



GLASGOW WEST HOUSING ASSOCIATION LIMITED

**MERRY CHRISTMAS and HAPPY
NEW YEAR from all Staff and
Committee at GWAH**

PLEASE SEE THE BACK PAGE FOR YOUR 2019 GWAH CALENDAR

Annual Tenants Conference

Saturday 26th January 2019 - STUC Building, 333 Woodlands Road

You will receive your invitation for this very important event early in January 2019.

As always, we have lots to talk to you about including our rent proposals for 2019/20 . Please refer to pages 13 & 14 for more information. We look forward to welcoming you and our staff will be on hand to answer any questions you may have. The winners of our coveted Good

Close & Garden competitions will also be announced. Please take this opportunity to come along to ensure your views are represented. This is a great opportunity for tenants to tell us their opinion on the services we deliver. Further details will be included with your invitation.

We look forward to seeing you there.



Office Closure Dates

Our Offices at 5 Royal Crescent (and the Hyndland concierge station) will close at 4pm on Monday 24 December and will reopen at 9am on Monday 7 January



The Blythswood and St Vincent Terrace concierge stations will operate as normal during the above dates.

Please refer to the office answer phone, our website www.gwha.co.uk or the attached GWAH calendar in the event of an emergency arising out with our normal office hours.

Children's Festive Colouring Competition

Christmas is nearly here and our colouring competition is now open to every child in your household who is aged 14 years old or under!

An entry form is enclosed, if you need more copies please contact us on 0141 331 6650 or visit the

concierge offices or our main office at 5 Royal Crescent.

All entries must be returned by 4pm 20/12/2018

Good luck!!

2017 winners:



Over 10's – Charzi Negi



Under 10's – Betsy Doe

Cash For Kids

We have helped 92 children benefit from the grant awarded by Cash for Kids. If you would like to apply next year look out for posters in your close and in our Autumn newsletter.



GWHA & the Trussell Trust

Christmas can be a time of great financial difficulty and stress with many people turning to Foodbanks for support. Last December the Trussell Trust provided over 150,000 Three Day emergency food packs. The food packs consist mainly of tinned good, dried goods and toiletries . The Trussell Trust support a network of 428 foodbanks in 1200 centres across the UK. This year, GWHA and staff have made a contribution to the Trussell Trust at Blawarthill Parish Church.

There are many reasons why people seek assistance from Foodbanks: debt, delayed benefit payments, low income, or ill health. If you would benefit from assistance, you will require a referral with a voucher. Contact Stephen in our Welfare Rights team on 0141 331 6665 for information.



Staff in our office organising the donations for the Trussell Trust.

Rent Reward Scheme

Congratulations to the winners of our September 2018 draw.

Winner - Anna Caldwell (*pictured*)

Runner up - Helen Motion (*pictured with Jamie McAleese*) & Moira Reid

40th Anniversary Winner - John Gray

If you are interested in joining the Rent Reward Scheme or would like more information, please get in touch with Dominic McGonigle on 0141 331 6677.



2019 draw dates for your diary:

13/03/19, 24/06/19 (AGM),

11/09/19 and 11/12/19

Festive Gifts

Our Christmas Elves have been busy wrapping this years gifts. These will be delivered to our older tenants before the office closes for Christmas on Friday 21st December at 4pm.





is now live in
our area!

If you have any changes to your circumstances contact Stephen in our Welfare Rights Team who can advise if you need to claim **UC** or if **you can remain on your current benefits**.

UC is claimed online and you must have access to the internet to keep up to date with your ongoing UC journal.

For UC help and support visit: Glasgow Central Citizens Advice Service, located on the 3rd floor of the Mitchell Library. (Drop in service Mon - Fri 9.30am - 4.30pm) or call: Glasgow Advice & Information Network on: 0800 169 9901.

This free advice helpline is open Mon - Fri 9am - 8pm and Sat 10am - 2pm.

DWP: 0843 515 8313 (Mon - Fri 8am-6pm)

Disability Living Allowance (DLA) to Personal Independence Payment (PIP)

If you receive a letter from DWP telling you that you need to move from DLA to PIP, you must call them to make the initial claim. Failure to do this could result in your DLA ending. When you receive your PIP application, you can contact our Welfare Rights team for help to complete it.

Unclaimed Pension Credit

DWP statistics estimate that £10.1 billion of means tested benefits (excluding Jobseeker's Allowance and Universal Credit) went unclaimed in 2016/17.

