

AGM

Thank you to everyone who attended our Annual General Meeting (AGM) whether in person or online.

Your continued support is welcomed and much appreciated. Our Management Committee Members for 2022/23 are as undernoted:

Joe Heaney	Chairperson
Issi Gracie	Vice Chairperson
Nina MacNeill	Secretary
Joginder Makar	Treasurer
Nicola Adams	Committee Member
Anila Ali	Committee Member
Steve Bruce	Committee Member
Anne Campbell	Committee Member
Amy Robertson	Committee Member
Billy Robertson	Committee Member
Yushin Toda	Committee Member



To find out more about becoming a member, or if you are interested in being considered for the current vacancy on our Management Committee, please contact Carol on **0141 331 6650** or cnicol@glasgowwestha.co.uk.

Office Closure

Our offices at 5 Royal Crescent will be closed during the following Public Holidays:

Friday 15th & Monday 18th July

In the event of an emergency during office closure, please refer to the office answer phone message or visit our website: www.gwha.org.uk

On the above dates our concierge teams will be available 7am-7pm for the BWC and SVT residents.

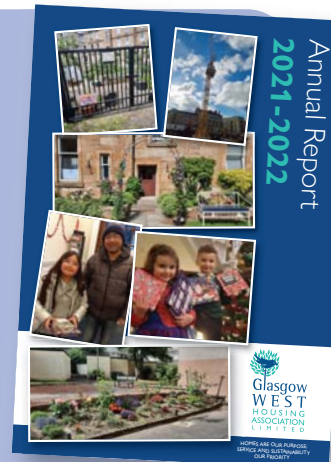


Annual Report

Our Annual Report for 2021/22 is available online now! Read more on our website: www.gwha.org.uk.

Copies are also available from the office, 5 Royal Crescent, or your concierge station.

If you would like us to send you a copy of the report, contact us on **0141 331 6650** or admin@glasgowwestha.co.uk.



Have Your Say

Thank you to everyone who participated in our consultation in March about our sign up packs. As a result we are looking at digitising more of the sign up pack to make it easier and simpler for new tenants.

Our next consultation is in August and will focus on antisocial behaviour and our partnership with Glasgow City Council. If you have contacted us over the last 3 years about anti-social behaviour and were referred to Glasgow City Council, we will contact you to gather your views on the service you received.

In Autumn all tenants will be contacted to be given the opportunity to submit their views on the antisocial behaviour service.

To find out more call **0141 331 6650** or email admin@glasgowwestha.co.uk

Future Services Survey

We are still planning for this survey to take place over the next few months, however we are running a wee bit behind in finalising the survey form and in appointing a consultant.

Please look out for updates on our website and social media channels, and, if you are contacted by the surveyor, please take the time to participate.

Important Notice: Rent Review



Consistent with other businesses, our costs are soaring as a consequence of a range of issues including BREXIT, Covid-19 and more recently the war in Ukraine.

The increases in fuel, material and labour costs, as well as national insurance contributions, impact us directly, or indirectly through the costs incurred by contractors and others providing services on our behalf. Please be assured that we are endeavouring to mitigate the impact of these increases by securing value for money through our robust procurement processes; by eliminating waste and duplication

in our operations; and by seeking out funding opportunities to support our services and our communities. Inflation is however predicted to hit 10% this year, and it is therefore important that we take this early opportunity to provide forewarning of potentially higher than average rent and service charge increases over the next few years. This will be essential for protecting our services, and for ensuring ongoing investment in our properties for current and future tenants.

We fully understand this message will be most unwelcome at a time when household incomes are under pressure, and it is not a message we are comfortable in delivering. We will aim to keep you informed as much as possible through our newsletters and there will be the usual rent consultation process later this year.

In the meantime, if you are struggling financially, we would urge you to please contact our Tenancy Services Team as soon as possible on **0141 331 6650** or email admin@glasgowwestha.co.uk for support with welfare benefits, and for assistance with Scottish Welfare Fund applications and food/fuel bank referrals. Read more welfare rights updates on page 5.

Home Energy Scotland also offer a range of energy advice and services to help reduce your energy bills and create warmer homes. Find out more at www.homeenergyscotland.org or call **0808 808 2282**.

Getting to know you!

Thanks to everybody who attended our 'Getting to Know You' events. We hope you found these interesting.

These sessions were a chance for you to meet some of our staff and to find out a bit more about our history, the services we provide and/or how you could influence those services.

We will keep you posted for the next series of these events!





The Jim Michael Community Award

Jim was a community champion, a stalwart in the housing sector and founding member of Glasgow West; and it is important to us to honour his legacy.



