

# News update

## Annual Tenant Conference

**Thursday 19th January 2023 at 5.30pm  
at the Sandyford Henderson Memorial Church**

We are delighted to be able to welcome you in person to our next annual tenant conference. We will also provide online access for those wishing to attend virtually.

We encourage you to take part in this important event to hear about our rent proposals for the coming year and our future service priorities.

All attendees will be entered into a prize draw.

More information, including how to RSVP and submit your questions in advance, will be included with your invitation which you will receive shortly.



*Best wishes to all our  
Residents this Festive Season  
from all Staff and Committee  
at Glasgow West*



## Office Closure

Our office at 5 Royal Crescent will close from **4pm Wednesday 21 December 2022 to Wednesday 4 January 2023**. The office will reopen on Thursday 5 January 2023 at 9am.



Our concierge team at Hyndland will close on 25, 26 and 31 December 2022 and 1 January 2023.

Our concierge teams at Blythwood Court and St Vincent Terrace will be available from 7am to 7pm.

Please refer to the office answer phone, website or attached Glasgow West HA Calendar in the event of an emergency arising when the office is closed.

## Consumer Panels

**Thank you to all who participated in our latest Consumer Panel Meetings, reviewing our external ASB investigation service and our Garden Grant Initiatives.**

Our next consumer panel is scheduled for March, and will be on Welfare Rights Surgeries, which is a change from the planned Repairs Service.

If you are interested in taking part in this, please contact us on **0141 331 6650** or by emailing **[admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)**

## Food Fund

**GWAH continues to work in partnership with community partners to offer food support and assistance whenever this is needed.**

If you are concerned or if you are rationing your food use, please contact our Tenancy Services Team in complete confidence by calling into the Main Office, telephone us on **0141 331 6650** or email **[admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)**.

The Tenancy Team are able to make a referral to the Food Pantry which is located within The Pyramid in Anderston: they can prepare a food parcel which caters for any specific dietary requirements.

We also work in partnership with other Food Agencies, so please contact us. During any discussion we will also seek to determine if you are entitled to any formal support by doing a Benefit Check.

We are presently submitting an external funding application to the Cost of Living Fund which, if successful, will allow us to provide direct food support to GWAH households. If we are successful, we will update this information on our social media outlets and also on our website. Please keep an eye out for these updates.

## Freedom of Information – Your right to know

**We aim to foster mutual trust and comply with our responsibilities under Freedom of Information (FOI) legislation. A full guide noting what we publish is available on our website.**

FOI legislation also empowers you with the right to request information. When we receive a FOI request, we consider whether the information being asked for is of public interest. In these cases, we may publish the information being provided (in answer to the request) on our website, making any necessary redactions. The information may also be included in a future newsletter.

We aim to be as responsive as possible in providing any information you seek. However, we are not obliged to provide information under FOI in all instances, particularly if this involves significant administrative work or statistical analysis.

Across the housing sector we are seeing an upwards trend in the number of FOI requests being submitted, and in some cases appear to be misinterpreted as a means to resolving complaints or dissatisfaction. Should you have any concerns about the level of service you have received or a decision you disagree with please do not hesitate to contact our staff who may be able to resolve this for you, advise of the relevant appeals process, or escalate the matter via our Complaints Handling Procedure (guidance leaflet available on our website).

**Please note, any requests for information relating to your personal records will be processed as a Subject Access Request, and not as FOI (examples including, but not limited to: tenancy record, rental charges, repairs history, housing application etc.)**



## Future Services Survey

Our thanks to everyone who took the time to participate in this very important survey. We are now reviewing the results to ensure the decisions we make on our future service priorities reflect your feedback. Please tune in to our Annual Tenants Conference in January for the summary presentation by our consultant, Research Resource. Further information will also be available in due course through our website and future editions of our newsletter.

# In memory of John Wilson (1939-2022)

**We were sorry to hear of the recent passing of John Wilson "Bonnie", our longest serving Glasgow West tenant.**

John was born in 1939 and he lived in the same building in Dover Street for all 83 years of his life. We met very recently with John and his son James, and despite John being unwell, he gave freely of his time, entertaining us with his heartfelt stories of his family, and of his hometown Anderston, both of which he spoke about passionately, and clearly loved.

