



# Newsletter



July 2015

## GLASGOW WEST HOUSING ASSOCIATION LIMITED

### Annual Report on the Charter (ARC)

Our 2nd ARC, summarising our performance against the Scottish Social Housing Charter (SSHC), will be issued with the September edition of our Newsletter. Further information on the ARC and the SSHC are available on the Scottish Housing Regulator's website:

[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



### AGM Report

Thanks to everyone who came along to our AGM on 27/06/2015, enabling this very important event in our calendar to go ahead on schedule and in accordance with our rules.

Your continued support is welcomed and appreciated.

If you would like to attend next year's AGM but are not yet a member please call Carol Nicol on 0141 331 6664 to find out more.



### Consumer Panel Meeting: 29/07/15

If you are interested in attending the next Consumer Panel Meeting, where we gather your feedback to shape our future services. Please advise Carly McFadyen on 0141 331 6650. If you are already a member of the CP, we will contact you shortly with the Agenda for the Meeting.

### Office Closure Dates

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

**Friday 17/07/15 – Monday 20/07/15**

**Friday 25/09/15 – Monday 28/09/15**

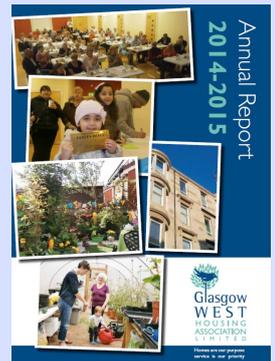
The Blythswood and St Vincent Terrace concierge stations will operate as normal during the above dates.

Please refer to the office answer phone or the GWAH calendar in the event of an emergency arising out with our normal office hours.

### Annual Report 14/15

A summary of our performance and activities over the last year is detailed in our Annual Report. Collect a copy from our offices, from the concierge stations or download from our website:

[www.gwha.org.uk](http://www.gwha.org.uk). If you would like a copy sent to you, please let us know by email: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk), or telephone Carly McFadyen on 0141 331 6650.



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.

# Management Committee 2015/16

Yushin Toda - **Chair Person**

Elizabeth Marshall - **Vice Chair Person**

John Banks - **Treasurer**

Jim Michael - **Secretary**



We welcome David McLavin to the Management Committee.

## Rent Reward Scheme Draws

Congratulations to the winners of our recent prize draws. The lucky winner of our March prize draw was George Rennie with James O'Neill the runner up.



Mr O'Neill with Kevin Crawford

Our annual prize draw took place shortly before our AGM.

Congratulations go to Arthur Rose of Blythswood Court on his fabulous win.



Arthur Rose with Linda Reid, Chief Executive

See the next article on the many incentives of this scheme. If you would like further information on how to become a member and join this much appreciated group of tenants please contact our Tenancy Management team on 0141 331 6653.

The next prize draw will be on  
**14/09/15**

Good luck to all our members!



## Rent Reward Incentives

Have you been a tenant for 6 months or more, is your rent account up to date?



Why not join our rent reward scheme and enjoy the following:

- **£10 bonus payment on joining**
- **Entry into quarterly prize draws**
- **£52 annual bonus, paid in December for each full year you are in the scheme.**
- **If you pay for your household contents insurance we will reimburse £25 of the cost, each and every year**

## Right to Buy

The Scottish Government has now published a guide for tenants on the changes to the Right to Buy Rules, applicable from **01/08/16**.



The guide is available online:

[www.scotland.gov.uk/  
Publications/2014/11/8564](http://www.scotland.gov.uk/Publications/2014/11/8564)

# Welfare Benefit Updates

## UC **Universal Credit** - be prepared

Universal Credit (UC) is now available to claim in over 50% of Glasgow's jobcentres

Claims must be made online at [www.gov/apply-universal-credit](http://www.gov/apply-universal-credit)

**Free internet access and assistance** is available at both your Local library & Job Centre+

**Personal Budgeting support** will be provided to all new claimants by your jobcentre+ work coach at your initial interview.

If you struggle to budget or feel worried about managing your finances **Alternative Payments Arrangements** may be available. You should discuss this with your work coach at your initial interview.



**Tenants are responsible for paying their rent, in full and on time.**

If you are worried about Universal Credit do not hesitate to contact us on 0141 331 6678

## Scottish Power Hardship Fund

Are you a Scottish Power customer and struggling to pay debts on your gas & electricity accounts?

Scottish Power has introduced a new fund to help customers get their energy bill payments under control. If you make a successful application your gas &/or your electricity arrears will be cleared or reduced by a credit from the fund.

The first step in making an application for assistance is to complete an income & expenditure form with a recognised debt agency. Please contact us on 0141 331 6662 and we will arrange an appointment for you to meet with a money advice worker.