Congratulations to **Mary Giel**, the worthy winner of this year's award!

Like Jim would have done, Mary has gone above and beyond what would be expected of a neighbour! She continuously helped her neighbour who was ill while also being a caring friend when most needed.

Learn to Grow!

Thank you to everyone that attended our Learn to Grow event in June.

With the help of G3 Growers, attendees had the chance to learn how to properly grow plants and take care of them. Our green fingered participants even got a plant to take away at the end of the day!

G3 Growers Open Day Wednesday 17 August 2022

Join us and the G3 Growers on Wednesday 17 August at 'The Back Garden' (situated at the back of 19 Brechin Street) from 1-4pm. Keep an eye out online for the full details.



There's stalls, activities and a chance to find out more about what the G3 Growers do! All are welcome to pop in and get involved.

For further details contact Karen on **0141 428 3245** or email estates@glasgowwestha.co.uk

Engagement with the Scottish Housing Regulator (SHR)

The SHR publishes an Engagement Plan for RSLs each year, taking account of the risks we face, and our compliance with the Regulatory Framework.

The Engagement Plan sets out the information the SHR requires from us, what we need to do, and how and why the SHR is engaging with us.

We received our Plan for 2022/23 at the end of March 2022 and we are pleased to report our regulatory status has been set as "compliant".

Our Engagement Plan is available to view on our website, www.gwha.org.uk, and on the SHR's website, www.housingregulator.gov.scot

Barbeque & Fire Safety

Nothing says summer like firing up the barbecue and cooking outdoors or enjoying a summer's night outside under the stars with a chimenea to keep you warm in the evenings.

Here are some top tips from Scottish Fire and Rescue Service to ensure you have fun and stay safe!

- Keep a bucket of water, sand or a garden hose nearby
- Never leave a barbecue or fire pit unattended
- Avoid alcohol - it can affect your co-ordination and judgement
- Make sure your barbecue or fire pit site is flat and well away from sheds, fences, trees, shrubs or garden waste
- Keep children and pets away from the barbecue or fire pit
- Do not dispose of ashes until they are cold to the touch
- Never take a portable barbecue - or lit charcoal - into an enclosed space
- Make sure everyone knows how to put out clothing that's on fire: stop, drop and roll

For any advice about anti-social behaviour contact us on **0141 331 6650** or email admin@glasgowwestha.co.uk

Summer is here!

It's that time of year again: school's out and we are all hoping for sunshine!

Why not use the sunny days out in your garden as an opportunity to build relationships with your neighbours and enjoy the garden together.

While enjoying the summer there are a few things to keep in mind:

- Noise will be amplified when windows are left open.
- Be mindful of your neighbours.
- Bag and bin all your rubbish.
- In the event of an emergency involving antisocial behaviour you should call Police Scotland on 999 in the first instance or call 101 (non-emergency) and notify us at the earliest opportunity thereafter.
- Glasgow City Council Noise Team have resumed their witness and enforcement service, and this is available by calling **0141 287 6688**. The team work between 5pm and 3am and will require access to your home to measure the nuisance noise.

For any advice about anti-social behaviour contact us on **0141 331 6650** or email admin@glasgowwestha.co.uk

Good Close and Garden Competition 2022

Nominations are now closed for the 2022 awards and judging will start in the coming weeks.

Thank you for all your submissions and the winners will be announced in the Autumn newsletter!



Garden Grants

Brighten up your back court with a little help from our Garden Grants! With a small grant of up to £50, we would like to help you get started by purchasing plants, pots and tools for improving your communal outdoor area.

To nominate a garden or close for the award, or to apply for a Garden Grant, contact us:

- email estates@glasgowwestha.co.uk
- telephone Karen on **0141 428 3245**
- complete the form on the Good Garden and Close/ Garden Grants sections of our website, www.gwha.org.uk



Here to help...

For assistance from our Tenancy Team on any of the following call us on 0141 331 6650 or email admin@glasgowwestha.co.uk

School Clothing Grants/Free School Meals

Applications for free school meals and school clothing grants are now live through the Glasgow City Council website (www.glasgow.gov.uk/article/17885/Clothing-Grants-and-Free-School-Meals)!

You will need to provide proof of income as part of your application.



Pre-Payment Meters Fuel Payments

We continue to work in partnership with the Fuelbank Foundation to provide £30 voucher top-ups for those with pre-payment meters. This can be split between your electricity and gas, or used to top-up either.



