



NEWSletter

GWHA GOOD NEWS



GWHA New Tenancies

We are delighted to welcome 56 new tenants to GWHA from April:

Source of let	Numbers
Housing list	30
Transfers (including under-occupiers)	18
Section 5 referrals	4
Mutual Exchanges	4

Heartstart

Tenants from St Vincent Terrace and staff from GWHA have taken part in heart starter training which included learning how to put someone in the recovery position, how to give CPR and how to use a defibrillator.

We will be looking to run further sessions in the future so watch this space for more information.

STAFF NEWS/UPDATES

Welcome to Garry, Ali and Callum who joined the Association recently.



Garry Saunders
Tenancy Services
Officer



Ali Dowlatshah
Property Services
Officer



Callum Smith
Property Services
Manager

Elaine Giles has moved from Tenancy Management to Tenancy Sustainment.

FESTIVE GIFT ANNOUNCEMENT

Festive gifts will be issued again this year to our tenants who may be elderly and/or vulnerable.

If you missed out last year or if you know of a neighbour who may benefit from a small gift at this time, please inform your Tenancy Services Officer.

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).

COMPLAINTS—WHAT HAVE WE LEARNED SO FAR

COMMUNICATION, COMMUNICATION, COMMUNICATION

Communication is key and this appears to be our single biggest issue at the moment. Usually we are working on your reports in the background, but we clearly need to get better at keeping you informed (with accurate/realistic information and timescales) and not allowing our embarrassment to get in the way of an apology when we get it wrong.

Our formal apology:

We are very sorry to have upset new tenants recently by not delivering on major repairs prior to them moving into their home. Unfortunately this was compounded by not providing a genuine sincere apology. We are now doing our best to restore positive relations with this family.

COMMENTS AND COMPLAINTS

We fully implemented the SPSO Model Complaints Handling Procedure in April, following a period of staff training and awareness-raising on the value of complaints in terms of our learning. Since then, we have registered 40 complaints, with the majority of these managed by our front-line staff.



We are working hard to ensure we are recording and responding to all complaints, within the required 5 days (Stage 1) and 20 days (Stage 2) and we will provide further updates on our performance in future editions of our Newsletter.

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EMAIL: admin@glasgowwestha.co.uk WEBSITE: www.gwha.org.uk

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

Appointments are available at other times on request

Registered with the Scottish Housing Regulator HEP 126. Registered with the Financial Conduct Authority No. 1955 RS.

Registered as a **Scottish Charity SCO01667**. Registered as a **Scottish Property Factor No. PF000328**



GLASGOW WEST HOUSING ASSOCIATION LIMITED

ANNUAL TENANTS CONFERENCE 25TH JANUARY 2014

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



GWHA WELFARE REFORM EVENT

Help Us to Help You
Monday 14/10/13 @ 11am.

Anderston & Kelvingrove Church 759 Argyle Street



This Event is being hosted by GWHA to provide up to date information on welfare reform.

With a variety of excellent speakers, with knowledge on a wide range of money matters, this is an Event not to be missed:

- Advice on Welfare Reform
- Lowering your utility bills
- Advantages of Credit Union Membership
- Access to further help/support and advice

Teas/coffee/scones, promotional goods and entry to a free cash raffle for all who come along on the day.

Please let us know by 12 noon Friday 11/10/13 if you require use of our crèche facility on the day.

MAKING YOUR MONEY WORK BETTER FOR YOU

We look forward to seeing you!

WEBSITE RELAUNCH



We are pleased to announce the release of our new website, designed with a fresh new look and user-friendly navigation, and updated with our latest information. To see the new website, simply go to www.gwha.org.uk and please let us know what your think.

OFFICE CLOSURE DATES

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

Friday 27/09/13 – Monday 30/09/13

Monday 23/12/13 – Monday 06/01/14

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

SANCTUARY DEMOLITION



Sanctuary Housing Association changed the landscape adjacent to our St Vincent Terrace properties in a few spectacular seconds by demolishing their multi-storey block at Shaftesbury Avenue. The blow-down

demolition happened on schedule on Sunday 01/09/13 following months of planning. All residents in the area were evacuated, as planned, prior to the explosion and we would like to thank all GWHA tenants involved for their co-operation.

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 (RRS)



Congratulations to Helen Hughes (pictured here with Jennie Cameron) who won £250 in our annual RRS draw at the AGM.

Our RRS is available to all tenants who meet all the terms of the tenancy agreement. The following benefits are only available 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**

The annual bonus payments will be issued in the week beginning 09/12/13 for all members who have **fully** complied with membership criteria over the last year. The final quarterly prize draw of the year will take place on 16/12/13, just in time for Christmas!

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

Contact Kevin Crawford on 0141 331 6653 for an application form.

