



# Newsletter



July 2016

GLASGOW WEST HOUSING ASSOCIATION LIMITED

## Annual General Meeting Report

Thanks to everyone who came along to our AGM on Monday, 27/06/16, 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.



AGM 2016

How did the change from Saturday Morning to Monday Evening work for you?

If you would like to give feedback or attend our next AGM, please contact Carol Nicol on 0141 331 6664.

## Your Opportunity to Influence the way we set Rents

We hope to work with our Consumer Panel over the next 6 months to explore the methods we have in place for setting rents.

If you are interested in participating in this review, please contact Carly on 0141 331 6650 to register an interest.



## Office Closure Dates

Our offices (and the Hyndland concierge station) will be closed on:

**Friday 15/07/16 - Monday 18/07/16**

**Friday 23/09/16 - Monday 26/09/16**

The Blythswood and St Vincent Terrace concierge stations will operate as normal during the above dates.

**Please refer to the office answer phone or the GWAH calendar in the event of an emergency arising out with our normal office hours.**



## Committee Training Forum

(CTF) provides an opportunity for any tenants and members of GWAH, who are interested in joining the Management Committee, to take part in a learning programme. The programme is designed to equip prospective members with the competencies and confidence to become a potential Committee Member. Anyone interested in joining the CTF should contact Carol Nicol, Corporate Officer, on 0141 331 6664.



## Annual Report

If you would like a copy of the Annual Report please let us know by email:

**admin@glasgowwestha.co.uk**, or

Telephone: **0141 331 6650**.

The Annual Report will continue to be available on request from our office, from your concierge station, or online at [www.gwha.org.uk](http://www.gwha.org.uk)



If you would prefer to receive the newsletter in a different format or font, please contact the office and we will do our best to accommodate your requirements.

## Right to Buy

will end for all council and housing association tenants in Scotland on 1st August 2016. Tenants with a right to buy that they are allowed to use will have until 31st July 2016 to do so.

Visit [www.gov.scot](http://www.gov.scot) for information to exercise a Right To Buy before end date.



## Management Committee



Yushin Toda  
Chairperson



Steve Jenkins  
Vice Chairperson



Jim Michael  
Secretary



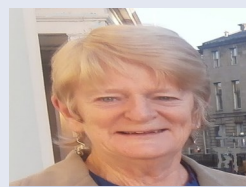
Joginder Makar  
Treasurer



Hanif Mirza



Margaret Semple



Moira Wadsworth



Scott McMahon



Welcoming newly elected Anna Bliortu and Carol Anne Chambers, Co-optee (pictured left).

## Rent Reward Scheme

May 2016 Draw:



Winner - Naomi Preston



Runner Up - Magdalena Doroszko



Dates for Diaries:

The next draw will be 12/09/16 so get your applications in before then, for a chance to win! Please contact Chris Pill on 0141 331 6653 for more information.

## Tenant Handbook



Your tenant handbook has been updated and is available on our website. It contains lots of useful information and details about your tenancy.

If you would like to see any additional information in the Tenants Handbook, please contact Jennie Cameron on 0141 331 6658 or email [JCameron@glasgowwestha.co.uk](mailto:JCameron@glasgowwestha.co.uk)

## Good Neighbour Agreement

A copy of our new Good Neighbour Agreement (GNA) is enclosed. The GNA is a reminder of the key responsibilities of being a Tenant, and in particular, the basics of being a good neighbour.

Even if you have been a tenant for a number of years, please take the time to read the Good Neighbour Agreement.





# Registered Tenants Organisation (RTO)

Congratulations to Burnbank Gardens Association (BGA) for achieving RTO status with GWhA. BGA committee members have worked hard in setting up the Association including creating and distributing regular newsletters and organising community events; their most recent event was the joyful Summer Gathering, hosted by Scottish actress Libby MacArthur, which, paid tribute to Mr Douglas Morris a former Burnbank Gardens HA and GWhA Committee Member. Further information, including memories of Doug, shared on the day, can be viewed on our website.



## Tenant Volunteers Wanted

Do you  
value good  
neighbours?

Could you give positive  
advice to households wishing  
to become GWhA tenants?

