

Vev Spring 2023

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GWHA 45th AGM – Save the Date!

This year's Annual General Meeting will be held on Wednesday 21 June at 6.30pm.

JUNE 2023								
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Invitations will be sent to shareholding members at the beginning of June and will confirm all of the event details, including the venue and arrangements for joining online if you are unable to attend in person.

If you would like to find out more about membership, please call Carol Nicol on **0141 331 6650** or email **admin@glasgowwestha.co.uk**.

Our Response Repairs Service has changed, see article on page 2...

Office Closure

Our offices at 5 Royal Crescent will be closed during these upcoming Public Holidays.

Friday 7th & Monday 10th April

Monday 1st & Monday 8th May

Friday 26th & Monday 29th May

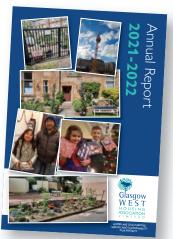
In the event of an emergency during office closure please refer to the office answer phone message or visit our website: www.gwha.org.uk. Our concierge teams will be available 7am – 7pm for BWC and SVT residents.



Annual Report

Our Annual Report 2022/23 will be available at our AGM.

Copies will also be available from late June from our office, your concierge station, or to view online at www.gwha.org.uk



Children's Easter Colouring Competition Children's Easter Colouring Competition Now Open! Entries due in by 05/04/23. See our website or contact our Reception for details.

Reporting Repairs

Please refer to the newsletter insert for information on our response

repairs service.

During our office opening hours, repairs should be reported in the following ways:

- please call us on 0141 331 6652
- or email rservice@glasgowwestha.co.uk
- visit our office or write to us at 5 Royal Crescent.

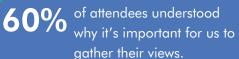
For out of hours emergency repairs, please refer to our office answerphone 0141 331 6650 or our website www.gwha.org.uk.

Annual Tenant Conference 2023

Thank you to all who attended our Annual Tenant Conference (ATC). It was great to see so many of you, both online and in person.

We were delighted to share with you all feedback from our Future Services Survey and our priorities for the coming year. We also gathered valuable feedback about our services and tenants shared their views on the proposed rent increase.





90% of attendees agreed with our vision and plans.





60% of attendees had positive feedback about the subjects



Rent Review

The annual rent review is always tough for our Management Committee Members, and with many challenges ahead for our tenants and for our services, the decision this year was particularly difficult.

At the Meeting on 24/01/23 our Management Committee considered in detail the feedback from the consultation, and offered thanks to all tenants who had taken the time to participate in the discussions at the Annual Tenants Conference, and/or to provide feedback through the survey or consultation leaflet.

Following much deliberation, a pared back increase of 3.75% was agreed, effective from 28/03/23. Suspension of the ongoing Rent Restructuring programme was also agreed to help further mitigate the impact for tenants this year.

Further detailed information was contained in the Information Note accompanying your rent review letter.

If you have any questions about how your rent is set, or if you have any concerns about paying your rent, please contact us as soon as possible for assistance on 0141 331 6650 or email

admin@glasgowwestha.co.uk.

Service Charges

Services charges reflect the actual cost of the service, and include items such as stair/window cleaning and garden/back-court maintenance. Last year we advised of multiple external factors impacting the cost of services (increases in fuel, material and labour costs, as well as national insurance contributions); with our contractors also forewarning of further increases to come. These external factors have, in some instances, significantly increased the amount payable in service charges for 2023/24, and paring back the rent increase for 2023/24 was in part intended to help offset the overall impact of this for tenants.

Save with Rent

The scheme operates in partnership with Glasgow Credit Union (GCU) to give you an opportunity to save a small amount of money each month in addition to your rent. We will top up your savings by up to £30 per year based on the amount you saved. Being a member of the scheme also gives you the freedom to access all GCU exclusive services.

Find out more through our Tenancy Services Team on **0141 331 6650** or **admin@glasgowwestha.co.uk**.

Rent Reward Scheme

Annual Bonus

An amazing £13,027 was issued to all eligible



members in December 2022!

