

News update

Autumn 2022

Your views shape your services

With changing demographics, and a shift in lifestyles over the last two years, the time is right for us to consult with you on your future service needs, priorities and aspirations. We have appointed consultants Research Resource to help us gather this feedback.

Throughout September and October Research Resource will be in contact with you, and we hope you will take the time and opportunity to participate in the survey, as the more responses we receive, the more representative the information. The results of the survey will be presented by Research Resource at our Annual Tenants Conference in January 2023.

A link to the survey form will be sent to you by email or text (if you have provided us with these contact details), otherwise you will receive the survey form by post, with a reply-paid envelope. You will also be able to speak directly with a surveyor if this is your preference.

For your reassurance the survey will be anonymous, however, if you wish to provide your contact details (which will be separated from your survey response) you will be entered into a prize draw to win one of 10 x £20 vouchers.

Our thanks in advance for your participation in this incredibly important survey. *Your views shape our services*, and your feedback will help to ensure our services remain ambitious and fit for purpose as we move towards, and beyond, our 50th anniversary in 2028.

Office Closure

Public Holidays: September Weekend

Our GWAH office will be closed on Friday **23 September 2022** and Monday **26 September 2022** and will reopen on Tuesday 27 September 2022 at 9am.

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



A Day in the Life of a Summer Intern...

Nasteho Jamac joined us last Summer, through Career Ready, to gain work experience and this year she came back to us as an Intern! Read more about Career Ready and how we work together on page 2.



A Day in the Life...

...of a Summer Intern and Career Ready Student

You may recall from the last year's Autumn newsletter, school girl Nasteho Jamac joined us in the summer holidays, through Career Ready, to gain work experience.

We are thrilled to tell you that Nasteho returned to us once again. This year as a summer intern.

This is what she had to say about being back at GWH, "I'm so glad to be back! I have loved meeting all the people I missed last year and seeing all the different personalities around the office. I feel there is more diversity with the tasks I was given this year meaning I not only got to work with social media but invoices, finance and office management tasks. I'm starting university this year and I've found that the internship has helped me to be more open to new things and boosting my confidence and social skills. This is important as I will be entering an environment where I will need to work both independently and in a team. I'm grateful for the experience and all the amazing people I got to meet and share my time with."

Career Ready is the national social mobility charity at the heart of a network of employers and educators who believe that every young person, regardless of background, deserves the opportunity to kickstart a rewarding future. They link in with employers, schools and young people to find work placements to suit the young people's skills and career goals.

GWH is thrilled to support Career Ready. Our CEO Elaine Travers said, "At GWH we have long been committed to helping and supporting young people gain work experience and helping to develop their confidence and social skills. Career Ready is an excellent charity who provide the young people with the support and mentoring they need and help to ensure the young people are matched with employers that meets the young person's skills and aspirations. The relationship is very much a two way thing. We get to meet lovely young people who are keen to learn and bring their fresh approach and ideas to our organisation as well as providing a helping hand."



Nasteho Jamac

Find out more about Career Ready on their website
<https://careerready.org.uk/about-us/>

This Year's Career Ready Student

Our Career Ready school student this year was Hermela Tekle who joined us in July to gain valuable work experience. While here, she helped our Tenancy Services Team with a variety of tasks.

Here's what Hermela had to say about her time at GWH:

"I really enjoyed getting to know the staff at GWH who were all really helpful and welcoming. I gained an insight into the different teams and departments within the company and more about GWH. Gaining the work experience will help me in the future and I'm very grateful to GWH for the experience."

GWEn 7th Annual Owners' Conference

6 October 2022, 5.45pm



We look forward to welcoming you to this important Event at our offices at 5 Royal Crescent, or online via Microsoft teams.

Please contact our Factoring Team on **0141 331 6673** or email

factoring@glasgowwestha.co.uk to confirm your attendance.

You said, we did...

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

You were unhappy with the delay in response due to email being delivered to Junk Mail.



We have reviewed our process and now check our junk mailbox on a daily basis.



You were unaware of upcoming tree removals and that you did not receive the letter from the contractor.



We updated our process to provide additional posters in closes ahead of works commencing, in addition to social media and website updates.



G3 Growers Event

GWAH and G3 Growers held their first post-covid open day since 2019 on the 17th of August.

The event had something for all age groups, including a bug hunt, yoga, a smoothie bike, plants growing tips from the G3 experts and Dr Bike cycle repairs. There was lots of chatting with friends and neighbours and an opportunity to soak up the peace and tranquillity of the garden oasis in the midst of the busy west end. It was truly a fabulous day. Watch this space for future events!



