

Lockdown Restrictions are easing and Services are resuming

As the Scottish Government gradually releases lockdown restrictions, we have cautiously re-introduced some of our services, in accordance with Government guidelines and the use of Personal Protective Equipment.

If you wish to speak to our staff or contractors that are in our areas, they will be happy to assist you, but please ensure that you maintain safe social distancing – currently 2 meters.

Estate Management Inspections

Our staff are once again out in our areas inspecting closes, gardens, back courts, car parks and play parks.

As it has been some time since lockdown was introduced, there are quite a lot of items that require to be removed from our common areas. Please bear with us as we work through them. If however, you feel that something is a fire hazard, please advise us immediately.



This can be done through our website using Contact Us, or by calling a member of the Tenancy Team.



Housing Allocations

We have now reopened our housing list and are letting homes once more, ensuring Government guidance is followed for the health and safety of all parties concerned.

Routine Repairs and Maintenance Work



Until now we have been carrying out emergency and urgent repairs only. We are now pleased to be able to work through the backlog of routine repairs that has been reported to us.

If you reported a routine repair to us, an Everwarm repairs administrator will contact you in the coming weeks to arrange an appointment to visit your home.

As you can appreciate, this is going to take some time and, whilst working through the backlog, we will continue to only process new emergency and urgent repairs.

You can report a repair on our website - williamsburghha.co.uk/maintenance/report-a-repair/ or by calling 0141 847 6388.

Cyclical Maintenance

Cyclical maintenance remains an important part of the maintenance work we do and involves the systematic checking and servicing of elements to ensure their safe use.

Gas Servicing and Electrical Testing are two elements within our cyclical maintenance programme, which require your assistance in terms of providing access to have this work carried out.

We appreciate there have been some instances, where due to the Coronavirus guidelines, this critical work has been suspended. If your Annual Gas Service or Electrical Installation Inspection has been delayed for this reason, **it is essential that you have this work done as soon as safe**



to do so, for example; after self-isolating or shielding. This vital work is important to ensure that appliances and installations are in safe working order within your home.

PLANNED MAINTENANCE

Fire Alarm Upgrade:

This is a reminder of previous publications relating to new Fire Regulations standard will require every home to have:

- one smoke alarm installed in the room most frequently used for general daytime living purposes;
- one smoke alarm in every circulation space on each storey, such as hallways and landings;
- one heat alarm installed in every kitchen; all smoke and heat alarms to be ceiling mounted; and
- all smoke and heat alarms to be interlinked.



We are programming to have this work completed by the February 2021 deadline, in order to meet the new standard. The Association has appointed a contractor: Belac to undertake this necessary work. Once again your cooperation in providing access for this work to be done would be greatly appreciated.

Kitchen Replacement Programme: 94 Properties

The Association has appointed Everwarm to undertake this work in the properties listed opposite. A survey will be done in your home by a member of staff and the kitchen manufacturer. They will explain the process and timescales to you and you will be given the opportunity to choose the kitchen finish you want, from the range provided.

- Rankine Street/Rankine Place, Johnstone
- 5 Victoria Drive East, Renfrew
- Park Avenue, Elderslie
- 19 & 36 Moorpark Square, Renfrew

Bathroom Replacement Programme: 113 Properties

The Association has appointed Everwarm to undertake this work in the properties listed below. A survey will be done in your home by a member of staff and contractor. They will explain the process and timescales involved for the work.

- 11-17 Clarence Street, Paisley
- St Margaret's Court/98-100 Renfrew Road, Paisley
- 2 Thomson Street & 8 Porterfield Road, Paisley
- Broomlands Lane, Paisley
- Wallace Street, Paisley
- 1 William Street, Paisley

Heating/Boiler Installation Programme: 24 Properties

- Victoria Drive East, Renfrew

Remember, for the most up to date information surrounding our services and the effects of the Coronavirus guidance, check our website:

www.williamsburghha.co.uk

Some ways we can assist you

- **Single Person Power Fuel Grant**

We have been successful in obtaining Scottish Power Fuel Grants of £50 for 20 of our tenants – that's an amazing total of £1000!

