



Newsletter



Winter 2021

GLASGOW WEST HOUSING ASSOCIATION LIMITED

22nd Annual Tenant Conference

Thursday 20 January 2022 at 6pm

In line with Government guidance, we will hold a virtual Annual Tenant Conference again this year with the same streamlined format.

We encourage you to join this important event to hear about our rent proposals for 2022/23, our future service priorities, and our investment programme. All Attendees will be entered into a prize draw.



Image from ATC Jan 2020

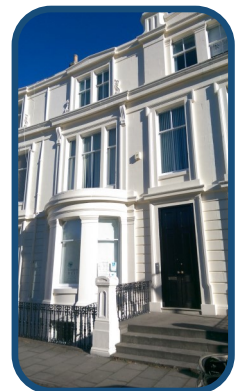
More information, including how to RSVP and submit your questions in advance, will be included with your invitation which you will receive early in the New Year. We look forward to virtually welcoming you!

Office Closure Dates

Our offices at 5 Royal Crescent will close at 4pm on Wednesday 22 December 2021 and reopen at 9am on Thursday 6 January 2022.

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

Please refer to the office answer phone, website or attached Glasgow West Calendar in the event of an emergency arising when the office is closed.



Included in this edition:

- Glasgow West Calendar 2022
- Insert: Rent Consultation 2022/23



All Wrapped Up!

Children's Festive Colouring Competition

Thank you to all of our amazing artists who took part in this year's competition. This is a much loved Glasgow West tradition and the judge's jobs get more difficult each year!

Check out our social media and website to discover our talented winners!



www.gwha.org.uk



@glasgowwest4



www.facebook.com/GlasgowWestHA



Glasgow West Community Fund

Since our Autumn edition was published, we received notification from Cash For Kids that the grants would not be available this year due to the lack of fund raising opportunities.

Our Management Committee are aware that this funding helps so many Glasgow West families and, with this in mind, agreed to replicate their very generous decision of 2020, by providing funding to match the Cash For Kids Grant. This is a one off payment from our Glasgow West Community Fund to help support children through the festive period.

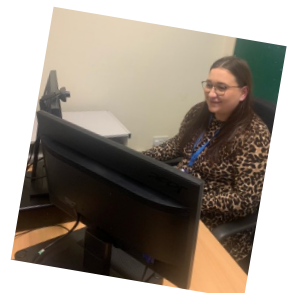
The same criteria will apply—children up to the age of 16 on or before 25 December, from eligible low income households. We have now written to those households where we had details of dependent children.

If you meet this criteria, and you have not heard from us, please get in touch as soon as possible on 0141 331 6650 or via admin@glasgowwestha.co.uk.



Festive Treats

A festive prize draw was held again this year instead of the annual festive chocolates delivery. Congratulations to our 14 prize draw winners who were by chosen by Jen from our Tenancy Team (pictured right). Fingers crossed for the return of the chocolate deliveries next year!



Bookworms Winter Update

A massive thank you to Harper Collins for their incredibly generous support of our bookworms project.

If your child is a Bookworms Member, look out for the (age-specific) book arriving through your letterbox very soon.

Your child will then receive a book each year on the month of their birthday (up to the age of 16), and again at the Festive Season.



For more information on our Bookworms Project, contact us on 0141 331 6650 or via admin@glasgowwestha.co.uk.

Annual Assurance Statement 2021

Each year our Management Committee is required to submit a Statement to the Scottish Housing Regulator (SHR) to confirm our compliance with the regulatory framework. Within the Statement we must note any areas of material non-compliance and we must have an action plan in place to address these.

A regulatory review of our 2020 Statement was instigated by the SHR in February 2021 in response to a health and safety matter identified at our St Vincent Terrace properties, and we are pleased to report that this review is now concluded, with the SHR confirming our compliance with the regulatory framework.

Our 2021 Assurance Statement, submitted to the SHR at the end of October, notes partial compliance with the regulatory framework, with Covid-19 and BREXIT impacting our ability to deliver planned investment to meet the SHQS, EESSH and the Fire Safety (Scotland) Regulations 2021.

Please join our Annual Tenant Conference for more information on our investment plans, and look out for updates in our newsletters, website and social media channels.

To view our statement, visit our website: www.gwha.org.uk or request a paper copy by calling 0141 331 6650 or email admin@glasgowwestha.co.uk.

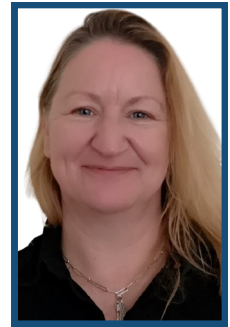


The Annual Assurance Statements and performance information for all RSLs is available on the SHR website www.housingregulator.gov.scot

Glasgow West - Here for You

Although our surgeries are currently suspended, we are still here to help and assist you with a range of benefit related queries. Office appointments are available for more urgent or in-depth assistance and all information is confidential.

