



## GLASGOW WEST HOUSING ASSOCIATION LIMITED

### Office Closure Dates

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

**Fri 21/09/18 & Mon 24/09/18 and will re-open on Tue 25/09/18**

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



### Annual Report on the Charter (ARC) 2017/18

Delivered with this Newsletter

Contact us with your comments



### Rent Review 2019/20

Over the next few months our rent and service charges review process will begin, with consultation through our Festive Newsletter and at our ATC in January. Your response to this consultation helps to inform our decisions.



**cashforkids**

### CASH FOR KIDS

Cash for Kids grants help families on low incomes with the cost of a Christmas treat for children. The total amount awarded last year was £3000.

If you are a GWAH resident, looking after one or more children (**15 years or younger**) and you are on a low income, or receiving benefits, you could be eligible for a grant.

To apply, come to the office on:

Tues 9th Oct: 2pm-4pm  
Thurs 11th Oct: 10am-12pm  
Fri 12th Oct: 10am-12pm  
Mon 15th Oct: 2pm-4pm

**Applications must be submitted by: 19/10/18**

### Festive Gifts

Last year we delivered gifts to 363 of our elderly and/or vulnerable tenants.

If you know of any GW tenant who would appreciate a small gift, or you were missed last year, please contact the Tenancy Sustainment Team on 0141 331 6676



### ANNUAL OWNERS CONFERENCE

**Thursday 4th October at 5.45pm**

**5 Royal Crescent, G3 7SL**

Please call Ciaran O'Grady (0141 331 6674) or email: [factoring@glasgowwestha.co.uk](mailto:factoring@glasgowwestha.co.uk) to confirm if you will be attending.

GWAH @ 40

See back page



# UNIVERSAL CREDIT ROLLS OUT IN GLASGOW ON OCTOBER 31st

Universal Credit (UC) replaces the following benefits and tax credits with one single monthly payment:

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



## Universal Credit Migration

Tenants who currently receive UC will need to make a new claim within 6 weeks of the full service roll out on October 31st

Tenants who currently receive one of the benefits listed left will be invited to claim UC starting from Summer 2019.

### How to claim:

Claims must be made online. If you don't have Internet access at home, your local Jobcentre Plus will be able to help. To get online you can also visit your local library (please note that a library membership is required), or the community hub at Hillhead Library.

It can take up to **SIX WEEKS** for you to receive your first payment. It is important that you do not delay completing your application.

Partick Jobcentre Plus  
20 Benalder St, G11 6QN  
Tel: 0800 169 0190

Mitchell Library  
North Street, G3 7DN  
Tel: 0141 287 2999

Hillhead Library  
348 Byres Rd, G12 8AP  
Tel: 0141 276 1617

### Remember if you receive Housing Benefit or pay rent you must:

- tick the box on the UC form confirming that you have housing costs and the correct charge (even if you receive Housing Benefit) or they will not be included in your claim
- You will need a bank account, mobile phone number and email address to make a claim.

Visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) for advice on opening a bank account or visit your local Citizens Advice Bureau at the Mitchell Library.

## WARM HOME DISCOUNT SCHEME

*Save up to £140 off your electricity bill!*



The money is not paid to you - it's a one-off discount on your electricity bill, between September and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

The 2018/19 scheme will start on **15 October 2018**.

You may qualify for this scheme, if you receive the Guaranteed Credit element of Pension Credit or you are on a low income and meet your supplier's criteria.

*For more information, visit: [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)*

## Housing Allocation Policy Review

As part of the introduction of the Housing (Scotland) Act 2014, we will be reviewing our Housing Allocations Policy. A key part of this review will involve talking to a wide range of stakeholders, including tenants, to gather views on the policy.

You are invited to attend a Consumer Panel meeting on 3 October at 2pm. Please contact Jennifer on 0141 331 6658 if you will be attending.



### **Neighbours... everybody needs good neighbours!**

Have you seen your neighbour recently? Has the house been unusually quiet? Perhaps they are unwell or in hospital? Maybe they are working away from home?

Empty properties can lead to security issues, such as unauthorised access and/or vandalism, but also to an increased risk of disrepair including burst water pipes.

Please let us know if you haven't seen your neighbour around and we'll be happy to make enquiries to check they are ok!



### **Gone for Good?**

If you suspect your neighbour has abandoned their home, or is around only very occasionally, let us know and we will investigate.

Anything you tell us will be treated in the strictest confidence.

### **Going away for more than 28 days? Let us Know!**

To comply with your Tenancy, you must let us know if your home will be unoccupied for more than 28 days. If you do not let us know, we will instigate our abandonment procedures which could result in you losing your home, and your belongings being disposed of.

