



Newsletter

Spring 2021



GLASGOW WEST HOUSING ASSOCIATION LIMITED

Annual General Meeting (AGM) Wednesday 23/06/2021 at 6.30pm

Save the
Date

Details to follow in early June. Contact Carol on 0141 331 6650 to find out more about becoming a member.

Hot Off the Press

We are pleased to have been awarded £60,000 from the Scottish Government Community Recovery Fund, which will help with:

- Increasing access to our Welfare Rights service.
- Supporting the local Sikh Foodbank.
- Creating an emergency fund for our tenants who are in crisis for fuel, phone and internet payments.
- Providing emergency furniture items, including carpets with underlay and fitting.
- Providing Chromebooks and internet at The Pyramid at Anderston for vulnerable/shielding households and those with school age children primary 4-7 to encourage digital inclusion.



To apply, call us on 0141 331 6650 or email admin@glasgowwestha.co.uk

Apply as soon as possible, as all awards must be made by 31/05/21

Office Closure

Our offices at 5 Royal Crescent will be closed during the Public Holidays:

- Friday 2 & Monday 5 April
- Friday 28 & Monday 31 May
- Monday 3 May

Our concierge teams at Blythswood Court and St Vincent Terrace will be available 7am-7pm.

For emergency information call 0141 331 6650 or our visit: www.gwha.org.uk



We value hearing from you and particularly your good news stories. To submit an article/photo contact us on 0141 331 6650 or admin@glasgowwestha.co.uk

Annual Tenant Conference 2021

Thank you to all who attended our first ever virtual Annual Tenant Conference (ATC). It was great to see so many of you, and some for the first time!

We received valuable feedback about our services which included overall support on the night for our proposed rent increase (see facing page).



"Timing of the event was perfect. I'm at home with my little one, and it wasn't too long or too short."

81% agree with Glasgow West's overall objectives and strategies.

72% felt there were enough opportunities to participate.

"Having it mid week evening rather than Saturday morning was helpful as it allowed me to attend."

Contractor Services Update

Waste Management

Our partnership with **Total Homes** will help the management of fly tipping issues, and the piloting of a sustainable bulk waste management service to help improve our neighbourhoods. Over the coming months this will include:

- Adopting and promoting **Recover, Reduce, Repair, Reuse, and Recycling** principles
- Items collected and sorted rather than going direct to landfill
- Developing our frontline process and procedures



Gutter Cleaning and Roof Inspection

David Mitchell Plastering and Building will undertake a 3 year planned and preventative gutter cleaning and roof inspection contract.

Investment Programme

Our appointed Project Managers, Faithful + Gould, are progressing with the final stages of further key consultant appointments to assist with:

- Windows Replacement projects;
- Cyclical Electrical Compliance works;
- Glazed Curtain Walling works
- Stonework fabric repairs

Look out for updates in future editions of our newsletter

A Year We Won't Forget

Staying at home, getting to know our neighbours, social distancing, face masks, home-schooling and avidly watching the news to see any developments. It really has been a year like no other!

Below is some of the work we achieved throughout this challenging year.

- £19,575 from the Scottish Government Wellbeing fund provided furniture, phone and fuel top ups and donations to the Sikh and Glasgow North West Foodbanks.
- The foodbank based at the Pyramid in Anderston received £796 through staff donation, which was matched by GWhA, for essential food and household items. Staff also donated their own time to deliver food parcels.
- 28 fuel grant payments were made through the William Grant Fuel Fund.
- 400 wellbeing phone calls were made to those aged 75+ in place of our bi-annual visits. Many of these calls are continuing.
- A virtual prize draw was held in place of our annual festive chocolate delivery. There were 7 winners of food hampers or vouchers!
- GWhA funded Cash for Kids awards for 129 families and made payments to 213 children which came to a total of £5325.00, an increase on previous years!



We can offer a wide range of financial & practical support.
Contact us on 0141 331 6650 for more information.

Rent and Service Charges 2021/22 1.5% average increase

This will be delivered alongside year 2 of our rent restructure programme.



If you have any questions about your new rent amount, or how to notify Universal Credit, please contact us on 0141 331 6650 or email us at admin@glasgowwestha.co.uk

Rent Reward Scheme

Congratulations to the 236 members who received their annual reward of £52.

Membership is dependent on fulfilling all aspects of your tenancy, with incentives including the annual reward and free entry to our quarterly prize draws.

December 2020 Draw

Winner £100 prize– Kerrie McMahon
Runner up £30 prize– Beth Conway

To join the Rent Reward Scheme contact Dominic on 07745 532037 or 0141 331 6650.

Glasgow West Breaks Ground at Dover Street!

This GWAH project, which is being delivered by The JR Group, is due for completion in the Spring of 2023. It consists of 55 self-contained flats for social rent (including five wheelchair accessible flats) and a commercial unit.



Plans for the Development

“ This has been a complex and challenging development project, and we are thankful for the ongoing support of the Scottish Government, Glasgow City Council and our local community, in reaching this important milestone. There is overwhelming demand for social housing in our area, and we are excited about the significant contribution these high quality, energy efficient homes will make towards our vision of shaping thriving communities. ”

Joe Heaney, Glasgow West Housing Association Chairperson

Applying for Joint Tenancy

A Joint Tenancy is when more than one person is legally responsible for the tenancy and all parties have equal rights and liabilities. Tenants can add a Joint Tenant to the tenancy subject to certain conditions.



To apply:

- You (the tenant) must have lived at the property for a minimum of 12 months.
- The person you wish to be Joint Tenant must have lived at the property for 12 months before the date of application. The 12 month qualifying period begins from the date we are notified **in writing** of their residence.

