



Annual General Meeting

Our AGM will be held on 30 August 2023 at 6pm in the Tannahill Centre. All shareholding members of the Association will be sent formal notice 4 weeks prior to the meeting.

What do we do at our AGM?

All shareholders of the Association are invited to attend this annual meeting where we report on the Associations activities, present the annual accounts, report on our strategic deliveries carried out in the last year and appoint our auditor for the following year.

The Association will form its Management Board for the following year as one third of members stand down and are re-elected if they so wish. This creates an opportunity for new members to join the Management Board. Therefore, if you are a member of the Association you can be nominated for election. The nomination form will be included in the 4 weeks' notice of meeting letter.

If you would like to find out more on becoming a board member/shareholder, please get in touch with us.

This year, after the main business has been covered, we plan to;

- Present our 3-year business plan
- Announce our garden competition winners; and;
- Have a social event to give members the opportunity to win some prizes, have a bite to eat from our buffet and a wee blether.



Tenant Correspondence

We recently sent out letters to every household to ask tenants their preference in receiving communications from us along with an equality monitoring form to be completed and returned.

If you haven't done so, please complete and return these to us. You can access these documents on our website by downloading them from our Document Library/tenant consultation section or just pop into the office for a hard copy.

There is a prize draw for a £50 ASDA voucher for those who complete and return the equality monitoring form.

Prize Draw:
£50
ASDA
voucher

Office Closure

We will be closed for the "Paisley Fair" on Friday 4th and Monday 7th August.

To report an emergency repair during this time, call our office number and follow the instructions: **0141 887 4053**.

**Fantastic Ferguslie!
in bloom!**

Our Garden Competition is still open for entries and there are x 3 £30 vouchers up for grabs, one for each of the following categories:

- Best Overall Garden
- Grow Your Own
- Pop-up Garden

You can complete the form online on our website or simply call / email the office to enter!



Well Done to Jamie!

A day of celebration and congratulations for the Tannahill Centre's Jamie Mallan who was awarded a Masters Degree in Business Administration, with distinction, from Strathclyde University. Well done Jamie, we are all very proud of your success!

Apprenticeships – James Frew, GasSure

We are delighted to announce that two candidates living in Ferguslie Park have recently been successful in gaining apprenticeships with James Frew Gas Sure. We wish them both the best of luck in the apprenticeship.



Flood Monitoring System



The Association has been working with an organisation called the Scottish Flood Forum over the past 12 months to help be better prepared for times of heavy rain that could cause flooding. We have been working with specific properties that have been affected by flooding in the past and have provided items that will help should flooding happen in future.

One of the key things that is important is to be aware of times when flooding is predicted and there is information available to help people be aware of times of risk. The Scottish Environment Protection Agency, or SEPA as it is better known has an automatic alert system that anyone with a phone can register to get update on potential flooding.

If you have access to the internet you can register online at <https://floodline.sepa.org.uk/floodingsignup/> or you can phone 0345 988 1188 to register

The Association and the Scottish Flood Forum also has installed a live monitoring system for the water levels in the Candren Burn. This is to help make sure residents are aware of times when the burn has a high amount of water flowing through it. At times when there is a combination of high rainfall and high tides the risk of flooding happening in Ferguslie is increased.

Through the RiverTrack system residents can check the level of the burn at any time of the day or night during high rainfall. The link to the live data is on the internet at the following website <https://map.rivertrack.org/location/candren-burn-ferguslie-park-paisley>

Whenever the level of the burn is close to or in the red zone it does not mean that flooding will happen but that you should be aware and vigilant for any flooding that might happen. If you do think that flooding might happen be prepared and think of the following steps:

- Secure valuable items (jewellery; photos; documents; medicines etc) and move them to a higher point in your house
- If you have a car and the time, move it to a higher place
- Make sure your mobile has been charged as electricity may go off in flooding
- Have a torch to hand
- Listen to local radio stations for updates

Further information on what to do if you are about to flood or during a flood can be found on our website www.fpha.org.uk.

Legionella Control

Legionella is a naturally occurring bacteria that is common in natural water resources such as rivers, lakes and reservoirs. It can be found in drinking water that is supplied to homes, can be serious and lead to a potentially fatal form of pneumonia.

