

GWHA's 47th AGM

Save the date!

This year's Annual General Meeting will be held on Wednesday 25 June at 6.30pm.

Invitations will be sent to shareholding members at the beginning of June and will confirm all 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.



Office Closure

Our offices at 5 Royal Crescent will be closed during the following 2025 public holidays:

- Friday 18 April & Monday 21 April
- Monday 5 May
- Friday 23 May & Monday 26 May
- Friday 18 July & Monday 21 July
- Friday 26 September & Monday 29 September

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 Blythswood Court (BWC) and St Vincent Terrace (SVT) concierge teams will be available from 7am – 7pm. Our Hyndland concierge team is available to residents from 7am-3.30pm from Monday to Friday.

Effective 7th April, Prime Security Services will be on site at Blythswood Court from 7pm to 7am, 7 days per week. Whilst on shift the Operatives will complete regular safety patrols and monitor CCTV cameras.

Should you require any further information please contact our estates team on estates@glasgowwestha.co.uk.



Annual Report

Our Annual Report 2024/25 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

Committee Training Forum

The CTF provides an opportunity for you to find out a bit more about becoming a member of our Management Committee and/or to hear more about our governance and service delivery. The CTF is delivered by our Executive Team staff and will take place this year over 3-4 evening sessions during April-June. You may attend online or at our main office. Please let Carol know if you would like to register an interest in participating in the CTF – call **0141 331 6664** or email cnicol@glasgowwestha.co.uk

Consumer Panels

Thank you to those who took part in our Consumer Panels over the last year. Topics included our Estates Services and Corporate Publications. New tenants at the Dover Street development also provided feedback on the full allocations process from the pre offer visit, being offered the property, moving in and their satisfaction with the quality and finish of their new home. If you would like to take part in future Consumer Panels, and help to shape the future of our services, please contact us on **0141 331 6650** or email admin@glasgowwestha.co.uk to be added to our 'interested parties' list, or to find out more information.

Annual Tenant Conference

Feedback

Thank you to all who attended our Annual Tenant Conference (ATC), both online and in person.

We were pleased to present a more streamlined event, in line with previous years feedback, and share with you exciting updates on our Community Engagement Event Action Plan.

We also gathered important feedback about our services, and attendees shared their views on the rent review.

We will take account of your feedback regarding the event in next year's preparations:

- Lots of space, very accessible.
- Sound in the room was good no issues with hearing questions from the floor.
- Well organised.
- Could have been warmer. Room quite cold.
- Limited response to evaluation forms.
- Not a lot of separate space in hall for surgery desks and digital demo.



Blythwood Court Surgeries

2024 saw the relaunch of our drop-in surgeries at Blythwood Court. Staff from both our Tenancy and Estates teams are available between 10am – 12pm on the last Friday of each month (excluding bank holidays). We will continue to monitor the uptake for the surgery over the next few months before making a final decision about permanently reinstating the surgeries. For more information, please contact a member of our Tenancy team on **0141 331 6650**.



Safer Homes Event

Thank you to all who attended our safer homes event at the Pyramid on the 4th of December.

We would like to thank Strathclyde Police, Scottish Fire and Rescue, Hope4you and The Bell Group for all their hard work and excellent advice on making our homes safer. We hope to encourage more tenants to attend future events.



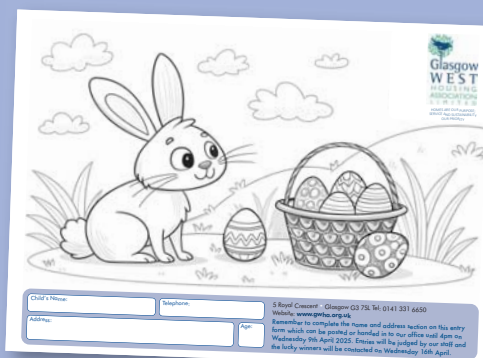
Children's Easter Colouring Competition

We are pleased to announce our annual Easter Colouring Competition is taking place again this year. Please contact us on **0141 331 6650** or email admin@glasgowwestha.co.uk if you wish for additional copies.

Please submit your entries by Tuesday 22 April 2025.

Winners will be contacted on Friday 25 April.

