

## MUBEENAH'S WEDDING

Linda, Iain, Karen and Anne at Mubeenah Muhammed's recent wedding. Mubeenah has now left GW to join her husband in London. We wish her well.



## ANNE GOULD AWARD

Congratulations Iain Nicholl, Business Facilities Co-ordinator! The winner of GW's first 'Anne Gould Award'. Congratulations also to our other 3 nominees Tracy Demarco, Jennie Dunk and Andrew Watson from the Tenancy Services Team. Thanks to everyone who took the time to record their nomination. If you have received an exemplary upbeat service and would like to nominate a staff member for next year's award, please contact the office for an application form or download one from our website. [www.gwha.org.uk](http://www.gwha.org.uk).



## FESTIVE COLOURING COMPETITION

Many thanks to the budding young artists who took part in the annual colouring competition and to parents for supporting this activity. The task of picking a winner was made all the more difficult due to the high standard of entries.



DYLAN KIRKWOOD (8)  
COLLECTING HIS PRIZE

## INCASE OF EMERGENCY (ICE)

The concept of ICE is a method of contact promoted by the emergency services. All you need to do is store the number of a contact person or persons on your mobile phone who should be contacted during an emergency under the name 'ICE'. In an emergency situation, anyone would be able to quickly contact the right person by simply dialling the number you have stored as 'ICE'. For more than one contact name simply enter ICE1, ICE2, ICE3 etc.

## HOUSE CONTENTS INSURANCE

Many residents think that the Landlord automatically insures their furniture, belongings and decorations against fire, theft, vandalism or water damage such as burst pipes, however, THIS IS NOT THE CASE.

If you do not currently have home contents insurance to cover such incidents, or if your policy is due for renewal, you may wish to consider the new "Diamond" Policy, promoted by the Scottish Federation of Housing Associations to housing association tenants and owner occupiers.

Please contact Karen Hudson on 0141 331 6652 for an application pack.

## REFUSE DISPOSAL

GW has been liaising with Environmental Services for some months now in an attempt to resolve the issues, particularly in the Anderston area, with the disposal of refuse. From assessments of the area, it is clear that the lack of bins is a major factor. With this in mind, the intention is to increase the number of bins to reflect the number of households in each building. As the Local Authority no longer supply refuse bins free of charge, the cost of providing the additional bins will be split between the owners and the Association. If you wish to further discuss this matter, please do not hesitate to contact Andrew Watson on telephone number 0141-331 6672 or by email: [awatson@glasgowwestha.co.uk](mailto:awatson@glasgowwestha.co.uk). Your support in addressing this problem is appreciated.



# NEWSletter

GLASGOW WEST HOUSING ASSOCIATION

## GOOD GARDEN ...BEST CLOSE ...COMPETITION WINNERS 2008

Well done to all who took part in this 4th successive year of the Good Close/Garden competition! Here are the winning entries:



### GOOD GARDEN

- 1st - 8 Colebrooke Street – Communal Backcourt
- 2nd - 20/28 Napiershall St and 36/38 Burnbank Gardens Communal Backcourt
- 3rd - 27 Derby Street - Front Garden



### BEST CLOSE

- 1st - 492 St Vincent Street
- 2nd - 68 Elderslie St
- 3rd - 171 University Ave

Judging for the competition has been changed to August each year which means we are able to view the gardens at a time when they are at their best. We would be happy to hear your views on this.

Entry nomination forms are available from Andrew Watson on 0141 331 6672 or by email [awatson@glasgowwestha.co.uk](mailto:awatson@glasgowwestha.co.uk)

If you think your close and/or garden is good then why not enter the competition? Alternatively, if you think your neighbour's garden deserves recognition then why not nominate them?

## ARE YOU CONSIDERING BUYING YOUR OWN HOME?

The Brechin Street New Build Development, due for completion in Summer 2010, includes 15 properties for sale (2 and 3 apartments) under the Scottish Government's New Supply Shared Equity Scheme (NESSE). This Scheme, targeted at 1st time buyers, and prioritising GW tenants in the first instance, enables purchasers to buy a share in the property.