No doubt some of you will also recall the Anderston of old that John and James told us about: the "terror" trips to the dunny, and their memories of local landmarks including Tarzan's, Ellen's Fruit Shop, Dot's the Printer, Brechin's the Butchers, as well Shandon's pub and the school for "delinquents" - to name but a few. Hopefully we got this accurate!

We are so grateful to John and James for their time; and we pass on our condolences to the Wilson family and friends at this difficult time.



## Annual Assurance Statement 2022: Compliant

**Each year our Management Committee prepares a Statement that outlines whether we comply with the Regulatory Framework.**

Within the Annual Assurance Statement we must note any areas of material non-compliance, and set out our plans for addressing these areas.

We have submitted a "compliant" Annual Assurance Statement for 2022 to the Scottish Housing Regulator, and this is available on our website: [www.gwha.org.uk](http://www.gwha.org.uk) or by requesting a paper copy from our office. Annual Assurance Statements and performance information for all RSLs are available on the SHR's website

[www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)

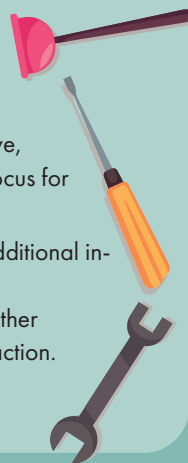
## Response Repairs Services

**We are aware that many of you are unhappy with our repairs services, and we agree there are issues we need to address to substantially improve our service delivery.**

There are various reasons for the current service issues, and we are sorry for the impact this is having on you. Some of the issues will take us a bit of time to resolve, and we are continuing to work closely with our contractor(s) to ensure priority focus for Emergency Repairs in particular, and continuity in service delivery in general.

Whilst we work through the service delivery issues, we have introduced some additional in-house checks to help us keep track of the status of the repairs you are reporting, and we would also appreciate your help in letting us know when a repair has either not been attended to within the timescale identified, or completed to your satisfaction.

Please be assured that this is a priority for us, and we will keep you informed as matters develop. We apologise again for the inconvenience this is causing.



## Mould & Condensation Advice

**If you are concerned about mould or condensation in your home please get in touch with us on 0141 331 6652 or email [repairs@glasgowwestha.co.uk](mailto:repairs@glasgowwestha.co.uk).**

**Our team will talk through your concerns to help understand the problems you are encountering.**

Our initial discussion with you will help us shape the most appropriate response. This may include a home visit, an assessment of the building fabric, providing guidance information or a request for further detail from you to help us assess and monitor the situation. Where appropriate we may be able to provide further advice and support to help you heat your home over the winter period. Some top tips and additional information are available through the Repairs section on our website.

## Scottish Social Housing Charter (SSHC)

**The SSHC was introduced in 2012 and sets out the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.**

The most recent review of the SSHC, led by the Scottish Government in consultation with stakeholders (including tenants and service users), is now complete, and the revised Scottish Social Housing Charter (effective from 01/11/22), is available to download from the Scottish Government's website.

Our compliance with the SSHC is monitored by the Scottish Housing Regulator (SHR) through a series of performance indicators: the SHR has no plans at this time to amend the current performance indicators.



# Glasgow West – Here for you

## Welfare Rights Service

We are delighted to offer a warm welcome to Claire Findlay who has joined GWAHA as a Welfare Rights Officer. If you need advice, please contact our office to arrange an appointment with Claire. Contact details are below.



## Low Income Winter Heating Assistance

A winter fuel payment will be made in February 2023 to low income households in Scotland. A guaranteed payment of £50 will be paid to around 400,000 low income households. This new payment will replace the UK Government Cold Weather Payment, which was dependent on low temperatures for 7 consecutive days.

## Scottish Child Payment

On 14 November 2022 applications opened for the Scottish Child Payment for children age 6 to 15 years. The payment increased from £20 to £25 per week per child from this date. Previously this payment was only paid to households with children age 6 or under. To claim the payment, you must be in receipt of child benefit for the named child, and certain low income benefits:

- UC
- tax credits
- income support
- pension credit
- income based JSA or ESA.



