



JULY 22

WILLIAMSBURGH
HOUSING ASSOCIATION LTD

NEWSLETTER

Quarterly newsletter to Williamsburgh
residents



SUMMER HOLIDAYS

Our Office will be fully operational throughout the summer, including both the Paisley & Glasgow Fair

Office Closed:

Friday 23rd September & Monday 26th September 2022

STAFF UPDATE

WILLIAMSBURGH WELCOME

Jillian Bell
Factoring Assistant

Jillian has 34 years experience within the housing sector. Latterly working with Linstone and previously Paisley Housing Association. Jillian has specialised within Factoring for over 15 years.



3 fun facts about Jillian!

- Jillian is happily married with one girl and a border collie
- Jillian is a keen tap dancer and has been for over 49 years!
- Jillian loves to travel and frequently visits her twin sister, and brother in Australia

WILLIAMSBURGH SAY FAREWELL

Moving on to pastures new!

Our Benefits Adviser, Shaneela Afzal and our Area Housing Assistant, Jeff McMonagle are both leaving the Association to take up new positions in other organisations. We wish them every success in the future, and thank them for their hard work.



WHA APP

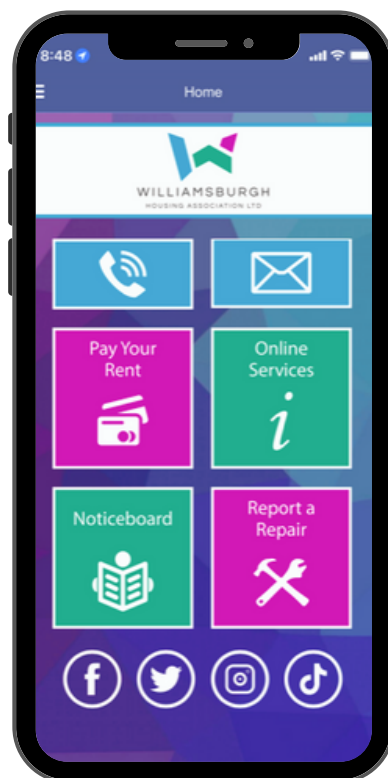
Our new app is now live! It is available to download on the App store and Google Play. It has lots of features, such as;

- Pay your rent
- Online services - Complete forms online
- Noticeboard - Find out all the latest news
- Report a repair - Routine repairs can be reported here
- Links to our socials
- Quick link buttons to our email and phone line



Download the app now and check out all the new and useful features!

Links to download are also available on our homepage of the website.



Get involved!

The following matters where we really need your input are:

- Works that we are planning to do in your home (tenants only)
- Policies that we are reviewing (tenants and owners)
- Repairs that exceed the £200 threshold (owners only)
- Improvement works for owners – we require 100% agreement to proceed

If you would like to be involved, please email amanda@williamsburghha.co.uk

If you have some time that you could spare every now and then to give us your feedback on matters that affect you, we'd love to hear from you.

2022 RESIDENT SATISFACTION SURVEY

Our last Resident Satisfaction Survey was carried out nearly 3 years ago and we intend carrying out our next survey over the next couple of months. The main **purpose of this is to gather and measure information on how you feel about our services.**

We have appointed a firm to carry out the survey called **Research Resource** who are aiming to speak to around 500 of our residents.

Over the next few weeks, Research Resource's team will be out in the communities we work in and **you may therefore be contacted by them and asked if you would participate.** They will carry identification and a copy of this letter at all times. Please ensure that you ask to see a copy of their identification.

It is really important to us that we **monitor the services we give you** and this survey will identify areas where we are getting it right and, more importantly, areas where there is dissatisfaction with Williamsburgh HA and where we need to improve. The interviews will last **no longer than 20 minutes and will be carried out during the day, early evening and at weekends.**

All the information you give to the interviewers will be kept **confidential** and no one at Williamsburgh HA will be aware of who has taken part, or what any individual has said.

Can I **thank everyone in advance for your co-operation** and for taking the time to complete the surveys and helping us improve our services.

If you have any queries or concerns about this, please contact Lesley Ferrie on 0141 847 6376 / lesleyf@Williamsburghha.org or Lorna Shaw at Research Resource on 0141 641 6410.

UPDATE ON OUR DEVELOPMENTS

The development of 42 new family homes, for affordable rent, at Albert Road, Renfrew is being built with an anticipated completion date of **Spring 2023**. The new homes are a mixture of terrace and semi-detached properties, will all have gardens and will be a mix of **3, 4 and 5 person general needs** properties along with two, specially designed, 4 person wheelchair bungalows.



If you have a current application form, require the size of property listed and haven't already notified us that you are interested please email cst@williamsburghha.co.uk or phone our office.

If you do not have an application and would like to apply, please visit www.williamsburghha.co.uk/homes-to-rent/



GAS SAFETY

Steps you can take to keep your home as safe as possible

Anyone who has gas appliances in their home is at risk if those appliances don't work properly. If you notice anything odd about the gas appliances in your home and aren't sure what to do, **please get in touch with us straight away on 0141 887 8613**

Make sure you know when your appliances were last checked by us - you should have been given a copy of the **Landlord's Gas Safety Record** when you first moved in. We are not responsible to maintain appliances not supplied by us, for example - Gas cooker

Allow us access to your home as soon as your annual gas safety check is due

If you don't think you've had a gas check in the past year, please phone our Maintenance Team on 0141 887 8613 or email maintenance@williamsburghha.co.uk

Try not to damage any of your gas appliances and only use them to do the jobs they're supposed to do

Don't install or try to repair any gas appliances yourself - it's really important that only Gas Safe registered engineers work on your gas appliances, and remember Williamsburgh need to give permission before you can make changes to your home

What should I do if I have a gas leak?

