on **0141 887 4053** and selecting option 2 (except during our office closure)
- By Direct Debit
- By Standing Order
- Using your AllPay card at the Post Office or AllPay app on your mobile or tablet (Please contact our Housing Services team if you require a rent card)
- Or online by visiting [www.allpayments.net](https://www.allpayments.net)



# Tenant Participation Strategy 2021-2023

**Our Draft Tenant Participation Strategy will be available on our website for consultation from Friday 18th December 2020, until Friday 15th January 2021.**

We want to hear your views, comments and suggestions on this, so if you are able to give any feedback please click on the survey link on our website or Facebook page to do so.

The Scottish Government state that Tenant Participation 'gives tenants an opportunity to influence decisions about the housing services they receive' which is a view that Ferguslie Park Housing Associations fully supports.

We believe that the Tenant Participation Strategy displays our commitment to developing better links with our tenants and the Strategy describes how we see effective Tenant Participations as way to:

- Give tenants the opportunity to feedback on key decisions that impact their lives and community
- Ensure that there are different ways to provide feedback on any matter (phone call, surveys, letter, local groups)
- Working with established local groups to benefit the wider community
- Acting on feedback provided and implementing changes that tenants want to see happen, and;
- Reporting back to tenants on proposed changes to ensure that people understand the outcomes and how these have been implemented

We want to develop a platform where tenants and tenant groups are given an opportunity to have a meaningful role in the decision-making process to influence the services they receive and improve the community.

In 2019/20 we were part of the Scottish Government's 'Next Steps' programme working alongside the Tenant Participation Advisory Service (TPAS) and one of the aims is to develop a Scrutiny Group who the community can trust to challenge, assist and develop our services to the people of Ferguslie Park. The Tenant Participation Strategy has been created after going through the process of the Next Steps programme and determining the outcomes to benefit the community.

When working well, tenant participation delivers clear benefits for tenants, staff and Ferguslie Park Housing Association. The benefits of effective tenant participation for everyone include:

- Better service delivery and improved outcomes for tenants which ensuring value for money
- Staff, tenants and local groups all working together for common goals with respect and understanding
- Informed and knowledgeable tenants who have the skills and confidence to influence decisions
- Increased tenant satisfaction with their home and neighbourhood
- Identifying actions for service and performance improvements and working together to implement these recommended improvements
- Opportunities to develop new knowledge and skills
- Better communication between staff and tenants
- Staff and tenants being more aware of each other's perspectives and organisational and financial limitations
- Breaking down misunderstandings, helping to remove any mistrust between landlord and tenants, building mutual respect and understanding
- Increased job satisfaction for staff.



## How you can get involved

We use a number of ways to provide tenants with information, and we want to ensure that we are getting information to all tenants.

If you can visit our website [www.fpha.org.uk](http://www.fpha.org.uk) and have a read of the Strategy, then click on the link on the website or our Facebook page to be taken to the survey and tell us what you think about the Tenant Participation Strategy, and if you want to be involved.

One of the aims of the Strategy is to set up a Tenants Information Group, who will be involved with;

- Giving your views on Policies we are consulting on, such as Estate Management, Anti-social behaviour, or Proposed Rent increase
- Carry out a walkabout of your local area with FPHA staff
- Attend events being run locally, or external events as a representative of Ferguslie Park
- Complete and return any Satisfaction Surveys or Questionnaires about our services and be involved with improving services for our community
- Help us develop the newsletter to cover more than just FPHA, to include information and events from local community groups
- Give feedback from the community on who reads the newsletter, and what do tenants want to see appear in future editions
- Help us decide on a newsletter timetable and content specific for Spring, Summer, Autumn and Winter.
- Create a 'Seal of Approval' sign that will be used to show the newsletter is tenant approved
- Assist with developing our social media pages to reach a wider range of tenants
- Become the Tenant Representative for your street or area within Ferguslie Park

Tenant Participation is about giving you a voice and a platform to shape the services delivered to you and the wider community.

So please get involved if you can, let us know your views and register your interest if you want to be part of a Tenant Group.

## Corporate Services

We held our Annual General Meeting virtually this year. Along with this meeting we held a Special General Meeting to adapt the new model rules for the Association. Two lucky tenants each won a voucher for ASDA. Congratulations to Anne Reid and Rahaf Sharif.

Our Board of Management meetings continue to be held virtually.

At the AGM we said goodbye to two board members, Barbara Walker and Richard Bolton. We want to say thank you to them both for giving us their time, skills and commitment these past few years.

We welcomed two new members onto the Board, both who have been with us before, Lucia Mumbure and Jim Strang.

