



## A word from the Chief Executive

**It has been great to welcome the community back into the Tannahill Centre in recent weeks now that the vaccine rollout means we are able to enjoy some degree of normality. We cannot be complacent however as the virus hasn't gone away and measures are in place to keep visitors and staff as safe as possible when visiting the centre.**

The Association office is also open by appointment for tenants to meet with staff and arrangements can be made by calling 0141 887 4053.

I am pleased to say that in the area of repairs, we were able to work through the backlog due to lockdown quickly and now that restrictions have

eased further, we have been able to crack on with our planned maintenance programme, combining both last year's and this year's plans together. Housing Services have continued to support tenants and also allocate homes, albeit at a slightly slower pace to ensure safety. We are delighted to be launching our new tenant web portal 'My Home', which will enable tenants to report repairs and have access to their tenancy related information at a time that suits them. Our Welfare Rights Team are ready to help you if you find yourself struggling financially in any way. Further information on both our planned maintenance programme and the new 'My Home' portal is included within this newsletter.

*Catrina*

## Flooding in Ferguslie

On Monday 9th August much of Renfrewshire was subjected to torrential rainfall over a short period of time. We understand that this resulted in the surface water drainage network that serves Ferguslie being backed up from the main culvert, the Candren Burn, which is where the surface water from the area is channelled towards. We believe that the Candren Burn was at capacity meaning any excess water had nowhere to drain away to resulting in flooding.

Unfortunately, a number of tenants' houses were flooded which resulted in some people having to leave their houses for a short period of time. We know that this incident will have left an impression on many people especially those of you who remember more serious flooding and in particular the 1994 floods.

We want to reassure tenants that we are taking up this recent event with Renfrewshire Council and Scottish Water with the aim to understand what can be done to ensure that houses are not at risk of flooding in future. This is especially important as many experts are predicting an increase in the number of extreme weather events in future years through the impact of global warming. As we get more information we will look to keep tenants up to date.



# A word from our Welfare Rights Team



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. Thankfully we are now able to see people face to face, but by appointment only. To contact our welfare rights service please call **0141 887 4053** then choose **option 3**.

## The Post Office card account service is ending

The Post Office card account (POca) service is coming to an end. Customers can phone the DWP Customer Service centre on 0800 085 7133 (opening hours are 8.30am to 4.00pm, Monday to Friday) to provide new account details for their benefit or State Pension payments.

All POca customers who are unable to provide a bank, building society or credit union account will be moved to the DWP voucher-based scheme called the Payment Exception service which provides access to payments via the PayPoint network. Payment Exception service payments can also be accessed via the Post Office network from the end of August 2021.

Customers will start to be moved to the Payment Exception service from the end of August 2021 if they haven't yet contacted DWP with new account details.

## Universal Credit claimants to lose £20 per week (or £86.67 per calendar month)

In response to the outbreak of Coronavirus/Covid 19 the UK government implemented a monthly increase of £86.67 to all Universal Credit claimants. Unfortunately, they have confirmed they are to end the increase. The cut will affect payments from 7 September 2021 onwards and payments will therefore be reduced by £86.67 monthly.

## Benefit Decision Notices

We understand benefit decision notices can be extremely difficult to understand and will occasionally come in large 'bundles' (particularly housing benefit/council tax reduction).

It is nevertheless very important information that is contained within these notices and they will often include complex calculations and even details of alleged 'overpayments'. These notices are a legal requirement and the authorities are obliged to send them to claimants. But they also include details of your right to appeal. So, if you are finding it difficult to understand the information contained within them, please contact our office for advice and support.

## Other News

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)

# Annual General Meeting

## Wednesday 8 September 2021 at 5.30pm

This year's Annual General Meeting (AGM) will be held virtually over Zoom, members of the Association will have had their AGM pack sent out to them by now.

We are keen for our tenants to become members of the Association so that they have a say in the way we deliver our services and be part of the future of the Association.

## Board Members

After our AGM we expect to have a couple of spaces left on our Board of Management. We are particularly looking for tenant members to help take the Association forward by being part of our decision making.

