



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

We launched our digital tenant service called 'My Home' in August 2021 and tenants are now able to register and login to use the service.

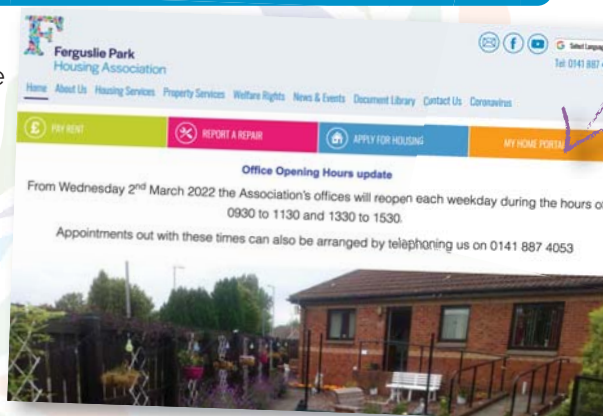
It is easy to access **'My Home'** from our website www.fpha.org.uk where you will click the link near the top of the page and you will be taken to the portal to login or register if you are a new user.

We continue to add more that you can do with **'My Home'** and now you can apply for a Mutual Exchange, or to Assign your tenancy to another member of your household. You can still make a rent payment, update your household details, check your rent balance or report a repair.

You can also click to 'Send Us Documents' that may be letters you have received advising on a change of benefits or Universal Credit.

'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 now have more 'How To' videos on our YouTube channel that you can watch for help to navigate **'My Home'**. 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.

Want to win?

All tenants who have registered will be automatically entered into our prize draw for £100 ASDA voucher.

If you want to be entered, then all you need to do is register with **'My Home'** before **Friday 29th April**.

The following week we will pick the winner and arrange to get their prize to them. Good luck!

Gas and Electrical Safety – Monthly Prize Draw

In order to make sure your home is safe the Association needs to get access once a year to do a safety check on your boiler and once every five years to do a full check on the electrics in your home.

Our staff will write to you when your inspection for either gas or electricity is due. We realise that the dates we choose aren't always suitable for everyone and are happy to change things to suit you, so if you get a letter and it doesn't suit you, please contact us.

In order to say thanks to tenants who allow us access at the agreed appointment, we are introducing a monthly prize draw from April 2022. To be in with a chance of winning all you need to do is give access to our contractors at the times we agree with you.



Garden Competition

With Winter coming to an end and the start of Spring around the corner many tenants will be starting to get outside and look after gardens, pot plants and other growing spaces to get them in tip top condition for the better weather.

This year we will be reintroducing our popular 'best garden' competition.

In addition to the best overall garden there will also be other categories available for people to enter including a 'grow your own' category for anyone growing things you can use such as herbs and vegetables and a category for best "small growing space" which can include areas such as small garden areas; hanging baskets; plant pot arrangements and flower boxes. In addition to these categories there will be other spot prizes given to our entrants that catch the judges eye! If you are new to gardening or interested in learning more about the basics of how to get the best out of a growing space the Association is aiming to run some sessions with a gardening expert in the coming weeks.

If you want to nominate yourself or someone for their garden or register an interest in one of the gardening sessions then please phone **0141 887 4053**, press **0** and speak to a member of staff. You can also email admin@fpha.org.uk or drop a message through our Facebook page

<https://www.facebook.com/FerguslieParkHousingAssociation>



Our Board of Management – Vacancies

Our board of management meet monthly to make key decisions on how the Association operates and delivers services. Currently meetings are held via "hybrid" where they meet in person and via video link.

Currently we have 9 members on our Board of Management which leaves 3 vacancies. As a tenant led organisation, we are really keen for local people to serve on our Board.

We have a host of information on our website about serving on our Board, what is required and what our Boards responsibilities are. Collectively our Board has a wide skill set, some members have a background in housing, accountancy, community and social justice.

Being a board member enhances your personal development, for instance we offer training on areas such as Governance, Finance, Housing Management, Wider Role, Technical, Development and Factoring within our FLAIR Academy which runs a programme of one class per week for 2 hours.

This role would suit any adult of any age, from a young school leaver looking for a career in business/social housing, a parent preparing to go back into the work place or perhaps someone who has retired but still has so much to offer.

Please get in touch with our Governance & Corporate Services Coordinator, Teresa Gallagher for an informal chat and further information.



Complaints

We are reporting our Scottish Public Services Ombudsman (SPSO) complaints received for October to December 2021.

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 October 2021 to 31st December 2021

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

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



Staff Award

The Chartered Institute of Housing's (CIH) Scotland Housing Awards for excellence in housing was held in November 2021.

We are delighted to announce our Housing Services Assistant Alastair Burke received the Bob Allan – young achiever in housing – award. Well done Alastair!