Do you have 3 hours to spare  
every couple of months?

Do you like  
meeting new  
people?

If the answer to the above is yes then we would welcome your involvement as a Tenant Volunteer on our local lettings panel. The panel meet households for an informal chat about what becoming a GWhA tenant means, sharing knowledge and experience to provide prospective households with a welcoming informative experience.



This initiative is focussed on encouraging under-represented groups, couples and single women who are economically active to consider multi storey living.

This successful initiative has been running for 8 months with good feedback from both prospective tenants as well as our current Tenant Volunteers: **Jessie, Barbara, Morris and Mohammed**, to whom we would like to say a big **Thank-You**. We couldn't do this without you!

If you are interested in joining our local lettings panel, please contact Avril on 0141 331 6657 or email [ASTewart@glasgowwestha.co.uk](mailto:ASTewart@glasgowwestha.co.uk)



## Subletting

Please remember you need  
our written permission

**BEFORE** you sub-let your home. If your circumstances are about to change for a period of time, e.g. taking up a temporary job, looking after a family member, even travelling the world, please contact your Tenancy Services Officer (Jonathan, Lynne or Thomas) for advice on the options available to you.



## Abandoned Flats

Please remember to tell us if you are moving out of your home or if you think a neighbouring flat has been abandoned. We are currently re-letting properties within 10 days, therefore if you have seen a neighbour move out and no one move in within this period of time, it is possible the flat has been abandoned.

If you have any concerns at all in relation to a neighbouring flat, please call us on **0141 331 6651**.





Glasgow Housing Register Northwest (GHR)

For a number of years we have been working in partnership with other housing associations to develop a common housing register that should make it easier to apply for housing. Applicants will be able to apply to different Registered Social Landlords via an **online** application form.

Work on the GHR is almost complete, and it will hopefully be ready for launch, later this year, by the participating housing associations in the North West of the City. Our September Newsletter will provide more information about the GHR, and we will be in contact with you (once the GHR is operational), if you have a current application for re-housing with us. Please note the GHR does not change our Housing Allocations Policy or the way we allocate our houses.

## Annual Report on the Charter (ARC)

Our ARC, summarising our performance against the Scottish Social Housing Charter, (SSHC) will be delivered to you with the September edition of our Newsletter. Further information on the ARC and the SSHC are available from the Scottish Housing Regulator's website:

[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



Scottish Housing  
Regulator

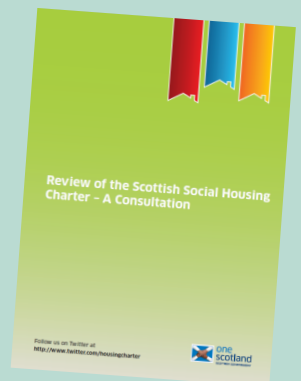
## Scottish Social Housing Charter (SSHC): Consultation

You are invited to contribute to the Scottish Government's review of the SSHC.

The consultation will run until 24/08/16, with a summary of responses expected in Autumn 2016.

The revised SSHC will apply from April 2017.

Further information is available at <http://www.gov.scot/Publications/2016/06/9161/downloads>



## Your Views Shape Our Services : Take Part in our Surveys

Management Information Services (MIS) are appointed to carry out monthly telephone surveys on our behalf. These surveys are based around the Scottish Social Housing Charter, and your participation and feedback helps inform our services and activities. The results of the 2015/16 surveys are included within our Annual Report, and will also be noted in the Annual Report on the Charter (ARC), circulated with our September Newsletter. To make sure MIS are able to contact you, please advise Ciaran on 0141 331 6652 or email [RService@glasgowwestha.co.uk](mailto:RService@glasgowwestha.co.uk) with your most up to date telephone number.



Separate to the MIS surveys, Jean Fernand will be returning to GWAHA during July and August to carry out our annual affordability survey, and to gather feedback about our complaints procedures and your experience of GWAHA, if you have become a new tenant in the last year.

Your participation in these surveys is most appreciated.

# Welfare Benefit Surgeries

For advice and assistance on any benefits issue please drop in to one of our monthly surgeries, or contact the Team on 0141 331 6678 to make an appointment.