## Fuel Bank Foundation

We continue to work in partnership with the Fuel Bank Foundation to assist those in dire need to provide pre-payment meter fuel top-ups. From 1 November the amount increased to £49 per voucher. Please contact us directly if you require assistance on the details below.



Contact details: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) or **0141 331 6650**.

## Tenancy Matters

### Rent Reward Scheme

#### New Members

A huge welcome to our 60 new rent reward scheme members who joined the scheme in 2022. Good luck for our upcoming quarterly draws!

#### Christmas Draw

Congratulations to Mr Bradford Duncan who won £100 and Ms Beth Conway who won £30 in our December 2022 quarterly draw.

#### Annual Bonus

The annual £52 bonus has now been issued for members who qualify.

#### 2023 Quarterly draws

Next year's quarterly draws will take place in March, June (AGM draw), September and December 2023.

#### Contact

If you are interested in joining the Rent Reward Scheme, or would like more information on the benefits, contact Megan on **0141 331 6672** or email [mblair@glasgowwestha.co.uk](mailto:mblair@glasgowwestha.co.uk).



## Assigning your Tenancy

Assignment of Tenancy is the term used when a Scottish Secure Tenancy is passed from the Tenant to another person.

#### Qualifying rules to assign your tenancy:

- You must be the Tenant and have resided at the property for a minimum of 12 months.
- The person who you wish to assign to (Assignee) must have lived at the property for 12 months before the date of application.
- GWAHA must be aware of the Assignee's residence in the property within the 12 month qualifying period, commencing only from the date when the Tenant notified us in writing.

If you are unsure who is currently registered with us from your household, please contact us immediately and we can provide this information to the Tenant.

Each request will be assessed in line with the statutory qualifying rules and our Policy. We will refuse assignment of tenancy requests only where there are reasonable grounds for us to do so.

If you are considering assignment of your tenancy, please contact a member of our Tenancy Services Team on **0141 331 6650** or email [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) and we will be happy to discuss any questions you may have.

# Glasgow West Community Fund



**Cash for Kids (CFK) have confirmed to us that due to the ongoing impact in fundraising, that they are not able to provide the grant to low income families.**



For the third consecutive year, our Management Committee have stepped in, and agreed to match the usual CFK value! This payment is made from the Glasgow West Community Fund to help support our children throughout the festive period.

We wrote directly to low-income families of children up to the age of 16 (on or before 25 December) last month, with the payment of £25 per child being issued this month.

If you meet this criteria and have not heard from us, please get in touch as soon as possible

on **0141 331 6650** or at **[admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)**

## Staff Collection

Taking this into account, the annual Staff Charity Collection took place, with staff agreeing that CFK Mission Christmas was an extremely worthy recipient. GWAH matches staff donations, and this year £710 was donated to CFK Mission Christmas to allow them to continue their work with families who are in the greatest need.

## The return of Festive Chocolates

We are delighted to resume our much loved tradition of delivering sweet treats to our older residents in the form of our festive chocolate delivery!

This year our elves worked extra hard, to get the gifts ready for 379 people.



# Children's Festive Colouring Competition

**Thank you to all of our talented young artists who took part in this year's Festive Colouring Competition.**

This is a much loved Glasgow West tradition and every year our judges' jobs get more difficult! Check out our social media and website to discover our talented winners!

 [www.ghwa.org.uk](http://www.ghwa.org.uk)

 [@glasgowwest4](https://twitter.com/glasgowwest4)

 [www.facebook.com/GlasgowWestHA](https://www.facebook.com/GlasgowWestHA)



## Service Engagement Plan 2023/24

Our Management Committee have recently reviewed our Service Engagement Plan for the upcoming year and have committed to:

- Hold 3 consumer panel meetings to provide opportunities for you to influence our services, policies, procedures and activities.
- Continue to develop our methods to keep you up to date with our services.

If you would like a full copy of our review, which includes a summary of the 2022/23 achievements so far:

Visit the policies section of our website:

[www.gwha.org.uk](http://www.gwha.org.uk)

Email: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)

Call us: **0141 331 6650**

If there's anything else that you think should be included, please let us know.

