

## Good Close/ Good Garden Competition 2013



Winner of Good Close – 1 Athole Gardens



Winner – 140 Byres Road



2nd Place – 15 Brechin Street



3rd Place - 6 Breadalbane Street

Judging for this year's competition will take place in July; entry and nomination forms can be obtained by contacting Karen Hillhouse on 0141 428 3242

If you think your close or garden should be considered by the judging panel then why not enter the competition, alternatively, if you think your neighbours garden or close deserves recognition why not nominate them.

## Unhappy with our Service? Registering a Complaint

If you are unhappy with any aspect of the service you receive from us, it is important that you give us the opportunity to make amends. We have a simple 2-stage complaints process, with all complaints recorded whether notified to us by telephone, by letter, or by email.

You will receive a response to your complaint within 5 working days, or a maximum of 15 working days in cases where we need a bit more time to investigate. If you do not receive a response within these timescales, ask for your complaint to be referred to the Service Managers: Avril Stewart or Callum Smith.

All complaints conclude with a review by the Service Manager to ensure we are learning from your experience. This could involve a review of procedures or staff training.

### EXTERNAL REVIEW OF COMPLAINTS

If you remain unhappy with the way we have handled your complaint, you may refer to the Scottish Public Services Ombudsman (SPSO) (tenants) and the Home Owner Housing Panel (HOHP) (owners).

### FURTHER INFORMATION

Our Complaints Guidance Leaflet, which includes contact details for the SPSO and HOHP, and information on advice agencies, is available from our offices and to download from our website [www.gwha.org.uk](http://www.gwha.org.uk)

## Complaints - Recent Learning

New procedure introduced for the recording of property maintenance information/ photographs

Newsletter article "Registering a Complaint" to raise awareness about what you should expect from our complaints process

Additional staff training during April on Recognising and Responding to Complaints.

## Heart Start Training

Would you know what to do in a life-threatening emergency? Learning 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. The Heart start programme includes skills such as:**

Assessing an unconscious patient	Serious bleeding	Performing cardiopulmonary resuscitation (CPR)	Dealing with choking	Helping someone that may be having a heart attack
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## Heart start in the community

Our Heart start courses:

Last for 2 hours	Provide you with very <b>practical</b> hands on learning	Are <b>Free</b>
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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. Others teach specific groups like employees and heart patients. The course lasts for two hours and provides very practical 'hands-on' learning.

If you are interested in being involved in this initiative and would like to attend a training course, please contact us on 0141 331 6650 to note this. We are hoping to run this course locally.

## Obituaries



**George MacDonald**, our much respected Chairperson for 7 years, died peacefully on 29 January 2014, in Gartnavel Hospital, with his loving wife Janette by his side. George was a founding member of the Avalon Corner Housing Co-op (Avalon) and instrumental in Avalon's decision to transfer to GWhA, in 2002. At that time, he intended to serve on GWhA's Management Committee for a year or so; just to oversee the transfer. However George's passion for affordable, quality housing and community control resulted in 12 years voluntary service with GWhA. When combined with his contribution to Avalon, his leadership in community controlled housing spans 30 years.

George's credentials and passion resulted in his valued leadership role as Chair of GWhA from 2003 to 2008 and again from 2011 to 2013. As a result of ill health, he stepped down from his duties as Chair in the summer of 2013. His voluntary commitment to GWhA and the community was unstinting; despite his illness he still regularly attended committee meetings – sometimes straight from hospital treatment. George will be much missed by all staff and committee members at GWhA, as well as by his neighbours and members of the local community.

**May Kerr**—On 6 February 2014, May Kerr died peacefully at the Western Infirmary, Glasgow. May was a GWhA tenant for over 20 years and key member of GWhA's Management Committee from 1990 - 1999. She was diligent in her responsibilities, enjoyed helping others and was always forthright and fun. She was a nanny to many local families and a well known face in the West End; Byres Road will be quiet without May.



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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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April 2014



# NEWSletter



GLASGOW WEST HOUSING ASSOCIATION



## Annual Tenants Conference (ATC)

Our thanks to everyone who came along to our 14th ATC, on what was a cold and wintry January morning. As usual, there was lots of interaction in the pre-conference consultation, with lively debate and audience participation informing many decisions, including our rent increase for 2014/15 and the requirements of the Scottish Social Housing Charter (provision of information).

Responding to the feedback about the rent alignment proposals, we held three information meetings for GHA transfer tenants in early February, and our thanks to those tenants who attended these events. As outlined in the rent increase letters issued late February, the first phase of the alignment is now complete (Argyle), with the next phase from 2015 (Hyndland) ensuring that all tenants will in future be consulted on the same rent increase proposal.



