



GLASGOW WEST HOUSING ASSOCIATION LIMITED

Annual General Meeting (AGM) 2019

Thanks to everyone who came along to our AGM on Monday 24/06/19, enabling this very important event in our calendar to go ahead on schedule in accordance with our rules. We were pleased to welcome 47 shareholders and 7 visitors on the night. Your continued support is welcomed and appreciated. If you would like to give feedback or attend our next AGM, please contact Carol Nicol on 0141 331 6664.

One of the main focuses of business at the AGM is the election of the Management Committee. The Management Committee members for 2019/20 are Steve Jenkins - Chairperson, Joe Heaney - Vice Chair, James Michael - Secretary, Joginder Makar - Treasurer, Yushin Toda, Moira Wadsworth, Nina MacNeil, Hanif Mirza, Tony Keane, Anne Campbell & Isobel Gracie



**PAID WORK EXPERIENCE & TRAINING OPPORTUNITY!
SEE PAGE 9 FOR DETAILS!**

Office Closure Dates

Our offices at 5 Royal Crescent will be closed on the following dates:

- Friday 12/07/19
- Monday 15/07/19
- Friday 27/09/19
- Monday 30/09/19



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

Please refer to the office answer phone, our website or your GWAH calendar in the event of an emergency for our out of hours contact numbers.

EXCITING CONSUMER PANEL OPPORTUNITY! SEE PAGE 5 FOR DETAILS!

Annual Report

If you would like a copy of the Annual Report please let us know by Email: admin@glasgowwestha.co.uk or Telephone: 0141 331 6650.

The Annual Report will continue to be available on request from our office, from your concierge station, or online at www.gwha.org.uk



INCOME MAXIMISATION—Money for you!

Best Start | Grant

Provides parents or carers, who get certain benefits or tax credits, with **3 ONE OFF CASH PAYMENTS** during the key early years of a child's life.

1. Pregnancy and Baby Payment

- Provides eligible families with £600 on the birth of their first child and £300 on the birth of any subsequent children. There is no limit on the number of children that are supported. The application window is from 24 weeks pregnant to 6 months after the birth.

2. Early Learning Payment

- A new £250 payment to help with the costs of early learning when a child is between 2 and 3½ years old.

3. School Age Payment

- A new £250 payment to help with the costs of preparing for school around the time a child might start Primary 1.

Apply online at: <https://www.mygov.scot/best-start-grant/>

Young Carer's Grant

A new £300 annual payment is being introduced to help young carers access life opportunities that are the norm for other young people.

The grant will be paid to 16, 17 and 18 year olds (in school education) who are:

- Caring for someone in receipt of the middle or higher rates of DLA, PIP, Attendance Allowance or Armed Forces Independence Payment
- Caring for on average 16 hours per week, over a three month period, and are not in receipt of Carer's Allowance.

Coming Autumn 2019

Funeral Expense Assistance

(Replacing the current Funeral Payment)

The Scottish Government has committed to:

- ♦ process applications within 10 working days of receiving a completed application
- ♦ Make it easier for people to understand if they are eligible for assistance
- ♦ develop an application process that is easier to understand
- ♦ increase take-up from around 60% currently.

Phone 0800 731 0469 for more information or to make a claim

GWHA—Here to help you!



Want a benefit check, or some help with your existing benefit claims? Our Welfare Rights Officer Stephen will be happy to help and is available for appointments throughout the week.

Call 0141 331 6665 to schedule an appointment.

Alternatively why not pop along to one of Stephen's monthly surgeries:

HYNDLAND	BLYTHSWOOD COURT	ST VINCENT TERRACE
3rd Thurs of the Month	Last Thurs of the Month	Last Tues of the Month
10am-12pm	9am-11am	9am-11am

BBC announces free TV licences for up to 3.7m pensioners being scrapped



From June 2020, only low-income households with someone aged over 75 in receipt of pension credit will be eligible for a funded TV licence.

This means many of our tenants will need to pay the fee (currently £154.50 per year) from their own income.

Contact Stephen to see if you could be eligible for pension credit

Not got time to pop along to the office? That's no trouble, Stephen can complete the check over the phone for you.

UC Support—We are working with Citizen's Advice Bureau (CAB)

For information about claiming Universal Credit (UC) call 0800 023 2581 or go online at www.cas.org.uk/helptoclaim where you can have a web chat with an advisor to assess your options.

Alternatively, you can visit the 3rd floor of Mitchell Library for assistance from a CAB advisor. The advisors can assist with general questions, offer appointments, and even support you through the initial claim for UC up until you receive your first payment.



