



# Newsletter



Winter 2020

GLASGOW WEST HOUSING ASSOCIATION LIMITED

## Annual Tenant Conference (ATC)

**An Event Not to Be Missed! Thursday 21st January 2021 at 6pm**

We are excited to announce that we will be holding our first ever virtual ATC event! In light of the ongoing coronavirus pandemic we'll be hosting a streamlined event via Zoom to consult on our rent proposals for 2021/22. See the enclosed Rent and Services consultation leaflet for more information.

**We encourage everyone to join in to ensure your views and opinions are heard and also be in with a chance of winning one of our prize draws!**

More information, including how to RSVP and submit your questions in advance, will be included with your invitation which you will receive very soon. We look forward to virtually welcoming you.



### Office Closure Dates

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

Our concierge teams at Blythwood Court and St Vincent Terrace will be available during office hours in line with our current service levels. Please refer to the office answer phone, our website or the attached Glasgow West calendar in the event of an emergency arising when the office is closed.



### Included with this edition...

- Annual Report on the Charter
- Rent proposals 2021/22
- Glasgow West Calendar



# WARMEST WISHES TO ALL OUR RESIDENTS THIS FESTIVE SEASON



FROM ALL STAFF AND COMMITTEE AT GLASGOW WEST



# All Wrapped Up!

## Children's Festive Colouring Competition

Thank you to all of our wonderful artists who took part in this year's competition. This is a much loved tradition within Glasgow West and the judges' jobs get more difficult each year! Visit our website or check out our social media to discover our lucky winners!



[www.gwha.org.uk](http://www.gwha.org.uk)



@glasgowwest4



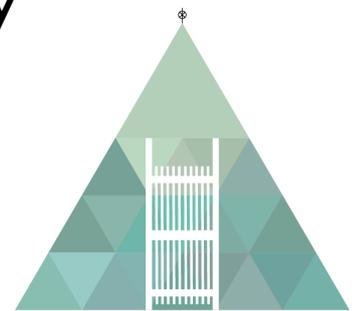
[www.facebook.com/GlasgowWestHA/](https://www.facebook.com/GlasgowWestHA/)



## Glasgow West Supporting the Local Community

Whilst Christmas can be a wonderful time of celebration, it can also be a time of great financial difficulty and stress. In recent years, Glasgow West has made food donations to the Trussell Trust. This year, we've collected £347 through staff donations, which is being matched by Glasgow West and given to the Pyramid to support their Christmas Hamper Appeal.

The Pyramid is located at 759 Argyle Street, G3 8DS. To find out more visit [www.thepyramid.scot](http://www.thepyramid.scot) or call 0141 226 3277.



**THE PYRAMID  
AT ANDERSTON**  
CONNECT ♦ CREATE ♦ CELEBRATE

## Glasgow West Steps In

As reported in our Autumn edition, the pandemic seriously impacted Cash For Kids fundraising and the grant scheme was unable to go ahead this year.

We recognise that this year has been even more challenging than normal and that the children in our community deserve a treat more than ever. With this in mind, our Management Committee have approved funding and we will now match the grant which would normally be provided by Cash For Kids.

The same criteria will apply—children up to the age of 16 on or before 25th December, from low income households. Our staff have now directly contacted those households where we had details of dependent children. If you believe you may be entitled, and have not heard from us, please get in touch on 0141 331 6650 or via [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk).



# Top Tips for Winter

The festive season is a time of fun for most people, but there are some increased risks at this time of year. Everybody at Glasgow West hopes you have a happy and safe holiday, so here are a few safety tips.

<b>Power Cuts</b> 	Call 105 from your landline or mobile, for free, for an update on the power cut or to report it. Keep some torches with fresh batteries and blankets handy for these situations. Please do not be tempted to use candles during a power cut as these can tip over and cause fires.
<b>Fire Alarm Testing</b> 	With all the additional cooking in the festive season, smoke detectors may be put to the test. Testing them once a week ensures they work correctly. If you are unsure how to do this, call us on 0141 331 6650.
<b>Loss of Water</b> 	If you suddenly have a loss of water supply call Scottish Water on 0800 0778 778 or contact them through their website: <a href="http://www.scottishwater.co.uk">www.scottishwater.co.uk</a> .

## Festive Safety & Security Tips

- Make sure the front and back close doors are locked and secured at all times and never leave keys in a hiding place that might be discovered.
- Never leave valuables lying about where they may be seen through a window or letter box.
- If you are using extension leads please leave them fully unravelled, do not overload them, and make sure the plug fuse is correctly rated.
- If you are placing lights outside, please ensure they are weatherproof, installed as per the instructions and that the extension lead is not placed outside.
- If you are hanging decorations up high please make sure you are standing on something suitable, such as a good condition stepladder.
- Real and artificial Christmas trees may catch fire. Please keep them clear of electric heaters, naked flames etc.



