

AGM

Thank you to everyone who attended our Annual General Meeting (AGM) on Wednesday 21 June 2023.

It was a strong turnout and your continued support is welcomed and much appreciated. The election of the Management Committee for 2023/24 took place at the event.

We wish to extend a very warm welcome to all Management Committee members, particularly those joining us for the first time:



Issi Gracie	Chairperson
Billy Robertson	Vice Chairperson
Nina MacNeill	Secretary
Yushin Toda	Treasurer
Nicola Adams	Committee Member
Anila Ali	Committee Member
Rowan Evenstar	Committee Member
Joginder Makar	Committee Member
Debbie van Pomeran Reilly	Committee Member
Amy Robertson	Committee Member
Ekpe Ukpe	Committee Member



To give feedback about the event, or find out more about becoming a member, contact Carol on **0141 331 6650** or cnicol@glasgowwestha.co.uk.

Office Closure

Our offices at 5 Royal Crescent will be closed during the public holidays:

Friday 14th & Monday 17th July

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 BWC and SVT residents.



Annual Report

Our Annual Report for 2022/23 is available online now! Read more on our website: www.gwha.org.uk.

Copies are also available from the office, 5 Royal Crescent, or your concierge station.

If you would like us to send you a copy of the report, contact us on **0141 331 6650** or admin@glasgowwestha.co.uk.



Response Repairs Services

In our Festive and Spring Newsletters we acknowledged and apologised for some ongoing issues impacting our response repairs services, and we committed to resolving these issues as a priority.

Since then we have been exploring options for future delivery of the service. Whilst we continue to work alongside our existing contractor(s) to address the concerns you have been highlighting to us, we have also made significant progress on a review of options which will see changes to the delivery of our response repairs service. This has been a complex and time-consuming process, however, we are hopeful of being able to launch a new service over the next few months.

Please be assured that this is a priority for us, and we will keep you informed as matters develop. We apologise again for the inconvenience this is causing and we thank you for bearing with us.

Further information, including how repairs should be reported in the meantime is in the Response Repairs Service Update (circulated in the Spring newsletter and available on our website, www.gwha.org.uk). If you have reported repairs that have not been actioned, please let us know as soon as possible.

Succession

Succession to tenancy occurs when a tenancy is passed to another person following the death of the tenant. If we do not hear directly from the household following a notification of death, we will do our best to trace residents including writing to those noted as living at the address.

We will establish who may be entitled to succession and will give notice to each person in writing. If there is no qualifying person, the tenancy end will be the date of the tenant's death.

From 1st November 2019 legislation introduced a minimum residency period of 12 months before a household member is eligible for succession to tenancy. This residency period does not apply to spouses, with requirement only for the property to have been their only or principal home at the date of death. For all other household members, please note all residency periods begin only from the date Glasgow West received written confirmation of a person's residence, therefore it is very important for you to let us know about anyone who has joined or left your household. In all instances it must be evidenced that the house has been used as the succeeding household member's only or principal home.

We urge tenants to contact us to check your household record - this will take a few minutes to complete. For more information, or to update your household record, call into the office, telephone us on **0141 331 6650** or email admin@glasgowwestha.co.uk.



Succession to Tenancy – Media Coverage

We are aware many of our tenants and service users will be alert to the recent media coverage concerning succession to tenancy; and we are pleased to have reached an amicable solution in this case.

As a registered social landlord in Scotland we have an obligation to ensure our decisions are compliant with the terms of the legislation which include, for example, evidence of occupancy of the property which is the subject of an application for succession.

When a housing application is made to GWhA, full details of all household members are requested. The importance of this information is confirmed before an offer of housing is made; at the time of viewing the property, and again when the tenant signs the legally binding Scottish Secure Tenancy Agreement. The importance of keeping this information up to date during the course of the tenancy is also explained, and is repeated through our newsletters and other communications.

Demand for GWhA housing stock far outstrips the availability of accommodation, and we are only ever able to meet the needs of a very small percentage of applicants who apply to us for rehousing. With a 51% increase in housing applications in the last year alone, as at May 2023 we hold a waiting list of 1,633 applicants. Our responsibility to our GWhA community and wider service-users, in addition to ensuring compliance with our regulatory and statutory duties remains our priority in the management of our housing stock.

If you require further information about the terms of your tenancy or about options for rehousing, please contact our offices for advice and support.

