



NEWSletter

GLASGOW WEST HOUSING ASSOCIATION

ANNUAL TENANTS CONFERENCE (ATC) EVALUATION



Thanks to the 56 participants who attended our very successful 13th ATC, which was held for the first time in the Wellington Church in Hillhead. There was lively debate and participation on the Day, with tenants influencing important service decisions including rent levels and future priorities. There was support for our Participation Plans and for the restructuring of rents, with

lots of positive feedback on the value and importance of the ATC to you, our customers.

We look forward to seeing you all again next year and we hope you will encourage your neighbours to attend. Thank you for completing the Evaluation Forms which help to inform arrangements for future Events.

My priorities have already been met, thank you, for which I am grateful (Hyndland)

Please don't cut the welfare benefits service (Burnbank)

Keep up the Good Work!
(Keith Court)

Overall the Association do an amazing job and provide a great service (Hillhead)

AGM REMINDER/MEMBERSHIP



**29 June 2013 at 11am
Wellington Church**

Please let us know by Thursday, 27/06/13 if you require transport or the crèche facility.

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

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.

ANNUAL REPORT REQUEST

Following consultation, it was agreed that our Annual Report would be delivered only to those residents who request a copy. Please let us know by email: admin@glasgowwestha.co.uk; Telephone: 0141 331 6650 or via Facebook if you wish to receive the 2013 Annual Report. Copies will also be available from the beginning of July from our office, the concierge stations and online at www.gwha.org.uk

OFFICE CLOSURE DATES

Friday 29th March - Monday 1st April
Monday 6th May
Friday 24th May - Monday 27th May
Friday 12th July - Monday 15th July

BULK UPLIFT

Due to a change of working practices at Glasgow City Council's Land and Environmental Services, all tenants should contact their call centre directly on 0141 287 9700 to report an itemised list of any bulk items they require to be removed from their backcourt. We are working with GCC to improve the current service. GWHA will continue to carry out inspections of all common areas to ensure they are being kept in a good condition.

RENT/SERVICE CHARGE INFORMATION

Rent Policy

Our Management Committee (MC) Meeting on 29/01/13 considered all the feedback you provided through the ATC, the Newsletter, emails and facebook and you will by now have received information on the amount you are due to pay from 28/03/13. Our rents and service charges have now been restructured in line with the proposals presented to the ATC and reflect the comments we have received over the years about streamlining the rent process to increase efficiency and consistency between properties. Please contact the Tenancy Management Team on 0141 331 6650 for further information or to comment on the revised layout of your recent rent increase letter.

Rent Affordability Survey

Jean Fernand will be contacting households again this year (over July and August) and your co-operation in returning the survey form is most appreciated. With the phased introduction of Universal Credit from October, this could be our last affordability assessment in the current format. We are working with the Scottish Federation of Housing Associations to ensure a new measure for assessing affordability is developed this year, and we will keep you informed of progress in this area.

Annual Rent Review: Former GHA Transfer Tenants

If you transferred to GWHA from GHA (in 2009 Hyndland and 2011 Argyle), your rent will be set in line with the commitments made to you at transfer. As this is different from the annual rent review process for other Glasgow West tenants, it has caused some confusion, with transferring tenants requesting that we consult with a view to introducing consistency between the two systems. There are a number of issues that GWHA would need to explore prior to introducing a change of this nature and the views of tenants are a crucial part of this. If this applies to you, we will be in contact with you over the next 6 months to hear your views on a possible change to your annual rent review process.

ATTENTION ALL OWNERS

During 2013/14, and for the foreseeable future thereafter, our attention will be on repairing and renewing the major components of some buildings, including roofs, gutters and chimneys, communal windows, door entry systems and lifts. Your contribution to these works may be substantial in some instances and we are therefore encouraging you to start saving now for this investment. We will be contacting you shortly if there are works planned within your property over 2013/14 and, in the meantime, please contact Caroline Mills on 0141 331 6673 if you would like to start saving with GWHA, for the future investment in your property.

