



NEWSletter



GLASGOW WEST HOUSING ASSOCIATION LIMITED

NO QUALIFICATIONS NECESSARY

We have a number of opportunities for tenants to participate in our services and activities and we would love to hear from you if you are able to give up even just a few hours of your time over the course of the year. It is your experience of living in a GWAHA property that is invaluable to us, and helps shape and improve the services we provide. If you are interested in finding out a bit more about being involved, please come along to our "no obligation" meeting on: **Tuesday, 5th August 2014, 6.30-7.30pm at our office.**

To ensure we are geared up to accommodate the audience, please contact

Carly McFadyen on **0141 331 6650** by **Friday 01/08/14**

to advise if you are able to attend.

AGM Report

Thanks to everyone who came along to our AGM on 28/06/2014, enabling this very important event in our calendar to go ahead on schedule and in accordance with our rules. Your continued support is welcomed and appreciated.



Special General Meeting (SGM)

You may remember new rules were set by the Scottish Housing Regulator in 2012 and these were adopted at our AGM that year. A further Special General Meeting will be required to adopt other new rules, and this will probably be in January 2015 at the time of our Annual Tenants Conference. Further information will be provided nearer the time, and your attendance at the SGM would be most appreciated.

Membership

If you would like to attend next year's SGM but are not yet a member please call Carol Nicol on 0141 331 6664 to find out more.

Annual Report on the Charter (ARC)

Inside this Newsletter you will find our first Annual Report on Charter (ARC). Please return the tear-off slip on the back page of the Newsletter to let us know what you think. Thank you for your feedback.

Annual Report 2013/14

A summary of our performance and activities over the last year is detailed in our Annual Report. Our Annual Report is now available to collect from our offices, from the concierge stations or download from our website:

www.gwha.org.uk

If you would like a copy sent to you, please let us know by email:

admin@glasgowwestha.co.uk, or telephone Carly McFadyen on **0141 331 6650**.



Office Closure Dates

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

Friday 18/07/14 – Monday 21/07/14

Friday 26/09/14 – Monday 29/09/14

The Blythswood and St Vincent Terrace concierge stations will operate as normal during the above dates.

In the event of an emergency arising outwith normal office hours, please refer to the office answer phone, GWAHA website or calendar.

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.

Management Committee 2014/15



Linda Reid, Chief Executive – with members of the Management Committee at the 2014 AGM.

MC MEMBERS

Yushin Toda (Chairperson)
Walter Halley (Vice Chairperson)
Jim Michael (Secretary)
John Banks (Treasurer)
Jim Anderson
George Fraser
Bob Hay
Joginder Makar
Elizabeth Marshall
Hanif Mirza
Margaret Semple
Moira Wadsworth

Rent Reward Scheme Draws

Congratulations to Mr Frank Buchanan, winner of our annual prize draw. Mr Buchanan only joined the scheme a few months ago and was delighted to have won a cash prize so soon. Remember, you have to be "in it to win it".

Membership is dependent on fulfilling all aspects of your tenancy, including having a clear rent balance on the 28th of each month. If you pay your rent slightly late and are now able to bring the payment date forward you may be eligible to join. With incentives including an annual reward of £52 and free entry to our quarterly prize draws, it is well worth it.



Mr Biggam – March 2014 Runner Up!

New Incentives for RRS Members: Household Contents Insurance

With the support of our Consumer Panel and Management Committee, we are delighted to launch a new incentive to enhance our already fabulous Rent Reward Scheme. Further information will be issued to Members over the next month.

£25 p/a contribution towards household contents insurance

Paid directly to your rent account each year

If you would like further information on how to become a member and join this much appreciated group of tenants please contact Kevin Crawford in Tenancy Management team on 0141 331 6653.

Rent Payments

Did you know that there are now even more ways to pay your rent every month?



All Pay Card:

- 24 Hour Service
- Telephone: 0844 557 8321
- Online: www.allpayments.net
- Can be used in places with following signs:



All Pay App

- Download to your smartphone

Call Pay

- Payments can be made in person or by phone using debit or credit card

Direct Debit

- Agreement between you and your bank
- Allows GWA to automatically collect rent payments due

Please contact Kevin Crawford on 0141 331 6653, for further information.

Your Local Housing Benefit Office

For a quick and accurate update on your Housing Benefit claim please contact your local office directly:

Anniesland Cross
 841 Crow Road,
 G13 1YT
 or
 you can call on
0141 287 5050

Housing Benefit - Online Claims

Did you know? You can complete a housing benefit check (to see how much you may be entitled to) or complete a new housing benefit claim online.

