



## 25th Annual Tenant Conference

Thursday 16th January 2025 at  
6pm at the Pyramid in Anderston

We are pleased to invite you to our ATC. Online access will be available through Microsoft Teams for those wishing to attend virtually. We encourage you to take part in this important event to hear feedback on our recent Community Engagement Events and to share your views on the rent proposals.

All attendees will be entered into a prize draw. More information, including how to RSVP will be included with your invitation which you will receive over the festive period.

## Office Closure

Our office at 5 Royal Crescent will close from **4pm on Friday 20 December 2024** until **Friday 3 January 2025**.

The office will reopen on Monday 6 January 2025 at 9am.



Our concierge teams at Blythswood Court and St Vincent Terrace will be available from 7am till 7pm throughout the festive period. Please refer to the office socials, website or attached Glasgow West HA Calendar in the event of an emergency arising when the office is closed.

*Best wishes to all our residents  
this Festive Season from all the  
Staff and Committee at GWhA*



# Anne Gould Award

## Annual Staff Recognition Award



After serving GWhA as a valued Management Committee Member for five years, Anne unfortunately died after a brief illness in 2008.

With ease, Anne recognised the best in any situation, without compromising on the customer service experience. Anne's contribution to GWhA is commemorated in an upbeat fashion, through an annual staff recognition award.

The main criteria for "Nomination" are that the member of staff:

- regularly goes out their way to deliver exemplary customer service,
- develops an initiative that enhances the customer experience,
- is always upbeat/smiles in the face of adversity.

If you would like to nominate a staff member, please contact our HR team at [hr@glasgowwestha.co.uk](mailto:hr@glasgowwestha.co.uk). Alternatively, nomination forms are downloadable from our website.

The closing date is 31st January 2025. Nominations are welcome all year round.

# 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 said you wanted more of a GWhA presence in your homes in regard to repairs.



We have now changed our process to ensure we are carrying out pre-inspections for complex repairs and post inspections for a percentage of our repairs.



You said you wanted more communication regarding repairs.



We have delivered in-house training to our front-line services team to ensure every enquiry is dealt with and escalated in the correct manner.



You said you wanted more opportunities to discuss the issues that matter most to you – concerns affecting your homes and communities, without the time constraints of formal meetings such as the AGM or rent consultations.



We delivered a series of seven events throughout August 2024, where our senior management team came out into the community to engage with you directly. An action plan from these events is being presented for consultation at the Annual Tenant's Conference in January 2025.



You told us at our August Community Events that the doors at St Vincent Terrace were broken.



Our team followed this up and our contractors have completed the relevant repairs.



## Rent Reward Scheme Winners

Congratulations to Stuart Major & Derek Aitkenhead, winners of our September prize draw and Aubrey Cordiner, the winner of our December draw!

### Annual Bonus

Annual bonus payments of up to £52 have now been made to all qualifying members.

### 2025 Quarterly draws

RRS Members are automatically entered into our free quarterly prize draws with the chance to win £100 (£250 at our AGM summer draw!) and runners up winning £30.

Next year's draws will take place in March, June, September and December.

If you are interested in joining the Rent Reward Scheme, or would like to find out more about the fantastic benefits and joining bonus, contact a member of our front line services team on **0141 331 6650** or email [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)



## Christmas Colouring Competition Winners

Thank you to all our junior Picassos who took part in this year's competition. This is a much-loved GWhA tradition and every year our judges' job gets more difficult.

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

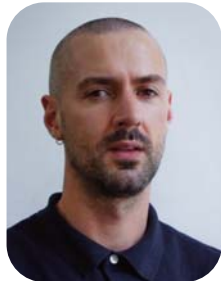
[www.gwha.org.uk](http://www.gwha.org.uk) [@glasgowwest4](https://twitter.com/glasgowwest4)

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

# Staff News

Following a re-structure in April 2024, we welcomed a number of new faces to the GWhA Team. Our new Front-Line Services team (FLST) was launched. Further details are available on our website.