- DO get everyone out of your home as quickly as you can
- DO call the gas emergency line immediately on 0800 111 999
- DO turn the gas supply off straight away
- DO open all doors and windows
- DO make sure you get checked out by a doctor
- DON'T smoke
- DON'T turn electrical switches on or off - just leave everything as it is



Find extensive health and safety guides on our website www.williamsburghha.co.uk

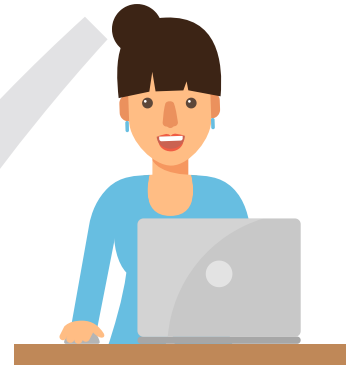
WILLIAMSBURGH ACHIEVES CYBER ESSENTIALS PLUS CERTIFICATION

Cyber attacks come in many shapes and sizes, ransomware, phishing, hacking etc. Williamsburgh takes Cyber Security threats seriously and in May we achieved Cyber Essentials Plus accreditation.

Cyber Essentials is an effective, Government backed scheme that helps protect organisations, whatever their size, against a whole range of the most common cyber attacks and demonstrate their commitment to cyber security.

Cyber Essentials requires organisations to have a number of technical and procedural controls in place to improve their information security in order to mitigate common internet-borne cyber attacks.

Cyber Essentials Plus is a series of tests that provide a further level of assurance that these technical controls have been successfully implemented within an organisation.



COMMUNITY EVENTS

Online Calendar



You will now find our NEW Community Events calendar on our **homepage of our website!**

We are keen to share all the local events and activities which may be of interest to you and your family.

Contact our Community Regeneration Co-ordinator - **Stuart Miller** if you have any events or activities you would like us to share.
stuartm@williamsburghha.co.uk

An illustration of three stylized figures in a celebratory pose, appearing to dance or cheer. One figure on the left is wearing a green jacket and blue pants, another in the center is wearing a red jacket and blue pants, and the third on the right is wearing a blue jacket and red pants. They are all with their arms raised.

FLAIR FOR LIFE

Small Grant Scheme

We recently received funding from Engage Renfrewshire and the Scottish Government to give out to **small groups with good ideas that promotes good mental health and wellbeing and tackles isolation and loneliness.**

- Any group can apply, you don't have to be constituted.
- You can apply for up to £1500
- Benefit and involve people from Renfrewshire.

Want to know more about the fund and what you could apply for, get in touch with Stuart Miller Community Regeneration Co-ordinator 0141 847 6393 stuartm@williamsburghha.co.uk

ESTATES TEAM UPDATE

Hanging Baskets

Its that time of year again where Williamsburgh's Estate Team, have been busy planning and implementing the install of hanging baskets around the estate. Every year the team receive great feedback from tenants on how the baskets bring a sense of serenity and beauty to the estate. All these improvements help to make Williamsburgh a nicer place to live in. Over the summer season the Estates team take great pride in ensuring each hanging basket blooms to its full potential.



Tree Work

We have cleared Violet Street car park by lowering all shrub areas and lifting tree canopies to provide safer areas and hopefully discourage fly tipping.



ESTATES TEAM UPDATE

Planters

Our Estates Team have been tidying up the planters located to the rear of Seedhill Road and Lang Street.

The planters were constructed as part of a community growing project but since the project stopped the planters have been left to grow wild.

Check out the before and after photographs!



Over the next few months the estate team will be onsite and assess all communal back courts to highlight any issues relating to ground maintenance, hard standing areas.

Then a action plan will be implanted to correct any defaults found.

Rats in backcourts

We have seen an increase in the number of rats being reported in common back gardens. Whilst we are doing our best to deal with this problem, we need your help too! Please do not leave any waste in the common gardens, and ensure all refuse bags are intact and secure.

PAISLEY EAST & WHITEHAUGH COMMUNITY COUNCIL

**Do you live in Seedhill area or in Greenlaw or Whitehaugh
and would like a say in what is going on in your local
community?**

If so, Paisley East & Whitehaugh Community Council is looking to recruit some new members to play an active part.

Meetings are held on the second Wednesday of every month between September and June in person at Sherwood Greenlaw Church



For further details, please contact the secretary, Robert Moore at secretary@paisleyeast.org or call 07740 982301 for an informal chat without any commitment. Further details of issues that have been discussed can be found in the Community Council's minutes at <http://paisleyeast.org/>



DOLLY PARTON'S IMAGINATION LIBRARY



The 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 Williamsburgh Housing Association tenanted homes in Renfrewshire. For more information please go to:-
<https://williamsburghha.co.uk/dolly-parton-s-imagination-library/>

PAISLEY 10K ROAD RACE & FUN RUN!

21st August 2022
10am
County Square, Paisley, PA1 1BP

The 10K Road Race is suitable for runners of all levels from novices to experienced club and international runners. For families, friends and youngsters, there is the shorter Fun Run that takes in some of Paisley Town Centre's most famous landmarks.

Visit the event website <https://www.oneren.org/paisley-10k>



**Follow us on our socials
to keep up with all the
latest news and
competitions!**



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