



# Newsletter



Autumn 2017

GLASGOW WEST HOUSING ASSOCIATION LIMITED

## Annual Report on the Charter (ARC)

Delivered along with this Newsletter you will find our 2016/17 ARC.

Please let us know whether this information is useful by emailing [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)



## Rent Review 2018/19

Over the next few months our rent and service charges review process will begin, with consultation through our Festive Newsletter and at our ATC on Saturday, 20th January 2018. Your response to this consultation helps to inform our decisions.

## Rent Restructuring

The process of reviewing our rent structure is also underway and we will report further on this at the ATC.

Our thanks for your feedback at the 2017 ATC and more recently through our Consumer Panel meetings.



**cashforkids**

**APPLICATIONS  
BY  
13/10/2017**

Cash for Kids grants help families on a low income with the cost of a Christmas treat for children. Last year 125 children in 65 families benefited from an award of £3,125.

If you are a GWAHA 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.

Keep an eye out for posters in your close giving information on when you can come to the office to make an application.

## Office Closure Dates

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

**Friday 22/09/17 - Monday 25/09/17 and will reopen at 9am on Tuesday 26/09/17.**

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



## Attention All Owners

**Conference: Thursday, 5th October 2017 at 6pm**

Please contact Laura Cromar on 0141 331 6674 or email [factoring@glasgowwestha.co.uk](mailto:factoring@glasgowwestha.co.uk) to confirm whether you will be able to attend.

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.

# What is Antisocial Behaviour (ASB)?

ASB is a course of 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 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 GWHHA at the earliest opportunity
- 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

The timescale for investigating ASB will depend on the complexity of the issue and the amount of information we have to work with.



You can report Antisocial Behaviour by email [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk), over the phone, 01413316650 or visiting the office and speaking to the duty officer.

If you suspect a crime has been committed call Police Scotland on 101 or Crime Stoppers on 0800 555 111.



Glasgow Housing  
Register · Northwest

The GHR is proving to be a very popular way of applying for housing, with GWHHA receiving over 1000 new applications since it launched in April.

Over the next few months we will be reviewing our Housing List and our internal transfer list and we will require **ALL** applicants to be re-registered online through the GHR.

## PAPER APPLICATIONS WILL NO LONGER BE ACCEPTED

If you have a transfer application with us, we would recommend you go online now to re-register. The process is fairly straightforward and will ensure you optimise the options for rehousing. With one application, you can apply to 15 housing associations.

If you are or a family member are looking to move you can apply online at [www.glasgowhousingregister.org](http://www.glasgowhousingregister.org)



## Festive Gifts

Last Christmas we delivered over 380 gifts to our elderly and/or vulnerable tenants.

If you missed out, or if you know of someone else who would appreciate a small gift, please contact the Tenancy Sustainment Team on 0141 331 6676.



Gifts are delivered before the office closes for the Festive Period, along with the Newsletter. The cost is met from our Community Fund which is in part funded by profits made from our staff tuck shop.

# Rent Reward Scheme (RRS)

Well done to the Winner of our June 2017 AGM draw.

The annual bonus payments for existing qualifying members will be paid week commencing 11/12/2017 and the last draw of the year will take place on the 12<sup>th</sup> December.

After a recent promotion we have welcomed over 50 new members to the Rent Reward Scheme. If you are interested in joining or would like more information please get in touch with Dominic McGonigle on 0141 331 6677.



Jonathan, Tenancy Services Officer with Mrs Somerville

## SAVE WITH RENT

We hope to formally launch this Scheme over the next few months.

Our apologies for the delay.



## Online Portal

You can now access your account online to make payments, report & track repairs and provide feedback!



Call Angie Brown on 0141 331 6650 or email [it@glasgowwestha.co.uk](mailto:it@glasgowwestha.co.uk) to register today!

## COMPLAINTS HANDLING

The Annual Report on the Charter (ARC) (enclosed with this Newsletter) includes information about our performance in managing complaints over the last year, and shares examples of how we have learned from your feedback.



