

Response Repairs Service

We are delighted to announce our new partnership with The Bell Group Ltd and are pleased to have received positive feedback from residents on repairs completed to date.

The new service launched on 31 July 2023, with an initial focus on emergency repairs for a two week period. We're pleased to report that a full repairs service has since commenced from 14 August 2023.



In our service launch leaflet we'd communicated that response times may be impacted initially while our new contractor works through the backlog of outstanding works. We're pleased to confirm that this backlog has been addressed, and all non-emergency repairs reported

between 31 July - 14 August 2023 have now been completed. Thank you for your continued patience.

To report a new repair or to provide feedback on the repairs service please contact us on **0141 331 6650** or RService@glasgowwestha.co.uk

Out-with office hours, please report emergency repairs as follows:

	Company	Phone No
All trades and electrical heating faults	Bell Group	0141 336 7111
Chute Blockages	Bell Group	0141 336 7111
Lift Faults	City Building	0800 595 595
Gas Central Heating Faults	City Building	0800 595 595
Stair or backcourt lighting faults	GWAH	Details above

Office Closure

**Public Holidays:
September Weekend**

Our GWAH office will be closed on **Friday 22 September 2023** and **Monday 25 September 2023** and will reopen on **Tuesday 26 September 2023** at 9am.

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



Festive Colouring Competition

Save the date!
Our festive colouring competition is returning!

We have some very talented young artists in our community, and look forward to seeing your work!

Entry forms will be available from Monday 13 November to allow plenty of time to create your masterpiece! You will be able to download and print a copy from our website (www.gwha.org.uk) or contact us on **0141 331 6650**. Entry forms will also be available to pick up from our office at 5 Royal Crescent.

Good luck!



Committee Training Forum

Ever thought about becoming a Management Committee (MC) volunteer? Or would you like to find out more about GWH?

GWH's Committee Training Forum (CTF) is a unique, flexible, in-house programme for people interested in becoming committee members or perhaps just learning how housing associations operate. There are six training sessions led by members of staff as well as our external training organisation SHARE. In addition to the CTF sessions, there will also be the opportunity of online learning by working through housing modules at your own pace. The CTF sessions will commence around March 2024 and can be attended online or at our offices at 5 Royal Crescent.

If you would like to find out more about volunteering on our MC, and/or if you are interested in attending our Committee Training Forum in the New Year, please contact Carol Nicol on **0141 331 6650** to register, or email admin@glasgowwestha.co.uk



Festive Treats

We are delighted to have reinstated our longstanding tradition of delivering a festive sweet treat to our older residents. Last year, we were able to deliver 379 boxes of chocolates.

This year, our elves will work hard to complete deliveries before the festive break.

Anne Gould Award

Anne Gould served GWH as a valued management committee member for five years. She died after a brief illness as GWH embarked on its 30th anniversary in 2008. With ease, Anne recognised the best in any situation, without compromising on the customer service experience. Anne's contribution to GWH 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.

If you would like to nominate a staff member, please contact our HR team at hr@glasgowwestha.co.uk. Alternatively, a nomination form can be downloaded from our website. The closing date is 20 December annually. Nominations are welcome all year round.

Defibrillator installed at Hyndland Concierge Station

Glasgow West Housing Association have installed an Automatic External Defibrillator unit (AED) at our Hyndland Concierge Station.

This AED is available for use in emergencies 24/7 and aims to provide key aid to the surrounding community and local ambulance service. Our unit is registered with 'The Circuit', meaning its location and status are instantly synchronised with the Emergency Services' system. This helps ensure that if ever someone in the vicinity suffers cardiac arrest, our AED unit is ready and available to help save lives.

In the event of suspected cardiac arrest (Heart Attack) the Emergency Services (999) should be called as quickly as possible. The Emergency Services call handler will be able to provide the access code at that time. This information is written clearly on the AED cabinet and the Defibrillator Unit inside has simple instructions for use.

We aim to roll out further AED information and training for the GW community in the near future.

If you would be interested in attending training, please contact us on **0141 331 6650** or admin@glasgowwestha.co.uk



GWEn 8th Annual Owners Conference

**Thursday
5 October
2023, 5.45pm**

We look forward to welcoming you to our Annual Homeowners Conference at our offices at 5 Royal Crescent, or online via Microsoft Teams to share our upcoming plans and recent achievements.

If you have any specific issues you wish to discuss in relation to your own property, staff surgeries will be available at the event.

To confirm your attendance please contact our Factoring Team on **0141 331 6673** or by email factoring@glasgowwestha.co.uk by 2nd October 2023.



Bogus Callers

We have been alerted to a recent Housing Scam where the scammer asks personal questions relating to repairs pertaining to be from a Housing Association.

If you receive a call from anyone claiming to be from Glasgow West and are unsure, please hang up the phone and call us directly on **0141 331 6650**.