Check out our social media and website to discover our talented winners at the end of April!



Window Safety

Window catches must be fully operational to comply with Building Standards, Child Safety, Fire Safety and Security. Window checks are undertaken in our void (empty) properties and during our stock condition surveys.

Please check the window catches in your home regularly, and, if you find them to be broken, not functioning correctly or have any other concerns please contact us on **0141 331 6650** and we will investigate as a matter of urgency.



@glasgowwest4



@GlasgowWestHA

Rent and Service Charge Review 2025/26

The annual review is always challenging for our Management Committee Members (MCMs), and this year was no exception, with our MC fully aware of the challenges faced by tenants and by GWHHA in terms of continued increased operating costs.

At the meeting on 21/01/2025, MCMs considered the consultation feedback, and offered thanks to all tenants who had taken the time to respond.

Following consideration of all feedback, a rent increase of 4.9% was agreed, effective from 28/03/25

Suspension of the ongoing Rent Restructuring programme, and ongoing tenancy sustainment measures were also agreed to help further mitigate the impact for tenants this year.



Service charges are reconciled annually to reflect the actual costs incurred in the preceding year against the income collected, and the cost projections for the forthcoming year. Any surplus or deficit accrued in a given year is offset against the following years' service charges, ensuring that tenants only pay what the service costs to provide and deliver. For 2025/26 Service Charges have been increased by 20%, they have been adjusted based on rising costs (e.g. insurance, fuel, materials, supply chain challenges and global conflict) and procurement updates.

The retendering of the Environmental Services and Close Cleaning contracts is now complete, and further information is included in the below article.

More detailed information was provided in the Rent and Service Charge Review included with 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.

Our welfare rights service is also available, contact us directly by emailing welfarerights@glasgowwestha.co.uk.

Have your say on Smart Technology!

Glasgow City Region is exploring how smart devices and sensors could improve services for social housing tenants. To hear your views, they've created a short survey to understand how these technologies could benefit you.

All completed surveys will be entered into a draw for £100 shopping vouchers (Spring 2025).

Scan the QR code to take part!



Grounds Maintenance & Communal Close & Window Cleaning Services Update

Following the conclusion of our procurement process and contract award in April we are pleased to confirm the

appointment of Ramora Facilities Support Ltd to manage our grounds maintenance, communal close and window cleaning services. Over the coming weeks our Estates Team and Ramora Facilities Support Ltd will be visiting all areas to develop a mobilisation and implementation of the new contract, if you see us in your back court or communal close, please come and speak to us/ Ramora Operations Team.



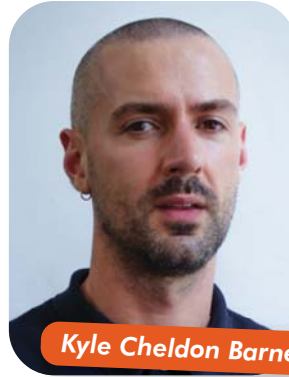
Anne Gould Award

Our staff conference on 11 March 2025 featured training to help teams plan for the year.

We also awarded the Anne Gould Award for 24/25, recognising outstanding customer service. Congratulations to Elaine Giles, Edward Mundy, Kyle Cheldon Barnett, David Williams, and Aubin Mweze, winners of the individual award, and to the Welfare Rights Team, Trina Sharp and Scott Burke, winners of the Team Award. Thanks to all who nominated candidates!



Elaine Giles



Kyle Cheldon Barnett



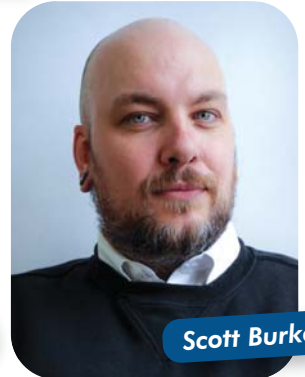
Trina Sharp



David Williams



Aubin Mweze



Scott Burke

Staff News

We welcome Lauren Hall, Services Assistant (Repairs), Lora Allbritton, Services Administrator and Rivana Mazerska, Finance Manager to the GWha team.

Congratulations to Megan Blair, Quality Assurance Manager and Fiona Colvin, Factoring Assistant on their new roles.



