



Newsletter



September 2016

GLASGOW WEST HOUSING ASSOCIATION LIMITED

Rent Review 2017/18

Over the next few months our rent and service charges review process will begin, with consultation through our Festive Newsletter and at our ATC on 21st January 2017.

Your response to this consultation helps to inform our decisions.

Committee Training Forum (CTF)

The CTF provides an opportunity for our tenants and members, who are interested in joining the Management Committee, to take part in a learning programme. This is designed to equip prospective members with the competencies and confidence to become a potential Committee Member.

A Committee Training Forum was held on 16/08/16. Thank you to all who attended.

If you are interested in joining the CTF please contact Carol Nicol on 0141 331 6664.



Office Closure Dates

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

Friday 23/09/16 - Monday 26/09/16 and will reopen at 9am on Tuesday 27/09/16

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.



cash for kids
a helping hand for local children

APPLICATIONS BY 14/10/16

Cash for Kids grants assist with the cost of a Christmas treat.

Last year £2,700.00 was awarded to 56 families.

If you are a GWAH resident, looking after 1 or more children (15 years or younger) and you are on a low income, or receiving benefits, you could be eligible for a grant.

All applications have to be made before **14th October 2016** so keep an eye out for posters in your close giving information on when you can come to the office to make an application:

04/10/16 & 10/10/16 - 2PM - 4PM

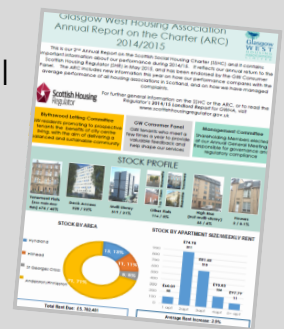
06/10/16 & 07/10/16 - 10AM - 12PM

Annual Report on the Charter (ARC)

Delivered along with this Newsletter you will find our 2015/16 ARC.

Please let us know whether you find this information useful by returning the tear-off

slip (at the back of the Newsletter) or by email to admin@glasgowwestha.co.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.

Rent Reward Scheme

The next draw will be 12/12/16 so get your applications in before then, for a chance to win!



June 2016 Draw Winner:
Mr Alexander McDougall

Please contact Chris Pill on 0141 331 6653 for more information.

Festive Gifts



Last Christmas we delivered over 300 gifts to our elderly or vulnerable tenants.

If you missed out and would like to be added to our Festive Gift List, or if you know of an elderly or vulnerable neighbour who would appreciate a small gift please contact the Tenancy Sustainment Team on 0141 331 6676.

All gifts will be delivered before the office closes for the Festive Period, along with the Festive newsletter. The cost is met from our Community Fund which is in part funded by the profits made from our staff tuck shop.

Noise Annoys!

Are you bothered by NOISE?

It is a fact of life that we all make noise whether we are talking to others, entertaining, playing music or just going about our daily business. There are many different ways in which noise impacts, be it from loud music, loud TV, dogs barking, DIY or musical instruments.



What can you do to help?

- Be aware of your surroundings – your living room could be above or adjacent to your neighbour's bedroom.
- Consider carpet in preference to hard floors. If you have hard floors, rugs will go a long way to dampen sound. Please also consider wearing slippers indoors and be conscious of how a child's ride along toy sounds on laminate flooring.
- Respect quiet hours; domestic housework, laundry and vacuuming should be done during the day. To help mask or cancel noise, try to create peaceful sounds around you by hanging wind chimes or turning on a radio. Hanging curtains (even thin ones) will help reduce external noise.

If you are being bothered by NOISE

In the first instance we would ask you to consider approaching those responsible to make them aware as they may be unaware of the impact the noise is having on you.

If you do not wish to approach your neighbour directly, consider discussing the matter with Community Safety Glasgow (CSG) mediation service. The mediation service is free, confidential and impartial. The service can be used in many situations where there is conflict, and all parties are assisted to talk things through and find common ground. A referral can be made by us or you can contact mediation service direct on 0141 276 7451.

You can also contact the CSG Noise team on 0141 287 66588. Noise officers are available to respond to noise complaints between 5pm – 3am, 7 days a week.

For complaints where the excessive noise also involves disorder, please contact Police Scotland on 101 or in an emergency call 999.



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



Universal Credit (UC) - Update

Whilst the Government recently announced delays to the roll out of UC, you should be aware of some of the changes coming into force throughout 2017/18

Tax Credits Support for children reduced

Support for children through Tax Credits and UC will be limited to two children from April 2017. Equivalent changes will be made to the Housing Benefit rules.

Tax Credit Family Element removed

People starting a family after April 2017 will no longer be eligible for the Family Element in tax credits. The equivalent in UC, known as the first child premium, will also not be available for new claims after April 2017.

Universal Credit requirements for parents to look for work

Parents with a youngest child aged 3, including lone parents, are expected to look for work if they want to claim UC.