Scottish Government announce rent freeze

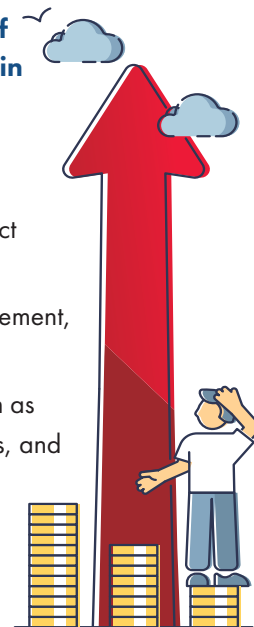
In our summer edition of the newsletter we advised that our costs are soaring as a consequence of a range of issues including BREXIT, Covid-19 and more recently the war in Ukraine. The increases in fuel, material and labour costs, as well as national insurance contributions, impact us directly, or indirectly through the costs incurred by contractors and others providing services on our behalf.

With predictions for escalating costs and rising inflation in to next year, we were surprised to learn of the Scottish Government's imposed rent freeze until the end of March 2023; and we are very concerned at the potential impact of this on our service delivery and longer term investment plans.

With this in mind, we are now working with our representative bodies to fully understand the detail of the announcement, and we will continue to keep you informed in this matter.

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 8.

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**.



Festive Colouring Competition

Save The Date!

Our festive colouring competition is returning!

We have some very talented young people in our community and we look forward to seeing their fantastic work.

Entry forms will be available from Monday 14 November. From that date, download and print a copy from our website (www.gwha.org.uk) or contact us on **0141 331 6650** for copies to be posted out.

Here are last year's winning entries.
Well done Oliver and Bahar!



Festive Treats

For the last two years we were not able to deliver festive chocolates to our older residents. Instead, we held prize draw and awarded vouchers or hampers. Congratulations to all our winners!

This year, we plan to resume our traditional festive chocolate delivery.

Keep your eye on our website for updates!



Don't abandon us!

If you are thinking of ending your tenancy and don't know how to go about it please get in touch and a member of staff will be happy to guide you through the process.

If we suspect that you have abandoned your property we will carry out checks before issuing a statutory notice to end your tenancy.

We will take all reasonable steps to make contact with you and if we are satisfied that you are no longer occupying the property, or use it as your **only** or principal home, we will issue an abandonment notice under Section 18 of the Housing (Scotland) Act 2001. If it appears, at the end of the notice period, you do not intend to occupy the house as your home, your tenancy with GWHHA will be terminated with immediate effect.

For more information please contact our offices, or refer to the *"Ending Your Tenancy"* section of our website.

Complaints

GWHHA adopted the updated complaints handling procedure from the Scottish Public Services Ombudsmen (SPSO) back in 2021. For more information about the role of the SPSO in managing complaints, please refer to the SPSO website: www.spsso.org.uk

How do I make a complaint?

Complaints can be made in the following ways:

- Calling us on **0141 331 6650**
- Emailing admin@glasgowwestha.co.uk
- Through the Complaints section of our website: www.gwha.org.uk
- In writing or in person at: 5 Royal Crescent, Glasgow, G3 7SL.

Please note that we will not respond to complaints through our social media channels.

How to access GWHHA complaints procedure

You can access the GWHHA procedure through the policy section of our website: www.gwha.org.uk.

If you would like a paper copy posted to you, contact us on **0141 331 6650** or email: admin@glasgowwestha.co.uk



Subletting your property

Subletting is when the property is let in part, or in its entirety, by the tenant to a person who is not the principal tenant. Before you apply for consent to sublet your property, you must have been the tenant of the house throughout the previous 12 month period.

- You need our advance written consent to do this.
- You should apply in writing.
- We will send you the necessary forms to complete and return to us for assessment.
- We will acknowledge all applications within 3 working days, and will give our decision within 28 days in line with legislation.
- For the avoidance of doubt, our permission is refused until you hear from us otherwise.

For more information please contact our offices, or refer to the *"Subletting"* section of our website.

Domestic Abuse – don't suffer in silence!

