



Newsletter



Autumn 2021

GLASGOW WEST HOUSING ASSOCIATION LIMITED

A Day in the Life of a Career Ready Student!

In July, Courtney and Nasteho joined us from Career Ready to gain work experience. Here's what they had to say about their time at Glasgow West:

“We enjoyed getting to know different personalities of people in the workplace and loved the unique energies. We learned about the diverse roles the association has, including the behind the scenes departments! We appreciated the dedicated tenants that transform their gardens and closes into something beautiful. We really enjoyed being able to help tenants with their queries.”



Public Holiday Closure

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

- Friday 24 September
- Monday 27 September

For emergency repairs outwith office hours, call City Building on 0800 595 595. Our staff will be available from 9am on Tuesday 28 September, when our offices will also re-open to the public.

Office Re-opening!

We are delighted to be re-opening after such a long time and remain focussed on keeping you safe.

- Please continue to contact us by telephone where possible
- Please make an appointment in advance if you need to visit us in person
- Hand sanitiser, masks and gloves are available for your use in reception
- Visitors to the office will be limited to 1 person per household and you may be asked to wait outside to maintain social distancing

Thank you for your cooperation.

6th Annual Owners Conference

Our 6th Homeowners conference will take place on **Thursday, 7 October 2021 from 6pm**. We had hoped to host the event on a hybrid basis of traditional / virtual conference however, with current Covid stats on the rise, we are holding a virtual only event.

Invitations, including the agenda were issued with the latest factoring invoice and is also on our website. We look forward to seeing you there.



Christmas is Coming!

Cash for Kids

With no funding available from Cash For Kids last year, our Management Committee stepped up with a significant contribution from our GW Community Fund, continuing this long standing tradition of supporting GW families over the festive period. We were delighted to support 213 children from 129 eligible households, with a total of £5325 in funding.



We are yet to receive notification from Cash for Kids as to its availability this year, and we will keep you updated via our website and social media channels.

Colouring Competition

Our festive colouring competition is returning for another year!

We have some very talented young people in our community and we look forward to seeing your fantastic work.

Entry forms will be available from Monday 8th November.

Download and print a copy from our website (www.gwha.org.uk) or call us on 0141 331 6650 if you would prefer us to post a copy.

Well done again to Molly and Zikra who were last years winners!



Festive Hamper/ Gifts

Last year, we held a prize draw and awarded food hampers or vouchers in place of our usual festive chocolate delivery for our older residents.

Arrangements for this year will reflect Government guidelines and will be announced soon.

You Said, We Did

'You Said, We Did' highlights the impact your comments and complaints have on our services.

Below are some of the changes we have made from this feedback.



You Said...	We Did...
Resident unhappy that a letter was sent to full close following an ASB complaint	We will communicate our ASB procedures at the time complaint is received so that the person making a complaint is aware of the action that may

Glasgow West—Still Here for You

Although our surgeries are suspended, our welfare rights team are still here to help and assist you with a range of benefit related queries. Office appointments are available for more urgent or in-depth assistance and all information is kept confidential.

Contact Stephen and Helen by calling 0141 331 6650 or email admin@glasgowwestha.co.uk.



Warm Home Discount

The Warm Home Discount scheme will re-open on 18 October 2021.

This is a payment of £140 which is paid directly into your electricity account by your supplier. To qualify you need to be in receipt of guaranteed pension credit or on a low income. Find out more at: www.gov.uk/the-warm-home-discount-scheme

Welfare Rights Covid Info Sheet & Directory

All the latest welfare rights updates are available in our Info Sheet and Directory. This is updated fortnightly with new information and resources.

Find this on our website: www.gwha.org.uk or call us on 0141 331 6650 to have a copy posted to you.



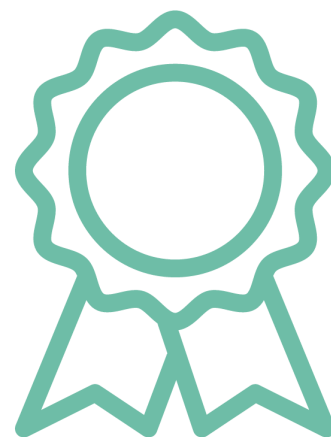
Rent Reward Scheme

Well done to the Winner of our £250 June prize draw:

Mr Brian & Mrs Elaine Gordon

The annual bonus of £52 for existing qualifying members will be paid by 17 December. Look out for your letter in late October and post the return slip back to us straight away to ensure your bonus payment is made on time!