Lora Allbritton



Rivana Mazerska



Megan Blair



Fiona Colvin

Regulatory Engagement for 2025/26

The Scottish Housing Regulator (SHR) has recently published its annual engagement plans for registered social landlords. GWha's Engagement Plan, and our other regulatory information is available on our website:

<https://gwha.org.uk/housing/?id=668>

<https://www.housingregulator.gov.scot/landlord-performance/landlords/glasgow-west-housing-association-ltd/>



Scottish Housing
Regulator

Good Close and Garden Competition 2025

Do you know of a close or garden that deserves recognition? The Good Close & Garden Competition is a way to celebrate neighbours who come together to better their shared spaces and enhance their local environment.

If you have noticed outstanding efforts in your community or feel a particular close or garden deserves recognition, we would love to hear from you! Nominations are open in the following categories:

- **Best Newcomer (First time nomination)**
- **Best Close**
- **Best Garden – Main Door Property**
- **Most Improved**
- **Best Garden**

Submit your nomination by 4pm on Friday, 30th June 2025, and help us celebrate the hard work and dedication that make our neighbourhoods special. As we move into summer your gardens will start to blossom, keep your eye out! Some photos of the 2024 winners for inspiration



Good Garden 2024
26 Burnbank Gardens



Best Newcomer 2024
44 Highburgh Road



Best Close 2024
85 White Street

Garden Grant

We are committed to helping residents create and maintain vibrant green spaces. Our Garden Grant Scheme provides funds to assist tenants in improving their gardens, communal areas, and outdoor spaces.

If you are planning to start a new project, refresh an existing garden, or introduce more greenery to your surroundings, this grant will help cover the cost of essential materials and plants. Feel free to reach out to our office at **0141 331 6650** or email estates@glasgowwestha.co.uk if you're interested, and a member of our estates team will be glad to assist you.



The Jim Michael Community Award

The Jim Michael Award was introduced in 2008 to recognise the commitment of the exceptional people who make a difference to the lives of those living in the community: the people who make the community what it is.



Jim Michael

Is there someone you know who helps in the community?



2024 Winner, Suzanne Young, presented with Certificate and cheque at the GWA AGM, June 2024.

They may volunteer in the running of a local club or help a neighbour with shopping or take them to medical appointments. It may be somebody who spends a lot of time keeping the close or back court area tidy and nice, or perhaps just someone who lends a good listening ear.

If so, please take the time to nominate them for the Jim Michael Community Award.

Further details and an application form are available on our website, or please contact Carol Nicol on **0141 331 6650** or email admin@glasgowwestha.co.uk.



Considering a Joint Tenancy?

Did you know that if you have a Scottish Secure Tenancy (SST) you have the option of a joint tenancy?

This allows more than one person to share equal rights and responsibilities within a tenancy agreement, providing greater flexibility and security for households.

If you are thinking about adding a joint tenant, certain conditions apply – such as a minimum 12-month residency requirement – and all requests must be submitted in writing.

For more information on the application process, and to ensure you fully understand the benefits and liabilities please refer to our Joint Tenancy Policy on our website or contact us on **0141 331 6650** to discuss with a member of the tenancy team.



Learn to Grow 2025

Get ready for our well-loved annual 'Learn to Grow' event! If you are interested in expanding your skills, connecting with like-minded individuals, or exploring new avenues of gardening, we would like to meet you!

Get in touch with our Estates Team for information about our Garden Grant, Learn to Grow, and Good Close & Garden Competition please call our Estates Team on **0141 331 6650** or via email at estates@glasgowwestha.co.uk.

Welfare Rights *Update*

Here to Help!

Over the last year, Scott and Trina have supported over 257 tenants through our welfare rights service, successfully recovering over £1.25 million in unclaimed benefits and supporting 29 tenants who have migrated from legacy benefits to Universal Credit.

We have also been able to support 92 tenants through fuel vouchers.

To access our support, please reach out to our Welfare Rights Officers using the details below.