GWHA continue to 'Make a Stand' against domestic abuse by signing up to Chartered Institute of Housing's (CIH) pledge and are committed to taking the following actions:

1 Put in place and embed a policy to support residents who are affected by domestic abuse	2 Make information about national and local domestic abuse support services available on your website and in other appropriate places so that they are easily accessible for residents and staff
3 Put in place a HR policy, or amend an existing policy, to support members of staff who may be experiencing domestic abuse	4 Appoint a champion at a senior level in your organisation to own the activity you are doing to support people experiencing domestic abuse

It's important to know where to get help. Listed below are some of the organisations that may be able to provide help, advice and support:

- Scotland's Domestic Abuse & Forced Marriage helpline - www.sdafmh.org.uk or by phone on **0800 027 1234**
- Glasgow Women's Aid www.glasgowwomensaid.co.uk or by phone on **0141 553 2022**
- Respect Men's Advice Line – www.mensadviceline.org.uk or by phone on **0808 8010327**
- Galop - safe/just/fair www.galop.org.uk are running the LGBT Domestic Violence helpline on **0800 9995428**

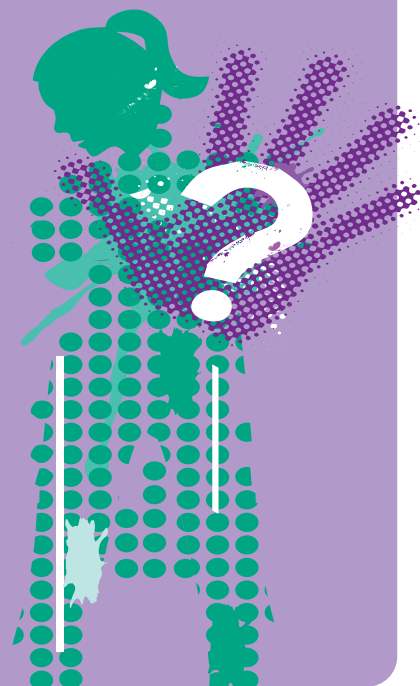
For more information please refer to our Domestic Violence fact sheets at gwha.org.uk. We are able to print a copy, and send this to a friend's home rather than your own address.

If you would prefer to speak in confidence with a member of our staff please call **0141 331 6650**.

Not a victim but are concerned about someone?

As a bystander, family member, colleague or friend you may feel helpless when you believe someone is experiencing domestic abuse. Whilst ultimately the victim will need to make the decision to leave the relationship themselves, we encourage you to report your suspicions. We will then pass on information to Police Scotland who, with partners, may be able to intervene away from the abuser to check the potential victim is OK.

If you have concerns about someone please contact Crimestoppers' UK Contact Centre 24/7 on free phone **0800 555 111** or visit www.crimestoppers-uk.org and fill in a simple and secure anonymous online form.



Major Works and Investment 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

Our contractors, GD Chalmers and Belac Group are making good progress and are on target for completion by the end of September.

Contractors are making appointments directly with you. You may have received a letter, or appointment card in the post and we would ask that



you respond to the contractors promptly to arrange a suitable time and date.

As reminder, these works are a legislative requirement and all tenants must provide access to the property for these essential works.

Cyclical Common Close Redecoration

We hope to be on site with the first phase of this 5-year programme within the next few months.

Energy Performance Certificates

M-four have been appointed by us to carry out 200 energy performance surveys. These surveys will give us information that will inform our work programmes aimed at improving the energy efficiency of your home. The survey will take roughly 1 hour and tenants should have received a letter or call from our consultants directly to arrange suitable dates for access.

Cold Water Storage Tank Inspections

We anticipate that these inspections will commence in the autumn and we will be in contact with further information nearer the time.

Asbestos Awareness

Asbestos has been used in the construction and modernisation of housing for many years in Glasgow. Although it may sound alarming to know that asbestos is present within your home, it is largely safe if left untouched.

- Any essential works in areas where asbestos is known to be present, will be completed in accordance with health and safety regulations. This includes the removal of asbestos.
- We have established processes in place to ensure you are aware if there is asbestos in your property.
- If you plan on carrying out alteration works within your home, and need a reminder of where asbestos is located, let us know in advance and we will provide you with the information relevant to your home.



Read our full Asbestos Management Plan on our website: www.gwha.org.uk or call us on **0141 331 6650** to discuss any concerns you may have.

Staff News

Best wishes to Jill Galbraith, Services Administrator and Lyndsey Hamilton, Services Officer who both recently left GWHHA and moved on to pastures new.

We wish them all the best in their new posts.

Anne Gould Award – Annual Staff Recognition Award

Anne Gould served GWHHA as a valued management committee member for five years.

She died after a brief illness as GWHHA embarked on its 30th anniversary in 2008. Naturally, Anne recognised the best in any situation, often applauding staff efforts that enhanced the customer service experience. Anne's contribution to GWHHA is commemorated in an upbeat fashion, through an annual staff recognition award.

