



## Annual General Meeting 2021

Thank you to everyone who attended our Annual General Meeting (AGM) on Wednesday 23 June 2021. Your continued support is welcomed and appreciated. If you would like to attend our next AGM, call Carol on 0141 331 6650.

One of the main focuses of business is the election of the Management Committee (MC). Following a particularly successful Committee Training Forum, we wish to extend a very warm welcome all MC members, particularly those joining us for the first time. Our Management Committee for 2021/22 are:

- Joe Heaney - Chairperson
- Susan Mosedale - Vice Chair
- Nina MacNeil - Secretary
- Joginder Makar - Treasurer
- Nicola Adams
- Anila Ali
- Steve Bruce
- Anne Campbell
- Issi Gracie
- Amy Robertson
- Billy Robertson
- Yushin Toda

### Office Closure

Our offices at 5 Royal Crescent will be closed during the public holidays:

- Friday 16 July
- Monday 19 July
- Friday 24 September
- Monday 27 September



For emergency information call 0141 331 6650 or visit: [www.gwha.org.uk](http://www.gwha.org.uk)

### Annual Report

If you would like a copy of the Annual Report please visit our website: [www.gwha.org.uk](http://www.gwha.org.uk) or get in touch.

Phone:  
0141 331 6650

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



### SAVE WITH RENT

Build your savings with Glasgow Credit Union when you pay your rent. Benefits include up to £30 per year contribution from Glasgow West! Visit our website:

[www.gwha.org.uk](http://www.gwha.org.uk) or contact Dominic for more information on 07745 532037/ 0141 331 6650 or [dmcgonigle@glasgowwestha.co.uk](mailto:dmcgonigle@glasgowwestha.co.uk)

GWA in partnership with





## Bookworms is Back!

We are relaunching our Bookworms programme for children aged 16 and under. Previously, books were distributed at our Annual General Meeting and Cash for Kids events. Moving forward, we will work with community groups and local events to expand our reach.

Sharing stories, reading with and encouraging children to read has numerous benefits; and as Dr Seuss said:

*"You can find magic wherever you look. Sit back and relax, all you need is a book"*

Reading can relax, inspire and engage young minds in

endless ways, which is of great benefit in these trying times. We will write to all existing members, and all households who have children eligible to apply with more information about our plans - so keep your eye out for your letter and get involved!

Furthermore, Glasgow Libraries are reopening and many services have returned. Partick and Hillhead Libraries are now open, and the lending library at the Mitchell will follow in the near future. Find out more about their services, and your local library online:

**[www.glasgowlife.org.uk/libraries](http://www.glasgowlife.org.uk/libraries)**

**To find out about Bookworms, call Tim on 0141 331 6650 or email [torourke@glasgowwestha.co.uk](mailto:torourke@glasgowwestha.co.uk)**

## The Priority Services Register

The Priority Services Register (PSR) is a free UK wide service which provides extra help during power cuts or when there's an interruption to your water supply.



With the launch of the new PSR Scotland website, customers across the country now have a one-stop-shop where they can learn more about the free help available in their individual area, with links straight to the specific pages on each company's website to make the registration process as simple as possible.

You can register if you:

- are deaf or hard of hearing
- have a disability
- live with children under five
- depend on electricity or water for your medical care
- feel you may need additional support, even for a temporary period of time.
- are blind or partially sighted
- have a chronic illness
- are over 60

**To learn more visit [PSRScotland.com](http://PSRScotland.com)**

# Summer is Here!

It's that time of year again: School's out, summer clothes are in and we are all hoping for sunshine!

Why not use the sunny days out in your garden as an opportunity to build up a relationship with your neighbours and enjoy the garden together.



While enjoying the summer there are a few things to keep in mind:

- Noise will be amplified when windows are left open.
- Be mindful of your neighbours. Not everyone is on holiday and some neighbours may be getting up for work the next morning.
- Dispose of waste properly to avoid unpleasant smells.
- If planning a Barbeque then follow our tips on page 6.
- In the event of an emergency involving antisocial behaviour you should call Police Scotland on 999 in the first instance or call 101 (non-emergency) and notify us at the earliest opportunity.

**If you need any advice about antisocial behaviour contact us on 0141 331 6650 or [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)**



## Kelvingrove Park Update

Glasgow City Council (GCC) continue to work alongside Police Scotland in Kelvingrove Park to tackle the issues relating to antisocial behaviour and alcohol consumption. The park is a family space which they hope everyone can enjoy.