Reduction in payment for ESA Work-Related Activity Group Claimants

From 1 April 2017, new ESA claimants who are placed in the Work-Related Activity Group will receive the same rate of payment as those claiming Jobseeker's Allowance or the equivalent in UC.

Universal Credit Youth Obligation

From April 2017, 18-21 year olds who are on UC will have to either apply for training/apprenticeships or attend a work placements from six month after the start of their claim. This excludes certain exempt groups (those considered to be vulnerable).



Glasgow libraries not only have free to use computers & Wi-Fi (if you're a member) but also provide a range of free computer classes. These classes are available to everybody and are a fun and informal way to learn about computers- from the basics of switching on a computer and using the Internet, to courses certificated by BCS - The Chartered Institute for IT.

Don't worry if you are new to computers. All libraries run courses for complete beginners.

If you are interested in attending a course or would like more information

Call 0800 027 6402 or go online www.glasgowlife.org.uk/libraries/computers-learning

Illegal subletting

We have now identified a number of properties that have been sublet without our permission. We have already recovered one property and others are in the court process.

Unlawful subletting of social housing is a serious matter and if you are caught subletting your flat without our written permission you are likely to lose your home.

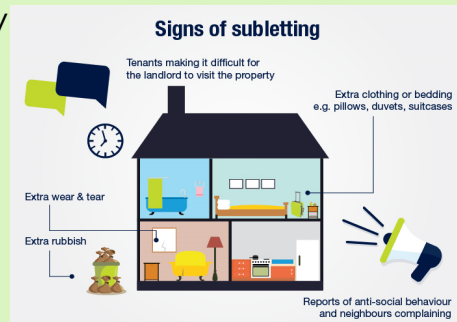
If you are illegally sub-letting a property, you must contact us to make arrangements to terminate your tenancy as a matter of urgency.

If you suspect that a property may not be occupied by the tenant, please contact us on 0141 331 6660.

We have hundreds of people on our Housing List who are in desperate need of affordable housing and your assistance may

bring about a very positive conclusion.

Please be assured we will treat any contact with the utmost confidentiality.



Transfers & Exchanges

Have your circumstances changed since your tenancy with GWHHA began? If you find that your property no longer suits your needs (is it too big, too small, has too many stairs) we may be able to help you find a more suitable property, either through an internal transfer (assessed through our Housing Allocations Policy) or a mutual exchange (a swap of tenancy with another tenant of GWHHA or other Registered Social Landlord).

If you are interested in moving home, please contact Laura Clapperton in our Tenancy Sustainment Team on 0141 331 6651. Laura will be happy to discuss your housing options with you

You must have GWHHA permission before agreeing to a mutual exchange.



Attention all Factored Owners: Save the Date

Our 1st Owners Factoring Conference is scheduled for 6th of October.

Please contact Laura Cromar on 0141 331 6674 or email factoring@glasgowwestha.co.uk

To confirm whether you will be able to attend.

Back Court Improvements



We have been working with Anderston Youth Café to help improve the appearance of the back court at Breadalbane Street. Thanks to the hard work of Hazel Ralston and her team of young people from

the Anderston Youth Café (AYC), the appearance of the central courtyard has been transformed with materials donated by Dobbie's Garden Centre.

We plan to paint over some of the graffiti within the back court, to help further improve the appearance.

REMINDER! PLEASE DO NOT FEED THE PIGEONS

Large numbers of pigeons on the Estate are causing a nuisance to residents. Pigeons carry infectious diseases such as chlamydiosis, which is similar to flu and salmonella and their droppings are slippery when wet. Over time the acid in the droppings can cause damage to buildings and result in insect infestations.



We are asking you not to feed the pigeons and to help us tackle this problem. Leaving food in the communal areas for the pigeons is seen as littering. This is not only a breach of your tenancy but it will also encourage rats and mice to the area.

Thank you for your co-operation

G3 Growers

An Open day will be taking place in the next month.

Some of the activities on offer include: a cookery demonstration using produce from the garden, decorate your own plant pot and plant with seeds to take home, art competition with prizes.

Please check our website www.gwha.org.uk for further details; look out for posters in your close, or contact Karen Hillhouse for more info on 0141428 3242.



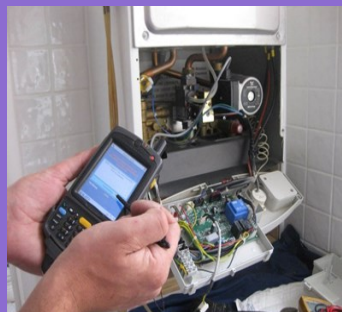
Annual Gas Servicing Reminder

With the colder weather approaching and the use of central heating increasing over the coming weeks, please remember the importance of gas safety.