According to the statistics, 40% of those entitled to claim Pension Credit did not claim it. This increased to 50% for couples. This resulted in each of the 1.3 million households losing an average of £2,500 per year. If you wish to check your entitlement to Pension Credit, please contact Stephen on 0141 331 6665.

Home Security

At this time of year there can be an increase in opportunistic crime.

The following small steps can help to maximise security in your home.

- Make sure front and back close doors are locked and secured at all times.
- Never leave keys in a "secret" place that might be discovered.
- Don't leave notes on the door saying that you are out.



- Never leave valuables lying around where they can be seen through a window or letter box.

The cold weather may encourage rough sleepers to seek shelter in closes and common areas. We are working with the Simon Community to ensure support is provided to all rough sleepers. We would encourage all residents to work together to promote a safe living environment and also help the homeless.

Simon Community 24 hr helpline:
0800 027 7466



For further advice call Police
Scotland on 101

TOP TIPS:

Prevent a Burst Pipe

During the winter months, very cold weather can cause water pipes to freeze and burst. This can be avoided by ensuring your central heating is consistent at 10°C (50° F) or above throughout the day and night. Maintaining an even temperature across your home on a timer is also more cost effective and better for the environment than manual adjustments of the thermostat.

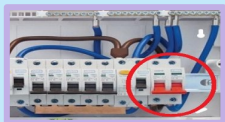


IF YOU HAVE A BURST PIPE:

- Report the repair as you normally do.
- Place a bucket / container below the leak to catch the water.
- Move your belongings out of the area.
- Alert your neighbours below.
- Wait for the contractor to arrive.

ADDITIONAL MEASURES:

- Turn off the incoming water valve. (This is usually found under sink or near boiler)
- Isolate electrics at consumer unit.



PEST CONTROL



Our website contains top tips for you to consider if you think you have a pest issue, which could range from mice to insects.

If you experience any rodents in your property please contact Glasgow City Council (GCC). This is a free service for all domestic dwellings. GCC will investigate and treat rodents inside your home and externally if discovered.

Please contact GCC on 0141 287 1059 or via email:

public.health@glasgow.gov.uk

Once GCC have attended please call our Repairs Team on 0141 331 6652 to have any points of ingress filled in. More information and a full list of services can be found online www.glasgow.gov.uk

Dealing with Condensation or Black Mould

- Clean down all black mould/spotting with a fungicidal wash
- Ensure trickle vents remain open on windows (if you have them)
- Ensure the property is sufficiently heated. The Glasgow Home Energy Advice Team (GHEAT – 0800 090 9002) can carry out an assessment in your home and provide energy advice to try and reduce overall

- utility costs.
- Open kitchen and bathroom windows during cooking/washing and leave open for around 20 minutes after (or run extractor fan if no windows and open other windows in property) and also wipe excess moisture from walls/surfaces
- Keep furniture away from external walls at all times. Furniture on external walls will prevent air flow and increase the spread of the mould.

If these measures are taken at all times, it should prevent the build-up of condensation, however if after an extended period of time, this doesn't work then please contact Property Services Team to arrange for an inspection. Here are typical images of condensation to help you identify it within your home:



What to check in a Power Cut?

**POWER CUT?
CALL 105**

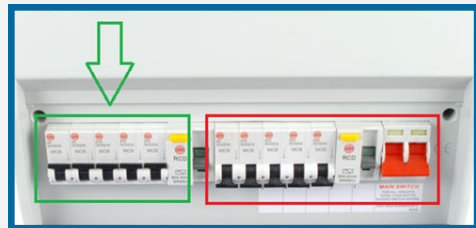
- **Is it just me? Do my neighbours have power?** If there is a common issue please call Scottish Power Energy Networks free on 105 and they will talk you through the next stages.
- **My TV is off but my lights are working.** If this is the case it is likely to be a problem with one of your appliances that was in use at the time of the power cut. See advice to reset a fuse switch.
- **My TV is on but the lights are out.** Try another bulb in the light fitting; it might be as simple as that!
- **Both lighting and TV have gone off.** Check you have credit in your meter.

Reset a Fuse Switch

If all of the first checks have been done and there is still an issue the next stage is to check your electrical fuse board and reset any switches that have flipped to the off position.

If the TV and lights both keep going out, then reset the switches as above and try turning off appliances in sequence. One of them may have a fault or there simply may be too much running for the electrical supply to cope with.

Normally this process will help you identify the faulty appliance. If you are still having issues then please report the repair as you normally do.



