



Newsletter



April 2016

GLASGOW WEST HOUSING ASSOCIATION LIMITED

Annual Tenants Conference (ATC) 2016

Thank you to everyone who came along to our ATC and made it such a success. We had a record number of tenants attending this year and we very much appreciate all those who spent time with Staff to provide their thoughts on the content and layout of our Newsletter, as well as the appetite for a Save with Rent Scheme.

Our next ATC will take place on Saturday 23rd Jan 2017. If you have never been to our ATC why not make it a New Years Resolution for 2017! It is a good opportunity to meet with other GW residents as well as our Staff. We look forward to seeing you there.

Thanks again for all your support.



Annual General Meeting 2016

PLEASE NOTE AGM ON MONDAY



This years AGM will be held on
**Monday 27/06/16 at 6.30pm, at
The Sandyford Henderson Church,
13 Kelvinhaugh Street, G3 8NU.**

If you require use of the crèche facility please advise the office before 12pm on Friday 10 June. If we do not receive any requests by that date the crèche will not be available. If you require transport please advise the office before 12pm on Friday 24 June. Invitations to the AGM will be issued by 31/05/16.

If you are interested in becoming a member of GWA or want to find out more about membership, please contact Carol Nicol on 0141 331 6664.

Office Closure Dates

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

Friday 25/03/16 - Monday 28/03/16

Monday 02/05/16

Friday 27/05/16 - Monday 30/05/16

The Blythswood and St Vincent Terrace concierge stations will operate as normal.

Emergency Out of Hours

In our strive to deliver enhanced services and continuous improvement, Out of Hours emergency telephone calls are being diverted to the 24 hour Concierge at St Vincent Terrace.

Should you wish to contact a member of staff during office hours, we would encourage you to use the direct dial number for the staff member (detailed on your GWA calendar)

Please see office opening hours on back of newsletter.



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.

Children's Festive Colouring Competition

Congratulations to Zeen Ahmed and Zainab Aziz for their winning entries and a big thank you to all the children (and parents) for the time and effort in creating colourful and imaginative pictures. The entries to the Festive Colouring Competition are enjoyed by all who view them and prove a challenge to the judging panel to pick just one winner in each category.



Zeen Ahmed – Over 10's Winner



Chris with Winner Zeen!



Zainab Aziz – Under 10's Winner



Thank you to Radio Clyde Cash For Kids for the £2,700 funding benefiting 108 children across GWA's stock.

Rent Reward Scheme

Congratulations and thanks to the 84 GWA Tenants who received their annual reward of £52 for another year's membership of our Rent Reward Scheme. Membership is dependent on fulfilling all aspects of the tenancy, with incentives including an annual reward of £52 and free entry to our quarterly prize draws.

December 2015 Draw:

Winner - Mrs Diamond

Runner up - Gail Douglas

"It was a nice shock to get that phone call but it was a nice surprise, especially at this time of year. I don't understand why more people aren't in it."

2016 prize draws:

18th Mar, 27th Jun (AGM),

12th Sept, and 12th Dec

If you would like further information on how to join the Rent Reward Scheme please contact Chris Pill on 0141 331 6653.

Rent/Service Charges 16/17

Our Management Committee (MC) considered the feedback from the ATC and the responses sent directly to the office and you will by now have received details of the rent you are due to pay from 28/03/16. The MC were alert to the challenges of meeting tenant expectations and delivering on statutory and regulatory obligations, in the context of ongoing welfare reform, government austerity measures/spending review and pressures on household incomes. The Committee endeavoured to reach a fair and achievable outcome and approved 1.75 % increase as supported by the majority of tenants at the ATC.

Service Charges 16/17

Service charges reflect the actual cost of providing services and include items such as communal stair and window cleaning and garden/backcourt maintenance. Backcourt maintenance services will be re-tendered during 2016/17 to ensure you continue to receive best value.



Kypera Mobile

Launching soon.... if you still haven't registered for your log in details please call 331 6655 or email it@glasgowwestha.co.uk



Welfare Benefit Surgeries

For advice and assistance on any benefits issue please drop in to one of our monthly surgeries, or contact the Team on 0141 331 6678 to make an appointment.

Surgeries will not run when our Central Office is closed.

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

Benefit Changes 2016

Up-rating (the amount your benefits increase by) is frozen for four years from April 2016 including basic amounts for adults & children, but does not apply to specific disability and carer benefits.



Housing Benefit

BENEFITS ARE CHANGING

It is now more important than ever that you keep Housing benefit updated with your circumstances. If you are late in submitting a claim you can only apply for a four week backdate. **You will fall in to rent arrears if you do not submit your claims on time.**

If you are away from your home during the year, your Housing benefit will be restricted to four weeks payment. If you are planning to be away for longer than four weeks **you will be responsible for paying your rent**.

The Benefit Cap

The benefit cap is now £20,000 a year for a couple/lone parent and £13,400 for a single person with no children (including separated parents who have minority care of the child).

Universal Credit (UC)



The amount you earn if you receive universal credit is reducing.

If you are a single parent and earn more than £192 per month your monthly award of universal credit will reduce.

