



Glasgow
WEST
HOUSING
ASSOCIATION
LIMITED

HOMES ARE OUR PURPOSE;
SERVICE AND SUSTAINABILITY
OUR PRIORITY

Tenant Handbook

Updated 2026

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1 Welcome

If you are reading this as a new tenant, welcome to Glasgow West Housing Association (GWAHA). I wish you every happiness in your new home.

At GWAHA, we are committed to providing a level of service that will enable you to enjoy living in and looking after your home.

This handbook gives you information that will help you make the most of our services, whilst also providing you with information on your tenancy rights and responsibilities.

We have tried to make the handbook clear and easy to understand, and we hope you will find it useful. If you have any queries regarding your tenancy agreement, or any aspect of your tenancy, please contact a member of staff who will be happy to help. You may also wish to seek independent advice from a solicitor or other advice agency.

Best Wishes

Elaine Travers

Chief Executive

2 Introduction

2.1 History

GWAHA is proud of its roots; originating from Hillhead HA in 1978 and maturing over the years through the successful fusion of local housing stock transfers from 7 other housing associations.

GWAHA provides excellent quality services and housing for those in need. We continue to develop new housing, and to play a wider role by working in partnership with local residents and agencies to develop community facilities and initiatives.

2.2 GWAHA's Governance

GWAHA is registered with the housing regulator as a Registered Social Landlord (RSL), Office of the Scottish Charity Regulator (OSCR) as a Scottish charity and the Financial Conduct Authority (FCA) as an Industrial and Provident Society. GWAHA operates under Scottish Federation of Housing Association's (SFHA's) Model Rules (Scotland) (Charitable) 1998 and is governed by a voluntary management committee (MC), in accordance with its constitution, regulatory guidelines and the law.

2.3 GWEn

In 2010, Glasgow West Enterprises Limited (GWEN) was established as a wholly owned subsidiary of GWAHA to allow GWAHA to play a fuller role in providing housing and related services to the wider community without compromising our charitable status.

3 Participation

3.1 Membership of GWHA

GWHA's membership is reflective of the community it serves and seeks for all sections of the community to have an opportunity to participate in its governance. Tenants are encouraged to become members by paying a £1 Lifetime share. All applications for membership are considered by the management committee in accordance with our policy. Being a member entitles you to attend and vote at the Annual General Meeting (AGM), as well as being able to stand for election and to elect GWHA's management committee. More information and membership forms are available from our office at 5 Royal Crescent and via our website www.gwha.org.uk.

3.2 Management Committee

GWHA is run by a voluntary management committee made up of members elected at the AGM as well as co-opted members who are invited to join because of the expertise and assistance they can offer. The management committee is responsible for good governance; determining strategies, policies and standards for monitoring service delivery / implementation and performance. Committee members operate within a code of governance, encouraging the highest standards of integrity and ensuring that decisions are informed and in the best interests of current and future tenants. The management committee employs a professional staff team, delegating authority for operational services through the Chief Executive. Visit our website for more information on our current management committee members. If you would like to know more about becoming a management committee member, please see section 3.1 above.

3.3 Ways to get involved

Consumer Panel	Our consumer panel provides a sounding-board for ideas on proposed changes to our services and policies and to enable discussion on current issues. The consumer panel meets 4 times per year. If you would like added to our consumer panel 'interested parties' list please contact us.
Resident Groups	If you are interested in getting involved in the community and would like to take an active part in establishing a local Residents' Group, we can help! Residents' groups are a valuable forum for discussing issues of general concern and considering how best to improve the area in which you live. They are also a good way of influencing, on an ongoing basis, our services and policy reviews.
Annual Tenant Conference	Our Annual Tenant Conference, normally held on the 3rd Thursday evening in January, is an opportunity for you to provide us with your feedback on our annual rent review as well as any policy changes or new initiatives we may be proposing. It is also a good opportunity to meet staff and fellow residents.

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Your views shape our services

4.1 Service Quality Guarantee

Delivering exceptional customer care is a key priority for all staff and our Service Quality Guarantee sets out how we will do this consistently throughout our organisation. It was developed with tenants, and it outlines our core customer service standards alongside the commitments we require from you. It is available on our website or hard copies can be provided upon request.

4.2 Continuous Monitoring

Service satisfaction surveys are carried out on an ongoing basis by an independent research company. If you are contacted and invited to take part, please take a few minutes to share your feedback.

Your views are important and help to improve the services provided. Unless you agree otherwise, any information you share will be treated confidentially.

Taking part is entirely voluntary. If you would prefer not to participate, please let us know, or advise the surveyor when contacted.

4.3 Information & Consultation

As a tenant, you will have the right to see certain personal information we hold on file about you or members of your family. Should you wish to view any of the personal information we hold, please contact us. This is known as a Subject Access Request. Please note we may take up to one calendar month to process this information depending on the request, however we will always endeavour to action any request promptly.



4.4 Complaints

We are committed to providing high-quality services and welcome feedback from our customers. If you are dissatisfied with any aspect of our service, or feel that we have not met your expectations, we want to hear from you so that we can understand your concerns and identify opportunities to improve.

Our Complaints Handling Procedure follows the standards set by the Scottish Public Services Ombudsman (SPSO), ensuring complaints are handled fairly, consistently and transparently. We are also committed to ensuring our complaints process is accessible and inclusive for everyone and adhere to relevant child-friendly complaints guidance.

Information about how to make a complaint is available on our website or can be provided on request.

We will keep you informed throughout the investigation of your complaint and will explain the outcome and any actions taken. If you remain dissatisfied after completing our complaints process, you may be able to refer your complaint to the SPSO for an independent review.

If you need any support to make a complaint, please contact us and we will do our best to assist.

5

Your Rights & Responsibilities

5.1 Tenancy Agreement

Your tenancy agreement is a legal document that sets out our responsibilities to you as a landlord, and your responsibilities to us as a tenant. The Housing (Scotland) Act 2001 provides the basis for the terms of the Tenancy Agreement. Generally, your Tenancy Agreement can only be changed if we both agree to the changes. If we can't agree, the Sheriff Court can decide. Most GWHA Tenants have a Scottish Secure Tenancy Agreement. There may be slight differences, with some tenants retaining preserved rights due to the length of time they have held their Tenancy.

5.2 Types of Tenancy

A **sole tenancy** has only one person's name on the agreement. That person makes all the decisions and is completely responsible for the rent. A **joint tenancy** puts two or more people on the same agreement. All joint tenants share equal rights to live in the home and are equally responsible for the rent.



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Terms of your Tenancy

6.1 Household Composition

It is important you keep us informed of any proposed changes to your household in writing as this information is imperative in deciding who might have rights to your home. If you would like to request permission for someone to live with you, please contact us for a Permission to Reside Form.

If a change in your household is likely to result in overcrowding, we will not be able to grant permission. You should also provide us with details of someone we can contact in the event of an emergency.