- **Best Start Grants**

The Best Start Grant Early Learning Payment is a new £250 payment to help with the costs of early learning when a child is between 2 and 3½ years old.

Since 22nd June we have applied for 6 x £250 grants for tenants and are continuing to contact eligible tenants to provide information and support to apply.

- **School Clothing Grants and Free School Meals**

We have assisted 6 tenants, since 15th July, to apply for school clothing grants of £100 each and register for free school meals

Your child may be entitled to this. With schools preparing for re-opening in August, don't miss out!

- **Funeral Payment - £1,000**

We have been successful with this grant application too. Dealing with a loved one passing away is a very traumatic time, this may help a little with one thing less to worry about.

- **Fuel Top-ups to gas and electricity pre-payment meters**

We can now access funding for fuel top ups to gas and electricity pre-payment meters of up to a maximum of £28 for an individual, and £49 per couple. (Certain criteria must be met)

- **Crisis Grants**

We have recently secured crisis grants for 16 of our tenants, totalling £2,205, since 1st April 2020.

- **Emergency Food**

In addition to these grants, since 1st April 2020, we have secured emergency food parcels for 58 of our tenants through the Star Project and Renfrewshire Food Bank.



HELP



BILL

We can help you apply for all of these – contact **Karen Johnstone** our Tenancy Support Assistant on **07576 578627** or by email **karen@williamsburghha.co.uk**

A Little Something for the Kids

We are excited to announce that we have been successful in obtaining a grant through Supporting Communities Funding to provide our tenants' children (under 7 years of age) with activity packs.

These little ones were very happy to have them delivered to their doors by our own Karen Johnstone and Jamie Heyes.



Applying for Universal Credit and Journal Assistance

We know that many of our tenants' jobs and income has been affected due to the impact of Coronavirus. Our staff are here to help you apply for Universal Credit and assist you with updating your journal.

This service is open to every tenant. Don't struggle doing it yourself, let us help you!

Contact Karen Johnstone our Tenancy Support Assistant on 07576 578627 or by email karen@williamsburghha.co.uk

DOLLY PARTON'S IMAGINATION LIBRARY

With a little help from Dolly Parton's Imagination Library, we will be funding a free book gifting programme devoted to inspiring a love of reading in the hearts of children everywhere. Each month, enrolled children receive a high quality, age appropriate book in the post, free of charge. Children receive books from birth to age five.



If you would like your child/children to receive these free books, please contact Karen Johnstone our Tenancy Support Assistant on 07576 578627 or by email karen@williamsburghha.co.uk

Eligible children will be enrolled on a first come, first served basis, until funding is exhausted.

Renfrewshire Foodbank News

Delivery Service: Unfortunately the delivery service for people unable to leave the house due to COVID-19 has now come to an end. If someone cannot manage to go to the Foodbank they are more than happy for a friend, family member or worker to collect.

Bus Tickets: From Monday 27th July, when people attend any of the Foodbank centres for help with food, the Foodbank staff can provide a bus ticket (and a face covering) if they do not have transport/money for travel, to enable them to get their food parcels home from the Foodbank more easily. This has the added benefit of being a day ticket which can be used for other journeys too.

TPAS Scotland

TPAS Scotland have created **Tenant Voice Scotland** to enable all tenants to share their thoughts, ideas and opinions to help to influence and inform their partner organisations such as tenants groups, landlords, the Scottish Housing Regulator, Scottish Government and the Tenant Regional Network.



Tenants Voice Scotland will give tenants their say on the things that matter most.

Details can be found on our website, or by going directly to www.tpasscotland.org.uk

July 2020

Do you work with people in the community? Access support from **the Wise Group**.

