



# NEWSletter

GLASGOW WEST HOUSING ASSOCIATION

## ANNUAL REPORT 2009

Delivered along with this Newsletter is a copy of our Annual Report for 2009. This will bring you up to date with our performance and achievements in the last year.

## ANNUAL GAS SERVICING

If you wish to report a fault with your gas central heating or hot water, please telephone JAMES FREW's 24 HOUR contact centre on telephone number on 0870 242 5037

## STATUTORY RIGHT TO REPAIR

This Right was introduced by the Housing (Scotland) Act 2001. It means that certain repairs reported by you have to be completed within a specific timescale or you are entitled to refer the repair to another contractor nominated by us. You may also be entitled to compensation in some cases. If the repair you report is a statutory repair you will be advised by our staff, who will also notify you of the special conditions that apply. Please contact the Property Services Team on 0141-331 6652 if you would like more information.

## SECOND STAGE TRANSFER (2ST) HYNDLAND STOCK TO TRANSFER!

GW is delighted to advise residents that the Management Committee approved (19th May 2009) the GHA 2ST valuation and we are now able to conclude arrangements for the transfer of 127 properties in Hyndland at the earliest opportunity. GHA will formally write to GHA tenants and owners in GHA factored properties in Hyndland to confirm the timescale for transfer to GW and arrange meetings with owners regarding the factoring service. It is anticipated that the transfer of the Hyndland stock will take place at the end of July 2009.

Dave Sim, Chair, GWHA stated: "This has been a long and difficult journey, however, we now look forward to transfer and welcoming Hyndland tenants to GW."

The Management Committee and Hyndland Local Management Committee (HLMC) appreciate the patience and continued support of Hyndland residents.

## RENT REWARD SCHEME



Well done Mr Macleod, the winner of the £250 annual draw. If you meet the following criteria, you're probably missing out on the incentives available for Members of this scheme.

- Signed a Scottish Secure Tenancy and have been a tenant for a minimum of 6 months.
  - Clear rent account for at least 3 consecutive months
  - Acceptable repayment arrangements (for rent or rechargeable repairs) maintained for a minimum of 3 monthly payments, 6 fortnightly payments or 12 weekly payments.
  - Compliance with the general terms of the Tenancy in the preceding 6 months.
  - Participation in works programmes and access provided on request for services and inspections of your property.
  - Participation in at least one event per annum (e.g AGM, ATC, survey monitoring )
- Please contact us as soon as possible for an Application Form to ensure you are included in our next draw on 15/09/09.

## TV RECEPTION

The installation of wind turbines at the Eaglesham Moors is continuing to impact on the quality of reception in some areas. 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.

## ARGYLE ADVICE PROJECT

We are pleased to announce the re-opening of the outreach service in the Avalon Community Resource Centre, 48 Cleveland Street, from Thursday 06/08/09 between 10 and 12 noon. Thereafter the service will be available on the 1st Thursday of the month at the Centre, including 03/09/09, 01/10/09, 05/11/09 and 03/12/09.

We would encourage all Glasgow West tenants to make contact with the Argyle Advice Project staff to arrange an appointment for a benefits check-up. We will be happy to arrange a home visit in the event you are unable to call at the outreach service or at our offices in 5 Royal Crescent.

## ANNUAL GENERAL MEETING 2009

There was an excellent turn-out at our 31st AGM on Saturday, 20/06/09, with 50 members in attendance and 8 Observers. Thanks to everyone who came along enabling this very important meeting in our calendar to go ahead, on schedule, and in accordance with our Rules. Your continued support is welcomed and most appreciated.



Thanks also to the 53 members who noted apologies in advance of the meeting.

If you are interested in finding out about membership, please contact Siobhan O'Connor on 0141 331 6655.

## MANAGEMENT COMMITTEE

Immediately after the AGM, and with little change in the composition of the Management Committee, Members met to elect Office Bearers before going into summer recess. Co-options will be confirmed at the Management Committee Meeting in August 2009.