Save money with Glasgow West



Are you aware of the tenancy incentives available for GW tenants? Below are some of the ways we are able to help you save!

Save with Rent

The Save with Rent Scheme, in partnership with Glasgow Credit Union, is an easy way to save by committing to putting away a small sum of money each month. Depending how much you save each month, you can earn additional payment of up to £30 per year. Once a member, you are able to access all of Glasgow Credit Union's exclusive services, including their Christmas Savings Club and personal loans.

Find out more through our Tenancy Services Team on **0141 331 6650** or email admin@glasgowwestha.co.uk.



Rent Reward Scheme

Our Rent Reward Scheme is open to all tenants, subject to meeting the qualifying conditions.

Members of the scheme receive the following benefits:

- £10 credited to your rent account upon confirmation of successful application;
- £52 annual bonus (pro-rata'd if you join at mid-year stage) if conditions of the scheme are met; and
- £25 toward your home contents insurance upon proof of existing policy.

To get more information on the scheme or if you are interested in joining the scheme, please refer to our website or contact reception on **0141 331 6650**.

Rent Reward Scheme Winner

Congratulations to our winner, Joe Roulston, who won the annual £250 draw.

The next draw takes place in September.



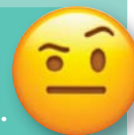
GWHA Rent Reward Scheme



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.

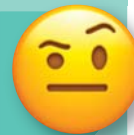
You were unhappy that our Contractor did not notify you when they attended your close.



We apologised to you and reminded our Contractor of our process to notify tenants of works.



You were unhappy at the standard of repair work which was completed.



We apologised to you and spoke to our Contractor regarding the standard of work and to ensure work is done right first time.



Have Your Say

Our consumer panel will take place in the coming weeks on the Future Services Study Action Plan and we want to hear your views!



In order to gather your views and feedback, we can:

- meet in person/by telephone/virtually;
- issue an email link to the online survey; or
- send the survey by post.

Future topics for the remainder of 2023/24 are:

- Dover Street post-completion evaluation;
- Environmental Services Contract; and
- Landlord Report Format.

If you would be interested in taking part in any of these consultations or for more information, please call **0141 331 6650** or email admin@glasgowwestha.co.uk

Social Tariff Broadband

Low income households are able to apply for social tariff deals which could save you money each month.

If you are on Universal Credit, Pension Credit, Jobseeker's Allowance or Income Support you could pay less for internet and telephone access. This applies to both landline and mobile phone contracts, and usually cost between £10 and £20 per month. You can firstly contact your phone supplier – BT, EE, Sky, Virgin Media or equivalent and this could save you up to £200 per year.

If you need further information please contact us on **0141 331 6650** or email admin@glasgowwestha.co.uk



Here to Help

School Age Payment

A payment of £294.70 for each child can be made if your child was born between 1 March 2018 and 28 February 2019. You are not able to apply for a child born before these dates.

You can only apply once between 1 June 2023 and 29 February 2024. Please be aware that this does not replace the school clothing grant (see article below).



If you need assistance please contact us on **0141 331 6650** or email admin@glasgowwestha.co.uk and we will be happy to help.

School Uniform Clothing Grant

Applications for school clothing grants are now open (from June 2023). Please visit Glasgow City Council website at www.glasgow.gov.uk and search "Clothing Grants" for further information or contact Glasgow City Council via their online 'myaccount' service.

Education Maintenance Allowance (EMA)

If your child wants to continue their learning and is aged 16-19 years, EMA will provide financial support. This is a weekly payment of £30, paid every 2 weeks in arrears. You should apply for this directly through your child's school or college.

Fuelbank Foundation

We continue to work in partnership with the Fuelbank Foundation to support households with pre-payment fuel vouchers. A voucher value of £30 can be issued by email, phone or in person, to allow you to top-up your utility meter. Please contact us in confidence on **0141 331 6650** or email admin@glasgowwestha.co.uk.



Here comes the Summer!

It's that time of year again: school's out and we are all hoping for blue skies and sunshine!