Whilst this fund is run by Scottish Power, Scottish Gas, EDF & NPower offer similar schemes. If you are struggling with your utility bills contact GHEAT for advice on 0800 092 9002.



## Right Benefit Programme

GCC have launched a new project to ensure all housing benefit claimants are in receipt of the correct amount of benefit.



Remember you must notify housing benefit of any changes to your circumstances e.g.:

- Someone moves in or out of your home.
- A child reaches 16 or moves into further education.
- If you start a new job or if there are any changes to your income.
- Any changes to your occupational or private pensions.

**If you get a letter/form asking about an update on your circumstances, you must fill this in even if nothing has changed.**

For any assistance with benefit claims contact us on 0141 331 6678 or drop in to one of our surgeries.

## Welfare Benefits Surgeries

Appointments are often booked up so if you need assistance urgently please drop in on the following dates:

Keith/Walker Court	1st Fri of the Month	10am - 11am
Hyndland	3rd Thurs of the Month	10am - 12noon
Blythswood Court	Last Thurs of the Month	9am - 11am
St Vincent Terrace	Last Tues of the Month	9am - 11am

# Medical Adaptations

Are you finding it increasingly difficult to get in and out of your bath or to move around your home? Perhaps your hearing is deteriorating and you don't hear the door entry buzzer or the telephone ringing? Would a shower or hand / grab rails help? Would alerts to the telephone & door buzzer be of assistance?

If you find yourself in this situation, we would encourage you to contact the Occupational Therapy Team at Anniesland (0141 276 2550) to arrange for an assessment of your needs & to help improve your quality of life.

We receive some funding from the Local Authority towards the cost of medical adaptations. These are carried out in priority order, all applications must be referred by an Occupational Therapist.



## 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 force access where there are persistent difficulties in obtaining access. We will also seek to recover the full repair and legal costs of this action.



## Safety First: Window Catches

The tragic death 2 years ago of a child who fell from the window of his Glasgow home has served as a reminder for us all of the importance of safety within the home. Please check the safety catches on your

windows and let us know immediately if these are not operating as intended.



## No Heating or Hot Water?

A reminder to all tenants that any gas heating/hot water faults can be reported directly to our contractor at any time. Including during office hours.



Call James Frew tel: **01294 468 11** (option 1)

**If your repairs are carried out by City Building you should continue to report any problem to them on**

**0800 595 595**



## Statutory right to Repair

This Right was introduced by the Housing (Scotland) Act 2001. It means that certain repairs reported by you have to be completed within a specific timescale or you are entitled to refer the repair to another contractor nominated by us.

You may also be entitled to compensation in some cases. If the repair you report is a statutory repair you will be advised by our staff, who will also notify you of the special conditions that apply.



# St Vincent Terrace : Investment Works

Open Event : **15/07/15 1pm-4pm**

Please call in to the Concierge Station to meet with members of our Asset Management Team, and to find out more about the Lift Renewal Programme and other works planned for St Vincent Terrace.

We look forward to seeing you there.



## £20m Investment Programme

We are delighted to announce the forthcoming publication of our ambitious 5-year investment programme that will help protect our housing stock for future generations. Watch out for further information in the September Newsletter, with works anticipated to include:

- £1.5m lift renewals
- £1m in window renewals
- £4m energy efficiency investment
- £4m roof/gutter and stonework repairs
- £5m in kitchen/bathroom/central heating/boiler replacements



## Community Benefit Charitable Donation

We are pleased to confirm the appointment of CCG Scotland for our Windows Phase 2 Replacement Programme comprising 56 homes at Argyle & MacIntyre St, G3.

As part of GWAH engagement with CCG and their commitment to our tenants CCG have made a Community Benefit Donation in the region of **£1000**.

**We need your ideas, no matter how large or small, on where & how this donation could be used to make a difference. We look forward to hearing your ideas.**

Some ideas; sponsorship of a school trip, a grant award for a local group, labour for particular projects or materials.

The use of the donation will be overseen by the GWAH Management and CCG Community Benefit Teams.

**Please contact the Property Service Team on 0141 331 6652 with your suggestions.**

## Work Placements

CCG are keen to engage with local primary and high schools in the G12 and G3 area.

CCG will agree with Schools appropriate activities to suit the pupils needs & interests.

This could either be Health and Safety talks, site tours, a tour of CCG facilities or Work Placements for pupils with an interest in going on to work within construction or office administration roles .

If this is of interest to you then please contact the

**Property Service Team on 0141 331 6652.**



# Improvement Works - Tenant Feedback



Thank you. Love the new windows. Can feel the difference in retaining heat already. All parties were great. Was kept Informed. Workmen were quick and courteous. *Windows by CCG*



Workmen very good, best ever.