# Glasgow West - Still here for you!

Our Welfare Rights team are still here to help and assist you with a range of benefit related queries. Stephen and Helen are available by phone or by email, although office appointments may be arranged in advance for more in-depth assistance.



We aim to return any calls received within one working day to alleviate stress you may be experiencing as much as possible.

Our local surgeries are currently suspended, in line with Government restrictions.

## Scottish Child Benefit Payment

**Applications for Scottish Child Payment have now opened! First payments will be made to eligible families from the end of February 2021.**



Social Security Scotland  
Tèarainteachd Shòisealta Alba

If you are in receipt of eligible benefits, you may receive a payment of £10 per week for every child you have under the age of 6 on 15th Feb 2021. Payments are made every 4 weeks. We are available to help if you are unable to make the application, or have any questions about applying. Contact our Welfare Rights Team on 0141 331 6650 or email [welfare@glasgowwestha.co.uk](mailto:welfare@glasgowwestha.co.uk).

### To Apply:

Visit: [www.mygov.scot/scottish-child-payment/](http://www.mygov.scot/scottish-child-payment/)  
Phone: 0800 182 2222

## Affordable Warmth Dividend

The Affordable Warmth Dividend is a payment of £100 made by Glasgow City Council to people 80 years or older (on or before 31 March 2021) to keep warm during winter.

If you received this last year there is no need for you to re-apply. If you haven't received your letter from Glasgow City Council by mid December, contact them on 0141 287 7961, or contact us for support.



## Welfare Rights Covid Info Sheet & Directory

All the latest updates on welfare rights are in our Info Sheet and Directory. Find this on our website: [www.gwha.org.uk](http://www.gwha.org.uk) or call us on 0141 331 6650 to have a copy posted out.

This is updated regularly with new information and resources.





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

## Assignment of Tenancy

In order to assign your tenancy:

- You must be the tenant and 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 must be aware of the Assignee's residence in the property with the 12 month qualifying period, commencing only from the date we were notified in writing.

We will assess each request on a case by case basis, in line with statutory requirements and our policy; and we will refuse assignment of tenancy requests only where there are reasonable grounds for us to do so.

If you wish to consider assigning your tenancy please contact a member of our Tenancy Management Team to discuss – we'll be happy to help. All requests must be submitted in writing and we have an application form that may make this easier which we will discuss with you when you make contact.

Ensure your household records are up to date - contact us in writing if you wish to make any changes.

## Annual Assurance Statement 2020

As a Registered Social Landlord (RSL), we are regulated by the Scottish Housing Regulator (SHR).

From October 2019, our Management Committee is required to submit to the SHR on an annual basis an Assurance Statement, signed by the Chairperson, to confirm that we meet the SHR's Regulatory Framework. This includes, for example, housing legislation and expected standards of governance. In the Annual Assurance Statement we must say if there are any areas of material non-compliance, and we must have Action Plan(s) in place to address non-compliance.

As you will know, this has been a challenging year with covid-19 restrictions having a wide-reaching impact on our services, however, we are confident that our recovery plans are appropriate and proportionate and, on this basis we have submitted a compliant Assurance Statement to the SHR.

Our Statement is available on: our website: [www.gwha.org.uk](http://www.gwha.org.uk), and a copy is also available from our offices on request.



# Engaging With You

## Service Engagement Plan 2021/21

Our Management Committee have recently approved proposals for engaging with tenants through:

- 3 consumer panel meetings to get your views on potential service changes
- Further developing our social media and continuing to promote our service changes and ongoing consultations

If you would like a full copy of our Engagement Plan, which includes a summary of our 2020/21 achievements:

- Visit our Guide to Information tab which you will find on the FOI section of our website
- Email [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)
- Call 0141 331 6650 and leave us a message

## Consumer Panel

Thank you to everyone who participated in our recent consultation on our Tenant Handbook. We will reflect upon all feedback given in the New Year when we aim to review the content and format of our handbook. Here is some feedback we received:

“Include information about Freedom of Information & GDPR”

“Provide accessible versions of the handbook. E.g. Large print and Easy read. ”

“Always good to use pictures, more could be added.””

Our next consultation will take place in March and we will be looking for your views on the direction of our social media. Please email [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) or call 0141 331 6550 if you would like to get involved.