Welcome to Services Administrators (from left to right, Lynsey Henderson, Cerys Mackenzie, Dylan Sullivan and Nicola Thomson) and Services Assistants Kyle Cheldon Barnett and Doireann Brennan.



We congratulate Tim O'Rourke, Services Assistant on his promoted post and Megan Blair on her secondment to another Housing Association. We welcome back Laura Clapperton as Team Leader of the FLST.

**We also welcomed the following new staff:**

## Tenancy Services



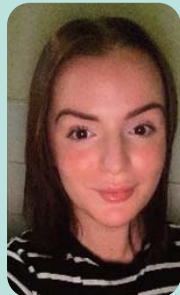
Katrina Sharp, Welfare Rights Assistant to the Tenancy Services Team.

## Repairs



Gary Kelly, Repairs Services Manager.

## Technical



Lauren Herd, Compliance Officer, John Malone and Thomas Reid, Senior Technical Officers. Congratulations to Louise Nimmo, Technical Assistant on her new post.

## Estates and Factoring

William Hunter is our newly appointed Estates and Factoring Manager. We welcome



Angela Abbott, Facilities Co-Ordinator, Fiona Colvin, Estates Administrator, Gary McSwegan and Edward Mundy, Concierge.

## Committee Training Forum

Would you like to find out more about GWhA? Would you like to know how you could influence the services we provide?

GWhA's Committee Training Forum (CTF) is an in-house programme for prospective Management Committee Members and is also an opportunity to find out how our association operates. The benefits of attending our CTF, and/or volunteering on our Management Committee include:

- Learning new skills to enhance your career opportunities
- Getting to know the people who live in your neighbourhood
- Sharing your experience, and gaining a better understanding of the issues in your community
- The satisfaction of volunteering for a good cause
- Getting to know more about all the services we provide
- Opportunity to meet with the Chief Executive and Directors who deliver the sessions

The CTF sessions are fairly relaxed and informal and you are welcome to attend in person at our offices, or online. If you wish to come along to our Introductory session in February/March, please contact Carol Nicol: [cnicol@glasgowwestha.co.uk](mailto:cnicol@glasgowwestha.co.uk) or telephone **0141 331 6650**.

## Christmas Tree Recycling

To recycle your Christmas tree once the festive period is over, please visit the Glasgow City Council website:

[www.glasgow.gov.uk/mycouncil](http://www.glasgow.gov.uk/mycouncil) for more information on collection or drop off points.



# Investment in your home

We are pleased to provide the following updates in relation to our ongoing investment projects.

## Kitchen and Bathroom

Phase 2 of our kitchen and bathroom project is now underway and will see a further 160 properties upgraded between October 2024 and March 2025. This follows the successful delivery of Phase 1, and over 200 installations since January 2024, with 94% overall tenant satisfaction to date.

To determine the addresses included in each phase, we consider the existing installation's age and condition. We continually update the information we hold by carrying out Stock Condition Surveys and ask that you please provide our staff or consultants with access to your home to carry out these surveys when required. This rolling kitchen and bathroom upgrade programme will continue with Phase 3 commencing in April 2025. We will write to 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 the completion of asbestos surveys, therefore if you still have to arrange this, please do so at the earliest opportunity to ensure you don't miss out.

Following the recent installation of her new kitchen, Amy provided some feedback on the process - "I couldn't be happier with the renovations made to my kitchen. It felt like it was going to be such a big upheaval, but the whole team involved made the process as stress free as possible and everything turned out perfectly, from the planning right through to the execution. I'm so happy with it, I can't believe how gorgeous it turned out so sometimes I go in just to have another wee look at it. Absolutely delighted. Thank you."