You may also have difficulty in obtaining housing with another landlord.

**5000 homeless applications  
were made to Glasgow City  
Council in 2017/18**

### **Ending Your Tenancy**

We understand you may want to move on.

Just please let us know so that we can properly end your tenancy and re-let your home to a person (or family) who may be in desperate need of rehousing.

### **Rent Reward Scheme**

Congratulations to the Winner of our AGM draw Mrs Sommerville (pictured) who was presented with a cheque for £250

Annual bonus payments for existing qualifying members will be paid from 10th December and the last draw of the year will be on 11th December.

We have recently welcomed over 40 new members to the Rent Reward Scheme.



Please contact Dominic on 0141 331 6677 for more information.

## What is Antisocial Behaviour (ASB)?

ASB is conduct that causes alarm or distress to someone of a different household. For example: regular noisy parties or very loud music, vandalism, threats and harassment. Unless extreme - noise from children playing, walking on laminate floors, parking and boundary disputes—are not generally considered to be ASB. If you are being bothered by noise, we would ask you to consider initially approaching those responsible, as they may not be aware of the impact the noise is having on you. You can also contact the Community Safety Glasgow Noise team on 0141 287 6658. Noise Officers are available between 5pm-3am, 7 days a week.



Working in partnership for a safer Glasgow

### If you are suffering as a result of ASB, we will:

- Listen to your concerns
- Investigate further
- Recommend possible solutions
- Work in partnership with other agencies



### Tips for reporting ASB

- Report the incident to Police and/or Community Safety Glasgow
- Keep a note of what is happening, (dates, times and how this is affecting you)
- Speak to your neighbours and encourage them to report the ASB too
- Keep the investigating officer up to date with what's happening
- You can also report ASB to GW by email: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk), or by visiting the office and speaking to the duty officer.
- If you suspect a crime has been committed call Police on 101 or Crime Stoppers.

## HELP KEEP YOUR CLOSE STAIRWAY SAFE

### Keep it clear:

Unwanted furniture or bags of rubbish left in the common stair can be a fire risk and source of smoke that could fill the stairway.

### Take it out:

Ensure you use the appropriate refuse and bulk collection areas for your home.

### Get it collected:

Contact Glasgow City Council to arrange a bulk uplift on 0141 287 9700. Alternatively The Prince and Princess of Wales Hospice may assist removal of old furniture at no cost. Call 0141 429 9884 for details.

### If you see smoke in the stair:

Keep your front door closed, dial **999**, and ask for the Fire & Rescue service.



## Common Cold Water Storage Tanks Works

Works are due to start over the coming months pending successful contractor appointment. Details of any disruption to your water supply and further instructions will be provided by letter in advance. Your cooperation and patience is highly appreciated.

## Kitchen, Bathroom and Rewire works

Programmed works are on track to complete at the end of September, with a successful roll-out of investment towards SHQS compliance.

## Blythswood Court Lift Modernisation

Works are well underway in modernising the 6 passenger lifts. There are 2 lifts in each block with works being completed one lift at a time with the lifts at 421 scheduled for completion in Jan 2019 and 56 & 323 thereafter March 2019.

## Gutter Cleaning

The Autumn phase of our cyclical gutter cleaning and maintenance programme is due to commence over October and November. The contractor will place posters in closes to let you know when they will be in the area.



“thank you for your help and time in arranging for the works to the flat“



## **Take action against I.D. theft!**

Over the last couple of months there has been a huge increase in identity theft in the West End of Glasgow. Bin areas are ransacked on a daily basis by organised gangs, leaving an incredible amount of mess behind.

Here are some steps to avoid falling victim to I.D. theft:

- Always shred documents which contain personal information such as bank statements and utility bills
- Check your bank and credit card statements and immediately report any transactions you don't recognise, no matter the amount
- Formally close all accounts you no longer need

### **COMING SOON!**

We are considering a paper shredding service to help tackle ID theft. Look out for more details

If you are worried that you might be a victim of I.D. theft don't delay:

- Contact your bank or building society and keep a record of all communication
- Report the matter to the police

## ANNUAL GAS SERVICING – Let's work together

Currently 75% of our homes have gas central heating and we have a joint obligation to ensure they are safe for use. The annual service must legally be carried out before the 12 month anniversary of the previous service and, to achieve this:

- We will begin access attempts around 8 weeks before the due date.
- You can arrange a convenient appointment with either our contractors or staff.
- If the service remains outstanding 2 weeks before the due date, we must refer the matter to our solicitors to ensure access on the date the service is due.
- As a last resort we will force access to your home to meet our legal obligation.

