



NEWSletter

GLASGOW WEST HOUSING ASSOCIATION

Merry Christmas & Happy New Year

FROM THE COMMITTEE AND STAFF OF GLASGOW WEST HOUSING ASSOCIATION

DIGITAL TV NEWS

Current digital providers include Freeview, Cable and Freesat. Freesat is similar to Freeview but with Freesat the signal comes from a satellite and not from the transmitter, which means it offers coverage across the majority of our stock, including the Hillhead, Academy Bank and Burnbank areas.

If you are currently unable to receive digital channels via Freeview, Freesat may be the answer for you. Freesat broadcasts approximately 30 free to view channels, including the five terrestrial channels, with a Freesat box costing around £90 from most electrical retailers.

Please contact Neil McKenzie on 0141 331 6661 for more information.

WIND TURBINES

We have been advised that the installation of wind turbines on the Eaglesham Moors may impact on the TV signal you receive in some areas of our stock. If you are aware of reduced signal strength in your area, these turbines may be the reason. Please let us know and we will make enquiries on your behalf. Unfortunately the options available to us for resolving this may be limited.

ON-LINE REPAIRS REPORTING

In August 2008 we introduced a facility on our website that enables you to submit enquiries and/or report repairs. Access our website (www.gwha.org.uk) and click on "contact us" for the standard form. Completed forms are down-loaded and processed on a daily basis by our staff.

GWHA MEMBERSHIP

Please contact Lesley Gillespie on 0141-331 6664 if you are interested in becoming a shareholding member of the Association. We would particularly welcome membership applications and committee nominations from tenants with disabilities.

WORKING TOGETHER TO PROTECT OUR COMMUNITY

To tackle anti-social behaviour, be it noise pollution, graffiti or petty vandalism, we all need to work together, reporting incidents to the appropriate agency. With this in mind, please note the following telephone numbers:

If you see something, say something

GLASGOW COMMUNITY SAFETY SERVICES (GCSS)

Glasgow Community Safety Services0141 276 7400
 GCSS Mediation Unit0141 276 7451
 GCSS out of hours
 anti social behaviour helpline0800 027 3901
 GCSS out of hours noise team0141 287 6688

GLASGOW CITY COUNCIL

Graffiti, Fly tipping and fly posting removal0800 027 7027
 Bulk Refuse Uplift and Needle Uplift ..0141 287 9700
 Water Mains Leakage or Bursts.....0845 600 8855
 Roads and Lighting Faults0800 37 36 35
 Strathclyde Police0141 532 3000
 Abandoned Cars0141 276 0859

OTHERS

Crimestoppers0800 555 111
 Victim Support0141 553 2415
 Citizens Advice.....0844 848 9600
 Samaritans0141 248 4488
 Childline.....0870 336 2910
 Women's Aid.....0141 553 2022
 Shelter0808 800 4444
 National Drugs helpline0800 77 6600
 Glasgow Council on Alcohol0141 226 3883
 Social Work Emergency Line0800 81 15 05
 Scottish Government
 Anti Social Behaviour Helpline0800 050 500

WINTER SECURITY

With Winter upon us, and opportunistic thieves on the prowl, the security of your home and that of your neighbours is of paramount importance. Don't give thieves a chance...

- Always lock windows and doors when you go out, even if it's only for a few minutes
- Make sure tools or ladders, that a burglar could use to get in, are securely locked away
- Never leave keys in a secret place – thieves usually find them
- It gets dark around 4pm in winter... remember

to leave a light on (ideally an energy efficient one!) if you are out at night

- Don't leave notes on the door saying you are out
- Never leave valuables lying around where they can be seen through a window
- Make sure the controlled entry door is kept shut and locked at all times and only allow a caller into the building if they are coming to see you

For further information, contact the Crime Prevention Officer at your local police station.

ANNUAL TENANTS CONFERENCE (ATC)

In the current climate of increasing costs, regulations and aspirations, these are challenging times for us all. Our 10th ATC, on Saturday 24/01/09, will explore the challenges for GW and the potential impact on rent levels for 2009/10 and beyond.



This Conference is a very important event in our annual Calendar and we would encourage as many of you as possible to come along for a couple of hours to influence our decisions and priorities and ensure your views shape your services.

Further information about the ATC, including the Agenda, details of the venue and information about the rent review will be circulated in the week beginning 12/01/09. Transport and access to a crèche facility will be available on request.