You will need internet access to complete these forms. Go to **www.glasgow.gov.uk**

And click on "Report, Pay, Apply" from the top bar, then follow the link to

"Council Tax & Benefit Services"

Final Reminder: Under Occupancy (BEDROOM TAX)

Have you re-applied for Discretionary Housing Payment to cover this shortfall in your rent?

Remember it is important that you keep up to date with your rent payments at all times as failure to do so may put your home at risk. You should contact us urgently if you have any questions or concerns about Housing Benefit, Welfare Reforms or keeping up to date with your rent payments.

We can help with advice & assistance in making a claim for DHP (see below), if you would like an appointment now please call our **Tenancy Sustainment Team on 0141 331 6662**.

Discretionary Housing Payments

If you are receiving Housing Benefit but are having difficulty meeting your rent payments, you may be able to get extra help;

- if you require an extra bedroom for; access to children / overnight carer or for storing necessary medical equipment.
- to help cover rental costs while you look to increase your income.
- to help with moving costs if you are downsizing.
- to help with short-term rental costs as a result of an unexpected financial crisis.

Welfare Benefit Surgeries. Please drop in on following dates:

| | | | |
|--------------------------|----------------------------|----------------|-----------------------------|
| Avalon, Cleveland Street | 1st Thursday of the Month | 9am – 12 Noon | 7/8/14 • 4/9/14 |
| Keith/Walker Court | 1st Friday of the Month | 10am – 12 Noon | 1/8/14 • 5/9/14 |
| Hyndland | 3rd Thursday of the Month | 10am – 12 Noon | 21/8/14 • 18/9/14 |
| Blythswood Court | Last Thursday of the Month | 9am – 12 Noon | 31/7/14 • 28/8/14 • 25/9/14 |
| St Vincent Terrace | Last Tuesday of the Month | 9am – 12 Noon | 29/7/14 • 26/8/14 |

Household Surveys

Have you completed our household survey in the last 12 months? It is essential that you keep us informed about who lives with you to ensure members of your household are protected in the event anything happens to you.

Remember, you must seek permission from us **before** anyone moves in with you on a permanent basis. Please contact Kevin Crawford on 0141 331 6653 to request a copy of our **household survey form**.

Property Services Update

With a full complement of staff now in place, we are pleased to be making progress on a number of the commitments we made. Please contact our Property Services Team on 0141 331 6652 if you would like more information on any of the articles on these pages, or for an update on any matter you have reported to us previously. Our thanks again for your patience of late.

Cyclical and Planned Maintenance Programme

We are progressing with a number of Major Works and Investment Projects over the Summer and into the Autumn. This includes both Common Area Building repairs and Improvement Works. If any of these projects are likely to affect you we will contact you in advance.

Our contractors are required to adhere to a strict Code of Conduct and will keep disruption and inconvenience in your home to a minimum. Your patience and co-operation is most appreciated.

We are also now finalising details of our cyclical maintenance programme and will publish this as soon as possible.



Medical Adaptations

Are you finding it increasingly difficult to get in and out of your bath, or to move around your home? Perhaps your hearing is deteriorating and you don't hear the door entry buzzer or the telephone ringing?

If you find yourself in this situation, we would encourage you to contact the Occupational Therapy Team at Anniesland (0141 276 2550) to arrange for an assessment for medical adaptations that may help improve your quality of life.

We receive some funding from the Local Authority towards the cost of medical adaptations, which are carried out, in priority order, on receipt of a referral from an Occupational Therapist. The Scottish Government has recently reviewed the way in which adaptations funding is allocated and we will keep you informed if this impacts on our ability to deliver adaptations in the future.



Statutory Right to Repair

This Right was introduced by the Housing (Scotland) Act 2001. It means that certain repairs reported by you have to be completed within a specific timescale or you are entitled to refer the repair to another contractor nominated by us.



You may also be entitled to compensation in some cases. If the repair you report is a statutory repair you will be advised by our staff, who will also notify you of the special conditions that apply.

Annual Gas Servicing

We are required by law to carry out an annual servicing of gas appliances in your home (i.e boiler, gas fire). This service is imperative to ensure your safety and that of your neighbours, and we appreciate your co-operation in providing access to heating engineers from our appointed contractors James Frew Ltd and City Building.

Although legal action is always a last resort, because of the importance of this matter we will take steps to force access where there are persistent difficulties in obtaining access. We will also seek to recover the full repair and legal costs of this action.

Safety First - Window Catches

The tragic death last year of a child who fell from the window of his Glasgow home has served as a reminder for us all of the importance of safety within the home. Please check the safety catches on your windows and let us know immediately if these are not operating as intended.