In addition to the annual bonus, there is automatic entry into the quarterly prize draws. Joining the scheme entitles you to a £25 cash back on your Home Contents Insurance (subject to proof of your policy) which is credited to your rent account, and also a £10 joining bonus!

March Prize Draw

Congratulations to Kevin Kidd who won the first prize of £100. Congratulations to our runner-up Ada Pantoja-Villar who won £30. Well done to both!

2023 Quarterly draws

The remainder of this year's quarterly draws will take place in June (AGM draw), September and December 2023.

Contact

If you are interested in joining the Rent Reward Scheme, or would like more information, contact Kofi Ewe on **0141 331 6650** or email **kewe@glasgowwestha.co.uk**.



Welfare Rights

We continue to be able to offer you assistance, both in the Royal Crescent Office or through pre-arranged home visits.

 Make referrals for prepayment fuel assistance through our partnership with the Fuel Bank Foundation



- Make referrals for food parcels to the Pyramid
 Food Pantry, and these can be delivered to your
 home with prior agreement
- Offer support through the National Lottery cost of living food fund which is determined by your household size
- Offer or identify emergency support
- Help you to apply for other benefits, or to external funds including the Scottish Welfare Fund.

Please get in touch on **0141 331 6650** or at **admin@glasgowwestha.co.uk**

Consumer Panel – Welfare Rights Surgeries

Thanks to those who participated in our Spring consumer panel, reviewing our Welfare Rights Surgeries. We are assessing your feedback, and will provide an update in the next newsletter.

If you are interested in joining the list of tenants who, by participating in these activities, help shape our future services, please contact Nicola Carrigan, Tenancy Services Manager on 0141 331 6650. We aim to hold 3 consumer panels per year, and they take less than 20 minutes to participate The surveys can be done in person, by email link, or by telephone.

GWHA Joint Tenancy

A GWHA Joint Tenancy is where legal responsibility for a tenancy is shared by two people. Each has equal rights and liabilities for the tenancy.

To apply for a Joint Tenancy

- You (the tenant) must have lived at the property for a minimum of 12 months.
- The person you wish to be Joint Tenant must have lived at the property for 12 months before the date of application.
 In addition GWHA must be aware of their residence in the property with the 12 month qualifying period commencing only from the date GWHA was notified in writing.
- There will be a maximum of two Joint Tenants to a tenancy agreement at any one time.

We will assess each request and only refuse a joint tenancy where we have reasonable grounds to do so.

There are advantages and disadvantages with Joint Tenancies and we strongly recommend that you speak with us, or that you obtain independent advice before considering a Joint Tenancy. For an application form or to discuss further, please contact a member of the Tenancy Services Team on **0141 331 6650** or at **admin@glasgowwestha.co.uk**.

Good Close and Garden Competition 2023

Nominations due by 4pm on Friday 14th July 2023

The Good Close and Garden Competition is our way of recognising neighbours who work together to enhance their local surroundings.

If you are particularly proud of the efforts made by your neighbours, or if you know of a neighbours' shared space that deserves recognition then please let us know. Nominations are encouraged in the following categories:

- Best Newcomer
- Best Garden Communal

Best Close

Best Garden - Main Door property

Here are some of our 2022 winners as some inspiration!









Garden Grants

Our Garden Grants help with your project to brighten up your back court! With a small grant of £25 we would like to help you get started by purchasing plants, pots and tools for improving your communal outdoor area.

To nominate a garden or close for the award, or to apply for a Garden Grant, contact us:

- email estates@glasgowwestha.co.uk
- telephone Karen on 0141 428 3245
- complete the form on the Good Garden and Close/Garden Grants sections of our website, www.gwha.org.uk

Safety Works

St Vincent Terrace: Glazing

We are pleased to confirm the appointment of CCG to carry out the replacement of the glass in the link corridors. These essential works are scheduled for 2023/24 and will allow for the removal of the existing scaffolding. Due to the scale of the works, some disruption to circulation routes is expected and further guidance will be issued in due course.