Our Complaints Handling Procedure has been streamlined to reflect feedback from the Scottish Housing Regulator, following our participation in their thematic inspection.

Our revised procedure is available from our website: [www.gwha.org.uk](http://www.gwha.org.uk).

## 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.



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

If a visit to our office is not convenient for you, pop along to our monthly surgeries:

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

## Benefit Updates

### Working over the Festive Period?

If you are single, currently receive ESA or JSA and are offered a job over the festive period you may be required to claim Universal Credit.

Live service for Universal credit is scheduled to come into effect in Glasgow in September 2018.



### Change in Circumstances?

If you are in receipt of Housing Benefit/Council Tax Reduction you can now update a change in circumstances at [www.glasgow.gov.uk](http://www.glasgow.gov.uk). You must register for self service beforehand with your HB ref, name, address, postcode, date of birth and national insurance number.



## Loan Sharks

Loan sharks are illegal lenders who often target low income and desperate families. They might seem friendly at first but borrowing from them is never a good idea: even when you feel you have no other option!

### REPORTING A LOAN SHARK

If you have been approached by someone you think is a loan shark, you need to report them to **Trading Standards Scotland - Telephone: 0800 074 0878**

Contact the Police if you are in immediate danger.



### REPUTABLE LENDERS

If you have a poor credit rating or only need a small amount for a short while, there are reputable lenders who may be able to help you:

**Credit Unions, Budgeting Loan from the Government, Scottish government or your local authority.**

### DEALING WITH DEBTS

Free money/debt advice is available from Citizens Advice Bureau (0141 944 2612) or Drumchapel Money Advice (0141 944 0507). Call them to arrange an appointment based within our office at 5 Royal Crescent.

# Getting back in to work

Jobs & Business Glasgow can help with building confidence, creating CV's as well as updating your reading, writing and number skills.

You're never too old to learn something new, and who knows, this could change your life for the better, for example: it may open up opportunities for you, you might want to support your children with their homework, manage your household money, or just relax and read a good book.

Contact Jobs & Business Glasgow on 0141 274 3333 or go to [www.jbg.org.uk](http://www.jbg.org.uk).



***If you have any queries about the following articles,  
Please call Jennie Cameron in our Tenancy Sustainment team on 0141 331 6658.***

## Welfare Visits to Over 75's

If you are aged 75 years or over, we would like to visit you over the next 6 months to have a chat about the services available in the wider community.

We will write to you in advance of the visit and will phone to confirm we are on our way. We look forward to catching up with you soon.



## LET US KNOW... Who lives in your home?

Please let us know straightaway if your household circumstances have changed, or are about to change. **There are a number of reasons why:**



- In the event of a major incident, we can tell the Emergency Services who lives in your home.
- We can provide accurate information to statutory agencies responsible for ensuring community safety.
- We can advise you on benefit entitlement to ensure you do not incur costly overpayments, or miss out on benefits you are entitled to.

### HOUSING (SCOTLAND) ACT 2014

Unless we know who is living in your home, you could miss out on Tenancy rights. When this Act is implemented, a request to assign your tenancy, add a joint tenant or apply for succession will be refused unless the person has been living in your home, for at least 12 months WITH OUR PERMISSION.

**The terms of this legislation are still being finalised and we will let you know in advance of the changes taking effect. In the meantime, what should you tell us about?**

- If someone moves in or out of your home

(Remember, you need our written permission before anyone moves in with you).

- If you or another member of your household are expecting a child or are in the process of fostering/adopting a child.

# Fraud/Scam Letters

Every year millions of people lose money through scams.

## How can I spot a Scam?

- The call, letter, email or text has come out of the blue,
- They are asking you to send money,
- They are telling you to respond quickly so you don't get time to think about it,
- They are telling you to keep it a secret,
- They seem to be offering you something for nothing.

