



NEWSletter



September 2014

GLASGOW WEST HOUSING ASSOCIATION LIMITED

Annual Tenants Conference - Saturday 24th January 2015

Please contact Avril Stewart on 0141 331 6650, if you have any ideas/suggestions for the Agenda or for encouraging more residents to come along to this very important event.



GWAH Major Works Programme Work Experience Opportunities

Through our contracts with CCG and Carillion, we have negotiated work experience opportunities for our community, specifically for GWAH households. Please check our website gwha.org.uk from early October, for more details.

CCG

5 work placements during GWAH window replacement programme.

Opportunity to apply for a trade apprenticeship

Carillion (in partnership with TIGERS)

Funded employment skills development and training in:

(1) Construction and (2) early years nursery care

Opportunity for successful candidates to become

1 of 2 modern apprentices in general construction

Work placements from local schools during kitchen/bathroom/
rewiring/central heating programme

These opportunities are in addition to commitments from the contractors to assist with community initiatives which we will report on through future Newsletters.



Cash for Kids

Cash for Kids grants are awarded to help with the cost of a Christmas treat.

Last year £1,325.00 was paid to 30 families.

If you are a GWAH resident, looking after one or more children (15 years old or younger), on a low income, or in receipt of benefits, you could be eligible for a grant.

For our help to apply please drop into the office on any of the dates/times below:

Tuesday 30th September:
2pm – 4pm

Thursday 2nd October:
10am – 12pm

Friday 3rd October: 10am – 12pm

Monday 6th October: 2pm – 4pm

All applications have to be submitted by 10th October 2014.



Office Closure Dates

Our offices (and the Hyndland concierge station) will be closed on the following dates, inclusive:

**Friday 26/09/14 –
Monday 29/09/14**

**Tuesday 23/12/14 –
Monday 05/01/15**

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

If you would prefer to receive the newsletter in a different format or font, please contact the office and we will do our best to accommodate your requirements.

Rent Reward Scheme Draws

Congratulations to Mr Frank Buchanan who won the annual AGM draw and claimed the £250 prize.

If you would like to join the scheme please remember membership is dependent on fulfilling all aspects of your Tenancy but with many incentives it's well worth ensuring your rent account is up to date at the 28th of each month.

Incentives include:

- Annual reward bonus of £52
- Free entry to our quarterly prize draws

If you would like further information on how to become a member and join this much appreciated group of tenants please contact **Kevin Crawford** in Tenancy Management team on **0141 331 6653**.

New incentive: household contents insurance

Household Contents Insurance Rebate. We will give **£25** towards the cost of household contents insurance each and every year you buy it — all you need to do is send in a copy of your policy for the year.

Annual bonus payments will be issued to all those eligible the week commencing 8th December 2014 with the next prize draw taking place on 15/12/2014.

Good Luck to you all!

All Surveyed out!

Thank you to all tenants, owners and housing list applicants who have provided feedback on our services in the last few months. Your views are important and help shape the services we provide.

Rent Account Credits

We are undertaking a review of all tenant account credits. If your account is in credit we may be in touch to arrange a visit to confirm that there are no other tenancy debts prior to refunding your credit.

DO YOU NEED TO MOVE HOME?

Have your circumstances changed since your tenancy with GWA began? If you find that your property no longer suits your needs (is it too big, too small, has too many stairs) we may be able to help you find a more suitable property, either through an internal transfer (an application assessed through our allocations policy) or a mutual exchange (a swap of tenancy with another tenant of GWA or other Registered Social Landlord)

If you are interested in moving home, please contact a member of the Tenancy Sustainment Team on 0141 331 6651 who can discuss your housing options with you.

You must have the permission of GWA prior to carrying out any move, applications for transfers and exchanges will be considered by GWA where:

- Overcrowding or under occupancy would **not** occur
- GWA tenants have lived in their present accommodation for at least 1 year
- The rent account is up-to-date or an agreed repayment has been in place for at least 3 months
- The tenancy has been kept in a good condition (for example, good decorative order and no rechargeable repairs)



Mutual Exchange

We have recently updated our Mutual exchange register. If you would like to advertise your flat for a swap please make sure your details are registered. For more information contact Carly McFadyen on 0141 331 6650 and press option 6.

Homeswapper

You can also search for an exchange online www.homeswapper.co.uk

There is a registration fee to pay, however we may be able to assist with this fee in certain circumstances. Please contact our Tenancy Sustainment Team on 0141 331 6651 for further information. Please note we cannot backdate costs so please always ensure you get our agreement to assist with any costs before you incur them.