Recycling

This Christmas it would be good to think about reducing, re-using and donating. This can be small changes that can make a huge impact on waste disposal and recycling.

Reduce - Consider adjusting your actions and the amount of waste you produce

Re-use - Extend the life of materials as much as possible, consider donating to charity shops before discarding.

Recycle - Fully utilising your recycling facilities: bins, recycling centres and recycling points



Glasgow City Council waste and recycling schedule can be found at www.glasgow.gov.uk, look out for details of free recycling after the festive period.

Details of your local recycling centre at which you can recycle a varied range of Household items:

Dawsholm Recycling Centre

75 Dalsholm Road, G20 0TB

0141 276 1676

Mon—Sat 8am—7.45pm

Is it an Emergency Repair?

“Can it wait until the office reopens?”

Please remember that our Out-of-Hours repairs service is for repairs that are genuine EMERGENCIES that can't wait until our office re-opens. These repairs attract a premium rate from contractors.

It is your responsibility to ensure, **BEFORE** you call the Out-of-Hours Repairs Service, that the repair is an emergency, otherwise you could have an expensive bill to repay.



Emergency call outs for Central Heating repairs as follows:

City Building - 0800 595 595 or
James Frew - 01294 468113

Emergency Repairs

Whilst the office is closed, if you contact 0141 331 6650 you will be passed through to our concierge staff at St Vincent Terrace. They will pass along your contact information to the appropriate trade required depending on the type of repair. The trade assigned the repair will then contact you. A repair is an emergency if a delay in attending to it could represent a risk to health, safety or security, or could cause significant damage to property.

Examples include:

- Water ingress from another property/ roof.
- Broken glass and/or broken window cords or safety catches.
- Total loss of electrical power – after you have checked your appliances.
- Lift Breakdown.



Energy Performance Certificates / Stock Condition Surveys –

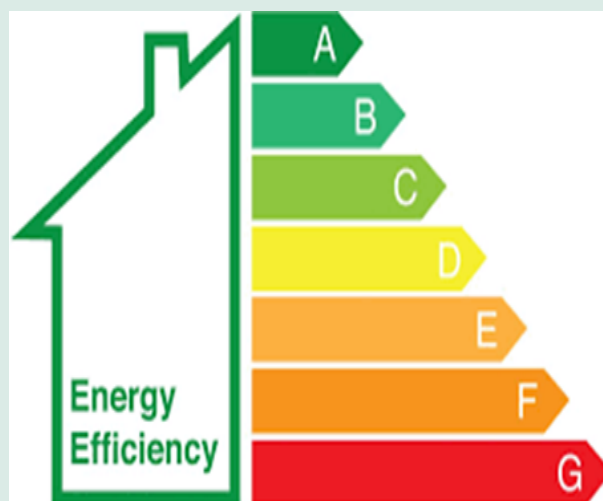
WE NEED YOUR HELP !

Over recent months we have been working with JMP Consultants to carry out Energy Performance assessments and Stock Condition Surveys in some homes. This enables us to establish the current energy efficiency level and consider what improvement works are to be carried out in the to help meet the

EESSH (Energy Efficiency Standard for Social Housing) 2020 milestone set by the Scottish Government.

These surveys are essential to understand the thermal performance of the building and establish what investment can be undertaken to help reduce your energy usage and fuel bills. However, we have only received a limited response so far.

If you have received a letter it is essential you contact GWAH or JMP Consultants to arrange a suitable appointment.



A SMOKE ALARM WILL HELP SAVE YOUR HOME AND YOUR LIFE!

If you suspect your smoke alarm is faulty or damaged, please urgently contact the Property Services Team on 0141 331 6652. Even if the smoke alarm has been damaged by accident!



For free Home Fire Safety Advice contact Scottish Fire and Rescue Service on 0800 0731999 to arrange a home visit.

Annual Gas Servicing - Let's work together!

75% of GW homes have gas central heating and we have a joint obligation to ensure the heating systems are safe for use.

Your safety is our main concern and if access is not permitted for essential servicing of gas central heating, it increases the risk of exposure to Carbon Monoxide. As your landlord, we must by law carry out an annual service and safety check on all gas-fired appliances we own, such as gas fires and boilers.

- Service must be carried out before the 12 month anniversary of the previous service.
- We will begin access attempts around 8 weeks before the due date
- You can arrange a convenient appointment by liaising with our contractors or staff
- We will make exhaustive efforts to contact you however, in instances that you do not respond, or access is not provided, we will refer the matter for legal action.
- As a last resort we may force access to your home to ensure the service is completed on time. The process, whilst essential, is time consuming, costly, and inconvenient for all concerned.



