

News update



GWHA's 46th AGM

Monday 17 June • 6.30pm
The Pyramid Anderston

Invitations will be sent to shareholding members at the beginning of June and will confirm the event details and arrangements for joining online if you are unable to attend in person. If you would like to find out more about membership, please call Carol Nicol on **0141 331 6650** or email admin@glasgowwestha.co.uk.

Office Closure

Our offices at 5 Royal Crescent will be closed during the following 2024 Public Holidays.

Friday 29th March & Monday 1st April

Monday 6th May

Friday 24th May & Monday 27th May

Friday 12th July & Monday 15th July

Friday 27th September &
Monday 30th September

In the event of an emergency during office closure please refer to the office answer phone message or visit our website: www.gwha.org.uk. Our Blythswood Court (BWC) and St Vincent Terrace (SVT) concierge teams will be available from 7am – 7pm. Our Hyndland concierge team is available to residents from 7am-3.30pm from Monday to Friday.



Reporting a Repair

The Bell Group are providing a 24-7 call handling repairs service on our behalf.

To report a repair, or to check on progress with a repair you have reported, please call the Bell Group directly on **0141 336 7111** or via email GWAH@Bell.co.uk.

We are trialling this arrangement, therefore, if you wish to provide feedback (positive or negative), please contact our Repairs Team on **0141 331 6662** or via Rservice@glasgowwestha.co.uk

Annual Report

Our Annual Report 2023/24 will be available at our AGM.

Copies will also be available from late June from our office, your concierge station, or to view online at www.gwha.org.uk



Consumer Panel

Thanks to those who participated in our Spring consumer panel, reviewing our Landlord charter Report, which is a document outlining our annual performance that we share with you every Autumn. We are assessing your feedback and will provide an update in the next newsletter.

Response Repairs Service

To help shape our next Response Repairs Contract, please take part in our Consumer Panel in April, when we will be looking to gain your insights on your priorities for the service including what has worked well as well as areas for improvement.

If you would be interested in taking part in the next consumer panel, in person, via telephone call or by email, please contact our Repairs and Factoring Manager William Hunter on **0141 331 6650** or via whunter@glasgowwestha.co.uk.

You said, we did...

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

You told us you wanted to talk to us closer to your home.



We acknowledged that and reinstated surgeries at Blythwood Court.



You told us that the repairs contractor had not let you know about a cancelled appointment.



We apologised to you and repeated our customer service expectations with the contractor.



You said we had not made sufficient efforts to contact you about your rent account.



We acknowledge that our staff should make every effort to reach tenants and discuss any outstanding rent balances. We apologised that this wasn't the case on this occasion and staff will ensure our rent collections processes are followed in full.



You were unhappy about communication relating to planned investment works.



Recognising the importance of knowing how investment plans will impact you we are pleased to confirm a fresh approach to getting key updates to you which will include enhanced use of our website, social media and in person at upcoming roadshow events, details of which will follow.



Childrens Easter Colouring Competition

We are pleased to announce our annual Easter Colouring Competition is taking place again this year. Please contact us on **0141 331 6650** or email admin@glasgowwestha.co.uk if you wish for additional copies of the colouring-in.

Please submit your entries by Monday 8th April. Winners will be contacted on Thursday 11th April.

Check out our social media and website to discover our talented winners at the end of April!



@glasgowwest4



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Anne Gould Award 2024

Our annual staff conference was held on Tuesday 12th March.

There was training delivered for staff to support our teams to plan for the year ahead.

We also awarded our Anne Gould Award for 2024. This award celebrates staff who go above and beyond to deliver excellent customer service.

Congratulations to Thomas Aiken and Tom Cree, the worthy winners of this year's individual awards

This year's team award was shared amongst the entire **Glasgow West team** for the hard work and collaboration across the year.

Thank you to the staff, tenants and Management Committee members who took the time to nominate our many worthy nominees.



Thomas Aiken accepting award from CEO, Elaine Travers



Full Glasgow West team

Tenants and owners are able to nominate staff members who have provided a great service, at any time of the year. You can access the application form at our website and email it to hr@glasgowwestha.co.uk or contact the office on **0141 331 6650**.

Staff News

We are in the process of recruiting a number of new posts to support delivery of our services and we look forward to introducing new staff to you in the coming months.

Welcome to Nicole Fairley, HR Administrator who recently joined the Governance and HR Team.

Congratulations to Megan Blair, Team Leader and Sam McAuley, Services Officer on their respective fixed term promoted posts. We wish you all the best in your new roles.



Nicole Fairley



Annual Tenant Conference *Feedback*

Thank you to all who attended our Annual Tenant Conference (ATC), both online and in person.

