SERVICE SATISFACTION MONITORING

Management Information, the consultants who carried out our recent Satisfaction Survey, has now been appointed to continue this independent monitoring of the services we provide.

The monitoring will consist of a telephone call to a random sample of people who have contacted the office in the preceding month. The telephone call will last around 5 minutes and will ask you about the service you have received from the Association.

(For the purposes of this monitoring, you will be asked for a contact telephone number that we can pass on to Management Information Consultants next time you make contact with the office).

The information collected from the Surveys will enable us to closely monitor service provision and help us to respond quickly to issues of concern.

Your participation in these Surveys is most appreciated.

SATISFACTION SURVEY 2006 – RESULTS

The Survey results, and an Action Plan to address the issues identified by residents, is currently being prepared and will feature in the next issue of our Newsletter.

Thanks to everyone who took the time to participate.

FORMAL COMPLAINTS PERFORMANCE REPORT 2005

19 residents submitted Formal Complaints to the Association during 2005, with the most common complaints about repairs/major repairs (29%), followed by service provision (25%).

The majority of the Formal Complaints (75%) were dealt with by staff under Stages 1 and/or 2 of our Policy. 5 Formal complaints were progressed to the Final Stage of the Policy, involving appeals with either the Director and/or an Appeals Panel, which is made up of members of our Management Committee.

One resident referred a Formal Complaint to the Scottish Public Services Ombudsman and there was a ruling by the Ombudsman that the Association had acted appropriately and that a formal investigation was not required.

The Association comprehensively review all feedback received to ensure lessons are learned. Procedures are also reviewed where necessary to ensure improvements in the services we provide.

Please contact our offices if you would like a copy of our Comments and Complaints Policy or our Service Quality Guarantee. Information leaflets about the Ombudsman service are also available from our offices or from the following address:

Scottish Public Services Ombudsman
4 Melville Street
EDINBURGH
EH3 7NS

Tel: 0870 011 5378 Email: enquiries@scottishombudsman.org.uk

STAFF NEWS

Welcome back to Caroline Mills who has recently returned to work after her Maternity leave.

Sorry to say farewell to Teresa Maciver who will not be returning from Maternity Leave as she has moved to the position of Full-time Mum to wee John and Katie….. and as if two toddlers isn't enough work, Teresa is expecting twins on New Year's Day…. .. Happy New Year Teresa!

RETURN OF WELFARE RIGHTS SERVICE

We are pleased to announce the return of our welfare rights service from October 2006.

The Argyle Advice Project will have 3 newly appointed members of staff who will be based in our offices at 5 Royal Crescent. The service will be available to tenants of GWHA as well as Yorkhill and Sanctuary Housing Associations and Hyndland and Argyle LHOs.

Look out for more information in our September Newsletter.

35 BURNBANK TERRACE

This latest (5th) phase of the Burnbank improvement programme is all but complete with decanted residents returning to fabulous newly refurbished homes within the next few weeks.

COMMUNITY FUND

The Association and Argyle LHO recently donated £150 to Anderston Kelvingrove Church to assist with a Street party for local children.

OFFICE CLOSURE DATES FOR YOUR DIARY

Friday 14th July 2006
Monday 17th July 2006

Friday 22nd September 2006
Monday 25th September 2006

Glasgow WEST HOUSING ASSOCIATION LIMITED

5 ROYAL CRESCENT GLASGOW G3 7SL
TEL: 0141 331 6650 • FAX: 0141 331 6679
EMAIL: admin@glasgowwestha.co.uk
WEBSITE: www.gwha.org.uk
Registered as a Scottish Charity

July 2006 Issue No.10

NEWSletter

GLASGOW WEST HOUSING ASSOCIATION

ANNUAL GENERAL MEETING 2006

Our AGM took place on Saturday 17 June 2006 at 11am in Anderston Kelvingrove Church. There was an excellent turnout with 55 members in attendance and 5 Observers.

Thanks to everyone who attended and enabled this very important meeting in the Association's calendar to go ahead. Your continued support is noted and appreciated.

Our elected Management Committee for the year 2006/07 is as follows:

Chairperson - George MacDonald
Secretary - James Michael
Member – Janet Sim
Member – David Sim
Member – Elizabeth Reilly
Member – Jim Anderson
Vice Chairperson - Walter Halley
Treasurer – Joe Gowran
Member – Duncan Lunan
Member – Anne Gould
Member – Moira Wadsworth
Member – Hanif Mizra

AGM PRIZE DRAW

The raffle draw was announced with the following winners:

1st Prize	Maureen Wylie
2nd Prize	Katy Foley
3rd Prize	Ms McKie

COMMITTEE TRAINING FORUM

If you're interested in finding out a bit more about the Association, how decisions are made, and how you can influence the decisions, why not register for the Committee Training Forum. We have 3 volunteers so far and Training is scheduled to start in August 2006.

The Training is held at our offices on Tuesday evenings and each session lasts for about 2 hours, over about 4-6 evening sessions, over a period of 6 months.

Any one can join the Forum and if you would like more information, please contact Lesley Gillespie on direct line number 0141-331 6664.

