

The Ferguslie Group Newsletter

For the residents of Ferguslie Park

Winter
2023



Ferguslie Park
Housing Association



Christmas Closures

We will close on **Friday 22nd December 2023 at 12.30pm**
and re-open on **Thursday 4th January 2024 at 9am.**

We will only be processing emergency repairs during this time.
Any emergency repairs can be reported by calling our office
on **0141 887 4053** and you will be directed to our out of hours
service.

Governance

The Annual General Meeting was held on 30 August 2023, attended by 13 shareholding members. Shareholders were informed of the Association's financial activities for the year 2022/23 and CT were re-appointed as our external auditors for the year ahead.

Angela Chivers and Kirsten Ferguson were both nominated as full members following their co-option onto the Board of Management.

We said goodbye to board member Andy Wilson who stood down at the AGM and then Howard Dales who resigned the following month. We would like to offer our sincere thanks to both members, who have committed their time and expertise for many years.

After the AGM we held a social event where we invited members of the community to have a bite to eat and a game of Bingo. We had some great prizes on the night and received eight new applications for membership. Along with 3 other forms submitted, a total of 11 applications were approved at the following

Management Board meeting. The Association now has 54 shareholders on its register.

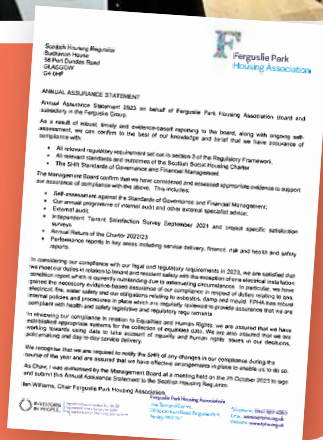
We announced the 3 top winners of the Garden Competition and the Tenant Communications winner was picked out. The lucky winner received a £50 ASDA voucher.



Annual Assurance Statement

We are obligated by The Scottish Housing Regulator (SHR) to submit our Annual Assurance Statement which informs them if we are meeting regulatory standards and requirements.

At our Board meeting on 25 October 2023, the Chairperson signed off our annual assurance statement which was duly submitted to the SHR. You can access the statement in our document library on our website or visit the SHR website, www.housingregulator.gov.scot



Annual Garden Competition

Once again we had fantastic entries for the Annual Garden Competition with the judging taking place at the Gala Day and by staff & board members.

Each of our placed entries received a £30 Voucher and a winner's trophy. All other entries received a £10 voucher as a recognition of their lovely gardens.

1st Prize
Paul Chivers

2nd Prize
David Booles

3rd Prize
Iris Ballantyne



3rd Prize Winner
Iris Ballantyne

Beware of Scams

Recently we have had a report of scammers contacting a tenant claiming to be calling on behalf of the Association's repairs service. Luckily in this instance the tenant called the office and we were able to verify it was a fraudulent call.

We ask tenants to be on the look out for these scammers and never to give any information away, especially personal details, passwords, and bank details.

There are loads of ways these people will try and scam you and the latest ones, through phone calls, email, text message and in person are:

Parcel Delivery – even if you are expecting a delivery, be vigilant

Energy Suppliers

New free Covid test/Vaccine

Council Tax refund

Fake fundraisers

Fake prize winners

You can report fraud or online crime by calling the Action

Fraud number
0300 12 2040.



Focus on Housing Services



Most, if not all of our tenants will have spoken to one of our Housing Team at some point in their tenancy. We deal with almost everything for a tenant or applicant that is not a repair request, or improvement works in your home.

If you have a change in your circumstances and want to discuss your rent account, if you have a neighbour or other tenancy issue, then it will be the **Housing Services Team** you contact.

We will speak to tenants about estate management, anti-social behaviour and their rent account.

If you are thinking about moving house, perhaps you need a bigger property or looking to downsize, contact the Housing Team and we can help complete an Application Form.

Our **Housing Services Team** have been looking at ways to increase the level of support that we can offer to tenants facing financial hardship due to the economic conditions that everyone is experiencing. We have staff trained in helping tenants with energy advice and support.

If you are struggling with your bills, or your appliances are old and using up more energy to run then contact our staff for a home energy visit and we will try and help. We are focused on tenancy sustainment, we will work with our tenants to help where we can.