6.2 Assignment, Subletting & Lodgers

If you wish to assign your Tenancy (transfer it to someone else), sub-let or take in lodgers, you need to get our written permission first. Your Tenancy Services Officer will provide advice and will issue a standard form for you to complete. We will consider your request and will respond in writing within 28 days. If we are unable to grant permission, we will tell you the reason why.

6.3 Succession

Succession occurs when a tenant dies and the tenancy passes to another person. In most circumstances, succession can take place a maximum of two times.

When a tenant dies, the tenancy may pass to a surviving spouse, civil partner, or joint tenant, provided the property was their only or principal home at the time of the tenant's death.

If there is no surviving spouse or partner, the tenancy may pass to another co-habitee, household member, or carer, provided that:

- The property was their only or principal home for at least six months immediately before the tenant's death; and
- We were notified in writing that they were living at the property as their only or principal home before the six-month qualifying period began.

For the purposes of succession, family members are defined in the Housing (Scotland) Act 1987 and include relatives such as sons, daughters, and grandchildren.

Anyone wishing to succeed to a tenancy should notify us in writing within one month of the tenant's death. We will respond to all written requests within one month of receiving them.

In some circumstances, succession may not be permitted. For example, where a property has been substantially adapted or specially designed to meet particular disability needs, we may instead offer the applicant a tenancy of suitable alternative accommodation that is not adapted.

6.4 Ending your Tenancy

If you intend to give up your tenancy you must give us a minimum of 28 days' notice in writing. We will contact you to arrange an end of tenancy inspection. We may ask you to allow a prospective tenant to view your home and your cooperation is appreciated.

At the end of the tenancy, you must remove all your belongings from the property and leave it clean and tidy and in good order. You must return to us at least 2 sets of keys for the property.

If you are Joint Tenants each tenant must agree in writing to give up the tenancy. If only one party of the joint tenancy wants to move out, the other person may remain in the house.

Ending your Tenancy Checklist	✓
Give GWHG at least 28 days' notice in writing.	
Provide access for an end of tenancy inspection.	
Carry out repairs that you are responsible for; otherwise they may be charged back to you.	
Arrange a date that is mutually convenient for staff to show the property to the prospective tenant.	
Clear and clean the property and any loft/lock up areas; if GWHG have to arrange a contractor to do this, the cost will be passed to you.	
Contact your gas and electricity suppliers to supply your final meter readings and ensure all bills are settled.	
Ensure any rent due and rechargeable repairs are paid in full.	
Return two sets of keys to GWHG office, including at least one back door key.	
Advise Glasgow City Council Tax department of the date you move out.	

6.5 Legal Action & Eviction

Legal action is always a last resort for GWHG and it may result in you losing your home.

We would much rather work with you, and we ask that you make contact with us as soon as possible, if requested to do so.

If we have to start court proceedings, we will aim to recover the costs from you.

You have the right to defend any court action we take against you.

6.6 Abandonment

It is extremely important that you let us know if you intend to leave your home unoccupied for more than 28 days.

If we believe you have abandoned your home, or if you are not living in it as your only or principal home, we may serve legal (abandonment) notices to end your tenancy.

If you do not contact us within the time limit in the notice (usually 28 days), we can end your tenancy; force access to your home, dispose of your possessions, and then re-let the property.

7 Rent & Service Charges

7.1 Setting the Rent

Rents are our main source of income. When setting rent levels, our Management Committee take account of:

- What we need to spend money on
- How our rents compare with those of other housing associations
- Whether our rents are affordable to working households on low incomes
- Your views on the rent increase and your views on the type of services we should be providing

Some tenants have a preserved right to a registered rent where the rent is reviewed every 3 years by a Rental Valuation Officer at Rent Service Scotland.

7.2 Reviewing your Rent

Every tenant is encouraged to attend our Annual Tenant Conference in January to comment on our rent review proposals. Opportunities to provide feedback on the rent proposals are also available via our Winter Newsletter, by contacting a member of staff directly or via our tenant rent increase survey.

7.3 Service Charges

Your tenancy agreement may refer to an amount for services charges. These charges are paid for services like stair and window cleaning, and environmental services.

If you pay for services, the details will be listed in your tenancy agreement. Service charges are reviewed annually, and annual statements are available on request.

We may introduce services where this is deemed to be in the interest of good estate management or good practice.

7.4 Paying your rent

Your rent is due to be paid monthly in advance, on or before the 28th day of each month. For security reasons, we do not accept cash payments within our offices, however a number of other payment methods are available.

- **Direct Debit payments** (weekly, fortnight, 4-weekly, monthly)
- **Rent Payment Card** at any post office or any shop with 'PayPoint'
- **In our office** via bank card
- **By phone via Allpay:** call 0844 557 8321
- **By phone via GWAH:** call 0141 331 6650
- **By mobile phone,** just download the 'Allpay App'
- **Online at www.allpayments.net**



7.5 Rent Statements

All payments you make are credited to your rent account at the earliest opportunity.

You can request a rent statement or talk to us at any time about your rent account. We will always provide an annual printed statement of your account.

7.6 Falling behind with your rent

We need you to pay your rent on time so that we can continue to provide the range of services you have come to expect from us.

We appreciate there may be times when you will have difficulty paying your rent. If you do, please contact your Tenancy Services Officer to discuss setting up a repayment arrangement. This will take into account your household income and help you pay off what you owe. If you need specialist debt counselling or assistance, we can arrange this for you.

Staff will always take a sympathetic, fair but firm approach in dealing with rent arrears, however if you do not talk to us or keep to an agreed repayment arrangement, we may have to take court action against you to recover the money owed; this may also lead to you losing your home.

Remember the sooner you talk to us, the easier it will be for us to help you.

7.7 Benefit Advice

Benefits advice is provided by our in-house Welfare Rights team. This is a free and confidential service.

Our staff offer advice and assistance to help you maximise your income, whatever your circumstances:

- Housing Benefit / Universal Credit
- Support with benefit claims and appeals
- Checking how starting work can affect your benefits
- Food parcel and fuel voucher support

Our Welfare Rights team is available to contact Monday-Friday.

If you would like an appointment, please contact us on **0141 331 6650**.

7.8 Council Tax

We do not collect Council Tax Payments or calculate rebates. You are responsible for paying your own Council Tax, please direct all enquiries direct to Glasgow City Council's website, visiting <https://www.glasgow.gov.uk/rbcontact>

You may be entitled to a reduction in your Council Tax, please contact our Welfare Rights team to book an appointment and discuss further.

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Options for Re-housing

8.1 Housing List

Anyone over the age of 16 is entitled to apply for rehousing. However, demand for the small number of properties we have available each year is very high, and we are only able to offer housing to around 6% of applicants.

If you know someone who requires housing, they can contact us for advice or request an application form to join our Housing List. All applications are assessed in line with our Housing Allocations Policy.

In addition to those on our Housing List, we also allocate homes to people referred to us by Glasgow City Council through the Section 5 homeless process.

8.2 Existing Tenants & Internal Transfers

As an existing GWhA tenant, you may need to be rehoused if your circumstances change in the future. In which case, you can complete a Transfer Application to be considered for a move. Please note, we will typically only consider you for rehousing if your current tenancy has been well maintained (for example, kept in good decorative order) and there are no outstanding rechargeable repairs. Your rent account should also be up to date, or you should have maintained an agreed repayment arrangement for at least three months.

All transfer applications are assessed on housing need and are prioritised in line with our Housing Allocations Policy.

8.3 Mutual Exchange

If you have held your current tenancy with GWhA for at least 12 months, you may be eligible to exchange homes with another GWhA tenant, or with a tenant of another Registered Social Landlord. In this case, approval is needed from both landlords before the exchange can go ahead. Please note, we will only consider a Mutual Exchange if it does not lead to overcrowding or under occupation of one of our properties. We hold an exchange register in the office and on our website that you can view at any time.

8.4 Homeswapper

HomeSwapper is a national online register to help facilitate mutual exchanges. There is a fee for this service, however, GWhA may reimburse the cost of joining, provided certain criteria are met. This includes having a clear rent account (or maintaining an agreed repayment arrangement) and keeping your property in good condition.



9 Your Home

9.1 Your Home and Common Areas

At all times your home should be kept in a reasonable condition, and you must not do anything to change the fabric or the structure of the building.

If you wish to alter any of the fixtures or fittings within your home, you must first apply, in writing, for our permission. We will respond in writing within one month of your request. We will not unreasonably withhold permission unless the proposed works affect the structure of the property or would interfere with our ability to get access for maintenance or to carry out future works.

If you have carried out improvements with our permission, you may be able to claim compensation when your tenancy ends. This is known as the statutory right to compensation for improvements (further information in Section 10.0 Repairs and Maintenance).

If you carry out alterations without our permission, or if you do not comply with our decision and any relevant conditions, we will regard it as a breach of the Tenancy.

If you decide to leave the property after carrying out alterations, you may have to return the house to its original condition. If works are required to bring the property back to a suitable habitable condition as set by the association you will be liable for the costs.



9.2 Medical Adaptations to your home

We are committed to the principle of independent living and will assist tenants to stay in their own homes for as long as they wish to do so. If your own, or a family members' medical, mobility, hearing or sight needs have changed since you moved into your home, it may be that adaptations would make it easier for you to manage.

If you think adaptations to your home would be of benefit you can arrange for an Occupational Therapist (OT), employed by Glasgow City Council, to visit you and carry out an assessment. The OT will then make recommendations to us on your behalf.

We would recommend you speak to your GP who can make a referral for an OT on your behalf. Please contact our Property Services Team for more information.

9.3 Use of your Home

Your home should not be used for any non-residential or business purposes without our written permission.

9.4 Good Neighbours

Your relationship with your neighbours will be one of the most important factors in deciding whether you are happy in your home. Sometimes a disagreement can get out of hand because it is not addressed quickly.

We expect residents to, firstly, take responsibility for resolving concerns by talking to each other in an open, friendly and calm manner. This may need you to be willing to compromise in some situations (for example, overuse of washing lines, children playing in common areas, late/middle of the night use of washing machines/tumble dryers).

If you are being disturbed by a neighbour, you should speak to them as they may not know how their behaviour is affecting you. If this does not work, you should contact the Tenancy Services team to discuss what action you and GWHA can take, which may include:

- Speaking to the other person concerned (to help us do this we need details of any incidents).
- Reminding all parties of obligations of the Tenancy Agreement and of the action that will be put in place if the disturbance continues.
- Involving other agencies, including Community Relations Unit (CRU), Social Work Services and/or Police Scotland.
- Use of free independent mediation service that is offered via the CRU.

If attempts to resolve matters are unsuccessful, legal action may be necessary. We understand that there may be exceptional circumstances where you are unable to approach your neighbour, in these instances, you should contact us for advice.

Partnership Working - Community Relations Unit (CRU)

More serious complaints of antisocial behaviour are referred to the CRU, wherein a specific CRU Officer manages the complaint through to resolution. In such instances we will provide you contact details for the Officer and encourage you to report any further issues directly to them. The CRU work very closely with Police Scotland and Mediation Services to effectively tackle all aspects of antisocial behaviour. GWHA will liaise with the CRU throughout the investigation to ensure you are kept up to date with any progress. To effectively tackle antisocial behaviour, we need you to report incidents as they happen. We would also ask you to provide a statement in relation to your complaint. In some circumstances, you may also be asked to attend court to tell a Sheriff what has happened and how it has affected you. If this happens, we will support you as much as possible.

9.5 Looking after Common Areas

The condition of the environment around our homes – including streets, closes, and shared backcourt areas – plays an important role in how we feel about where we live, our quality of life, and our sense of safety within the local community.

Common areas such as backcourts, drying greens, and closes are shared by everyone living within the building. For this reason, it is important to consider and consult your neighbours before making any changes to these spaces. This may include proposals such as installing play equipment or placing tables and chairs in communal garden areas.

To maintain safety, motorbikes, bicycles, prams, and other personal belongings must not be left in closes or communal areas, as they could obstruct access or create hazards in the event of an emergency.

We also ask residents and visitors to be considerate of others by refraining from smoking in any shared parts of the building, including stairwells, landings, and lifts.

By working together and showing consideration for our neighbours, we can help ensure that shared spaces remain pleasant, safe, and enjoyable for everyone.

9.6 Stair Cleaning

If you live in a property where a stair-cleaning service is not provided, you and your neighbours are jointly responsible for keeping communal areas clean and well maintained. This includes sweeping and washing stairs, cleaning banisters, windows and windowsills, and maintaining the cleanliness of entrance areas, floor tiles, and close doors.

If you and your neighbours would prefer these cleaning duties to be managed on your behalf, please contact the Estates Services Team. We can arrange for a contractor to carry out the work, with the cost shared equally among residents through a service charge, or a factoring charge in the case of owner-occupiers.

9.7 Window Safety

Here are some tips to keep you and your family safe:

- Ensure your windows have restrictors or limiters in place and working correctly. These stop windows being opened more than a small amount and can prevent incidents.
- Do not remove or tamper with your window restrictors or limiters for any reason. They have been installed for your safety.
- We strongly suggest that children do not operate restrictors or limiters. If they have been removed or damaged, report this immediately.
- Encourage children to play at a safe distance from windows.
- Keep furniture or items that can be climbed on, such as beds and sofas, away from windows. Make sure nothing can be pushed up to the window and used as a step.
- Keep windows closed and locked when possible, or when children are unsupervised.
- Keep windows no more than four inches open when children are in the room.
- Ensure you know where windows keys are located in the event of a fire.

If you have concerns about the above information call our Repairs Services Team on **0141 331 6650** or email rservice@glasgowwestha.co.uk

9.8 Good Garden & Best Close Competition

Do you take pride in your close or garden? If so, why not enter our competition and have your efforts recognised?

You can also nominate a neighbour if you feel their garden or close deserves recognition for its appearance and upkeep.

Visit our website to download a nomination form and submit your entry or nomination.

For more information, please contact us at estates@glasgowwestha.co.uk.

9.9 G3 Growers

G3 Growers is a community vegetable-growing project located on previously derelict land accessed from Brechin Street. The initiative was developed with funding from the European Challenge Fund and has been supported by both GWHA and local residents.

The group usually hosts an annual open day, providing an opportunity for residents to learn more about the project, get involved, and enjoy a range of fun community activities.

Keep an eye on our newsletter, website, and social media channels for details of upcoming events and opportunities to participate.

If you would like to find out more about G3 Growers or are interested in becoming involved, please contact our Estates Services Team, who will be happy to provide further information.

9.10 Household Waste

Ordinary household waste should be securely bagged and placed in the bins provided. To help keep communal areas clean and tidy, please ensure that bin lids are closed properly after use. This helps to contain waste, prevent litter from escaping, and reduce the risk of attracting pests.



9.11 Bulk Refuse

Occasionally you may have bigger items you no longer require, and that you wish to dispose of. There are several options for disposal. Many local charities and community organisations are happy to accept furniture and household items that are in good, reusable condition. Donating unwanted items can help support local causes while preventing unnecessary waste. We encourage residents to explore available options online. For example, **The Prince & Princess of Wales Hospice** may accept suitable furniture donations and can be contacted on **0141 429 9884**. Similar organisations may also be able to assist with collections.

Fly-Tipping and Bulk Waste Collection

If you have bulky household items to dispose of, Total Homes can arrange a collection directly from your door. To arrange an uplift, please contact the **Estates Services Team** on **0141 331 6650** or estates@glasgowwestha.co.uk with details of the items requiring collection. You will be provided with a collection reference number and any relevant information regarding the uplift. Collections are typically arranged within 48 hours. For further information about Total Homes and the services they provide, please visit www.totalhomes.co.uk.

Alternatively, information on Glasgow City Council's bulky waste collection service, including guidance and service updates, can be found at www.glasgow.gov.uk/bulkywaste. To request a bulky waste collection via Glasgow City Council use the MyGlasgow App or visit their web page www.glasgow.gov.uk/bulkywasteRECYCLE

By disposing of bulky items responsibly, residents can help keep our neighbourhoods clean, safe, and attractive for everyone.

9.12 Recycling unwanted household items

If you have good-quality furniture, electrical items, or other household goods that you no longer require, please consider donating them for reuse rather than disposing of them. Rehoming unwanted items helps to reduce waste, supports local charities and community organisations, and provides valuable assistance to those in need.

Many charities offer a home collection service for larger items, including furniture and electrical goods.

We would like to thank all residents for their efforts in recycling and ensuring that waste is disposed of responsibly. By working together, we can help maintain a cleaner, greener, and more sustainable community for everyone.

9.13 Pets

Animals must not be allowed to wander unsupervised in the common areas, must not foul in the common areas and must be exercised off the property. Pets can be a source of complaint from neighbours, with the more common complaints including dogs continually barking within the home or fouling common areas and pavements. Please be a responsible dog owner: do not leave dogs alone in your home, ensure they are walked properly and clear up their mess, otherwise you risk a fixed penalty notice or fine up to £100 from Glasgow City Council. You can submit a report of dog fouling anonymously via the Glasgow City Council MyGlasgow App.

9.14 Play Areas

Communal areas are not intended to be used as play spaces, as ball games and other activities can sometimes cause disturbance or inconvenience to neighbouring residents.

Parents and carers are encouraged to ensure that children use appropriate play areas and to help them develop respect for their surroundings. Children should be encouraged to take pride in shared outdoor spaces and avoid playing in car parks, bin storage areas, or on bin shelters, as these locations can present safety risks and may cause damage to communal facilities.

By using shared spaces considerably, everyone can help maintain a safe, pleasant, and welcoming environment for all residents.

9.15 Concierge Service

A concierge service is available to those Residents who live at the following addresses:

56, 323 & 421 Blythswood Court

30 – 72 St Vincent Terrace

4 Princes Place

9, 11, 12, 24 Prince Albert Road

72 Crown Road North

115 Hyndland Road

Please contact your concierge offices for up-to-date information on the services currently being provided.

9.16 Reporting Pests

Any issues with pests or infestations must be reported directly to Glasgow City Council through the Environmental Services Team or the My Glasgow app. If you are worried there may be rodents in your property, it is very important that you contact Land & Environmental Service at Glasgow City Council (GCC) for assistance in dealing with the problem in the first instance, ensuring you ask for a reference number. GCC investigate and treat mice when indoors at domestic properties, rats are treated when internal or external to the property. This is a free service for all domestic dwellings.

Please ensure you keep the Glasgow West HA Repairs Services Team informed of GCC monitoring and treatment, providing the reference number for our records. Land & Environmental Services treatment strategy stipulates that any possible point of rodent access / holes (e.g. around skirting/floorboards or in cupboards) SHOULD NOT be blocked or filled until the GCC treatment is complete, preventing rodents being trapped in the building and ensuring full access to any treatment put in place.

Once GCC confirm the treatment is complete, please contact our Repairs Services Team on **0141 331 6650** to arrange for holes/points of ingress to be filled. In cases where a property has an infestation, GWHHA may, after seeking advice from GCC, decant a tenant if the property is deemed uninhabitable for reasons of danger to the health and safety of the tenant(s). Where the property is deemed to be habitable, the tenant won't be decanted.

However, all the circumstances of the case will be assessed and a decision taken by the Repairs Services Manager following a risk review. Report a Rodent Problem – Glasgow City Council Tel: **0141 287 1059** or via Online Form: <https://www.glasgow.gov.uk/reportpublichealth>.

The My Glasgow app allows you to attach photos, video or any other contextual information to your report and pinpoint the exact location via integration with Google Maps.

10 Repairs & Maintenance

10.1 Reporting Repairs

Please report repairs promptly to our contractor The Bell Group by telephone **0141 336 7111** or by email gwha@bellgroup.co.uk. Should a repair relate to gas central heating please call James Frew on **0141 473 5158**. For any other issues GWA can be contacted by email rservice@glasgowwestha.co.uk or by phone **0141 331 6650**.

To deal with your request for a repair, we need:

- Your name and address
- Your telephone number
- The required repair, and
- How and when the contractor will get access to your home.

If the contractor does not keep to the arranged appointment, or if the work is not completed to your satisfaction, let us know as soon as possible. In some instances, to ensure we get best value, we may ask a few contractors to price for the repair work. Depending on the value, our Management Committee may have to approve the work instruction.

Repairs Out with Office Hours

If you need to report a repair out with our office opening hours, and the repair is our responsibility (see below table outlining repair responsibilities), please make sure you follow our emergency procedures.

The out-of-hours service is available for EMERGENCY repairs only, examples of which are noted at section 10.7. If the repair can wait until the office re-opens, it is unlikely to be an Emergency Repair.

If you contact a contractor for a repair that is not an emergency, we will recharge you the full cost of the work. These repairs attract a premium call-out rate, sometimes around £100 plus the cost of the repair. Contact telephone numbers for our Emergency Contractors are available on our calendar, website and by calling our office answerphone 24/7 on **0141 331 6650**.

10.2 Approved Contractors

Our repairs and maintenance work is carried out by companies who meet the criteria we set. These companies are known as 'approved contractors' and we regularly review the quality and cost of their work. If you contact anyone other than an approved contractor, you will have to pay for the work yourself. All works carried out by our approved contractors must be first authorised by GWA.

10.3 Contractors Code of Conduct

Approved contractors have to keep to a code of conduct. The code highlights what we expect of them when they are working in or around your home.

The code includes, for example:

- Showing identification when arriving at your home
- Being courteous and not using foul or inappropriate language
- Not smoking in your home or using your facilities without your permission
- Clearing up and not leaving a mess once the repair is finished. Please keep us informed if you believe any contractor has breached the code of conduct.

10.4 Responsibility for Repairs

We have a duty to carry out repairs as soon as possible, and to keep your home wind and watertight, and in good “habitable” condition. We are also required to maintain the installations in your home that supply gas, water, electricity and drainage.

If we fail in our responsibilities, you have the right to contact the Council’s Environmental Health Services Department, Citizens Advice Scotland, Shelter or other advice agency. In some cases, you may be entitled to with-hold rent, however, you should never undertake this course of action without first seeking legal advice and formally notifying us.

The following table shows you who is responsible for the repairs we are most often asked about.

Item	Responsible		Comments
	Us	You	
Bathroom			
Toilet Seat		✓	
Toilet Pan	✓		
Wash hand Basin	✓		
Bath	✓		
Showers	✓	✓	See page 20 for clarification
Central Heating			
Chimney and Flue	✓		
Electric Storage System	✓		
Electric Warm Air System	✓		
Gas-fired System with Radiators	✓		
System you have fitted	✓	✓	Only if we have adopted the future maintenance on the system

Item	Responsible		Comments
	Us	You	
Doors and Windows			
Doorbell		✓	Except Door-Entry Systems
Door Chain		✓	
Door Nameplate		✓	
Glass on inside doors and screens		✓	
Inside Lock	✓		
Keys		✓	If you get locked out, you will be recharged the cost of changing your locks
Mortice Locks	✓		
Yale Locks	✓		
Outside Doors	✓		
Letter Box	✓		
Windows	✓		
Glass in Windows		✓	
Sash Cords (Ropes) for Windows	✓		
Sills	✓		
Window Frames, Catches and Handles	✓		
Window Locks	✓		Unless you have fitted them
Electrical			
Communal TV Aerial	✓		
Electric Fire		✓	Unless we have fitted it
Immersion Heater	✓		
Light Fittings		✓	
Mechanical Vents	✓		
Plugs		✓	
Smoke Detectors	✓		
Sockets	✓		Unless you have fitted them
Stair Lighting	✓		
Switches	✓		
Wiring and Circuits	✓		Including Fuse Box

Item	Responsible		Comments
	Us	You	
Plumbing			
Blocked sink, wash hand basin or bath	✓		Unless you have caused the blockage
Domestic cold water supply	✓		
Downpipes (rain and soil)	✓		
Drains and gutters	✓		
Hot water supply	✓		Including storage tank/cylinder
Sinks plugs and chains	✓		
Washing machine fittings		✓	Unless it belongs to us
Structure			
Ceilings	✓		
Damp-proof course	✓		
Floors	✓		
Outside Woodwork	✓		
Roughcast plastering	✓		
Skirting boards	✓		
Stairs (inside)	✓		
Steps to entrance/walls	✓		
Kitchens	✓		
Cooker		✓	Unless it belongs to us
Cooker Socket	✓		
Kitchen units	✓		Unless installed by you
Sink bowl and drainer	✓		
Other			
Clothes Poles	✓		
Fence at end of garden	✓		
Footpaths and gates	✓		
Outside decoration	✓		
Inside decoration		✓	

Shower Maintenance

If you have a shower in your property, please ensure that you are aware of the responsibilities for maintenance, repair and future replacement. Please contact our Repairs Services Team if you are unsure.

Shower is GWA responsibility where:	Shower is your responsibility where:
The shower is the only means of bathing in your home.	You have installed the shower yourself.
There is provision within your rent for the repair and maintenance of the shower.	There is no provision within your rent for the repair and maintenance of the shower.
The shower was installed for you by GWA, as part of a medical adaptation.	You inherited fixtures and fittings from previous tenant (e.g. through mutual exchange).

Rechargeable Repairs

You will be responsible for the costs of repairs if:

- The repair is necessary because you (or a member of your household or someone visiting you) have not taken care of the property or have damaged it. In this case, you will be expected to meet the cost of the repair, even if it was an accident.
- We will aim to recover the cost of any damage (such as break-ins and vandalism) from you if you do not report the matter to the police.
- Our contractor attends to a repair that is associated with a fault in your appliance (such as a cooker or toaster).
- Our contractors charge us if you do not let them in after agreeing an appointment with us. These charges will be passed on to you.

If the repair cost is to be paid by you, we will discuss a realistic repayment arrangement with you. If you do not pay, we may not grant permission for you to move home and we may not carry out any other repairs/improvements that we are not legally responsible for.

10.5 Access for Repairs & Inspections

If we ask to be allowed into your property to carry out repairs or inspections, it is very important that you co-operate with us. Failure to provide access may put you and your neighbours at risk and may result in significant damage to the property.

If you do not provide access, we may have to take legal action against you and this may result in us forcing access to your home, the cost of which will be charged to you.

10.6 Forced Access

Normally we will only force access to your home with your approval (for example, if you lose your keys). You would be charged for the cost of this. In some circumstances (such as annual gas safety inspections, water leaks), we may have to force access, but we will make every effort to contact you first.

10.7 Repairs Categories

The timescales for responding to repairs will be influenced by legislation, our policies, and our commitments to you. We put repairs in the following order of priority:

Emergency – response time: 6 hours

An emergency repair is where there is risk to health, safety, or security, or where a delay may result in significant damage to property. Examples include gas or water leaks, loss of water or central heating (particularly for elderly people or families with young children).

If an emergency occurs out with our office hours, please telephone one of our approved contractors. Details of our approved contractors are on our website and are also available by calling the office on **0141 331 6650**.

If you phone a contractor, we have not approved or if you phone a repair outside office hours when it is not an emergency you will be responsible for the full cost of the repair.

Urgent – response time: 3 working days

Urgent repairs are those that can normally be considered to affect your comfort and convenience. Examples include dripping taps, broken window cord and faulty door-entry intercom system.

Routine – response time: 10 working days

These are repairs that are outside the emergency or urgent categories and can wait a short time before they are dealt with.

Examples include loss of TV reception.

Statutory Right to Repair

There are certain repairs that must legally be attended to within a certain timescale, or you may be entitled to instruct another contractor (appointed by us) to carry out the work.

You may also be entitled to compensation.

If your repair is a statutory repair, we will, as a matter of course, provide you with the information you require.



10.8 Failure to carry out repairs - your right to compensation

In addition to the Statutory Right to Repair, we operate a voluntary compensation system if our repairs service fails to meet the stated target response time.

The compensation is a moderate flat-rate payment of £10 to reflect the delay in responding to the repair, not the actual cost of the repair.

In general, this system applies to emergency and urgent repairs but there are some repairs that cannot be compensated for, such as:

- Rechargeable repairs
- Defects (see Section 10.11)
- Where you haven't provided access
- Where the repair is made safe while parts are on order, and
- Repairs that are your responsibility.

Claims for compensation should be made within a month of our failure to meet the stated targets. We will pay all qualifying claims within a month.

10.9 Planned Maintenance

In addition to responsive repairs, we operate a range of cyclical maintenance programmes and long-term investment works to ensure our homes remain safe, energy efficient and meet current quality standards.

Our investment programmes are informed by property inspections, stock condition surveys, compliance requirements and ongoing assessment of the age and condition of building components. We maintain a long-term asset investment programme which is reviewed regularly to ensure investment is targeted where it is needed most.



Examples of planned maintenance and improvement works include:

- Kitchen and bathroom renewals
- Heating system upgrades
- Electrical upgrades and consumer unit replacements
- Window and external door replacements
- Door entry system installations
- Roof, stonework and external fabric repairs
- Communal area improvements

We may contact you periodically to arrange stock condition surveys, inspections or planned works within your home. Your cooperation in providing access is important and helps us plan future investment and maintain compliance with our landlord responsibilities.

We will provide advance notice of planned works and keep residents informed through individual correspondence, our website, newsletters and other resident communications. Further information is available within our Major Works and Investment Policy.

10.10 Home Improvements

You have the right to carry out some alterations and improvements to your home e.g. putting down laminate flooring, but you must get our written permission first. We will generally allow you to get this work done provided you employ a qualified person to do it. You may be asked to remove any home improvements that cause disturbance to your neighbours.

We will not generally allow:

- Structural work
- Artexing of walls and ceilings
- Installing non-white bathroom suites
- Alterations to windows and/or doors, or
- Satellite dishes

We will respond to written requests within one month of receipt.



Compensation for improvements

When we fix rents, we currently disregard any improvements you have made. When the tenancy ends, we may make a payment to you (or those who have legally succeeded to your tenancy) for work you have done (for example, if you install a shower or gas central heating).

The amount will vary. We will decide it by using a formula provided by the Scottish Government that takes account of the remaining life of the item, and the rent we can collect from the new tenant as a result of the improvement.

We will not pay compensation for home improvements for which you did not have our written permission for. We will not consider retrospective (backdated) applications for permission.

10.11 Defects Liability

Defects Liability Period (DLP) means the time (usually a year) after a contractor hands over new or refurbished property. During the DLP the property will 'settle' and any defects, such as plaster cracks or shrinkage, will become apparent. These defects will be repaired at the end of the DLP. During the DLP we strongly advise that you do not decorate, paint or wallpaper or carry out alterations, such as putting up shelves or installing showers.

10.12 Insurance

We adequately insure the structure of your property. 'Structure' includes the roof, walls, floor and some floor coverings (for example, non-slip vinyl flooring in some medically adapted properties). We strongly encourage you to take out comprehensive contents' insurance on all your belongings and the fittings for which you are responsible. A comprehensive insurance package is available through Thistle Insurances Services - the policy is specifically designed for tenants of Registered Social Landlords, the costs tend to be more reasonable than standard providers and they offer flexible payment options. We are not responsible for repairing damage to the contents of your flat that has been caused by an accident, a fire or flooding from a neighbouring property. In incidents of this nature, you have to claim your own contents insurance.

10.13 Keys

You will have received 2 sets of keys for your flat and keys for the common areas.

We do not hold spare keys to your home. If you are locked out of your flat, we may be able to arrange for help to gain entry, but you will have to pay for the damage and for a replacement lock, if required.

10.14 Door Entry Systems

Door-entry systems have been installed in our properties to ensure the safety of all flats, and to prevent intruders from gaining access to the close.

The service button is adjusted, where necessary, to allow postal workers to enter at agreed times (usually 7.00am – 1pm).



10.15 Stopcocks (each close differs)

Please ensure you know where your cold water and gas stopcocks are. If you are not sure, your Property Services Officer will be able to advise.

Do not place wall tiles over the access to stopcocks. If these areas are tiled and we need to gain access, we will not be responsible for repairing damage.

10.16 Electrical Circuit Breakers

A circuit breaker is installed in the fuse box in most of our properties. If it detects a fault, the circuit breaker will 'trip', disconnecting the electrical supply. Nine out of ten faults are found to be due to household appliances (kettles, hairdryers etc).

Switch off the faulty appliance and reset the trip switch to ON. You must repair or replace the faulty appliance to avoid future problems.

If you call out a contractor and the fault is found to be in your household appliance, you will be recharged the cost of the work.

10.17 Extractor Fan

If your bathroom and/or kitchen have extractor fans, please clean them regularly to ensure they work effectively. Please contact our Repairs contractor directly if the fan is faulty.

10.18 TV Sockets

In most of our properties there is a communal TV aerial. If the aerial is faulty, let us know; no-one, except our approved contractors, should go into the loft or on the roof area to carry out work to the common system without our permission.

Unfortunately, sometimes a change in picture / interference can be caused by new buildings in the line of site of the signal transmitter. This is out with our control.

10.19 Special Features

Any existing cornices must not be removed.

11 Useful Information

11.1 Protecting your home from frost

During the cold weather, you can avoid frost damage and burst pipes by following the steps below:

- Set the thermostat on your central heating to at least 10°C (50°F)
- Leave doors in each room open as this allows warm air to circulate around your home
- Isolate your water supply and drain down your central heating system (if able to do so) if your home is going to be empty for more than a week. If in any doubt, contact your Property Services Officer for advice.

11.2 Water Safety Advice (Legionella)

Legionella bacteria can occasionally develop in water systems where water is allowed to remain stagnant or where water temperatures are not maintained appropriately.

To help minimise the risk:

- Hot water should reach an appropriate temperature and feel hot after a short period of running.
- Cold water should remain cold to the touch.
- Report any issues with boilers, hot water cylinders or water storage systems to us immediately.
- Report any discolouration, debris or unusual water quality concerns.



If your shower is only used occasionally, run it for at least two minutes once a week. As far as possible, avoid standing directly beside the shower whilst this is being flushed through.

If your home has been unoccupied for more than one week, run all hot and cold-water outlets, including showers, for several minutes before normal use.

You can further reduce the risk of Legionella by cleaning and disinfecting shower heads regularly in accordance with manufacturer instructions.

Please do not alter, disconnect or interfere with any water tanks, pipework or water systems without obtaining written permission from GWA.

If you have any concerns regarding your water supply or hot water system, please contact a member of our team for advice.

11.3 Asbestos

Asbestos-containing materials were widely used in the construction and refurbishment of buildings before 2000 and may still be present within some of our properties.

The presence of asbestos does not automatically present a risk. Materials containing asbestos are generally safe when they remain in good condition and are not disturbed.

To protect yourself and others:

- Do not drill, cut, sand, scrape or otherwise disturb materials which may contain asbestos (for example Artex walls or ceilings).
- Do not carry out alterations, DIY work or improvements without first obtaining our permission.
- Contact us before undertaking any work that may affect walls, ceilings, floors, service ducts or other building components.

GWHA operates an asbestos management system and carries out surveys and inspections where appropriate to identify and manage asbestos-containing materials safely.

Where asbestos is known to be present and works are required, suitable control measures will be implemented in accordance with current health and safety legislation.

If you have any concerns about asbestos within your home or are planning alterations, please contact a member of our team for advice before any work starts.

11.4 Safety in Emergency - Gas & Fire

Gas

If you smell gas or suspect a gas leak, telephone the National Gas Emergency Service immediately on **0800 111 999**.

While waiting for assistance:

- Do not use matches, lighters or any naked flame
- Do not smoke
- Do not operate electrical switches or appliances
- Open doors and windows to ventilate the property
- Check whether a gas appliance has been left on accidentally
- Turn off the gas supply at the gas isolation valve if it is safe to do so
- Follow all instructions provided by the emergency operator.

Fire

Many fires can be prevented by taking simple precautions:

- Never leave cooking unattended
- Take extra care when cooking with oils and fats
- Do not overload electrical sockets or extension leads
- Unplug appliances when not in use where appropriate
- Never use electrical equipment with damaged cables or plugs
- Keep matches and lighters out of reach of children
- Never smoke in bed
- Use candles responsibly and never leave them unattended
- Ensure escape routes and common areas remain clear at all times
- Take particular care when charging batteries for mobile phones, e-bikes, e-scooters, mobility scooters and other rechargeable devices. Always follow the manufacturer's instructions and avoid charging batteries overnight or near exits.

Smoke, Heat and Carbon Monoxide Alarms

Scottish legislation requires homes to have suitable smoke and heat alarm protection. Your home may also contain carbon monoxide alarms where required.

These alarms are provided for your safety and must not be removed, disconnected, covered or tampered with.

You should:

- Test alarms regularly in accordance with the manufacturer's instructions
- Replace user-replaceable batteries where applicable
- Report any faults immediately to GWhA
- Ensure alarms remain unobstructed at all times.

Flats and Communal Buildings

If you live in a flat or communal building, familiarise yourself with any fire safety information provided within the building.

Never leave personal belongings, bicycles, prams, furniture or other items within communal stairs, landings or corridors, as these can obstruct escape routes and increase fire risks.

Home Fire Safety Visits

The Scottish Fire and Rescue Service offers free Home Fire Safety Visits to residents throughout Scotland. These visits provide practical fire safety advice and assistance in developing a fire escape plan for your household.

For further information, please contact the Scottish Fire and Rescue Service directly or visit their website.

11.5 Security

Most house break-ins are carried out on the spur of the moment and happen during the day. You can often avoid a break-in by taking a few simple steps:

- Always lock windows and doors when you go out, even if it's only for a few minutes
- Never leave your keys in a secret place – thieves usually find them
- When you do go out at night, always leave a light on (preferably an energy efficient one)
- Don't leave notes on the door saying you are out
- Never leave valuables lying around where they can be seen through a window
- If you have a controlled entry system, make sure it is kept shut and locked at all times. Only allow a caller into the building if they are coming to see you

Thieves sometimes get into your home by posing as officials or contractors. Never let a stranger into your home or into the building until you are sure they are who they say they are. Ask for an identification (ID) card and phone the company to check it's genuine. If the caller cannot provide ID, ask him or her to come back later and use the time to check them out with the organisation they represent. Phone Police Scotland on 101 if you are suspicious.

Recording Devices

We are aware that some tenants wish to install recording devices, such as Ring doorbells. GWHA does not require tenants to obtain consent for installing recording devices. However, if you are considering the use of any recording device, similar to CCTV, you are responsible for the data that you collect and process. As per The Information Commissioners Office (ICO) advice, if you use a recording device you should *“respect people’s privacy rights and take steps to minimise intrusion to neighbours and passers-by.”*

If your recording device captures images beyond your property boundary, such as your neighbours' property, communal areas or public streets and footpaths, then you must obtain necessary consent from the ICO, register as a data controller and comply with your legal obligations under the data protection laws. Please contact the ICO for more information:

<https://ico.org.uk/>

11.6 Energy Saving and Recycling

There are small changes you can implement in your own home that can make a big difference to the environment, and could save you money:

For more information we suggest you check out:

Home Energy Scotland: www.homeenergyscotland.org

Energy Saving Trust: www.homeenergyscotland.org

Please also make use of the recycling facilities in your communal bin store. For further information on the use of recycling bins and or recycling points please contact Glasgow City Council or visit: www.zerowastescotland.org.uk/resources/recycling-locator

11.7 Preventing Condensation

If you keep your home warm and well-ventilated you are unlikely to experience problems from condensation:

- Never cover up permanent ventilators built into walls. If your windows have strip ventilators, ensure these are left open.
- Do not let kettles or pots boil longer than necessary.
- If drying washing inside, you must also make sure that you have opened windows to allow for necessary levels of ventilation. Do not hang wet washing over radiators.
- Do not let tumble dryers ventilate into your home.
- Keep doors to kitchens and bathrooms shut when the rooms are in use to prevent water vapour spreading throughout the house.
- If your house is fitted with an extractor fan, please ensure it is used when steam is being produced.
- To ensure that air can circulate do not overfill cupboards or wardrobes.
- Ensure that your furniture is not pressed up against walls to prevent trapped moisture from occurring.
- Ensure that ventilators, fans and windows are open when showering to ventilate the property.

Should you require further information or assistance, please contact our Repairs Services Team who can provide you with our useful booklet on methods of condensation prevention.



11.8 Visits & Appointments

Our normal office hours are:

Mon, Wed, Thurs & Fri from 9am – 4pm. We are closed on a Tuesday.