## Window Replacement (Phase 3)

As part of our planned maintenance programme, we have completed the installation of new double-glazed windows in 51 homes, helping to keep the homes warm and hopefully reduce heating bills as we move into winter. Following on from this, we will also be updating the Energy Performance Certificates (EPC's) for these addresses which will help to quantify the benefits of the upgrade works, and the data will also feed into our wider energy efficiency strategies, which will focus on potential future improvements to our stock.

## Close Decorating

Trident Maintenance have now completed the internal and external decoration works at 41 common closes, on time and to a very high standard. Our Property Factoring subsidiary Glasgow West Enterprises are currently carrying out further engagement with Private Homeowners to promote their support in the next phase of the common close decoration programme. We will contact all tenants included in the upcoming phase in advance of the works and look forward to involving tenants in selecting colour choices.



## Stonework

Following the delay associated with the Council's upgrade works on Byres Road, Phase 1 of our Stonework and Roof Fabric Repair programme is scheduled for Spring / Summer 2025. As we prepare for these essential works, we will continue developing future phases by engaging with Private Homeowners, and Commercial premises to promote support for the survey and design stages of these projects in preparation for commencing in 2026. We will be in contact with residents who live in these properties as each phase progresses.

## Smoke detector installations and electrical safety checks

We are now in the final stages of completing these essential safety works and would like to thank our tenants who provided timely access. Electrical safety checks are carried out every 5 years and we will continue to carry out a rolling annual programme. 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, we have incurred significant costs for continued attempts to access properties for essential works. For this project alone we incurred an additional cost of £33k including staff time, contractor visits, legal costs etc, which could fund an additional 5 kitchen and bathroom renewals.



If you have concerns or issues providing access, please let us know, and we will aim to find a solution that works for you.

# Annual Assurance Statement

**Each year our Management Committee prepares a Statement that outlines whether we comply with the Scottish Housing Regulator's (SHR) Regulatory Framework.**

Within the Annual Assurance Statement we must note any areas of material non-compliance and set out our plans for addressing these areas.

For 2024 we have submitted a "Non-Compliant: Working Towards Compliance" Assurance Statement to the SHR, in acknowledgement of a live Notifiable Event around the expiry of a small number of electrical safety certificates (representing <1% of our total housing stock). Tenant and resident safety is a key priority for us and action is underway to address this area of non-compliance as a matter of urgency. Tenant co-operation in providing access for these important inspections is appreciated.

Our Assurance Statements, Engagement Plans and further information on the regulatory framework is available on our website.

# Service Engagement Plan

Our Management Committee have recently reviewed our performance against last year's plan noting the below achievements:

- (Hybrid) Annual Tenant Conference held in January 2024.
- Review of newsletter frequency following tenant consultation.
- Consumer Panel meetings took place with residents contributing to the review of our Estates services.
- Community Engagement Events took place in response to tenant feedback.
- Local staff surgeries reintroduced at Blythwood Court.

If you would like a full copy of our Plan, please visit the policies section of our website: [www.gwha.org.uk](http://www.gwha.org.uk); Email: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) or call us: **0141 331 6650**.

# Damp and Mould

If you are concerned about damp and mould in your home report it to us via email [rservice@glasgowwestha.co.uk](mailto:rservice@glasgowwestha.co.uk) or call 0141 336 7111.

In some instances, dampness can be as a result of condensation. Condensation occurs when moist air comes into contact with a cold surface like a window or wall where the air flow is reduced by furniture.

## 6 things you can do are:

- 1 Open windows in the morning to allow the moist air to leave and fresh air to enter.



- 2 Keep trickle vents on windows open.

- 3 Open windows when cooking/showering to allow moisture to escape.

- 4 Dry clothes in a well-ventilated area (not on radiators) and keep windows open.



- 5 In cold weather it is better to maintain a consistent level of heating throughout your home rather than extreme temperature changes, keep the heating on low when you are out.

- 6 Keep furniture away from walls to avoid trapped moisture.