## 5<sup>th</sup> GWEn Homeowner Conference - Thursday 8 October

Thank you to those who joined our first ever virtual conference! We had 15 owners join the Zoom call on the night and hope you found our presentations interesting and informative. We discussed the impact Covid-19 has had on our service delivery, our compliance as a Factor as we review our Written Statement of Services, gas safety and the results of our recent homeowner survey. Our Projects Team also delivered a presentation highlighting our Project Service Achievements (works undertaken and proposed common works), Common Area Investment/Planned Service Procurement and Service Plans.

We hope to see you all again next year!

“Virtual meeting worked well”

“Enjoyed the experience”

“Interesting topics”



## You Said, We Did

'You Said, We Did' highlights the impact your comments and complaints have on our services. Below are some of the changes we have made from this feedback.



You Said...	We Did...
You were unhappy with our previous stair cleaning service.	Our stair cleaning services were recently re-tendered and Caledonian Maintenance Service have been appointed, commencing service in August 2020. We are closely monitoring progress and performance to ensure a high quality service is provided. Keep us informed with your comments, good and bad!
You were unaware of upcoming tree removals and that you did not receive the letter from the contractor.	We have updated our process so that we will provide additional posters in closes ahead of these works commencing, in addition to posting social media and website updates.

## Looking for a New Year's Resolution? Ever thought of becoming a Management Committee Member?

Exciting opportunities are available for new Members to get involved.

If you would like to find out more about volunteering on our MC, and/or if you are interested in attending our Committee Training Forum in the New Year, please contact Carol Nicol on 0141 331 6650 to register.

Here's what others have said about volunteering with a housing association:

*"I was worried that I wouldn't understand the discussions, however, other members made me feel very welcome and there were lots of opportunities for me to*

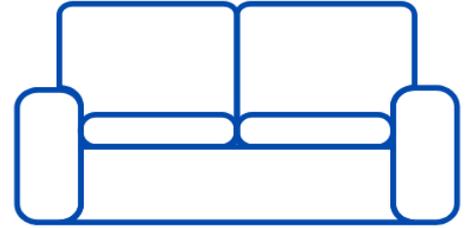
*"Volunteering with a charitable organisation was fantastic for my CV and definitely helped my job prospects."*

*"Being part of the MC means I can take part in the decisions that influence the community I live in."*

# Property & Estates Updates

## Bulk Waste Collection Update

**Glasgow City Council have confirmed that routine collection of bulk waste items will become a request only service from the start of December.**



Only items correctly reported will be collected within 28 days. Items left on the kerbside or in back courts without uplifts being properly arranged with the Council will be classed as fly tipping and will be subject to investigation and enforcement action.

The new process for requesting bulky item uplift is still being developed by Glasgow City Council and further details will be published through their social media channels and website. In the meantime, items requiring collection should be reported to Glasgow City Council via their website or the MyGlasgow app. This change of service is out with the control of GWHA & GWEn and your attention is drawn to the article in the Rent and Service consultation leaflet (enclosed with this newsletter) for further information on future service provision options.



The Estate Services Team work closely with the Council Waste Collection Services, and will continue to do so on your behalf as these new changes are implemented.

**If you see something being dumped please report it to GCC Environmental Taskforce on 0141 287 1058.**

In the New Year we will be carrying out a survey to help us understand how lockdown has impacted residents in our local community.

Your feedback will inform our decisions, and your participation is therefore critical in helping us shape future service delivery. Further information will be provided over the next couple of months and we thank you in advance for our support.



## Recycle It!

Alternative options are available by using your local recycling facilities. The Zero-Waste Scotland "reuse tool" will help you identify local charities that could make use of items you no longer want or need.

Find further information about recycling your old furniture through the links below:

- [wasteless.zerowastescotland.org.uk/articles/reuse-tool](https://wasteless.zerowastescotland.org.uk/articles/reuse-tool)
- [www.glasgow.gov.uk/bulkywaste](https://www.glasgow.gov.uk/bulkywaste)



## Festive Holiday - Service Impact



There will be no council bin collection services on Friday 25<sup>th</sup> of December or Friday the 1<sup>st</sup> of January. Alternative dates and arrangements will be publicised through Glasgow City Council website and social media in due course.

Our Close Cleaning Service scheduled for Friday 25<sup>th</sup> of December and Friday the 1<sup>st</sup> of January will be brought forward and completed a day earlier. All other scheduled services will be unaffected.

Environmental Services between Monday 21<sup>st</sup> December and Friday 4<sup>th</sup> January will focus on litter picking and ensuring bin areas and back courts are tidy.

## Water / Legionella Safety

Maintaining the correct temperatures for hot and cold water can minimise the risk of Legionella bacteria causing harm to your household.