The safety of park visitors, neighbours and GCC front-line staff remains their priority and antisocial behaviour is not welcome. They encourage you to report any incidents of antisocial behaviour to Police Scotland on 101, or 999 in an emergency, in order for resources to be deployed efficiently.

**For the most recent updates, visit the GCC website: [www.glasgow.gov.uk](http://www.glasgow.gov.uk)**

## The Scottish Social Housing Charter - time for another look

TPAS and TIS, on behalf of the Scottish Government, are hosting a series of consultation events, aimed at Tenants, Landlords, and RSL Board Members to review the charter.



To book your free place with TPAS phone 0141 552 3633 or email [enquiries@tpasscotland.org.uk](mailto:enquiries@tpasscotland.org.uk)



To book your free place with TIS phone 0141 248 1242 or email [info@tis.org.uk](mailto:info@tis.org.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 calling 0141 331 6650 or email [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk).

Office appointments are available for more urgent or in-depth assistance and all information is kept confidential.



## Universal Credit

In April 2021 the Department for Work and Pensions (DWP) changed how they recover Universal Credit advances, and the maximum repayment period will increase to 24 months. This means you will have less money taken off your monthly payment, and the maximum deduction rate will go down to 25% of standard allowance.

## State Pension

If you are single and turned 66 after 01/04/2021 and don't receive guaranteed pension credit your housing benefit could be affected. The personal allowance used to calculate your award has reduced from £191.15 to £177.10. Please don't hesitate to get in touch if you need any advice, or if we can be of assistance.

## School Related Assistance

### School Age Payments

If your child was born between 1 March 2016 and 28 February 2017 you can make a claim for School age payment until 28 February 2022. This is a payment of £252.50 for each child who is successful. Find out more;

**[www.mygov.scot/best-start-grant-best-start-foods](http://www.mygov.scot/best-start-grant-best-start-foods)**

### Free School Meals and Uniforms Grants

All children in primary 1, 2 & 3 who attend a local authority school are entitled to free school meals during term time, regardless of family income and circumstances. From August 2021 this will also apply to children in primary 4. School clothing grants of £110 for every qualifying child and free school meals are available to families on low incomes. Applications are available from early July:

**[www.glasgow.gov.uk/article/17885/Clothing-Grants-and-Free-School-Meals](http://www.glasgow.gov.uk/article/17885/Clothing-Grants-and-Free-School-Meals)**



## Succession

Succession to tenancy occurs when a tenancy is passed to another person following the death of the tenant. If we do not hear directly from the household following a notification of death, we will do our best to trace residents including writing to those noted as living at the address. We will establish who may be entitled to succession and will give notice to each person in writing. If there is no qualifying person, the tenancy end will be the date of the tenant's death

From 1<sup>st</sup> November 2019 legislation introduced a minimum residency period of 12 months before a household member is eligible for succession to tenancy.

**Please note all residency periods begin only from the date Glasgow West received written confirmation of a person's residence.**

**For more information, or to update your household record, call 0141 331 6650 or email [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.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.

You Said...	We Did...
Direct debit was not updated correctly for rent payment.	We now complete additional cross checking before implementing any changes.
Tenant unhappy that a repair noticed at a property inspection was not completed.	Better record keeping after inspections has been put in place to avoid this happening again

## Have Your Say

### We want your views on our Welfare Rights Service!

We're looking for tenants to give us feedback on the current support available and any way we could enhance the current service. We will be consulting with interested tenants throughout July through phone interview, paper and online surveys.



**Get involved by emailing**

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

## Major Works and Investment Update

- Lift Modernisation (Breadalbane Street, 9,11,24 Prince Albert Road) & CCTV upgrade (Blythwood Court, St Vincent Terrace and Hyndland) completed.
- 14 scaffold towers at St Vincent Terrace provide temporary health and safety measures while the project is developed.
- Consultants have been appointed to assist with window replacement (x87 properties).
- Initial site investigation for stonework project on Byres road is underway to assist planning for works later in the year.
- Cyclical works preparation is underway with a priority focus on electrical safety, and smoke detectors.
- Painters works to common areas will follow.



Your support and cooperation for access is critical for delivery of our plans this year



### Clear Out the Bulk!

Our recycling contractor Total Homes has completed the first stage of clearing our backcourts of household bulk waste. Unfortunately due to the extended time the items had been left outside they have been unable to recycle the vast majority of it.

Let's make a difference ! We need your help!

If you have any household bulk please contact Total Homes to arrange collection within 48 hours of your request being received.

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

## Barbecue Safety

Nothing says summer like firing up the barbecue and cooking outdoors. Here are some top tips from Scottish Fire and Rescue Service to ensure you have fun and stay safe!