## How can I protect myself better?

- Never give out contact details like your name, phone number, address, or your bank details to strangers or to people who should have this information already. Your bank will never phone you to ask for this information,
- Shred anything with your personal information or bank details on – don't just throw it away,
- Don't reply to spam mail, texts or emails,
- Say "no thank you" politely and put the phone down if they persist,
- Never call someone back if you don't know who you are phoning.

**If you have been scammed, or think someone has tried to scam you, contact Action Fraud.**



*If it seems too good to be true, it probably is!*

## G3 Growers Event



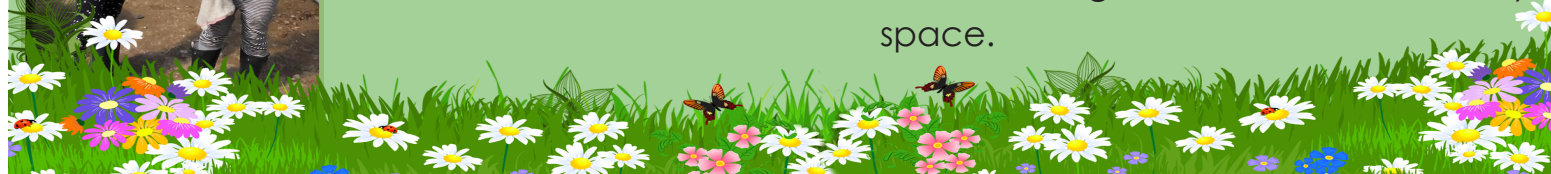
Thanks to everyone who came along and made a huge success of the G3 Grower's and GWA Summer Open Day at the Back Garden on 08/08/17. The sun shone, bringing together over 80 members of our local community including Somerset Nursery, The Simon Community and local councillor Christy Mearns.

This year's theme was 'Love our Ladybirds' featuring giveaways from **The Central Scotland Green Network Trust** with information on how to improve gardens for Scotland's variety of ladybird.

Attendees also enjoyed painting their own produce markers, potting herbs to take home, free massage and giant bubble making.

Winner of the wackiest planter competition went to Somerset Nursery.

Most importantly, The G3 Growers gained new members to volunteer at The Back Garden who are vital in maintaining this beautiful community space.



# Safety First: Window Catches

Please check the safety catches on your windows and let us know immediately if these are not operating as intended.



## Major Works

Over the next couple of months we will begin the process of tendering for major works contracts, including window replacements and stonework repairs.

These works are necessary to protect the properties for future generations and your co-operation in providing access is appreciated.



## Rechargeable Repairs

When you sign a Tenancy Agreement, you are entering in to a contract with us. This contract commits you, as the Tenant, and us, as the Landlord, to meet certain terms and conditions, including repairs.

Examples of our respective repairing responsibilities are:

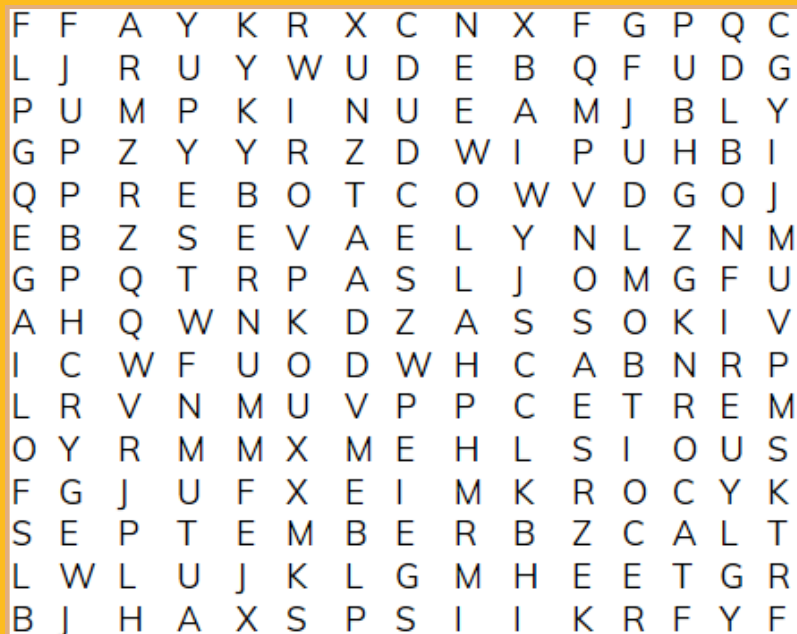
Our Responsibility	Your Responsibility
<ul style="list-style-type: none"><li>• Building fabric repairs</li><li>• Repairs to maintain the property and keep it wind and water-tight</li><li>• Replacement of elements due to wear and tear (e.g. Sanitary appliances, windows)</li><li>• Tracking and repairing water leaks</li><li>• Re-sealing your bath where the mastic fails</li><li>• Replacing tap heads</li><li>• Fixing window catches/cords</li><li>• Central heating/Electrical wiring faults</li></ul>	<ul style="list-style-type: none"><li>• Blocked drains/toilet (where blockage can be cleared with drain cleaner etc.)</li><li>• Lock change in the event of lost keys</li><li>• Securing/replacing doors/locks following forced access</li><li>• Element replacement (door, cupboard etc.) where tenant damage</li><li>• Light bulb/battery replacement</li><li>• TV signal failure due to TV tuning</li><li>• All appliances (white goods, TV etc.)</li><li>• Treating insect infestations</li></ul>

If a repair is required within your home, and the repair is your responsibility, you need to make arrangements for the work to be carried out. You can decide who does the work, providing it is of a good standard and is carried out by a qualified tradesperson. If you want us to instruct a contractor to do the work for you, **you need to pay for the repair in advance**. If you are in any doubt about responsibility for a repair, please contact the Repairs Team on 0141 331 6652 or visit our website [www.gwha.org.uk](http://www.gwha.org.uk).

You should note that abuse of our out-of-hours service for repairs that are your responsibility is a breach of your Tenancy and the debt, which will include the contractor's Emergency Call-Out charge (generally around £100) will be due by you. Non-payment of rechargeable repairs may affect your ability to transfer home and/or to participate in our investment programme.



## For Fun - Word Search



ACORN

AUTUMN

BONFIRE



FOLIAGE

HALLOWEEN

LEAVES



NOVEMBER

OCTOBER

PUMPKIN

SEASON

SEPTEMBER



## Staff News

Welcome to



Declan Ranachan,  
Estates Apprentice



Anna Moore,  
Services Trainee



Alan McKee,  
Tenancy Services  
Manager

## Events

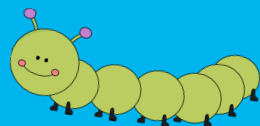
### Wildfest at Napierhall Street Community Garden: 22/09/17, 2pm - 6pm

Enjoy lots of fun activities for adults and children and information on how to do your bit for the environment. For more information, go to [www.rspb.org.uk](http://www.rspb.org.uk)



### Minibeast Adventure, Kelvingrove Park: 24/09/17, 1pm - 4pm

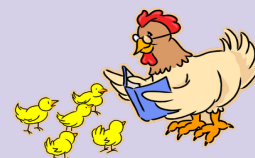
Join RSPB Scotland to discover amazing minibeasts that live in Kelvingrove Park. Meet at the Duck Pond. For more information call 0141 331 0993.



### Family Story Time: Chicken Licken @ The Scottish Youth Theatre

22/09/17 - 25/09/17, 10:30am, 12:30 & 3pm. £5 per ticket, £15 family ticket (x4), babies & under 1's go free.

Call 0141 552 3988 for more information.



### Book Week Scotland 27/11/17 - 03/12/17



For more information, go to [www.scottishbooktrust.com](http://www.scottishbooktrust.com)

5 Royal Crescent Glasgow G3 7SL

24/7 Telephone Service: 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