Services to help people improve their mental health

Re-Connect CBT is a series of short group therapy sessions for anyone aged 18 +. Sessions run weekly & are designed to dip in and out of as needed.



Current opportunities: Spaces are available across all sessions. Topics include: Anger; Anxiety; Depression; Loss, Grief & Bereavement; Domestic Abuse.



How to refer: Full timetable & booking available at thewisegroup.co.uk/re-connectcbt
For more info contact Alexander_Cochrane@thewisegroup.co.uk

Services for people looking to get back into work

Fair Start Scotland offers job seekers dedicated support to identify skills & training opportunities, helping people to get ready for moving into, or back into work.



Current opportunities: Supporting employees & self-employed business owners whose employment has been affected by Covid-19.



How to refer: Call 0300 303 3381 or email fairstart@thewisegroup.co.uk

Online Construction Training: A career in construction can open many doors & we can help people get started through our online construction training.



Current opportunities: Individual Training Account (ITA) funding opens on 1 July. Those eligible can apply for funding up to £200 to complete this training.



How to refer: Call 0800 731 9997 or email itaenquiries@thewisegroup.co.uk

Services to help people manage their energy costs

Our Home Energy Advice services provide vital energy advice & advocacy support for people worrying about their energy bills or struggling to stay warm at home, including the more vulnerable.

Home Energy Advice Team: One to one support for anyone who needs help.



Current opportunities: Support for people who are on prepayment meters who are out of credit, or running low, with no way of topping up at the moment. Appointments are offered by telephone.



How to refer: Call freephone 0800 092 9002 or email HEAT@thewisegroup.co.uk

Home Energy Scotland: Expert energy advice for householders, communities & businesses.



Current Opportunities: Help for people without heating or hot water. Latest information about extra help from energy suppliers to make sure households do not get cut off. Free webinars and online workshops for customers and colleagues.



How to refer: Call freephone 0808 808 2282 or email adviceteam@sc.homeenergyscotland.org

Date for your diary!

Our Virtual Annual General Meeting will take place on Wednesday 16th September 2020 at 7pm.

Do we have your up to date contact details?
Please provide your current mobile and land line number, together with your email address and next of kin details to Lesley Adie – lesley@williamsburghha.co.uk



VIRTUAL AGM
Wednesday 16th
September 2020 at 7pm

How to contact our team members

Lettings

Lorna Duffy	07577295298	01418476394	Letting Homes (Wednesday-Friday)
Amanda Ewing	07577312734	01418476391	Letting Homes (Monday & Tuesday)

Benefits Advice

John Deasy	07933723293	01418476375	Welfare Benefits Advice Officer
Karen Johnstone	07576578627		Supporting Tenants with Benefits

Complaints, Anti Social Behaviour & Estate Management

Sandra Doherty	07723648683	01418476393	Tenancy Complaints & Antisocial Behaviour
Sam McNealy	07465812949	01418476711	Tenancy Complaints & Antisocial Behaviour
Kamran Aziz	07723058653	01418476716	Tenancy Complaints & Antisocial Behaviour
Paula Cunningham	07723092353	01418476392	Tenancy Complaints & Antisocial Behaviour
Amanda Ewing	07577312734	01418476391	Tenancy Complaints & Antisocial Behaviour (Wednesday-Friday)

Housing Developments

Graham Scott		01418476387	Housing Developments
Helen Collins	07577279153	01418476397	Housing Developments & Housing Support

Owners & Factoring

Suzanne Sweeney	07465812286	01418476372	Owners & Factoring
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Rent Arrears

Elaine Hannigan	07465812714	01418476396	Rent Arrears
Suzanne McLeary	07465812741	01418476714	Rent Arrears
Karen Wilson	07576579144		Rent Arrears
Willie McKee		01418476715	Rent Arrears

Repairs & Maintenance

Repairs Team		01418476388	Repairs & Maintenance
Gas Servicing		01418476371	Repairs & Maintenance



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Scan Me!