**Surgeries will not run when our Central Office is closed.**

Keith/Walker Court	1st Fri of the Month	10am - 11am
Hyndland	3rd Thurs of the Month	10am - 12noon
Blythswood Court	Last Thurs of the Month	9am - 11am
St Vincent Terrace	Last Tues of the Month	9am - 11am

## New benefits powers for Scotland



The Scottish Government is being handed greater autonomy over how millions of pounds worth of benefits are paid to hundreds of thousands of Universal Credit claimants.

The Scotland Bill gives Scotland new powers to make changes over how Universal Credit is paid, which will eventually affect over 700,000 households across the country.

We expect to have more news in the coming months and will continue to keep you up to date on any developments.

If you have any questions, feel free to contact us on 0141 331 6678.

**Scotcash**<sup>TM</sup>  
approachable finance

Scotcash is a Glasgow based organisation that provides financial support and guidance to help you make the most of your money.

Scotcash can also help you apply for a Basic bank account, which you will need if you are soon to be in receipt of Universal Credit.

Contact Scotcash on 0141 276 0525 or visit [www.scotcash.net](http://www.scotcash.net)

Scotcash also provides:  
Money, Energy & Savings Advice.

## Clothing Grants/School Meals

Clothing Grants of £47 per child are available to eligible students who attend Primary, Secondary and Additional Support Needs Establishments.



Students who are eligible for Free School Meals are given the cash equivalent of £1.70 per day to spend on a meal. Children who attend nurseries may also be entitled, provided parents are in receipt of qualifying benefits and the application is confirmed by the nursery.

Students who are 16 before 1 June and who are eligible to apply for an Education Maintenance Allowance will NOT be entitled to a Clothing Grant for the next session beginning in August. However they may be entitled to Free School Meals.



Home insurance is very important.

If there is a fire or flood in your property, you will be responsible for the replacement of your household and personal items. Standard cover for up to £9,000 of Thistle starts from approx. £2.36 per month when you pay via Direct Debit. This covers you for up to £9,000.

For further information call 0800 652 4990 between 9am & 5pm or email [enquiries@thistleinsurance.co.uk](mailto:enquiries@thistleinsurance.co.uk)

## Spotlight on Drug Dealing

We have received a number of worrying complaints in relation to drug use and suspected drug dealing on **Brechin & Berkeley Street**. GWAHA have a **zero tolerance** approach to illegal drugs and will take action against any tenant found to be using, cultivating or dealing illegal drugs from our property.

We will always seek to evict anyone who has been found guilty under the misuse of drugs legislation.



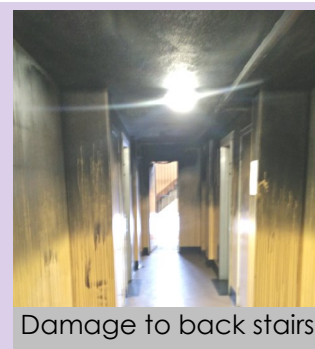
## Blythswood Court - FIRE

There was recently a serious house fire at Blythswood Court causing considerable damage to the building. Thanks to the concierge service and Scottish Fire and Rescue Service no one was seriously hurt.

An open day was held on 9th June at Blythswood Court in conjunction with the Scottish Fire and Rescue Service.

This was to provide tenants with the opportunity to ask questions and obtain info on fire safety.

A number of tenants took advantage of the Fire Service's offer of a free Home Fire Safety Visit, if you would like to book such a visit you can arrange this by calling **0800 0731 999** or Text "**FIRE**" to **80800**. Further information is available at [www.firescotland.gov.uk](http://www.firescotland.gov.uk)



Damage to back stairs



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland

## Tampering with Utility meters is Dangerous and Illegal!

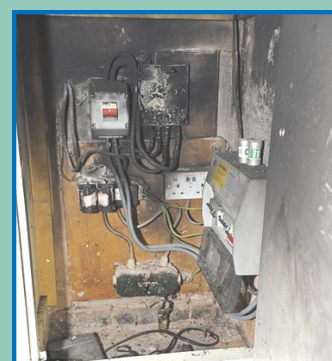
Under no circumstances should you tamper with the utility meters in your home.