Who are "The Homeless"?

As a housing provider, we meet lots of people each year who desperately need rehousing and who are very vulnerable because of their circumstances. Unfortunately we are able to help only a small number of the thousands of homeless people in Glasgow but we can help raise awareness of who "The Homeless" are, to help dispel some of the myths:

I have a Place to Stay. How can I be homeless?

Even if you have a roof over your head you can still be homeless. You might be entitled to help as a homeless person if you are:

- Temporarily staying with friends or family
 - Staying in a hostel or night shelter,
 - Living in very overcrowded conditions,
 - Risk of violence or abuse in your home,
- Living in poor conditions that affect your health,
 - Living somewhere you can't afford to pay,
- Forced to live apart from your family, or someone you would normally live with because your accommodation isn't suitable.

I have a Job. How can I be homeless?

You could become homeless for many different reasons. These could include:

- Being evicted because of rent arrears caused by money problems,
- The breakdown of your relationship with your partner, parents or family,
- Having to leave because of domestic violence or abuse,
- Illegal eviction or harassment by a landlord or a disaster such as a fire or flooding.



I am Homeless. Who can Help?

The Local Authority has a responsibility to provide advice and assistance to homeless people and as a housing provider we can assist the Local Authority in meeting its responsibilities. As a community, we can make our new neighbours feel welcome and we can look out for them as they regain their confidence and settle in to a new home, and quite often, an unfamiliar area.



What's Your Story?

If you were homeless and rehousing by GWA has made a difference to your life, please contact the Tenancy Sustainment Team to share your story.



Commonwealth Games Legacy

More than 60,000 items of furniture including beds, wardrobes, sofas, bean bags & lamps are to be recycled as part of the Commonwealth Games Legacy.

We know many of our tenants are struggling to make ends meet in the current economic climate and may be able to make use of some additional furniture.



If you would like to access this furniture please contact Lyndsey Hamilton, without delay on 0141 331 6676

Heart Start Training

Emergency Life Support (ELS) skills can help you keep someone alive until professional help arrives. **The British Heart Foundation** can help you to learn these skills through the Heart start initiative.

Heart start community schemes are groups that provide the training for the public. The initiative works in partnership with organisations such as local volunteer groups, the ambulance service and other organisations to establish local community schemes.

Many of these schemes run Heart start courses that are open to the public. The course lasts for two hours and provides practical 'hands-on' learning.

If you are interested in being involved in this initiative and would like to attend a training course, please Contact Ali Dowlatshah on 0141 428 3241, for more information.



Affordability Survey

The affordability of rents is a key element of our annual rent review process, with annual affordability surveys carried out since 2010. As the response rate has fallen in recent years, this year's survey has been postponed in anticipation of the Scottish Federation of Housing Association's (SFHA) research into a revised definition of affordability. The SFHA expect to consult with member housing associations later this year and we will keep you informed of developments in this area.

Rent & Service Charge Review 15/16

Over the next few months our rent and service charge review process will begin, with consultation through our Festive Newsletter and at the ATC in January 2015.

With agreement reached last year on a streamlined rent review process, we will consult on one rent increase amount for all tenants. Your response to this consultation helps inform decisions and is particularly encouraged.

Consumer Panel

The GW Consumer Panel are due to meet in GWHA offices early October. Please contact Carly McFadyen in 0141 331 6650 if you are interested in coming along to this Meeting or if you would like to find out more about the Consumer Panel.

Festive Gifts

Festive gifts will be issued again this year to our tenants who may be elderly and/or vulnerable and appreciate a small gift this Christmas time.

If you missed out last year or if you know of a neighbour who may benefit from a small gift please inform our Tenancy Sustainment Team on 0141 331 6651.

All gifts will be delivered, where possible, before the office closes for the Festive period, and the cost will be met from our Community Fund which is funded by the chocoholics in the office (all profits from the staff tuck shop go to the Community Fund).



Affordable Finance for Christmas

Have you thought how you are going to pay for Christmas this year and still ensure your rent is paid?

Remember to plan carefully, investigate your options and if you need to borrow money, find out exactly how much it will cost you to repay.

Scotcash is a Glasgow based organisation that provides affordable credit, financial support and guidance to help make the most of your money.

Contact Scotcash on 0141 276 0525 or apply for a loan online at www.scotcash.net

Scotcash also provides:

- Bank accounts • Money Advice • Savings • Energy Advice

FOR CHRISTMAS LOAN APPLICATIONS, BOOK YOUR APPOINTMENT NOW TO AVOID DISAPPOINTMENT!