TRANSFER TO GWEN

The transfer of factoring services to GWEN is progressing as planned. If you have not yet voted on this transfer, please return the Mandate to the office by 04/04/13 at the latest.

CYCLICAL AND INVESTMENT PROGRAMME

The annual cyclical inspection and maintenance of roof access anchor points was successfully completed in January. The Major Works programme; including the renewal of Kitchens, Bathrooms, Windows, Doors, Heating, Wiring and lifts will commence this year as planned. If works are scheduled to take place within your home, we will be in contact with you within the next month or so. If you have any questions in the meantime, please contact our Asset Management Team on 0141 428 3249

GOOD CLOSE/GARDEN COMPETITION 2012

Close:

56 Blythswood Court | 1st floor.



Garden:

79 Keith Court.



The hard work of all those short listed is much appreciated!!

DISTRIBUTION OF FESTIVE GIFTS

During the festive period it has become tradition for us to present a small gift to our residents who are elderly, vulnerable and/or live alone. This year was no different with Staff personally delivering 366 gifts. If you, or someone you know missed out on a gift this year, please give the tenancy sustainment team a call on 0141 331 6651 to ensure you're on Santa's list for next Christmas. The funding for these gifts comes from our GWHA Community Fund.

G3 GROWERS

The Back Garden - 19 Brechin Street



Do you want to grow vegetables? Don't have a garden or an allotment? If you live or work in the G3 area, come along to the Back Garden and become a member of G3 Growers. **(Mon 1.30-3pm, Tue, Wed and Fri 10am-noon. Evening slots later in the year.)** We grow a

wide variety of vegetables and fruit and the produce is shared by participating members. And the bonus for surrounding residents;

"Turning what was previously a muddy eyesore into the lovely green garden that we have today was a brilliant idea. Looking out of my back windows now never fails to cheer me up."

REPAIR RESPONSE CATEGORIES AND TARGETS

Over the course of 2013/14, we will be testing some changes to the way we categorise and respond to repairs, moving away from our current Emergency, Urgent and Routine categories to a structure that is more straightforward and in line with the Scottish Social Housing Charter. Within this revised structure, we will continue to ensure we meet our landlord obligations, and our focus will be on ensuring all repairs are completed Right First Time with minimal disruption and inconvenience to you. These changes are being introduced following consultation with our Consumer Panel and Management Committee and we will be closely monitoring whether your experience of the repairs service is improved as a result of the changes. Please contact our Asset Management Team on 0141 331 6652 for further information, or to comment on your experience of the service.

RESPONSE REPAIRS SERVICE PILOT 01/04/13

EMERGENCY: <6 hrs

Where there is a risk to health, safety or security, or where a delay may result in significant damage to property

Faulty intercom system
Low pressure/loss of c/h or h/w
Heavy leak/water ingress
Removing racist/offensive graffiti
Broken glass repairs
Lift break-downs
Loss of electricity/power

NON-EMERGENCY: <15 working days

All repairs that do not fall within the EMERGENCY definition

Renewing bath/sink/kitchen seals
Dripping overflows in common areas
Removing graffiti/vandalism
Repairing kitchen units/doors
poor TV reception
Repairs to fences/railings/gates
Partial loss of water/electricity

WELFARE BENEFITS UPDATE/NEWS

Changes to Disability Benefits

As you may know Disability Living Allowance (DLA) for adults will be replaced in June 2013 by a new scheme of Personal Independence Payments (PIP). This will affect new claimants from June, existing DLA claimants migrating onto PIP's over the next two years. Please contact us 0141 331 6665 if your DLA is due to end before June or you have received a renewal pack.

Bedroom Tax

Housing Benefit deductions in relation to under occupation (bedroom tax) began as at the 1st April 2013. If you have not made arrangements to cover this shortfall in your rent payments you must contact us on 0141 331 6665. Discretionary payments of housing benefit may be able to assist you, but these will not be backdated so if you have still to make a claim for this assistance you need to do it NOW!