Scott (available Monday, Tuesday, Thursday & Friday)

Trina (available Wed, Thursday & Friday)

Call **0141 331 6650** • Email welfarerights@glasgowwestha.co.uk



Pyramid

GWAH works closely with The Pyramid at Anderston and are able to refer any GWAH household for emergency food parcels available for collection on Thursdays from 6–7:30 PM and Fridays from 2–4pm, as well as for weekly food pantry access with a £3 annual membership and a fixed price of £3 for 10 items. The Pyramid is located at 759 Argyle Street, Glasgow G3 8DS.

Aberlour's Urgent Assistance Fund

If you or someone you know is facing financial difficulties, Aberlour provides support, usually through cash grants, to help with essential needs such as food, clothing, utilities, and bedding. The Aberlour Urgent Assistance fund provides immediate relief for families with children (under 21) who are suffering extreme hardship. To access this support please contact our Welfare Rights Officer, Scott, who will sponsor your application.



Glasgow Care Foundation

For tenants who have lived in Glasgow for 5 years or more, we now have access to apply for furniture and flooring through the Glasgow Care Foundation. This is an alternative for tenants who have been refused help with the Scottish Welfare Fund. Please contact Scott or Trina for a referral.

Fuel Bank Foundation Updates

We are still able to apply for energy vouchers for tenants, subject to availability and eligibility. These vouchers have been upgraded to reflect approx. 13-days' worth of energy. One voucher is issued in two parts (£49 and £47 respectively), and these amounts will change monthly, this is still in line with providing 13-days of energy.



You said, we did...

'You Said, We Did' reflects the impact your comments and complaints have on the future service we provide.

Below are some of the changes we made recently to reflect your feedback.

The joiner did not attend to complete door repair as scheduled.



We reported this to our contractor, reaffirming service expectations and that tenants should be kept informed if any repairs need to be rescheduled.



A letter was sent to you regarding AGS in error. You had a new boiler fitted, therefore AGS was not needed at that time.



We apologised for our mistake and amended our procedure to ensure that all boiler replacement information is recorded.



You were disappointed when you spoke to multiple staff regarding the same enquiry.



We apologised for the inconvenience and agreed that, going forward, a named point of contact would be put in place.



Important Update: Upgrade Your Electricity Meter



We are reaching out to you about an important change that may affect your electricity supply. If you have a Radio Teleswitch Service (RTS) electricity meter, your energy supplier will be contacting you to arrange a free meter upgrade.

The RTS signal will be switched off on 30 June 2025, and it is essential that you book your installation as soon as your supplier gets in touch. All customers should have received a notification from their supplier by the end of 2024.

Why is this important?

If your meter is not upgraded, your heating and hot water may stop working correctly or operate at the wrong times, leading to higher bills.

The meter replacement is completely free – you will not be asked to make any payments or provide bank details.

If you have not heard from your supplier or are unsure who your energy provider is, check on the below websites:

www.findmysupplier.energy for gas or www.energynetworks.org for electricity; or call your electricity distribution network on 105.

Please act as soon as you receive contact from your supplier to ensure a smooth transition.

If you have any concerns or need further assistance, feel free to contact us on **0141 331 6650** or technical@glasgowwestha.co.uk.

We will follow up with further correspondence, leaflets and email/text reminders etc if we think this applies to you.

However, in the meantime this is what the existing meter may look like within the property:



Element Replacement

Our kitchen and bathroom upgrade programmes are well underway, with 175 homes included in this phase. Since October 2024, works have been progressing successfully, ensuring high standards and tenant satisfaction.

To inform the addresses included in each phase, we consider both the existing age and condition. We continually update the information we hold by carrying out Stock Condition Surveys and ask that you please provide access to your home to carry out these surveys when requested.



This rolling kitchen and bathroom upgrade programme will continue with Phase 3 commencing in April 2025. We will write to the households involved with details of the project phasing in plenty of time to allow you to plan for the works. These works cannot proceed without the completion of asbestos surveys - when asked please arrange this at the earliest opportunity to ensure you don't miss out.

The kitchen and bathroom renewal project has been a great success with positive resident feedback throughout the project.

Stonework

Due to delays associated with the council's urban realm works, the Phase 1 Byres Road/University Place stonework project did not proceed in Summer 2024 as planned. A revised programme is now under review to re-tender this project for site starts in Summer 2025. In addition, we have also been developing a stonework and roof repair project at 484-488 St Vincent Street, which is scheduled to commence in late Spring 2025.

