

CONTINUOUS MONITORING

The monthly telephone surveys have now started and some of you will already have been contacted by Management Information, the independent company appointed by the Association.

If you are telephoned by Management Information we would be most grateful if you would share with them your thoughts on the service you received from the Association.

Please be assured all information passed to Management Information is held by them confidentially and used for no other purposes.

Please also do not hesitate to pass on your comments/feedback/ideas on the services you receive from the Association directly to the member of staff with whom you have been in contact.

If you would prefer not to take part in the telephone surveys, please advise Clare Gallagher at the Association's offices, or let Management Information know if/when they telephone you.

MEMBERSHIP OF THE ASSOCIATION

You can purchase a £1.00 share in the Association and this entitles you to the following benefits:

- 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 GWAH
- have a say in what services are provided and how GWAH is run

If you are interested in becoming a member please contact Lesley Gillespie at the Office.

Our Annual General Meeting will be held on Saturday, 23rd June 2007.

STAFF DIRECT DIAL NUMBERS

Tenancy Services

Allocations/General Enquiries	Lauren Connelly	0141 331 6651
Tenancy Issues Area 1	Elaine Giles	0141 331 6660
Tenancy Issues Area 2	Jennie Dunk	0141 331 6658
Estate Management	Jean Fernand	0141 331 6672
Hyndland LHO (GHA)	Tracy Sloan	0141 331 6653

Property Services

Report Repairs	Pat Coll	0141 331 6652
Maintenance Enquiries	Richard O'Brien	0141 331 6659

Business Facilities

General Enquiries	Caroline Mills	0141 331 6650
Factoring Issues	June Brown	0141 331 6663
Membership Enquiries	Lesley Gillespie	0141 331 6664
Accounts	Iain Nicholl	0141 331 6654

Argyle Advice Project

Yorkhill & GWAH	David Kelly	0141 331 6662
Sanctuary & Partick	Mark Willis	0141 331 1187
General Enquiries	Jamie Simpson	0141 331 6665

Area 1

Elaine Giles
 Argyle Street 1010 up
 Athole Gardens
 Bank Street
 Belmont Street
 Berkeley Street
 152 -238
 Brechin Street
 Byres Road
 Colebrooke St
 Derby Street
 Hillhead Street
 Kelvingrove St
 Kew Terrace
 St Vincent Cresc.
 University Avenue
 University Place

Area 2

Jennie Dunk
 Argyle Street to 980
 Beltane Street
 Berkeley Street to
 104 - 152
 Breadalbane St
 Burnbank Gdns
 Burnbank Terr
 Claremont St
 Cleveland St
 Dorset Street
 Dover Street
 Elderslie Street
 Kent Road
 McIntyre Street
 Napierhall Street
 North Woodside Rd
 Pembroke Street
 St Vincent Street



NEWSletter

GLASGOW WEST HOUSING ASSOCIATION

ANNUAL TENANTS CONFERENCE (ATC) 2007

Thanks to everyone who came along and contributed to the 7th ATC, which was held on 27th January in the Mitchell Library. As usual, it was a busy morning with lots of opportunities for comments and feedback on the priorities for the year ahead.

The main decisions from the ATC are reported in the Poster in your close and further information on any of these decisions is available from the Tenancy or Property Services Teams.

The popularity of the ATC continues and preparations are already underway for next year's. For those of you who didn't manage along, perhaps we will see you at our AGM on Saturday 23rd June 2007.

ATTENTION ALL OWNERS

GWAH has been fortunate to negotiate very competitive rates for building insurance, which means lower premiums are payable on an annual basis with your management fee. The trade-off for the lower premiums is a policy excess of £250.00 on each individual claim against your own property or against the building. Where the repair relates to the building, you are liable for a share of the £250.00.

The Insurance Policy is shortly due for review and we would be pleased to hear your views on the premiums, the policy excess or any experience you have of making a claim. For example, would you be willing to pay a higher annual premium in return for a lower policy excess?

Please contact June Brown before the end of March to ensure your comments inform our review.

MAJOR REPAIRS PROGRAMME 2007-08



The Association is now moving into the next phase of the Major Repairs/Improvement Programme, involving improvement works to over 100 flats. Residents in this year's programme will already have received notification of the work and further more detailed information will follow shortly. The programme is expected to start in early June.

If you have any queries about our maintenance programmes, please contact the Property Services Team.

LISTENING TO YOU!

The ATC provides opportunities for you to let us know what you think of the services we provide and let us know how you think these services could be improved. The following information was gathered at this year's ATC:

	ATC 2006
Residents who would welcome GHA Tenants in Hyndland and Argyle who have expressed a wish to join GWAH	92%
Residents who thought that the ATC was a good or very good opportunity to air their views and or ideas	100%
Residents who thought that it was accurate to state that GWAH Staff are friendly courteous and go the extra mile to help	100%
Residents who approved the 4.5% rent increase	100%

Thank-you again to all those who attended.

OFFICE OPENING HOURS

The office will be closed on Thursday 22 March 2007 for Staff Training and on the following Public Holidays:

Friday 6 April **Monday 9 April**
Friday 25 May **Monday 28 May**
Friday 13 July **Monday 16 July**

Where a holiday falls on a Friday the office will be closed from 4pm the previous day. Our office answering machine is operational out of office hours with details of our emergency repairs service and you can also find details of these on the GWAH 2007 calendar.