**The hot water in your home should be running at 50°C, and the 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 then 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 the shower for a minimum of 2 minutes.

Please contact our Property Services Team on 0141 331 6650 for advice, if you:

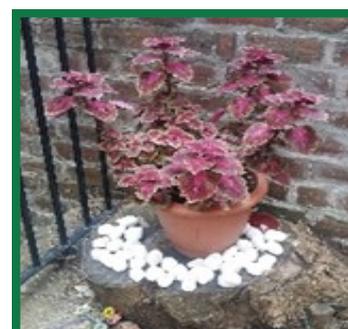
- Notice the boiler or hot water tank in your home isn't working properly
- Have any discolouration or debris in your water supply
- Notice your cold water taps run with warm water.



## Garden Grants - Get Ready for Spring!

Your Estates Team have been working with residents in 2020 to brighten up gardens and common areas around the neighbourhood with helpful advice and providing assistance with the cost of purchasing plants, pots or tools.

If you have an idea for your garden or a space that could do with some attention get in touch with us via our social media, email [estates@glasgowwestha.co.uk](mailto:estates@glasgowwestha.co.uk) or call 0141 331 6650.



## Staff News

Best wishes to John Docherty (Services Officer), Karen Huntly (HR Administrator) as they move on to pastures new.

Welcome to Eve Geddes (HR Officer) and Thomas Cree (Services Officer) who have recently joined Glasgow West.

Congratulations to Iain Nicholl on his new role as Corporate Director!



We also send our best wishes and thanks to Anne Allan (Corporate Director) who recently retired after 26 years' service with Glasgow West. On behalf of the Management Committee and staff, we wish to formally acknowledge and thank you for so many years of dedicated service.

We wish you a very happy retirement!



## Jim Michael (1932 - 2020)

It is with great sadness and heavy hearts that we report the recent passing of our Management Committee member and Secretary, Jim Michael. Jim was a founding member of our housing association, and he worked tirelessly for the last 42 years nurturing and driving the organisation towards its vision of shaping thriving communities.

A very proud and principled man, with strong values around equality and social justice, Jim will be remembered fondly by management committee members and staff alike. Jim will live on in our memories through the "Jim Michael Award" which was introduced in 2008 to recognise the commitment of the exceptional people who, like Jim, make a difference in our community. We offer our sincere condolences to Jim's family and friends at this time.



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 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.





5 ROYAL CRESCENT GLASGOW G3 7SL  
 TEL: 01 41 331 6650 3PM: 078 600 18 431  
 EMAIL: adm.in@glasgowwest.ac.uk  
 WEBSITE: www.gwa.org.uk

Office opening hours  
 Mon, Wed, Thur & Fri - 9am - 4pm Tues - 11.30am - 4pm  
 Appointments are available at other times upon request.

# 2021

## JANUARY 2021

Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## FEBRUARY 2021

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
1	2	3	4	5	6	7

## MARCH 2021

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

## APRIL 2021

Mo	Tu	We	Th	Fr	Sa	Su
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

## MAY 2021

Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

## JUNE 2021

Mo	Tu	We	Th	Fr	Sa	Su
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

Holidays/Training (Office Closed) - In bold

- Annual Staff Conference 16/03
- Annual Tenant Conference 23/01
- Next Day Day
- AGM 2020 5

# HOMES ARE OUR PURPOSE

## OUT OF HOURS SERVICE:

This service is for **EMERGENCIES** only, as below. CityBuilding can be contacted regarding emergency repairs on **0800 595 595**. For further information please refer to your Tenancy Agreement, Tenants Handbook or our website. For advice out-with normal office hours, please call 0141 331 6650 or email [admin@glasgowwest.ac.uk](mailto:admin@glasgowwest.ac.uk) & our staff will contact you at the earliest opportunity.

### EMERGENCY REPAIRS

Where there is a risk to health, safety or security, or where a delay in attending may result in significant damage to the property. Water ingress to your home, lift break-downs and loss of central heating/ hot water (in cold weather) are examples. Loss of TV signal, and tripped electrics due to a fault in your appliances are **NOT** Emergency repairs.

### RECHARGEABLE REPAIRS

If you contact an out-of-hours contractor for a repair that is not an emergency, or for a repair that is your responsibility, you will be charged the full cost, including the premium call-out rate which is often in excess of £150.00. Repairs caused by faults in your appliances will also be recharged to you.