Water Hygiene and Guidance

In consultation with Scottish Water, we have been made aware of some instances of lead pipework supplying properties throughout the city. There is very low risk to public health, however, in the Interest

of promoting good water hygiene and safety, please follow this simple guidance:

- Run hot and cold taps within the property first thing in the morning for two minutes to flush out any water that has been lying overnight. This should also be carried out if water has not been used all day or if residents are away from the property for an extended period of time.
- Clean shower heads every few months or following a period of time the shower has not been used.



If you have any concerns about your water supply please contact the Property Services Team on 0141 331 6652.



Blythswood Court Lift Modernisation

Consult Lift Services have now completed the first new lifts at Blythswood Court. The works will stop for the Christmas period on 24 December and will restart week beginning 7 January 2019

All works are envisaged to be complete by April 2019.

Thank you for your patience during these works.

Cyclical Maintenance

The first phase of 2018/19 gutter cleaning commenced in November with a view to clearing all fallen leaves and helping with vital planned maintenance and getting ready for winter.



Common Cold Water Storage Tanks & Asbestos Surveys

The scheduled cold water storage tank works and common asbestos surveys have unfortunately been delayed in the procurement process, with works now anticipated to commence March/April 2019, with posters within closes to advise of plans at that time.



Kitchen, Bathroom & Rewire

Our recent element renewal programme with L&D Services is nearing completion and we have been able to upgrade kitchens, bathrooms and wiring to a number of our properties.

We will be contacting you if you are on the next scheduled programme of works in due course.



"I was very satisfied with the workmen & the way they cleaned up on completion"



Replacement Lift Controller at 9 Prince Albert Road / 4 Princes Place

Following successful consultation process, we are pleased to report that Consult Lift Services were appointed to undertake the replacement lift control system.

The works commenced in late November and should be complete by the time you receive this Newsletter!

We understand this has been an inconvenience and thank all concerned for your patience. Should you require to discuss the works please contact our

Projects team on 0141 331 6652



PAID WORK EXPERIENCE AND TRAINING OPPORTUNITY!

Are you, or is a member of your household aged 17 to 24 and interested in working within the Construction Sector?

Glasgow West is currently looking to enhance some of the back court community areas across our stock.

We may be starting some of this work in early 2019 and through our 3rd party employability contractor, there could be opportunities for work available.

For further information, or to register an interest in being considered, please call the Property Services Team on 0141 331 6652.

GARDEN GRANTS

Get Ready for Spring!

Would you like to brighten up the common areas around your home or improve your garden space? Either as an individual or with your neighbours a Glasgow West Garden Grant could help you get started.

We can provide assistance with the cost of purchasing plants, pots and tools for your project in support of improving our built environment.



Get in touch with Karen or Rebecca from the Estate Services team on **0141 428 4912** to enquire about the garden grants we offer and to discuss your creative ideas.

Small changes make a big difference. You can make more savings, see below for some easy ways to reduce your usage.

For more information or to switch today please visit our-power.co.uk or call **0808 189 3085**.



Smart meters

A smart meter can show you how much energy you're using in pounds and pence, in near real time. It will also help bring an end to estimated bills as it'll automatically send us your meter readings. They can help you be more aware of how you use energy, allowing you to easily make small changes to save money on your energy bills.



Heating

You can still stay warm and turn your thermostat down by 1 degree. See how much money you can save until your next energy bill arrives! Making this small change could save you pounds each year. Also remember if you're off on a winter holiday, setting your thermostat to a low setting will provide protection from freezing pipes.



Washing

Keep it at 30. Washing and drying your clothes at 30 degrees will still give you great results, whilst saving you money. When the sun's shining, even in the winter, try to dry your clothes outside and use your dryer less.



Water

Use your shower. Whilst we all like a nice relaxing soak in the tub, a shower is more energy efficient than a bath and can save money as there's less hot water to heat. Remember, the shorter the shower, the bigger the savings.



Do you find your home hard to heat?
Do you worry about your fuel bills?

- Energy advice, Income maximisation, Home visits, Energy efficiency measures, Specialist support

Home Energy Scotland can help..

Who are Home Energy Scotland and what do they do?

