

44th Annual General Meeting

Wednesday 22nd June at 6.30pm

We're delighted to announce the date of GWA's next Annual General Meeting (AGM).

Details are being finalised now and invitations will be issued to all members in May, which will include the meeting arrangements and Agenda for the evening. So please save the date and come along, enjoy a light refreshment and listen to all the news.

To vote at the AGM, you must be a shareholding member. If you're interested in becoming a member, or would like to find out more about membership, please call Carol Nicol on **0141 331 6650** or email admin@glasgowwestha.co.uk.

We look forward to seeing you on the 22nd June!



Office Closure

Our offices at 5 Royal Crescent will be closed during the following Public Holidays.

Friday 15th & Monday 18th April

Monday 2nd May

Thursday 2nd & Friday 3rd June

In the event of an emergency during office closure, please refer to the office answer phone message or visit our website:

www.gwha.org.uk

On the above dates our concierge teams will be available 7am-7pm for the BWC and SVT residents.



Annual Report

Our Annual Report 2021/22 will be available at our AGM. If you are unable to attend and would like a copy, please email us on admin@glasgowwestha.co.uk or call **0141 331 6650**.

Copies will also be available from our office, your concierge station, or to view online at www.gwha.org.uk





Future Services Survey: Your Views Shape Your Services

We would like your views on our service priorities as we plan towards our 50th anniversary in 2028.

A consultant will be appointed to carry out this survey on our behalf, and your participation would be very much appreciated. Look out for more information over the coming months.

Getting to know you!

Did you know that GWAH was established in 1978 as Hillhead Housing Association and that we have 50 staff providing services from our offices and concierge stations?

Did you know that a voluntary Management Committee are responsible for setting our policies and our service priorities?



If you are interested in finding out a bit more

about us, and/or how you could influence the services we provide, please register for our **"Getting to Know You"** event by contacting Carol Nicol on **0141 331 6664** or email **cnicol@glasgowwestha.co.uk**

This Event will be held over two evenings, from 6 - 7.30pm in our office at 5 Royal Crescent and via remote connection.

Session 1: "Who we are" Wednesday 20th April
Elaine Travers, Chief Executive and Iain Nicholl, Corporate Director

Session 2: "What we do" Wednesday 4th May
Nicola Stobie, Services Director and Daniel Wedge, Technical Director

We look forward to seeing you!

Annual Tenant Conference Feedback



Thank you to all who attended our virtual Annual Tenant Conference (ATC). It was great to see so many of you, including our newer tenants who joined in for the first time!

Thanks also for the valuable feedback about our services, including overall support on the night for our proposed rent increase.

84%

of attendees understood why it's important for Glasgow West to gather their views.

74%

provided positive feedback about the subjects presented.

95%

of attendees agreed with our vision and plans.

Rent and Service Charges Review 2022/23

The annual rent review is always tough for our Management Committee Members, and with many challenges ahead for our tenants and for our services, the decision this year was particularly difficult.

After much deliberation, and with so much uncertainty over rising costs, the Management Committee concluded that an average increase of 3.96% was required for 2022/23 to avoid impacting our service delivery. This increase was implemented from 28/03/22 through partial implementation of Year 3 of our 5-year rent restructuring programme. Further information on the rent review process was provided in the review letters issued in February, and our Management Committee once again extend their thanks to all tenants who took the time to respond to the consultation.

If you have any questions about how your rent is set, or if you have any concerns about paying your rent, please contact us as soon as possible for assistance on **0141 331 6650** or email admin@glasgowwestha.co.uk

Service Charges

In 2021/22 service charges were reduced in many of our developments due to a combination of lower prices resulting from re-tendered contracts, and to service costs being offset by surpluses accumulated in times when services were not delivered due to Covid-19 restrictions. With greater stability in the delivery of common area services this last year, the charges for 2022/23 closer reflect actual costs, and unfortunately in many instances this presented as a much higher charge/increase in direct comparison to 2021/22. We are aware that this is quite a complex issue so please do not hesitate to contact our offices if you would like us to talk this through with you in more detail.



Have Your Say

Sign Up Packs Consultation

Thank you to everyone who participated in our recent consultation on our sign up packs for new tenancies. All feedback is now being reviewed and an update will be provided in future editions of the newsletter and on our website.

If you are interested in taking part in our next consultation in July on our Anti-Social Behaviour service (specifically our service agreement with Glasgow City Council's Community Relations Unit), please let us know by emailing admin@glasgowwestha.co.uk or call **0141 331 6650**.



Save with Rent Consultation Feedback

Thank you to everybody who gave feedback to our Save with Rent consultation. Majority of participants felt that the savings incentives were fair and agreed it encouraged them to continue saving. Some tenants thought the potential savings could be promoted more and we will look at this for our future editions.