STAFF NEWS

Welcome to Jonathan Shaw, our recently appointed Property Services Manager. Over the coming months Jonathan will be reviewing many aspects of our property maintenance functions, with a view to identifying initiatives that will bring about enhanced customer service.



If you would like to chat with Jonathan about any aspect of the maintenance service, please do not hesitate to contact him at the office on 0141-331 6670.

OFFICE CLOSURE DATES

Fri 12/12/08 from 1pm till 9am on Mon 15/12/08
 Fri 19/12/08 from 4pm till 9am on Mon 05/01/09

Our office will also close for staff training on **Tues 24/03/09**
 Emergency Numbers are noted in the Calendar enclosed with this Newsletter and on our office answer-phone.

SECOND STAGE TRANSFER (2ST) BALLOT CAMPAIGN UPDATE

The 1st October marked the start of our ballot campaign, with our staff knocking on the door of every Hyndland LHO tenant to reinforce our strengths and promote a **Yes Vote** for transfer to Glasgow **West**. We are very encouraged by the high level of support indicated by GHA tenants in Hyndland, however, every vote counts and we are not complacent.

Dave Sim, our Chairperson said "We have been working in partnership with the Local Management Committee (LMC) and residents for over 4 years. No one thought it would take so long but I am delighted Hyndland tenants are finally getting the chance to determine their future and hope they vote **Yes** in favour of transfer to GW. In a recent survey of Hyndland tenants, 92% rated the service provided by GW as very good/ good. Our engagement strategy is testament to GW tenants with "Come Join us" and "Welcome" messages to Hyndland tenants. Our proposal for transfer meets the GW test: **must be in best interest of existing and future GW tenants**".

On the 31st October, GHA Board approved moving forward to Stage 2 Consultation and Ballot, and we have continued since then to encourage tenants to use their vote, which we hope will be translated into a convincing majority **Yes Vote** for transfer to Glasgow **West**. The Ballot period runs from 17/11/08 until 08/12/08 and the result will be posted on our website please check www.gwha.org.uk or phone Ruth Brogan, Assistant Director (Projects) 0141 331 6656.

5 ROYAL CRESCENT GLASGOW G3 7SL TEL: 0141 331 6650 • FAX: 0141 331 6679

EMAIL: admin@glasgowwestha.co.uk WEBSITE: www.gwha.org.uk

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FACTORING ACCOUNT – MAKING PAYMENT

We would like to remind owners that when paying their factoring account it is important they use the bank giro attached to the invoice or remember to quote their unique reference number.

If we receive your payment without a reference number, we may be unable to allocate it to your account. This would result in your account being outstanding and an arrears letter issued in error.

If you are unsure about any payments you have made and want to check they have been allocated to your account correctly, or you want to check your reference no, then please contact Mubeenah on 0141 331 6655 or Roz on 0141 331 6663.

GOOD CLOSE, BEST GARDEN COMPETITION

The winners for 2008/09 will be announced at the ATC on 24/01/09. If you live in any of the undernoted shortlisted properties, please come along to the Conference to participate in the award ceremony.

Short list for Good Close Garden 08/09

GARDENS

171 University Ave
128 Byres Road
110 Byres Road
8 Colebrooke St
32 Burnbank Gardens
6 Burnbank Gardens
27 Derby Street, B/2
27 Brechin St
29 Brechin St
20/28 Napiershall Street

CLOSE

171 University Ave
132 University Place
22 Napiershall Street
6 Burnbank Gardens
68 Elderslie Street
492 St Vincent Street



RECOGNISING EXCEPTIONAL EFFORTS

Nomination Forms, and further information about the following Awards, is available from our offices.

James Michael Award

If you know someone who, like Jim, has made a positive impact on your life or in your community in general, please consider nominating them for this Award. Nominees do not have to be Glasgow West residents.

Nominations for the 2009 Awards should be submitted by 31/03/09.

Anne Gould Award

This Award, introduced in Anne's memory, is about recognising the exceptional efforts of a member of staff on your behalf. If there is a member of our team who has been doing a great job for you, who is an excellent ambassador for the Association; and/or who is always enthusiastic and upbeat, this is your opportunity to say "thank you" and acknowledge their efforts.

Nominations for the 2009 Awards should be submitted by 28/02/09.

BIG FREEZE INFORMATION

If you are going away for the Winter months, you can avoid frost damage and burst pipes by following the steps below:

Set the thermostat on your central heating to at least 10c (50f)
Leave the doors in each room open as this allows warm air to circulate around your home.

