



GLASGOW WEST HOUSING ASSOCIATION LIMITED



Annual General Meeting (AGM)

Thanks to everyone who came along to our AGM on Monday 25/06/18, enabling this very important event in our calendar to go ahead on schedule in accordance with our rules. 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 for 2018/19:

Steve Jenkins - Chairperson, Joe Heaney - Vice Chair, Jim Michael - Secretary, Joginder Makar - Treasurer, Tony Keane, Nina MacNeill, Hanif Mirza, Yushin Toda, Mira Trzeciak and Moira Wadsworth.



Chief Executive Retirement

At our AGM, 25/06/18, our Chairperson, Steve Jenkins, announced that Linda Reid, Chief Executive would be retiring in the autumn of 2018, after 28 years of service.

Steve said: *'On behalf of the Management Committee, Staff, Tenants and Membership, I wish to formally acknowledge and thank Linda for so many years of dedicated service as Chief Executive of GWA. With your vision and leadership, we are in a strong position to face the challenges of the future, as we continue our journey towards shaping thriving communities. We wish you well in your retirement.'*

Steve added: *I am also delighted to announce that following a rigorous recruitment process, the new Chief Executive is Elaine Travers, who will be taking over the role on 17 September 2018. Elaine is a long standing member of GWA with almost 27 years' experience of Housing and GWA. Elaine is looking forward to this new chapter and we wish her well in her new role.'*



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 ww.gwha.org.uk



Office Closure Dates

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

Friday 13/07/18 & Monday 16/07/18

Friday 21/09/18 & Monday 24/09/18

The Blythswood and St Vincent Terrace concierge stations will operate as normal during the above dates. Refer to our website/calendar for out of hours emergency contact numbers.



Staff News



Welcome to Jamie McAleese, Services Administrator, Jennifer McCann, Team Leader, Jennifer Barrow Policy & Performance Coordinator and Stephen Atigah, Concierge who have all joined GWhA in recent months! Congratulations to Tim O'Rourke who joined the Tenancy Services Team from Property Service.



We wish them all well in their new roles!



GWEn Save The Date—Owners Conference

Following the success of our previous Conferences, we are pleased to confirm the event will be run again this year. We have **4th October** as a provisional date but time and venue will be confirmed in our September Newsletter and on our Website. We would be pleased to consider ideas you may have for discussion such as Common Building Insurance. If you require any further information regarding the above or wish to discuss any upcoming projects, please contact: Ciaran O'Grady on 0141 331 6674.



Rent Reward Scheme (RRS)

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

Winner - Ms Chiesa

40th Anniversary Winner – Miss McMahon

Runner up – Mr Urbanczyk & Miss Boix

The remaining draw dates for 2018: 12 Sep & 12 Dec.

If you would like further information on how to join the Rent Reward Scheme please contact:

Dominic McGonigle on 0141 331 6677.

Congratulations!

GWhA 40th Anniversary

To celebrate our 40th Anniversary we would like to ask you to "tell us your story" in 140 words (approximately) of the time you have been with GWhA. This could be about what you like about your home or about some good neighbours that you have. You may include some photographs too. Selection will take place in October, and £40 will be given to each winner. We will also publish your story in our next newsletter.

Please send in your entries by:

Email: admin@glasgowwestha.co.uk

Post: 5 Royal Crescent,
Glasgow, G3 7SL



Committee Training Forum (CTF)

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. If you are interested in joining the CTF please contact Carol Nicol, Corporate Officer, on 0141 331 6664.

Important changes to your rights as a tenant

Housing (Scotland) Act 2014

The Housing (Scotland) Act 2014 Introduces Important changes to the rights of tenants which will come into effect later in 2019.

More than ever it will be important to let us know about your changes to who lives in your home as it may affect your right to makes changes to your tenancy agreement. We will be writing to you about these important changes in the coming months.

Although these changes will supersede clauses within your tenancy agreement, they will be applied automatically and there will be no need to sign a new agreement.

Housing Allocation Policy Review

During 2018/19, we will be reviewing our Housing Allocation Policy to take account of changes that will be introduced by the Act and also to make sure that it is still working well.