Staff update

We said a fond farewell to our Home Improvements Assistant Robert Murray who has moved on to pastures new, we wish him all the best in his career. Suzanne Davidson has taken up this role alongside our colleague Christine Hay.

We would like to welcome our new Property Services Officer Gordon Smart who has joined the team. Gordon will no doubt soon be a familiar face around the estate.



Our office is open!

The Association's office is now open to visitors every week day from 9.30-11.30am and from 1.30-3.30pm and staff are available from 9am to 5pm Monday to Thursday and 9am to 4pm on a Friday.

Thistle Tenant Risks Storms, Floods and Winter Weather

We have all seen what effects the weather can have on our homes, and with storms Dudley and Eunice hitting the UK recently it's a good idea to stay safe and protect your belongings. Here's some safety tips and advice to prevent flood damage and if you suffer a flood:

- Stock up on sandbags, flood barriers and more.
- Temporarily seal your air bricks with a cover.
- Keep gutters clear.
- Never enter a flooded room where electricity is still live. Turn off circuit breakers that control power to that room. If the electrical panel is inaccessible due to flooding, call your landlord or an electrician.
- Protect yourself – wear gloves and rubber boots.
- If it's sewage, outdoor flooding, toilet overflow or other potential toxic water, leave the removal to qualified professionals.
- Take photos to document the extent of damage.
- Remove as much water as you can using buckets, pumps and mops (be careful water is heavy).
- Ventilate – open windows and run fans (when safe to do so).

We hope that you will never suffer a flood or water damage, but these things do happen and that is why your Landlord and Thistle Tenant Risks suggests all tenants take out home contents, either through the Thistle Tenant Risks Home Contents Insurance Scheme or by making your own arrangements. Please remember you are responsible for replacing your home contents and belongings. Contents insurance is designed to help protect your possessions and personal belongings and it's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

The Thistle Tenants Risks scheme was designed for tenants in social housing, and you can pay premiums by cash fortnightly or monthly, monthly by direct debit or annually. (Fortnightly and monthly premiums include a transaction charge).

To find out more, there are 3 ways to contact Thistle Tenant Risks:

- 1 Call **0345 450 7286**
- 2 Email **tenantscontents@thistleinsurance.co.uk**
- 3 Visit **www.thistletenants-scotland.co.uk** where you can also request someone to call you back!

Save your energy!



As the country slowly emerges from a difficult couple of years we are entering into a period of rising living costs and none more than in electricity and gas. The Association has been actively working away in the background directing help for people facing fuel poverty.

To help alleviate rising bills, we have done a bit of research and come up with a few handy tips that will save you money.

- Switch off standby, you can save around £55 a year just by remembering to turn your appliances off standby mode.
- Wash clothes at a lower temperature and avoid washing half loads. Also, by hanging washing outside when possible and avoiding the tumble dryer can save you a considerable amount over the year.
- Don't overfill your fridge and keep it between 1 and 5 degrees Celsius.
- Don't have lights burning unnecessarily. It's a good idea to change to LED bulbs which are slightly more expensive than normal bulbs but will save you money in the long run, for example a LED bulb uses 80% less energy than incandescent lighting.
- Avoid over using kitchen appliances ie over filling the kettle and use the microwave when possible to save on energy. Slow cookers use just as much energy as a light bulb so a very efficient way to cook your dinners and much less hassle.
- Swap having a bath to having a 4 minute shower instead and save £65 a year.

Tannahill Centre Update

Ferguslie Students Graduate at last!

A massive congratulations to everyone who graduated from the University of Glasgow Activate Course earlier this month. Their course was postponed at the start of the COVID-19 pandemic and restarted late last year. Activate provides people who are or would like to get more active in their community the opportunity to develop their knowledge and confidence of working in their community. If you'd like more information on future Activate Courses, please contact Paul Irwin on **0141 280 8801** or paulirwin@fpha.org.uk.



Congratulations Chanelle!

We want to say thank you and well done to local young person Chanelle who completed her paid training placement here with us in the Tannahill Centre Café and has started a professional cookery course at West College Scotland.

As well as undertaking food hygiene, customer service and health and safety training, Chanelle learned to cook a wide range of customers favourite meals that were served in the café. Well done Chanelle!



Your Community, Your Events

The Tannahill Events Team is a group of volunteers who organise a variety of events throughout the year for the whole community.

Their up and coming events include a comedy night on the 28th May 2022 and a roller disco for children on Saturday, 23rd July 2022.

For information on tickets and future events, visit their Facebook page [@tannahillevents](https://www.facebook.com/tannahillevents) or you can call us at the Tannahill Centre on **0141 280 8801**.

Some previous activities...



Looking to get back into work?

Say hello to Sarah! She works for Invest in Renfrewshire – Renfrewshire Council's dedicated employability service.