If you have a burst pipe..... Turn off stops cocks:
if you are unsure where Stop Cocks are situated telephone the Association and staff will advise

Phone Emergency Telephone Numbers: (see calendar or office answerphone)

If water is in contact with any electrical fittings: Turn off the power at the mains

If you are going away over the Christmas holidays, please inform the Association and, if possible, leave an Emergency Contact Number.

If you are interested in the competitive household contents insurance package available from the Scottish Federation of Housing Associations, please contact our Property Services Team on 0131 331 6652 for further information.

OBITUARY – MAYVEITH

May Veitch who died recently at the age of 87 was a Member of the first Management Committee of Hillhead Housing Association serving from 1982 to 1997. May always looked to community interests first and promoted that approach at all times. In her professional life she was a teacher of children with special needs. She was a life long member of the Glasgow Gaelic Choir but her great love was art and many of her paintings were exhibited throughout the west end. May was in at the birth of the Association and always expressed pleasure at how the child had grown.

Our thoughts are with May's family at this time.

Jim Michael



WELFARE RIGHTS SERVICE

The **Argyle Advice Project** is a partnership project, based in our offices, which provides a welfare benefits service to GW tenants, as well as those of Sanctuary and Yorkhill housing associations, and Argyle and Hyndland Local Housing Organisations (LHOs).

The benefit system is complicated and always changing, and this service is designed to help maximise your income. Please visit our offices, or telephone 0141-331 6665 to arrange an office appointment or a home visit. The service is free and confidential.

Our **Drop-in Service** at the Avalon Centre, 48 Cleveland Street, continues to be open from 9am – 12 noon every Thursday, **no appointment necessary**.

YOUR ENTITLEMENT TO WINTER FUEL PAYMENTS

Those of you who are 60 and over from 15/09/08 should be expecting your winter fuel payment from November - December. This will be either £125 or £250 if you are over 60 and either £200 or £400 if you are over 80. If you are over 60 and you do not receive your winter fuel payment then please contact us as soon as possible.

RECYCLING UNWANTED GOODS

With the New Year fast approaching, are you pondering a clear out?

If you have good quality furniture or other household items that you no longer need, please consider passing these to the British Heart Foundation (BHF), a charitable organisation with a shop in Partick (Dumbarton Road). A home uplift service is provided for bulk items and some electrical goods are accepted. Please contact the BHF on 0844 499 4151 for further information or to arrange an uplift.

CHILDREN'S COLOURING COMPETITION

The colouring competition is enclosed.

Prizes include gift vouchers and selection boxes. Entrants should be no older than 11 years old. Remember to write your name and address on your entry and post or hand it in to our offices by Monday, 15/12/08.

RENT REWARD SCHEME

Congratulations to Annie Boyle who won £100 in the September quarterly draw and to Karen Meek, the winner of the £30, 30th Anniversary Draw. Thanks to David Mitchell, a visitor to the office, who selected the winning numbers at random.

The annual bonus cheques (for members with a full year's continuous membership) will be issued in the week beginning 08/12/08, and the December quarterly draw, for a fabulous Christmas Hamper, will follow on Tuesday, 16/12/08.

The final 30th anniversary draw will also take place on 16/12/08.

Good luck to all Members in these draws and thank you very much for your loyalty and support over the last year.

The 2009 quarterly draws are scheduled for the following dates: 17/03/09, 20/06/09 at AGM, 15/09/09 and 15/12/09.

CYCLICAL MAINTENANCE PROGRAMME

Common close painting and window redecoration works are due to commence in the first quarter of 2009. If your property is included within this programme, you will be hearing from us soon with confirmation of the programme.

Roof inspections and gutter cleaning to all GW properties will commence in January/February 2009.

MAJOR REPAIRS

CCG are marching on with the programme, focussing on the roof/stonework repairs to Derby Street and the window replacement programme. The overwhelming majority of residents have been very supportive during these works and your co-operation is most appreciated.



Window Replacement at 27 Derby Street

PARTICIPATION PLANS FOR 2009/10

Our Management Committee and Staff are fully committed to involving you in decisions about our services and activities and the various mechanisms for achieving this are outlined in our Participation Policy, Strategy and Plans, all of which are available from our offices.

Your input is crucial and you have contributed in a

number of ways over the last year.

Plans for 2009/10 will be a feature of our Annual Tenants Conference on 24/01/09. Please come along to make sure your views are heard and, if you can't manage, contact Avril Stewart or Elaine Travers to chat about our ideas.... and yours!