Working with our contractors James Frew and City Building we will contact you to arrange a suitable convenient time for the gas safety check. It doesn't take long and is vital to ensure the safety of gas appliances.

Because of the importance of the annual gas safety check, we will take action to ensure access is provided.

Thank you for your co-operation with this very important service.



Stock Condition Survey Awareness

We carry out surveys to help inform our current and future investment programmes.

If you receive a letter in relation to a short survey in your home please call

Ciaran O'Grady on 0141 331 6652 to confirm your availability.



Major Works

Anderston - Stonework Repairs



We are progressing well with the works to repair stonework on our tenement flats to protect the fabric of our buildings for future generations. Scaffolding has now been removed from parts of Elderslie Street with the remaining section in place for the elevation rebuild works at Kent Road.

Similar works on site at 47 Beltane St are due to conclude at the end of the year.

Lift Modernisation



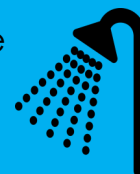
The replacement of lifts at St Vincent Terrace is progressing well and is scheduled to complete by December 2016.

Plans are progressing for the modernisation of lifts at Hyndland and Blythwood Court in 2017.

Shower Maintenance



If you have a shower in your property, please ensure that you are aware of the responsibilities for maintenance, repair and future replacement. Please contact our Property Services Team if you are unsure.



Shower is GWA responsibility where:	Shower is Your responsibility where:
The Shower is the only means of bathing in your home	You have installed the shower yourself
There is provision within your rent for the repair and maintenance of the shower	There is no provision within your rent for the repair and maintenance of the shower
The shower was installed for you by GWA, as part of a medical adaptation.	You inherited fixtures and fittings from previous tenant (e.g. through mutual exchange)

Cyclical Programme

We will shortly be appointing a contractor to carry out roof and gutter cleaning over November and early December to clear the Autumn leaves in readiness for Winter weather.

The contractor will wear ID cards and will put up posters in the close in advance of carrying out the work. Please contact us if you are unsure about the identity of a contractor in your building.



Charitable Events

On 24/08/16 Anderston Primary School held a community Fun-Day.

Thanks to our contractors, James Frew and Edison Energy who generously donated shopping/dining vouchers for the raffle.



Daniel handing cheque over to Brooke from Anderston Primary School

Get Online with GWAH

We are now live!!

- Manage your rent account
- Report & track repairs
- Keep your personal information up-to-date
- Provide feedback

Sign up for access to your online account today!

To request access please e-mail it@glasgowwestha.co.uk or phone 0141 331 6650 (option 6) and ask for Angie Brown.

Please note this service is currently available to tenants only.



Staff Updates



Welcome to Laura Cromar, Services Administrator who joined the Property Services Team in August.

Best wishes to Richard McLean, Services Officer, who has recently left GWAH to take up a new challenge.

Local Events/Info - Autumn 2016

Play on Pedals Drop In session

Teaching 5-6 year olds to ride a bike. Riverside Museum, 24/09/16, 11-1pm (free event)!



Glasgow Farmers Market



Mansfield Park, 24/09/2016. This popular farmers market brings rural Scotland to the centre of Glasgow's west end twice a month!

Fox Star Festival

@ The Kelvingrove Bandstand & Amphitheatre, 24/09/16, 12pm to 10pm & 25/09/16, 12pm to 9.30pm. Family friendly event, featuring a weekend of music, spoken words, visual art & kids activities galore.

Book Week - 21/11/16 - 27/11/16

Check out www.scottishbooktrust.com for more information.



5 Royal Crescent Glasgow G3 7SL

Tel: 0141 331 6650 • Fax: 0141 331 6679

Email: admin@glasgowwestha.co.uk • Website: 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



Christmas In Anderston

Anderston's traditional Christmas party will take place this year on Friday 02/12/16 at the Salvation Army building, 1 Houldsworth Street (just behind the Anderston & Kelvingrove Church).

Please do take your children along for a free and fun filled afternoon and help to support your local community at the same time.

Who knows, maybe even Santa will fly by.



Autumn Word Search

Find the following words in the puzzle:

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

ACORN

AUTUMN

BONFIRE

FIREWORKS

HALLOWEEN

LEAVES

NOVEMBER

OCTOBER



PUMPKIN

SEPTEMBER



ANNUAL REPORT ON THE CHARTER - FEEDBACK TEAR OFF SLIP

1. Were you aware that we are now required to issue an ARC? **YES/NO**
2. Did you find the ARC informative? **YES/NO**
3. Was the information easy to read and understand? **YES/NO**
4. Did you like the layout of the ARC? **YES/NO**
5. Overall, how would you rate our ARC in terms of the amount of performance information it contains?
Too much ☐ **Not enough** ☐ **About right** ☐

Any other comments/suggestions?

NAME: _____

ADDRESS: _____