## BOOKWORMS

We are now in the 3rd year of the Glasgow West Bookworms initiative and the project continues to go from strength to strength. Since its launch at the Annual Tenants Conference in 2007 some 372 books have been handed out to happy children. If you are a Glasgow West tenant and would like your child to be registered as a Glasgow West Bookworm, please call Jennie Dunk on 0141 331 6658 or email [jdunk@glasgowwestha.co.uk](mailto:jdunk@glasgowwestha.co.uk)



## 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 17 July 2009  
Monday 20 July 2009

Our office will also be closed from 12 noon on Monday 27th July and will reopen at 9.00 am on Tuesday 28th July.

## ONLINE CONTACT FORM

In August 2008 we introduced an 'online contact form' to extend the methods available for you to contact the office. This facility enables you to report repairs online via our website at [www.gwha.org.uk](http://www.gwha.org.uk). Please click on 'Contact Us' to access the simple form.

The online contact form is also available as a "general enquiries" facility where you can send any queries you may have about, for example, your tenancy or factoring service.

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

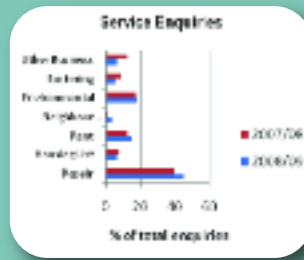
EMAIL: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) WEBSITE: [www.gwha.org.uk](http://www.gwha.org.uk)

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## SERVICE SATISFACTION

Thanks to each of the 360 residents who participated in the monthly independent surveys carried out by Management Information over the last year. The results of these surveys help us gauge your views in terms of the service you receive, as well as helping inform future services, activities and priorities.

As noted below, repairs (44%) and environmental issues (18%) continue to be the main reasons for residents contacting the office.



Telephone remains the preferred means of contact, with only a handful of residents contacting us by email or letter; 40% of visitors make an appointment in

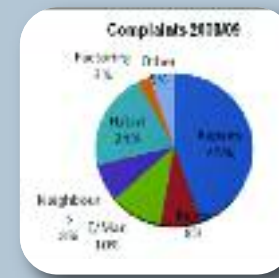
advance of calling at the office, however, we are pleased to report that 75% of all visitors are seen with 5 minutes of arriving.

Further information on satisfaction levels is contained within the Annual Report delivered within this Newsletter.

## COMMENTS AND COMPLAINTS

In 2005, following consultation with residents, we adopted a Service Quality Guarantee (SQG) that outlines our respective responsibilities. At Glasgow West we aim to get things right first time however, there are occasions where our service falls short of your expectations. On these occasions we will deal with your feedback through our Comments and Complaints process. A copy of the SQG and Comments and Complaints Guidance Leaflet are available from our offices.

During 2008/09, we dealt with 30 complaints, 76% of which were from GW tenants, 10% Housing List Applicants, 7% GHA tenants and 7% owners:



37% of complaints were resolved at Stage 1 by our front-line staff, with a further 43% at Stage 2 and the remaining 20% at Stage 3. Two of the 6 cases that progressed to Stage 3 were heard by an Appeals Panel and the remaining 4 by our Director. No cases were referred to the Ombudsman service.

On all occasions, time is set aside with staff to consider the issues highlighted through our Comments and Complaints process, with a view to ensuring we learn from our mistakes and that we continue to enhance our customer services.

If there is something that you are concerned about, please give us the opportunity to put it right.

## BACKCOURT MAINTENANCE & REFUSE DISPOSAL

This is a PLEA to all Residents to please keep your backcourt tidy.

We are on a countdown towards the judging for the good garden/good close competition and whilst, for the most part, close areas are kept to a satisfactory or good standard, the same cannot always be said for backcourt areas.

The environment in which we live (the street, the close and the backcourt area) can have a significant impact on how we feel about our home and our quality of life, as well as our sense of safety in our local community.

In many properties, the internal condition of the close is good; however, opening the rear close door can sometimes give quite a different impression of the people who live there, and the efforts they make, or not, to ensure that communal spaces are pleasant/safe/hygienic spaces, free of bulk refuse.

**Please make the effort YOUR BACKCOURT NEEDS YOU.**

### BOTTLE BANKS



Whilst perhaps the same can't always be said for all banks, you know you can safely make a deposit at this bank. Please recycle your glass bottles and jars at the new bottle bank on

Dover Street. There is also a bottle bank situated on Napierhall Street.