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

ARGYLE ADVICE PROJECT

Baby Boom

Spring is here and it is the ideal time to take advantage of new maternity provisions. Babies due on or after 1st April 2007 are no fools, as they will benefit from more generous measures. The amount of paid time off work that new mothers are entitled to is being extended from 6 months to 9 months.

- Statutory Maternity Pay (SMP) is paid by your employer if you have been in the job for at least 26 weeks prior to the 15th week before the baby's due date. You must still be in your job and earning at least £87.00 per week. SMP is paid at 90% of your average weekly earnings for the first 6 weeks, and then £112.75 per week for the remaining 33 weeks, (or 90% of your earnings if this is less than £112.75 per week).
- If you cannot get SMP, you may be entitled to Maternity Allowance. This is a benefit payable if you have worked for at least 26 weeks in the 66 weeks before the baby's due date. You may qualify for Maternity Allowance if you have stopped working or changed employers or were on a low wage of at least £30 per week for 13 of these 26 weeks. From 1st April 2007, Maternity Allowance is paid at £112.75 per week for 39 weeks.
- New mums will be able to keep in touch with work by going back for up to 10 days during the maternity pay period without losing SMP or Maternity Allowance. There are also new provisions extending the notice period to 8 weeks for changes in the date of return to work.

These new rules also apply to Statutory Adoption Pay for people who are adopting a child for the first time. If you can hold on until April 2010, the government has committed to further extending maternity pay to 12 months, with the intention of making this transferable to the father.

Remember, the following recently introduced rights for parents are still in force:

- Paid time-off for antenatal appointments
- Unpaid maternity leave for up to 52 weeks, regardless of length of service
- Paternity leave with pay for new fathers for 2 weeks
- Parental leave of up to 13 weeks' unpaid time off to look after a child up to the child's fifth birthday (or 18th birthday for disabled children).
- Right to request flexible working arrangements

Focus Group

The other major change from April 2007 is the introduction of six-monthly work focused interviews for all lone parents who have been on benefit for at least a year and whose youngest child is under 14.

If you would like any advice, please contact your Welfare Rights Officer at Argyle Advice Project or drop into your local housing office to make an appointment.

DEVELOPMENT UPDATE

Burnbank Gardens

Works are progressing well at 32-34 Burnbank Gardens with completion anticipated around August 2007.

The refurbishment will provide a total of 9 flats, 3 of which will be for the newly introduced HOMESTAKE scheme, which is aimed at people on low incomes who want to buy a home but cannot afford the full price.

The Association is currently producing marketing information for these properties and this will be available over the next couple of months. If you are interested in being considered, please let us know and we will issue a pack when available.

If you would like to know more about the scheme in the meantime, please search HOMESTAKE on the Communities Scotland website: www.communitiesscotland.gov.uk

Future Developments

Negotiations are continuing for the development of sites at Dover Street, Corunna Street and Brechin Street.

CHILDRENS COLOURING COMPETITION

Thanks to all entrants for taking part in our annual Colouring Competition. The following prize winners received Woolworth Vouchers for the best coloured Reindeer, with all runners up receiving a selection box.



First Prize -
John Ross, aged 8



Second Prize -
Lona Minto, aged 3 1/4



Third Prize -
Asahi Gallacher, aged 9

Watch out for this year's Christmas Colouring Competition in the December newsletter.

RENT REWARD SCHEME

Membership of Rent Reward Scheme now stands at 64, around 9% of tenancies.

Bonus payments of up to £52 were issued to members in December 2006 and preparations are now underway for the April Draw which will take place on Tuesday, 3rd April 2007.

Mr & Mrs Baker, (recent prize winners pictured below with Jennie Dunk) said they were thrilled and delighted with their Christmas hamper.



If you would like to apply for membership of this fabulous scheme, please contact the office.

CASH FOR KIDS - 2006

Applications were submitted to "Cash For Kids" and 63 children benefited from a total of £1,280, which was distributed in the week leading up to Christmas.

Cash For Kids is designed to provide a Christmas treat for children of families who qualify. Please keep a watchful eye on our Newsletter and for Posters in the Closets around October/November for details of this year's application process.

LITERACY PROJECT



Since its launch in January 2007 the project has been re-named **Glasgow West Bookworms**. This change of name was proposed and agreed at the Annual Tenants Conference in January 2007. Since that date we have delivered around 15 books to Birthday boys and girls of all ages.

Is your child registered? Aged between 0 and 12 or older! If not please contact June Brown or Tracy Sloan and provide your child's details.

Harper Collins are now our official sponsors and aim to provide us with all books required for this year and the project will be reviewed at the end of our first year. Keep the project running - register now!!

STAFF/TENANT NEWS

We are delighted to announce the arrival of George, a second son for Mark Willis, our Welfare Rights Officer.

Well done to our Administration Trainee, Clare Gallagher, who has successfully completed her Administration 2 SVQ.

GWAH has gained a Bronze Award for Scottish Health at Work. Some of the criteria involved providing a No Smoking Policy, giving information on various topics and providing Safe Alcohol levels and Healthy Eating events.

GOOD CLOSE GARDEN COMPETITION

Yes folks, Spring is almost upon us and we should be turning our thoughts to this year's good close and best garden competition. Nominations are due in by 27/04/07, with judging in mid-May.

Why not enter your close or garden this year. Competition is fierce but friendly and there are valuable prizes at stake.

Contact Jean Fernand.