Time to Make a Stand against Domestic Abuse

GWAHA is pleased to announce that we have signed up to the Chartered Institute of Housing's (CIH) pledge to 'Make a Stand' against domestic abuse. This means that we have committed to take the following action by September 2019 to support our tenants, applicants and staff experiencing domestic abuse:

- 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

Information detailing how we have satisfied the pledge criteria will follow in our Autumn Newsletter. Your feedback is welcomed. Please get in touch with Jennifer McCann on 0141 331 6658 if you have any ideas, experiences or learning you would like to share with us.

**MAKE
A
STAND**

Our homes, our people,
our problem.

We've signed the
Make a Stand pledge to
support people experiencing
domestic abuse, have you?

#makeastand
cih.org/makeastand

women's aid
until women & children are safe



Chartered
Institute of
Housing



GWAHA is working in partnership with Citrus Energy

Our partnership with Citrus Energy is to ensure tenants are provided with free and impartial energy advice. Citrus Energy advice has been specifically designed to make switching your domestic energy supplier hassle free.

All it takes is a short phone call. The advisor will ask you for some information from your fuel bills and then will take care of the rest! Citrus Energy corresponds with the energy supplier on your behalf from start to finish.

We will be offering this service to all our new tenants as a matter of course, however, the service is available to **all** our tenants!

Interested? Contact us at the office where we can make a referral on your behalf or Freephone: 0800 221 8089.



citrus energy
Refreshingly Different



Scottish Secure Tenancy Rights Changes

In October 2018 we wrote to all GWhA Tenants to provide notification of the upcoming changes to their Scottish Secure Tenancy Rights, as introduced by the Housing (Scotland) Act 2014. The new legislation came into effect on 1st May 2019, and includes discretionary powers, meaning our policies will determine how these are applied:

Conversion to a Short Scottish Secure Tenancy (SSST) for Antisocial Behaviour

Ending a Tenancy by Court Order following conviction of a crime/ serious antisocial behaviour

Recovery of Possession for adapted properties

These provisions bring about significant changes for Scottish Landlords and the Scottish Courts. We have updated our Anti-Social Behaviour Strategy to reflect the legislative changes. Please contact Lyndsey on 0141 331 6650 to report any concerns about anti-social behaviour.

HAVE YOUR SAY—GWhA Consumer Panel needs you!

We are looking for tenants who are interested in attending our first Consumer Panels of the year. Your views shape the service we provide and we would be delighted if you could join us to review and discuss the tenant newsletter & our approach to anti-social behaviour.



Newsletter

Wed 24 July 10am-12pm

Anti-social behaviour

Thu 8 August 10am-12pm

Both meetings will be hosted at our offices at 5 Royal Crescent. Please contact Jennifer McCann on 0141 331 6658 for further information or to confirm your attendance. We look forward to seeing you there!

Congratulations!

Well done to the winners and runner up of the March Rent Reward Scheme Draw.

Winner – Miss Claire Monaghan

Runner up – Mrs Jean Nolan

The remaining draw dates for 2019 are 12 September & 12 December.

If you would like further information on how to join the Rent Reward Scheme please contact: Dominic McGonigle on 0141 331 6677.

Home Contents Insurance

Did you know that under the terms of your tenancy agreement you may, under certain circumstances, be liable for the repairs to your home? For example:

- If the neighbour upstairs left the bath running or had a burst pipe and the water caused damage to your decoration it would be your responsibility to redecorate your home
- If you had your keys stolen you may have to pay for the cost of replacing locks

10 REASONS to chose Thistle Tenant Risks Home Contents Insurance Scheme

- Flexible regular pay-as-you-go payment options
- No fuss, quick and easy to apply either through the post or over the telephone
- No excess (you don't pay the first part of the claim)
- Covers fire, theft, flood, water damage and other household risks
- All postcodes are included
- Covers damage to internal decoration and accidental damage to sanitary fixtures such as toilets and washbasins
- Covers damage to external glazing for which you are responsible
- Covers lost or stolen keys
- No minimum security requirements
- Covers theft from sheds and garages as standard

Exclusions and limits apply



Would you like someone to call you?

Would you like a member of the Thistle Tenant Risks team to call you back at a convenient time, to discuss cover, optional extensions available, and premiums?

Visit www.thistletenants-scotland.co.uk and request a call back today!

Protect your belongings against a whole range of risks and find peace of mind.

PAID WORK EXPERIENCE AND TRAINING OPPORTUNITY!

Are you, or a member of your household aged 17 to 24 and interested in working within the Construction Sector?