If you are single, the work allowance is removed altogether.

Tax Credits

If your wages increase by £2,500 or more in the tax year, your tax credits will be reduced.

If your wages increase, you must inform tax credits to avoid costly overpayments.

Money management may become increasingly difficult over the coming year. If you are "feeling the pinch" please seek our assistance as early as possible and we can check you are getting all the benefit you are entitled to and refer you on to people who can help.



Both Citizens Advice and Drumchapel Money Advice Centre offer appointments from our office.



Community Connectors

Improving connections for people over 60 and / or their carers



Community Connectors can support you to take positive steps to improve your health and wellbeing, increase your level of social interaction and help you enjoy a more **vibrant, independent** life within the community.

The staff will spend time getting to know you, and what matters to you, and will work with you to create a plan to help you live a more active life in the community.

Currently only available in the G20 area (along with some areas of G3 and G4).

Tel: **0141 271 2320** Email: **communityconnectors@gcvs.org.uk**

www.gcvs.org.uk/communityconnectors

Affordable Warmth Reminder

CLOSING DATE: 31/03/2016

If you are aged 80 before 31/03/2016, and receive Housing Benefit, you should receive the Affordable Warmth Dividend of £100.00 from Glasgow City Council.

You must make the application before **31/03/2016**. If you haven't made the application before now, you need to contact Glasgow City Council on 0141 287 7961.

Remember, if you have had the award before you do not need to re-apply.



Free Swimming

Anyone over 60 years old who pays Council Tax to Glasgow City Council is eligible to swim for free.

Simply go along to the pool of your choice with proof of your age and address and swim as often as you like.



Beat Bogus Callers

From bogus callers to rogue traders, doorstep criminals are cunning, creative & often very convincing. Anyone can be fooled as these people are professional con artists. However, the over 60s are often targeted.

Remember to...

- Keep your doors locked
- Fit a door chain or bar and use it
- Only let callers in by appointment
- Always ask to see ID and look carefully
- Don't keep large sums of cash at home



Call 999 if you are approached at home and feel threatened in any way.

drink
wise
age
well

For some people, as they get older alcohol can start to have a negative affect on their life. The last 10 years has seen a significant increase in harm caused by alcohol in older people.

Drink Wise Age Well works with people over the age of 50, providing information on alcohol and getting older to allow you to make informed choices about your alcohol use.

They provide information on alcohol unit guidelines, tips for cutting down & where and how to get help if you need it.

To find advice & support in your area

call 0800 3047690



Major Works 2016-2020

ST Vincent Terrace - Lift Modernisation

Works due to start mid March, with 3 lifts to be replaced across the development on a phased basis.

Due for completion October 2016.



Window Replacement Programme

Phase 1 and 2

Project nearing completion, with only a few properties remaining.

Many thanks for your co-operation.



Stonework Repairs

The current phase of this project is on track for completion July 2016. Scaffolding is being removed to allow the work at ground level to be completed.

We are now in the process of finalising the next programme of works, which is likely to include **Byres Road, Dover Street, Pembroke Street** and a **section of Argyle Street**. We will be writing to all residents involved in these works in due course with more detail.



Alterations & Improvements

Please remember that you need to let us know in advance of carrying out alterations or improvements to your home. For example, you need our written approval prior to undertaking any of the following:



- Laying laminate/hardwood flooring



- Shower installations



- Kitchen or bathroom alterations



- Renewing internal pass doors



- Replacing/installing electrical fittings, including down lights

This is not an exhaustive list and you should contact the Asset Management team on 331 6652 for advice if you are unsure if you require our permission.

We are unlikely to give permission for alterations such as artexing or for painting kitchen unit doors.

If alterations are carried out without our written consent you may be asked to reinstate the property or to pay the full cost of employing our contractors to carry out the work on your behalf. GWhA can request the removal/reinstatement of any alteration at the end of your tenancy.

Any alteration undertaken is the sole responsibility of the tenant and should any repair require removal or opening up of the alteration (e.g. laminate flooring) GWhA will not be responsible for any associated cost or reinstatement following the works.

If you carry out alterations with our approval you may be entitled to compensation at the end of your tenancy for the improvements you have made.

Good Garden Competition

To make the competition fairer to all who take part, some changes were introduced to the format of this year's Good Garden Competition.

The categories we now have are noted in the Winning Entries below:



**Best Communal
Garden** - 115 Hyndland
Rd/24 Prince Albert Rd



Best Main Door Garden
79 Keith Court



**Best New Comer
Garden**
171 University Ave

Congratulations to all who took part, and well done to winning entries who received a prize of £25.00.