Good Close and Garden Competition 2022

Nominations due by 4pm on Friday 15th July 2022

The Good Close and Garden Competition is our way of recognising neighbours who work together to enhance their local surroundings.

If you are particularly proud of the efforts made by your neighbours, or if you know of a neighbours' shared space that deserves recognition then please let us know. Nominations are encouraged in the following categories:

- Best Newcomer
- Best Garden - Communal
- Best Garden - Main Door property
- Best Close

Below are some of our 2021 winners as some inspiration!



Garden Grants

Our Garden Grants can help with your project to brighten up your back court! With a small grant of £25 we would like to help you get started by purchasing plants, pots and tools for improving your communal outdoor area.

To nominate a garden or close for the award, or to apply for a Garden Grant, contact us:

- email estates@glasgowwestha.co.uk
- telephone Karen on **0141 428 3245**
- complete the form on the Good Garden and Close/ Garden Grants sections of our website, www.gwha.org.uk



Rent Reward Scheme

Congratulations to the 249 GWA Tenants who received their annual reward of £52 for membership of our Rent Reward Scheme! Membership also entitles Tenants to be included in a quarterly prize draw. Congratulations to our recent winners!



December 2021 draw:

Winner **Mr Marcin Wronka** • Runner-up **Ms Kathryn O'Neil**

March 2022 draw:

Winner **Mrs Mary Urquhart** • Runner-up **Mrs Janette Macdonald**

Our remaining 2022 Prize Draws will be held on:
22nd June (at our AGM) • 12th September • 12th December

Why join? Benefits of membership include:

- £10 bonus payment upon joining
- £25 cash back on your Contents Insurance
- Annual bonus payment of £52
- Inclusion in quarterly prize draw

The lucky winner of our June draw, at our AGM, wins **£250!**

If you are interested in joining, or would like more information, contact Dominic on **0141 331 6677** or dmcgonigle@glasgowwestha.co.uk

Jim Michael Award 2022

The Jim Michael Award was introduced in 2008 to recognise the commitment of the exceptional people who make a difference to our lives.



Jim would have been at the forefront in supporting the community in these challenging times and so we would like to encourage your nominations to continue Jim's legacy as a founding member of the association and a stalwart figure of Glasgow West.

We invite you to tell us about neighbours or family whose acts of kindness, no matter how small, have meant a great deal to you. Your nomination could be a way of thanking them for everything they have done.

For a nomination form see our website, contact us on **0141 331 6650**, or email admin@glasgowwestha.co.uk

Major Works Update

Smoke Alarms and Electrical Testing

Our plans for essential smoke detector installations and electrical safety checks are now underway to bring homes up to the new required standard. In some instances this may result in 2 separate visits from contractors, depending on the work required. Our contractor will be in contact with you directly over the coming months to arrange an appropriate time to visit. We appreciate your co-operation in allowing access.



Window Replacements

The contract for replacing windows in 52 properties will be awarded imminently. This investment will help reduce heat loss and lower energy bills. If your home is included in this programme, our contractor will be in touch to arrange a visit to measure the windows in the coming weeks, with installation visits planned this Summer. If you have any issues with arranging access please let the contractor know and they will do their best to arrange a suitable time.

Stonework Repairs

Essential work to the stonework on our Byres Road properties was completed in January, with further reinstatement works scheduled for the summer months.

As part of our stonework strategy we will be starting investigation works in the Anderston area, including **Pembroke and Dorset Street**.

If you have any queries about upcoming works or access arrangements please call **0141 331 6650** or email technical@glasgowwestha.co.uk. Our Services Code of Conduct and Major Works and Investment Factsheet is available to view on: www.gwha.org.uk.





Asbestos Awareness

Asbestos has been used in the construction and modernisation of housing for many years in Glasgow. Although it may sound alarming to know that asbestos is present within your home, it is largely safe if left untouched.

- We have established processes in place to ensure you are aware if there is asbestos in your property.
- If you plan on carrying out alteration works within your home, and need a reminder of where asbestos is located, let us know in advance and we will provide this information. Any essential works in areas where asbestos is known to be present, will be completed by GWha in accordance with health and safety regulations. This includes the removal of asbestos in some instances.