Please visit our website [www.gwha.org.uk](http://www.gwha.org.uk) for more information regarding Damp, Mould and Condensation.

# Jim Michael Award



Glasgow West Housing Association Ltd 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. As part of our 30th celebrations, and in recognition of Jim Michael's dedication and contribution to GWhA and the wider West End community over 27 years, a Community Award was launched in his legacy.

The objective of this award is to acknowledge the commitment of exceptional people who make a difference to the lives of those living in the community: the people who make the community what it is.

The award recognises those that make a positive impact, in some of the following ways:

- Volunteering in the running of a local club
- Is an exceptionally good neighbour
- Has performed some small acts of kindness that made a difference to someone living within the community.

Nominees do not need to be GWhA tenants or owners but need to live within the community.

To nominate someone for the Jim Michael Award, please contact our office by email [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) or telephone 0141 331 6650.

The nominations will be judged in May and the winner will be announced at our AGM in June.

We look forward to hearing your good deed stories!

## Shelter Scotland + HACT Survey



GWhA are participating in a research project being led by Shelter Scotland and Housing Associations' Charitable Trust (HACT).



The project is researching the social impact of new housing for tenants and is primarily focused on our new tenancies at our recently completed Dover Street development. Participating tenants will complete a series of surveys capturing a range of information including how their homes were impacting their health and wellbeing before their move and after.

We are now in the process of submitting the first survey results to HACT and will keep you updated with the outcome of the research project as it progresses. Thank you to all who have participated in this important research project.

# Welfare Rights Update

## Our Team

Scott and Trina are available to assist with a variety of welfare benefits enquires.

To arrange an appointment or home visit please contact us via:

 **0141 331 6650**

 [welfarerights@glasgowwestha.co.uk](mailto: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.



## Fuel Bank Foundation – Updates

We are still able to apply for energy vouchers for tenants, subject to availability and eligibility. These vouchers are currently £37 each, however the Fuel Bank Foundation will adjust these values each month in-line with current energy costs.



## HACT Vouchers – Updates

We now have access to additional energy vouchers through the Housing Associations' Charitable Trust, subject to availability and eligibility. The vouchers, which are issued free of charge to tenants, are currently valued at £49 each and will be available until the end of 2024.

## Community Engagement Events

**Thank you to everyone who attended our recent community engagement events (August 2024). We were pleased to welcome participation from 33 tenants.**

These events were organised in direct response to feedback gathered at the Annual Tenant's Conference in January 2024. You expressed a desire for more informal discussions on the issues that matter most to you – concerns affecting your homes and communities, without the time constraints of formal meetings such as the AGM or rent consultations.

We have listened carefully to your input and are pleased to share the key themes that emerged. For a full copy of our report, please contact our front line team on **0141 331 6650** or visit our website: [www.gwha.org.uk](http://www.gwha.org.uk).

We are committed to taking your feedback forward and will develop an action plan to address the key themes discussed. This plan will be presented for consultation at the Annual Tenant's Conference in January 2025, and we encourage you to attend to contribute to our vision: Shaping thriving communities.

# Consumer Panel

**Thanks to those who participated in our Estates Consumer Panel initiatives which focused on our Concierge Services. This was an opportunity for tenants to help shape services via feedback forms or concierge and office drop-in sessions. This is a key consultation in the services that we provide.**

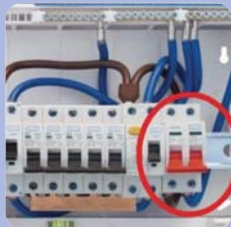
All residents at Blythwood Court, St Vincent Terrace and Hyndland that routinely receive Concierge Services are asked to return feedback forms to our offices or the concierge team if you haven't already done so; to help inform future service decisions.

If you are interested in being involved in future consumer panels please email us on [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) or call **0141 331 6650**.