Rent Reward Scheme

September Prize Draw

Congratulations to Soniya Ahmed who won the first prize of £100.

Congratulations to our runner-up Margaret Somerville who won £30. Well done to both!

2023 Quarterly draws

The final quarterly prize draw of the year will take place by 5 December 2023.

Contact

If you are interested in joining the Rent Reward Scheme, or would like more information, contact Thomas Aiken on **0141 331 6650** or email taiken@glasgowwestha.co.uk.



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 made recently to reflect your feedback.

You were unhappy that our window cleaners did not attend.



We apologised to you and spoke to our Contract Manager to request that any delays to the service are communicated in advance so that residents can be notified.



You were unhappy that our Contractor did not attend to carry out a repair.



We apologised to you and reminded our Contractor of our Code of Conduct. We have since launched a new repairs partnership with the Bell Group, please see page 1.



You were unhappy that lock ups were not being allocated even though they were available.



Staff have been trained on the allocations process and residents from our waiting list will be contacted directly when a lock up becomes available.



Housing List Review

Tenants who have submitted a transfer application are contacted annually in writing to review their circumstances – please ensure you respond via the contact details provided as failure to do so may result in your application being cancelled.

Our allocations team may also contact you throughout the year to confirm your re-housing preferences and if there has been any change to your circumstances, e.g. medical or mobility needs.

We will make it clear to you if you are being considered for an offer of re-housing. Please contact our Tenancy Services Team on **0141 331 6651** if you require further information.

Consumer Panel

We wanted to extend our gratitude for your valuable presence and active participation in our recent consumer panel which focused on the Environmental Services contract.

Your insights and perspectives have provided us with useful feedback that will greatly contribute to the enhancement and refinement of our services going forward. Thank you for your time, dedication, and commitment to making a positive impact on the services that are provided.

We look forward to the opportunity to collaborate again in the future. The remaining topics for 23/24 are:

Dover Street Post-completion evaluation and the GWha Landlord Report Format.

If you are interested in participating in our consumer panels please contact us on **0141 331 6650** or email admin@glasgowwestha.co.uk

Welfare Rights

If you would like any support or advice please do not hesitate to get in touch – our staff will be happy to help.

0141 331 6650 • admin@glasgowwestha.co.uk

Universal Credit

Universal Credit (UC) was introduced to replace Tax credits, Housing Benefit, Employment and Support Allowance, Income Support and Jobseekers Allowance. New applicants had to claim UC but those already in receipt of these benefits did not have to change to UC.

From this Autumn, those claimants will begin migrating to UC and the Department of Work and Pensions (DWP) will write to those affected, advising them to make a UC claim.

If you get a letter (a Migration Notice) advising you to claim UC, it is critical that you make the claim as soon as possible. If you don't, your existing claims will end.

Some arrangements have been put in place to ensure that people who will be worse off on Universal Credit do not see an immediate drop in income. This is called transitional protection. However, if you get a Migration Notice and don't make a claim for Universal Credit, your existing benefits will end and you will lose your right to any protection of your existing benefit income.

Cash for Kids

We are keeping a close eye out to determine availability of funding and will update our previous beneficiaries as soon as possible to confirm if this will return to Glasgow West in 2023.



cashforkids

Fuelbank Foundation

We continue to work in partnership with the FBF. If you have a pre-payment meter and are at risk of disconnection please contact us, details above.



October week school holidays

If you have additional childcare costs associated with the school holidays please remember to update these in your journal or HMRC if you receive Child Tax Credits to ensure you get maximum benefit entitlement.

Food Support

If you are struggling to feed yourself or your family please contact us in confidence. Anyone can find themselves at crisis point for many different reasons.

We work in partnership with a number of food providers. Contact the Tenancy Services Team who will be happy to arrange a referral.

Age Scotland Helpline

Their helpline is a free, confidential phone service for older people, their carers and families in Scotland.

Their skilled advisers provide information and advice on a range of topics. They also provide friendship for when you just need a friendly chat.



It's FREE (from landlines) to call on 0800 124 4222 and available Monday to Friday 9am to 5pm.

Major Works *Update*

In Your Home

We will shortly be appointing a contractor to deliver our Kitchen/Bathroom Modernisation Programme, with an accelerated programme for approximately 250 upgrades to be completed in Phase 1. If your home is included in this first phase, you will shortly be contacted by the successful contractor to arrange a quick pre-works check. The contractor will explain what is involved, and will liaise with you directly regarding proposed installation dates. You will also have been contacted separately by our appointed Contractor, Environtec, and we ask that you please arrange the pre-works Asbestos survey as soon as possible. This is an essential survey; new kitchens and bathrooms cannot be installed until this survey is completed.