**Risks include: Electric shock, Burns, Electrical Fires & Gas Explosions.**

**You not only put your own life in danger, but your family and neighbours too!**

If you believe there is a fault or problem with the meter, you should report it as a matter of urgency to your utility supplier for urgent attention.

If you are found to have altered with any meter within the property, it will result in a breach and possible legal action to recover your tenancy. Your utility supplier may take further action resulting in criminal prosecution.



# FIRE SAFETY ADVICE!!



- It is essential that your home has a working smoke alarm. If a fire starts, this will give you and your family time to get to safety.
- Fire often starts in the kitchen and no-one should ever leave a cooker unattended while it is in use.

- Stay in the room with any lit candles and make sure they are kept away from children and pets, and from curtains or other flammable materials.
- Switch off and unplug all electrical appliances not designed to be left on overnight.
- Stub out all cigarettes and always empty ashtrays. Pour water over cigarette ends before putting them in the bin outside;

- Switch off portable heaters when you go to bed;

- Close all doors – it can keep your escape route free from smoke and may stop a fire spreading;

- Make sure you can get out the flat and know where your keys are;

- Have an escape plan with your family

- Make sure your cooker is or has been fitted properly by a qualified fitter

- Keep tea towels, cloths and kitchen paper away from the cooker

- Keep fats and oils away from the cooker

- Do not leave electrical wires or cords near the cooker



## If a fire does break out:

- Get out, stay out and call 999;

- Do not use a lift, always take the stairs;

- Stay low to the floor where the air is cleaner and cooler;

- Shout to warn your family or anyone nearby – even outside;

- If your clothing catches fire, stop, drop down and roll on the ground until the flames go out. If someone else's clothing catches light, use a blanket, rug or thick coat to put out the flames;

**Stop.**



**Drop.**



**Roll.**

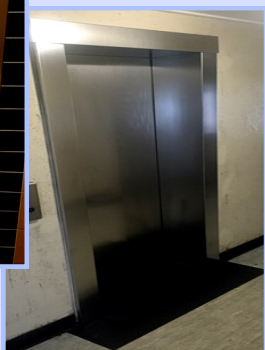


- If you can't get out, stand by a window and shout "fire" so firefighters can see and hear you;

- Never open a door if it's warm to touch, there could be fire inside.

# Major Works 2016-2020

If you require any further information or wish to discuss any upcoming projects, please contact Ciaran O'Grady on 0141 331 6652 who will be able to direct your call to the appropriate team member.



## Lift Modernisation

Lift 1 at St Vincent Terrace has now been replaced. The overall project, including lifts 2 and 3 is due to be complete by November.

## Anderston Stonework

The full programme is due to be completed in October.

Some scaffolding has now been removed to allow the work at ground level to be

completed. See results above!



## Windows Phase 1 & 2

Projects with CCG are drawing to a conclusion.

Thanks to everyone that co-operated. If your windows are single glazed or you believe your windows are due replaced please let us know or you may be missed.



## Stone Repair – Next Phase

projects are still in development. The specifics have yet to be confirmed but are likely to comprise **Byres Rd, Dover St, Pembroke St** and a section of **Argyle St**.



## Blythwood Court

**Bin chutes have been temporarily removed from use** to ensure the safety of the residents and of the building. A full survey of these areas has been carried out and we have identified essential works that dictate the ongoing closure of the chutes. We expect the works to begin in August and last for approximately 8 weeks.

**We apologise for this inconvenience.**

## Attention all Factored Owners: Save the Date

We are looking forward to holding our 1st Owners Conference in October.

At this stage we invite you take note of two provisional dates:

6<sup>th</sup> October / 13<sup>th</sup> October.

Venue and other details will be confirmed in our September Newsletter and on our Website. We look to use this opportunity to discuss the big issues, such as major investment works.

We would be pleased to consider any ideas you may have.



## Late bin collection?

If you are experiencing problems with late or missed weekly household bin collection, please call GCC Cleansing Dept. on 0141 287 9700 to bring it to their attention. Always ask for a reference number when you call.



