

FACTORING DEBTS

Thanks to those owners who pay their factoring invoices on time. GWHA is committed to collecting payment of factoring charges from owners and offers a variety of payment methods. Our dedicated factoring staff are happy to discuss payment arrangements to suit. Please be reminded that outstanding debts will be pursued, in court if necessary. Staff recently attended court where the Sheriff found in GWHA's favour. The owner will have to pay court costs as well as the outstanding debt.

ANNUAL GAS SERVICING

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

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

BERKELEY STREET GROUND

Thanks to Councillor Braat for making arrangements for the Community Reparations Team to clear an area of overgrown ground at the rear of Berkeley Street which will now be maintained by the local residents.

INVESTMENT

Our Management Committee has now agreed the investment priorities for the next 5 years, taking account of the requirements of the Scottish Housing Quality Standard and the limited feedback from the ATC.

To optimise value in the programme, the majority of the scheduled window replacement works will be prioritised during 2011/12, with subsequent years concentrating on central heating, kitchens, bathrooms and other works. The refurbishment works at Hyndland are nearing completion and the lift replacement at 24 Prince Albert Road/115 Hyndland road will take place during this current year 2011/12.

As always, the programme will be reviewed on an annual basis, and residents will be contacted well in advance of works commencing. If you have any queries regarding the programme, please contact the Property Services Team in the first instance on (0141-331-6652).

GWHA 5 Royal Crescent Glasgow G3 7SL Tel: 0141-331-6650 • Fax: 0141-331-6679
EMAIL: admin@glasgowwestha.co.uk WEBSITE: www.gwha.org.uk

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ALTERATIONS AND IMPROVEMENTS

Please remember that you need to let us know in advance of carrying out alterations or improvements to your home, for example, you will need our written approval prior to undertaking any of the following:

Laminate flooring
Shower installations
Replacing kitchen or sanitary fittings
Renewing internal pass doors
Replacing/installing electrical fittings, including down lighters

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

If alterations are carried out without our written consent you may be asked to reinstate the property, or to pay the full cost of employing our contractors to carry out the work on your behalf. You may be entitled to compensation at the end of your tenancy for some alterations carried out with our permission.

MEDICAL ADAPTATIONS

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

If you find yourself in this situation, we would encourage you to contact the Occupational Therapy Team at Social Work Services, Anniesland, 1660/70 Great Western Road (0141-276 2550) to arrange for an assessment for medical adaptations that may help improve your quality of life.

Glasgow West receives some funding from the Local Authority to meet the cost of medical adaptations, which are carried out, in priority order, on receipt of a referral from the Occupational Therapist.

Please contact the Property Services Team on (0141-331-6652) for further advice.



NEWSletter

GLASGOW WEST HOUSING ASSOCIATION

ANNUAL REPORT 2010/11

We hope you enjoy reading our latest Annual Report, delivered with this Newsletter. If you would like more details on any aspect of the Annual Report, please contact our offices.



BRECHIN STREET – SHARED EQUITY

If you are a GWHA tenant and you earn between £21,675-£48,000, you could own a minimum 51% share in a brand new property

2 apt £65,025 3 apt £76,500

For further information, and an application pack, contact Tracy Paterson, Hart Smith (0141-339-5252).

EMERGENCY CALL OUTS

If there is an emergency when our offices are closed, please refer to our office answer-phone, calendar and/or Welcome Leaflet (former Argyle tenants) for details of approved contractors, otherwise you may be left with an expensive bill to pay.

STAFF NEWS

Congratulations to Tracy DeMarco and Darren Lynch who have both secured posts with other housing associations. Our best wishes go with both Tracy and Darren.

ARGYLE TRANSFER



GWHA Staff

It's been a long time in the planning and the last year has been a bit of a whirlwind, but we're here to tell the tale and to create a new chapter in our history! We are delighted to report that the Argyle second stage transfer has completed, with the properties and the staff of the Argyle LHO

transferring to GWHA on 27/06/11. GWHA's Management Committee, Staff and existing Tenants extend a warm welcome to the Argyle residents. No doubt there will be challenges ahead and our focus is now on fulfilling our promise to provide excellent quality services to the transferring tenants, and to all our GWHA residents for the future.