Warm Homes Discount

The Warm Homes Discount is a payment of £140 which is paid to your electricity account by your supplier. Payment is made between October 2022 and 31 March 2023. If you received this discount last year there is no need to apply again, unless you have changed supplier.

Read more:

www.gov.uk/the-warm-home-discount-scheme

Scotland Loves Local

If you received a 'Scotland Loves Local' giftcard in May, remember to check the list of businesses throughout Glasgow, including shops and restaurants, to spend your £110. This was funded through the Scottish Government's Communities Recovery Fund.



School Age Payments

If your child was born between 1 March 2017 and 28 February 2018 you are now able to make a claim for School age payment until 28 February 2023. This is a payment of £267.65 for each child to help you prepare your child for school.

Read more

about the payments at:

[www.mygov.scot/](http://www.mygov.scot/best-start-grant-best-start-foods)

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Succession

Succession to tenancy occurs when a tenancy is passed to another person following the death of the tenant. If we do not hear directly from the household following a notification of death, we will do our best to trace residents including writing to those noted as living at the address. We will establish who may be entitled to succession and will give notice to each person in writing. If there is no qualifying person, the tenancy end will be the date of the tenant's death.

From 1st November 2019 legislation introduced a minimum residency period of 12 months before a household member is eligible for succession to tenancy. Please note all residency periods begin only from the date Glasgow West received written confirmation of a person's residence.

For more information, or to update your household record, call 0141 331 6650 or email admin@glasgowwestha.co.uk





Window Safety

Now we're in the summer months, with (hopefully) some warmer weather, it's likely that you will be opening your windows more often.

Here are some tips to keep you and your family safe:

- Ensure your windows have restrictors or limiters in place and working correctly. *These stop windows being opened more than a small amount and can prevent incidents.*
- Do not remove or tamper with your window restrictors for any reason. They have been installed for your safety.
- We strongly suggest that children do not operate restrictors or limiters. If your restrictors have been removed or damaged, report this immediately.
- Encourage children to play at a safe distance from windows.
- Keep furniture or items that can be climbed on, such as beds and sofas, away from windows. Make sure nothing can be pushed up to the window and used as a step.
- When children are unsupervised, close or lock windows.
- Keep windows open no more than four inches, where possible.
- Ensure you know where window keys are located in the event of a fire.

If you have concerns about the above information call our Repairs Team on **0141 331 6652** or email

customerservice@glasgowwestha.co.uk

Major Works Update

If you have any queries about upcoming works or access arrangements please call **0141 331 6650** or email technical@glasgowwestha.co.uk. Our Services Code of Conduct and Major Works and Investment Factsheet is available to view on: www.gwha.org.uk.

Smoke Alarms and Electrical Testing

We are pleased to announce that GD Chalmers and Belac Group have been appointed to undertake the works required to bring your homes up to the new standard.

Our contractor will provide 2 weeks' notice of when works are due to begin and will arrange an appropriate time to visit. In some instances this may result in 2 separate visits from contractors, depending on the work required. We appreciate your co-operation in allowing access for these important works.

Energy Performance Certificates

We will be undertaking over 200 energy performance surveys over the summer months. These surveys will take roughly one hour to complete, and will help us assess how best to improve your property's energy efficiency. We will letter you in advance to arrange suitable dates for access.



Water Safety Tips

It is our responsibility to take precautions to prevent Legionella bacteria being present in the water systems. You will also be able to help by ensuring you follow the below measures:

- Maintaining correct temperatures can minimise the risk of legionella; hot water should be at 50°C and cold water should not be above 20°C.
- If you have a shower, cleaning and disinfecting the shower head every 6 months helps minimise risk.
- If your shower is used only occasionally, flush it through by running the water for at least 2 minutes once a week.
- If you have been away from your home for over 2 weeks, run your hot and cold water taps and the shower for a minimum of 2 minutes.



Contact us on **0141 331 6652** for advice, and in particular if you notice:

- the boiler or hot water tank in your home isn't working properly
- any discolouration or debris in your water supply
- warm water coming from your cold water taps

Staff News

Welcome to Jamie-Lee Miller (Administrative Assistant), Ross Anderson (Services Assistant), Brian Ritchie (Finance Assistant) and Julie McKenzie (Property Services Officer) who recently joined us at Glasgow West HA on a temporary basis.

We would also like to welcome back Nasteho Jamac (Corporate Intern)! Nasteho will be working with us over the summer after completing her Career Ready internship with us last summer.

Congratulations to William Hunter in his new role of Repairs and Factoring Manager, Dominic McGonigle who is now Corporate Officer (Finance) and Gerry Pencovitch who is now Estate Services Coordinator.