Smoke Alarms and Electrical Safety

The smoke detector installations and electrical safety checks have recently been completed across our stock and we are now arranging access to the properties which require followup works. These works are a legislative requirement to enhance safety and we will take action if necessary to ensure access to your property for these essential works.

We have become aware of a very small number of instances where a smoke alarm has detached from the ceiling. If this has happened in your home please let us know as soon as possible and we will arrange for it to be refitted.

Thank you to all those that provided access helping make our neighbourhoods safe.

Common Works

Cyclical Decoration: Trident Maintenance Services have been appointed to carry out the Cyclical Decoration of internal common closes. Phase 1 is scheduled to begin in Spring 2023 and will run for the remainder of the year. If your address is scheduled for these works we will be in contact with you shortly to provide further information.

External Stonework Repairs: Our design team have now surveyed the stonework at Byres Road. and we expect to appoint a contractor to start the repairs Summer 2023. Scaffolding will be erected along the Byres Road elevation for the duration and we will be in contact with residents in the coming weeks to provide more information on what to expect.

In Your Home

Windows Renewal Programme: CCG

have been appointed to deliver phase 3 of the Programme which includes 52 properties and will help reduce heat loss and lower energy bills. The windows have now been measured and the first batch are currently being manufactured with installation visits planned for Summer 2023. If you have any issues with



arranging access please let the contractor know and they will do their best to make suitable arrangements.

Kitchen/Bathroom: We are on track to appoint a contractor to deliver the initial phase of our Modernisation Programme, with an accelerated programme for upgrades beginning in Summer 2023. If your home is

scheduled for these works we will notify you in advance and our contractor will contact you directly to arrange access for the required surveys.



Good News!

We are delighted to announce that we were successful in our bid to the National Lottery Community Fund Scotland, and were awarded £20,000 to offer food and emergency support to our tenants!

COMMUNITY FUND Our cost of living food support fund is available, so please contact a member of the Tenancy Services Team on 0141 331 6650 or by admin@glasgowwestha.co.uk and we will discuss this matter in confidence with you. This fund is not restricted to those in receipt of benefits, and households who are in employment will be equally supported.

Thanks to the generosity of our Management Committee, we also have a limited emergency budget to support our tenants, so please contact the Tenancy Services Team for more information.

Asbestos Awareness

Asbestos has been used in the construction and modernisation of housing for many years in Glasgow. It is important to make all residents aware that although it may sound alarming to know that asbestos is present within your home, it is largely safe if left untouched.

Glasgow West have a management plan in place to ensure that no works are completed to areas where asbestos is known to be present where practical. If it must be removed or disturbed, it will be completed in full accordance with all health and safety regulations to ensure your safety.

If you are in a property where asbestos is present, we will always let you know about its presence and location for your own safety and

awareness. If you wish to carry out any alteration works to your property, let us know in advance and we will provide advice as required. If there is asbestos in your home and you are concerned that it may be damaged or disturbed, please contact us immediately.



Reducing lipping

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Help us reduce fly tipping in your area. We are proud to be working in partnership with **Total Homes Cooperative to** improve our neighbourhoods. Use this door collection service to dispose of your unwanted

If you have any household bulk please contact Total Homes on 0141

bulky items.



556 7085 or by emailing info@totalhomes.com.

There is no charge to be paid when you phone to arrange an uplift.

Staff News

Warm welcome to new staff who have recently joined our Staff Team.

We also say goodbye to Ross McInally, Corporate Officer IT who recently left GWHA. We wish him all the very best in his future career.



Raymond Mora Corporate Administrator (IT)



Brian McLean Technical Officer





Neil Pyott

Gavan Innes Services Administrator

Staff Conference

Our annual staff conference was held on Tuesday 14th March.

We hosted various guest speakers and held training for staff to support team planning for 2023/24.

We also awarded our Anne Gould Award for 2023. This award celebrates staff who go above and beyond to support tenants and carry out their job.

Congratulations to:

- Michael Smith for Enhanced Services
- Carol Nicol for Optimum Performance
- Technical and GWen Teams for Robust Governance







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@glasgowwest4 facebook.com/glasgowwestha
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.

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