## OFFICE CLOSURE DATES

Our offices (and the Hyndland concierge station) will be closed on:

**Friday 18/04/14 and Monday 21/04/14**

**Monday 05/05/14**

**Friday 23/05/14 and 26/05/14**

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

Refer to our calendar and/or office answerphone for out-of-hour emergency contact details.

## Consumer Panel Interested?

A meeting of the Consumer Panel (CP) will take place on Monday, 28/04/14 in GWhA Offices.

The CP consists of a small group of tenants who meet with us on a few occasions over the year to provide valuable input and comment on the services we provide, from a "tenant's perspective".

The April Agenda includes:

- **Annual Report on Charter (ARC)**
- **Satisfaction Survey Results/Plan**
- **Tenant Auditing/Scrutiny**

If you are interested in attending the meeting, or if you would like to know a bit more about the CP, please contact Elaine Travers at the office.

## AGM Reminder/Membership



Saturday, 28 June 2014 at 11am. At Sandyford Henderson Church, 13 Kelvinhaugh Street, Glasgow, G3 8NU

*please note change of venue from last year's AGM.*

Please let us know by Thursday, 26/6/14 if you require transport or crèche facility. If you are

interested in becoming a member of GWhA or want to find out more about membership, please contact Carol Nicol on 0141 331 6664

## Committee Training Forum

The Committee Training Forum (CTF) provides an opportunity for any tenants and members of GWhA who are interested in joining the Management Committee to take part in a learning programme which is designed to equip prospective members with the competencies and confidence to become a prospective Committee Members. Anyone interested in joining the CTF should contact Carol Nicol, Corporate Officer on 0141 331 6664

## Annual Report Request

If you would like a copy of our Annual Report delivered to you, please let us know by email: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk); Telephone: **0141 331 6650** or via **Facebook**. The Annual Report will continue to be available on request from our office, from your concierge station, or online at [www.gwha.org.uk](http://www.gwha.org.uk)

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 and a big thank-you to the 73 Tenants who received their annual reward of £52 or completion of another year's successful membership of our Rent Reward Scheme. Membership is dependent on fulfilling all aspects of the tenancy, with incentives including an annual reward of £52 and 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.



Ann Heffernan - 1st Prize. Received £100 prize.

The 2014 draws will take place on **17/03, 28/06 at AGM, 15/09 and 15/12.**



Gail Douglas - Runner up. Received £30 prize.

Look out for updates in the coming newsletters.

## Children's Festive Competition Results

Congratulations to Callum Welsh and Eiman Siraj for their winning entries and a big thank you to all the children (and parents) for the time and effort put in creating colourful and imaginative pictures. The entries to the Festive Colouring Competition are enjoyed by all who view them and prove a challenge to the judging panel to pick just one winner in each category.



Callum Welsh collecting his prize!



Eiman Siraj collecting her prize!

## Cash For Kids

Thank you to Radio Clyde cash for kids, for the £1325 funding benefitting 53 children across 30 families.



## Distribution of Festive Gifts

Over the festive period, staff personally delivered 343 gifts to our elderly and/or vulnerable households. The funding for these gifts comes from GWHHA' Community Fund.

## Staff News/Updates

Welcome to our new Property Services Officers:



Des McGhee



Bee Jee Chew

## Charitable Activities/ community funds

Very generous cash donations received recently from **CAS Contract Cleaning** and from **McTaggart Construction (Brechin Street developer)**. These Funds, disbursed in our community, provide a very welcome boost and are gratefully received. **Thanks also to Lambert Contracts** for Luxury Hamper donation, with staff raffle raising £68 for the Glasgow West Community Fund.



## Welfare Benefits Update/News

### Under occupancy (BEDROOM TAX)

If you are subject to the under occupancy charge you must make an arrangement to cover the shortfall between your rent and the amount you receive in housing benefit. If you are relying on DHP (see below) to pay the shortfall, then you must speak to a member of the Tenancy Services Team on 0141 331 6662 to discuss the options available to you for moving to a smaller property.

**The DHP is not guaranteed and the only way we can assist you on a permanent basis is to offer alternative accommodation that meets your occupancy requirements.**

### Discretionary Housing Payments

If you are receiving Housing Benefit but are having difficulty meeting your rent payments, you may be able to get extra help from the Discretionary Housing Payment (DHP) Fund from Glasgow City Council.

### Priority is given to applications:

- where separated parents have a formal arrangement for shared care of a child, or children, and an additional bedroom is a requirement of the agreement.
- to help with ongoing rental costs for a disabled person in significantly adapted accommodation.
- to help with short term rental costs while the claimant seeks employment or secures alternative accommodation.
- to help with short-term rental costs where the claimant is at risk of losing their tenancy resulting from an unexpected financial crisis.