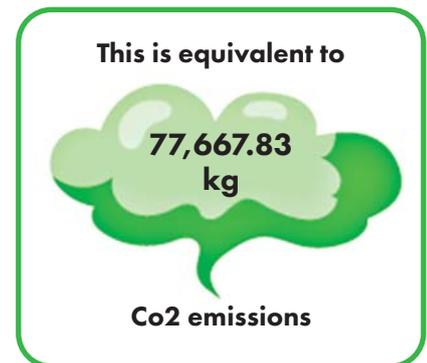
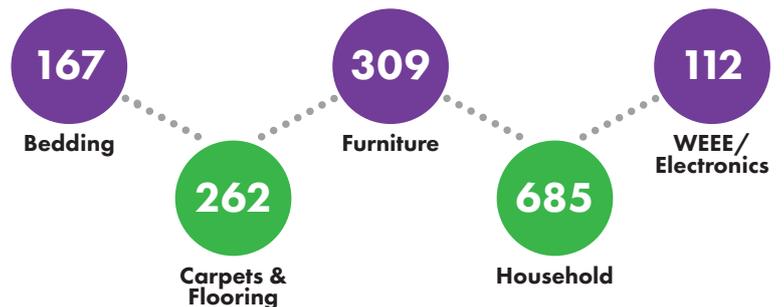
Read our full Asbestos Management Plan on our website: www.gwha.org.uk or call us on **0141 331 6650** if you have any concerns or if you need further advice.

Recover, Reuse and Recycle



Since the withdrawal of the Local Authority service, we've been working with Total Homes to address fly tipping, pro-actively uplift bulky waste items, and to improve your neighbourhoods. Here are some of the key facts relating to the initiative.

The following graph provides an overview of the types of items uplifted:



Thank you for your help with reporting your uplifts and supporting this initiative. If you have any household bulk please contact Total Homes on **0141 556 7085** or by emailing info@totalhomes.com

The full report is available to read on our website, www.gwha.org.uk, or email our Estates Team for a copy, estates@glasgowwestha.co.uk

Service Quality Guarantee

Our recently updated Service Quality Guarantee sets out the standards of service that tenants, owners and other service users are entitled to receive from us and likewise sets out our expectations of you.

The Service Quality Guarantee is available on our website, www.gwha.org.uk, or by telephoning us on **0141 331 6650** to request a copy.



Staff News

This has been a busy few months at GWhA. Welcome to Craig Orr, Technical Manager, Arlene Robertson, Governance and HR Manager, Charlie Conaghan, Technical Officer and Gerry Pencovitch, Concierge Team Leader who recently joined us at GWhA.



Craig Orr



Arlene Robertson



Charlie Conaghan



Gerry Pencovitch

Best wishes to Lee Dornan, Helen Fordyce, Angie Brown, Kim Allan and Brian Gilmartin, who have all recently moved onto pastures new. We wish them all well.

Anne Gould Award 2022

This award recognises staff who provide exemplary customer service, have delivered an initiative that enhances the customer experience and are hard working in the face of adversity.

Congratulations to our 2022 winners:

- Nicola Carrigan, Tenancy Services Manager
- Ali Dowlatshah, Services Officer
- Rachel Black, HR and Governance Manager (not pictured)
- Allocations Team

We're looking for your nominations for our 2023 award. To nominate a member of staff call **0141 331 6650** or email admin governance@glasgowwestha.co.uk For more information on our Anne Gould Award please visit our website.



Nicola Carrigan and Ali Dowlatshah



Allocations Team

You said, we did...

'You Said, We Did' highlights the impact your comments and complaints have on the future service we provide. Below are some of the changes we have made in the last few months.

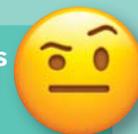
Tenant had to contact us as a member of staff did not appear for an arranged home visit, due to this not being in their diary.



We have updated our procedures so that appointments are booked into diaries by other members of staff.



Several complaints about repairs contractors not appearing when appointment was arranged.



We have discussed these issues with our contractor and are working closely with them to ensure these appointments are kept and updates issued where a change is necessary.



Staff Conference

We held our annual staff conference on Tuesday 15th March.

We hosted various guest speakers and held training for staff to support team planning for 2022/23.

Here to help

For assistance from our Tenancy Team on any of the following issues, call us on 0141 331 6650 or email admin@glasgowwestha.co.uk

- Referrals to fuel banks
- Foodbank referrals
- Scottish Welfare Fund applications
- Fuel and Energy Advice



For more complex issues, we are able to make referrals to our partner agencies:

- Drumchapel Money Advice Centre (DMAC)
0141 944 2612
- Central Citizens' Advice Bureau (CAB) 0141 552 5556
- Glasgow's Advice and Information Services (GAIN)
0808 801 1011

Contact us...

5 Royal Crescent • Glasgow G3 7SL
Tel: 0141 331 6650 • Fax: 0141 331 6679 • SMS: 07860 018421
Email: admin@glasgowwestha.co.uk • Website: www.gwha.org.uk
 @glasgowwest4 facebook.com/glasgowwestha

Office working hours:

Monday, Wednesday, Thursday, Friday – 9am to 4pm, Tuesday – 11.30am to 4pm.