This is an ideal opportunity for anyone over 16 and all Board Members undertake training in areas such as Governance, Planned Maintenance and Finance. We work with other local housing associations to run the FLAIR Academy who deliver training. To find out more please get in touch with us or have a look on our website for further information.



## Estate Clean up – it's looking great!

At the end of July, staff from the Association met with Emma and Rachel from *Team up to Clean up*. The girls supplied the litter picking equipment and between us, we collected 50 bags of litter from the estate. It was evident to see when we were out and about the hard work that the different community groups have undertaken in keeping Ferguslie a cleaner and greener place to live.





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

At the end of August 2021 we are launching our new digital tenant service called **'My Home'**.

Once live, you will be able to access **'My Home'** from our website [www.fpha.org.uk](http://www.fpha.org.uk) where you will click the link to login or register if you are a new user.

**'My Home'** will allow you access to your tenant account to check your rent balance, make a payment, report a repair, update us on changes to your household or contact details 24 hours a day, 365 days a year.

**'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.

## What can I do with **'My Home'**?

Our **'Introduction to 'My Home'** YouTube video gives you a quick overview of what you can do, but essentially you can:

- Manage your tenancy
- Advise us of any changes in your household, contact details, or make an application for succession, assignation or a mutual exchange
- Make a payment to your rent account, check your balance or print a statement
- Send us information such as photo's (for repairs), give us feedback, comments or make a complaint
- Access your letters we have sent, Scottish Secure Tenancy Agreement and other documents relating to your tenancy
- Go paper free to get letters delivered direct to your account saving postage and contributing to a greener service
- Report repairs required at your property.

Remember to access **'My Home'** you go to our website and click the link for **'My Home'**. Then if you have registered you just login with your details, or if you are accessing **'My Home'** for the first time click Register.

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

## Is **'My Home'** Secure?

Keeping your personal data and information is as vital to us as it is to you, no bank details are held within **'My Home'** and passwords are encrypted.

If someone did gain access and tried to end your tenancy, we would get in touch with you to discuss the reasons for leaving.

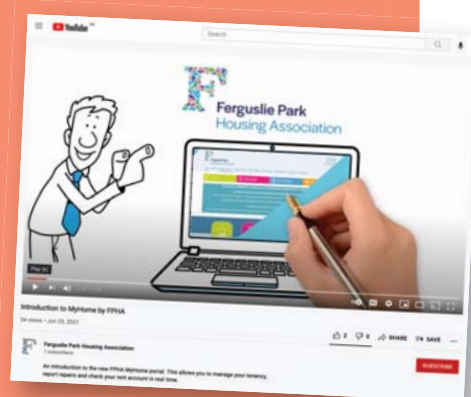
The only way others (out with our staff team) can gain access to your account is if you share your login details with them. Otherwise, only you will be able to access your account and make changes.

## Helpful Videos

We will be updating our YouTube channel with 'How To' videos for **'My Home'** once the service is live.

They will be short instruction videos for how to use the menus within **'My Home'**.

In fact, the **'Introduction to 'My Home'** video is there just now, just go to <https://www.youtube.com/watch?v=rrrL7GVDnsU> where all our videos will be available.



# Complaints

We are reporting our Scottish Public Services Ombudsman (SPSO) complaints received for April to June 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 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).
- 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 to 30th June 2021

Department	Stage 1 Complaints	Stage 2 Complaints	Upheld	Not Upheld
Housing	2	0	0	2
Maintenance	5	0	3	2
Customer Services	0	0	0	0
Total	7	0	3	4

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

Please note, we were still under restrictions in April to June for Coronavirus, and this would have an effect on timescales.





# Planned Investment Te

## Gas safety in your home

Please ensure you allow access for your annual gas service as this is crucial for your own safety and safety of surrounding neighbours.



## Catching up on our investment programme

Now that Coronavirus restrictions have been eased the Association has appointed L&D Services to undertake a number of kitchens, bathrooms and boiler replacements across our estate, over the next 3 years, the first batch of which started on site on 12th July 2021. We have amalgamated the planned programme we were unable to progress last year, with this year's and aim to complete:



**176 New Kitchens**

**32 New Bathrooms**

**48 New Boilers**

Due to restrictions in place we have had to adapt to new ways of working and the way in which we deliver our planned investment contracts in the safest possible manner. Despite our team working remotely, a blend of office, home and working in the estate, we are making great progress and are on programme after our first full month. This is also

thanks to our tenants who have been excellent in attending drop in sessions to make colour selections, giving access to the contractor for surveys and ensuring no delays when the works are on site.