Mr Arash Jamalzadeh and his son attending the Welcome Event on 25/06/11

STATUTORY RIGHT TO REPAIR

This Right was introduced by the Housing (Scotland) Act 2001. It means that certain repairs reported by you have to be completed within a specific timescale or you are entitled to refer the repair to another contractor nominated by us. You may also be entitled to compensation in some cases. You will be advised if the repair you report is a statutory repair and you will also be notified of the special conditions that apply.

REPAIR RESPONSE TIMES

If a repair you have reported to us is not attended to within our response times, or if you are unhappy with the quality of a repair, or the conduct of a contractor, please let us know as soon as possible.

Emergency: 6 Hours Urgent: 3 days Routine: 10 days

**Royal Crescent Office/Hyndland Concierge closed
Fri 15/07/11 to Mon 18/07/11**

ANNUAL GENERAL MEETING



Thanks to everyone who came along to our AGM on 25/06/11, enabling this very important event in our Calendar to go ahead, on schedule and in accordance with our rules. Your continued support is welcomed and appreciated.

JIM MICHAEL AWARD



This award was introduced in 2008, our 30th Anniversary Year, to recognise the commitment of the exceptional people who make a difference to our lives, the people who make the community what it is.

Nominations are accepted throughout the year and forms are available from the office or our website.

Congratulations to Christine Maclean the winner of the 2011 Award and well done to all nominees: Isabel McEwan, Mr & Mrs Clark, Mrs Gill with commendations to Lisa Govan and Mrs Jillani.

RENT REWARD SCHEME

Congratulations to Tasneem Anwar, the winner of the £250 annual prize draw and welcome to the 224 new Members who joined our RRS as part of the GHA transfer. The next quarterly draw will take place on 13/09/11. Applications for membership are available from the office or from our website www.gwha.org.uk



TENANTS HANDBOOK

Our Tenants Handbook has recently been updated with help from residents Edwin Moore, David McLavin, Olive Millen, Stephen Gildea and John Banks. The Handbook will be available for collection from our offices from August 2011 and will be accessible via our website: www.gwha.co.uk. Reference copies will also be held in the concierge stations at Blythswood, St Vincent Terrace, Hyndland and at the Keith Court sheltered housing office.

MANAGEMENT COMMITTEE



Immediately after our AGM, and before going into summer recess, the Management Committee met to elect

Office Bearers and confirm Management Committee Co-options:

- | | |
|----------------------------------|-------------------|
| Dave Sim - Chairperson | Joginder Makar |
| Walter Halley – Vice Chairperson | Hanif Mirza |
| Jim Michael - Secretary | David Smith |
| Joe Gowran - Treasurer | Yushin Toda |
| Jim Anderson | Moirira Wadsworth |
| John Banks | |
| George Fraser | |
| George MacDonald | |
| Christine MacLean | |

GOOD CLOSE/GARDEN COMPETITION



Close – 514 St Vincent Street



Garden – 140 Byers Rd

To nominate your own close/garden/backcourt, or that of a neighbour's, please contact Andrew Watson (0141-331-6672) for a nomination form. The last date for nominations is Friday 29/07/11, with judging early August and winners announced at our Annual Tenants Conference in January 2012.

RENT COLLECTION

We are unable to collect rent money at our office. Options for paying rent are as follows.

- At any shop that displays the PayPoint symbol
- Direct Debit with your bank
- Payzone
- At your local Post Office
- Telephone banking +E-Pay



GWHA CONSUMER PANEL

The GWHA Consumer Panel, established at our ATC in January, had a very productive meeting in April, discussing rent restructuring proposals and the review of the Comments and Complaints Policy. The Panel is due to meet again early August to talk about service satisfaction monitoring, the Scottish Social Housing Charter and our Equalities Policy. If you are interested in joining this Panel, please contact Lauren Connolly on (0141-331-6651) for more information.