### FPHA Board 2020/2021

Ian Williams *Chairperson*

Howard Dales *Vice Chairperson*

Sipho Bazaya • Helen Glassford • Andrea McLaughlan

Louise McNicol • Lucia Mumbure • Gary Russell

Jim Strang • Andy Wilson

We encourage all of our tenants to become members of the Association, if you would like an application form please contact Teresa, [teresagallagher@fpha.org.uk](mailto:teresagallagher@fpha.org.uk) or call **0141 887 5403**. It only costs £1 to join!

## Property Services Repairs



We have now finalised our exercise for the procurement of new contractors for the Repairs and Maintenance contract and are delighted to introduce the new, locally based contractors, as follows:

**Electrical Contractors** – Valley, Consilium and Saltire

**Joinery Contractors** – Consilium and Everwarm

**Labourer/Builder Contractor** – City Gate Construction

**Plumbing Contractors** – Valley, Everwarm and Kilbarchan Maintenance Service

**Void Contractor** – Consilium

**Out of Hours Contractor** – McDougall Group

The new contracts started on 19 October 2020 and we are working with all the contractors to ensure a smooth transition and service improvements.

## Gas Service



We have now resumed our forced access procedure to ensure the gas installation within your home is safe, in line with legislation.

If you receive an appointment letter regarding your gas service, it is imperative that access is gained and please be assured all gas engineers wear appropriate PPE.



# Planned Investment Team

## Keeping us all going...

Like the rest of the Association, the Planned Investment Team have remained active within the community, continuing to deliver services to our tenants. Due to the government restrictions much of the Associations planned investment work was put on hold before the summer, but Robert and Christine who co-ordinate our investment works were able to put their knowledge of the estate and organisational skills to good use, assisting the staff of the Tannahill Centre Café to provide 5,000 meals and administering the 'Ferguslie Essentials Fund' during the pandemic.

The meal delivery initiative was set up by FPHA to ensure that those unable to make it out of the house during lockdown were able to enjoy a home cooked and nourishing meal five days per week and would not have been possible without the hard work of Christine and Robert.

When interviewed by the Paisley daily Express, Christine said: *"It's more than just a meal we are delivering. For some of the people we deliver to we might be the only person they speak to that day, some of the people we already know as they are our tenants, however we've also been delivering to council tenants too."*

Robert added: *"As we have got to know people and their circumstances, we've been able to refer them on to council services or make enquiries on their behalf. We've helped people access our Welfare Rights Service or purchased a microwave, cooker or digital device on their behalf via our*

*Ferguslie Essentials Fund".*

In addition to the meal delivery service and

Essentials Fund work, the team have compiled and delivered almost 250 hygiene packs, filled with cleaning essentials to help with the added cost of protecting against corona virus, an initiative we hope to roll out further in the coming months.



## Keeping in touch

Despite our offices being closed Robert and Christine remain available should you need to contact them regarding any of the contract works. Particularly if you have still to have new smoke alarms installed or have been contacted regarding an electrical survey. It is important we gain access to complete these works in order to comply with government legislation, and we thank those tenants who have given access to date.

# Update

## Smarter, keeping you safer

Following new legislation introduced by the Scottish Government we have installed new smart technology heat and smoke detectors in 85% of our properties, but we need to hit 100%! These new alarms keep you safer, installed throughout the property interlinked by radio frequency so if one sounds, they all do!


If you have not yet had your alarms fitted please call Christine on 0774 119 8040.


See our quick reference guide to the new alarms.


**FireAngel®**  
WORKING WITH **Ferguslie Park Housing Association**


USER MAINTENANCE GUIDE


**Quick Guide**


  
**Smoke Alarm**  
SM-SN-1 / FS2126-T


  
**Heat Alarm**  
HM-SN-1 / FS1226-T


  
**CO Alarm**  
FS1326-T


  
**Test/Silence Button**

  
**Green LED**


  
**Amber LED**


  
**Red LED**

**Test your alarms** 





Test your smoke, heat and CO alarms weekly by pressing the test/silence button. When testing, the alarm should sound and a red light on the cover will flash rapidly. All interconnected alarms in the house will sound.  
Please note: CO alarm will alert a different sound to smoke/heat alarms.

**Clean your alarms** 



Vacuum every 3 months and occasionally wipe around with a dampened cloth. This will prevent a buildup of dust and cobwebs which can cause nuisance alarms.

**Check the power** 



For mains powered alarms, check that the green LED light is on.  
**Low battery warning:** Both red LED and amber LED will flash at the same time, once every 45 seconds.