Our phase 3 windows replacement programme started on site in August, with the contractor CCG appointed to improve 48 homes, reducing heat loss and assisting with lower energy bills. Works are on track and programmed for completion by November.



Safety Works

Full height glass replacement project (St Vincent Terrace)

Works are progressing well on site, with the phased removal of the existing safety scaffolding and installation of additional resident safety precautions now complete. Installing the new glazing has commenced on the first stairwell. There will be some unavoidable disruption to circulation routes during the course of these works and we ask that you please pay attention to the key information and Health and Safety guidance displayed on posters across the site. Thank you for your patience and cooperation.



Smoke Detector installations and electrical safety checks

Thank you to everyone that provided access, helping us keep your homes safe. We have written to residents where follow up work is required. Please call our contractor on the number provided to schedule an appointment. These works are a legislative requirement and tenants must provide access. In some circumstances, we may look to force access to ensure the work is completed. If you have concerns or issues providing access, please let us know, and we will work with you to try and find a solution.

Fire Safety



Scottish Fire and Rescue Service have issued the following Halloween safety advice:

- Use a torch or battery candles as a safer alternative to traditional candles to light up any decorations;
- If you do use naked flames, keep them away from paths or anywhere that people walk closely to as some trailing costumes could catch fire;
- Be careful when putting up overhanging items including lanterns and make sure there are no lit items immediately below them.

It is important to know what to do if an emergency happens and if a costume catches fire. Remember stop, drop, cover and roll, and call 999.

For full advice, please visit: <https://www.firescotland.gov.uk/media/2383953/halloween-flyer-v12.pdf>

Gas Safety Week 2023

We are proud to be a supporter of Gas Safety Week 2023, which took place 11 – 17 September.

Gas Safety Week is an annual event to raise awareness of gas safety and the importance of taking care of your gas appliances.

By taking care of your gas appliances properly you are taking care of your home, your loved ones and even looking out for your local community.

The spirit of Gas Safety Week should be adopted all year round, and we ask that you allow and arrange access for annual inspections with our contractor.

Gas Safety Week.co.uk
Keeping our nation safe

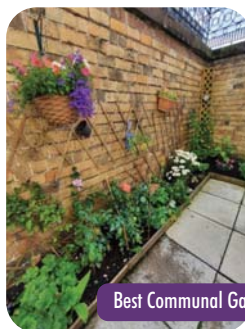
Good Close, Best Garden Competition

Thank you for your nominations and the incredible effort you put into keeping our shared spaces in great condition.

We want to extend our gratitude to each and every one for your outstanding efforts in maintaining cleaner closes and beautifully landscaped gardens within our community. Your dedication to creating a more pleasant living environment has not gone unnoticed.



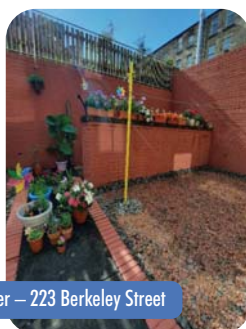
Best Close – 1010 Argyle Street



Best Communal Garden – 27 Derby Street



Most Improved/Newcomer – 223 Berkeley Street



Most Improved/Newcomer – 964, 972 & 980 Argyle Street



Tenancy Home Visits



Our programme of home visits to tenants aged 70+ is currently underway, with a focus on support and sustainment.

We're pleased to be able to complete the visits in your home as this allows you to speak openly and confidentially about any issues you are experiencing in your tenancy.

Visits are recommended, though optional. If you have any concerns, or require an alternative time or date to the proposed visit please don't hesitate to contact us.

If you would like a visit, or if you are concerned about a neighbour, please contact the Tenancy Services Team on **0141 331 6650** or at **admin@glasgowwestha.co.uk**

Abandoned properties

If you are thinking of ending your tenancy and don't know how to go about it, please get in touch and a member of staff will be happy to guide you through the process. Please contact us on 0141 331 6650, email admin@glasgowwestha.co.uk or visit our website.

Abandoning a property impacts those who are waiting on the housing list and your neighbours. Leaving a property vacant puts it at risk of vandalism potentially leading to extra maintenance costs and delays in us being able to allocate the property to someone in need of housing.

If we suspect a property has been abandoned, we will carry out checks before issuing a statutory notice to end the tenancy.

If we suspect a property has been abandoned, we will carry out a series of checks; and, if we are satisfied that the property is no longer occupied or if you are no

longer using it as your principle home we will issue an Abandonment Notice under Section 18 of the Housing (Scotland) Act 2001. If it appears, at the end of the notice period, you do not intend to occupy the house as your home, your tenancy with GWhA will be terminated with immediate effect.

If you abandon your tenancy you may have difficulty getting:

- Help from the Council if you become homeless as a result;
- A new home if your new landlord seeks a tenancy reference; and
- Credit, if any housing debt such as repair recharges are issued to a credit collection agency.