Shareholder Membership

Some of the benefits of becoming a Member of GWHA 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.

ANNUAL REPORT 2006

Delivered along with this Newsletter is a copy of our Annual Report for 2006. This report will bring you up to date with all aspects of the Association, including our achievements over the last year.

GOOD GARDEN ...BEST CLOSE ...COMPETITION WINNERS 2006

This is the second successive year of the competition and interest has certainly been greater than ever. Please remember it is never too early to enter.

Best Close

First Place	171 University Avenue
Second	492 St Vincent Street
Third	132 University Place

Good Garden

First place	8 Colebrooke Street
Second	Mrs Buchanan Front Garden, 132 Universtiy Place
Third	20 – 28 Napiershall Street

Best Newcomer & Most Improved Close and Garden

20 – 28 Napiershall Street

2nd Prize winner in Best Close Competition, 492 St Vincent Street

RENT REWARD SCHEME

Congratulations to Mrs Young, the winner of the annual "room make-over" worth £250.00.

Congratulations also to Carmel Burman-Roy who won 1st prize in the June draw which was a meal for two worth up to £100!

Please contact the office for an Application Pack if you are interested in joining our Rent Reward Scheme.

VACATING YOUR FLAT AT THE END OF YOUR TENANCY

At the end of your Tenancy your flat must be cleared of all household furnishings, carpets, white goods and all household rubbish. Sanitary ware and kitchen fittings should be cleaned and left in a hygienic condition.

This is a condition of your Tenancy and your co-operation is appreciated.

If your home is not returned in good condition we have to pay contractors to clean and clear it before it can be let to someone else. The cost of this, which can be substantial, will be passed on to the outgoing tenant.

ALTERATIONS / IMPROVEMENTS

Before you carry out any alterations or improvement to your home, you must first get our written permission. An Application Form is available from the Property Services Team and someone will get back to you as quickly as possible, but always within one month of your written request.

The list below gives some examples of the type of alterations you will need our permission for:

- ✔ Laminate flooring
- ✔ Shower installations
- ✔ Replacing kitchen or sanitary fittings
- ✔ Structural work (planning permission may be required)
- ✔ Renewing internal pass doors
- ✔ Replacing/installing electrical fittings including down lighters.

Please note that we are unlikely to give permission for alterations such as artexing or for painting kitchen unit doors.

If you are in any doubt about whether permission is required, please ask for our advice.

If alterations are carried out without our written consent you may be asked to reinstate the property or to pay the full cost of employing our contractors to carry out the work on your behalf.

Compensation For Improvements

In some cases you may be entitled to receive compensation at the end of your Tenancy for alterations or improvements you have carried out with our permission.

Further information is available from the Property Services Team.

ANNUAL GAS SAFETY SERVICE

We are required by law to carry out an annual servicing of the gas appliances within your home to ensure the continued safety of your family and that of your neighbours.

James Frew contractors have been appointed to carry out the servicing work this year and we look forward to your co-operation in providing access for the Engineers.

If you are unable to provide access at the suggested time, please make alternative arrangements.

Due to the importance of this work, we will seek permission to force access to your home in the event that access is not provided.

Abortive visits by the Engineers cost money and we will recoup the cost of this and the cost of any associated legal action from you.

PASSWORD SECURITY

As an additional measure of security, we are encouraging all residents to select a password that will be held on our database for disclosure to contractors carrying out day-to-day repairs.

Next time you report a repair you will be asked for a password that will be recorded on the job-line passed to our contractor.

Alternatively, you can phone Patrick Coll at the office on direct line number 0141 331 6652 and your password will be logged on our system for future use.

Participation in our password security scheme is voluntary.

SFHA HOUSE CONTENTS INSURANCE

The Scottish Federation of Housing Associations have negotiated a low cost house content insurance scheme. Some of the key features include:

- New for Old
- Minimum sum insured - £6000 (Over 60,s)
- Minimum sum insured - £9000 All tenants and owners

Policy cover includes:

- Accidental Damage
- Freezer Content – Unlimited cover for loss of food
- Keys and replacement locks - £100 maximum for any one incident.
- Payments can be made monthly at the Post Office

For full details and application forms please contact the Property Services Team.

CONTRACTOR NAME CHANGES

Please note that two of our reactive maintenance contractors have recently changed their names. This has occurred because the companies have been taken over.

A J Kramers are now trading under "Red Sky" logo.

Mowlem are now trading under "PME Partnerships Ltd" logo.

All our contractors' operatives are required to carry photographic identification and must comply with the Association's code of conduct.

The Association will be closely monitoring the service provided by these contractors to ensure continued quality service provision.

PILE OF OLD RUBBISH

What do you think when you see a pile of discarded rubbish ?
Is it, Oh thats a mess.
When will it be removed?
Who would do that?

Do you ever think that inconsiderate dumping has a direct affect on everyone....not just the visual effect but also it can seriously impede free movement around the rubbish for those of us less mobile or wheelchair users.

A recent pile of bulk rubbish in Sutherland Lane was blocking access to a car park space used by a wheelchair user and could have had serious consequences in the event of an emergency.

Please be responsible rubbish disposers and make life easier and more hygienic for all.