# Winter Freeze

During the winter months, very cold weather can cause water pipes to freeze and burst. The chances of this happening might be reduced if you are able to put your central heating on during colder conditions. If you do get a burst pipe please follow these steps:

- Report the repair as normal on **0141 331 6652**.
- Place a bucket or container under the leak to contain the leak.
- Move your belongings away from the affected area.
- Turn off your water at the stopcock. Turn the valve clockwise (stopcock is usually sited in the kitchen).
- Wait in your property for the contractor to arrive.
- Isolate the electrics at the fusebox if the leak is affecting any electrical components.



# Festive Services Update: 2024/25

As we approach the festive season, there will be some changes to routine services. While all services will continue, please note that they may be delivered on a different day. Here's a breakdown of what to expect:

## ID Verde

ID Verde last working day will be **24th December 2024** and resume on **7th January 2025**. They will be attending properties within Anderston to manage the bin pull out service.

## Caledonian Maintenance – Close Cleaning

Close cleaning services will operate as usual, except for **25th and 26th December 2024** and **1st and 2nd January 2025**. During this period, weekly services will still be delivered but may not follow the normal schedule. Regular service resumes on **3rd January 2025**.

## Total Homes – Bulk Uplifts

The last bulk uplift of 2024 will be carried out on **23rd December**, with services pausing from **24th December** and resuming on **6th January 2025**.

## Glasgow City Council – Refuse & Recycling

Collection schedules will likely change during the festive period. Please check your collection dates on the Glasgow City Council website: <https://www.glasgow.gov.uk/Collectiondays>

- **Cardboard Recycling:** Ensure all cardboard is compressed flat, and placed in blue bins.
- **Christmas Tree Disposal:** Details of community collection points will be updated on the council's website by mid-December.

If you have any questions, please contact the Estates Team. We appreciate your understanding and wish you a safe and enjoyable festive season!



# Fire Safety – Festive Tips

Whilst festive decorations brighten up the home, it is also important to make sure they are safe to avoid the risk of fire using our festive fire safety tips.

## Christmas Trees

If you opt for a live tree, remember that they can dry out and become a fire hazard, so make sure you:

- Keep it well-watered.
- Place it away from heat sources.
- Dispose of it after the festive period.

## Fairy Lights

- Turn all the lights off before you go to bed and whenever you go out.
- Be careful not to overload sockets with lots of plugs from multiple strings of lights.
- Don't let the bulbs touch anything that can easily burn.

## Paper Chains and Decorations

- Make sure you keep any decorations well away from heaters, lights, candles and fireplaces.

## Candles and Tea Lights

- Put your candles or tea lights in snug-fitting holders on heat resistant surfaces.
- Make sure all candles are completely extinguished before you go to bed or if you go out.
- Place them away from curtains and out of any draughts.
- Make sure there's more than a metre between your candles or tea lights and any surface above.
- Keep well out of reach of children and pets.

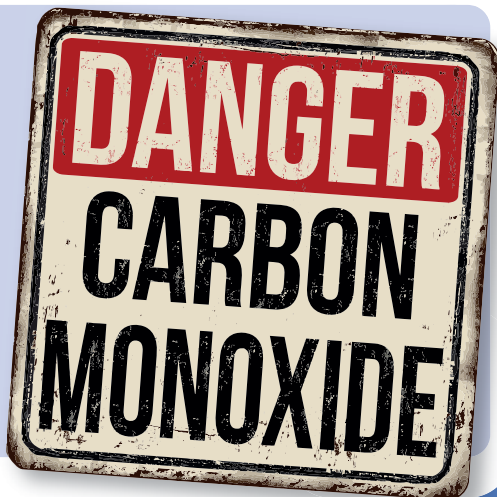




# Gas Safety Tips for Winter

As the colder months approach, it's important to keep gas safety in mind. Here are some simple tips to help ensure your home is safe:

- **Check for gas leaks:** If you smell gas, open windows, do not switch on the lights, turn off the gas supply at the meter, and call the Gas Emergency Service on **0800 111 999** immediately.
- **Annual gas safety checks:** Make sure you provide access for our appointed engineers to carry out an annual gas safety check and service on your gas appliances. This is vital for your safety.
- **Never block air vents:** Ensure air vents are clear and not blocked by furniture, curtains, or other items to allow appliances to function safely.
- **Know the signs of carbon monoxide poisoning:** Symptoms include headaches, dizziness, nausea, and shortness of breath. If you notice any of these, turn off your gas appliances, open windows, contact Gas Emergency Service on **0800 111 999** immediately and seek medical advice.



## Water Safety Tips – Legionella Prevention

As a responsible landlord, we are required to provide information to our residents on how to minimise Legionella risk within their home.

Here are some steps you can take to help ensure water safety in your home:

- Clean and disinfect your shower head every 6 months.
- If the property has been vacant for over 2 weeks, run all taps for 2 minutes.
- If you have a shower, run it for 2 minutes every week.

Please contact our office for advice if you:

- Notice the boiler or hot water tank in your home isn't working properly.
- Have any discoloration or debris in your water supply.

# Abandoned Properties Policy

A tenancy is considered abandoned when you are no longer using it as your principal home. In the context of the ongoing housing crisis affecting the UK, abandoning your property greatly impacts those who are on our housing lists in need of a home. It may also affect your neighbours as leaving a property vacant increases the risk of vandalism and antisocial behaviour.

If we suspect a property has been abandoned, we will work with other agencies such as Police Scotland, NHS, Department of Work & Pensions and Glasgow City Council, before issuing a legal notice to end your tenancy.

If it appears at the end of the notice period that you do not intend to occupy the property as your home, your tenancy with GWhA will be terminated with immediate effect.

This may make it difficult to access help from Glasgow City Council if you become homeless as a result, a new home if your new landlord seeks a tenancy reference from us and your credit rating if any housing related recharges are issued to a credit collection agency.

If you are thinking of ending your tenancy and don't know how to go about it, please get in touch and a member of staff will be happy to guide you through the process. Please contact us on **0141 331 6650**, email [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) or visit our website [www.gwha.org.uk/housing/?id=376](http://www.gwha.org.uk/housing/?id=376)

If you believe a property has been abandoned, please contact us on the details above.

# Domestic Abuse Policy

## GWHA – Making a stand against Domestic Abuse

Domestic abuse is one of society's biggest issues today affecting as many as 25% of women and 15% of men at least once. As a housing provider we are aware that this is often a 'hidden crime' with the majority of incidents occurring at home.

**We are proud to have made the Make a Stand pledge which is our commitment to:**

- Maintaining a policy to support residents who are affected by domestic abuse.
- Make information about support services available on our website and in other appropriate places.

To access confidential support, or find out more about our policy, contact David on **0141 331 6650**.



# Succession Policy

**People are naturally concerned that their family or household members can live in their home should something happen to them, and they pass away. This is known as Succession. For this reason, it is very important that the tenancy details are kept up to date and that tenants complete their household profile form to make sure GWHA have current records of who is residing in the property.**

## Q. What is Succession?

**A.** Succession to tenancy operates when a tenancy is passed to another person on the death of the tenant. In normal circumstances a household member would notify GWHA.

## Q. Do I need to apply?

**A.** If we do not hear directly from the household, GWHA will do its best to trace residents including writing to those noted as living at the address. We will establish who may be entitled to succession and will give notice to each such person in writing. Qualified persons may decline the tenancy by giving GWHA notice, in writing, within 28 days of the Tenant's death. If there is no qualifying person, the effective date of the tenancy end will be the date of the tenant's death.

## Q. Who can apply?

**A.** A minimum 12-month residency period is now in place before tenants can apply for permission to make any substantial changes to their tenancy.