Contact Helen by calling 0141 331 6650 or email admin@glasgowwestha.co.uk.



Universal Credit

We appreciate that the withdrawal of the £20 top-up payment is having a huge impact on some households. If you need our assistance with food bank referrals and Scottish Welfare Fund (Crisis Grant) applications, or if you require our help in accessing support at this time, please contact us through the above details.



Stay Cosy this Winter

Warm Home Discount

The Warm Home Discount could save you £140 on your electricity bill this winter. It is a one-off discount paid directly to your supplier. To qualify you must be in receipt of the guarantee credit element of pension credit or be on a low income. Contact your energy supplier today for more information!



Winter Fuel Payment

If you were born on or before 26 September 1955 you could be entitled to between £100 and £300 to help you pay your heating bills.

You will get this automatically if you are eligible and either:

- receive State Pension
- receive another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

If you do not get either of these, you may need to make a claim. The deadline to apply is 31 March 2022.

As the temperature drops and fuel prices increase, we may be able to help. We work jointly with a national fuel bank and are able to obtain credits for pre-pay fuel meters. We provide a standard credit of £49 during winter months. Contact us on the details above for more information.

Tenancy Matters

Rent Reward Scheme

Congratulations to the winners of our September 2021 draw: Miss Yulia Mikerova and Ms Nicola Becci.

The annual £52 bonus payment, for all those that qualify, has now been issued.



GWAHA Rent Reward Scheme

Dates for your Diary

The 2022 draws will take place on:

- **Friday 11 March,**
- **Monday 12 September**
- **Wednesday 22 June (AGM Draw)**
- **Monday 12 December**

If you are interested in joining the Rent Reward Scheme, or would like more information on the benefits, contact Dominic on 07745 532037 or email dmcgonigle@glasgowwestha.co.uk.

Assignment of Tenancy

Assignment of Tenancy is the term used when a Scottish Secure Tenancy is passed from the tenant to another person.

In order to be considered for an assignment of tenancy:

- You must be the tenant and you must have lived at the property for a minimum of 12 months.
- The person you wish to assign to (Assignee) must have lived at the property for 12 months prior to the date of application.
- We have given permission for the Assignee's residence in the property with the 12 month qualifying period, commencing only from the date we were notified in writing.



All requests must be submitted in writing, and we have an application form to help with the process. We will assess each request in line with statutory requirements and our policy. We will refuse assignment of tenancy requests only where there are reasonable grounds for us to do so.

If you are considering assignment of your tenancy, please contact a member of our Tenancy Management Team to discuss on 0141 331 6650 or email admin@glasgowwestha.co.uk.

Smoke Detector Upgrades

In the New Year we will be carrying out essential smoke detector installations and electrical safety checks. These are essential upgrades and will bring homes up to the new standard, which comes into action in February 2022.

We will write to you directly with details of any works at your home and appreciate your cooperation with allowing access to the contractors.

We will have an update on our Major Works programme in our next edition!



Latest from Dover Street



Our new development at Dover Street is really taking shape now, with the floor slabs being lowered into place in advance of building the elevations and internal works through 2022.

Thanks to **Eye In the Sky Glasgow** for the fantastic drone photo!

Recover, Reuse, Recycle

Are you having a clear out over the festive period to give your home a fresh start for the new year? Do you have old furniture, a Christmas tree that has seen better days, or just an accumulation of items you no longer use?

Total Homes focus on Recover, Reduce, Repair, Reuse and Recycling principles, collecting items that would previously have gone to landfill.

If you have any items for collection, please contact Total Homes on 0141 556 7085 or email: info@total-homes.com.

Please do not place items in the backcourt or communal close areas.

For more information on this service contact our Estates Team on 0141 331 6650 or email estates@glasgowwestha.co.uk. Read more on our website:



Safety in your Home

Annual Gas Servicing

We have a legal obligation to ensure annual safety checks are carried out, and, as a tenant, you have a legal obligation to provide access for this safety check.

City Building will contact you directly when your next service is due, to agree a convenient date with you. If the first visit is unsuccessful, they will visit you again a week later.

This service helps to ensure your safety, and we encourage you to respond to the contractor's request for access at the earliest opportunity. Unsuccessful visits, or failure to allow access, is considered a serious breach of your Tenancy and may also impact on, for example, your Rent Reward scheme annual bonus eligibility.