The event was very lively, with some understandable frustrations from some tenants, and we captured a lot of feedback regarding our rent proposals and service priorities, with many attendees sharing their views and opinions both verbally and through our feedback forms.

It was clear on the night that tenants welcome the opportunity for face to face engagement and with this in mind we are planning multiple community events to offer an opportunity for tenants to raise queries about local issues important to them. The events are likely to be around August this year and further details will be communicated once plans are finalised.



Joint Tenancy

Joint Tenancy is where more than one person is legally responsible for the tenancy and all parties have equal rights and liabilities in respect of the tenancy. All requests must be in writing.

To apply for a Joint Tenancy

- You (the tenant) must have lived at the property for a minimum of 12 months.
- The person you wish to be Joint Tenant must have lived at the property for 12 months before the date of application and we must be aware of their residence in the property with the 12 month qualifying period commencing only from the date we were notified in writing.
- There will typically be a maximum of two Joint Tenants to a tenancy agreement at any one time.

We will assess each request and only refuse joint tenancy where we have reasonable grounds to do so.

In some circumstances a non-dependent member of your household becoming a joint tenant may affect the tenant's rent responsibility and level of benefit entitlement. Prior to making an application for a joint tenancy we strongly recommend that you speak to our Welfare Rights Officer, Scott Burke to check how this may affect your benefit income and rent responsibility.

More information, including our Joint Tenancy Policy is available on the Policies section on our website.

Contact a member of the Tenancy Services Team on **0141 331 6650** or email: admin@glasgowwestha.co.uk for further information or advice.

Please be assured that a qualifying occupier who is a household member retains succession rights to the tenancy (providing they have been recorded as resident there for over a year) and need not become a joint tenant to guarantee these rights.



Phone System Upgrade

We are committed to enhancing the overall experience for our customers and we are excited to announce a significant upgrade to our communication infrastructure with the implementation of our new phone system. We expect the new system to improve reliability and ensure you are directed to the best person to answer your call first time.

The new system will go live on 9th April 2024, during this time you can expect minimal impact to service levels.



CHANGES TO OUR SERVICES...

Pilot: Tuesday Office Closure

Starting from April 9th, 2024, our central office located at 5 Royal Crescent, along with our telephone service, will be closed to the public on Tuesdays.

This extension from the current half-day Tuesday closure is intended to provide opportunities for staff meetings, planning and training, and for catching up on administrative tasks. During our recent Annual Tenants Conference, we engaged with you on these proposed changes and we were encouraged by the majority support (57%) received.



However, we acknowledge the cautionary feedback regarding the importance of maintaining service provision, particularly regarding repairs reporting.

With this in mind, you will be aware that we introduced changes to our repairs reporting service from the beginning of February. Additionally, our voicemail service and website remains fully operational for your convenience. We appreciate these changes might take a bit of time to embed, and our Management Committee has therefore approved a trial period of three months for the Tuesday office closure (full day). Separately, the repairs reporting via the Bell Group will be monitored on an ongoing basis over the next six months, whilst we continue to review the service. Your experiences and feedback on these changes is really important to us and we encourage you to reach out and share your thoughts with us.

Thank you for your understanding and cooperation as we strive to improve our services for the benefit of our customers.

New Newsletter Schedule

Starting from April, we are streamlining our newsletter distribution, reducing from four to two editions per year.

This decision comes as part of our ongoing review of services, as we aim to respond to changing expectations, including providing more accessible and timely information.

In line with this initiative, we will increase the frequency of updates on our website and social media platforms to ensure easy access to important news and updates. This proposed shift has been met with positive feedback from tenants attending the recent Annual Tenant's Conference evaluations, with many in favour of reducing paper consumption, enhancing digital access to information and reducing costs.

Moving forward, newsletters will be published in the Spring and Winter. Additionally, we will continue to release our annual report in the Summer and our Landlord Charter report in the Autumn, providing comprehensive insights into our activities and commitments throughout the year.

We hope this adjustment will better serve your needs while aligning with our commitment to sustainability and efficiency; and we welcome your ongoing feedback to make sure we are getting the balance right.



Welfare Rights *Update*

Contact

To access any of the support shown below, please reach out to our Welfare Rights Officer, Scott, using the details below.

Call **0141 331 6650** • Email welfarerights@glasgowwestha.co.uk



Aberlour's Urgent Assistance Fund

If you or someone you know is struggling to make ends meet, Aberlour offers assistance, typically in the form of cash grants, for essential items like food, clothing, utilities and bedding.

The Aberlour Urgent Assistance fund provides immediate relief for families with children (under 21) who are suffering extreme hardship. To access this support please contact our Welfare Rights Officer, Scott, who can sponsor your application.



Smart Works Scotland: Free Employment Support for Women/Non-Binary People

Smart Works is an employment charity for women and non-binary people.