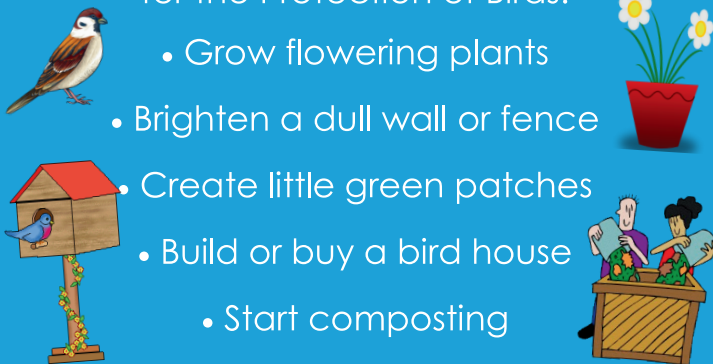
Garden Grant

If you are interested in applying for a Garden Grant to add a splash of colour to your back court or front garden, please contact Karen Hillhouse on 0141 428 3242 for further information or email khillhouse@glasgowwestha.co.uk



Give Nature a Home

Here are some tips from The Royal Society for the Protection of Birds.



- Grow flowering plants
- Brighten a dull wall or fence
- Create little green patches
- Build or buy a bird house
- Start composting

For more information please visit www.rspb.org.uk and download their "20 ways to give nature a home" guide.



Improvement To Council Recycling Services

We have been informed by GCC of improvements they are making this year to the services they provide. A new food waste recycling service will be introduced to all flats and tenements from April 2016 onwards. The provision of a food waste collection service is a legal requirement under the Waste (Scotland) Regulation 2012.

The new service will be introduced in a phased approach and you will receive an introductory letter informing you when the new service is coming. This will be followed by an information leaflet specific to the type of food waste service being provided to your property. All residents will also be provided with a caddy and a year's supply of compostable bags to put their food waste in.

GCC anticipate that all flats and tenements will be provided with a suitable outdoor container for food waste, depending on the requirements of the property type, by the end of March 2017.

For further information please contact GCC website.

Committee Training Forum (CTF)

The Committee Training Form (CTF) provides an opportunity for any tenants and members of GWhA, who are interested in joining the Management Committee, to take part in a learning programme. The programme is designed to equip prospective members with the competencies and confidence to potentially become a Committee Member.

Please contact Carol Nicol, Corporate Officer, on 0141 331 6664 if you are interested in taking part in the CTF.



Annual Report

If you would like a copy of the Annual Report please let us know by email:

admin@glasgowwestha.co.uk, or
Telephone: **0141 331 6650**.

The Annual Report will continue to be available on request from our office, from your concierge station, or online at www.gwha.org.uk



Festive Gifts



Our Christmas elves (GWhA staff) delivered 358 Christmas gifts to our elderly and vulnerable tenants. If you missed out, let us know!

Just For Fun! - Easter Word Search

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

Find the following words in the puzzle

- BASKET
- BONNET
- BUNNY
- CHOCOLATE
- EASTER
- EGG
- HOLIDAY
- HUNT
- SPRING
- SUNDAY



Annual Staff Conference 2016



Our ASC on 15/03/16 was a hive of activity, with staff taking time out of the office to review last year's performance and to plan for the ongoing changes in the housing sector. Over the coming weeks, team plans and targets will be finalised for the coming year.

Staff Updates

Welcome to Louise Ross, Services Administrator who joined the Property Services Team and to Angela Brown, IT Officer who joined the Corporate team.



Louise Ross



Angela Brown

Best wishes to Graham Collie, Services Officer, who has recently left GWhA.

Easter Events

Easter Eggstravaganza Magic Show

27th March 2016, 3PM @ The Scottish Mask & Puppet Centre,
West End - £5.95 Per Child

Pirate Easter Egg Treasure Hunt

25th - 28th March 2016, 12PM, 1.15PM or 2.30PM @ The Tall Ship,
Riverside Museum.
£3 Per Child (must pre-book, call 357 3699)

Inflatable Fun City

25th - 28th March & 2nd - 17th April 2016, 12PM - 6PM @ The
Glasgow green. £7.99 for unlimited wrist band. (2-12 years only)

Brick Flicks

12th February - 18th April 2016 @ The St. Enoch Centre.
Showcasing everything from family favourites Wayne's World,
Wizard of Oz and West Side Story to Tron and The Godfather all
recreated in Lego!!! **Free Lego workshops during Easter hols!**

Charitable Events

The staff tuck shop raised £100 throughout 2015 for the GWAHA charities fund.

Staff also wore their Christmas Jumpers on 18th December to raise funds for "Text Santa".



GWAHA
Raised £90
for Text
Santa!

Community Benefit

Based on feedback from you and in collaboration with CCG (as part of the major works contract) we identified a number of local initiatives that have received a generous community benefit donation. Here are some of the initiatives with Natalie Shepherd from CGG presenting the golden envelopes:

- **Anderston Primary School - £100 to the P7 Enterprise Group, to help start a healthy project**
- **GWAHA - £400 towards kitchen/cooking equipment for the lunch club at Keith Court and £25 for taxis to attend a local Christmas Event**
- **Woodside Community Council - £75 to Santa's sack initiative, aiming to deliver 100 food parcels to elderly tenants**



Daniel, Natalie & Linda



Anderston Primary

5 Royal Crescent Glasgow G3 7SL

Tel: 0141 331 6650 • Fax: 0141 331 6679

Email: admin@glasgowwestha.co.uk • Website: 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 1955 RS.

Registered as a Scottish Property Factor No. PF000328

Registered as a Scottish Charity SC001667