## OUT OF HOURS EMERGENCY NUMBERS

Emergency Type	Company	Phone No.	Comments
Gas Leaks	National Grid	0800 111 999	
Electric Supply Faults	Scottish Power	0800 092 920	
Main water or drainage faults	Scottish Water	0800 731 0940 08 45 601 8885	Water faults Information Line
Roads and Street Lighting Faults	City Lighting	0800 37 36 35	Not stair or back court lighting
Pollution Emergency		999	Non-BM : 111
Social Work Services	GCC	01 41 287 0555 08 00 3 40 1 505	Out of Hours evening service
Homelessness Services	Hannah Allan Centre	01 41 272 7352 08 00 638 502	After 11pm & weekends
Community Alarm/Malecare	Carda	01 41 276 2000	Only available if you already pay for the service.
All Stock	Company	Phone No.	Comments
Gas Central Heating faults	CityBuilding	08 00 595 595	
All trades and electric heating faults	CityBuilding	08 00 595 595	
Stair Lighting/Back Court Lighting	CityBuilding	08 00 595 595	
Chute Blockages	CityBuilding	08 00 595 595	
Lift Faults	Company	Phone No.	Reference
Lifts in all stock	CityBuilding	08 00 595 595	Check address and contact name

## JULY 2021

Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

## AUGUST 2021

Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

## SEPTEMBER 2021

Mo	Tu	We	Th	Fr	Sa	Su
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

## OCTOBER 2021

Mo	Tu	We	Th	Fr	Sa	Su
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## NOVEMBER 2021

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

## DECEMBER 2021

Mo	Tu	We	Th	Fr	Sa	Su
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Holiday/Working (Office Closed) - In bold

Annual Staff Conference (6/30)  
Annual Tenant Conference (2/10)

Rent Due Date  
AGM 2020

During office closure periods resulting from the Covid-19 pandemic, staff will work from home in line with Scottish Government advice. Please call reception on 011 6650 for further information and your call will be recorded.

## TENANCY SERVICES



Thomas Allan



Jonathan Campbell



Stephen Allan



Brian Glass



Lyndee Hunter



Donald McGeorge



Thero Young



Lynette Smith



Helen Forster



Laura Duggan



James McNamee

Enquiry	Email contact	Phone Contact
Allocations / Applications	<a href="mailto:tenancy@glasgowwestha.co.uk">tenancy@glasgowwestha.co.uk</a>	011 6651
Disputes/Letters	<a href="mailto:lettings@glasgowwestha.co.uk">lettings@glasgowwestha.co.uk</a>	011 6645
All other enquiries	<a href="mailto:enquiries@glasgowwestha.co.uk">enquiries@glasgowwestha.co.uk</a>	011 6650

### Online account for Tenants and Owners

Manage your account online. Sign up for access to your online account (visit your next on-line bill payment), report and track repairs and view your contact details and records. Visit our website to complete your sign up.

## PROPERTY SERVICES



All Deacons



Kenneth Brown



Scott Glasgow



Thomas Orr



Chris O'Grady



Catherine Hill



Victoria Campbell

Enquiry	Email Contact	Phone Contact
Report a repair	<a href="mailto:repairs@glasgowwestha.co.uk">repairs@glasgowwestha.co.uk</a>	011 6650
Special Services	<a href="mailto:special@glasgowwestha.co.uk">special@glasgowwestha.co.uk</a>	011 6645
Lettings	<a href="mailto:lettings@glasgowwestha.co.uk">lettings@glasgowwestha.co.uk</a>	011 6650
All other enquiries	<a href="mailto:enquiries@glasgowwestha.co.uk">enquiries@glasgowwestha.co.uk</a>	011 6650



**Glasgow  
WEST  
HOUSING  
ASSOCIATION  
LIMITED**

# Rent and Services 2021/22: Consultation

The annual review influences the amount of money we have available to manage and look after your homes, including repairs, planned maintenance and investment works, improving energy efficiency, and ensuring the area surrounding your home is safe and well maintained.

Committed Investment for this year includes £900k for lift modernisation, CCTV infrastructure investment and consultancy services, which will be split over coming years. Our ambitious programme to 2025 is estimated at £21.5m, with £9.5m of that forecast in 2021/22.

## Programme (to 2025)

Window Replacement

Stonework Repairs

Heating & Hot Water Systems

Cyclical compliance & decoration projects

Our rental income also helps us to support the services that sustain tenancies and help our communities thrive: including welfare benefits and advice; Cash for Kids; Festive gifts, Bookworms, Rent Reward Scheme and our Save with Rent Scheme.