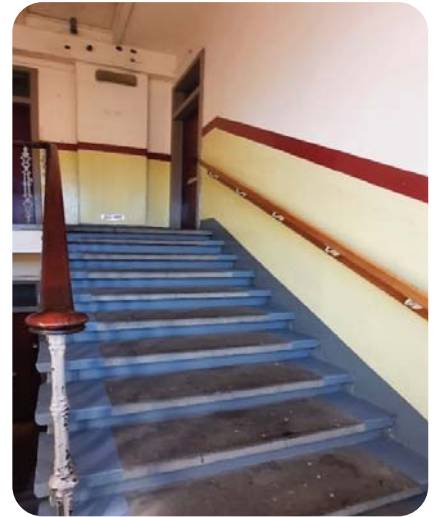
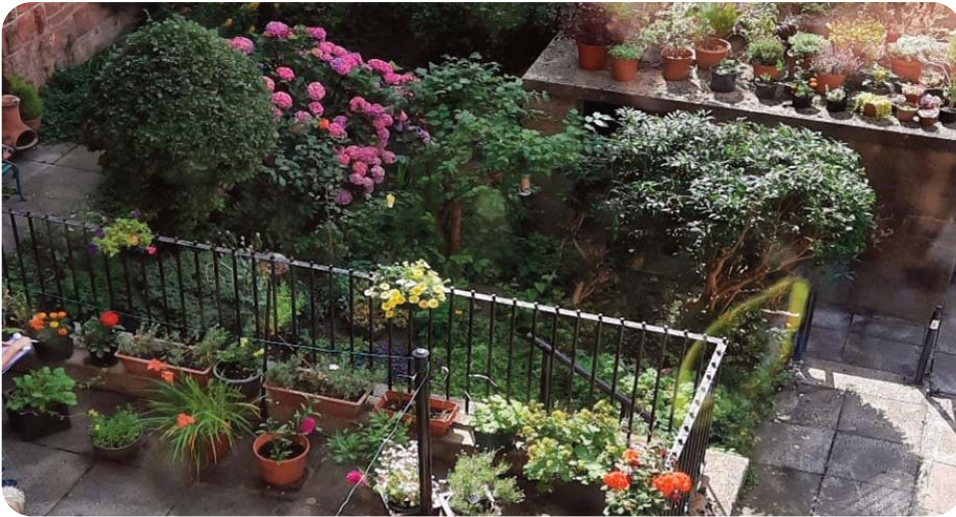
Why not use the sunny days as an opportunity to meet new people in your local area, to build a relationship with neighbours and enjoy the open spaces or gardens together.

While enjoying the summer there are a few things to keep in mind:

- Noise will be amplified when windows are left open.
- Be mindful of your neighbours and treat them as you would hope to be treated. Not everyone is on holiday and some neighbours could be working from home.
- Bag and bin all your rubbish and ensure it is placed in the nearest bin, or take it home.
- In the event of an emergency involving antisocial behaviour you should call Police Scotland on 999 in the first instance or call 101 (non-emergency) and notify us at the earliest opportunity, preferably the next working day.
- Glasgow City Council Noise Team have resumed their witness and enforcement service, and can be called on 0141 287 6688. The team work between 5pm and 3am and will require access to your home to measure the nuisance noise.



For any advice about anti-social behaviour contact us on **0141 331 6650** or email admin@glasgowwestha.co.uk



Good Close and Garden Competition 2023

If you are proud of what you and your neighbours have achieved this year; or there is a close or garden that has made a real impact in the community please let us know and we will put them forward for our annual Good Close Garden Competition.

Categories are: Best Communal Garden, Best Main Door Garden, Most Improved / Best Newcomer

Closing date for nominations: Tuesday 18th July • Competition Judging: Wednesday 26th July 2023.

To make a nomination; or for further information please contact: Estates@glasgowwestha.co.uk,

Call **0141 428 3245** or check out our website.

G3 Growers

Save the date!

G3 Growers' Community Garden: "Open Day"

Friday 18th August 2023

11am - 3pm

Find us down the lane next to number 15 Brechin Street, G3 7HF.

Please join us to see what's going on in the garden, or take part in activities suitable for all age groups. We look forward to seeing you there.



Garden Grant Award Scheme

Are you looking to improve your garden, or to start a new project with your neighbours to brighten up the back court area?

We would like to help you get started with a small Garden Grant to purchase basic hand tools, pots, soil and plants. Please contact us for more information, to discuss your ideas, or apply for the grant.



Reducing Fly Tipping

Help us reduce fly tipping in your area. We are proud to be working in partnership with **Total Homes Cooperative** to improve our neighbourhoods. Use this door collection service to dispose of your unwanted bulky items.