Welfare Benefit Surgeries. Please drop in on following dates:

Avalon, Cleveland Street	1st Thursday of the Month	9AM - 12NOON	2/10/14 • 6/11/14 • 4/12/14
Keith/Walker Court	1st Friday of the Month	10AM - 12NOON	3/10/14 • 7/11/14 • 5/12/14
Hyndland	3rd Thursday of the Month	10AM - 12NOON	16/10/14 • 20/11/14 • 18/12/14
Blythswood Court	Last Thursday of the Month	9AM - 12NOON	25/9/14 • 30/10/14 • 27/11/14
St Vincent Terrace	Last Tuesday of the Month	9AM - 12NOON	30/9/14 • 28/10/14 • 25/11/14

INVESTMENT PROGRAMME 2014/15 UPDATE

WINDOW REPLACEMENT

131 FLATS

CCG

Start Date: Oct 2014

STRUCTURAL/STONEWORK

White St/Gardener St

24 FLATS

CCG

Start Date: Oct 2014

KITCHEN UNITS

54 FLATS

BATHROOM SUITES

21 FLATS

CENTRAL HEATING

85 FLATS

ELECTRICAL REWIRING

39 FLATS

Carillion

Start Date: Sept 2014

CAR PARK/DECK REPAIRS

Academy Bank

Start Date: Oct 2014

DOOR ENTRY SYSTEMS

Byres Rd/Berkeley St/Cleveland St

Start Date: Nov 2014

ROOF/GUTTER INSPECTIONS

All properties

Start Date: Oct 2014

COMMON REPAIRS INCLUDING STONEWORK/RENDER/GUTTERS/LEAD/CHIMNEYS

Kent Rd/Beltane St/Dorset St / Elderslie St

Start Date: Nov 2014

486 St Vincent St/61 Elderslie St

Totalis

Start Date: Sept 2014

207 Kent Rd/7 Claremont St/

964, 972, 980 Argyle St.

Start Date: Dec 2014

2015

1020 Argyle St: Jan

Byres Rd: Jan

35 Burnbank Terr: Feb

437 Great Western Rd: Feb

INVESTMENT PROGRAMME 2015/16

The full programme for 2015/16 will be reported in the Festive Newsletter and will include:

LIFT RENEWALS

St Vincent Terrace/ Blythwood Court/Hyndland

WINDOW REPLACEMENT/RENDER REPAIRS

Weaver/Buttery

BIN CHUTES/HOPPERS

Blythwood Court

Contact the Property Services Team on 0141 331 6652 for further information

Energy Action Scotland

GWHA are pleased to note recent member enrolment with Energy Action Scotland (EAS) and we look forward to accessing these resources to assist GWHA tenants.

EAS campaigns for an end to fuel poverty in Scotland and is the only national body with this sole remit. They seek to develop and promote effective solutions to the problem of cold, damp and expensive to heat homes.

EAS's mission statement is to eliminate fuel poverty in Scotland. Its corporate aims are:

- Raising awareness of fuel poverty, particularly as it affects low income households; maintaining fuel poverty as a national issue of high priority; and working towards affordable warmth for all;
- Identifying effective solutions which can transform cold, damp houses into warm, dry homes;
- Researching fuel poverty and related issues in order to provide in-depth understanding of the causes and effects and to promote best practice;
- Securing public and private investment for domestic energy efficiency initiatives.



Attention All Owners – Gas Appliances

We have negotiated with our contractor, City Building, the opportunity for homeowners to buy in to the annual gas servicing and all-inclusive maintenance contracts. These cost £65 and £120 per annum, respectively, with scope to pay GWHA by monthly direct debit.

If you are interested in finding out more about this, please contact our Property Services Team on 0141 331 6652.

Christmas Activities 2014

Salvation Army—Anderston and Kelvingrove Church

- Messy Church! On December 14th, 2.30pm - 4pm, visit the church for service, but with arts and crafts, food, drink and story telling. This is for all ages and is free!
- Enjoy some carol singing on Sunday 21st December at 2.30pm
- Boxing Day Lunch! This is for all the family and is free (donations welcomed). It starts at 12 noon on Friday 26th December.

Glasgow City Council Pantomime

Information still to be confirmed. Look out for further information in our December newsletter or go to www.glasgow.gov.uk

House of an Art Lover Xmas Fayre

Bellahouston Park, 10 Dumbreck Road, Glasgow, G41 5BW

7th December, 11am - 3pm.
Free Event! Call 0141 353 4770 or visit Facebook and Twitter for more information.