**IF YOU CURRENTLY RECEIVE DHP IT IS IMPERATIVE THAT YOU ATTEND THE APPOINTMENT WHEN WE CONTACT YOU. FAILURE TO DO SO WILL RESULT IN PAYMENT ENDING AND YOU FALLING INTO ARREARS!**

## Major Investment Works ATTENTION: TENANTS AND OWNERS

Where works are planned within your home, or common areas, you will have received a letter from us over the last month. Please contact our Property Services Team if you require further information, or if you are an owner and you wish to commence payment towards the cost of com-mon works.

**640 Argyle Street: Lift Replacement:** completed March 2014

**4 to 22 Belmont Street**

Consultant appointment April 2014 to identify a solution to resolve the water penetration from the deck above the car park. Painter work to the car park will follow.

**Window Replacement Contract Phase 1: 128 flats/7 common areas**

Contractor appointment April 2014 with works due to commence over the summer to 128 flats .

**Kitchen, Bathroom, Rewire, Central Heating : 145 flats**

Contractor appointment April, with a combination of works due to commence over the summer.

**Window Replacement Contract - Phase 2: Weaver Buttery**

Contractor appointment anticipated June 2014 for works to 53 flats and 7 common areas.

**Stonework/Plaster/Render Repairs: Beltane St/Dorset St /Elderslie St**

Works to the common fabric are due to be tendered over the summer, with a site start due in the Autumn.



Lift at 640 Argyle Street Before



Lift at 640 Argyle Street After

## Scottish Housing Regulator (SHR): National Panel Volunteers



The SHR has set up a National Panel to hear about service users' priorities and views. The National Panel is open to anyone who uses social landlord services - the SHR is keen that the Panel membership represents all parts of the community, and provides an accurate picture of service users' experiences and views.

If you are interested in the Panel, you can find details on how to join by contacting Craig Forth (who manage the Panel) on [freephone 0800 027 2245](tel:08000272245)

Online at: <http://bit.ly/nat-panel>

## Cyclical Programme

Thank you to those tenants who provided access for the Roof anchor testing for 2014 , which is now complete.

Details of the 2014/15 programme (including Electrical Inspections, Gutter Cleaning, and Common Area Painters work will be provided in the July 2014 newsletter.

## Medical Adaptations

We have undertaken several property adaptations to allow better accessibility & improve the standard of living for our tenants. We received many reports from residents pleased with the alterations to their property but also with the standard of works carried out.

Mrs Qadir who resides with her husband told us, **'I am delighted with the adaptation and it has made my husband's life much easier'**.



If you would like to find out more information please contact Jeff Wood on 0141 331 6659.

## Bulk Uplift

Residents who are disposing of large household items such as beds, wardrobes, TV sets and similar should follow this procedure:

- All Items must be placed neatly in the back court area.
- Call Glasgow City Council Cleansing Team on 0141 287 9700, request for a bulk uplift and detail the items to be removed. ALWAYS ASK FOR A JOB NUMBER.
- If the items have not been collected within 14 days, contact GCC again advising them of this, and quote the job number.

If you require further assistance, please contact a member of the Estate Services Team on 0141 428 3244.



## Garden Grants

Are you and your neighbours interested in brightening up the common outdoor areas around your homes? Does your close already come together to carry out gardening works? Could you use a small financial grant to help with purchasing flowers, bulbs or tools? If so, Please contact Karen Hillhouse on 0141 428 3242 to get information on Glasgow West's Gardening Group.

"The grant helped to add a splash of colour to an otherwise dreary back court"



Beltane/Dorset Street at Church Square



"With the grant we got we planted some nice plants in the back court. The focal point is now a lovely rose bush we purchased. It made the residents in close feel we were being recognised by GWHHA, thank you"

## Welfare Benefit Surgeries. Please drop in

Avalon, Cleveland Street	1st Thursday of the Month	9AM - 12NOON	1/5/14 • 5/6/14
Keith/Walker Court	1st Friday of the Month	10AM - 12NOON	2/5/14 • 6/6/14
Hyndland	3rd Thursday of the Month	10AM - 12NOON	17/4/14 • 15/5/14 • 19/6/14
Blythswood Court	Last Thursday of the Month	9AM - 12NOON	24/4/14 • 29/5/14 • 26/6/14
St Vincent Terrace	Last Tuesday of the Month	9AM - 12NOON	29/4/14 • 27/5/14 • 24/6/14