WELFARE BENEFIT SURGERYS

Hyndland	Third Thurs in the month	10:00 - 12:00	18/4/13 • 16/5/13 20/6/13
Avalon	First Thurs in the month	9:00 - 12:00	4/4/13 • 2/5/13 6/6/13
Keith Court	First Fri in the month	10:00 - 12:00	5/4/13 • 3/5/13 7/6/13
Blythswood	Last Thurs in the month	14:00 - 16:00	25/4/13 • 30/5/13 27/6/13
St Vincent Terrace	Last Tues in the month	14:00 - 16:00	30/4/13 • 28/5/13 25/6/13

RENT REWARD SCHEME DRAWS



Congratulations and a big thank-you to the 62 GWA Tenants who received their annual reward of £52 for completion of 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. 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.

Congratulations also go to Evelyn McDonald who won 1st prize (£100) in the Christmas draw & to Kathleen Creelman who was the runner up and received a £30 prize.

CHILDREN'S FESTIVE COMPETITION RESULTS



Congratulations to Catherine Raduzky and Zayaan Rasool for their winning entries and a big thank you to all the children (and parents) for the time and effort put into 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.



CASH FOR KIDS



A total of 40 children benefited from £1,000 from Cash for Kids

which was distributed just prior to Christmas. Radio Clyde's Cash For Kids provides a treat for children of families who are on a low income.

TENANT PARTICIPATION

Participation Plans 2013/14

The Plans for 2013/14 have now been formally approved by our Management Committee, committing us to the priorities, activities and services highlighted in our Festive Newsletter and as supported by you at the ATC. A copy of the Plan is available from the office.

Tenancy Scrutiny

As part of our efforts towards continually improving our services, we are exploring the potential for tenants to become involved in inspecting and auditing the services we provide. This may include, for example, accompanying our staff on estate inspections or home visits and/or talking to tenants and other customers about their experiences of GWA. If you are interested in attending a meeting over the next few months to learn more about the role of Tenant Inspectors, please register an interest with Carly on 0141 331 6650 or email reception@glasgowwestha.co.uk.

SCOTTISH SOCIAL HOUSING CHARTER (SSHC)

At the Consumer Panel Meeting on 18/02/13, Members discussed important aspects of the SSHC, supporting GWA's proposals to pilot a change in our repair response categories/targets; and a greater emphasis on getting repairs right first time. Members were comfortable with current arrangements for reporting on costs and expenditure, concluding that there was limited value from additional reporting in these areas.

If you would like further information on the Charter, or if you are interested in joining our Consumer Panel, please contact Elaine Travers at the office. The Charter is available to view and download at <http://housingcharter.scotland.gov.uk>

SAFETY FIRST: WINDOW CATCHES

The recent tragic death 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.



Scottish Housing
Regulator

Help us to improve social landlords' services...

Who we are

The Scottish Housing Regulator's role is to protect the interests of tenants, homeless people and others who use the housing services of councils, housing associations, co-ops and other social landlords.

The National Panel: what it's for and why it's important

We're setting up a National Panel as one important way for us to hear what people think. We want to understand your priorities, experiences and views of the services you receive, and we will use your feedback to help make sure we're focusing on the important things.

Who can join

You can join the Panel if you are a tenant of a social landlord, are homeless, a home owner who receives factoring or common repairs services from a social landlord, or a Gypsy/Traveller who uses a council or housing association site.

What's involved

As a Panel member we will send you occasional surveys asking for your views - no more than 2 or 3 a year. Surveys will be quick and easy to complete. We may also ask you to give us feedback in other ways.

Every new member will be entered into a draw to win one of 6 x £50 prizes.

To join or find out more...

Sign up online at bit.ly/nat-panel

Scan the code with a smartphone

Call Craigforth (who manage the Panel) on 0800 027 2245



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EMAIL: admin@glasgowwestha.co.uk WEBSITE: www.gwha.org.uk

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