A key part of the review will involve talking to a wide range of stakeholders, including tenants, to gather views on the policy before making any changes. If you would like to attend a Consumer Panel Meeting to influence changes and have your say.

Please note Thursday 13 September as a provisional date.



Due to overwhelming demand, The Glasgow Housing Register: Northwest online application system is temporarily unavailable while further development work is carried out. If you would like to apply to Glasgow West for housing, please call in to our office. If you would like to apply to any other Partner landlord, please contact them individually.

Jim Michael Award

Congratulations to all the nominees especially to winner Kirsty Blair, for all her great work at promoting the G3 Growers at The Back Garden behind Brechin Street.

(pictured with Jim Michael, Secretary - Management Committee)



Congratulations also to Ilham Lakouahi, who was awarded the special GWAH 40th Anniversary runner up prize for her kindness to a neighbour.

(pictured with Linda Reid, Chief Executive)



MEDICAL ADAPTATIONS

It is important that your home meets your physical needs and we understand that these may change over time. If you are finding it increasingly difficult to move around your home or use your bathroom facilities it may be that relatively small changes could make a considerable improvement for you. If you think this may apply to you, please contact your GP and request an assessment by your local Occupational Therapy Team. They can arrange for a short home visit to meet with you; consider your needs and discuss suitable adaptations that may improve your quality of life.

Works undertaken in the past include replacement of a bath with a walk-in shower or the simple addition of a handrail. The works are subject to availability of funding and are carried out on a needs priority basis as recommended by your assigned Occupational Therapist. In the previous financial year ending of March £45,000 was invested in these works.



DIY WORKSHOP

In conjunction with P&D Scotland we are excited to announce a **DIY workshop** for local residents to attend and undertake some basic joinery and painting works. This is a fantastic opportunity for residents to gain additional DIY skills and 'tips of the trade'.

Hours will be from **10am to 3pm** on **Friday 14th September 2018** at **Blythwood Court**

You are invited to come along and either take part or watch the demonstrations. If you are interested in attending the Workshop please contact our Office on 0141 3316652

All attendees will receive a free DIY toolkit (subject to demand) at the Workshop.



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!



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

Kitchen, Bathroom, Rewire

A Contract for these works has been awarded to L&D Plumbing & Tiling. Initial surveys are now underway to improve around 40 properties. The works include the following elements and will be completed in June & July:

- New Kitchens
- New Bathrooms
- Energy Efficient Heating Systems



Home Contents Insurance

An increasing number of tenants do not have insurance for their own belongings.



Ensuring that you have protection and peace of mind for unforeseen events is your responsibility as a tenant. We recommend that you consider arranging cover if you do not already have anything in place for your belongings, including carpets and laminate flooring. Damage to your belongings is not covered by GWA's building insurance.

Information on Tenant Focused Home Contents Insurance Cover; as provided by Thistle Tenant Risks, is available in our offices. Other providers can be reviewed online through comparison websites.



Alterations and Improvements

If you wish to carry out any alteration or improvement works in your home then you must notify the Property Services Team in advance of starting the works. You need our written approval prior to undertaking any work which may include:

- Laminate flooring
- Shower installations
- Kitchen or bathroom alterations
- Renewing internal pass doors
- Replacing/installing electrical fittings,



We will not unreasonably withhold our permission however we must ensure proposals are safe and appropriate for your home. In some circumstances, you may be eligible for compensations for improvements if your tenancy ends.

ANNUAL GAS SERVICING

It is essential that we work together to ensure the safety of the appliances in your home. As your Landlord we have a legal obligation to ensure annual safety checks are carried out. You must permit access to allow the checks, in line with the commitment you made when you became our tenant. Our Gas Servicing Contractors will contact you when the visit is due to your home. You will have the opportunity to arrange a convenient date. If you do not respond to the contractor and/or you fail to provide access a 2nd attempt will be made. If the 2nd attempt is unsuccessful and you fail to cooperate, we may refer you to our legal team. We will only force access to your home as last resort, to ensure the check is completed on time.

If you have any queries please call Property Services on 0141 331 6652 for details.

Thank you for your cooperation in ensuring the safety of your home.