## Disposing of bulk items?

Please call 0141 287 9700 for information on where to leave your bulk items for uplift. Always ask for a reference number which you should keep until the items have been uplifted. Please note bulk times are now taking approximately 28 days to be uplifted.



Contact Karen Hillhouse, Estate Services on 0141 428 3245 for further information.

## Garden Grant

If you are interested in applying for a garden grant to add a splash of colour to your back court or front garden, please contact Karen Hillhouse on

0141428 3242 for further information.



## G3 Growers

The G3 Growers are looking for active members to help with community fruit and vegetable garden. No experience necessary, meet new people, learn new skills take home some produce at the end of the day.



For further information please Facebook The Back Garden G3 or email [G3growers@gmail.com](mailto:G3growers@gmail.com)

## Clothing Recycling Pilot

We are keen to pilot a clothing recycling initiative at St Vincent Terrace, with a view it being a wider community recycling point.

If this is something you would like to see established please contact Daniel in the Property Service Team on 0141 331 6652 with your ideas/questions.



## Do not feed Pigeons

Large numbers of pigeons and sea gulls are causing a nuisance to residents.

Pigeon droppings are not only slippery when wet, they also carry infectious diseases such as Chiamdiosis, which is similar to salmonella. Over time the acid in the droppings can cause damage to buildings and result in insect infestations.

We are asking you to help tackle this problem by not feeding pigeons. Leaving food in the common areas or throwing it out of your window is seen as littering and will encourage rats and mice to the area.



**Thank you for your co-operation.**



Are you concerned about litter, fly-tipping, graffiti, dog fouling or any other environmental issue?

We want to hear from you.

Use the **MyGlasgow app**, call **0300 343 7027** or contact us using social media.



Report using Twitter  
**@theenvtaskforce**



Report using Facebook  
**envtaskforce**

# Statutory Right To Repair

Some repairs raised by you may be included in the Statutory Right to Repair Scheme. If the specified works are not carried out in the defined timescales you may be due compensation for the disruption to you.



If this applies you will be advised at the point of calling. If you would like further details in relation to this please contact Jeff Wood on 0141 331 6659.

## Digital T.V News

There has been an increase in the number of reports of problems with the television signal in the Anderston / Finnieston area.

The Televisions affected typically have a freeview box.

A change in picture / interference can be caused by new buildings in the line of site of the signal transmitter. Unfortunately this is out with our control.

The solution is to purchase a Freesat box from a suitable retailer as these use a satellite signal from overhead.



## Annual Gas Servicing

- Is required by LAW
  - Essential for ensuring the safety of you and others in the building.
  - Legal Action will be taken if there has been no contact from you, or you have delayed access to within 2 weeks of Service due date.
  - We will force access to ensure we meet obligations as landlord.
  - 100% Compliance in 2015/16
- Thank you for your cooperation.



## Medical Adaptations

If you are finding it increasingly difficult to move around your home or get in or out of your bath we would encourage you to contact your GP in the first instance. They can make a referral to Glasgow City Council Occupational Therapy Team (OT). Once referred an OT will carry out a home visit to consider suitable adaptations that may improve your quality of life. Works might include an accessible shower or handrail in the close. The works are subject to availability of funding and are carried out on a needs priority basis as recommended by the OT to help you day to day.



Should you have queries on any of the above articles please do not hesitate to contact Ciaran, Property Services Officer on 0141 331 6652

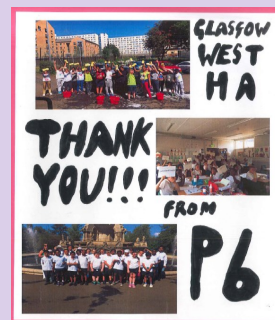


## Charitable Events

We have raised £181 in recent months through cake sales and an Afternoon Chari-TEA. All monies raised will be donated to a charity at the end of the year.

A big thank you to Carly, Jennie and Jan for taking the time to make the treats, they are delicious and all for a good cause!!

Well done to St Patrick's Primary School with all their fund raising efforts for their School trip. GWAH contributed £100. We hope you all had a great time!



## Staff Updates

Welcome to Alistair Harkness, Services Officer who joined the Property Services Team in May.