Planning Applications

Please let us know if you receive a Neighbour Notification or if you are aware of plans for the local area that may impact on your peace and enjoyment of your home. Although we regularly check the Council website for applications, we are not always alerted directly to applications, which have a strict response timescale.

Alterations and 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:

- Laminate flooring
- Shower installations
- Kitchen or bathroom alterations
- Renewing internal pass doors
- Replacing/installing electrical fittings, including down lighters



This is not an exhaustive list and you should contact the Asset Management team on 0141 331 6652 for advice if you are unsure if your proposals require our permission.

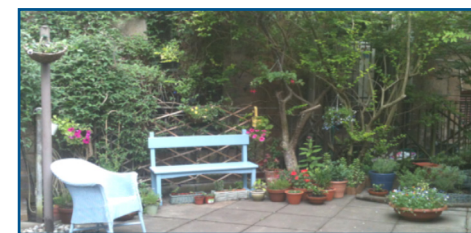
We are unlikely to give permission for alterations such as artexing or for painting kitchen unit doors.

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.

Compensation for Improvements

If you carry out significant improvements to your property you may be entitled to compensation at the end of your tenancy, only for alterations carried out with our permission.

Good Garden/Close Competition

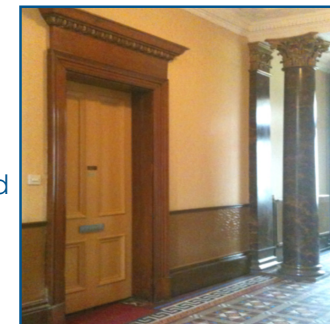


Garden at 140 Byres Road

Judging for this year's competition is due to take place in the first week in August to try & capture the gardens looking at their best in full bloom.

If you feel your or your neighbours common close or garden should be considered for this prize please do nominate to be entered into the competition.

For more info, contact Karen Hillhouse on 0141 428 3242



Close at 1 Athole Gardens

Blocked Drains - Remember the 3 "Ps"

Over the course of a year we respond to numerous calls for blocked drains. Sometimes returning to the same addresses.

Blocked drains cause flooding which affects you and your neighbours, attracts rodents, and results in high costs for both private owners and GWAH.

Most blockages are caused by either inappropriate items being put down the toilet, or fat, oil and grease being put down the sink.

Scottish Water advise that by sticking to the following tips we can all help to prevent this issue:

- Flushing things like wipes, nappies or cotton buds down the toilet will cause drains to block.
- It's easy in the bathroom just follow the **Three P's rule**, only flush pee, poo and toilet paper.
- Everything else should go in the bin

School Catchment Area: Consultation

Public meetings to discuss proposals to changed catchment areas are to take place for undernoted schools.

All meetings commence at 7pm.

Hillhead Primary School; Tue 26/08

Oakgrove Primary School; Wed 27/08

Anderston Primary School; Thurs 28/08

Hyndland Primary School; Tues 02/09

Garnetbank Primary School; Wed 03/09

Thornwood Primary School; Thurs 04/09

Relevant documents (including online submission) are available at www.glasgow.gov.uk/schoolconsultations

Closing date for submissions is **29/09/14** 'Part B' of the paper contains a proposal regarding the future provision of early years learning and childcare in the area. This does not form part of the statutory consultation.

Attention All Owners

You may have noticed the slightly revised format of the May invoices, which now also include details of the current balance on your account.

Please email us on factoring@glasgowwestha.co.uk to let us know whether you found this helpful or alternatively telephone Ali Dowlatshah on 0141 428 3241.

A member of staff will be contacting around 10% of owners during July/August for your feedback on how we could improve the invoices/services you receive. Your participation in this survey would be most appreciated and will help shape the service we provide in future.

New NHS 24 Number

The new telephone number, launched in April, means that people throughout Scotland can contact NHS 24 free of charge from a landline and mobile.

If you need help at night, or over the weekend and you can't wait until your GP surgery reopens, you can call NHS 24 free on 111.

If its an emergency dial 999



Heart Start Training

Would you know what to do in a life-threatening emergency? Learning Emergency Life Support (ELS) skills can help you keep someone alive until professional help arrives.

The British Heart Foundation can help you to learn these skills through the Heart start initiative. The Heart Start programme includes skills such as:

Assessing an unconscious patient

Serious bleeding

Helping someone that may be having a heart attack

Dealing with choking

Performing cardiopulmonary resuscitation (CPR)



Heart Start In The Community

Heart start community schemes are groups which provide training for the public. The initiative works in partnership with organisations such as local volunteer groups, the ambulance service and other organisations to establish local community schemes.