Appointments are available at other times on request.

For our latest Covid-19 service provision update please visit our website.

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.

Grant Awards

Scottish Government Fuel Support Fund

We were delighted to receive £20,350 in funding which allowed us to:

- Make a donation to the Fuelbank Foundation who we continue to work in partnership with to provide £49 utility meter top-ups for households in need.
- Provide payments of £49, through bank transfer, to households with dry or smart meters that are struggling with fuel costs.
- Provide winter bedding items to a number of households.

We will continue to seek out opportunities that will directly benefit our tenants and community.



Glasgow
WEST
HOUSING
ASSOCIATION
LIMITED

Kids Corner!

Complete our fun activities, then bring this page into the Association's office by Thursday 21st April for the chance to win a prize!

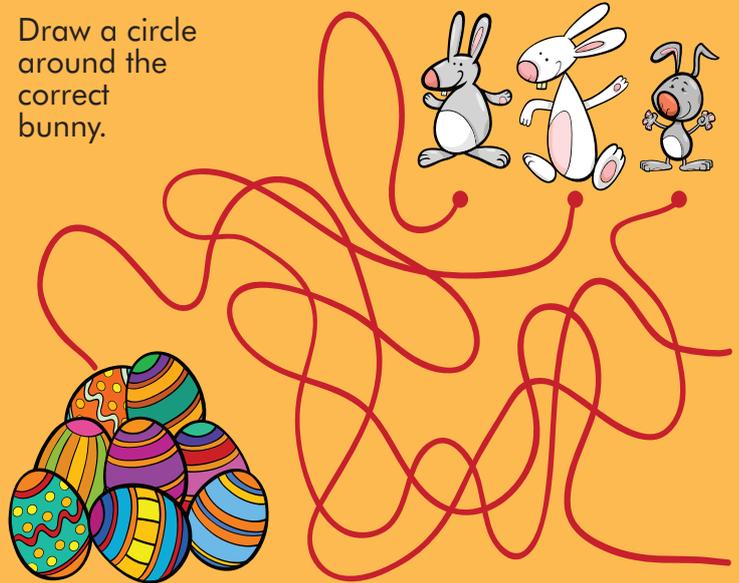
Spot the identical twins

Which 2 bunnies are exactly the same?



Which Bunny will manage to reach the eggs?

Draw a circle around the correct bunny.



Easter Colouring...



Help the bunny find the way to his carrots

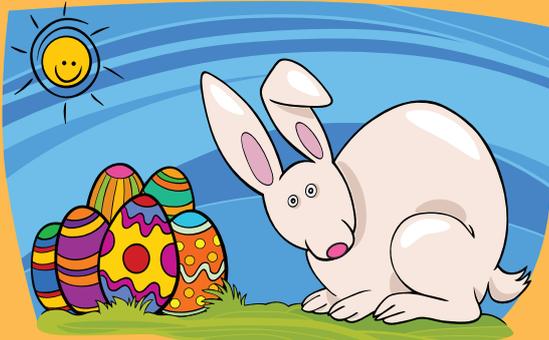


Easter Wordsearch

BASKET • CHICKS • EGGS • CHOCOLATE • HUNT
 BONNET • DAFFODILS • SPRING • BUNNY • EASTER
 PARADE • Answers may run horizontally, vertically or
 diagonally, and may even be backwards!

B	T	M	N	K	O	Z	K	Q	L	V	R	S	Y	J
B	X	M	N	N	X	J	T	T	K	O	E	Z	F	E
O	H	Q	A	T	S	G	G	E	U	E	D	O	C	C
G	J	R	S	V	W	E	T	N	K	A	A	K	T	J
B	Z	X	I	C	A	A	H	N	E	S	R	D	X	H
Z	S	O	O	S	L	I	D	O	F	F	A	D	T	R
W	C	Z	T	O	T	Q	D	B	G	F	P	B	U	J
R	U	E	C	H	I	C	K	S	Y	N	M	S	F	X
B	R	O	B	D	L	X	P	K	Y	X	C	L	E	G
Z	H	H	K	Y	L	R	Z	S	E	K	U	R	I	B
C	T	G	N	N	I	Z	M	P	A	B	U	J	R	H
U	I	D	T	N	U	H	G	I	A	M	F	O	Z	X
G	X	B	G	U	T	U	D	X	V	D	V	W	U	S
Z	D	B	V	B	W	Y	U	T	E	D	B	R	M	D
L	K	V	Y	W	W	O	L	K	G	P	A	U	B	T

Spot 7 Differences!



How many Bunnies?

How many do you count?



Name:

Telephone:

Address:

Age:

