



NEWSletter

GLASGOW WEST HOUSING ASSOCIATION

SUB-LETTING/LODGERS

Please remember that you need our express written permission if you are considering sub-letting or taking in lodgers. We will consider all written requests and will issue a formal written response to you within one month of receiving your application. Please contact your Tenancy Services Officer for further information in this regard.

SUCCESSION TO TENANCY

In order for a person to succeed to a tenancy, they need to qualify in terms of the legislation, and we need to know that they are living in your home and are able to demonstrate this with proof of address, ideally from a statutory agency. Please remember to update your tenancy records with any changes, as this is absolutely crucial in ensuring your family are protected in the event of your death. Please contact your Tenancy Services Officer for further information in this regard.

JOINT TENANCIES

If your tenancy is a joint tenancy and the other person no longer lives in your home, it is absolutely crucial that you contact your Tenancy Services Officer so that appropriate action can be taken and the tenancy changed to a sole tenancy. This is important, for example, if you were to apply for a transfer, as a tenancy cannot be easily ended unless all parties are in agreement.

VACATING YOUR FLAT AT THE END OF YOUR TENANCY



At the end of your Tenancy your flat must be cleared of all household furnishings, carpets, white goods and all household rubbish.

Sanitary ware and kitchen fittings should be cleaned and left in a hygienic condition. This is a condition of your Tenancy.

If your home is not returned in good condition we have to pay contractors to clean and clear it before it can be let to someone else. The cost of this will be passed on to you.

THE SCOTTISH HOUSING REGULATOR WANTS TO HEAR YOUR VIEWS



Scotland has a new, independent housing regulator. From next April its role will be to safeguard and promote the interests of tenants and others who receive housing services from local authorities and housing associations. It will replace the existing regulator. Before taking on its role, the new Scottish Housing Regulator is consulting on its approach. It wants to hear the views of tenants, landlords and others with an interest in social housing.

Kay Blair is the new Regulator's Chair. Kay said: "The quality of housing and landlord services have a direct and lasting impact on people's lives. We will regulate to protect tenants' interests and to drive improvements in social housing. We will assess each landlord's performance regularly. In doing so, we will take account of the views and experiences of its tenants. We will publish a range of information on landlords' performance, including progress against the Scottish Government's new Social Housing Charter. This will help tenants to hold their landlord to account. And we will take action where we find a landlord is failing to deliver for tenants."

The new Regulator would like to get wide feedback on its proposed approach. The consultation runs from early September. You can respond until late November.

There will also be events across the country, open to tenants and others, to discuss the proposals. You can get a copy of the proposals and find out more about the events by visiting the new Regulator's website, following the consultation on Twitter or contacting its office. You can find the details below.

website: www.scottishhousingregulator.gov.uk/newregulator phone: 0141 271 3810 e-mail: consultation@scottishhousingregulator.gsi.gov.uk
twitter: www.twitter.com/SHRconsultation



Kay Blair, SHR
Chairperson

STAFF NEWS



Welcome to Carol Bain who has recently joined GWHA and best wishes to Neil McKenzie who has now semi-retired, but will be working on specific projects for us in the future.

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ANNUAL TENANTS CONFERENCE – SATURDAY, 21/01/12



We will soon be agreeing the format of the ATC, therefore if you have any ideas or suggestions for this Event, please contact Avril Stewart at the office. Thanks to those who provided feedback last year through the Evaluation Forms.

RENT REVIEW 2012/13

Over the next few months our rent review process will begin, with a view to consulting with tenants at the Annual Tenants Conference on Saturday, 21/01/12. This Conference provides the best opportunity for you to have your say on the rent review and we would strongly recommend you come along to ensure you influence this very important decision.

Affordability Survey

Thanks to the 204 tenants who participated, representing a 44% response of all households surveyed. This information will inform our rent review

OFFICE CLOSURE DATES

Our offices (and the Hyndland concierge station) will be closed on the following dates. Refer to the office answer phone or the GWHA calendar in the event of an emergency arising out with our normal office hours.

Friday 23/09/11 – Monday 26/09/11
Friday 16/12/11 only from 1.00pm
Thursday 22/12/11 – Wed 04/01/12

The Blythswood and St Vincent Terrace concierge stations will operate as normal during the above dates.

BRECHIN STREET: LAST 2 APT SHARED EQUITY FLAT FOR SALE



If you earn £25,500 per annum (or £21,675 if you're a GWHA tenant) and you are interested in owning your own home, this

may be the opportunity you're looking for.

For further information, and an application pack, contact Tracy Paterson, Hart Smith (0141-339 5252).

FESTIVE GIFTS

Festive gifts will be issued again this year to our tenants who may be elderly, live alone and/or are vulnerable. If you missed out last year or if you know of someone else who missed out, please tell your Tenancy Services Officer.

All gifts will be delivered, where possible, before the office closes for the Festive period, and the cost will be met from our Community Fund, which was established from the proceeds of raffles and fun-days.

RENT REWARD SCHEME

Congratulations to Stephen Wisniewski and David St John, the winners of our September draw. The next draw will take place on 13/12/11, with annual bonus cheques issued around the same time to all members who have fully complied with membership criteria over the last year.

Please note the ATC date for your diary as your attendance will count towards your membership requirement to participate in at least one GWHA activity per year.

GLASGOW WEST AWARDS

JAMES MICHAEL AWARD

If you know someone who, like Jim, has made a positive impact on your life or in the community in general, please consider nominating them. The person does not have to be a GWHA resident to be considered for this Award.

Nominations close 31/03/12

Closing date for 2012 Award is 31/03/12

Nomination Forms, and further information about both Awards, is available from our offices or at www.gwha.org.uk, click on "Awards"

ANNE GOULD AWARD

Nominations for this award are considered in respect of a member of staff who has been doing a great job for you, who is an excellent ambassador for the Association and who is always enthusiastic and upbeat. This is your opportunity to say "thank you" and acknowledge their efforts. Closing date for 2012 Award is 29/02/12



Tracy DeMarco, Anne Gould Award Winner 2011

BENEFITS ADVICE SERVICE

Please contact Jamie Simpson on 0141-331 6678 to make an appointment for a benefits assessment or for advice on winter fuel payments, Cash for Kids or Scotcash Services.

Alternatively, you may wish to drop-in to the surgeries on the following dates:

Hyndland Concierge Station	Avalon Resource Centre 48 Cleveland Street	Blythwood Concierge Station	St Vincent Terrace Concierge Station
10 am- 12 noon 20/10/11, 17/11/11, 15/12/11	9am- 12 noon 06/10/11, 03/11/11, 01/12/11	2pm – 4 pm 29/09/11, 27/10/11, 24/11/11	2pm – 4 pm 28/09/11, 25/10/11, 29/11/11

CONSUMER PANEL

The GW Consumer Panel met on 01/08/11, providing important feedback on the content and format of our Newsletter and Annual Report, commenting on the draft Scottish Social Housing Charter and endorsing GW's Equality and Diversity Strategy.

As a means of saving money for investment in other initiatives, the Panel suggested making the Annual Report available on the website, and to residents on request, in preference to delivering copies to all households. If you would like to comment on this proposal, please contact Lauren Connolly on 0141-331 6651 or email lconnolly@glasgowwestha.co.uk

The Consumer Panel meet 2-3 times per year and would be delighted to welcome new Members to our next meeting in early December. This Meeting will consider the Agenda and Format for the ATC and the mechanisms we have in place for monitoring satisfaction with our services.

Please contact Lauren for more information.

Winter Fuel Payments 2011/12

This is a tax free sum to help people cover their fuel bills. You will be eligible to receive payment (ranging between £200-£300) if you have reached the qualifying age (born before 05/01/51) and you normally live in the UK in the qualifying week (19th- 25th September 2011).

Previous applicants need not apply as you will automatically receive this payment. New applicants can claim by calling the Pension Service.

If you haven't been paid by the end of December, contact the Pension Service in January on 08456 060 265 or text phone 0800 731 7339.

CASH FOR KIDS



Closing date for applications this year is 17/10/11

If you are a GWHA resident, looking after one or more children, on a low income, or in receipt of benefits, you could be eligible for a grant. Please call in to our offices for assistance with an application, on the undernoted dates only. One application per household.

03/10/11 10.00 am – 4.00 pm • 04/10/11 2:00 pm – 4:00 pm

SCOTCASH

Scotcash is a company that offers affordable loans and money advice.

Their aim is to reduce the number of people borrowing money very expensively, for example from doorstep lenders etc. 75% of Scotcash customers are housing association tenants. For more information on Scotcash services contact them directly on 0141 276 052 (website: www.scotcash.org.uk) or phone our Benefits Advisors on 0141-331 6678.

DOG FOULING

Glasgow Community & Safety Services, along with Glasgow City Council are currently involved in an initiative throughout Glasgow to tackle the serious problem of irresponsible dog owners who allow their pets to foul in public areas, and do not clean up any mess left. These agencies will be working in conjunction with GWHA, and other local Housing Associations to identify and take appropriate action against any individual who fails to correctly dispose of any mess made by their animal.

While we are sure that the majority of dog owners are responsible, should you note a regular problem with dog fouling in your area, please contact Clean Glasgow on 0800 027 7027 and provide them with as much relevant information as possible to allow an investigation to take place. For further information, please contact Andrew Watson on 0141 331 6672.

GWHA GARDENING GROUP



This Group was formed at the ATC in January with membership from across G W H A properties. The Group meet to share knowledge and gardening

tips, lend tools where appropriate and share cuttings where feasible.

Further information about the Group, and contact details are available from Andrew Watson on 0141-331 6672

G3 GROWERS: THE BACK GARDEN

The G3 Growers would be pleased to welcome new members and you are invited to drop by at the undernoted times or to contact Sandra MacDowell at the Annexe Communities on 0141 357 6747:

The Back Garden: Brechin Street Glasgow



Mon	Tues	Wed	Thurs	Fri	Sat	Sun
1pm-3pm 6pm-8pm	6pm-7pm	2pm-4pm	10am-12pm 6pm-7pm	10am-12pm	-	2pm-4pm

BULK UPLIFT SERVICE



As we go to print, it is our understanding that the bulk uplift service is changing, and that bulk items should now be left in the back-court area next to the bin store, or from the lane next to your property (if this is where the current uplift is from). We are endeavouring to clarify whether these new arrangements apply to GWHA properties and we will let you know as soon as possible. If in the meantime you receive information from GCC, please follow their advice regarding the removal of bulk items. Contact Andrew Watson at GWHA on 0141-331 6672 for further information.