As we continue to operate in a challenging environment with the impact of the Covid-19 pandemic, economic uncertainty around BREXIT, increasing regulation, declining public services, fiscal austerity and welfare reform, with resulting pressures on household budgets, our Management Committee is again faced with the incredibly difficult decision of reaching a fair and balanced outcome for tenants, across our three main rent policy influences:

## Affordability

## Comparability

## Costs

### AVERAGE INCREASE 1.97%

For 2021/22 we are proposing an average increase of 1.97%, which is the minimum required to avoid impact on our current service provision (Table 1).

Consistent with last year, this will be delivered through our rent restructuring programme, with average weekly increases for 2021/22 as illustrated (Table 2).

This translates to:

- A 0% increase for 55% of properties
- A maximum of 1.4% plus £3 p/w for the remainder of our properties

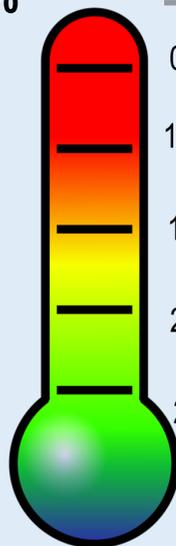


Table 1

0%	£117k savings
1.0%	£55k savings
1.97%	Balanced budget (excl. bulk uplift)
2.2%	Balanced budget (incl. bulk uplift)
2.9%	Enhanced Service: decoration allowance

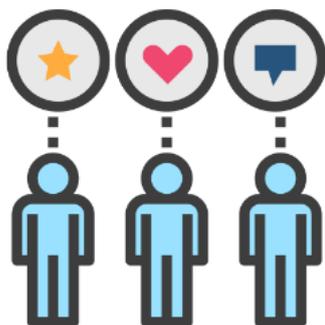
Table 2

Property Size	Avg Rent Increase
1Apt	£0.00
2Apt	£0.64
3Apt	£2.45
4Apt	£4.18
5Apt	£4.18

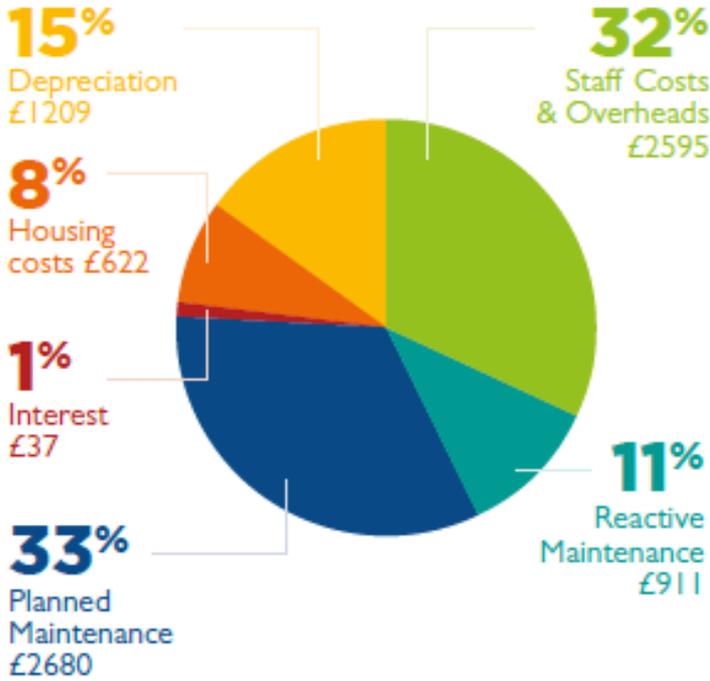
## We Want Your Feedback

Before making a final decision on the rents and services that will be effective from 28th March 2021, our Management Committee want to hear from you. This leaflet provides only a brief summary of the issues that influence the annual review and we strongly encourage you to attend our **Annual Tenants Conference**, being held virtually on **Thursday evening, 21<sup>st</sup> January 2021** to take part in the full consultation and find out more about the rent restructure and service review/enhancement options. If you are unable to attend, please contact us with your comments, or arrange for an appointment with our staff.

Alternatively, please complete the tear off slip on the last page, or email us at [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)