**Please note all residency periods begin only from the date GWHA received written confirmation of a person's residence.**

## Q. What are my rights and obligations?

**A.** A person succeeds to a tenancy (as opposed to a property). This means they will have identical tenancy conditions, rights, obligations and responsibilities including date of entry, as the original tenant.

**Please contact a member of our Tenancy Team on 0141 331 6650 for more information.**

5 Royal Crescent • Glasgow G3 7SL

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

Email: [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) • Website: [www.gwha.org.uk](http://www.gwha.org.uk)

@glasgowwest4 [facebook.com/glasgowwestha](https://www.facebook.com/glasgowwestha)

### Office working hours:

Monday, Wednesday, Thursday, Friday – 9am to 4pm, Tuesday – closed to the public.

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.



## CONTACT US

### Our Office Opening Hours:

Monday, Wednesday, Thursday, Friday – 9am to 4pm, Tuesday – closed to the public  
 Appointments are available at other times upon request.

## FRONTLINE TEAM

As a community controlled housing association we know it is important for you to be familiar with the team who support you. Our Services Assistants are therefore appointed to the following streets:



### Doireann Brennan

☎ 0141 331 6606 ✉ [dbrennan@glasgowwestha.co.uk](mailto:dbrennan@glasgowwestha.co.uk)

Argyle Street - 1000 +, Athole Gardens, Bank Street, Belmont Street, 56 Blythswood Court, Brechin Street (Odds), Byres Road, Colebrooke Street, Derby Street, Dowanhill Street, Gardner Street, Great Western Road, Hillhead Street, Keith Court, Kelvingrove Street, Kew Terrace, Oakfield Avenue, Peel Street, St Vincent Crescent, 30 St Vincent Terrace, University Avenue, University Place, Walker Court, White Street.

### Kyle Cheldon Barnett

☎ 0141 331 6605 ✉ [kcbarnett@glasgowwestha.co.uk](mailto:kcbarnett@glasgowwestha.co.uk)

Argyle Street – 640-980, Berkeley Street, 323 Blythswood Court, 1 Breadalbane, Cheapside Street, Claremont Street, Dover Street, Elderslie Street, Kent Road, McIntyre Street, Pembroke Street, St Vincent Street, St Vincent Terrace – 52, 70 & 72.



### Timothy O'Rourke

☎ 0141 331 6660 ✉ [torourke@glasgowwestha.co.uk](mailto:torourke@glasgowwestha.co.uk)

Baliol Street, Beltane Street, 421 Blythswood Court, Breadalbane Street (except number 1), Brechin Street (Evens), Burnbank Gardens, Burnbank Terrace, Cleveland Street, Crown Road North, Dalhousie Street, Dorset Street, Highburgh Road, Hyndland Road, Napierhall Street, North Woodside Road, Otago Street, Park Road, Prince Albert Road, Princes Place, Rupert Street, South Woodside Road, St Georges Road, 32 St Vincent Terrace, West Graham Street, West Princes Street, Woodlands Road.



Enquiry	Email Contact	Phone Contact
Report a repair	<a href="mailto:repairs@glasgowwestha.co.uk">repairs@glasgowwestha.co.uk</a>	331 6652
Allocations / Applications	<a href="mailto:housingapplications@glasgowwestha.co.uk">housingapplications@glasgowwestha.co.uk</a>	331 6651
Benefits advice	<a href="mailto:welfarerights@glasgowwestha.co.uk">welfarerights@glasgowwestha.co.uk</a>	331 6650
Rent Accounts and all other enquiries	<a href="mailto:admin@glasgowwestha.co.uk">admin@glasgowwestha.co.uk</a>	331 6650
To set up an online account	<a href="mailto:IT@glasgowwestha.co.uk">IT@glasgowwestha.co.uk</a>	331 6650
Estate Services: Concierge, Environmental Services	<a href="mailto:estates@glasgowwestha.co.uk">estates@glasgowwestha.co.uk</a>	428 3247
Technical: Major Works, Cyclical Maintenance and Health and Safety	<a href="mailto:technical@glasgowwestha.co.uk">technical@glasgowwestha.co.uk</a>	331 6650
Factoring	<a href="mailto:factoring@glasgowwestha.co.uk">factoring@glasgowwestha.co.uk</a>	331 6673
All other enquiries	<a href="mailto:admin@glasgowwestha.co.uk">admin@glasgowwestha.co.uk</a>	331 6650