G3 GROWERS LAUNCH THE BACK GARDEN



Councillor Braat & Jim Anderson (Committee Member)

On the 26/06/11, the back garden project was formally opened by Councillors Phillip Braat and Nina Baker. GWHA is delighted to be associated with this community project

which is accessed from Brechin Street and was developed on derelict land at the rear of GWHA properties. The G3 Growers would be pleased to welcome new members and you are invited to drop by at the undernoted times or to contact Sandra MacDowell at the Annexe Communities on (0141-357-6747):

The Back Garden Opening Times

Mon 1-3pm 6-8pm	Tues 6-7pm	Wed 2-4pm	Thurs 10am-12pm 6-7pm
Fri 10am-12pm	Sat -	Sun 2-4pm	

BOOKWORMS

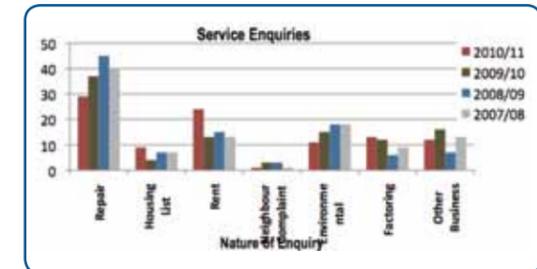


Lamishah Shakeel

We are now in the 5th year of the Glasgow West Bookworms initiative and the project continues to go from strength to strength. Since its launch at the ATC in 2007, more than 600 books have been handed out to registered children. If you are a GWHA tenant and you would like your child to be registered as a Glasgow West Bookworm, please call Jennie Dunk on (0141-331-6658) or email jdunk@glasgowwestha.co.uk. Thanks to Harper Collins for their ongoing support with this project.

SERVICE SATISFACTION

Thanks to the 300+ residents who have taken part in the monthly independent surveys over the last year: Most contact with the office was in relation to repairs and rents, followed by environmental and factoring queries. Telephone remains the preferred method of contact for the majority (76%) and although only 32% of visitors to the office make an appointment in advance, we are pleased to report that 85% are seen within 5 minutes of arriving.



We will be reviewing the mechanisms for monitoring satisfaction over the next 6 months and would welcome your input via the GWHA Consumer Panel.

COMMENTS AND COMPLAINTS

Policy Review

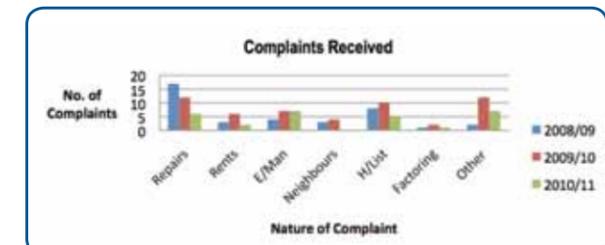
At GWHA we aim to get things right first time, however, we accept there may be times when our service falls short of your expectations. On these occasions we will investigate your concerns through our Comments and Complaints Policy, which has recently been reviewed by our Management Committee, taking account of feedback from the ATC and Consumer Panel, and with reference to the Statement of Principles issued by the Scottish Government in January 2011 and the Model Complaints Procedure issued by the Scottish Public Services Ombudsman (SPSO) in February 2011.

GWHA's Comments and Complaints Policy focuses on early resolution, communication, learning and continuous improvement. The Policy retains 3 stages, with recourse thereafter to the SPSO. Response times for Stage 1 and Stage 2 complaints are 10 and 20 working days respectively, with the timescale for Stage 3 complaints reflecting the nature and complexity of the complaint.

If there is something you are concerned about, please give us the opportunity to put it right!

Complaints 2010/11

During 2010/11, we received 22 separate formal complaints (some of which included multiple issues). 59% were from GWHA tenants, with the remaining 41% split equally between owners, Housing Applicants and other service users. 30% of total complaints received were resolved at Stage 1, with a further 52% at Stage 2 and 18% at Stage 3. Two of the 4 cases that progressed to Stage 3 were heard by the Director, with the remaining two heard by an Appeals Panel. There was contact from the SPSO in respect



of one case that had been heard by the Appeals Panel: the file was closed without further investigation