Statutory Right to Repair (SRTR)

All tenants have a SRTR. This means that we must complete certain qualifying repairs within the maximum timescales. If we don't, you are entitled to compensation. If the contractor fails to attend within given timescales, you are entitled to contact another contractor nominated by GWA, depending on the nature of the work.

When you contact us, you will be advised if your repair is a qualifying repair, and we will provide you with information on the primary and secondary appointed contractors.

Further information on the SRTR is available from our offices or website.



Cyclical Repairs Programme

We are continuing to run our existing contracts for roof anchor testing, gutter cleaning and general roof maintenance.

Over 2018 we will be procuring and implementing strategy for 10yr rolling programme of Common Electrical Safety Checks and Close Decoration. The works will be phased focussing on priority areas, with opportunities for residents to be involved in colour choice.

Some properties have been affected by T.V. reception issues. GWA have extensively investigated the issue and tested the aerials at the affected properties which are functioning normally. Unfortunately the signal issues are stemming from the transmitter and are out with our control. Changes are being made to the way some channels are broadcast on Freeview. You may need to retune your TV equipment to continue watching programmes. If you need help with this or retuning doesn't restore your channels, call the Freeview Advice Line free on 0808 100 0288



BWC Lifts

The lift modernisation works at 56, 323 and 421 Blythswood Court have re-commenced in June 2018 following a slight delay to the programme. The works will significantly improve the services of the buildings with the first lifts due to be completed in September/October 2018 with the second lifts then commencing thereafter. All works are envisaged to be complete by March 2019.



Window Phase 3

The procurement of the next phase of window replacement works is underway for approx. 85 properties with different window types. Contractor appointment is likely to be in August 2018 with this phase of the window replacement targeting properties as part of our ESSH investment to help keep your home warm.

Common Cold Water Storage Tanks & Asbestos Surveys

Cold water tanks and surveys are scheduled to commence In August/ September pending contractor appointment. Over the coming months some works will commence in the loft areas, the appointed contractor will poster each close with details of disruption to water and provide a letter with further instructions. All contractors will carry ID and aim to minimise inconvenience, your cooperation and patience is highly appreciated.



Why Our Power?

Our Power exists to provide you with a fairer way to buy the energy you need. We do this by not paying dividends to shareholders and by treating all customers fairly:

- Same price for Pre-pay & Direct Debit
- No exit fees - you're in control
- Excellent UK customer service

Smart Meters

A smart meter in your home will enable us to offer personal, tailored and confidential advice on the best ways to get value for money from energy used in your home, to stay warm and to save money.

The main benefit of a smart meter is that you can see how money you are spending on energy, putting an end to estimated bills and unexpected cost's at the end of the month.

Helping you manage your fuel costs

At Our Power, we will deliver ways to help you manage fuel costs.

We will make it easier to pay for your energy, with flexible ways to top up - online, over the phone or in person.

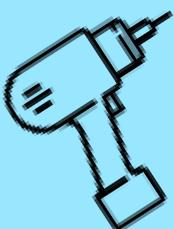
We also have lots of information on our website about our smart meters, how they work, how to make payments, and how to make the most of the information available through the meter.

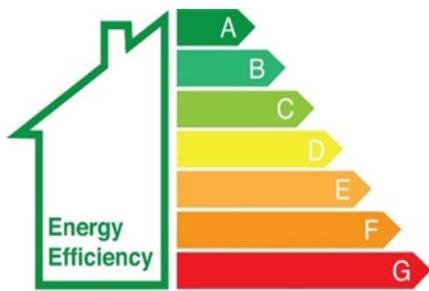
WORK EXPERIENCE AND TRAINING OPPORTUNITY!

Are you aged 17 to 24 and interested in **Construction**?

Glasgow West are currently developing initiatives to enhance some of the back court community areas. We are exploring opportunities with a 3rd party

Employability Contractor to encourage targeted local participation for projects that may commence in the Autumn. To progress with this initiative we ask for you to register an interest in being considered for recruitment by calling the Property Services Team on 0141 331 6656





**The Scottish
Government**
Riaghaltas na h-Alba

The Scottish Government has called for your views on the proposed Energy Efficiency Standard for Social Housing milestones beyond the current 2020 targets!