## For Fun! - Summer Word Search



S	W	O	S	V	Y	O	O	E	I
U	Q	O	W	D	R	P	N	G	K
N	F	L	I	P	F	L	O	P	S
G	V	U	M	L	G	R	U	O	G
L	O	Q	M	S	Y	J	I	F	L
A	E	M	I	E	P	U	R	X	P
S	Q	A	N	A	F	E	H	A	T
S	S	G	G	S	F	P	C	N	K
E	W	J	S	S	L	D	X	H	I
S	A	N	D	F	L	X	J	I	G

Find the following words in the puzzle:

**SUNGLASSES**

**SAND**

**SEA**

**SWIMMING**

**FLIPFLOPS**

**POOL**

**HAT**

**ICECREAM**



## Newsletter Survey

Thanks to all who completed the survey at the ATC. The general outcome of the survey was that tenants would like to see more information on local events. Please see below for local information.

## Local Events/Info

Public transport to The Queen Elizabeth University Hospital: new routes have been added (no. 15 & 16) to take people directly to the hospital (each go through Partick bus station).

There is also free door to door Evening Visitor Transport call 0845 128 4027 to arrange.

**Summer 2016:** 

Gift of the Gods: Animal Mummies Revealed, 14/05/16 to 04/09/16 @ The Kelvingrove Art Gallery & Museum

Glasgow Mela -17/07/16 @ Kelvingrove Park. Scotland's biggest multi-cultural festival of music, dance, arts & food.

Summer Clydeside Market - 31/07/16 to 13/08/16, 10am-5pm @ The Quay. Food, crafts, entertainment, live music & cooking demos! Fun for all the Family.

Free swimming, fun & floats for all ages @ Glasgow Club North Woodside when using Glasgow Kidz Card or Glasgow Young Scot Card!





## Jim Michael Award

Congratulations to all nominees, picking a winner was no easy task.

This year's award was presented to Mrs Rogers



(pictured above) for the courage she showed, on behalf of all her neighbours, in the face of ongoing anti-social behaviour.

If you would like to nominate one of your neighbours for help they provide to you, a neighbour or the wider community please get in touch. Contact Jennie on 0141 331 6658.

## Anne Gould Award

Well done to all of this year's nominees and a special mention for Elaine Giles (pictured right with Linda Reid), the deserved winner of our 2016 Award.



## JIM ANDERSON (1953 – 2016)

On 11 March 2016, Jim Anderson died peacefully at the Queen Elizabeth University Hospital Glasgow.

Jim was a valued member of GWhA's Management Committee from 2004 - 2015. With a strong sense of social justice, coupled with his invaluable community insight, he regularly championed service improvements and fairness.

Despite increasing health battles, Jim's sharp wit, attention to detail, routine constructive challenge and formidable directness were ever evident in all our meetings and particularly in his duties as GW's Audit Sub Committee Convenor for 7 years. Ill health forced him to resign from the Management Committee in June 2015, however, he regularly kept abreast of developments, with an expectation of returning to committee meetings following his long awaited heart operation.

With Jim's love for all things Anderston and the depth of his local social history knowledge, Jim was the clear choice to lead the opening proceedings at GWhA's opening of the Brechin Street new build housing project on 16 November 2010. Jim recounted some tales of Anderston and his mum's journeys to the old Factor. Our time-capsule holds his mum's old rent book, for 62 Elderslie Street, dating back to July 1935. The Factor was R.D. Paton of Bellgrove Street and rent and rates, per month, amounted to two pounds, eighteen shillings and four-pence.

Jim was a well kent face in the Anderston community and its many networks; Anderston and our meetings, will be quiet without Jim.

5 Royal Crescent Glasgow G3 7SL

Tel: 0141 331 6650 • Fax: 0141 331 6679

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

Office opening hours: Monday, Wednesday, Thursday, Friday - 9am to 4pm.

Tuesday - 11.30am to 4pm.

Appointments are available at other times on request.

Registered with the Scottish Housing Regulator HEP 126.

Registered under the Co-operative and Community Benefit Societies Act 1955 RS.

Registered as a Scottish Charity SC001667

