

ANNUAL TENANTS CONFERENCE SATURDAY 27TH JANUARY 2007

This conference continues to be a great success providing an excellent platform for us to talk to you about our plans for the year ahead and to consult with you on the proposed rent increase for 2007/08.

We encourage as many Tenants as possible to attend the Conference and we look forward to seeing all our "regulars" as well as some new faces. If you have joined the Association as a new Tenant during the past year, it would be particularly good to welcome you along to our next Conference in the Mitchell Library. As always, transport and crèche facilities will be provided on request.

This is your Conference, so if there is a subject that you would like to see up for discussion, please let us know within the next month and we will do our best to accommodate your ideas.

For more information please contact Avril Stewart.

RENT REWARD SCHEME HAVE YOU SIGNED UP YET?

If not, you could be missing out on the following benefits that are available only to Members.

- Free entry to quarterly prize draws.
- £10 bonus when membership is approved
- £50 annual bonus payment in December
- Entry to annual raffle in June for £250 room make-over

Apply today to make sure you are one of the growing numbers of tenants who are already Members of this excellent incentive scheme.

WHAT YOU SHOULD EXPECT FROM US?

If you're not sure what to expect from the services we provide, ask for a copy of our Service Quality Guarantee. This outlines our "promises" to you and it also explains what we expect of you.

If you have any comments to make about our services (good or bad!), please contact the office for a Feedback Form.

MORE OPTIONS FOR PAYING RENT

Currently you can pay your rent at the Post Office or wherever you see the Payzone or Pay Point sign. A new addition to these options is e-pay so wherever you see the e-pay sign identifies another option for you to use your rent payment – allpay card.



Please note that you can also pay your rent by Direct Debit. For more information about this method of payment, please contact either Jennie Dunk or Elaine Giles.



Once again a big thank-you to all our Tenants who pay their rent in full and on time.



Please note if you are in arrears with your rent and have not agreed a repayment arrangement with your Tenancy Services Officer, it is very important that you contact Elaine Giles or Jennie Dunk without delay.

FANCY A CHANGE?

A Mutual Exchange may be right up your Street!

We currently operate a Mutual Exchange Scheme. This is a Scheme that allows tenants to "swap" houses if certain criteria are met.

A register containing details of people who have already expressed a wish to participate in this scheme is available at our offices.

The following is a sample of some exchanges currently held in our register. We think these exchanges are possible matches. If you recognise your property and are interested in one of the others, please contact the office.

REF	ACCOMMODATION	EXCHANGE FOR
661 HA	3 APT DERBY STREET	4 APT ANYWHERE
614 HA	3 APT BERKELEY STREET	2 APT ANYWHERE
610 HA	4 APT DERBY STREET	3 APT ANYWHERE
654 HA	2APT BRECHIN STREET	3APT ANYWHERE

Applications for exchanges will be considered by us where:

- both parties would benefit from the exchange
- overcrowding or underoccupancy would not occur
- GWAHA Tenants have lived in their present accommodation for at least one year
- both parties intend to permanently reside at the new accommodation
- both parties are fully compliant with their present tenancy agreements.
- the property is not part of a future improvement project.

Anyone who wishes to take part in this scheme should contact Alun Poston.

APPLYING FOR A TRANSFER

If your housing needs have changed since you moved in to your current home and you think a transfer to another home would best meet your circumstances, you should complete a housing transfer form. Our Staff will assess your housing needs and your transfer will be awarded points in line with our Housing Allocations Policy. Those with the most points are top of the Transfer List.

Points are awarded for a variety of housing needs including overcrowding, under occupation, medical problems that may make your current accommodation unsuitable etc. Please note, however, that points are not awarded for lifestyle choices e.g. wish to have a shower, or a spare bedroom.

You may not be able to transfer if you do not meet the terms of your Tenancy Agreement, which include rent payments, rechargeable repairs and the property being kept in good decorative order.

We have a very small number of properties available for let each year and even those with the greatest priority points may still have to wait a considerable number of years to be offered alternative rehousing.

TRANSFERRING TENANTS

If you are one of the small number of GWAHA tenants who currently have a preserved right to buy and a preserved right to a registered rent, you will lose these preserved rights if you transfer to another GWAHA property.

SERVICE SATISFACTION

From the beginning of October, Management Information, an independent agency, will be telephoning a random sample of residents each month (who have made contact with us in the previous month) to enquire about the service you received from the Association.

Your responses will help us assess where we are doing well and where improvements are necessary. Responses will be confidential and your co-operation would be much appreciated.

UNOFFICIAL SUBLETTING

How would you feel if you had no home of your own and you knew that a GWAHA property was being unofficially sub-let (usually at a rent far in excess of a GWAHA rent) or was lying empty and visited once a fortnight by the tenant.

It is of particular concern to us when we find out that our homes are sub-let without our permission, or that a property has become a "giro drop" when the Tenant is living elsewhere and collecting mail once a fortnight.

If you are aware that this is happening in your area, please contact Jennie Dunk or Elaine Giles.

POLICY REVIEWS

Policies reviewed since our last newsletter include:

- Code of Governance
- Procurement

Policies Due for review over the next few months include:

Equality Plans, Treasury Management, Health and Safety, Tenancy Alterations and Improvements, Right to Repair, Right to Compensation for Repair, Rent.

We would welcome your input to our policy reviews. Please contact Lesley at the office if you would like to comment on any of our policies.

ANNUAL GAS SERVICING

Reminder that James Frew Limited will be contacting you if it's time for the Annual Gas Servicing of the gas appliances in your home.

Failure to provide access creates a health and safety risk for yourself, your family and your neighbours.

It also costs around £1,500 every year for contractors to continually visit the few irresponsible tenants who do not respond to our letters. This is wasted money that could be better spent elsewhere (e.g. painting closes, carrying out environmental works, etc.)

If James Frew contact you, please respond and make an arrangement for access that suits you. **(Tel No. 01294 468 113)**

Please help us save lives (and money!)

MAJOR IMPROVEMENTS PROGRAMME

The detail of the programme for this year will be finalised shortly. We will be in contact with you shortly if your property is due for improvements within the next 6 months.

Please contact the Property Services Team if you have any queries in the meantime.

SHOP UNITS FOR RENT

64 and 71 Elderslie Street - contact June Brown for details - 0141 331 6663