Please do not fly tip bulky items in the backcourt or communal close areas.

To arrange a bulk collection, or for further information

please call GWhA Estates Team on

0141 428 3245 or email

Estates@glasgowwestha.co.uk



In Your Home

We are on track to appoint a contractor to deliver the initial phase of our **Kitchen/Bathroom Modernisation Programme**, with an accelerated programme for approximately 250 upgrades beginning in Summer 2023. Tenants included in this first phase have been contacted to arrange an asbestos survey. We ask that anyone that has still to arrange that survey does so as soon as possible. These are essential surveys; new kitchens and bathrooms cannot be installed without them. Once appointed the contractors will shortly be in contact to arrange a quick pre-works survey, and will liaise with you directly regarding proposed installation dates.

CCG have been appointed to deliver phase 3 of our **Windows Renewal Programme** which includes 52 properties and will help reduce heat loss and lower energy bills. The first batch are currently being manufactured with installation planned for Summer 2023.



Safety Works

Full height glass replacement project (St Vincent Terrace)

CCG have been appointed to replace the glass in the communal link corridors, with site preparation underway through the summer. This involves the phased removal of the existing safety scaffolding and installation of additional resident safety precautions to allow the works to begin. You should expect some disruption to circulation routes over the course of the project. Please look out for our information letters and posters which will include Health and Safety guidance. Thank you for your patience and cooperation on this matter.

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 can find a solution that works with you.



Window Safety

During the summer months we see an increase in opening of windows within properties. Open windows can be a source of danger. The following actions can help prevent accidents:

- Checking that safety catches are fitted to all your windows above ground floor level. If in doubt, contact us
- Not leaving children alone or unattended in your home
- Wherever possible, not placing beds or furniture below windows as this provides a climbing platform for a child
- Not tampering with any window bars which have been fitted

If you have concerns about the above information or feel repairs are required to your windows please call our Repairs Team on **0141 331 6652** or email rservice@glasgowwestha.co.uk



Cyclical Decoration

Trident Maintenance Services have been appointed to commence close painting programme. Phase 1 is currently underway and will run for the remainder of the year. If your home is included in this phase, you will receive a letter from us prior to our contractor attending with details of what you can expect, and information on how you can get involved.

External Stonework at Byres Road

Following the completion of the investigation and design phase we are tendering for a contractor to carry out the repairs.

We expect the appointment to be made over the summer with works starting shortly thereafter. Scaffolding is expected to be erected along the front of the building for the duration of the project. We will be in contact with residents directly in the coming weeks to discuss any possible disruption.



Water Safety Tips – Legionella prevention

It is our responsibility to take precautions to prevent Legionella bacteria being present in the water systems.

There are some small steps you can take to help ensure water safety in your home:

- Run all your taps for at least 2 minutes once a week.
- If you have been away from your home for over 2 weeks, run your hot and cold water taps and the shower for a minimum of 2 minutes.
- If you have a shower run it for 2 minutes weekly, and disinfect the shower head every 6 months.

Please contact our Property Services Team for advice if you:

- Notice the boiler or hot water tank in your home isn't working properly.
- Have any discolouration or debris in your water supply.
- Notice your cold-water taps run with warm water.



Committee Training Forum

GWA's Committee Training Forum (CTF) is a unique opportunity for tenants and members of GWA, to find out more about what's involved in joining our Management Committee. The CTF is a flexible programme, designed to equip participants with the competencies and confidence to become a Committee Member. While joining the CTF does not commit you to joining the Management Committee, 6 participants from the 3 previous programmes have gone on to become committee members. If you are interested in joining the next CTF please contact Carol Nicol, on **0141 331 6664**.

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.

The Jim Michael Community Award

This award recognises people who have made a difference to their community.

Congratulations to Cathie Smith, the worthy winner of this year's award. Cathie has gone above and beyond in transforming shared gardens at Prince Albert Rd which have now become a place for neighbours to come together, share cups of tea, chat, and help out.



Staff News

Welcome back Rachel Black, Governance & HR Manager and Eve Geddes, HR Officer, who have returned to work following maternity leave.



Gary Cameron



Karha Hughes

New Starts

Warm welcome to Gary Cameron, Estates Services Coordinator and Karha Hughes, Services Administrator, who have recently joined the team.



Glasgow
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