The three categories for "Nomination" are that the member of staff:

- goes out their way to regularly deliver exemplary customer service,
- develops an initiative that enhances the customer experience,
- is always upbeat/smiles in the face of adversity.

If you would like to nominate a staff member, please contact our HR team at hr@glasgowwestha.co.uk.

Alternatively, download a nomination form from our website.

The closing date is 20 December annually. Nominations are welcome all year round.

Rent Reward Scheme



Congratulations to the winners of our September draw:

Winner **Olive Millen** • Runner-up **Paul Cameron**

We plan to pay the £52 annual bonus for existing qualifying members by 16/12/2022. Please look out for our letter in October/November and post the return slip back to us as soon as possible to ensure your bonus payment is made on time. The last draw of 2022 will take place on 5th December.

For further information on how to join the Rent Reward Scheme please contact Megan on **0141 331 6650** or mblair@glasgowwestha.co.uk

Energy Bills Support Scheme

All households with a domestic electricity connection will receive £400 support through this scheme. Please be aware there is no need to contact your supplier. The discount will be applied to your bill over a six month period from October 2022 onwards to help you throughout the winter period. You will not need to repay this.

- If you have a standard meter the discount will be applied directly to your bill.
- If you have a pre-payment meter you will receive an Energy Bill discount voucher from the first week of each month. These vouchers will be issued by text, email or by post, using your registered contact details with your supplier. You will be able to redeem these at your usual top-up points.

Please note that you will never be asked for your bank details. If you are contacted by anyone who asks for your bank account or sort code, please report this as fraud to Police Scotland on 101.

www.gov.uk/guidance/getting-the-energy-bills-support-scheme-discount



Warm Homes Discount (Scotland)/Winter Fuel Payments – 2022/23

The Scottish Government now has responsibility for issue of the Warm Homes Discount. As yet there is no confirmation of the exact date, although we anticipate October 2022.

You will receive the discount from your 2022/23 winter electricity bill. As always, this money isn't paid to you directly and is added as credit to your account (usually between October and April). If you have a combined plan for gas and electricity, it can be applied to your gas bill. If you use a pre-payment meter, you should be given a top-up voucher.

To receive this, you or your partner must receive the Guarantee Credit aspect of Pension Credit. One of you must also be named on the utility bill.

Receiving the Warm Homes Discount does not affect your entitlement to other payments including a Winter Fuel Payment or a Cold Weather Payment.

For this year only an additional one-off £300 Pensioner Cost of Living Payment is being made to specific pensioners who receive the Winter Fuel Payment.

Pre-Payment Meter Fuel Payments

We continue to work in partnership with the Fuelbank Foundation.



Please contact us for advice and we will let you know if we are able to make a referral on your behalf. You will receive your £30 voucher top-up within 1 working day.

Watch this space – GWhA fuel support

Following our success in the Spring of 2022, we are again applying for external funding which would allow us to support our communities.

Should we be successful, we will contact all tenants directly to agree the best way to make payments to assist with winter utility bills. Any payment made by GWhA will be in addition to the formal assistance measures which are noted here.



Cost of Living Payments

A £650 payment is being made to specific households on means tested benefits and is being split into two payments. Those who were eligible did not need to apply, and by now you may have received your first payment of £326. The government has not yet announced the date planned for the second payment of £324.

Finally, a Disability Cost of Living Payment is also being made to those who receive a qualifying disability benefit (Attendance Allowance, Constant Attendance Allowance, Disability Living Allowance for adults or children), Adult or Child Disability Payment (in Scotland), Armed Forces Independence Payment, War Pension Mobility Supplement). This is for £150 and will start to be paid from September 2022 onwards.

The link to information, including if you wish to report a missed cost of living payment, is www.gov.uk/guidance/cost-of-living-payment



Fireworks and the law

As we move towards the darker nights and Bonfire Night, please be aware that it is now illegal for the general public to set off fireworks before 6pm, and after 11 pm, in the evening.

This extends to midnight on 5th November and 1am on New Year's Eve, Chinese New Year and Diwali.

The Scottish and Fire Rescue Service suggest that if you are not able to attend an organised display; that you consider the impact of fireworks on people and animals, as it is often children rather than adults who are injured by fireworks.

Please be safe around fireworks, and have a bucket of water ready. Once lit, please do not approach a firework and instead throw water over it from a distance.