## Did you know?

**GWA has a small number of regulated tenancies which have a preserved right to a registered rent. These households have their rents reviewed every 3 years, rather than the annual rent review for other Scottish Secure Tenancies.**

The format of these reviews are that GWA proposes a rent which we consider to be fair to Rent Service Scotland (RSS), which is a Scottish Government department. The RSS Officer makes their decision, and should GWA or the tenant disagree with this, the matter is referred to a First Tier Tribunal for consideration.

The rent proposed by GWA matches the same format for those tenancies who do not have preserved rights, formed from our Rent Setting Mechanism.

# Home Owner Conference:

**Thursday 6th October 2022**

Thank you to all the Home Owners that attended our recent hybrid Annual Home Owners' Conference. It was a good opportunity to meet and engage with lots of Homeowners and discuss the topics that are of interest to you. These included:

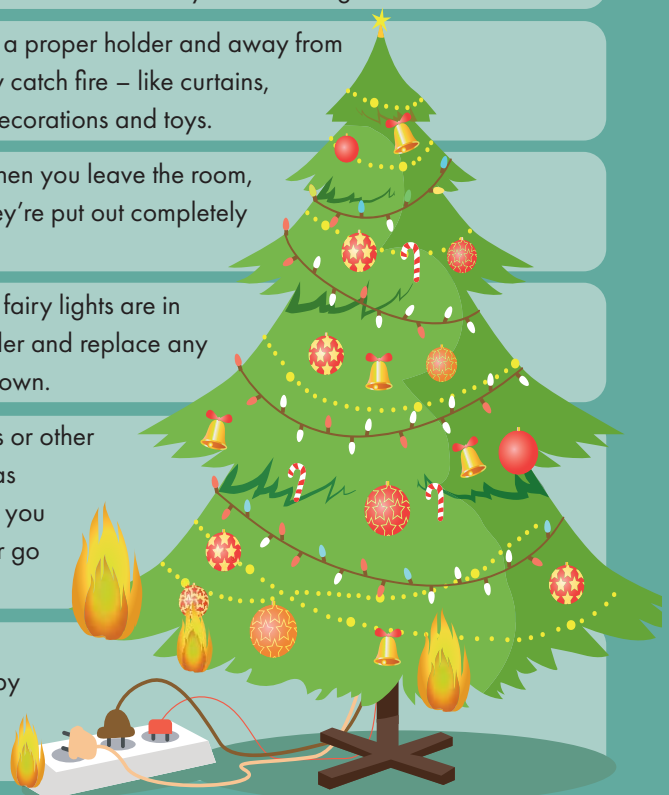
- ✓ Core Services & Delegated Authority
- ✓ Factoring Surgery Consultation
- ✓ Complaint Handling Procedure
- ✓ Service Achievements over 2021/22
- ✓ Common Area Investment/Planned Service Procurement

We are delighted that you found the Conference interesting and we very much appreciate all the constructive and supportive feedback that was given at the event. We will use this to help shape both our ongoing services and also our future Home Owner Conferences. Thank you and look forward to seeing you at the Home Owners' Conference next year.

## Festive Fire Safety

**At such a busy time of year, it is easy to become distracted or less alert to fire risks. Here are some useful tips to keep your home safe this festive season:**

- Never leave hobs unattended while you're cooking.
- Secure candles in a proper holder and away from materials that may catch fire – like curtains, Christmas trees, decorations and toys.
- Put candles out when you leave the room, and make sure they're put out completely at night.
- Before use, check fairy lights are in good working order and replace any bulbs that have blown.
- Unplug fairy lights or other electrical Christmas decorations when you leave the house or go to bed.
- Do not overload extension cables by checking plug fuses before use.





# Tips to Prevent Frost Damage and Burst Pipes

**There are some simple steps to take to help prevent your pipes from freezing:**

- Keep room doors slightly open to allow air to move around the house.
- Keep the cupboard door under the sink slightly open, this will let air move around the pipes.
- Know where your stopcock is so that you can switch off your water if there is a burst pipe
- Ensure that you have insurance for your contents and personal belongings.

**If you do get a burst pipe, please follow these steps:**

- Place a bucket/container below the leak to catch the water.
- Turn off your water shut off valve (this is normally found under the kitchen sink or near your boiler – see photo)
- Isolate your electrics at the fuse box (see photo).
- Report the repair as normal to GWHHA on 0141 331 6652
- Let your neighbours below know about the situation.