If you suspect a property has been abandoned, please contact the Tenancy Services Team (details above).

Estates Update

Our new Estates Services Officer, Ryan Abbot, is working closely with our Contractors to ensure that our expectations are clear and the recovery of any programme slip. If you see Ryan out-and-about on Estates inspections please take the time to say "hello" and highlight anything you think requires further attention.

Our recent Environmental Services Consumer panel was a great success, with key priorities identified for our pending procurement. There is however still time to have your say; please get in touch with the Estates Team to provide your feedback, and help shape this aspect of our services.

Pest Control

We are very aware of the more frequent, and increasing problem of rats in the common areas and back courts around your homes; and the distress it can cause. We have highlighted our concerns to Glasgow City Council (GCC); specifically our belief that their household waste collection strategy and recurring reliability issues are the root cause of this Public Health matter. The current demand for the Council's free of charge pest control service across the city is impacting on their ability to attend to reports of rats in common areas of buildings / back courts. Their priority focus is attending to the first reports of rats within homes, as a consequence we recognise the problem is only getting worse.

There will be instances we will step in to commence a treatment plan; however we need your assistance.

Please help us to manage this problem by:

- utilising the Total Homes Bulk Uplift Service
- disposing of your household waste correctly
- reporting rat issues directly to the GCC Pest Control Team by calling **0141 287 1059**
- speaking to your local councillors for support in accessing the GCC services.

Asbestos Awareness

Asbestos was frequently used in the construction and modernisation of housing up to 1999.

Although it may sound alarming to know that asbestos could be present within your home, it is largely safe if left untouched.

Glasgow West has an Asbestos Management System in place to ensure that:

- Any essential works in areas where asbestos is known to be present, will be completed in accordance with health and safety regulations. This includes the removal of asbestos.
- 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 you with the information relevant to your home.

More information is available on our website; or call us to discuss any concerns you may have.

Learn to Grow

G3 Growers Annual Open Day: A Blooming Success!

We would like to thank everyone for another successful year of the G3 Growers Annual Open Day. Enthusiasts, experts, and keen to learn gardeners got together to meet neighbours, and learn new skills.

From expert led workshops, yoga, a smoothie bike, plant growing tips from the G3 growers, arts and crafts stations, SAMH information; and "Dr Bikes repair surgery" there was something for everyone!

This exceptional success wouldn't have been possible without the support of all the attendees, volunteers and staff. We are already looking forward to next year's event. Thank you for making this year's Open Day a resounding success!



Gerry Pencovitch, Services Officer
and Louise Nimmo, Services Administrator



Subletting and lodgers

Subletting is when the property is let in its entirety, by the tenant to another person. Lodging is where the tenant allows part of the property (i.e. a spare bedroom) to be occupied by another person. Before you apply for consent to sublet or take in a lodger, you must have been the tenant of the house throughout the previous 12 month period.

- To apply, please contact us and we will send you the necessary forms to complete and return to us for assessment.
- We will acknowledge all applications within 3 working days, and will give our decision within 28 days in line with legislation.
- Please note, GWhA's maximum period for sublet or taking in a lodger is 9 months.
- Permission will not be granted where the application would result in overcrowding or if the tenant has rent arrears.

If you would like more information, please contact the Tenancy Services Team on **0141 331 6650**.

Contact us...

Report a Repair

0141 331 6652

rservice@glasgowwestha.co.uk

Estate Services

0141 428 3245

estates@glasgowwestha.co.uk

Allocations/Applications

0141 331 6651

Housingapplications@glasgowwestha.co.uk

Benefits Advice

0141 331 6665

welfarerights@glasgowwestha.co.uk

Factoring Services (GWEEn)

0141 331 6673

factoring@glasgowwestha.co.uk

Rent Accounts/ Set up an online account/ All Other Enquiries

0141 331 6650

admin@glasgowwestha.co.uk

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](https://twitter.com/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.

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.

Staff News

Best wishes to Karen Hillhouse, Services Officer and Lynne Smith, Services Officer who both have recently retired. We wish them all the very best in her retirement and thank them for their many years of dedicated service.



Karen Hillhouse

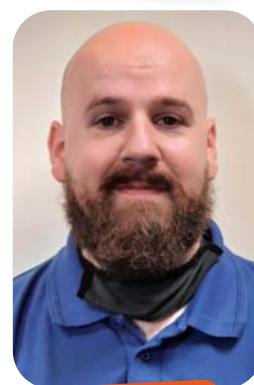


Lynne Smith

Congratulations to Eilidh Osliff, Finance and IT Manager and Ryan Abbott, Services Officer (Estates) on their respective promotions.



Eilidh Osliff



Ryan Abbott



Glasgow
WEST
HOUSING
ASSOCIATION
LIMITED