If you are interested in this Scheme, please contact the office on telephone number 0141 331 6650 to register for an Application Pack, which will be ready for distribution around July this year. General information about the Scheme is available on the Scottish Government's website [www.scottishgovernment.gov.uk](http://www.scottishgovernment.gov.uk) or by searching New Supply Shared Equity.

## GW AGM: SATURDAY, 20 JUNE 2009

Please pencil this date in your diaries. Formal notification will follow early June, please advise the day before if you require transport or the crèche facility.

## OFFICE CLOSURE DATES

Please remember that our offices will be closed on the following dates. Refer to the GW calendar and/or office answerphone in the event of an emergency repair arising out with our office hours.

- Friday 10 April 2009
- Monday 13 April 2009
- Monday 4 May 2009
- Friday 22 May 2009
- Monday 25 May 2009

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

EMAIL: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) WEBSITE: [www.gwha.org.uk](http://www.gwha.org.uk)

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## GW AND JAMES FREW SIGN UP FOR A 5-YEAR PARTNERSHIP

We are delighted to enter into this partnership with James Frew, which will provide a complete care and repair service for our gas central heating systems, whilst delivering value and enhanced customer service.

If you need to report a fault with your gas central heating or hot water, please telephone James Frew's 24 hour contact centre on 0870 242 5037

Should you wish to find out some more information about the service, please contact the Property Services Team on 0141 331 6652



## JIM MICHAEL COMMUNITY AWARD

Nomination Forms and further information about this award, is available from our offices. If you know someone who, like Jim, has made a positive impact on your life or in the community in general, please consider nominating them. The person does not have to be a GW resident to be considered for this award.

## COMMERCIAL PREMISES TO LET

GW has a small number of commercial premises in the Anderston area for let. If you are interested in finding out about the terms of let, please contact Caroline Mills Business Facilities Officer 0141 331 6663 or email [cmills@glasgowwestha.co.uk](mailto:cmills@glasgowwestha.co.uk)

## CYCLICAL PROGRAMME

GW's cyclical programme contains gutter cleaning, roof checks, IEE inspections, roof anchor tests, toby servicing. GW will inform you if access is required to your home to allow works to commence. Please feel free to contact the Property Services Team to discuss.

## ATTENTION ALL - UNIDENTIFIED PAYMENT

Did you make a payment in a branch of the Royal Bank of Scotland in Barrhead on the 16th of January? The Royal Bank of Scotland (Barrhead Branch) has forwarded a payment made to Glasgow West via their branch, unfortunately, the bank does not have a record of who made the payment, and hence, we are unable to lodge it into the correct rent/factoring account.

If you think this could be your payment please contact Lauren on 0141-331-6651 or by email [lconnolly@glasgowwestha.co.uk](mailto:lconnolly@glasgowwestha.co.uk) to advise how much you paid and agree a mutually convenient time for us to view your bank payment receipt.

## MAJOR REPAIRS

Our most ambitious major repairs programme in 20 years is nearing completion, with £2.4 million investment in the last year successfully delivering:

- ✓ 116 kitchens
- ✓ 148 central heating systems
- ✓ 102 bathroom suites
- ✓ 102 properties with new windows
- ✓ new roof and stonework repairs to Derby St



The overwhelming majority of residents have been absolutely delighted with the quality of the work and the service provided by the contractor, CCG.

For those of you who still have works outstanding in your home, or if we still need access to measure up for new windows, please contact the Property Services Team as soon as possible.

Thank you for your continued co-operation with this programme and we would appreciate you providing comments on the service to Management Information (MI) if you are contacted to provide feedback.

## ARE YOU IN DANGER OF LOSING YOUR HOME? HELP IS AT HAND...

If you own your home and are in danger of having it repossessed as a result of financial difficulties, there may be help at hand. On 16/03/09, the Scottish Government launched two new schemes as part of the Home Owners' Support Fund, to help owners who are experiencing difficulty in paying any loans that are secured against their property:

Under the MORTGAGE TO RENT Scheme, the Scottish Government can arrange for a social landlord (e.g. housing association) to buy your home and for you to continue to live there as a tenant, paying rent to the landlord.