## Annual Gas Servicing – Let's work together

**Currently 75% of your homes have gas central heating and we have a joint obligation to ensure they are safe for use.**

Your safety is our main concern and if access is not permitted for essential servicing of gas central heating it increases risk of exposure to Carbon Monoxide. As your landlord we must by law ensure an annual service and safety check is carried out on all gas-fired appliances we own, such as gas fires and boilers. This is essential for the safety of you and your neighbours.

- Legal Requirement: service must be carried out before the 12 month anniversary of the previous service.
- We will begin access attempts around 8 weeks before the due date.
- You can arrange a convenient appointment by liaising with our contractors or staff.

- This service is not optional, therefore, if you do not respond to our requests for access we will take legal action which may ultimately result in us forcing access to your home.

### Remember...

If you cannot personally provide access, perhaps a family member or friend could do so.

We can bring the service date forward if you're going to be on holiday. Give our staff a call on **0141 331 6650** to discuss the best option if you plan to be away within 8 weeks of your due date – we'll be happy to work with you to find a convenient solution.



# Festive Season Arrangements

## Caledonian Maintenance – Close Cleaning

You may notice a slight change to the close cleaning schedule around the Christmas holiday period. There will be no cleaning services on 26th & 27th December and 2nd & 3rd January 2023. The weekly clean may be carried out on a different day than normal before, during and after the holiday period until normal service resumes on Wednesday 4th January 2023. Please see the Caledonian Maintenance sign off sheet displayed in your close for confirmation of when the clean was completed.

## Idverde - Ground Maintenance

There will be no ground maintenance services from Friday 23rd December until Wednesday 4th January when the Winter Programme will resume.

## How to dispose of your Christmas Tree

To have your Christmas tree recycled after the festivities are over, please see GCC website:

[www.glasgow.gov.uk/mycouncil](http://www.glasgow.gov.uk/mycouncil) for a list of collection/ drop off points.

# Recycle for Glasgow

You can help protect our local environment and reduce the quantity of contaminated blue bins being sent to landfill by following the simple steps below.

Check out Zero Waste Scotland website for lots of ways to have not only a greener Christmas, but also discover interesting information on how you can up your recycling game.

<https://wasteless.zerowastescotland.org.uk/articles/eco-friendly-christmas>



Yes Please	No Thanks
✓ Mixed papers	✗ Plastic bags
✓ Cardboard, cut up or folded down	✗ No Food Waste
✓ Plastic bottles	✗ Glass bottles
✓ Food and drinks cans	✗ Yoghurt pots
✓ Empty aerosol cans	✗ Tetra paks
<b>Only loose recycling items to be put inside the blue bin, no plastic bags</b>	✗ Margarine /butter tubs
	✗ Foil

## We are proud to be working in partnership with Total Homes Cooperative.

They are helping us to improve our neighbourhood by addressing the ongoing problems we have with fly tipping of bulky items in our back courts, lanes, and other common areas.

To improve our neighbourhoods, and reduce the considerable cost to remove this type of anti-social waste we invite you to be part of a positive change towards a controlled door to door collection service for unwanted bulky items.

Total Homes focus on Recover, Reduce, Repair, Reuse and Recycling principles. Their aim is to ensure 80% of all goods they collect are upcycled, reused or repurposed.

This creates an opportunity to give pre-loved items a second life. If bulk items are left outside they risk getting damaged, reducing the chance of successfully putting them to good use and adding to the risks of fly tipping which include loss of amenity space, potential health and safety hazards, and pest control issues.



**SO FAR:  
44,064kg of items  
uplifted from your  
homes equivalent to  
100,480kg  
of CO2.**

We will arrange for Total Homes to collect items from your home, typically within 48 hours. There is no charge for this service at point of use as we seek to encourage all residents towards this behavioural change.



Total Homes work in partnership with [www.reconnectglasgow.co.uk](http://www.reconnectglasgow.co.uk), who operate a Re-use Centre which is open to the public. It acts as an attractive and popular pre-loved second hand furniture retail space. The sales help generate much needed income, which helps to subsidise support to service users who are referred from a network of support agencies.