The last draw of 2021 will take place on 8 December.



To find out how you could receive up to £52 in time for Christmas next year, and all of the other exciting Rent Reward Scheme benefits, call Dominic on 07745 532 037 or email: dmcgonigle@glasgowwestha.co.uk

Tenancy Matters

Subletting Your Property

Subletting is when you don't intend to live in your home for a set period of time and it's then let in part, or in its entirety by you, to a person who is not the principal tenant. Before you apply to sublet, you must have been the tenant of the property throughout the 12 months immediately prior. You must always contact us in advance to clarify queries and/or to discuss plans to sublet. **You need our written consent before proceeding with a proposed sublet.**



Here are the main points you should know:

- You should apply to sublet in writing and we will send an application.
- We will acknowledge all applications within 3 working days, and will give our decision within 28 days.
- If approved, you will be able to sublet your property for a maximum of 9 months.
- We are able to refuse permission if we have reasonable grounds.
- Proceeding with a sublet without our permission is considered a serious breach of the tenancy and is likely to result in legal action for recovery of the property.

Full information is available within our Sub-Letting and Lodgers policy on our [website](#).

Don't Abandon Us!

If you're thinking of ending your tenancy and don't know how to go about it please get in touch and we'll be happy to guide you through the process and the required 28 days written notice.



If we suspect that you have abandoned your home we'll make necessary checks before issuing a statutory notice to end your tenancy. This may include contacting your next of kin, neighbours and GP amongst others.

Read the full details in our [Abandoned Properties Policy](#), including information about joint tenancies on our website: www.gwha.org.uk.

If you would like to discuss Subletting or leaving your home, our Tenancy Services Team are available to help! Contact us on 0141 331 6650 or email admin@glasgowwestha.co.uk and a member of the team will get back to you.

Domestic Abuse

Don't Suffer in Silence!

We continue to **Make a Stand** against domestic abuse. Domestic abuse can be physical, psychological, emotional, sexual or financial.

Below are some organisations that may be able to provide help, advice and support if you are experiencing domestic abuse.



*Chartered Institute of Housing's
'Make a Stand' pledge*

Scotland's Domestic Abuse & Forced Marriage

Helpline: 0800 027 1234 Web: www.sdafmh.org.uk

Glasgow Women's Aid

Helpline: 0141 553 2022 Web: www.glasgowwomensaid.org.uk

Respect Men's Advice Line

Helpline: 0808 8010327 Web: www.mensadvice.org.uk

Galop - LGBT Domestic Violence

Helpline: 0800 995428 Web: www.galop.org.uk

More information is available within our Domestic Violence info sheet and directory, available at gwha.org.uk. Call us on 0141 331 6650 to request a printed copy. Please leave details of the postal address – remember it can be sent to a friend's home.

Concerned about a friend or family member?

Crimestoppers Scotland are appealing for information from people who are aware of the domestic abuse of friends, family, work colleagues or neighbours. Family and friends are often reluctant to get involved for fear of reprisals or to avoid damaging close relationships.

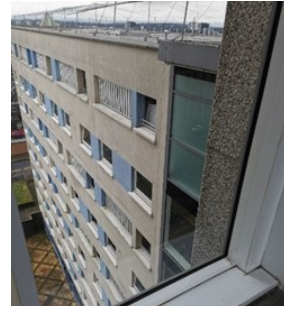
If you have concerns about someone please contact Crimestoppers' UK Contact Centre 24/7 on freephone 0800 555 111 or visit www.crimestoppers-uk.org and fill in a simple and secure anonymous online form.

As your landlord we are able to offer assistance for those enduring domestic abuse.

Contact Lyndsey on 07549 127 840 or email lhamilton@glasgowwestha.co.uk for help and advice.