We also have our **Welfare Rights Team** on hand for tenants to access. If you have any queries around benefit entitlements, sanctions or claims etc please get in touch with Ian or Robert.

Complaints

We have a full detailed page on our website around complaints. You can find this under housing services section.

Data on SPSO for the first 6 months of the year (1st April to 30th September) can be seen in the table below and is updated on our website in the document library section.

Department	Stage 1 Complaints	Stage 2 Complaints	Upheld	Not Upheld	Resolved
Housing	4	0	0	4	0
Maintenance	13	3	8	6	2
Customer Services	0	0	0	0	0
Total	17	3	8	10	2



Asset Investment

Our Asset Team are busy working on a number of new works for houses in the coming year.

We are about to issue a tender to replace the windows and doors to 90 homes and expect that the works to these houses will start around Spring 2024. In addition to this we are also investing in new boilers to houses with the work on these starting early in 2024. As well as the inside of homes the team are also working on putting in place contracts to start to replace timber fences and paint metal fences to help spruce up the outside of your homes. Again these works are aimed to start in the early part of 2024.

Kitchen Problems – Let us Know

Over the past 12 months or so we have had reports from some tenants about problems with kitchen units where the face of the unit is peeling away.

The issue is called **delamination** and we have identified that a particular type of kitchen installed around 2010 to 2013 where this issue can occur. We are working on plans to address these issues for those tenants affected with these particular kitchen units. If you have a kitchen unit where the face seems to be bubbling or peeling off and haven't reported this please contact us on **0141 887 4053** and press **option 1** for our repairs team so we can take your details.

Repairs and Maintenance

Our repairs team have also been working away in the past few months on putting in place new contracts for the next three years for the key repairs to our housing stock.

The Association have appointed 6 new contractors to work with to deliver our repairs. Our new contractors are:

- Alwurk
- Kilbarchan Maintenance Services
- Barr & Maxwell
- Valley Services
- Timetra
- James Frew
- Magnus

We were pleased that a number of small businesses were successful in tendering for work with the Association as we are committed to support local and small business wherever we can within public procurement rules. All contractors started work in October and so far we have good performance levels from the contractors and expect tenants should receive an excellent service. However, if there are any failures in service please contact us to let us know.

With winter firmly with us, our grass cutting has now stopped for the remainder of the year. This year our service provider, In-Work, started a three-year contract and the first year's cutting standards have been better than in previous years. Over the winter we will be working with In-Work to do more work around shrubs, preparing grass and tidying up spaces so that we can continue to improve standards for next year's cutting season. Hopefully over the winter you will see some improvements in and around Ferguslie.





Risk of Condensation and Mould

As temperatures begin to fall the risk of condensation and mould in properties increases. If your property is experiencing any condensation or mould on walls please get in touch with property services. There are a number of steps the Association can take to tackle this issue and improvement measures that can be implemented to avoid future reoccurrence.

Mould is most likely to form in rooms with high humidity, such as the bathrooms and kitchens, caused by excess water vapour from washing or cooking. However, when temperatures fall, internal surfaces of windows and walls in your home can become very cold relative to the temperature of the room, which can lead to 'sweating' and potentially lead to mould growth. Ventilation has an important role to play in keeping your property healthy and the air within fresh, it can be hampered by poor performing or blocked extractor fans or inadequate background ventilation via windows.

To help **reduce the risk** of condensation and mould follow this guidance.

- **Air your property** regularly, opening windows can help moisture escape.
- **Drying washing indoors** – ensure the washing is in a ventilated room.
- **Close doors** such as your bathroom door when running the bath/shower and kitchen door when cooking.
- **Cleaning windows** and frames everyday will minimise the spread of black mould.
- **Extractor fans or dehumidifiers** – where you have extractor fans please ensure they are used. Dehumidifiers are also a great tool for taking moisture out of the air.
- **Heating** – try and keep your property at an acceptable temperature for the time of year. We understand the cost of living crisis and the rise in fuel prices have made us wary of high heating bills, but we have staff who are trained to offer advice or support to help keep your home warm this winter.
- **Leaks** – let us know straight away if there are any areas of your property affected by leaks.
- **Be mindful** of having too much furniture and especially if items are up against walls. Check regularly for any signs of mould / dampness developing in these areas.
- **Grow moisture absorbing plants** – Peace lilies, tillandsia, palms and ferns are all moisture absorbers.