They are encouraging as many tenants and residents as possible to engage in the consultation, to gather your feedback, learn more about the proposals and what they might mean for you and your home. The consultation closes on 27th July 2018.

An electronic copy of the consultation document can be downloaded at <https://consult.gov.scot> and searching **EESSH2**.

Alternatively please contact Property Services Team to arrange to view for a paper copy at our offices.

GWHA's ongoing EESSH initiatives towards the current 2020 milestone includes:

High Efficiency Central Heating Systems, Replacement Windows, Upgrade of Electric Storage Heating, Renewal of Hot Water Systems, Energy Efficient Lighting, and Building Insulation.

To help shape this programme of works your home may be selected for an Energy Performance Survey, we ask for your cooperation in ensuring access for these surveys. Working with "Our Power" will also be identifying properties that may benefit from advocacy / utility switching services.



General Data Protection Regulation (GDPR) – Privacy Notices

The Data Protection Act 1998 has been replaced by the GDPR which came into force on 25 May 2018. In order for GWHA to comply with these new regulations you will have been issued with a Privacy Notice. The purpose of this notice is to make you aware of how we handle your information, explaining what information we collect and how we use it and why.

Your information must be kept up-to-date. Please remember to inform us of any changes by contacting Tenancy Services on email admin@glasgowwestha.co.uk or by writing to us.

Further information on data protection regulations can be found on Information Commissioner's Office website: ICO.Org.UK.





BIN RAIDERS

Over the last month there has been a huge increase in organised gangs ransacking bin areas; mainly in tenement properties. This creates an incredible amount of mess and puts tenants at risk of identity theft.

**If you see someone ripping open bin bags always phone the police on 101.
Do not approach them.**

Protect yourself from identity theft by shredding personal documents such as bank statements and utility bills.

Get Growing with a Garden Grant!

If you would like to brighten up your back court by spending more time outdoors then take advantage of our Garden Grant Scheme.

Apply for a small grant to help you get started by purchasing plants, pots and tools for improving your communal outdoor area.

Make the most of your exterior space by adding a splash of colour and life whilst socialising and interacting with your neighbours.

For more information, please contact the Estate Management team:



Karen — khillhouse@glasgowwestha.co.uk

Anna — amoore@glasgowwestha.co.uk



0141 429 3245



Stonework Repairs

We are pleased to inform tenants that the extensive stonework rebuild repairs at Beltane Street have been completed in June.

P&D Scotland have recently carried out full internal refurbishment works to 8 flats. Refurbishments were finished to a high standard and some included; renewing boilers, full rewires and kitchen replacement.

"A massive thank you to Glasgow West for the beautiful renovation work they have carried out on the building/flat in the face of very challenging circumstances. Happy to be returning Home."



G3 Growers

Would you like to grow your own fruit & veg?

Do you have 2 hours to spare per month? Could you attend 3-4 meetings a year (Tues. 6-7pm)? Can you afford £10 annually?

Interested? Why not become a "**G3 Grower**" and help work in "**The Back Garden**" our community garden, just off Brechin St.



Members share produce upon harvest



Healthy Eating Demonstrations for Children and Adults

Healthy Eating sessions were held in the **G3 Back Garden** in April and June. Thanks to all who attended and made the days a success! The children had lots of fun getting involved — learning to cook delicious, nutritious, healthy and affordable meals. Recipes and demonstrations were also provided by a qualified nutritionist. Gifts of free fruit bags and grow your own planters were given to those who came along.



Welfare Rights Appointments are available throughout the week,
Call 0141 331 6665 to book.