Visitors to the store will find a wide variety of competitively priced pre-loved furniture and white goods aimed at meeting all the household needs which help turn a house into a home.

For further information please visit Total Homes website [www.total-homes.com](http://www.total-homes.com)

Phone: 0141 556 7085 or email: [info@total-homes.com](mailto:info@total-homes.com)

**Please do not fly tip bulky items in the backcourt or communal close areas. To arrange a bulk collection, or for further information please call GWAH Estates Team on 0141 428 3245 or email [Estates@glasgowwestha.co.uk](mailto:Estates@glasgowwestha.co.uk)**



## Latest from Dover Street

### On track for completion Spring 2023.



## Investment Update

Over the past couple of years we have focused on procuring and delivering essential compliance and safety projects. We are pleased to confirm a priority focus on our planned and cyclical investment programmes, as we progress into 2023.

### Window Renewal Project

This investment across 52 properties will help reduce heat loss and lower energy bills. If your home is included in this programme our contractor CCG should have already been in touch to arrange a visit to measure the windows, with installation visits planned to commence Spring 2023. If you have any issues with arranging access, please let the contractor know and they will do their best to arrange a suitable time.

### Energy Efficiency Projects 2023

Next year we will be exploring energy efficiency solutions for heating and hot water at both Blythswood Court and St Vincent Terrace. Additionally we will be looking at what can be done to enhance the energy efficiency of our tenement properties which, across the city, present more of a challenge to improve in that respect. Keep an eye on our newsletters and website for more detail.

### Kitchens and Bathrooms

A condensed replacement programme through 2023 and 2024 includes a provisional £1.8M budget for upgrading kitchens and bathrooms across the stock. We are still working on finalising the address list for this project, which will be informed by our existing knowledge of what works are due and works identified through our Stock Condition Surveys. We will write to residents involved in this programme with more details in due course. In the interim, please contact us to arrange an initial survey for us to visit your home, to help us plan the phasing of the works.

### Close Painting

We have appointed painting and decorating contractor Trident to commence the first phase of our close painting programme. Surveys will be undertaken in 52 closes throughout December with a view to resident engagement commencing in January 2023.

## Glazed Curtain Walling at St Vincent Terrace

These essential works are scheduled for 2023/24 and will ultimately allow for the removal of the scaffolding located at each of the 7 link corridors. Due to the scale and nature of the works, some disruption to circulation routes is expected, however, further information and guidance will be issued in due course. We appreciate your patience and co-operation on this matter.

## Smoke Alarm Upgrades and Electrical Safety Inspections

**We have recently completed essential smoke detector installations and electrical safety checks across our stock.**

If we have been unable to arrange suitable access during our initial visits, the contractors will be in touch with you directly to confirm your installation date. As a reminder, these works are a legislative requirement to enhance the safety of your home and that of your neighbours. All tenants must provide access for these essential works. Please get in touch with us if they have yet to be completed.

## Water Safety Tips

**It is our responsibility to take precautions to prevent Legionella bacteria being present in the water systems. You can help by ensuring you follow the below measures:**

- Maintaining correct temperatures can minimise the risk of legionella; hot water should be at 50°C and cold water should not be above 20°C.
- If you have a shower, cleaning and disinfecting the shower head every 6 months helps minimise risk.
- If your shower is used only occasionally, flush it through by running the water for at least 2 minutes once a week.
- If you have been away from your home for over 2 weeks, run your hot and cold water taps and shower for a minimum of 2 minutes. Contact us on **0141 331 6652** for advice, and in particular if you notice:
  - the boiler or hot water tank in your home isn't working properly
  - any discolouration or debris in your water supply
  - warm water coming from your cold water taps

# Anne Gould Award – Annual Staff Recognition Award

**Anne Gould served GWHHA as a valued Management Committee member for five years.**

She died after a brief illness as GWHHA embarked on its 30th anniversary in 2008. With ease, Anne recognised the best in any situation, without compromising on the customer service experience. Anne's contribution to GWHHA is commemorated in an upbeat fashion, through an annual staff recognition award.

The main criteria for "Nomination" are that the member of staff:

- goes out their way to regularly deliver exemplary customer service,
- develops an initiative that enhances the customer experience,
- is always upbeat/smiles in the face of adversity.