**Normal Service:**  
£62

**Legal Action up to  
forced access:**  
£359

**Let's work together to  
achieve gas safety in  
our homes and to  
alleviate the costs  
incurred.**

Your ongoing assistance is greatly appreciated.

### **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.

### **Who are Glasgow West Enterprises (GWEn)... and why are they writing to me ?**

Established in 2010, GWEn is a subsidiary of Glasgow West Housing Association, established to provide factoring and other services, whilst protecting GWhA's charitable status.



Where services are provided for both GWhA tenants and factored owners (e.g. back court maintenance, common works) it may be that GWEn will write to you to advise.

If you receive correspondence with our GWEn logo, please follow guidance, advice, or instruction as you would a letter from GWhA. Thank you

### **CONTRACT REVIEWS**

**The review of our annual gas servicing, back court maintenance and response repairs services are all underway.**

**Our thanks to everyone who took the time to help us define the service priorities.**

**Please contact our Property Services Team if you would like to join us in assessing the contractor proposals for providing these service.**

## Anne Gould Award

Anne Gould served as a valued member of our Management Committee for five years. Sadly, Anne passed away as GWAH embarked on its 30th Anniversary.



Anne touched all who met her and will always be remembered for her passion for life. With ease, she recognised the best in any situation, without compromising on the customer service experience.

Anne's contribution to GWAH is commemorated in an upbeat fashion, through an annual staff recognition award.

The main criteria 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

Nominations for the Award are welcome throughout the year from all GWAH stakeholders. They will be considered in January each year. Nomination forms are available from reception or alternatively please email your nomination and reason to: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) marked for the attention of the HR Officer.

The closing date for nominations for the 2019 award is **20 December 2018**

The new Glasgow West website launched on 13th September 2018. The new site is fully configured for mobile meaning you can access the website from any device with full functionality.

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

### New Glasgow



### GWAH New Inbound SMS Number

**07860018421 - Save it to your phone!**

**Text us with your enquiry and a member of staff will get in touch with you**



5 Royal Crescent Glasgow G3 7SL

Telephone: 0141 331 6650 Fax: 0141 331 6679

Email: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) Website: [www.gwha.org.uk](http://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 under the Co-operative and Community Benefit Societies Act 2014: 1955 RS.

Registered as a Scottish Charity SC001667



# GWHA Celebrates 40 Years! 1978-2018

This year Glasgow West celebrates its 40<sup>th</sup> anniversary. Join the celebration by entering one of our competitions and by coming along to the Annual Tenants Conference.

Win your rent for a month at 1978 rate!

40th Anniversary prizes  
at AGM & ATC

Tell us your  
story!

Prize for our  
longest  
tenancy

Jim Michael  
Award - runner  
up prize

Additional  
Quarterly Rent  
Reward  
Scheme  
draws

Anne Curtis, 40th  
Anniversary AGM Prize  
Draw winner

*Congratulations!*



Additional 40th Rent Reward  
Scheme quarterly draw winners so  
far are Rita Dunlop and  
Kerrie Jayne McMahon who each  
received £40.

## Longest Tenancy

Have you been a tenant since 1978 with GWHA or any of the transferred associations? Do you think you are our longest-serving tenant? If so, please contact us with details of when your tenancy started.

## Photographs

Do you have old photographs of your house, backcourt, neighbours? If so, we would love to take a copy and include them in the 2019 calendar.



## Tell us your Story!

Do you have an interesting or funny story to share about your time as a GW Tenant? If so, we want to hear and share it. There is a £40 prize for the best stories and it will be published in our newsletter. All we ask is that you keep your story to 140 words, you can also include a photo. Please send in your entry by Email or Post:  
[admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk), 5 Royal Crescent, Glasgow, G3 7SL

Here's one of the stories we have received so far:

*'I have had the same tenancy for nearly a quarter of a century - partly due to the respectful, supportive neighbours I have gotten to know over that time. They have often made me smile. By way of example, one evening, many years ago, I heard the letterbox rattle, followed by a heavy thud. On going out to the hall to investigate - my cat padding along behind me - I found a rock solid object wrapped in paper. I opened it to find an Arbroath Smokie. No note - just the Arbroath Smokie. I looked at the cat, the cat looked at me. We both looked at the Arbroath Smokie. I discovered, weeks later, that it had been posted for the cat's dinner by a neighbour's granddaughter. The cat didn't eat smoked fish. Nevertheless, it is a memory that still makes me chuckle, all these years later.'*