Whilst we are currently in level 0 we will still be limiting face to face contact and home visits to only essential purposes, and ask that if you need to contact us you do so via telephone in the first instance. In order to manage the contract and ensure the highest possible standards, Christine and Robert will be on site during the works doing inspections, coordinating the contract and available to assist as always.

## Estate Strategy – Landscape Works



In addition to the works ongoing within our properties, we are compiling your feedback from the estate strategy survey, as well as various requests we have relating to gardens/common grounds maintenance throughout the estate with a view to progressing a programme of works. Due to the significant backlog from last year this has taken longer than anticipated and is dependant on budgets committed across the planned investment programme, however we do recognise the importance of beginning to address some of the issues which have been highlighted.





# am & Property Services

## Dalskeith Road Window Replacements

Due to unforeseen circumstances during the most recent window replacement contract, we were unable to complete the installation of the bay windows to a number of properties on Dalskeith Road. This has proven to be a very long and drawn out process due to planning delays within Renfrewshire Council, followed by COVID restrictions. However, since then the Planned Investment Team have worked with tenants and our contractor CBS to progress the works which we hope to see finally completed by the end of August, again we are grateful to those tenants affected for their patience and understanding.



## Electrical Safety Inspections

We are coming to the end of our contract with Consilium who were appointed last year to complete electrical safety inspections within 580 of our properties. During lockdown where possible we have continued to work though these addresses but due to poor access rates we still have 100 inspections to complete. The contractor and Robert have made numerous attempts to arrange access



to these properties with no success, if you have been contacted and have yet to arrange a date we would ask that you do so as soon as possible. The Association has a legal requirement to complete these inspections every 5 years for your safety, we understand it can be difficult to arrange a mutually suitable time and appreciate the many tenants who have already granted access to allowing us to make progress.

If you have not yet arranged your safety check please contact Robert or the main office.

## New Smoke and Heat Detector Installs



Similarly, our contract with Valley Electrical Services will soon conclude and we need to ensure we are compliant with new legislation introduced by the Scottish Government. We have installed new smart technology heat and smoke detectors in 95% 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 contact Christine or the main office.

# Tannahill Centre open to the public again!



**Tannahill Centre**  
at the heart of Ferguslie

During lockdown the Tannahill Centre acted as a hub for food distribution and other essential services, providing support to those who needed it most during the pandemic across Ferguslie Park and Renfrewshire.

With lockdown restrictions now lifted we are able to welcome members of the public back into the centre, with a wide range of much-loved services returning and a number of new activities also starting too!

## Tannahill Centre Café

**8.00 am – 2.00 pm,  
Weekdays**

Our community café has now reopened, and serving high quality, freshly cooked meals at low cost to the whole community from 8.00am till 2.00pm every weekday.

The café also provides training opportunities to local young people, so by purchasing a meal you are also supporting your local community!

In addition to taking card payments, the café also has a new menu, which has received fantastic feedback!

*'I just wanted to message and say that the lunch we had was amazing! The wraps are top notch.'*

*'I travel all the way from Linwood driving past a whole load of other quality restaurants and takeaways to get my lunch at the Tanny as the food is so good! I've often brought folk from work too and they loved it!'*



## Ferguslie Community Choir

**Mondays 12.30pm – 1.30pm**

A fun, free weekly community choir for anyone and everyone regardless of your previous experience or musical ability. Meeting every Monday, the choir practices a range of musical numbers which often lead up to a performance or two, with the opportunity to meet other choirs from across the country.

No pre-registration is required, if you'd like to take part please turn up a couple of minutes before the session starts so you can be introduced to Jenny the Choir master and all the other friendly faces that take part.

## Monday Night Bingo

**Mondays 7.00pm – 9.00pm**

Now that restrictions have lifted, volunteers have made the arrangements for Monday Night Prize Bingo to return. As always, the bingo will take place in the community room from 7:00 pm sharp. All are welcome.