We are currently looking to enhance some of the back court community areas across our stock.

We may be starting some of this work later this year and through our 3rd party employability contractor, there could be opportunities for work available. For further information, or to register an interest in being considered, please call the Property Services Team on 0141 331 6652.

Major Works Updates

Blythswood Court / St Vincent Terrace

CCTV

We are reviewing the CCTV systems at Blythswood Court and St Vincent Terrace with works to upgrade the CCTV to be phased from September / October 2019. We will provide further details to you prior to the work commencing.

Hyndland Lifts Modernisation

The next phase of our lift modernisation programme will shortly be starting at 9 Prince Albert Road / 4 Princes Place, 11 Prince Albert Road / 72 Crown Road North and 24 Prince Albert Road / 115 Hyndland Road.

8 Breadalbane Lift Modernisation

The single lift installation at 8 Breadalbane Street will follow the completion of the Hyndland lift works.

We will provide an update to you with further details following our first consultation.



A SMOKE ALARM WILL HELP SAVE YOUR HOME AND YOUR LIFE!

If you suspect your smoke alarm is faulty or damaged, please urgently contact the Property Services Team on 0141 331 6652. Even if the smoke alarm has been damaged by accident!



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

For free Home Fire Safety Advice contact Scottish Fire and Rescue Service on 0800 0731999 to arrange a home visit.

ANNUAL GAS SERVICING – Let's work together!

Currently 75% of GWAH homes have gas central heating and we have a joint obligation to ensure they are safe for use.

Your safety is our main concern and if access is not permitted for essential servicing of gas central heating it increases risk of exposure to Carbon Monoxide. As your landlord we must by law ensure an annual service and safety check is carried out on all gas-fired appliances we own, such as gas fires and boilers. This is essential for the safety of you and your neighbours.

- Legal Requirement: service must be carried out before the 12 month anniversary of the previous service.
- We will begin access attempts around 8 weeks before the due date
- You can arrange a convenient appointment by liaising with our contractors or staff
- Exhaustive efforts to contact you will begin after you have failed to respond or provide access
- Case will be referred to our legal team in **ALL** cases where the service remains outstanding within 2 weeks of the due date
- As a last resort we will force access to your home to ensure the service is completed on time. This process, while essential, is time consuming and costly.



REMEMBER

If you cannot personally provide access, perhaps a family member or friend could do so.

We can bring the service date forward if you're going to be on holiday. Give our staff a call on 0141 331 6650 to discuss the best option if you plan to be away within 8 weeks of your due date – we'll be happy to work with you to find a convenient solution.

16 – 22 SEPTEMBER 2019 – 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 you adopt the spirit of Gas Safety Week all year round, and proactively allow & arrange access for annual inspections with our contractors. We are currently developing a smoke alarm/CO detector programme. If you require works within your home, we will be in touch with you to discuss.

Gas Safety Week.co.uk
Keeping our nation safe

General Data Protection Regulation (GDPR)

The General Data Protection Regulation was launched May of last year. One year on GWhA can confirm our compliance with this regulation and continual commitment to handle personal information appropriately and in a lawful manner. The data we collect, how we use it and *your rights* with your data is explained in our Privacy Notice. This notice was sent out to all tenants last year and can also be found on our website www.gwha.org.uk. If you require further explanation of how we handle your information or if you require to notify us of any changes to your information please contact our offices.

Community Safety

Glasgow transfer to Glasgow City Council

In February 2019 Community Safety Glasgow transferred to Glasgow City Council and is now known as GCC, Community Relations Unit (CRU). The CRU continues to work in partnership with GWhA, in instances of more serious, complex or repetitive complaints of antisocial behavior and offer mediation to any resident of the Glasgow City area.

What is antisocial behaviour?

- Behaviour that causes alarm or distress to someone of a different household
- Examples include: regular very loud music, regular noisy parties, threats and harassment, vandalism

How do I report it?

- For an ongoing noise incident call the Noise Service on 0141 287 6688
- If its an ongoing incident of a criminal nature call Police Scotland on 101
- For all other calls phone the 24hr helpline on 0800 027 3901



Jim Michael Award 2018/19

Congratulations to all the nominees especially to this year's winner Anne Campbell.

(Anne Campbell pictured with Moira Wadsworth, Management Committee)

Bin Replacement Programme



It is time to say goodbye to the old metal bins, and welcome more up-to-date general waste containment. We have been working closely with Glasgow City Council to provide bin replacement in some of our stock over the past few months.

Glasgow City Council is now taking the lead to replace bins in all remaining properties with a suitable replacement, estimated completion date is November 2019.