Legionella in Houses

Legionella is very rare and seen as low risk in a domestic environment. The risk is especially low in houses where there is little to no stored water which is the case in many of the properties we own and rent in Ferguslie.

Normally any instances of people catching legionella relate to commercial buildings or larger residential buildings where there are large volumes of stored water or things like cooling towers or buildings with poorly maintained air conditioning systems.

However, legionella cannot be completely ruled out, therefore, we have produced a leaflet to better advise you on what steps you can take and what we can do as an Association.

What can you do?

Let us know if you feel your hot or cold-water supply isn't working properly. Legionella can grow in water temperatures of between 37°C and 46°C. The advice is hot water from your tap should be around 50°C and cold water lower than 20°C.

If you have taps or showers that are not regularly used, then you should look to run the water through these taps once per week for several minutes.

To run a shower through, remove the shower head and leave the hose down into the bath /shower.

If you have been away from your home for more than two weeks, then you should repeat the steps above but also disinfect your showerhead before refitting. It is also recommended to disinfect your shower head every 3 months.

What we do

FPHA also take steps to ensure the risk of legionella is as low as reasonably practicable by;

- Carrying out periodic checks on properties using a suitable competent advisor.



- Invest in properties including disconnecting or removing old storage tanks.
- Replacing showerheads in empty properties.
- Regularly maintain boilers that provide your hot water.

More information

If you would more information on this topic please contact us by visiting the office, calling us on **0141 887 5403**, email admin@fpha.org.uk or visit the website www.fpha.org.uk.

New Works Programmes

Windows

The Association has started work on a new tender to appoint a contractor for the replacement of windows in houses over the coming years. It's expected that the tender will be issued towards the end of summer with programmes of work being developed. As the process continues we will be in touch with those tenants who will be part of the programme.

Environmental Works

We have also completed a recent study into the environment in Ferguslie and would like to thank those of you who have taken part. The study was completed by the Landscape Architects firm 'ERZ' and there are many ideas on options shared. Much of the feedback related to areas of land that are owned by other bodies such as the Council and we have been in discussion to share our findings. In addition to this the Association is working on developing other programmes such as painter work to fences and works to common spaces with the aim to start these works very soon.

Reducing Carbon Emissions

We have also completed an in-depth study into how we make your homes more energy efficient and cheaper to heat in future. All housing providers in Scotland have been tasked by the Scottish Government to work to reduce carbon emissions from homes as we help deal with the climate issues. The study has highlighted that to meet the targets set by the Government will take a significant amount of work and money to complete and we are working through options on how best to start this process. We will be providing more information going forward as we develop our plans to make homes energy efficient.

Complaints

We are reporting our Scottish Public Services Ombudsman (SPSO) complaints received for March 2022 to March 2023.

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 administrative process conduct, 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).

SPSO Complaints for reporting year 2022/23

| Department | Stage 1 Complaints | Stage 2 Complaints | Upheld | Not Upheld |
|-------------------|--------------------|--------------------|-----------|------------|
| Housing | 5 | 0 | 1 | 4 |
| Maintenance | 15 | 2 | 11 | 6 |
| Customer Services | 0 | 0 | 0 | 0 |
| Total | 20 | 2 | 12 | 10 |

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



Up to date Household Details

It is important that you keep your household details (who is living with you) up to date as it can have an impact on what can happen if you pass away, or want to move to another property and want to pass your tenancy (assign) onto another person.

You can manage your tenancy and update who is living with you through our online portal 'My Home'. Login or register at www.fpha.org.uk. We also have a number of 'How To' videos for navigating 'My Home' and these are available to watch on our YouTube channel at

https://www.youtube.com/channel/UCsmbT7C7SWKuN_mYMbJNnag.



What you need to know relating to your tenancy...

Changes brought in by legislation can affect who you can pass your tenancy to, who can apply to become a joint tenant, or apply to sublet your property.

You will need our written permission if you want to:

- Assign your tenancy (pass it onto another person)
- Sublet your tenancy
- Request a Mutual Exchange
- Take in a lodger
- Add a Joint Tenant

Any tenant seeking to assign their tenancy (pass it onto another person(s)), or if a family member or carer wishes to succeed the tenancy after the tenants' death, they are subject to a 12-month qualifying period.