If you would like to nominate a staff member, please contact our HR team at [hr@glasgowwestha.co.uk](mailto:hr@glasgowwestha.co.uk).

Alternatively, a nomination form can be downloaded from our website. The closing date is 31st January 2023. Nominations are welcome all year round.

# Staff News

**Best wishes to our GWHHA colleagues who recently moved onto new jobs: Ross Anderson, Stephen Fallon, Scott Gillespie and Nicola Stobie. Welcome to our new recruits.**



Zoe Hooper



Wonder Kofi Ewe



Gordon Robin



Claire Findlay



David Williams



Olivia Nolan



Zim Ruiz



Thomas Kerr

# Take five to stop fraud

Sadly, more and more we hear about people falling victim to fraud and scams.

Criminals are experts at impersonating people, organisations and the police. They spend hours researching you for their scams, hoping you'll let your guard down for just a moment. Stop and think. It could protect you and your money.



## STOP

Taking a moment to stop and think before parting with your money or information could keep you safe.

## CHALLENGE

Could it be fake? It's ok to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.

## PROTECT

Contact your bank immediately if you think you've fallen for a scam and report it to Action Fraud.

Visit [www.takefive-stopfraud.org.uk](http://www.takefive-stopfraud.org.uk) for more information.

5 Royal Crescent • Glasgow G3 7SL

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

Email: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) • Website: [www.gwha.org.uk](http://www.gwha.org.uk)

[@glasgowwest4](https://twitter.com/glasgowwest4) [facebook.com/glasgowwestha](https://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.

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.



## CONTACT US

**Our Office Opening Hours:** Mon, Wed, Thu & Fri – 9am-4pm. Tue-11.30am-4pm  
Appointments are available at other times upon request.

### TENANCY SERVICES



Thomas Aiken  
331 6678  
taiken@



Jonathan Campbell  
331 6672  
jcampbell@



Laura Clapperton  
331 6677  
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Lynn Smith  
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Claire Findlay  
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Jennifer McCann  
331 6658  
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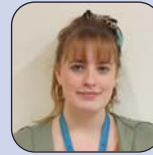
Elaine Giles  
331 6668  
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Tim O'Rourke  
331 6660  
torourke@



David Williams  
331 6665  
dwilliams@



Megan Blair  
331 6651  
mblair@

Email: @glasgowwestha.co.uk

Enquiry	Email Contact	Phone Contact
Allocations / Applications	housingapplications@glasgowwestha.co.uk	331 6651
Benefits advice	welfarerights@glasgowwestha.co.uk	331 6662
Rent Accounts and all other enquiries	admin@glasgowwestha.co.uk	331 6650
To set up an online account	IT@glasgowwestha.co.uk	331 6650

### PROPERTY SERVICES



Karen Hillhouse  
428 3245  
khillhouse@



Michael Smith  
331 6655  
msmith@



Ciaran O'Grady  
331 6656  
cogrady@



Zoe Hooper  
331 6674  
zhooper@



Caroline Mills  
331 6673  
cmills@

Tom Cree  
331 6653  
tcree@

Victoria Campbell  
331 6652  
vcampbell@

Enquiry	Email Contact	Phone Contact
Report a repair	repairs@glasgowwestha.co.uk	331 6652
Estate Services	estates@glasgowwestha.co.uk	428 3247
Factoring	factoring@glasgowwestha.co.uk	331 6673
All other enquiries	admin@glasgowwestha.co.uk	331 6650

Blythswood Court concierge - 428 3246

Hyndland concierge - 428 3248

St Vincent Terrace concierge - 428 3247

HOMES ARE OUR PURPOSE; SERVICE AND SUSTAINABILITY OUR PRIORITY

## OUT OF HOURS SERVICE

This service is for **EMERGENCIES** only, as below. Please contact City Building on **0800 595 595** to report Emergency Repairs. For further information please refer to your Tenancy Agreement, Tenants Handbook or our website. For advice out-with normal office hours, please call **0141 331 6650**. Any non-emergency enquiries should be emailed to **admin@glasgowwestha.co.uk** and our staff will contact you at the earliest opportunity.