We appreciate that there may be times when you cannot attend an appointment within our standard business hours. Our staff will endeavour to facilitate meetings out-with the above times where appropriate, and on request. If you are unable to attend the office, we may be able to accommodate a visit to your home at an agreed time.

11.9 Bookworms

GWHA'S 'Bookworms' project was launched at the Annual Tenant Conference in January 2007.

Membership of Bookworms is open to all tenants' children aged between 1 and 16 years.

Members receive a book each year on their birthday and a further book at Christmas, helping to encourage a lifelong love of reading.

If you would like your child or children to become members, please contact our Frontline Services Team.



11.10 Domestic Abuse

GWHA acknowledges its unique position to identify and respond to instances of domestic abuse, as we are many tenants' first point of contact. We have created a Domestic Abuse policy to support this.

What we provide to GWHA tenant or resident survivors:

- Designated male or female Tenancy staff to speak with
- Private interview rooms
- GWHA staff training on domestic abuse
- Arrangement of independent interpreting service
- Support to relocate to alternative accommodation (subject to section 4.2.3 in the policy)
- Reviewing of and, where possible, improving the security of existing accommodation
- Incident reporting to the Police
- Legal action against the perpetrator in extreme cases, and where appropriate
- No recharge for lock changes and damages due to the domestic abuse
- And more (please see full policy).

Contact at Glasgow West

If you would like to speak with someone regarding domestic abuse, Laura Clapperton is the initial designated contact at GWHA.

Laura is a kind and patient listener, and she is aware of support that we and other organisations have available to survivors of domestic abuse, so please get in touch if you have any questions or concerns. GWHA will respond to all reports of domestic abuse in a non-judgemental manner and in confidence.



iclapperton@glasgowwestha.co.uk



0141 331 6650

Help and Support

In an emergency, call 999

There are many organisations dedicated to helping survivors of domestic abuse; please see below for some which can be found in Scotland and across the country. They are there to help!

Refuge

Refuge is the largest domestic abuse organisation in the UK. Their services support thousands of women and their children, helping them to overcome the impacts of abuse and rebuild their lives.

The chat service is available from 10am-10pm Mon-Fri, and 10am-6pm on Sat-Sun.



0808 2000 247



Chat service and BSL support: www.refugetechsafety.org

Scotland's Domestic Abuse & Forced Marriage Helpline

This 24/7 helpline and service supports anyone with experience of domestic abuse or forced marriage, as well as their family members, friends, colleagues and professionals who support them.



0800 027 1234



www.sdafmh.org.uk



helpline@sdaafh.org.uk

Glasgow Women's Aid

Women's Aid provides information, support and refuge accommodation to women, children and young people who are experiencing domestic abuse.



0141 553 2022 • 07401 288595 (text)



www.glasgowwomensaid.org.uk



getsupport@glasgowwomensaid.org.uk

Hemat Gryffe

Hemat Gryffe provide specialist support to women from the Asian, Black and Minority ethnic community who experience domestic abuse.



0141 353 0859



www.hematgryffe.org.uk



womensaid@hematgryffe.org.uk

Galop

Galop's team has decades of experience in supporting LGBT+ people who are survivors of domestic abuse, sexual violence, hate crime, so-called conversion therapies, honour-based abuse, forced marriage, and other forms of abuse.



0800 999 5428



www.galop.org.uk



help@galop.org.uk

Abused Men in Scotland (AMIS)

AMIS are Scotland's helpline for male domestic abuse survivors; they provide information and support to men if they have experienced or are experiencing domestic abuse. Helpline is available from:

9am to 4pm, Monday to Friday • 6pm to 8pm, Wednesday



03300 949 395



www.abusedmeninscotland.org



support@amis.org.uk

Victim Support Scotland (VSS)

Victim Support Scotland is the foremost charity dedicated to supporting people affected by crime (including domestic and other abuse) throughout Scotland. VSS offers free, independent and confidential support for survivors, witnesses and their families.

Free support helpline and webchat is available from 8am to 8pm Monday to Friday and 10am to 4pm weekends.



0800 160 1985



www.victimsupport.scot/contact

12 Awards and Incentives

12.1 Rent Reward Scheme (RRS)

This scheme was launched in 2005 as a means to acknowledge the many tenants who comply fully with the terms of their tenancy agreement.

Scheme incentives include:

- Bonus payment when membership is approved
- Automatic entry to a free quarterly and annual prize draw
- Annual bonus payment payable to members with a full year's membership
- Facility to order rechargeable repairs and pay by instalment after the work is completed
- Participation in improvement schemes (e.g. kitchen/bathroom replacements)
- Home Contents Insurance Incentive
- Priority over non-members for internal transfers when on equal priority or points

To join, or for more information, contact our Frontline Services Team on:

admin@glasgowwestha.co.uk

12.2 Save with Rent

Glasgow Credit Union (GCU) has teamed up with GWHA to offer you access to a credit union savings account via your rent payments.

Provided you meet certain criteria, you may also be eligible for GWHA's £30 annual contribution to your GCU account. To join, or for more information, contact us on **0141 331 6650** or email admin@glasgowwestha.co.uk

12.3 Jim Michael Community Award

GWHA is run by a Management Committee made up of volunteers who have dedicated thousands of hours of their time on behalf of GWHA residents to make the organisation a success in the community. The award acknowledges the commitment of exceptional people who make a difference to the lives of people living in the community: the people who make the community what it is. Nominees do not need to be GWHA tenants or owners but need to live within the community. Nomination forms are available from the website and from our office. If you know someone who you think is worthy of this award, please do nominate them. We accept nominations all year round and the winner is announced at our Annual General Meeting in June.

12.4 Anne Gould Award – Staff Recognition

Anne Gould, who sadly passed away in 2008, served GWHHA as a valued management committee member, and in her memory a staff recognition award was launched in 2008. Nominations are considered in respect of a member of staff who you consider:

- ✓ Goes out their way to regularly deliver exemplary customer service (external or internal)
- ✓ Develops an initiative that enhances the customer experience
- ✓ Is always upbeat/smiles in the face of adversity. Nomination Forms are available from the website and from our offices.

Nominations forms are available via our website and from our office. We accept nominations all year round and the winner is announced at our Staff Conference in March.



Contact us...

If you want to discuss anything in this document, contact us through one of the options below.



Call **0141 331 6650**



Email **admin@glasgowwestha.co.uk**



Complete the contact form at **www.gwha.org.uk**



In writing at:
5 Royal Crescent Glasgow G3 7SL

If you wish to make a complaint, please refer to our Complaints Handling Guide on our website or contact us for a hard copy. Your suggestions and complaints are important to us, as they help us improve the services we provide.

You can also find us on social media for all our latest service updates!



facebook.com/glasgowwestha



@glasgowwestha

Glasgow West Housing Association Limited

5 Royal Crescent • Glasgow G3 7SL

Tel: 0141 331 6650 • Email: admin@glasgowwestha.co.uk

Website: **www.gwha.org.uk**



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