We assess each request and only refuse where we have reasonable grounds to do so. Examples might include:

- A Notice of Proceedings for Recovery of Possession has been served on the tenancy
- A Decree for Recovery of Possession of the house has been granted
- There are outstanding rent arrears at the property

Contact us on 0141 331 6650 or email us at admin@glasgowwestha.co.uk for more information.

Good Garden and Best Close Competition 2020



With everybody spending more time at home, many of you decided it was the perfect time to make the most of your back court or garden and applied for a Garden Grant Scheme Award.

All of this year's nominees went above and beyond; either to create a relaxing back court/ garden area or to ensure their close was kept clean when some services were suspended.

Our Management Committee recognised the extraordinary effort made in these exceptional circumstances, and all nominees were confirmed winners!

Best Communal Garden Winners	
1010 Argyle Street	102 Byres Road
1030 Argyle Street	222 Berkeley Street
419 Great Western Road	171 University Avenue
132 University Avenue	12 Pembroke Street
96 Byres Road	
Best Close Winners	
4 Brechin Street	1010 Argyle Street
8 Brechin Street	

Get Involved in 2021!

This year, we particularly want to hear from you if you have any upcycling ideas that create bright and interesting features or encourage birds, bees and butterflies to visit.

To apply for a Garden Grant Scheme Award, contact the Estates Services Team on 0141 331 6650 or email estates@glasgowwestha.co.uk.



Glasgow West - Still here for you!

Although our surgeries are suspended, our welfare rights team are still here to help and assist you with a range of benefit related queries.

Contact Stephen and Helen by phone: 0141 331 6650 or email: welfarerights@glasgowwestha.co.uk.

Office appointments are available for more urgent or in-depth assistance.



Important Reminder for Universal Credit (UC) Claimants



If you receive UC, then **you must** notify the DWP of your rent increase on 28 March 2021. They **will not** accept rent increase notifications before this date. Failure to update may affect the amount of UC you receive and payment of your housing costs and any shortfall will be your responsibility to pay.

Scottish Child Payments are now being made!

The fund is making payments of £10 per week (paid 4 weekly) and is awarded for every child you have under the age of 6. To be eligible, you'll need to be in receipt of one of the following benefits:

- Child Tax Credit
- Universal Credit
- Income Based Job Seekers Allowance
- Income related Employment Support Allowance
- Income Support
- Pension Credit
- Working Tax Credit



Social Security Scotland
Tèarainteachd Shòisealta Alba

You must also show you're responsible for a child under 6 by the child being named on one of the following benefits:

- Child Tax Credit
- Child Benefit
- Universal Credit
- Pension Credit

Please contact us for further information, or help in making your application.

To apply directly, call 0800 182 2222 or go online at:
www.mygov.scot/scottish-child-payment

Update to Complaints Procedure

In April, we adopted the updated complaints handling procedure recommended by the Scottish Public Services Ombudsmen (SPSO).

The Main Changes

- A complaint may be resolved by both parties agreeing an action to be taken, without deciding if the complaint is upheld or not. In these situations, we will be clear with you about the resolution.
- A 6 month time limit applies on escalating a complaint to Stage 2 from Stage 1.



We've created a quick reference leaflet on our website.

The process for making a complaint has not changed:

- Call us on 0141 331 6650
- Email us at admin@glasgowwestha.co.uk
- Online: www.gwha.org.uk
- In writing to: 5 Royal Crescent, Glasgow, G3 7SL

Please note that there may be a delay in accessing post due to reduced office opening hours. Customers raising complaints via social media will be redirected to the above methods.

Further Information

Access our procedure through the Complaints section of our website:

www.gwha.org.uk or contact us for a paper copy. Find out more about the role of the SPSO at: www.spsa.org.uk

You Said, We Did

'You Said, We Did' highlights the learning your comments and complaints have on informing and enhancing our future services. Thank you for sharing your feedback. Below are some of the changes we've made.

You Said...	We Did...
A tenant informed us they were unhappy that screws and wood were left in close following void works.	This was discussed at our recent meeting with the contractor to ensure mess is cleared from common areas after void and repair works.
An incorrect date was given to a resident for a meeting.	We will ensure dates offered to residents are available before proposing them.

Staff News

Welcome to Michael Smith, Project Officer, who joined our Technical Team. Congratulations to Lee Dornan on his new role as Finance and IT Manager.

Best wishes to Simon Barclay, Property Services Officer, who recently left Glasgow West. We wish him all the very best.



Left: Lee Dornan

Right: Michael Smith

Annual Staff Conference

Our Annual Staff Conference took place virtually this year on 16 & 23 March. This provided a great opportunity for staff to review the hard work of the past year and plan our priorities for the year ahead!

Anne Gould Award 2021

This award was introduced to recognise staff who enhance the customer experience through exemplary customer service. Nominations are received from other staff and customers. Well done to all of this year's nominees. Special congratulations to the winners of our 2021 Award! Individual Winners: Gillian Conway & William Hunter. Team Winners: Repairs Team & IT Team.

Glasgow West's Committee Training Forum

Our Committee Training Forum (CTF) is a unique opportunity for tenants and members. It will equip you with the skills and confidence to become a Committee Member, although joining the CTF doesn't commit you to this. The benefits are:

- Learning new skills to enhance your career opportunities
- Getting to know the people who live in your neighbourhood
- Sharing your experience, and gaining a better understanding of the issues in your community
- The satisfaction of volunteering for a good cause



If you are interested in joining next year contact Carol on 0141 331 6650, cnicol@glasgowwestha.co.uk

5 Royal Crescent Glasgow G3 7SL

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| • Website: www.gwha.org.uk | • Twitter: @glasgowwest4 |
| • Facebook: facebook.com/glasgowwestha | |

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 as a Scottish Charity SC001667

Registered under the Co-operative and Community Benefit Societies Act 2014 :1955 RS.