- Keep a bucket of water, sand or a garden hose nearby
- Never leave a barbecue unattended
- Avoid alcohol - it can affect your co-ordination and judgement
- Make sure your barbecue site is flat and well away from sheds, fences, trees, shrubs or garden waste
- Keep children and pets away from the barbecue
- Do not dispose of ashes until they are cold to the touch
- Never take a portable barbecue - or lit charcoal - into an enclosed space
- Make sure everyone knows how to put out clothing that's on fire: stop, drop and roll

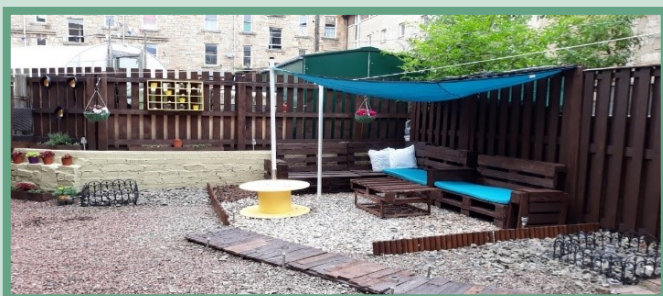
**Read more summer safety tips from Scottish Fire and Rescue Service on their website:**

**[www.firescotland.gov.uk/your-safety](http://www.firescotland.gov.uk/your-safety)**

## Good Garden and Best Close Awards 2021

Last year, many of you took advantage of lockdowns as an opportunity to improve your gardens, communal spaces and closes with some amazing transformations!

We would love to see this hard work continue and encourage you to chat with your neighbours and come up with ideas of how to make your garden or back court look great! We can help with the cost of buying pots, tools and plants through our garden grants.



**Contact your Estates Services team on 0141 331 6650 or email [estates@glasgowwestha.co.uk](mailto:estates@glasgowwestha.co.uk) for more information.**

## G3 Growers

Unfortunately our annual G3 growers open day will not be taking place this year due to current restrictions and uncertainty around future lockdowns

As restrictions ease we will provide updates through our website and social media channels. Please also refer to G3 growers Facebook page [@thebackgardeng3](#)

## Water Hygiene Tips

Good water hygiene and safety is important in reducing the risk of Legionnaires' disease; an infection caused by bacteria found in water. Below are some tips to help.

- Run hot and cold taps first thing in the morning for two minutes; this will flush out any water that has been lying overnight.
- When returning from holiday, run hot and cold taps for two minutes upon your return.
- Clean shower heads every few months or following a period of time the shower has not been used.



**If you have any concerns about your water supply please call our Property Services Team on 0141 331 6650.**

## Staff Update

We would like to take this opportunity to welcome to Eilidh Osliff, Finance Officer; and Jill Galbraith, Services Administrator, to Glasgow West.

We recently said farewell to Paul Ferns, Concierge; and Vinnie Flynn, Concierge.



Eilidh Osliff



Jill Galbraith

Congratulations to Angie Brown, IT Officer, on the birth of her beautiful baby boy! Best wishes from all at Glasgow West!

**The Jim Michael Award** was introduced in 2008 to recognise the commitment of the exceptional people who make a difference to our lives.

Jim would have been at the forefront in supporting the community in these challenging times and so we would like to encourage your nominations to continue Jim's legacy as a founding member of the association and a stalwart figure of Glasgow West.



We invite you to tell us about neighbours or family whose acts of kindness, no matter how small, have meant a great deal to you. Your nomination could be a way of thanking them for everything they have done.

For a nomination form see our [website](http://www.glasgowwestha.co.uk), contact us on 0141 331 6650, or email [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)

Closing date for nominations: 30 July 2021

## Rent Reward Scheme

Well done to the winner and runner up recent Rent Reward Scheme Draw!

**Winner £100 prize - Mr Paul Featherstone**      **Runner up £30 prize - Mrs Greer Coyle**

For more information or to join the scheme contact Dominic on 07745 532037 or 0141 331 6650, or email [dmcgonigle@glasgowwestha.co.uk](mailto:dmcgonigle@glasgowwestha.co.uk)

5 Royal Crescent Glasgow G3 7SL

- Tel: 0141 331 6650
- Email: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)
- Website: [www.gwha.org.uk](http://www.gwha.org.uk)
- Facebook: [facebook.com/glasgowwestha](https://facebook.com/glasgowwestha)
- Fax: 0141 331 6679
- SMS: 07860018421
- Twitter: @glasgowwest4

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](http://www.glasgowwestha.co.uk).

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.