### GOOD CLOSE/GARDEN COMPETITION

To nominate your own close/garden/backcourt or that of a neighbour's please contact Andrew Watson (0141-331-6672) for a nomination form. The last date that nominations will be accepted is Friday 31 July.

### STAFF NEWS/UPDATES



Frank Donohoe - Property Services Manager (Jun 09)



Aubin Mweze - Business Facilities Administrator (Jun 09)



Lesley and daughter Lucia.

Welcome to Frank & Aubin our new members of staff.

Congratulations to Lesley and Armando on the birth of their daughter Lucia.

### BLUE BINS

All Residents have access to blue bins in the backcourt area for recycling:

- ✓ Brochures
- ✓ Drinks cans
- ✓ Catalogues
- ✓ Baked bean tins
- ✓ Newspapers
- ✓ Pet food tins
- ✓ Magazines
- ✓ Soup tins
- ✓ Office quality paper
- ✓ Detergent bottles
- ✓ Telephone directories
- ✓ Shampoo bottles
- ✓ Yellow pages
- ✓ Drinks bottles
- ✓ Food tins and drinks cans
- ✓ Plastic bottles

Please do not put envelopes, plastic bags, paint tins, polystyrene, yoghurt pots, plastic food containers, plastic film or wrapping into the blue bins as these are not recyclable. Cardboard also cannot currently be recycled through these bins and should be left out with your bulk uplift items. For further information on the use of the blue bins and or recycling points please contact: GCC 0141-287-9700 or visit [www.wasteawarescotland.org.uk](http://www.wasteawarescotland.org.uk)

**Bulk refuse** should be placed, on the day noted below, before 10am on the pavement for uplift.

**Monday**  
Belmont Street

Burnbank Gardens  
Burnbank Terrace  
Napierhall Street

#### Tuesday

Byres Road  
Bank Street  
Oakfield Avenue  
University Avenue & Place

#### Wednesday

Derby Street

#### Friday

Argyle Street  
Beltane Street  
Berkeley Street  
Breadalbane Street  
Brechin Street  
Claremont Street  
Cleveland Street  
Dorset Street  
Dover Street  
Elderslie Street  
Kelvingrove Street  
Kent Road  
McIntyre Street  
Pembroke Street  
St Vincent Crescent  
St Vincent Street

Properties at Athole Gardens, Huntly Gardens, Kew Terrace and North Woodside Road should contact Glasgow City Council's Contact Centre on 0141 287 9700 to arrange for bulk items to be uplifted, as currently there is no regular weekly service in place.

We thank you in anticipation for all your efforts to either recycle and/or correctly dispose of your refuse.

## BRECHIN STREET

At last we have some activity in Brechin Street as the work begins on this development, which includes a total of 60 flats for rent and shared equity. The work is scheduled to complete in August 2010.

The marketing of the 15 shared equity flats will commence over the next month or so. If you are interested in receiving information about these flats, please advise our staff and an application pack will be issued to you in due course.

The flats for rent will be allocated next year in accordance with our Housing Allocations Policy.

## JAMES MICHAEL AWARD

Last year, in our 30th Anniversary year, we launched the James Michael Award, to recognise the commitment of the exceptional people who make a difference to all of our lives; the people who make our community what it is.

Congratulations to Mrs Paterson of Athole Gardens, the winner of our very first Award and well done to all the nominees, including Mrs McShane, Mrs McIntosh and Mrs Currie.

Nominations are received for this Award throughout the Year with winners announced at our AGM. Please contact the office for a Nomination Form (which is very easy to complete) and for further information.



## OWNERS INSURANCE – £100 POLICY EXCESS

If your home is insured via the Policy provided by Zurich Municipal please remember that you are responsible for the first £100 of any insurance claim relevant to your home. This policy excess was reduced from £250 a few years ago as a means of making the policy more competitive for owners. The policy excess remains at £250 for commercial units.

If, for example, works (including decoration) are required in your home following water ingress from another property, you will be responsible for the first £100 cost of the works. This is a standard condition of all insurance policies.

Please contact our Business Facilities Team if you would like more information about the insurance policy or any other aspect of our factoring services.