

## WINTER SECURITY

With Christmas looming 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 its 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 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.

## 30TH ANNIVERSARY

It's our 30th Anniversary in 2008 and we would like to hear from you if you have any stories from 1978 that you would like to share via our Newsletter. If you have lived in one of our houses since 1978, or if you're celebrating a 30th birthday or wedding anniversary next year, please let us know.

If you are interested in coming along to a few meetings to share some ideas about how we could mark this 30th anniversary, please contact Roz Craigie on 0141 331 6655.

OUR OFFICE WILL BE CLOSED ON  
Friday 21st December 2007 at 12.30pm

**and will re-open to the public on  
Monday 7th January 2008 at 9.00am**

**Emergency telephone numbers  
are noted in the Calendar**



## RENT REVIEW 2008/09

A leaflet, outlining our proposed rent increase for 2008/09, is enclosed with this newsletter. If you have any comments regarding the rent increase, please come along to our Annual Tenants Conference or, if you are unable to attend, contact either Elaine Travers or Avril Stewart at the office by Thursday, 24/01/08.

## WELFARE RIGHTS SERVICE

We are pleased to announce that the Argyle Advice Project, our welfare rights team, is working at full capacity again:

**Stephen Fallon,**  
Advice Service  
Co-ordinator  
**Paul Welsh,**  
Welfare Rights Officer  
**Jamie Simpson,**  
Welfare Rights  
Administrator



The Team is based in our offices and will provide a service, not just to our own tenants, but also to those of Sanctuary and Yorkhill housing associations, and Argyle and Hyndland LHO's.

We appreciate that the benefit system is complicated and always changing, and the service is designed to try and assist you in maximising your income.

- Are you getting all the benefits or tax credits you are entitled to?
- Do you need help with an appeal or dispute about what you've applied for?
- Do you get enough help towards paying your rent and council tax?
- Do you have debts that are piling up and need advice on where to go for free and confidential help?

If you think any of the above applies to you, please contact our Welfare Rights Team. The service is free and confidential. We can arrange office appointments or home visits and are also looking at places in the area where we could arrange local, accessible surgeries. All you'll have to do is contact us at the office on 0141 331 6665.



## NEWSletter

GLASGOW WEST HOUSING ASSOCIATION

## MERRY CHRISTMAS AND HAPPY NEW YEAR

## RENT REWARD SCHEME

Congratulations to Anne Gould and Angela Orr, winners of the September raffle prizes. The December draw, for a Christmas Hamper, will take place on Thursday, 13/12/07. The annual bonus cheques (for members with a full year's continuous membership) will be issued the following week.

Thanks to all Members of the Rent Reward Scheme for your loyalty over the last year and we would be delighted if you would encourage your neighbours (tenants) to apply for membership of this fabulous Scheme:

For anyone interested in finding out a bit more, please contact the office for an application pack. Note the following dates in your diary for 2008 draws: 18/03, 21/06 at AGM, 16/09 and 16/12.

## ANNUAL TENANTS CONFERENCE

Please give us a couple of hours of your time for our Annual Tenants Conference on Saturday, 26/11/08, when we'll be consulting with you on the rent increase for 2008/09 and on the priorities for the future.

This Conference, in the Mitchell Library, is a very important event in our Calendar and gives you the chance to influence our future services and activities.

To entice you along, we promise a lovely buffet and a "goody bag". Transport and access to a crèche facility are also available.

We look forward to seeing as many of you as possible on the Day!

## DATES FOR YOUR DIARY

Due to a training event, the staff from the Tenancy Services and Argyle Advice Project, will not be available on Monday, 11/02/08. Our apologies in advance for any inconvenience this may cause.

## MAJOR REPAIRS PROGRAMME UPDATE

We are pleased to report that we have now finalised an ambitious programme of works with CCG Scotland contractors:

- New kitchens in 158 flats
- Bathroom suites in 139 flats
- New windows in 129 flats
- Replacement heating systems in 184 flats
- Smoke alarms in 46 flats

The programme, totalling more than £2.1 million, will start early in the New Year and we will be in contact with you soon if improvement works are scheduled for your home. When we visit you, we will explain the works programme and we will give you as much notice as possible of a start date. Your co-operation in providing access would be most appreciated as any delays or late cancellations are costly and impact on our ability to deliver future improvement works.

If you would like more information about whether works are due in your home, please do not hesitate to contact the Property Services Team on 0141 331 6652.

## SECOND STAGE TRANSFER GOOD NEWS!!!

After many years of frustration over the lack of progress with Second Stage Transfer (2ST), our Management Committee and the Hyndland and Argyle Local Management Committees, were delighted by the good news announced by Glasgow Housing Association (GHA) on 26 October 2007.