WE NEED 2 APARTMENT FLATS

The welfare reform “under occupancy charge” means that we have an increasing number of tenants who wish to downsize to a smaller property, with 2 apt (1 bedroom flats) in most demand.

If you are currently in a 2apt flat and you need to move to a bigger flat due to a change in your circumstances, or, if you would just like some advice on your housing options please contact our Tenancy Sustainment Team on 0141 331 6651.

You may also be able to find a “swap” by:

- Calling to the office to see our mutual exchange register containing details of people who have already expressed a wish to move home.
- Check out www.homeswapper.co.uk a national web based register to help facilitate mutual exchanges. We may be able to assist with the registration fee for Homeswapper providing you meet the following criteria (which also apply to transfers and exchanges):
 - ✓ clear rent account or agreed repayment arrangement
 - ✓ full compliance with the obligations of the Tenancy (e.g. No incidents of anti-social behaviour, property in good condition)

Remember, you must have the permission of GWAH prior to carrying out any move. If you would like further information on your re-housing options please contact the Tenancy Sustainment Team on 0141 331 6651.

HOUSEHOLD PROFILING

A big thank you to those of you who have taken the time to complete this form, with 48% returned so far. This information is vital in helping us to plan and prepare current and future service provision and we would again request that you return these forms as soon as possible.

If you need another copy, or to complete the form by telephone, please contact Kevin Crawford on 0141 331 6653.

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



WELFARE REFORM

In 2013 Universal Credit will begin to replace a number of existing benefits, including Housing Benefit. The majority of claims for Universal credit will have to be made online and it will be paid monthly (in arrears) directly into your account. This includes rent payments that are currently paid directly to GWAH through Glasgow City Council (housing benefit).

Some key questions for you-

- **Do you have a bank account and/or savings account?**
- **Do you have internet access?**

The main speaker at our Welfare Reform Event – Help Us to Help You (See front page for details) is a Welfare Benefits Adviser who is very informed about the upcoming changes.

Please come along to ensure you are also well informed.

CASH FOR KIDS 2013



Cash for Kids grants are awarded to help with the cost of a Christmas treat. Last year GWAH applied on behalf of a number of households and we were delighted to receive grant of £1,025.00. That's £25.00 for every award.

Look for posters in your close from mid-September for more information and the eligibility criteria.

If you need help to apply for a Cash For Kids Grant, appointments are available at our office on 1st, 3rd October, 10am-12pm and 2nd, 4th October, 2pm-4pm

cashfor-kids
a helping hand for local children

DOG FOULING

Our Estate Management Team is working closely with GCC and Glasgow Community and Safety Services to encourage people to dispose of dog mess responsibly and make sure we have a cleaner, safer environment for everyone.



www.saferglassgow.com

We are working to identify dog owners and sites within our housing stock where dog fouling is a particular problem. The crackdown is now stepping up with Enforcement Officers visiting neighbourhoods unannounced. As well as keeping an eye out for offending owners, Officers also take statements from witnesses and work to trace irresponsible owners to issue fixed penalty fines.

Please contact Karen Hillhouse in the Estate Management Team on 0141 428 3242 if you have any information, or directly to Clean Glasgow hotline on 0800 027 7027. Report culprits who are not picking up after their dog.

PLEASE
PICK UP
AFTER
ME !!



ANNUAL GAS SERVICING

We are required by law to carry out an annual servicing of gas appliances in your home (i.e boiler, gas fire). This service is imperative to ensure your safety and that of your neighbours, and we appreciate your co-operation in providing access to heating engineers from our appointed contractors, James Frew Ltd and City Building

Although legal action is always a last resort, because of the importance of this matter we will take steps to enforce access where there are persistent difficulties in obtaining access. We will also seek to recover the full repair and legal costs of this action.

A number of properties require to have hatches fitted to internal gas flues to enable inspection during the annual service. We will action this work as necessary.



MAJOR REPAIRS

The Major Repairs Programme, covering the replacement of key property elements, is a step closer and you will have received a letter from us if works are planned within your home. We do not, as yet, have a programme for the works but it is expected that works will start during the early part of 2014.

Details of our future works programme will be available at the Annual Tenants Conference in January and in future editions of our Newsletter.

RENT & SERVICE CHARGES REVIEW

Over the next few months our rent review process will begin, with a view to consulting with tenants at the ATC in January 2014. Look out for more information in our Festive Newsletter.

Affordability Survey

Thank you to the 200+ tenants who have completed this Survey Form. The results, which are reported to the ATC, are important to the rent review process.

SERVICE SATISFACTION MONITORING

Within the next 6-8 weeks we will be appointing an independent consultant to carry out a survey to help us gauge the level of satisfaction with the services we provide.

If you are asked to participate in this survey, we would appreciate your co-operation, as your views help to shape our services. The consultant will carry GWAH identification and you should not allow anyone in to your home if you have any concerns about their identity.