Unable to attend the office? Why not pop along to our surgeries, held monthly:

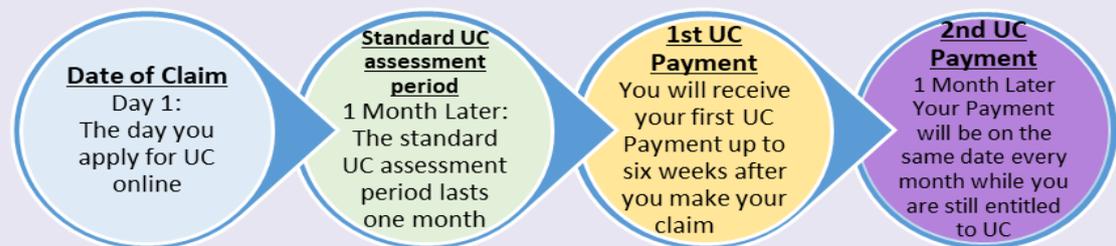
Hyndland	Blythswood Court	St Vincent Terrace
3rd Thurs of the Month	Last Thurs of the Month	Last Tues of the Month
10am-12pm	9am-11am	9am-11am

Universal Credit (UC)

Universal credit (UC) is due to be implemented within the Partick area in October 2018. UC is a monthly benefit designed to replace 6 current 'legacy' benefits. We are anticipating many queries in relation to the change and are currently preparing for the implementation in October.

'Legacy' benefits that will be replaced by UC:

- Housing Benefits
- Child Tax Credit
- Income Support
- Working Tax Credit
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance



What triggers a claim for Universal Credit (UC)?

Anyone expecting to make a claim for any of the six legacy benefits that UC is replacing on or after 31st October 2018 will have to claim UC instead and full UC rules and systems will apply.



What changes in circumstances might trigger a move to Universal Credit?

A change of circumstance in any of the six legacy benefits is likely to trigger a move to UC and **there is usually no going back to your previous benefits** once a claim for Universal Credit has been made, so get advice if you're considering doing this.

Some examples are: a change in employment, a change in family circumstances, partner leaving or joining the household, starting or stopping being a carer, starting or stopping a claim based on sickness, renewing or making small changes to tax credits, moving home and taking up a new tenancy.

DMAC is an independent money advice centre that can provide assistance to residents of the Glasgow North West area. DMAC holds a fortnightly surgery at GWhA offices on a Wednesday morning. The service is free of charge and can assist with various issues relating to welfare rights (claims, reviews and appeal representation) and money advice issues (debt, rent arrears etc.). Contact us to make an appointment or you can be referred via Glasgow West Housing Association.

*Drumchapel
Money Advice
Centre*

Activities for Over 50s

Saturday Sing with Young at Heart Glasgow

Free, community singing group led by tutors. No previous experience necessary,
just a desire to sing!

Saturdays 11am-1pm, Glasgow Room, Mitchell Library



Glasgow Daytime Disco with Weekday Wow Factor

Entry £5 includes lunch, Who says dancing is just for the weekends? Not us! We are supporting the Daytime Disco which is run by Weekday Wow Factor. Come on your own or with a friend, family member or carer. All drinks are less than £2



(there will be no alcohol on sale).

Mondays 11.30am -1.30pm, The Sanctuary Nightclub, 59 Dumbarton Road, G11 6PD

Glasgow Move and Movement

Free, Learn some fun, easy dance steps with tutor Judy. It's a fun way to meet new people and boost your fitness. No experience is necessary. This event is open to all over 50s who live or work in the Glasgow City area. If you're interested in coming along you can call our Freephone on 0800 304 7690.

SUMMER EVENTS

RSPB @ Kelvingrove Art Gallery



Kelvingrove is a hub for the RSPBs' 'Giving Nature a Home in Glasgow' project. Family events are held every weekend in the Wildlife Galleries. Explore various wildlife themes and join in craft activities and trails. Themes and trails vary each week. (Saturdays 1-4pm, suggested donation of £1)



Parklives

Kelvingrove Park, All activities take place in a relaxed and supportive atmosphere. This isn't about breaking world records, we just want you to have fun and the best thing is that it's completely free! So come with us into the park to raise your spirits, have a laugh and enjoy some brilliant days out with your family and friends.



Activities include Parent and Child Yoga, Buggy Shape Up, Parkfit, Begin to Jog, Powerwalking, Sunrise Yoga and LOADS MORE! Check out www.parklives.com to find activities near you

5 Royal Crescent Glasgow G3 7SL

Tel: 0141 331 6650 • Fax: 0141 331 6679

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.