Many of these schemes run Heart start courses that are open to the public. Others teach specific groups like employees and heart patients. The course lasts for two hours and provides very practical 'hands-on' learning.

If you are interested in being involved in this initiative and would like to attend a training course, please contact us on 0141 331 6650 to note this. We are hoping to run this course locally.

Staff News

Anne Gould Award



Well done to all of this year's nominees.

A special mention for the deserved winner of our 2014 award – Daniel Wedge. Pictured here with Linda Reid, Chief Executive.



Final goodbyes were said to Neil McKenzie, who has now officially retired. To celebrate his retirement GWAH held a Healthy Working Lives Lunch in his honour.



Our best wishes go to Karen Hudson, Services Officer, who has recently left to take up a new challenge.

A warm welcome to Laura Clapperton, HR Administrator.

Satisfaction Survey

40% of tenants and 56% of owners participated in the independent survey, providing a high level of accuracy in the results. The survey was commissioned as we continue to develop our services following the GHA stock transfers, and provides a solid bench-mark for future performance monitoring. Thanks again to everyone who took the time to contribute.

OWNERS SURVEY—Satisfied or V Satisfied with:

| | |
|---------------------------------|-----|
| Factoring Services | 55% |
| Common Repairs | 63% |
| Management of Neighbourhood | 54% |
| Factoring Fee Value for Money | 44% |
| Stair cleaning services | 58% |
| Back-court maintenance services | 52% |
| Concierge services | 56% |

TENANT SURVEY—Satisfied or V Satisfied with:

| | |
|-----------------------------------|-----|
| Landlord services | 80% |
| Kept Informed | 84% |
| Opportunities for decision making | 80% |
| Standard of Home at DOE (NTs) | 68% |
| Quality of Home overall | 79% |
| Repairs and Maintenance Services | 68% |
| Rent Value for Money | 72% |
| Management of Neighbourhood | 73% |
| Stair cleaning services | 78% |
| Back-court maintenance services | 70% |
| Concierge services | 76% |

Analysis of the results is ongoing, with the following summary Action Plan, recommended to our Management Committee by our Consumer Panel. We will report to you on other aspects of the survey, and on progress against the Action Plan, at our ATC and through future editions of our newsletter.

Survey Action Plan

September 2014

- Publish key survey results
- Promote resident participation
- Review empty property re-let standard.

December 2014

- Stair-cleaning/ back-court service review
- Fuel/Energy advice/sign-posting
- Deliver ongoing satisfaction surveys

March 2015

- Rent Affordability

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 with the Financial Conduct Authority No. 1955 RS.
Registered as a Scottish Charity SCO1667. Registered as a Scottish Property Factor No. PF000328



Get Ready Glasgow



Glasgow invites you to join the party as Festival 2014 transforms Glasgow from 19th July—3rd August with an invigorating mix of entertainment & culture in city venues, parks & streets.

Kelvingrove Bandstand & BBC at the Quay will host events for people to come together for a shared Games experience watching both the Opening & Closing ceremonies along with some of the biggest sporting events on giant screens.

Queens Baton Relay

In the three days leading up to the Games (20th –22nd July) the Baton Relay will travel to every part of Glasgow. Details of the route will be announced soon. For all information on the games please visit

www.glasgow2014.com

Disruption to Service during Commonwealth Games

Prior to and during the period 23rd July to 3rd August a number of streets near Kelvingrove Bowling Green and Kelvingrove Park will be completely closed for the duration of the games. For full details please go to GCC website and click on the link to Glasgow 2014 (in the options at the top of the screen) or follow the link below:

www.glasgow.gov.uk/index.aspx?articleid=11709

Impact on GWha Residents

Our contractors are committed to delivering services as usual however disruption to access may mean that your close cleaning or garden maintenance may be delayed. Your patience during this time is appreciated.

Bulk Uplift

We have been informed By Glasgow City Council that household waste and bulk uplift will also be affected during this period.

For more information on this please contact GCC directly on 287 2000.



Tear Off Slip

Annual Report on the Charter (ARC)

- | | | |
|---|-------------------------------------|--------------------------------------|
| 1. Were you aware that we are now required to issue an ARC? | YES/NO | |
| 2. Did you find the ARC informative? | YES/NO | |
| 3. Was the information easy to read and understand? | YES/NO | |
| 4. Did you like the layout of the ARC? | YES/NO | |
| 5. Overall, how would you rate our ARC in terms of the amount of performance information it contains? | | |
| Too Much <input type="checkbox"/> | Not Enough <input type="checkbox"/> | About Right <input type="checkbox"/> |

Any other comments/suggestions?

NAME: _____

ADDRESS: _____