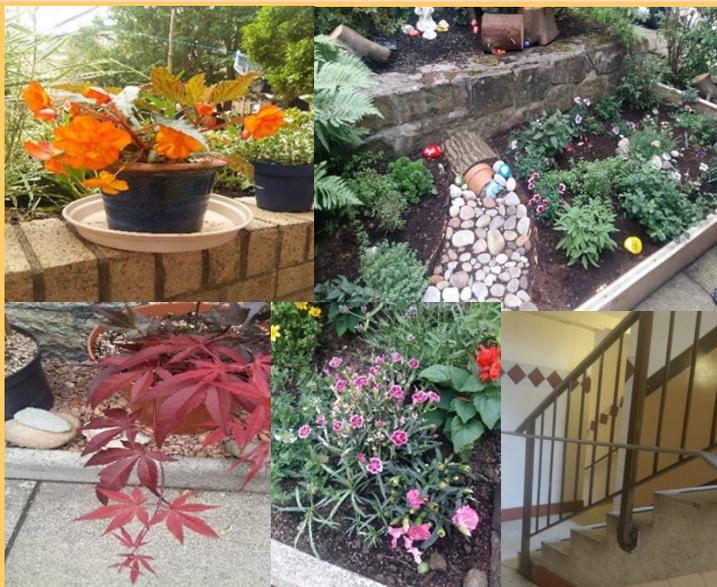
You can search your address on the Glasgow City Council website bin replacement map for roll out phases in your area.

www.glasgow.gov.uk/Bin-Replacement-Programme

Keeping Closes and Back Courts Tidy

We regularly receive calls requesting that we uplift litter from closes and items dumped in back courts in between scheduled visits. Each time we send a contractor out, this is an extra expense and will eventually be reflected in any rent increase.

There have been occasions when the litter in a close has been more of a minor inconvenience and we do expect tenants and residents to work with us to keep the close tidy in between visits. Keeping our neighbourhoods clean and tidy is everybody's responsibility and if we work together we can achieve this without adding unnecessary costs.



Good Close & Garden Competition Date for your diary!

This year's judging will take place on Tuesday 23 July.

Good luck to all our entrants!

G3 Growers Annual Open Day

Are you interested in gardening but not too sure where to start?

Would you and your neighbours like to make your back court or garden more colourful and interesting?

Our Open Day event this year with the G3 Growers will provide support and encouragement to those who want to learn new skills! There is also the opportunity to take advantage of our Garden Grant Award scheme for those who want to make their back court blossom!

Please come along to our Open day on August 23rd from 1pm until 4pm where you can learn how to get started with expert advice from the G3 Growers. Karen and Rebecca from our Estates Team will also be on hand with information on how to apply for a GWAH Garden Grant.

Contact the Estates Team on 0141 428 4912 for more information.



G3 Growers - located at 'The Back Garden' community garden, just off Brechin St.

**GWEn SAVE THE DATE -
OWNERS CONFERENCE,
Provisionally 3rd October**



Following the success of previous Owners Conferences, we are pleased to confirm that the event will be held again this year. At this stage we invite you to take note of Thursday, 3rd October as a provisional date. Venue and other details will be confirmed in our Autumn Newsletter and on our Website. We will confirm the agenda in your August quarterly information sheet and we would be pleased to consider other ideas you may have. We hope you can make it.

If you require any further information regarding the conference or wish to discuss any upcoming projects, please contact our factoring team on 0141 331 6674 or email: factoring@glasgowwestha.co.uk.

Staff News

Welcome to our new members of staff who have recently joined us:



Helen Fordyce ,
Services Officer
(Welfare Rights)



Gillian Conway,
Policy and Performance
Coordinator

We wish you both well in your new roles!

SUMMER FUN

The Riverside Museum's Summer Beach returns for the summer holidays! Get your sunscreen and sunglasses and head along for fun and (hopefully) SUN filled days in the sand! The beach is free and open every day during July and August.



Free swimming, fun & floats for all ages at Glasgow Club North Woodside when using Glasgow Kidz Card or Glasgow Young Scot Card.



Living in the west of the city means Kelvingrove Park is right on your doorstep. The park has a wide variety of facilities to suit all age groups: bowling greens, synthetic tennis courts, 3 children's play areas, cafes, skateboard park and more!



5 Royal Crescent Glasgow G3 7SL

Tel: 0141 331 6650 • Fax: 0141 331 6679 Email: admin@glasgowwestha.co.uk

• Website: www.gwha.org.uk • SMS: 07860018421

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 as a Scottish Charity SC001667

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