The GHA Board have given the green light to our 2ST case for Hyndland and an amber light for Argyle. We are now invited to submit detailed proposals for the transfer of the houses in Hyndland and to enter into further discussion and information exchange for Argyle. George MacDonald, GWHA Chairperson said of this news:

“The Management Committee, Hyndland and Argyle Local Management Committees welcome this great news and are looking to the future with optimism.”

If you would like more information on 2ST please contact Ruth Brogan, Assistant Director (Projects) on 0141 331 6656.



## NHS MINOR AILMENT SERVICE

Are you aware of this free service for people, including children, who DON'T pay prescription charges?

You can visit your local pharmacy and if he/she thinks you need medicine for a minor ailment he/she can give you it without you needing to go to your GP for an appointment or prescription.

You must be registered with a GP before you can register for this service.

### HOW TO REGISTER

Registration is simple. You should go to your local pharmacy to complete the registration form with your name, date of birth, and postcode. The pharmacist will check whether you pay for your prescriptions and you will be asked to sign the Registration Form. A separate form must be completed for each member of your family, including children.

You can still make an appointment with your GP if you prefer or it may be that the pharmacist will still refer you to your GP if (s)he thinks this is better for you.

### MORE INFORMATION

More information can be obtained from your GP or your local community pharmacy; contact numbers listed here are of pharmacies in the area that are registered.

## CHILDREN'S COLOURING COMPETITIONS

The colouring competition is enclosed.

Prizes include gift vouchers and selection boxes. Entrants should be no older than 11 years old and remember to fill in your name and address and post/hand in entries to the Association's office. Ensure to note a contact number as prize winners will be notified by phone. Additional copies can be collected at the office.

## GLASGOW WEST BOOKWORMS

It's almost a year since the Glasgow West Bookworms was launched, and in that time, we have delivered books to 165 Glasgow West children.

If you have a child who is not yet registered, please contact Jennie at the office for more information.

## BURNBANK GARDENS OPENING

On Friday, 26/10/07, Bailie Hanzala Malik marked the official opening of the 6th and final phase of the Burnbank Gardens development programme. With £6.7 million invested over the last 5 years, this final phase marked the refurbishment of more than 60 properties to a standard that has surpassed the expectations of the local community.



### PHARMACY DETAILS

**Alliance**  
1278 Argyle Street  
Tel 339 3353

**Alliance**  
211 Byres Road  
Tel 339 0102

**Apple**  
1094 Argyle Street  
Tel 204 0298

**Gilbride**  
37 Hyndland St  
Tel 334 4840

**Kelvin**  
151 Hyndland Road  
Tel 339 3235

**LG**  
66 St Vincent Terr  
Tel 221 3690

## BIG FREEZE INFORMATION

During cold weather, 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

### Phone Emergency Telephone Numbers:

see calendar or office answerphone

### Turn off stops cocks:

if you are unsure where Stop Cocks are situated telephone the Property Services Team for advice.

### 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.

## MEMBERSHIP

Some of the benefits of becoming a member of Glasgow West Housing Association are:

- vote at elections for the Management Committee
- be nominated for election to the Committee
- nominate other members for election to the Committee
- vote on other matters discussed at the AGM and General Meetings
- directly influence the policies of GWHA
- have a say in what services are provided and how GWHA is run.

If you are interested in becoming a member please contact Lesley Gillespie at the Office. We would particularly welcome membership applications and committee nominations

## PARTICIPATION PLANS FOR 2008/09

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, including:

- Influencing the level of rent increase for 2007/08
- Considering the merits of introducing a handy person service
- Reviewing the style and format of our quarterly newsletter
- Launch of the children's literacy project, "The Glasgow West Bookworms"
- Agreeing the detail of the Satisfaction Survey Action Plan
- Participating in the ongoing independent telephone surveys conducted by Management Information Scotland
- Extending invitations to Glasgow West children to participate in activities at our Annual General Meeting
- Deciding the strategic plans and priorities for 2007/08
- Agreeing the participation plan for 2007/08

Plans for 2008/09 will be a feature of our Annual Tenants Conference in January where we will be consulting with you on the following:

- Rent increase for 2008/09
- Introduction of a Consumer Panel
- Options for marking our 30th anniversary in 2008
- Launch of 24 hour antisocial behaviour service

Please come along to the ATC to make sure your views are heard. If you can't manage along on the day, Avril Stewart or Elaine Travers will be happy to meet with you at another time to chat about our ideas..... and yours!