The MORTGAGE TO SHARED EQUITY Scheme involves the Scottish Government taking a financial stake in your home. You will still own your home and continue to have responsibility for maintaining and insuring it, but you will be able to reduce the amount you have to pay to your lender every month.

Further information about these Schemes and the eligibility criteria is available on the Scottish Government's website: [www.scotland.gov.uk](http://www.scotland.gov.uk) or by contacting the Home Owners' Support Team on 0845 279 9999 (local rate) or by email [homeownerssupportfund@scotland.gsi.gov.uk](mailto:homeownerssupportfund@scotland.gsi.gov.uk).

## ANNUAL TENANTS CONFERENCE EVALUATION

Thanks to everyone who made the effort to come along and participate in our 9th ATC.



There was lively debate and audience participation as tenants commented and asked questions about the Argyle Advice Project, the GCSS service, the rent increase for 2009/10 and our future service provision and priorities.

At GW, your views shape your services, with the 9th ATC influencing the following important decisions:

- > 5.5% rent increase effective from 28/03/09
- > Support for expansion of the Argyle Advice Project to money and fuel poverty advice.
- > Endorsement of the GCSS partnership
- > The Strategy that will shape GW's priorities and services towards 2015

We hope you will tell your neighbours about the importance of this event and encourage them to attend next year. The Evaluation Forms we received from everyone who attended will also help inform future events and we are always happy to hear from you if you have any other comments or feedback.

## 2nd STAGE TRANSFER (2ST) - BALLOT RESULT - A RESOUNDING YES VOTE FROM HYNDLAND TENANTS !

The 09/12/08 marked a significant milestone in GW's progress towards 2ST with the announcement from Glasgow Housing Association Ltd (GHA) that we had achieved a resounding Yes vote from tenants in Hyndland in favour of transfer to GW. There was an extremely high turnout with 76.9% of tenants voting, with 83.8% of these tenants voting in favour of the transfer to GW.

Since receiving this clear mandate from tenants in December, GW has been committed to delivering a March transfer. GW has been working with GHA on a number of issues, unique to the Hyndland stock. Collectively these issues present significant risks and to proceed to transfer without a satisfactory resolution, at this time, on the basis of the current deal and without further due diligence, would not be in the best interests of our current tenants or future tenants in Hyndland.

These technical issues are capable of being resolved and GW is progressing operational disengagement with GHA, so that we can move forward at the earliest opportunity.

"This has been a difficult decision. The easiest thing for GW would have been to just go for transfer at the end of March 09. We would have been failing in our duty to proceed with a deal, which currently is not in the best interests of our current tenants or indeed tenants in Hyndland." - *Dave Sim, Chair, GW.*

"GW received a resounding 'Yes' from Hyndland tenants in December 08 and we are eager for these issues to be addressed by GHA, so that we can move on to transfer soon." - *John Banks, Chair Hyndland LMC.*

## PARTICIPATION STRATEGY

The Management Committee has now formally approved the Participation Strategy, committing GW to the priorities, activities and services supported by you and outlined in our last Newsletter.

If you are interested in giving up a few hours of your time to get more involved in the work of the Association or if you would like more information about the Participation Strategy or the support we provide for GW Residents Groups, please contact Elaine Travers or Avril Stewart on 0141 331 6650.

## ARGYLE ADVICE PROJECT

Paul Welsh will be leaving the team on Thursday 09/04/09. We wish Paul all the best in his new position and thank him for his commitment to the project.

The project will continue to operate as usual, we are hoping that there is only minimum disruption. We continue to seek funding to enable us to assist tenants in money and fuel advice.

## CASH FOR KIDS

A total of 33 children benefited from £640 which was distributed in the weeks leading up to the holiday season.

Cash For Kids is designed to provide a festive treat for children of families who are on a low income. Please keep a watchful eye on our Newsletters and for Posters in closes around October/November for details of this year's application process.

## DISTRIBUTION OF FESTIVE GIFTS

During the festive period it has become tradition that GW present festive chocolates to all our tenants that are elderly, live alone and/or are vulnerable. This time round was no different with 130 GW tenants receiving their chocolates in 2008.