Home Safety and Investment Update

We have recently completed our Lift and CCTV Modernisation Projects, with the preparation for our 2021/22 Investment programme underway :



- Windows replacements to 230 properties
- Electrical Safety, Smoke & Heat Detectors to 1100 properties
- Link Corridor glazing replacement benefitting 182 properties
- We have commissioned investigation works for Stonework at Byres Road as the pilot project of a 5 year programme across relevant tenement stock.
- Cyclical Painting inspections are complete with plans due to begin in Nov/ Dec 2021.
- Heating and Hot Water (Blythwood Court and St Vincent Terrace) and Kitchen and Bathroom replacement works are in development.

Keep an eye out for updates in our next newsletter and social media!

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.



- 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.
- We have established processes in place to ensure tenants are aware if there is asbestos in their 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 information on the presence of asbestos in your home.

Read our full Asbestos Management Plan on our website: www.gwha.org.uk or call us on 0141 331 6650 to discuss any concerns you may have.

Access to your Home

The pandemic may have left you feeling anxious or reluctant to provide access, however, we rely on your support and cooperation to ensure we meet our responsibilities to deliver important investment work within your home.

We will be reviewing our current tenant information packs and welcome your feedback in helping shape the information provided to tenants in advance of planned works. Contact us on 0141 331 6650 or email admin@glasgowwestha.co.uk to take part in this review.

Fire and Smoke Alarm Regulations - Keep Your Home Safe from Fire

Our Electrical and Fire Safety works involve upgrades and testing to ensure appropriate safety measures are in place, and that homes meet new fire and smoke alarm regulations. The target completion date for these was extended to February 2022 due to the impact of the Covid-19 pandemic.

The new regulations mean homes need:

- smoke alarm in every circulation space on each storey, such as hallways and landings.
- All heat and smoke alarms interlinked.
- A carbon monoxide detector where there is a fuel burning appliance or a flue.
- A smoke alarm in the living room.
- A Heat alarm in the kitchen.

Once a contractor has been appointed, and the works programme is established, we will tell you the timescales, relevant information, and agree access arrangements.

Here are some top tips from the Scottish Fire and Rescue Service to keep your home safe from fire.

- Test your fire alarm a minimum of once per month to ensure it is in working order.
- Close your internal doors at night to help slow down the potential spread of flames.
- Never leave a cooker unattended while in use.
- Keep lit candles away from children and pets, curtains, throws and other flammable materials.
- Keep stairwells clear for a safe exit in case of fire
- If you have gas heating, we will carry out an annual visit. Please allow access for this essential check.



Gas Safety Week 2021

Gas Safety Week sees organisations from across the UK working together to raise awareness of the dangers of poorly maintained gas appliances, which can cause gas leaks, fires and carbon monoxide poisoning. We ask everybody to adopt this approach all year round, and proactively allow and arrange access for annual inspections with our contractor.



Staff News

Best wishes to Jamie McAleese, Services Administrator and Rebecca Swift, Services Trainee who have both moved on to pastures new. We wish them all the best in their new jobs.

Have Your Say!

Thank you to everybody who took the time to provide feedback on our Welfare Rights service. This information will help us shape and inform the services we provide. We will publish our plans in the next edition of the newsletter.

We will be consulting on this in November via video call, phone call, paper and email survey



If you are interested, get in touch by emailing admin@glasgowwestha.co.uk or call us on 0141 331 6650 for more information.

Jim Michael Award

Congratulations to Catherine Ryan, the worthy winner of this year's award!

With Jim's passing in 2020, the responsibility of selecting a winner weighed particularly heavy. Jim was a community champion, a stalwart in the housing sector and founding member of Glasgow West; and honouring his legacy seemed even more important this year.

Like Jim would have done, Catherine has gone above and beyond in these challenging covid times, positively promoting Glasgow West in the process of developing a wonderfully sustainable, family friendly, bio diverse wildlife garden.

In addition to the mental health and wellbeing benefits gained from having access to such pleasant surroundings, the focus on raising environmental awareness in the year that Glasgow hosts the COP 26 Climate Change Conference, helped secure Catherine's place as the worthy winner of the 2021 Jim Michael Award.



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- Tel: 0141 331 6650
- Email: admin@glasgowwestha.co.uk
- Website: www.gwha.org.uk
- Facebook: facebook.com/glasgowwestha
- Fax: 0141 331 6679
- SMS: 07860018421
- Twitter: @glasgowwest4

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](http://www.glasgowwestha.co.uk).

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.