Phase 2 includes 40 blocks over a five-year programme, with engagement running from October 2024 – April 2025 to gather owner support and funding. Works for Phase 2 are scheduled to begin in 2026, and we will be in touch with residents at various stages as each phase progresses.



Windows

Our latest window replacement programme is now 100% complete, with the final address signed off in March, totalling 51 properties with new energy efficient double-glazed windows installed to enhance comfort.

We will now begin an evaluation to help identify ways to improve the process before the next programme commences. Thank you for providing access and for your feedback on your experience.



640 Argyle Street

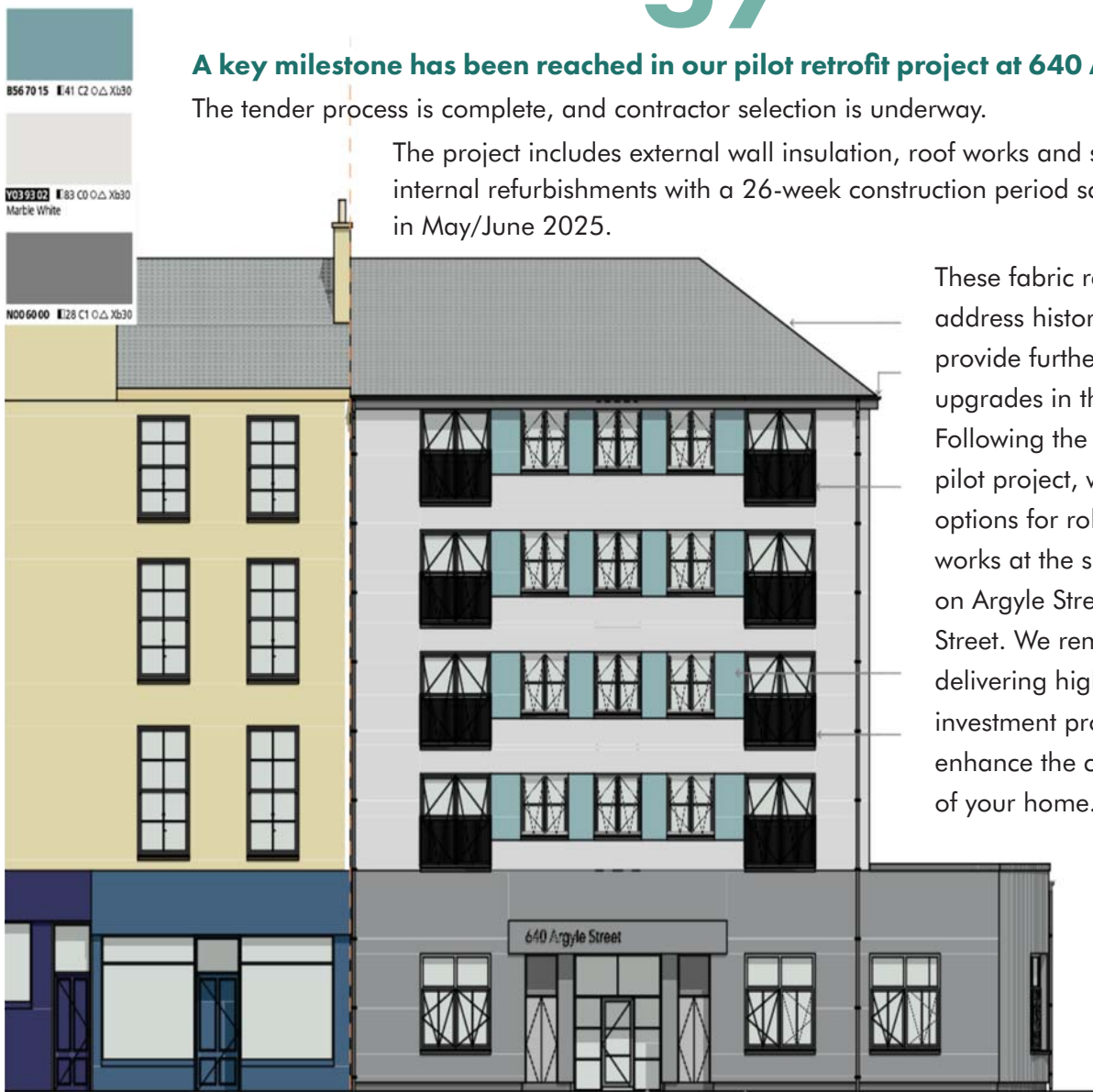
A key milestone has been reached in our pilot retrofit project at 640 Argyle Street.