For full advice, please visit

<https://www.firescotland.gov.uk/your-safety/outdoors/fireworks-safety/preparing-a-fireworks-display/>

Meter Tampering

Energy theft is tampering with a meter or its connections. This means the meter doesn't accurately record how much gas or electricity is being used. This is regarded as theft and can lead to a fine or prison sentence.

Tampering with an electricity meter could lead to a short circuit, wiring overheating or even a fire. Wiring that seems safe can become 'live', so there's a chance of a fatal electric shock. If you tamper with a gas meter it could cause a gas leak. As well as headaches and possible loss of consciousness from the fumes, it only takes a spark to cause an explosion.

Stealing energy is a crime and it's dangerous. Keep yourself and others safe by reporting any concerns you have. If you suspect any gas or electricity meter has been tampered with report it immediately, visit the Crimestoppers supported "stay energy safe" website

www.stayenergysafe.co.uk or call them on **0800 023 2777**

Tenants' home contents insurance

We strongly urge all tenants to obtain contents insurance cover for their home.

The Thistle Tenant Risks Scheme can offer tenants the chance to insure the contents of their homes. It is a specialist insurance scheme for social housing tenants living in Scotland provided by Thistle Tenant Risks.

The policy covers the contents and personal belongings for tenants in social housing against loss or damage from specific events.

For example:

- Fire
- Theft
- Escape of water
- Replacement locks if keys are lost or stolen

There are additional cover options which you can add to the standard policy.

Reasons to choose Thistle Tenant Risks

Contents insurance is designed to help protect your possessions.

No matter how careful you are, there's always a risk that your personal possessions could be broken, damaged or stolen.

For more details please go to:

<https://www.thistletenants-scotland.co.uk/>



13 – 19 September 2022 Gas Safety Week

Gas Safety Week 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 (CO) poisoning. We ask that our residents adopt the spirit of Gas Safety Week all year round, and proactively allow and arrange access for annual inspections with our contractor.

When the engineer calls, please ensure any pets are kept in another room.



Kids Corner!

Complete our fun activities, then bring this page into the Association's office by Thursday 6th October for the chance to win a prize!

Name:

Telephone:

Age:

Address:

Can you help the astronaut find his spaceship?



Can you Sudoku?

Everyone's doing them – all you have to do is fill in the grid so that each row, each column and each 3x3 box contains just one of each number from 1 to 9.

7	1				5			6
		9	2	6			3	4
		2	9			8		
5				4		6	2	
1			7		3			9
	8	3		5				7
		5			8	3		
4	3			7	2	9		
9			4				5	1

Animal Wordsearch

ANTELOPE • BUFFALO • CAMEL • COW • CROCODILE
ELEPHANT • GIRAFFE • GNU • HIPPOPOTAMUS • HORSE
KANGAROO • LION • RHINOCEROS • SHEEP • TIGER •
ZEBRA – Answers may run horizontally, vertically or diagonally,
and may even be backwards!

N	K	L	Y	V	P	V	C	L	V	G	H	S
A	A	F	O	H	O	D	R	E	G	I	T	M
P	N	B	B	H	M	B	O	C	P	R	G	V
V	G	T	Q	E	K	G	C	P	E	A	R	A
H	A	R	E	E	K	O	O	L	A	F	F	U
I	R	G	S	L	W	P	D	M	G	F	D	Z
S	O	R	E	C	O	N	I	H	R	E	Z	Y
V	O	S	Q	T	U	P	L	B	T	U	K	T
H	W	C	A	M	E	L	E	P	H	A	N	T
M	B	M	J	J	D	I	I	E	A	G	Z	G
V	U	E	M	G	C	E	J	O	H	G	Z	W
S	P	B	S	H	L	B	G	Z	N	S	T	J
R	R	B	V	B	R	T	W	B	Q	I	A	W
I	A	G	L	B	V	A	T	L	W	U	C	T

Spot 10 Differences!



Dover Street New Housing Development

We're pleased to tell you that we're making good progress with our new housing development at the corner of Dover Street and Breadalbane Street.

Winter weather permitting, we estimate that the development will be complete in Spring/early Summer 2023. We have now contacted tenants with provisional transfer offers. The remaining offers from our housing and homeless groups will be made in due course.

To see the new homes first hand, our GWhA Management Committee recently visited the site.

Our contractors The JR Group were on hand to provide a tour and answer questions on energy efficiency, design and style of the new homes. For more details on Dover Street new housing development, please keep your eye on our website and newsletters in the coming months.



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 (GWEEn)

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.

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**Glasgow
WEST**
HOUSING
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