- Funded by the Scottish Government
- Give free and impartial energy advice and support to make homes cheaper to heat
- Help for households to save energy, reduce fuel bills & keep homes warmer

Home Energy Scotland has no connection with any energy supplier and does not cold call. Advisors can help in a range of ways including checking to see if you're eligible for financial support.

To find out how Home Energy Scotland can help you, call free of charge on 0808 808 2282, quoting **Winter 2018** or email: adviceteam@sc.homeenergyscotland.org and an advisor will call you back.



The Priority Services Register (PSR) is a free support service provided by energy suppliers to customers in need. You can receive the services available if you:

- Are of pensionable age
- Are disabled or chronically sick
- Have a long term medical condition
- Have a hearing or visual impairment or additional communication needs
- Are in a vulnerable situation

Contact your supplier to register

Warm Home Discount & Affordable Warmth Dividend



You could get £140 off your electricity bill for winter 2018/19 under the **Warm Home Discount Scheme**. It is a one off discount on your electricity bill, paid by your supplier. To qualify for the scheme, you must receive the Guarantee credit element of pension credit or you are on a low income and meet your supplier's criteria.

The **Affordable Warmth Dividend** is a £100 payment made by the Council to Glasgow residents who are 80 years of age and older on or before 31 March 2019, to help keep you warm during the winter.

To apply, or for more information:

Visit: www.glasgow.gov.uk/awd

Call: 0141 287 7961

Applications will be accepted until 31/03/19

Cold Weather Payment—you will receive a payment if you are in receipt of certain benefits and the average temperature in your area is recorded as, or forecast to be, 0 degrees Celsius or below for 7 consecutive days. You will receive £25 for each 7 day period of very cold weather

LOOKING FOR OFFICE SPACE TO RENT FOR YOUR BUSINESS NEEDS?

Glasgow West has two commercial units available for lease should you require office space.

The properties are located in the Anderston area, both have ground floor access with WC facilities and are ideal if you are starting to expand or develop your own business.



Should you wish more details, or wish to carry out a viewing of either of the premises please contact our factoring team on 0141 331 6674 or factoring@glasgowwestha.co.uk who will be happy to help.

Homeowners Conference

We were delighted with the attendance at our recent homeowners' conference and would like to thank all who attended this very engaging event.

At the conference we spoke about the Property Factors (Scotland) Act 2011, GWEN Compliance, along with our Service Priorities such as our Proposed Investment Programme, Environmental Maintenance and Future Service Priorities.





Annual General Meeting (AGM) 2019

Our 2019 AGM will be held on Monday 24 June 2019 at 6.30pm at the Sandyford Henderson Memorial Church, Kelvinhaugh Street.

To attend this event you must be a member of Glasgow West Housing Association. Contact Carol Nicol on 0141 331 6664 for a Membership application form.

Committee Training Forum

Our Committee Training Forum (CTF) is a unique opportunity for tenants and members of GWA, to find out more about what's involved in becoming a voluntary Management Committee Member. The CTF is a flexible programme, designed to equip participants with the competencies and confidence to

become a Committee Member. While joining the CTF does not commit you to joining the Management Committee, 8 participants from the two previous programmes have gone on to become committee members. The next CTF will be starting up in the Spring of next year and if you are interested in joining please contact Carol Nicol, on 0141 331 6664.



Staff News

Welcome to all of our new members of staff who have recently joined us.



Sandy Welsh
Services Director



Adele Neilson
HR Officer



Simon Barclay
Services Administrator



Rebecca Swift
Services Trainee

Welcome to Margaret Daly who joins our Repairs team on a temporary basis.

Our thanks to the following staff for their service and our best wishes as they move on to pastures new:



Alan McKee
Tenancy
Services Manager



Andrew Todd
Estates
Coordinator



Garry Saunders
Services
Officer

Congratulations to Jennifer Barrow who will take up the role of Tenancy Services Manager in GWA in the new year.



5 Royal Crescent Glasgow G3 7SL

24/7 Telephone Service: 0141 331 6650 • Fax: 0141 331 6679

Email: admin@glasgowwestha.co.uk • Website: www.gwha.org.uk

Office opening hours: Mon, Wed, Thurs, Fri - 9am to 4pm. Tues - 11.30am to 4pm.

Appointments are available at other times on request.

Registered with the Scottish Housing Regulator HEP 126. Registered as A Scottish Property Factor PF000329.
Registered under the Co-operative and Community Benefit Societies Act 2014: 1955 RS. Registered as a Scottish Charity SC001667

Calendar Space

Calendar Space