- George Square Christmas light switch on, 16th November. Must register before 5th October (see below for details)
- Ice Skating rink, Ferris Wheel & attractions come to George square in December
- Santa Dash returns on 7th December

For more information and to register for light switch on visit—
www.glasgowloveschristmas.com

Good Garden, Good close Competition

Judging for this annual event took place during the first week in August, and the winning entrants will be announced at the Annual Tenants Conference on 24/01/15. Thank you to everyone who helps keep the common areas looking fabulous and to all who took part in this year's competition.



Landscape Maintenance

Following disruption to the service earlier this year, we appointed a new contractor, McCrone Contracts. Please contact Karen Hillhouse on 0141 428 3242 with feedback on the new contractor. We will tender the contract early next year to ensure value for money.

Can it wait until the office re-opens?

A guide to our Out-of-Hours Repairs Service

The "out-of hours" repairs service is available for repairs that are generally EMERGENCIES or **cannot** wait until the office reopens (for example, when the office is closed over the festive period). These repairs attract a premium call out rate from contractors, often in excess of £100.

Before you make the call, please ask yourself the following question, or you could end up with an expensive bill to repay:

Can it wait until the office re-opens?

If the repair cannot wait, please refer to our answer phone, calendar or website for contact telephone numbers.

Emergency Repairs

A repair is an emergency if a delay in responding could present a risk to health, safety or security, or could cause significant damage to property, for example Significant water ingress from another property/roof
Removing faeces, bodily fluids, syringes etc from common areas, broken glass and/or broken window cords/safety catches, total electrical power failure.

Where households are elderly/vulnerable:

Loss of hot water or central heating, Faulty intercom systems or Lift faults.

General Repairs

General repairs are repairs that are inconvenient but can wait for a while longer than emergency repairs, for example: Poor TV reception, Renewing bath/sink/kitchen seal, Dripping taps, Faulty extractor fan or loose tiles.

Please contact the Property Services Team on 0141 331 6652 for further information about repairing responsibilities.

Bulk Uplift

Please continue to report any bulk items to be uplifted directly to Glasgow City Council on 0141 287 9700. Please take a note of any job reference number you are given.

Staff News/Updates

Congratulations to Thomas Aiken and Laura Clapperton, who have both secured permanent posts with GWAH.

Our best wishes to Callum Smith, Property Services Manager, who has recently left to take up a new challenge.



Thomas Aiken



Laura Clapperton



Callum Smith

St Vincent Terrace -Companions Centre

Mother and Toddler Group

Meets at 66 St Vincent Terrace (next door to Jaz's General Store) on Mondays and Thursdays from 10-12.

Go along and meet other parents, have a coffee or juice while your children play.

Household Survey Information

A big thank you to all those who have taken the time to complete the household survey. We have had over 48% returned so far. This information is vital in helping us to plan and prepare current and future service provision.

We will be sending these survey forms out again soon to all the households where we have not received a form back. We would again request that you return these forms as soon as possible.

Once 75% of forms are returned, we will hold a prize raffle: 1st prize £100 and 3 runners up of £20 each.

Please contact Kevin Crawford on 0141 331 6653 if you would like further information.

Charitable Activities/Community Fund

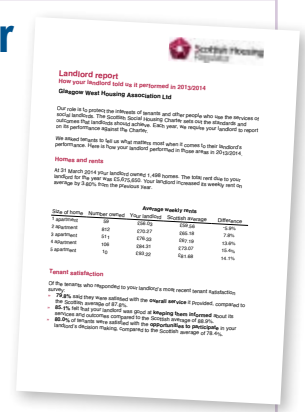
5 of the benches at Hyndland have recently been refurbished by our Concierge/ Handyperson service provided by Jim Speirs and with assistance from Frank O'Neill. Maybe we'll get a few more warm days & we can all enjoy sitting in the sunshine for a while longer. I'm sure all the residents at Hyndland will join GWAH in showing their appreciation.



Annual Report on the Charter

With the July Newsletter, you will have received our first ARC, providing details of our performance during 2013/14 and a comparison with our benchmarking group.

The Scottish Housing Regulator has now published individual performance reports for each landlord, making comparisons with the Scottish averages. This report is available to download from the SHR website - www.scottishhousingregulator.gov.uk or on request from GWAH offices.



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Office opening hours: Monday, Wednesday, Thursday, Friday—9am to 4pm. Tuesday—11.30am to 4pm.

Appointments are available at other times on request.

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