They provide **free interview coaching and clothing** to any woman or non-binary person in Scotland, who is age 16+ and unemployed. Coaching is provided by expert volunteers, with backgrounds in HR and recruitment from a variety of sectors. For your interview dressing session, you can choose from their extensive and varied wardrobe, including high-quality donations and brand-new items from their wardrobe partners (including Hobbs, Burberry, and Marks and Spencer). The clothes are yours to keep!

SMART
WORKS
SCOTLAND

Fuel Bank Foundation – Updates

We are still able to apply for energy vouchers for tenants, subject to availability and eligibility.

These vouchers are currently **£49** each, however the Fuel Bank Foundation are providing additional bolster payments to provide further relief to tenants.



Blythswood Court Surgeries

At your request we are pleased to have re-instated staff surgeries at Blythswood Court as a 6-month pilot (subject to review thereafter). These are typically held on the last Friday of the month and we have written to all tenants confirming the time, dates and location. Please come along to discuss any questions or concerns you may have, or even just to meet our staff. If you have any feedback regarding the surgery, please tell staff on the day or email admin@glasgowwestha.co.uk.

Rent Increase



The annual rent review is always challenging for our Management Committee Members (MCMs), and this year was no exception, with our MC fully aware of the challenges faced by tenants and by GWAHA in terms of continued increased operational costs.

At the meeting on 23/01/2024, MCMs considered the consultation feedback, and offered thanks to all tenants who had taken the time to provide a response, welcoming the 35% increase in the number of responses as compared to last year.

Following much deliberation, an increase of 6.7% (with a rent freeze for 1 apartment properties) was agreed. Suspension of the ongoing Rent Restructuring programme was also agreed to help further mitigate the impact for tenants this year.

More detailed information is available in the Rent and Service Charge Review included with your rent review letter.

If you have any questions about how your rent is set, or if you have any concerns about paying your rent, please contact us as soon as possible for assistance on **0141 331 6650** or email admin@glasgowwestha.co.uk.

Our welfare rights service is also available and can be contacted directly by emailing: welfarerights@glasgowwestha.co.uk.

Asbestos – what you should know



Asbestos was frequently used in the construction and modernisation of housing up to 1999. Although it may sound alarming to know that asbestos could be present within your home, it is largely safe if left undisturbed. We have an Asbestos Management System in place to ensure that:

- You are aware if there is known asbestos in your property.
- Any essential works instructed by us will be completed in accordance with appropriate health and safety regulations. This includes the removal of asbestos if relevant.

If you plan on carrying out works within your home, and need a reminder of where asbestos is located, let us know in advance and we will provide you with the information relevant to your home. Check out the information on our website or give us a call for more information.

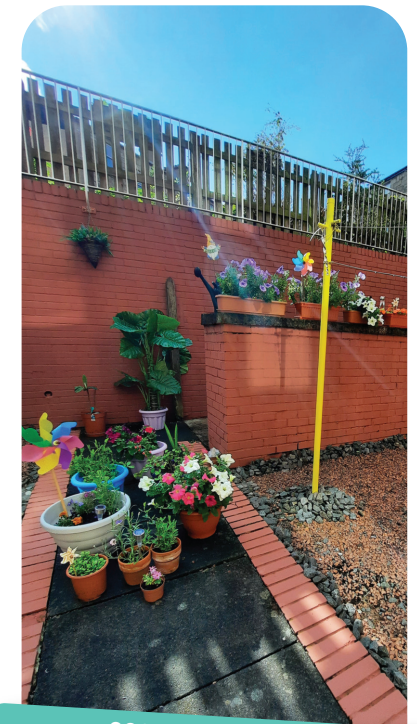
Good Close and Garden Competition 2024

Nominations due by 4pm on Friday 12th July 2024

The Good Close and Garden Competition is our way of recognising neighbours who work together to enhance their local surroundings.

If you are particularly proud of the efforts made by your neighbours, or if you know of a neighbours' shared space that deserves recognition then please let us know. Nominations are encouraged in the following categories:

- Best Newcomer
- Best Garden - Communal
- Best Close
- Best Garden - Main Door property



223 Berkeley Street
Joint Winner Most Improved 2023



27 Derby Street
Communal Winner 2023



1010 Argyle Street
Best Garden Winner 2023

Learn to Grow

Get ready for our well-loved annual 'Learn to Grow' event! Whether you're interested in expanding your skills, connecting with like-minded individuals, or exploring new avenues of gardening, we would like to see you! While the date is yet to be confirmed, keep an eye on our social media channels for updates and more information as we approach the event. Get in touch with our Estates Team for information about our Garden Grant support to help you get started.