This means that if you want permission to do any of the above, you must have notified us in writing that the person you wish to assign the tenancy to, sublet the property to or add as a joint tenant is living in the property as has been for no less than 12 months previous to the application.

We would not normally give permission to sublet or assign the tenancy if it is going to lead to overcrowding.

If you assign your tenancy to another person(s) then they assume responsibility for the tenancy and enter into the tenancy contract with us.

Succession

If we do not have a record of who is living with you, then they will be unable to succeed to the tenancy after your death. The qualifying period is 12 months from when we are notified in writing that the person(s) have moved into your property. There are three levels of succession on the death of a tenant, they are:

Level One

- Your spouse, civil partner or co-habitee if the house was their only or principal home on your death; OR
- a joint tenant, if the house was his or her only or principal home on your death.

Level Two

If no-one qualifies at Level One, or a qualified person does not want the tenancy, it may be inherited by a member of your family as long as:

- he or she is aged at least 16 at the date of death;
- the house was his or her only or principal home at the date of death.

Level Three

If no-one qualifies at Level One or Level Two, or a qualified person does not want the tenancy, it will be inherited by a carer as long as:

- he or she is aged at least 16 at the date of death;
- the house was his or her only or principal home at the date of death;
- he or she gave up another only or principal home before the death of the tenant;
- he or she is providing, or has provided care for the tenant or a member of the tenant's family.

If more than one person qualifies for the tenancy under Level Three, they must decide among themselves who should get the tenancy. If they cannot agree, we will decide.

Essentially, if we do not have a record of a person living in the property, they will not be able to succeed the tenancy.

If you want to discuss any of the above, please contact a member of the Housing Team on **0141 887 4053 option 2**.

Tannahill Centre Update

Community Development Course

The Tannahill Centre will be running its introduction to Community Development course in partnership with the University of Glasgow. This ten-week course is very informal and is workshop and discussion based and you will work as part of a team to pull together a presentation at the end of the ten weeks.

Those who have participated in the course before have said:

"I loved this course, I didn't realise as many things were going on in the community."

"Don't miss out on this course, it's amazing you won't regret it."

"Activate has allowed me to properly think about my community and how it fits into wider society."

The course is delivered by our very own Paul Irwin, here in the Tannahill Centre. Those who complete the course will be invited to a graduate event at the University of Glasgow. An information session will take place on Wednesday, 23rd August 2023 at 5:30 pm here in the Tannahill Centre. If you'd like some more information before then, please contact Paul on paulirwin@fpha.org.uk.



Ferguslie Park Sing for the King

Following weeks of practice, hours of interviews over zoom and several days of rehearsals in London, Ferguslie Park Community Choir joined around 300 other people from community choirs all over the UK to sing at the King Charles Coronation Event held at Windsor Castle.

As well as meeting Choir Master Gareth Malone, the choir also managed to meet celebrities such as Amanda Holden, Motsi Mabuse, Rose Ayling-Ellis and Olly Murs and took part in the BBC 1 documentary "Sing for the King". There is still time to catch the choir performing alongside Take That and others at the Kings Coronation Concert on the BBC iPlayer.

The Community Choir meet every Monday lunchtime and are currently on a summer break. If you are interested in getting involved, please contact Bobbie McCabe, Volunteer Co-ordinator at the Tannahill Centre.



Pride Picnic

Our third pride picnic was a massive success with people coming from all over Renfrewshire to join the fun. As well as fun for all the family including inflatables, face painting and crafts, the youth club invited everyone who attended to "Stick it to Stigma" and leave messages of support to our LGBT and other minority group neighbours, as well as a wide range of pride themed activities.

Please visit the FPHA website for information on the different LGBT+ services you can access in Renfrewshire.



Scottish Education Award win for The Tannahill Centre

Volunteers and staff members attended the Scottish Education Awards in June where they won a Scottish Education Award for Community Learning and Development.

The prestigious national award recognises the work of the Tannahill Centre in leading community-based work that helps children, young people and adults reach their full potential.





Congratulations to the winning team - Bobbies Dazzlers – who's win kept the Football Trophy in Ferguslie and an extra special thank you to everyone that took part. The Tournament takes place every year to remember young men from Ferguslie who have died by suicide and to remind those considering taking their lives that they are loved, wanted and cared for. If you are having a mental health crisis, please call the Samaritans for free on 116 123 for help.