**Additional Guidance**


- Alarm devices are fitted with a sealed battery, **DO NOT tamper with or remove alarm safety devices from ceilings.**
- All safety devices are interlinked via Smart RF technology - this means you should never remove an alarm device from its base as this will cause all connected alarms to falsely sound.
- Do not** paint your alarm or spray hairspray, air freshener directly at the alarm.
- If re-decorating or when any building work is in progress - ensure you cover your alarm with the dust cover (supplied upon installation).

**False Alarms**

In the event of a known false alarm, you can temporarily silence your alarm by pressing the central Test/Silence button once. (Your alarm will automatically return to full sensitivity within 10 minutes).

This will silence all the alarms and the red light on the alarm cover will flash once every 10 seconds to tell you it is in 'hush mode'. After 10 minutes the alarm will emit 2 rapid beeps to tell you that it has reset automatically.

**When silencing alarms, avoid pressing the Test/Silence button multiple times as this will cause them to sound.**

 If you are sure there is no fire and alarms continue to sound, or you have any concerns about your alarms, call the following number: **0141 887 4053**

## Starting back again!

In August, the Association restarted planned investment contracts put on hold during lockdown. Since then we have been working in partnership with Valley Electrical Services and Consilium Contracting Services to complete an additional 470 smoke alarm installations and 270 electrical inspections.

The board also approved the planned investment programme for this financial year which will see renewal of 80 kitchens, 32 boilers and 22 bathrooms within the estate. It is hoped these works will commence on site early in the new year and that further addresses will be added to the programme over the next 4 years to upgrade over 400 of our properties. We will be writing to the first batch of addresses in due course and publishing details of the investment programme on our website as and when it is approved by the board.



## Urgent Reminder

The final phase of the window and door installation ended in February 2020 just before the national lockdown.

For those of you that had their windows and doors installed almost one year

ago, the guarantee on your windows and doors is about to end, if you have any outstanding repairs relating to the windows installation we urge you to contact Robert on 0771 560 1462 as soon as possible before the defects period has passed.

Despite the restrictions we are all committed to providing excellent quality housing and continually investing in our homes.





# The New Tannahill Centre

## Pandemic response

The Tannahill Centre and Ferguslie Park Housing Association have been working with a number of local community groups and organisations to support people hardest hit by the COVID-19 pandemic.

This includes the provision of emergency food parcels, energy cards, daily meal deliveries activity packs and the distribution of digital devices.

These groups have recently worked together to secure £75,000 that will be spent on making sure many of the new services established as a response to the pandemic will continue in some form once the pandemic has passed.

## Thank You from Ferguslie

In September we asked you to nominate those you'd like to thank for their contribution to the pandemic response. These inspiring people have been involved in organising street parties, looking out for neighbours and raising funds and resources for charities and support organisations.

## Building Upgrades

Whilst the centre has been closed to the public, we've carried out a number of upgrades, including energy efficient lighting, painting, planting and hygiene stations. We're really looking forward to welcoming you back into the building once we are allowed to do so.

## Youth Work

Prior to entering Stage 4 we welcomed back some of our youth work providers, including Cameron School of Dance, Who Cares? Scotland and YoMo back into the building in line with government guidelines. We want to thank the children and young people involved

for following all of the social distancing and hand washing guidelines – keeping everyone – including staff and volunteers safe.

## Light Up Ferguslie

St. Andrew's Day is usually the day we switch on our Christmas Lights and kick-off our festive celebrations. Unfortunately, due to COVID-19 restrictions we were unable to do so this year. Instead, families across the scheme switched their Christmas lights on at 6:00 pm on the 30th November 2020 in a massive act of community unity. Thank you to everyone who shared videos and pictures of their Christmas lights switch on.

## Letter to Santa

Usually Santa gets to speak to children from Ferguslie at our Christmas Lights Switch On Event. As he can't do that this year, he has promised to write back to everyone who sends him a letter using his special North Pole postbox located at the entrance of the Tannahill Centre on Blackstoun Road. Please post your letter in the postbox, including your address. Letters received by Wednesday 16th December 2020 will receive an extra special visit from Santa.

## Ferguslie Park Community Advent Calendar

Our December-long festive event is made up of a trail of windows in Ferguslie that are illuminated with a festive scene, with one 'scene' being 'opened' daily from 1st December 2020 until 24th December 2020 and then remaining open to view until 1st January 2021.

Window scenes will be illuminated from 5:00 pm to 10:00 pm every evening, so please join us in strolling around the streets of Ferguslie.



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