



NEWSletter

RECOGNISING EXCEPTIONAL EFFORTS

Please contact the office for a Nomination form (which is very easy to complete) or download one from our website: www.gwha.org.uk

James Michael Award



Introduced in 2008, in our 30th Anniversary year, this Award recognises the commitment of the exceptional people in our community who make a difference to all of our lives. If you know someone who is worthy of the 2011 Award, please nominate them by 20/05/11. Jim Michael will announce the winner at our AGM on 25/06/11.

Anne Gould Award



Introduced in Anne's memory, this Award is about recognising the exceptional efforts of a member of staff on your behalf. Congratulations to Tracy DeMarco, the winner of our 2011 Award, and well done to this year's Nominees: Siobhan O'Connor and Karen Hudson.

HOUSE CONTENTS INSURANCE

Many residents think that the Landlord automatically insures their furniture, belongings and decorations against fire, theft, vandalism or water damage such as burst pipes and often it is too late before they realise THIS IS NOT THE CASE.

If you do not currently have home contents insurance to cover such incidents, or if your policy is due for renewal, you may wish to consider the new "Diamond" Policy, promoted by the Scottish Federation of Housing Associations to housing association tenants and owner occupiers. Please contact Karen Hudson on 0141-331 6652 for an application pack.

For further information on any of the following, contact the Property Services Team on 0141-331 6652.

ANNUAL GAS SERVICING

Following updated guidance from the Gas Safe Register (the official body for gas safety), it will be necessary, over the course of the next year, to install inspection access panels to the flue pipe work in a number of our properties. If this work is required in your home, we will contact you to advise.

DOOR ENTRY TIME CLOCKS

All door entry time clocks have been reset to British summer time, following the clock change on 27/03/11. Service buttons will be operational between 7 am and 1pm, at the request of Royal Mail.

RECHARGEABLE REPAIRS

On occasion there will be repairs required to your home that are your responsibility. If this is the case, you will be asked to carry out the necessary work within an agreed timescale. If the repair has to be carried out by GWH, the cost of the work will be recharged to you.

If you owe money for rechargeable repairs, you must make an arrangement for repayment as soon as possible: failure to do so is a breach of your Tenancy Agreement and may prevent you from being able to transfer to another GWH property or to participate in home improvement programmes.

CYCLICAL PROGRAMME

This programme involves works such as gutter cleaning, roof checks, electrical inspections, roof anchor tests, water toby servicing and close and external window decoration. We will contact you directly if works are required within your home or common areas.

MAJOR REPAIRS



We are now finalising the 5 year major works programme and intend to publish this in the Summer newsletter. If works are due within your home or common areas, we will contact you well in advance of works commencing.



IT'S A YES FROM THE TENANTS OF THE ARGYLE LHO

GWH is delighted to report a positive ballot, with 76% of GHA tenants voting YES to the proposed transfer of ownership of their homes to GWH. If Scottish Ministers give their consent, the legal transfer of the 614 properties will take place later this year.

Duncan Lunan, Ruth Brogan (Assistant Director), George MacDonald and Linda Reid

Linda Reid, GWH Director stated "This is fantastic news. We are delighted that 76% of tenants who voted (46%), support transfer to GWH. We would like to thank tenants for their support and confidence in us and thank Argyle Local Management Committee (LMC), GWH's Management Committee and staff for their commitment and perseverance. George MacDonald, GWH and LMC Committee Member, added "We look forward to welcoming Argyle tenants to GWH and demonstrating the benefits of local control."

Duncan Lunan, Argyle LMC Chairperson said "It has taken longer than expected to get to this point but tenants have finally had their say and shown their support for transfer to GWH. This is an exciting time for tenants and the local community, bringing renewed optimism and enthusiasm for a bright future".

GWHA AGM

25/06/11 at 11am

Anderston Kelvingrove Church Hall



Please let us know by Thursday, 23/06/11 if you require transport or the crèche facility.

If you are interested in finding out about membership, contact our offices on 0141 331 6650.

OFFICE CLOSURE DATES

Our offices and the Hyndland Concierge Station will be closed on the following dates (inclusive). Refer to the GWH calendar and/or office answer phone in the event of an emergency repair arising out with these hours.

Fri 22/04/11 – Mon 25/04/11

Mon 02/05/11

Fri 27/05/11 – Mon 30/05/11

Office open as normal on 29/04/11

EMERGENCY CALL-OUTS

If there is an emergency when our offices are closed, please ensure you refer to our office answer-phone and/or calendar for details of approved contractors, otherwise you may be left with an expensive bill to pay.

RENT AFFORDABILITY SURVEY

Jean Fernand will be contacting a number of households again this year (over July and August) and your co-operation in returning the survey form is most appreciated. The results of this survey will inform our next rent review.

BRECHIN STREET NEW BUILD: LAST 2 SHARED EQUITY FLATS FOR SALE



Are you a GWH tenant? Do you earn between £21,675-£48,000?

Did you know you could own a minimum 51% share in a brand new property:

2 apt £65,025 • 3 apt £76,500

For further information, and an application pack, contact Tracy Paterson, Hart Smith (0141-339 5252).

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CHILDREN'S FESTIVE COMPETITION



Richard O'Brien with Iona Minto



Karen Hudson with Sarah Dowie

Congratulations to Iona Minto and Sarah Dowie for the winning entries and a huge thanks to all children (and parents) for the obvious time and effort that goes in to producing these master-pieces. We always look forward to the Festive Colouring Competition and we're delighted again this year to share in the artistic talents of our Glasgow West children.