Best wishes to Ali Dowlatshah and Gillian Conway, who have recently moved onto pastures new. We wish them all the best with their new endeavours.



Jamie-Lee Miller, Julie McKenzie and Brian Ritchie



Ross Anderson

Save money with Glasgow West

Below are some of the ways we are able to help you save! To find out more about Save with Rent or the Rent Reward Scheme, call Megan on 0141 331 6650 or email mblair@glasgowwestha.co.uk



Save with Rent

The Save with Rent Scheme, in partnership with Glasgow Credit Union, is an easy way to save by committing to putting away a small sum of money each month when you pay your rent. Depending on how much you save, you can earn an additional top up from us of up to £30 per year. Once a member, you are able to access all of Glasgow Credit Union's exclusive services, including their Christmas Savings Club and personal loans.



Rent Reward Scheme

Our Rent Reward Scheme is open to eligible households. If the conditions of the scheme are followed, an annual bonus of up to £52 is payable just before Christmas time! You are also automatically entered into a quarterly prize draw and an annual draw of £250!



The scheme also offers the incentive of a £25 cash back on your contents insurance (credited to your rent account), upon proof of your policy.

Congratulations!

Rent Reward Scheme Winners

Congratulations to the winner of our AGM prize draw: Winner £250 prize - Mr Brian Threlfall.

You said, we did...

'You Said, We Did' highlights the impact your comments and complaints have on the future service we provide. Below is one of the changes we have made in the last few months.

You were unhappy as the incorrect name was noted on correspondence received from us.



We amended our processes to ensure that name changes pull through to all parts of your records, including correspondence details.



Gas Safety Week 2022

Gas Safety Week, 12 – 18 Sept 2022, sees organisations from across the UK working together to raise awareness of the dangers of poorly maintained gas appliances, which can cause gas leaks, fires, explosions and carbon monoxide poisoning.



The spirit of Gas Safety Week should be adopted all year round, and we ask that you allow and arrange access for annual inspections with our contractor.



Summer Activities at the Pyramid

The Pyramid in Anderston would like to welcome all GWA residents, no matter where you live, to their summer activities throughout July.

Community Meal

Every Wednesday, 11.45am-1.15pm • £2.50 Members/ £4 non-Members

Are you interested in a Community Meal, a freshly prepared 3 course lunch, served from the kitchen unit outside the front of The Pyramid. Once you've picked up your lunch from the outside kitchen you're welcome to bring it inside to eat. The menu varies each week, and is promoted on The Pyramid's social media (Facebook and Twitter).

To become a member of The Pyramid (costs £1). Check out their membership section online: thepyr.amid.scot/join-us/membership

Food Share

Every Thursday 10.30am – 12pm

Pop along to the Community Kitchen to pick up some free home-made soup with bread, and a bag of fruit.

Call the Pyramid on **0141 226 3277** or email info@thepyr.amid.scot to confirm when activities are planned; there will be some disruption due to their ongoing building works.



Find out more about
The Pyramid at Anderston:
Website: thepyr.amid.scot
Facebook: facebook.com/ThePyramidAtAnderston
Twitter: @PyramidAnderst1



**THE PYRAMID
AT ANDERSTON**
CONNECT • CREATE • CELEBRATE

Contact us...

Report a Repair

0141 331 6652

rservice@glasgowwestha.co.uk

Estate Services

0141 428 3245

estates@glasgowwestha.co.uk

Allocations/Applications

0141 331 6651

Housingapplications@glasgowwestha.co.uk

Benefits Advice

0141 331 6665

welfarerights@glasgowwestha.co.uk

Factoring Services (GWE n)

0141 331 6673

factoring@glasgowwestha.co.uk

Rent Accounts/ Set up an online account/ All Other Enquiries

0141 331 6650

admin@glasgowwestha.co.uk

5 Royal Crescent • Glasgow G3 7SL

Tel: 0141 331 6650 • Fax: 0141 331 6679 • SMS: 07860 018421

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

[@glasgowwest4](https://twitter.com/glasgowwest4) facebook.com/glasgowwestha

Office working hours:

Monday, Wednesday, Thursday, Friday – 9am to 4pm, Tuesday – 11.30am to 4pm.

Appointments are available at other times on request.

For our latest Covid-19 service provision update please visit our website.

Registered with the Scottish Housing Regulator HEP 126. Registered as a Scottish Charity SC001667

Registered under the Co-operative and Community Benefit Societies Act 2014 :1955.



**Glasgow
WEST**
HOUSING
ASSOCIATION
LIMITED