## How is Your Rent Spent? (£000's)



## Affordability

99.7%

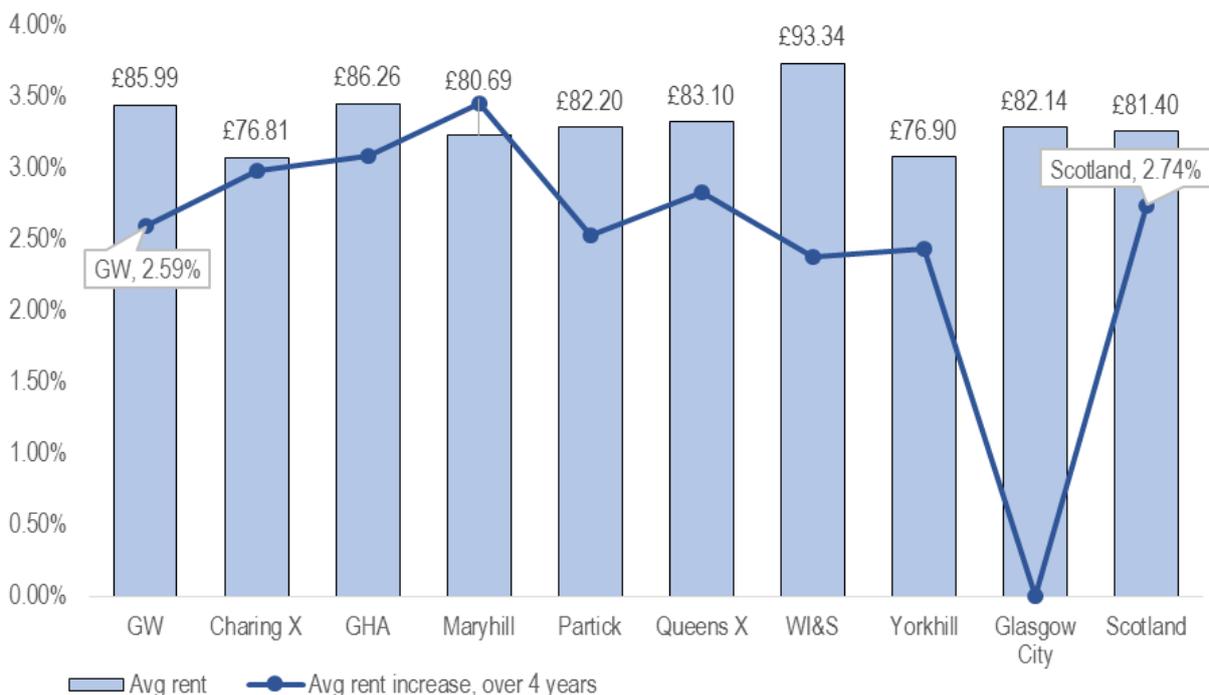
GWAHA has adopted the measure of affordability recommended by the Scottish Federation of Housing Associations. This

determines rents as affordable if they are between 25-30% of income, measured using the "moderate incomes" approach for a range of typical households.

Applying the SFHA measure, 100% of GWAHA rents meet the 30% test, with 99.7% meeting the more challenging 25% test, evidencing affordability compliance for all of our households. It is important that rent is paid on time and in full to ensure we are able to continue providing services: if you need support or advice about paying rent, or your entitlement to benefits (including Universal Credit), please contact our office on 0141 331 6665 as soon as possible.

## How Do Our Rents Compare with Others?

Whilst our rents are above the average of local RSLs and Glasgow City, the average of rent increases over the last four years is comparable with local RSLs and the Scottish Average.



Comparison information is available by selecting "statistical information" from the "Find and compare landlords" tab on the Scottish Housing Regulator website: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk).

# Review of Bulk Waste Uplift Arrangements

Glasgow City Council (GCC) have advised that the routine collection of bulky waste items will not return to the regular street collection arrangements that were in place pre-Covid. Instead a pre-payment “on demand” service will be implemented, and further information on this will be issued by GCC early next year through newspapers, social media advertising etc. Referencing increasing financial demands, GCC has indicated that collection of bulky waste is not a statutory obligation, and that GCC are one of only two remaining local authorities in Scotland that have continued to provide this service.



This withdrawal and change in GCC service is out-with our control, although we have been asked to assist with the transition. The option of “doing nothing” is high risk as we anticipate the changes could have a considerable impact in the back courts and on the streets within our neighbourhoods. In this context, and to ensure continued safe use of common areas, fire safety, and hygiene standards, we expect the need to proactively instruct and pay contractors to remove fly tipping.

To assist our decision making, we have been exploring various service options, as outlined below, and we would appreciate your feedback on these through the tear-off slip on the back page and/or by contacting [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk). We will also be consulting on this issue through the ATC on 21<sup>st</sup> January 2021 and your participation in this Event is encouraged. In the meantime, we would also encourage you to bring this matter to the attention of your Local Councillor.