### EMERGENCY REPAIRS

Where there is a risk to health, safety or security, or where a delay in attending may result in significant damage to the property. Water ingress to your home, lift break-downs and loss of central heating/hot water (in cold weather) are examples. Loss of TV signal, and tripped electrics due to a fault in your appliances are NOT Emergency Repairs.

### RECHARGEABLE REPAIRS

If you contact an out-of-hours contractor for a repair that is not an emergency, or for a repair that is your responsibility, you will be recharged the full cost, including the premium call-out rate which is often in excess of £150.00. Repairs caused by faults in your appliances will also be recharged to you.

## OUT OF HOURS EMERGENCY NUMBERS

Emergency Type	Company	Phone No.	Comments
Gas Leaks	National Grid	0800 111 999	
Electric Supply Faults	Scottish Power	0800 092 9290	
Mains water or drainage faults	Scottish Water	0800 731 0840 0845 601 8855	Water faults Information Line
Roads and Street Lighting Faults	City Lighting	0800 37 36 35	Not stair or back court lighting
Police Emergency		999	Non-EM: 111
Social Work Services	GCC	0141 287 0555 0300 343 1505	Out of Hours evening service
Homelessness Services	Hamish Allan Centre	0800 838 502	After 11pm & weekends
Community Alarms/telecare	Cordia	0141 276 2020	Only available if you already pay for this service.
All Stock	Company	Phone No.	Comments
Gas Central Heating faults	City Building	0800 595 595	
All trades and electric heating faults	City Building	0800 595 595	
Stair Lighting/Back Court Lighting	City Building	0800 595 595	
Chute blockages	City Building	0800 595 595	
Lift Faults	Company	Phone No.	Reference
Lifts in all stock	City Building	0800 595 595	Quote address and contact name





5 ROYAL CRESCENT GLASGOW G3 7SL  
TEL: 0141 331 6650 SMS: 07860018421  
EMAIL: admin@glasgowwestha.co.uk  
WEBSITE: www.gwha.org.uk

GlasgowWestHA  
 @glasgowwest4

# 2023

## RELIGIOUS FESTIVALS:

New Year (Chinese) 22 Jan  
Ramadan 22 Mar  
Passover (Pesach) 5 Apr  
Good Friday 7 Apr  
Easter Sunday 9 Apr

Vaisakhi (Baisakhi)  
Eid- Ul-Fitr  
Raksha Bandhan  
Krishna Janmashtami  
Yom Kippur  
Shemini Atzeret

14 Apr Navaratri (start)  
21 Apr Diwali  
30 Aug Advent Sunday  
6 Sep Hanukkah (Chanukah)  
24 Sep Christmas  
6 Oct 15 Oct  
12 Nov  
3 Dec  
7 Dec  
25 Dec

## JANUARY 2023

Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

## FEBRUARY 2023

Mo	Tu	We	Th	Fr	Sa	Su
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	1	2	3	4	5

## MARCH 2023

Mo	Tu	We	Th	Fr	Sa	Su
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

## APRIL 2023

Mo	Tu	We	Th	Fr	Sa	Su
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## MAY 2023

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

## JUNE 2023

Mo	Tu	We	Th	Fr	Sa	Su
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

## JULY 2023

Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

## AUGUST 2023

Mo	Tu	We	Th	Fr	Sa	Su
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

## SEPTEMBER 2023

Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

## OCTOBER 2023

Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

## NOVEMBER 2023

Mo	Tu	We	Th	Fr	Sa	Su
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

## DECEMBER 2023

Mo	Tu	We	Th	Fr	Sa	Su
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Holidays/Training (Office Closed) - in bold

Annual Staff Conference 14/03 Rent Due Date  
 Annual Tenant Conference 19/01 AGM 21/06

REGISTERED WITH THE SCOTTISH HOUSING REGULATOR HEP 126, REGISTERED UNDER THE CO-OPERATIVE AND COMMUNITY BENEFIT SOCIETIES ACT (2014) 1955 RS.  
REGISTERED AS A SCOTTISH CHARITY NO. SC001667. GLASGOW WEST ENTERPRISES LIMITED- REGISTERED AS A SCOTTISH PROPERTY FACTOR NO:PF000329