The tender process is complete, and contractor selection is underway.

The project includes external wall insulation, roof works and subsequent internal refurbishments with a 26-week construction period scheduled to begin in May/June 2025.

These fabric repairs will address historic defects and provide further investment and upgrades in the community. Following the completion of this pilot project, we will then assess options for rolling out similar works at the same development on Argyle Street/McIntyre Street. We remain committed to delivering high-quality investment projects that enhance the comfort and safety of your home.

If you have any questions about these updates, please get in touch with us.



Cyclical Electric



Following our appointment of Bell Group, the number of outstanding electrical inspections has reduced significantly, and only a small number remain outstanding. Ensuring compliance with electrical safety standards remains a priority and we would like to remind you that providing access for these essential checks forms part of your tenancy agreement. There is substantial time and cost attributed to no access properties, which ultimately impacts the amount you pay for rent, therefore please bear this in mind for the upcoming 2025/26 electrical inspections.

Cyclical Painting



Phase 1 of our internal painting programme was completed in March 2024, covering 44 common closes within GWha-owned properties. Phase 2, focused on low-level external works, was successfully delivered in September 2024, also covering 44 blocks.

For Phase 3, engagement with owners at 80 blocks has been completed however, this project will be subject to owner buy-in/participation. Unfortunately, if we don't receive the support of homeowners, we may need to postpone further common decoration works for the time being.

Response Repairs Service

We are committed to delivering the best possible repairs service, and we have made significant improvements over the past year. Tenant satisfaction with our Repairs & Maintenance service has increased by 9%, and we have listened carefully to your feedback – taking on board complaints, following up on satisfaction survey feedback, and embedding our Frontline Services Team to improve how we respond to repairs.

You told us you wanted more GWA oversight of the repairs service, and we have acted on this. Since October 2024, we have carried out 379 pre- and post-inspections to monitor the quality of repairs and ensure work is completed to a high standard. Moving forward, a target to inspect at least 10% of all repairs in 2025/26 has been set.

To help us keep improving, please continue to report repairs as soon as possible. The Bell Group now manages all repair call handling, so for any new repairs or queries about existing ones, please contact the Bell Group directly:

Phone: 0141 336 7111
Email: GWA@Bell.co.uk

For gas central heating faults, please report directly to:

City Building: 0800 595 595

Your feedback plays a key role in shaping our service, and we encourage you to stay engaged. If you have any questions about these arrangements or wish to discuss any concerns, please contact our Repairs Team:

Phone: 0141 331 6652
Email: Rservice@glasgowwestha.co.uk

Thank you for your continued input as we work to deliver an enhanced service.

Contact us...

Report a Repair

0141 336 7111 GWA@Bellgroup.co.uk

Estate Services

0141 428 3245 estates@glasgowwestha.co.uk

Allocations/Applications

0141 331 6651 Housingapplications@glasgowwestha.co.uk

Benefits Advice

0141 331 6665 welfarerights@glasgowwestha.co.uk

Factoring Services (GWEn)

0141 331 6673 factoring@glasgowwestha.co.uk

Rent Accounts/ Set up an online account/ All Other Enquiries

0141 331 6650 admin@glasgowwestha.co.uk

5 Royal Crescent • Glasgow G3 7SL

Tel: 0141 331 6650 • Fax: 0141 331 6679 • SMS: 07860 018421

Email: admin@glasgowwestha.co.uk • Website: www.gwha.org.uk

[@glasgowwest4](https://www.glasgowwestha.co.uk) [facebook.com/glasgowwestha](https://www.facebook.com/glasgowwestha)

Office working hours:

Monday, Wednesday, Thursday, Friday – 9am to 4pm.

Appointments are available at other times on request.

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.



**Glasgow
WEST**
HOUSING
ASSOCIATION
LIMITED