Option	Description	Cost (Estimates)	Comments
Option A: <b>Resident Lead</b>	<b>Do nothing in the short term</b> - See how the situation develops with residents leading bulky waste management.	GCC costs for service users still to be confirmed.  Fly tipping removal costs transferred to residents.	Unknown start of GCC initiative.  Likely increased fly tipping. Up-to 28 days before collection. Loss of amenity space. Unsightly potential trip & hygiene hazard. Potential fire risk.  Ad hoc costs for contractors instructed to remove on health and safety grounds.
Option B: <b>Contractor A</b>	<b>Scheduled contractor bulky items / fly tipping collection</b> - all uplifted items going to GCC refuse centres	£600 (1.5 days / week)*  £31,000 per year	Coordinated and managed by GWA. Increased resident satisfaction.  Includes “free” dumping at GCC sites until March 2022 when this will be reviewed.
Option C: <b>Contractor B</b>	<b>Combined reactive &amp; planned contractor collection</b> - all items taken to be sorted / reused / recycled / upcycled or donated, with the remaining material being dumped	£900 (1.5 days / week)*  £47,000 per year	Cost uncertainty with cost of removal informed by quantities / weight.  Increased administration to verify quantities of waste removed.  Ecologically and Socially more sustainable waste management solution.

\*Costs shown are indicative to allow comparison. 1.5 days / week verses x3 large clearance (50+ items). This would include collection, transportation and disposal / sorting.



# Review of Service Charge Apportionment: Consultation

In the process of implementing the first phase of our rent restructuring programme (from 28/03/20) we amended the method for apportioning service costs to reflect independent property factoring advice; and with the effect that residents now pay the actual cost for maintaining their immediate common area (e.g. close and back-court/garden) rather than an equal share of the total cost for maintaining common areas across all properties.

For some residents this change resulted in an increase in the amount paid for services; and, on reflection, we accepted that the revised administrative process should have been more fully explained in advance to enable residents to provide feedback and/or prepare for the change. We apologise for this unintended oversight.

To help explain the options, the two methods for your consideration are illustrated as Options A and B using hypothetical examples. Administratively, Option B is more straightforward for us to calculate and apply, and all tenants would pay the same amount irrespective of the common area; whereas Option A is more transparent in that the amount you pay would reflect the actual cost of the work carried out in your common areas.

It is our proposal that Option A will continue to apply in future, and we would appreciate your feedback on this proposal through the tear-off slip or by email to [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk). Irrespective of the outcome of tenant feedback, homeowners will continue to be charged the actual cost (Option A) in line with the property factoring advice received.

## Option A : Post-2020 (Current Method)

Total actual cost for Property A = £510 p/a  
Divided by 6 households in the Close  
Cost per household = **£85 p/a**

Total actual cost for Property B = £840 p/a  
Divided by 8 households in Close  
Cost per household = **£105 p/a**

## Option B : Pre-2020 (Old Method)

Total actual cost for all properties = £150,000 p/a  
Divided equally by 1500 households  
Cost per household = **£100 p/a**

# Review of Major Works Decorating Allowances

With an ambitious plan of investment works over the coming years, we would like your feedback on the introduction of a decoration allowance. Further information on this will be available at the Annual Tenants Conference on 21 January 2020 and you are encouraged to attend and participate in this Event. Please complete the tear off slip on the last page to share your views.



Option	Description	Cost (estimates)
Option 1: No allowance	Tenant responsibility for all decoration. As a minimum work areas will be prepared ready for tenant decoration.	£ Nil
Option 2: Decorating packs	After works are completed tenants would be provided with paint / rollers / brushes / dust sheets etc.	£50 to £200 per property dependant on scope of works completed.

**As an example for what this might mean:**

Works to 500 properties with an average £100 decorating voucher is equal to £50,000.

That's roughly equivalent to replacing 25 bathrooms, or kitchen or windows to 10 properties.

Or a 0.70% additional rent increase.



# 2021/22 Rent and Services Consultation Tear Off Slip

## Rent Proposal

Do you agree with our proposal to apply an average 1.97% increase?

Yes

No

If not, what do you consider a reasonable increase?

£

\_\_\_\_\_ per week / \_\_\_\_\_%

What services are most valuable and should be prioritised?

Are there any services which should be reviewed to deliver savings?

Any other comments

## Bulk Waste Proposals

Do you agree that GWA should proactively assist with the management of bulk waste due to the change in the local authority service?

Yes

No

Do you agree that "doing nothing" is high risk and potentially detrimental to your neighbourhood?

Yes

No

Please list the options in your order of preference with 1 being your most preferred option and 3 being your least preferred.

Option A

Option B

Option C

## Service Charge Apportionments

Do you agree with that service charges should be apportioned as per Option A?

Yes

No

## Decorating Allowance Proposals

Do you think decorating packs are good value for money?

Yes

No

Would you be willing to pay an additional 0.7% on the rent increase to fund this initiative?

Yes

No

Any other comments:

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Name	
Address	
Telephone Number	
Email Address	