# Cameron School of Dance

**Every Tuesday, 4.00pm – 7.00pm  
and Thursday, 5.00pm – 6.00pm**

The dance school, which has been running for nearly 45 years, is suitable for children and young people of all ages and genders.

The dance school is BATD registered and led by a team of highly experienced, local teachers. Classes range from tap, modern, hip hop, freestyle, cheer and ballet providing children and young people with the opportunity to

improve their fitness and confidence whilst making lifelong friendships with others who attend. Please pop-in at the beginning of the next dance session to speak to someone about enrolling your child.



## No Substitute for Life Men's Group

**New**

**Every second Wednesday, 7.30pm – 9.00pm**

Meeting every second Wednesday in the Tannahill Centre with regularly organised pool, darts and other games tournaments organised on a regular basis.

In addition to this, the group also arrange other activities on a regular basis including 5-a-side football, fishing and hill walking. For more information on how you could get involved please contact Gordon Larkin on **0141 280 8801** or email [gordonlarkin@fpha.org.uk](mailto:gordonlarkin@fpha.org.uk).

## Satori Karate Club

**Every Thursday, 4.30pm – 5.30pm  
starting 2nd September**

**New**

From beginner to blackbelt, suitable for kids, adults and families, Satori clubs cater for all ages, abilities and is suitable for all genders.

As well as teaching traditional values incorporating respect and discipline using modern techniques, all aspects of martial arts are covered with training focused on the use of effective techniques. All instructors are fully qualified, insured and Enhance Disclosure Checked. The first month of membership is free, for more information call **07807 172843** or visit [www.satorikarateclub.com](http://www.satorikarateclub.com).



## Ferguslie Community Market

**Every Thursday from 11.00am**

A variety of fresh fruit, vegetables, bakery, frozen and cupboard staples are available every week from the Community Market run by Darkwood Crew here in the Tannahill Centre.

Once a member, a £2.50 weekly fee can provide you with a bag of shopping worth up to £15. For more information, please pop along to the next community market or visit [www.darkwoodcrew.co.uk](http://www.darkwoodcrew.co.uk).

## The Big T Country and Western Night

**First Saturday of the Month**



Good News! The Big T Country and Western Night returns on Saturday, 4th September 2021 with a big celebration event including a buffet and live music from Carson City.

Tickets are £4.50 and can be purchased from a member of the committee or be bought on the door on the night.

# From the Rubble Workshops

New

Thursdays, 6.30 – 8.30pm  
starting 23rd September 2021

Young people aged 10 and over are invited to join Suzie Bell and Anna Smeaton for 10 weeks of free creative workshops.

There will be artistic challenges involving making a film, designing characters, and creating your own soundtrack. Whether you want to be in front of the camera, behind the camera, or just meet new friends and play some games, From the Rubble workshops are the chance for you to be in control. Who do you want to invite in to lead a session? A footballer? DJ? A comic book artist? After a long time of being cooped away, Suzie and Anna are here to listen to what you want to do and help you say what you want to say.

For more information or to register a young person, email [fromtherubbleworkshop@gmail.com](mailto:fromtherubbleworkshop@gmail.com) or call Suzie on 07597 907649.



New

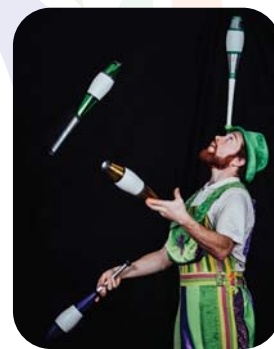
## The Wee Spree

Saturday, 9th October – Saturday, 16th October 2021

The Spree is a popular music and arts festival, that takes place in Paisley every Autumn.

The Wee Spree – a programme of activities and arts for children and families – takes place in a range of venues across Renfrewshire

during the October school holidays, with exciting events and activities planned for the Tannahill Centre. The full programme of activities and venue locations will be announced in early September at [www.thespree.co.uk/the-wee-spree](http://www.thespree.co.uk/the-wee-spree)



## Ferguslie Outdoor Cinema

Friday, 17th  
September  
2021  
at 7.00pm

New

We will be hosting a free screening of Disney's *Raya and the Last Dragon* on the village green next to the Tannahill Centre, with support from Linstone Housing, Screen Scotland and Regional Screen Scotland.