Blythswood Court concierge - 428 3246

Hyndland concierge - 428 3248

St Vincent Terrace concierge - 428 3247

## HOMES ARE OUR PURPOSE; SERVICE AND SUSTAINABILITY OUR PRIORITY

## OUT OF HOURS SERVICE

This service is for **EMERGENCIES** only, as below. Please contact **Bell Group on 0141 336 7111** to report Emergency Repairs, or in the event of a gas boiler breakdown, please contact **City Building on 0800 595595**. For further information please refer to your Tenancy Agreement, Tenants Handbook or our website. For advice out-with normal office hours, please call **0141 331 6650**.

Any non-emergency enquiries should be emailed to [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) and our staff will contact you at the earliest opportunity.

### EMERGENCY REPAIRS

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

### RECHARGEABLE REPAIRS

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

## OUT OF HOURS EMERGENCY NUMBERS

Emergency Type	Company	Phone No.	Comments
Gas Leaks	National Grid	0800 111 999	
Electric Supply Faults	Scottish Power	0800 092 9290	
Mains water or drainage faults	Scottish Water	0800 731 0840 0845 601 8855	Water faults Information Line
Roads and Street Lighting Faults	City Lighting	0800 37 36 35	Not stair or back court lighting
Police Emergency		999	Non-EM: 111
Social Work Services	GCC	0141 287 0555 0300 343 1505	Out of Hours evening service
Homelessness Services	Hamish Allan Centre	0800 838 502	After 11pm & weekends
Community Alarms/telecare	Cordia	0141 276 2020	Only available if you already pay for this service.
All Stock	Company	Phone No.	Comments
Gas Central Heating faults	City Building	0800 595 595	
All trades and electric heating faults	Bell Group	0141 336 7111	
Stair Lighting/Back Court Lighting	Bell Group	0141 336 7111	
Chute blockages	Bell Group	0141 336 7111	
Lift Faults	Company	Phone No.	Reference
Lifts in all stock	City Building	0800 595 595	Quote address and contact name



5 ROYAL CRESCENT GLASGOW G3 7SL  
 TEL: 0141 331 6650 SMS: 07860018421  
 EMAIL: admin@glasgowwestha.co.uk  
 WEBSITE: www.gwha.org.uk

GlasgowWestHA  
 @glasgowwest4

# 2025

RELIGIOUS FESTIVALS:			
Vaisakhi (Baisakhi)	14 Apr	Navaratri (start)	22 Sep
New Year (Chinese)	29 Jan	Eid-UI-Fitr	31 Mar
Ramadan	28 Feb	Raksha Bandhan	9 Aug
Passover (Pesach)	12 Apr	Krishna Janmashtami	16 Aug
Good Friday	18 Apr	Yom Kippur	1 Oct
Easter Sunday	20 Apr	Shemini Atzeret	13 Oct
		Advent Sunday	1 Dec
		Hanukkah (Chanukah)	25 Dec
		Christmas	25 Dec

### JANUARY 2025

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

### FEBRUARY 2025

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

### MARCH 2025

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

### APRIL 2025

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

### MAY 2025

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

### JUNE 2025

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

### JULY 2025

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

### AUGUST 2025

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

### SEPTEMBER 2025

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

### OCTOBER 2025

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

### NOVEMBER 2025

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

### DECEMBER 2025

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

Holidays/Training/Office Closed – in bold

- Staff Conference
- Rent Due Date
- Annual Tenant Conference 16/01/25
- AGM 25/06/25