 @glasgowwest4  @GlasgowWestHA



Investment Update

We are pleased to provide the following updates in relation to our ongoing investment projects. As part of our planning for 2024 and beyond we have been looking at the next phase of projects which; as well as for example kitchen replacements, includes targeted resident engagement about space heating options and what that could mean for you.

Investing in your homes is a key priority for us, and we are working hard to get the balance right between works that are required to protect the building, keep you safe and comply with our regulatory requirements; and works that make your space more enjoyable to live in (kitchens, bathrooms, close painting). Making the right decisions is really important, and we are taking steps to listen, and to improve our means of communicating our plans with you.

We were pleased with the outcome of an independent audit into our procurement practices which found we had *"embraced the continuous improvement culture by implementing a range of procurement improvement initiatives driven by the whole organisation, an admirable achievement with such a small, dedicated team."*

Window Installation

During 23/24, we have installed new double-glazed windows to 45 homes as part of our planned maintenance programme. We met with one of our tenants, Roya, who has been a tenant in her Glasgow West home for 13 years, to hear her thoughts. Roya said she was so pleased with her new windows as it has made her living room feel bigger and brighter. She would often need to use central heating in summer months to keep the flat warm, however the new double glazed windows are *"keeping the house warm and have reduced my heating bill"*.

"The team who installed the windows were *"lovely and well mannered"* and there was *"great communication throughout"*.

Works by our contractor CCG, to a further 6 homes, will conclude this project in the spring.



Stonework Repairs

The ongoing Glasgow City Council footpath modernisation work has prevented us from getting on site with our Stonework and Roof Fabric Repair project at Byres Rd / University Place. The works have been designed and procured; ready to start, which is likely to be Summer 2024.

Kitchen and Bathroom Project

Our kitchen and bathroom project is now underway with 262 installations planned over the next 6 months.

Margaret (pictured) has been a tenant in her current flat for 12 years and is delighted with her new kitchen. With support from Everwarm, our partner contractor, Margaret was consulted with 6 options for her kitchen and is really happy with the result. She particularly loves the improved cupboard space and how easy it is to clean (she cannot stop cleaning it!). Margaret has also done her own wallpaper decorating in the kitchen which matches the fit and gives the room a wonderful finish. The kitchen replacement follows on from work already completed to install a walk-in

accessible shower as part of our medical adaptation projects.

This rolling Kitchen and bathroom replacement project will continue beyond the initial 262 properties and the team will update the households involved with details of the project phasing in plenty of time to allow you to plan for the works. These works cannot proceed without completion of asbestos surveys, therefore if you have still to arrange this please do so at the earliest opportunity to ensure you don't miss out.



St Vincent Terrace

The glazing replacement stage of the project at St Vincent Terrace is now complete, with the follow-up internal finishes, and lighting works due for completion by the end of March. Thank you for your patience and cooperation while these essential works are completed. Residents should have also received the Contractor's update, which was circulated in March and includes key information about site safety during the demobilisation period.



Investment Update continued...

Smoke detector installations and electrical safety checks

We have written to residents where follow up work is required as part of this project. Our contractor, Bell Group is now visiting the remaining properties to complete the outstanding works, and we would ask you to please contact Bell directly to arrange an appointment. These works are a legislative requirement and if access is not provided, we will force access to your home to ensure the work is carried out and the property is safe. For context, the organisation incurs significant costs for continued attempts to access properties for essential works. For this project alone we forecast an additional cost of £33k including, staff time, contractor visits, legal costs etc. that could be better used on other initiatives. If you have concerns or issues providing access, please let us know, and we will aim to find a solution that works with you.



Close Decorating

Trident Maintenance are on track to complete the internal decoration at 41 common closes before the end of the financial year; before commencing the summer 2024/25 programme of works, which will also include the external decoration works. We look forward to involving tenants in selecting colour choices at the time.

Contact us...

Report a Repair

0141 336 7111

GWAH@Bellgroup.co.uk

Estate Services

0141 428 3245

estates@glasgowwestha.co.uk

Allocations/Applications

0141 331 6651

Housingapplications@glasgowwestha.co.uk

Benefits Advice

0141 331 6665

welfarerights@glasgowwestha.co.uk

Factoring Services (GWEn)

0141 331 6673

factoring@glasgowwestha.co.uk

Rent Accounts/ Set up an online account/ All Other Enquiries

0141 331 6650

admin@glasgowwestha.co.uk

5 Royal Crescent • Glasgow G3 7SL

Tel: 0141 331 6650 • Fax: 0141 331 6679 • SMS: 07860 018421

Email: admin@glasgowwestha.co.uk • Website: www.gwha.org.uk
 @glasgowwest4
  facebook.com/glasgowwestha

Office working hours:

Monday, Wednesday, Thursday, Friday – 9am 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.



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HOUSING
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