Tickets cost £10 for a family, £3 for an adult and can be picked up from the Tannahill Centre reception.



## Making Her Mark Exhibition

30th September – 14th October 2021

The Making Her Mark exhibition will be on display in the Tannahill Centre from 30th September 2021 – 14th October 2021 showcasing and celebrating

the work of a group of women who have been researching women's lives and the unsung heroines of Renfrewshire.

New





# Return of the Ferguslie Park Gala Day

**Saturday, 25th September 2021**  
**12.30pm – 3.00pm**

Due to adverse weather conditions we had to cancel the return of the Ferguslie Park Gala Day. Join us on Saturday, 25th September 2021 from 12.30pm for a fun filled day of family activities.

## Gala Day Parade

The Gala day parade will be leaving the Tannahill Centre at 12.30pm. The parade will be rainbow themed, as a way of thanking everyone involved in the COVID-19 pandemic response in Ferguslie Park.

If you'd like to join the parade please come along to the Tannahill Centre at 12 noon at the latest wearing bright colours and ready to make a lot of noise! If you are a little shy you can join a number of the community groups who are preparing floats and will be walking in the parade.

## Volunteer of the Year

Aidan McGrogan was named Volunteer of the Year by the committee organising the Gala Day. Replacing this year's King and Queen, Aidan was nominated by a wide range of groups and individuals across the community.

Aidan will be leading the parade this year – he has already chosen his kilt donated by Houston's Kiltmakers!



## Gala Day Activities

As always the Gala Day will be full of fun and free activities for all the family including face painting, inflatables, beat the goalie and craft activities. There will also be a wide range of information and fundraising stalls and our café will have a special gala day menu for the day.

**We hope to see you there!**



## Dolly Parton's Imagination Library

### What is it?

Dolly Parton's Imagination Library is a 60 volume set of books beginning with the children's classic *The Tale of Peter Rabbit* for children aged 0-5. Each month a new, carefully selected book will arrive by mail in your child's name and be delivered directly to your home. Best of all it is free. There is no cost or obligation to your family.

### Who is eligible?

All children under the age of five, living in a Ferguslie Park Housing Association tenanted homes in Renfrewshire.

### What are my responsibilities?

1. Be a resident of Ferguslie Park Housing Association.
2. Submit an official registration form, completely filled out by parent or guardian (see page 12).
3. Notify Ferguslie Park Housing Association anytime your address changes. Books are delivered by post to the address listed on the official registration form. If the child's address changes, you must contact the address/phone number on this brochure in order to continue receiving books.
4. Read with your child and enjoy the books!

### When will I receive books?

Six to eight weeks after your registration form has been received, books will begin arriving at your home and will continue until your child turns five or you move out of the area.

If you are interested or would like to know more about the Imagination Library email Laura at [admin@fpha.org.uk](mailto:admin@fpha.org.uk) or call 0141 887 4053 or go to <https://imaginationlibrary.com/uk/>





**Ferguslie Park**  
Housing Association

## DOLLY PARTON'S IMAGINATION LIBRARY OFFICIAL REGISTRATION FORM (one per child required)

Childs **FULL** Name: \_\_\_\_\_

Childs Date of Birth: \_\_\_\_\_

Sex: \_\_\_\_\_

Parent/ Guardian's Name: \_\_\_\_\_

Childs Home Mailing Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Parent/Guardian's email address (please print very clearly): \_\_\_\_\_

*"This child is eligible for this scheme"*

\_\_\_\_\_  
Signature of Parent or Guardian

I hereby explicitly consent to allow the Dollywood Foundation, Inc. to use the information provided herein for the purpose of participation in Dolly Parton's Imagination Library book gifting programme. To measure the benefits of this program we may create data sets with the information provided hereon and share the with research and education advancement partners. You agree to review our full Terms and Conditions and Privacy Policy by visiting [imaginationlibrary.com](http://imaginationlibrary.com). By signing and submitting this form you expressly consent to the terms set forth herein.



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