*Kitchen by Carillion*



Thank you for doing windows for me. It will save me a lot of money on gas and electricity not to mention noise. Thanks again. *Windows by CCG.*

## Feeding Pigeons

Large numbers of pigeons are causing a nuisance to residents. Pigeons carry infectious diseases such as chlamydia, which is similar to flu and salmonella and their droppings are slippery when wet. Over time the acid in the droppings can cause damage to buildings and result in insect infestations.

We are asking you not to feed the pigeons and to help us tackle this problem. Leaving food in the communal areas for the pigeons is seen as littering, and will encourage rats and mice to the area.

Thank you for your co-operation.



## G3 Growers Open Event

GWHA & G3 Growers held a wonderful open day event at The Back Garden in May. In a bid to encourage more butterflies & bees into our gardens we gave away free Scottish wild garden seeds for our residents to sow.



For more info call "The Back Garden" on 0141 248 1886

or email

[g3growers@gmail.com](mailto:g3growers@gmail.com)

## Good Garden/Close Comp

We (Management Committee?) have decided this year to make a few changes to the Good Garden Competition this will make the competition fairer and hopefully encourage new gardeners/groups to enter. There will now be a prizes for:

- **Best Common Area Garden/Back Court,**
- **Best Main Door Garden,**
- **Most Improved Garden/Back Court.**

Judging will take place a couple of weeks earlier this year in mid-July when all the flowers will be in full bloom & the gardens looking at their best.

If you would like to enter please contact Karen Hillhouse on 0141 428 3245 for further information.



## Staff Update

Welcome to Richard McLean and Graham Collie, Services Officers, who have recently joined our Property Services Team.



Richard McLean



Graham Collie

Best wishes to Kevin Crawford, Services Administrator and Bee Jee Chew, Services Offer, who left GWHA to take up a new challenges.

## James Michael Community Award

This award was introduced in 2008, our 30th Anniversary Year, to recognise the commitment of the exceptional people who make a difference to our lives.

Nominations are accepted throughout the year and forms are available from the office or our website.

Congratulations to Miss MacNeill the winners of the 2014/15 Award.

Also, well done to all nominees:  
Nora Stirling and family,  
Rhona Lamb,

Katey Foley and Lorna Watkins.



Please let us know if you would like to nominate a neighbour for this award to say thank you for any help and assistance they have provided to you or the local community.

## Satisfaction Survey: How are we Doing?

If you became a new tenant of GW in the last year, or if you have lodged a complaint with us in the last year, Jean Fernand, Services Officer, will be contacting you over the summer months for your feedback on the service you received. Your feedback helps improve the services we provide and your response to these surveys is most appreciated.

## Complaints Procedure

If you are unhappy with any aspect of our service, please give us the opportunity to make amends.

A copy of our Complaints Procedure is available from the office, or to download from the PUBLICATIONS section of our website

[www.gwha.org.uk](http://www.gwha.org.uk).



## Complaints Reporting

With our ARC this year (distributed with the September newsletter), we will report on our complaints performance for 2014/15. This report will include feedback on how we handled complaints.

Please refer to our Annual Report 2014/15 in the meantime for summary information.



## Committee Training Forum

The Committee Training Form (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. The programme is designed to equip prospective members with the competencies and confidence to become a potential Committee Member.

Anyone interested in joining the CTF should contact Carol Nicol, Corporate Officer, on 0141 331 6664.



## Charitable Activities

Congratulations to Lyndsey Hamilton of our Tenancy Sustainment Team (on left in photo).

Lyndsey completed the Morrison's Great Women's 10k run and raised over £200 for her chosen charity, Children's Cancer & Leukaemia Trust



## What's on this Summer?

### Hatching the Past Dinosaur Eggs and Babies

3/4/15 - 16/8/15 @  
Kelvingrove Art  
Gallery & Museum  
£2 - £5

### Riverside Museum Family Activities

Various events on  
throughout Summer  
20/6/15—21/8/15  
Free Event

### Pirate Fun!

29/6/15 - 12/8/15,  
11am - 11.45am @  
The Tall Ship,  
Riverside  
£3 Per Child

### Parklives Glasgow

Fun and Free  
Activity Sessions  
13/6/15 - 4/10/15  
@ Various  
Glasgow Parks

### Riverside Museum Summer Beach

26/6/15 - 1/9/15  
Free Event

### Record Breakers: Tesco Bank Summer Reading Challenge 2015

24/6/15 - 7/8/15 @  
Various Locations  
Children 5-12  
Free Event

Go to [www.whatsonglasgow.co.uk](http://www.whatsonglasgow.co.uk) for more information on all the events above.

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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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