COMMUNITY FUND

GWHA's Community Fund was established from the proceeds of our fundraising activities, including occasional in-house raffles and our staff tuck-shop. The criteria for donations are the benefit of "housing" or "local charities". For further information, please contact the office.

CASH FOR KIDS



This year 29 Glasgow West Children benefitted from a £725.00 grant from Cash For Kids. The timescale for submitting

applications tends to be very tight, so please look out for details of next year's application process in our September Newsletter.

COMMUNITY VENUES

The Meeting Place, GWHA offices
Avalon Resource Centre, Cleveland St

Local GWHA venues available for hire,
at competitive rates (and free of charge
to GWHA Residents Groups)

For further information, contact Roz
Craigie on 0141-331 6650.

ANNUAL TENANTS CONFERENCE



Attendees at the 2011 ATC

Thanks to all residents who participated in our 11th ATC; for your comments and contributions on the day, and for your support for the Rent Proposals and Participation Plans for 2011/12, the draft major repairs programme for 2011-2015, the proposals for the review of the Comments and Complaints Policy and for the Continuous Monitoring of Service Satisfaction. These will now be developed with our Consumer Panel and Management Committee, with the outcomes reported via our Newsletter.

From the Evaluation Forms, 81% of Attendees indicated that the Event is value for money, with 100% satisfaction reported in the following areas:

- ✓ Major repairs (quality of work, consultation, GWHA and contractor services).
- ✓ General service provision (response times, staff knowledge and approach)
- ✓ ATC venue/catering/invitations
- ✓ Subjects presented and opportunities for feedback/questions

We will continue to explore options for improving the layout of the room (95%) and the information boards (92%).

PARTICIPATION PLANS 2011/12

Our Management Committee has now formally approved the Participation Plans, committing GWHA to the priorities, activities and services supported by you at our ATC.

CONSUMER PANEL

The Consumer Panel was established in line with our Participation Strategy and we have a number of volunteers who have agreed to meet a few times a year to comment on current issues, providing feedback on policy reviews and service provision. If you are interested in joining our Consumer Panel, please contact Lauren Connelly on 0141-331 6651.

GROWS PROJECT



GROWS Project

The Anderston Growers are on target for the launch of the GROWS project, a community vegetable growing initiative, developed on derelict ground accessed from Brechin Street, with the support of GWHA and the local community. Contact Sandra MacDowell on 0141 357 6747 if you are interested in finding out more about this initiative.

GOOD GARDEN - BEST CLOSE COMPETITION WINNERS 2010

Congratulations to all the prize winners and thank-you to all residents who took part in this 6th successful year of the competition. A special thanks to Christine McLean and Lisa Govan (last year's winners), who kindly agreed to form part of this year's judging panel.

Best Close



514 St Vincent Street

Good Garden



140 Byres Road

2011 COMPETITION

Judging for this year's competition will take place in August; entry and nomination forms are available from Andrew Watson on 0141-331-6672 or by email to AWatson@glasgowwestha.co.uk

If you think your close or garden should be considered by the judging panel then why not enter the competition: alternatively, if you think your neighbour's garden or close deserves recognition, why not nominate them?

RENT REWARD SCHEME



Patrick Vaughan with Elaine Giles

Congratulations to Patrick Vaughan and Morris Harris, the winners of the December 2010 quarterly draw.

Over £16,000 has been distributed to Members since the launch of the Rent Reward Scheme in June 2005 and we are always keen to recruit new members.

If you meet the following criteria, you could be missing out on the incentives available to Members:

- ✓ Signed a Scottish Secure Tenancy and have been a tenant for a minimum of 6 months.
- ✓ Clear rent account for at least 3 consecutive months or acceptable repayment arrangements (for rent or rechargeable repairs) maintained for a minimum of 3 monthly payments, 6 fortnightly payments or 12 weekly payments.
- ✓ Compliance with the general terms of the Tenancy in the preceding 6 months.
- ✓ Participation in works programmes and access provided on request for services and inspections of your property
- ✓ Participation in at least one event per annum (e.g AGM, ATC, survey monitoring)

To ensure you are included in our annual draw for £250 at our AGM on 25/06/11, please contact the office for an Application Form and for full details of membership.

HYNDLAND SERVICES SURGERY

Concierge Station

2nd Wednesday afternoon of each month
13/04/11, 11/05/11, 08/06/11, 11/07/11

ARGYLE ADVICE PROJECT (WELFARE BENEFITS): DROP-IN SURGERIES

Avalon Resource Centre - 48 Cleveland Street

1st Thursday morning of each month:
07/04/11, 05/05/11, 02/06/11, 07/07/11

Hyndland concierge station

3rd Thursday morning of each month:
21/04/11, 19/05/11, 16/06/11, 21/07/11

Money Advice Services

GWHA offices on Wednesdays (by appointment) 0141- 331 6665 and/or Drop-in Surgery at Avalon Resource Centre (see above dates)

ENERGY ASSISTANCE

The Scottish Government has a scheme to assist in reducing fuel bills and improve the efficiency of homes. Everyone who phones the Energy Efficiency Advice Centre receives free expert energy advice. Those at risk of fuel poverty can get advice on low cost energy tariffs. Contact 0800 512 012.

GARDEN GROUP: NEW MEMBERS WELCOME

The gardening group is based in the Kelvinbridge area of the Association's stock and is made up of various local tenants and resident. The purpose of this group is to encourage people to become involved in the common gardens they use, as well as to promote the sharing of plants, flowers and gardening tips through the local community. The group, although still in its infancy, is made up of both experienced and novice gardeners and welcomes anyone with an interest in all things horticultural.

If you are interested in finding out more about the Garden Group, contact Andrew Watson on 0141-331 6672 and your details will be passed to the Garden Group.