Apprenticeship Opportunities with James Frew

Our contractor, James Frew, have apprenticeship opportunities for Plumbing, Electrical Installation and Carpentry & Joinery.

Entry requirements:

- All achieved National 4 or equivalent in Maths, English, Science and/or a technical subject.
- Apprentices must do well in the SNIPEF Entrance Selection Test (Plumbing Apprentices only).
- Must have a "Can do" attitude and be determined to succeed.

For further information visit our Website or Facebook page.

To apply, forward your CV and cover letter detailing why you want to be a plumbing and heating apprentice to HR@jamesfrew.co.uk no later than Friday 26 April 2024.

Tannahill Centre Updates



Congratulations to the Ferguslie Youth Voice Group

The Ferguslie Youth Voice Group meet every Tuesday evening to plan and deliver a wide range of activities and services for the rest of the community.

This includes their monthly open mic nights for the whole community, working with the Tannahill Events Team to organise the recent Halloween Disco for young people and the upcoming Christmas Concert. As well as undertaking all this voluntary work, the young people also work towards achieving a Saltire Award which recognises their voluntary efforts and the Youth Achievement Awards – a formal qualification that recognises their learning whilst volunteering.

Recently they won the Best Youth Group Award at the Positive About Youth Awards 2023 for all their hard work in the community. Well done to all the young people involved and thank you for being such positive role models for Ferguslie Park!

Have you enjoyed one of the fABBAulous events over the past year?

The Tannahill Centre has been jam packed with a wide-range of community events over the past few months.

This includes a range of tribute acts and Halloween quiz night by the Tannahill Events Team and a fundraising ABBA Night by the Ferguslie Park Community Choir.

Keep visiting our Facebook page for more information on a range of new community events in the new year including comedy nights, more tribute acts and social events.



New night for the Men's Group

The *No Substitute for Life* Men's Group now meet on a Friday evening every fortnight. The wide range of social activities remain the same, however the move to Friday evenings has been very popular given the working week is behind everyone and it is much easier to relax.

Visit the No Substitute for Life Men's Group Facebook page for more information.



Christmas at the Tannahill



Letter to Santa

Santa's elves have recently installed a north pole mailbox in the Tannahill Centre.

Any children interested in writing to Santa are asked to post their letter before 15th December and include their full name and address so they know who to return the letter to.

A big thank you to the young elves at Ferguslie Youth Voice for taking the time to help Santa with this very important task!



Panto at the Tannahill Centre

The Tannahill Events Team have teamed up with Hopscotch Theatre to put on a showing of Cinderella on Saturday, 9th December at 1:00 pm and 4pm with tickets on sale from the Tannahill Centre for £3 per ticket or a family ticket (for up to five people) priced at £10. Free snacks and refreshments are included in the price of a ticket.





Christmas at the Tannahill



Tannahill Events Team Christmas Disco

Sign up for the Children's Christmas Disco took place at the St. Andrew's Day Christmas Light Switch On Event. The event is now fully booked, so we are asking if any children cannot make it along to please let us know so we can offer their place to a child on our reserve list. Passing on your place to someone who really needs it will surely make sure you end up on the good list!

Paisley Town Centre Ice Skating Trip

Like the Christmas Disco all places on our trip to the Ice Rink at Paisley Town Centre is now fully booked. Anyone who has been allocated a space and cannot make it along are asked to let us know so we can re-allocate spaces to others who need them.



Community Market Opening Time

Due to their suppliers closing for Christmas, the last Community Market of the year will be on 21st December 2023, and will operate as normal in the New Year.

Darkwood Crew volunteers are keen to remind anyone who needs support with food over the Christmas period to get in touch with them calling their emergency hotline on **07780 437578**.

Merry Christmas from FPHA & the Tannahill Centre

Christmas is always a busy time at the Tannahill Centre.

As well as all the activities promoted in this newsletter, there will be a whole lot more taking place in the Tannahill Centre run by our staff, volunteers and other community groups. Anyone looking for something to do, or any company over the Christmas period should pop-in to meet some of our friendly volunteers and community groups.

We hope you all have a restful and relaxing Christmas, we look forward to working with everyone in the new year.



Ferguslie Park Housing Association The Tannahill Centre • 76 Blackstoun Road • Paisley PA3 1NT
Tel: **0141 887 4053** • Email: admin@fpha.org.uk

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