An update from our young people

Youth Club Summer Programme

The Youth Club will continue to meet on a Monday throughout the summer holidays, with trips and extra special activities planned throughout the summer. Please visit our Facebook page for more up-to-date information.



Sma Shot Parade

A massive well done to all the young people who participated in the Sma Shot Parade, our Monday Night Youth Club walked at the front of the Parade alongside Renfrewshire's Lord Provost.



Open Mic Night

Young people have been organising a monthly Open Mic Night where they have been sharing their musical talents with the rest of the community. Join them on the first Friday of every month from 6:30 pm.



No Substitute Men's Group

The **No Substitute** Men's Group continue to meet every other Wednesday and have an annual programme of walks, sporting activities and other activities. Their latest adventure took them a walk-up Ben Vorlich. For more information on the Men's Group please visit their Facebook page.

Tea at the Tanny

Tea at the Tanny runs from 10:00 am every weekday with free tea, coffee and toast every morning for those who visit. It's a great opportunity to get out the house, meet new people and find out what's going on in your community. You can also join us for free Karaoke every Monday at 10:30 am and a free Craft Group every Thursday at 11:00 am. Just pop-in to find out more.

Get Fit This Summer!

We've got free, women only, Circuit Fitness Classes every Tuesday from 7pm and Yoga every Wednesday from 9:30 am. If you'd like to sign up for one of these classes, please contact Gordon on gordonlarkin@fpha.org.uk.

2023 Ferguslie Park Gala Day

Join us for this year's Gala Day, taking place on Saturday, 5th August 2023 from 12 noon. As well as a range of free activities including inflatables and face painting there all also be plenty of music, competitions and information stalls to keep the whole family entertained for the whole day.

Legends Night – Hits Throughout the Decade

The Tannahill Events Team will be holding a Legends Night with live music from across the decades on Saturday 26 August. Tickets cost £10 for this BYOB event. Please contact Gordon on gordonlarkin@fpha.org.uk.

Garden Waste Bins

Renfrewshire Council are introducing an annual charge of £40 from 10 July 2023 for the collection of garden waste from residents.

The new collection of garden waste started on the 10 July 2023 and residents need to apply to the Council for the permit for garden waste to be uplifted. The permit should be reapplied for annually so it is in place for the start of each financial year on 1 April and, once purchased, it will be logged onto the Council system and a permit will be posted out for the brown bin.

Permits should be attached to the front panel of the bin to ensure it is collected by the crews. Those with a permit should put food and garden waste into their brown bin for collection.

Anyone who does not wish to participate can continue to present their brown bin as normal with food waste only, but if garden waste is placed into the bin without a permit, then it will not be collected until the garden waste is removed or a permit is purchased.

The permit applies to one bin only so a permit must be purchased for each brown bin they wish to be collected. A replacement can be provided should the resident move during the year to another address within Renfrewshire. Additional brown bins and permits can be purchased as required.

Anyone receiving full (100%) or severe mental impairment council tax reduction will not be required to pay. They, or someone on their behalf, should apply online in the normal manner and follow the steps within the application form or call Renfrewshire Council on **0300 300 0380** if additional support is required. The exemption applies to one permit only and they will need to pay if they wish to have any additional permits.



Garden waste can be taken to any of the council recycling centres for free or residents can pay for the council's special uplift service to have their waste collected from their home.

Brown bins will continue to be collected every two weeks and all other bin collections will remain the same.

Further information on the service, including applying for a new or replacement permit, is available on their website at www.renfrewshire.gov.uk/garden-waste-collection.

If a member of the community does not have internet access, they can visit their local library to be supported to apply or they can call 0300 300 0380. Paper applications will be available in due course at libraries and Renfrewshire House in Paisley, but the online form should be used in the first instance if possible.

Any questions on the service can be emailed to the team at garden.waste@renfrewshire.gov.uk.



Bees/Wasps

At this time of year, we get many calls to ask us to deal with wasp and bees in properties.

Only wasps are classed as pests, therefore we cannot destroy beehives. Please be aware of the difference between wasps and honey bees.

- Wasps and honey bees are about the same size, but wasps have alternating black and bright yellow body stripes.
- Honey bees are brown, with paler brown or dirty yellow bands on the body. Bumblebees are furry.

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