She is looking to meet with people in Ferguslie who are considering moving forward into training, education or work. Before the pandemic Sarah was in the Tannahill Centre every week and supported a number of people get a job or access training that fitted around their other responsibilities. If you'd like further information, please text, call or email Sarah on **07534 028565** or sarah.jones@renfrewshire.gov.uk.



Lets hear it for the boys...

No Substitute for Life Men's Group run a weekly football session every Monday from 6pm to 7pm at Ferguslie Sports Centre for over 16's and for varied ability levels.

The group also run a fortnightly darts league on a Wednesday night and monthly activities including fishing, cycling and hillwalking. If you would like further information please contact the group directly at

NS4M@outlook.com or contact Gordon Larkin on **0141 280 8801** or **gordonlarkin@fpha.org.uk**



Inside Out Event

The Feegie Crew are currently planning their Inside Out event that is organised around the theme of Mental Health and Wellbeing.

The young people had agreed that they would like to have both Barnardos and the Paisley Community Circus offering workshops around physical activity and activities to help relieve stress. There will also be a graffiti style workshop where young people put their thoughts on the local area on to a banner with the idea that the banner will then form an initial concept for a mural. The young people are also planning to have a smoothie bike and bouncy castle at the event with them running their own feel good workshop. We are hoping to have the event take place during the Easter holidays.



Sisters are doing it for themselves...

Inspired by the success of the **No Substitute for Life** Men's Group, women from Ferguslie Park have got together to form a Women's Group.

Plans are still being made, so there's still plenty of time for you to get involved and shape what happens next.

Wednesday 2nd of March saw the first meeting of this newly formed **Ferguslie Women's Group**, at the Tannahill Centre. The group will meet fortnightly from 16th April 2022 on a drop-in basis from 6-8.30pm. To get the ball rolling the group was asked to suggest activities they might like to explore. They are a really creative bunch with lots of ideas; everything from badminton to belly dancing! There are also plans for some outings.

The group has a dedicated Facebook page where members can keep up to date with what's happening and ask any questions that crop up. So, if for some reason you can't make it along to the drop-in you will still know what's happening.

If you would like more information about the group then why not drop by or contact Bobbie at the Tannahill Centre on **0141 280 8801**. Or by emailing her at **bobbieMcCabe@fpha.org.uk**

Something new for the young ones

Our two new youth clubs were launched earlier this year with new workers Laura, Malgorzata and Aidan working with children and young people to plan a wide range of arts and craft, sports, music and team work activities. The clubs take place on Monday evenings, with the club for 8-11 year olds taking place from 3.30-5.30pm and the club for 12-16 year olds taking place from 6.00-8.00pm. To register your child, please arrive on a Monday evening to complete a registration form.

Something for the Young At Heart

Ferguslie Seniors is back in the Tannahill Centre with a brand new lunch club taking place on a Monday and Thursday from 12 noon with a two course meal on offer. The group have plans to add a wider range of activities to their regular meetings. If you would like further information, please pop-in on one of the days the group meets or contact Terry McTernan on **0141 280 8801** or **TMcTernan@fpha.org.uk**.

Feed your family with the Community Market

Lorna Cooper, author of *"Feed Your Family: More for Less"* has been working with the Darkwood Crew to show how you can use your membership of the Community Market to prepare hearty meals for your whole family. Every week Lorna has been doing a shop alongside other members and then circulates recipes and a shopping list to others. Most recently she was able to produce Sausage and Egg Muffins, Mediterranean Stew and a Carbonara. The Community Market is open every Thursday from 11:00 am and costs £2.50 for a bag of shopping worth £15.



Community Café Open!

Our Community Café is open again for sit-in orders, serving nourishing meals and training local young people for a career in the catering and customer service industries. The café is open from 8:00 am – 1:30 pm Monday – Thursday and 8:00 am – 1:00 pm on a Friday serving daily specials, soup of the day, a range of hot and cold rolls, wraps and baked potatoes.

Barochan Green Pond Creation

The Feegie Crew have been working with both the community group Barochan Green Team and the conservation organisation called Frog Life to help develop the local Barochan Green space. This project involves the young people taking an active role in digging out the ground to make room for the pond(s) whilst also learning about the reptiles and amphibians that are native to Scotland and the local community. It is hoped that once the digging and pond creation is complete that frogs and other amphibians will begin to populate the pond. The Feegie Crew learnt that once a pond has been created that eventually any amphibians that are native to the local area will start to appear in the pond. This is best, as importing frogs etc from their natural habitat elsewhere can be harmful to the amphibians. The Feegie Crew expect to start digging at the end of April and have the pond completed by mid June.



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

Registered Scottish Charity No. SC034893 Registered Housing Association No. HAL99. Registered Friendly Society No. 2282R (S)