Please ensure that access to your boiler is clear and that you have credit in your meter for the service to be completed. Remember we may be able to provide a £49 credit for pre payment meters. Contact us on 0141 331 6652 for further information about the annual gas service, and/or to let us know if you do not have



Water Safety Tips

It is our responsibility to take precautions to prevent Legionella bacteria being present in the water systems. You will also be able to help by ensuring you follow the below measures:



- Maintaining correct temperatures can minimise the risk of legionella; hot water should be at 50°C and cold water should not be above 20°C.
- If you have a shower, cleaning and disinfecting the shower head every 6 months helps minimise risk.
- If your shower is used only occasionally, flush it through by running the water for at least 2 minutes once a week.
- If you have been away from your home for over 2 weeks, run your hot and cold water taps and shower for a minimum of 2 minutes.

Contact us **on 0141 331 6652** for advice, and in particular if you notice:

- the boiler or hot water tank in your home isn't working properly
- any discolouration or debris in your water supply
- warm water coming from your cold water taps

Engaging with You

Consumer Panel

Thank you to everyone who participated in our recent consultation on our Save with Rent scheme, run in partnership with Glasgow Credit Union. We will review all feedback in the new year and will update you with any proposed changes.

Our next consultation will take place in March and we will be looking for your views on our sign up packs for new tenants. Please email admin@glasgowwestha.co.uk or call 0141 331 6650 if you would like to register your interest for future consultations.

You Said, We Did



'You Said, We Did' highlights the impact your comments and complaints have on our service provision. Below are some of the changes we have made recently to reflect your feedback.

You Said	We Did
You were unhappy with communications sent to block about an antisocial behaviour issue.	Initiate a review (ongoing) of the tone of the antisocial behaviour letter templates.
You were unhappy about delays in the window replacement programme.	Update our process to proactively inform tenants when there are delays to our investment programmes.

6th GWEn Homeowner Conference

We held our 6th GWEn Homeowner Conference virtually on Thursday 7 October 2021 with presentation topics including:

- Advanced Payments – Major Repair Works
- Review of Property Factor Code of Conduct
- Service Achievements and Plans
- Homeowner Participation
- Waste Management

Thank you to the Homeowners who contributed on the night, and we hope to see you all again next year!



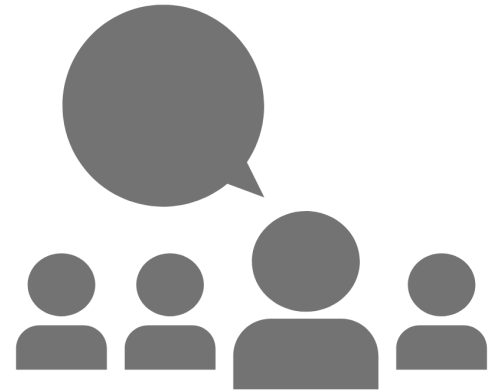
Service Engagement Plan 2022/23

Our Management Committee have recently reviewed our Service Engagement Plan for the upcoming year and have committed to:

- Hold 3 consumer panel meetings to provide opportunities for you to influence our services, policies and activities.
- Continue to develop our social media channels to keep you up to date with our services.

If you would like a full copy of our review, which includes a summary of our 2021/22 achievements so far:

- Visit the Policies section of our website, www.gwha.org.uk
- Email admin@glasgowwestha.co.uk
- Call us on 0141 331 6650



Anne Gould Award

The Anne Gould Award annually recognises staff that go out their way to deliver, and enhance, the customer experience. It is named after Anne Gould, who served Glasgow West as a valued Management Committee Member for five years. Anne recognised the best in any situation, without compromising on the customer service experience; and her valuable contribution to Glasgow West is commemorated through this annual staff recognition award.



We want your help to nominate staff members who have gone above and beyond, delivering great customer service or improving your experience as a Glasgow West tenant.

To nominate a member of staff, please contact our HR team at hr@glasgowwestha.co.uk, or download a nomination form from our [website](#).

The closing date for nominations is 20 December 2021!

If you would like to find out more about getting involved, call on 0141 331 6650 or email admin@glasgowwestha.co.uk

Staff News

Welcome to Megan Blair, Services Administrator in the Tenancy Services Team, Louise Nimmo, Services Administrator in the Estates Team and Jamie Clark (not pictured) and Ryan Abbott, Concierge.

We also welcome Nicola Stobie, Services Director.



(pictured L-R: Megan, Louise, Ryan and Nicola)

Best wishes to Mick Giblin, Concierge who recently retired from his post.
We will you all the very best!



5 Royal Crescent Glasgow G3 7SL

- Tel: 0141 331 6650
- Email: admin@glasgowwestha.co.uk
- Website: www.gwha.org.uk
- Facebook: facebook.com/glasgowwestha
- Fax: 0141 331 6679
- SMS: 07860018421
- Twitter: @glasgowwest4

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.

