

24th Annual Tenant Conference

**Thursday 18th January 2024 at 6pm
at the Mitchell Library**

We are delighted to invite you to our ATC. Online access will be available for those wishing to attend virtually.

We encourage you to take part in this important event to hear about our future priorities and to share your views on the rent proposals.

All attendees will be entered into a prize draw.

More information, including how to RSVP and submit your questions in advance, will be included with your invitation which you will receive early in the New Year.



Social Media Competition

Get connected with us on Facebook and X (previously Twitter) this winter, to be one of four lucky winners of a £25 Amazon voucher.

All you need to do is:

1. Like and follow us on Facebook
2. Follow us on X (previously Twitter)

The prize will be announced on both social media channels on Friday 19th January 2024. You must be a GW tenant or factored homeowner to qualify for the draw.

X (previously twitter)



SCAN ME

Facebook



SCAN ME

Office Closure

Our office at 5 Royal Crescent will close at **4pm Friday 22 December 2023** until **Friday 5 January 2024**. The office will reopen on Monday 8 January 2024 at 9am.



Our Concierge Teams at Blythwood Court and St Vincent Terrace will be available from 7am to 7pm.

Please refer to the office answer phone, 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*



Consumer Panels

We will be hosting consumer panels in 2024 to get your feedback on our corporate publications (e.g. our newsletters, Annual Report, Calendar and Landlord Report) and on our Estate Services Strategy. There will also be a focus group of the Dover Street residents and a review of the Empty Property Standard. If you are interested in participating, or if you have any ideas on topics for discussion at a consumer panel please contact us on **0141 331 6650** or email

admin@glasgowwestha.co.uk

Your feedback helps shape our services.

Service Engagement Plan

Our Management Committee have recently reviewed our performance against our 2023/24 Plan and have committed to similar Plans for the upcoming year.

Achievements

- (Hybrid) Annual Tenants Conference held January 2023
- Quarterly newsletters issued: Spring, Summer, Autumn and Winter
- Annual Report issued June and Landlord Report issued October
- Consumer Panel meetings took place with residents contributing to the review of our antisocial behaviour processes and garden grants.

If you would like a full copy of our Plan, please visit the policies section of our website: www.gwha.org.uk; Email: admin@glasgowwestha.co.uk or call us: **0141 331 6650**. If there's anything else that you would like to be included in our Plans for 2024/25, please let us know and we will do our best to accommodate.

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 that you were unhappy with how long your new home at Dover Street is taking to come off site.



We appreciate the disappointment caused and have updated all tenants who have been offered a new property at Dover Street with the reasons for the delay. We continue to work closely with our contractors and will keep you informed of progress.



You were unhappy about the conduct of our contractor when cleaning the close.



We apologised to you and have reminded our contractors of our Code of Conduct.



You were unhappy that GWHHA did not provide alternative accommodation to you while repairs were being carried out in your home.



We reviewed the scope of the repairs and explained our decision-making process regarding alternative accommodation in line with our disruptive repairs policy.



Committee Training Forum

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

GWHHA'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

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 could you either email:

cnicol@glasgowwestha.co.uk or telephone **0141 331 6650**.

Management Committee Membership

We currently have a vacancy on our Management Committee and we are keen to hear from tenants who may be interested in considering this voluntary position. Please contact cnicol@glasgowwestha.co.uk or telephone **0141 331 6650** for further information and/or to arrange time to discuss the role of a Management Committee Member with our Chief Executive.



Welfare Rights Service

Welcome to Scott Burke, our recently appointed Welfare Rights Officer. If you need support in applying for benefits, or guidance on benefits you may be entitled to, please contact our office on 0141 331 6650 or email welfarerights@glasgowwestha.co.uk for a confidential discussion.



Cost of Living payments

Eligible tenants should have now received a payment of £300 along with their regular benefit payments.

If you haven't received your payment, please follow this link to report - <https://secure.dwp.gov.uk/report-a-missing-cost-of-living-payment/welcome>

If you require further assistance, please contact our office to book an appointment.

Winter Fuel Payment

If you were born before 25 September 1957 you could get between £250 and £600 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'. The amount you get includes a 'Pensioner Cost of Living Payment'. This is between £150 and £300. You'll get this extra amount in winter 2023 to 2024. This is in addition to any other Cost of Living Payments you get with your benefit or tax credits.

Most people get the Winter Fuel Payment automatically if eligible.

If you're eligible, you'll get a letter in October or November saying how much you'll get.

Fuel Bank Foundation

We continue to work in partnership with the Fuel Bank Foundation to assist those in dire need to provide pre-payment meter fuel top-ups. From 1 November the amount increased to £49 per voucher. Please contact us directly if you require assistance on the details above.



Children's Festive Colouring Competition

Thank you to all of our amazing young artists who took part in this year's competition. This is a proud Glasgow West 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

@glasgowwest4

www.facebook.com/GlasgowWestHA



Annual Assurance Statement 2023: Compliant

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.

We have submitted a "compliant" Annual Assurance Statement for 2023 to the SHR, and this is available on our website:

www.gwha.org.uk or by requesting a paper copy from our office. Annual Assurance Statements and performance information for all RSLs are available on the SHR's website www.housingregulator.gov.scot

Water Safety Tips – Legionella Prevention

There are some small steps you can take to help ensure water safety in your home.

- Run all your taps for at least 2 minutes once a week, or if they've not been used for over 2 weeks.



- If you have a shower run it for 2 minutes weekly, and disinfect the shower head every 6 months.



Please contact our Property Services Team for advice if you:

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

Assignment of Tenancy

Assignment of Tenancy is the term used when a tenant transfers their Scottish Secure Tenancy and all rights associated with being a Tenant, to another person.

To do this:

- You (the tenant) must have resided at the property for a minimum of 12 months.
- The person who you wish to transfer your tenancy to (Assignee) must have lived at the property for 12 months before the date of application.
- GWhA must be aware of the Assignee's residence in the property with the 12 month qualifying period commencing only from the date when the tenant notified us in writing.

All requests must be submitted in writing and we have an application form if this helps.

If you wish to assign your tenancy please contact a member of the Tenancy Services Team with any questions you have – we'll be happy to go over these with you.

If you are unsure who is currently registered with us from your household, please contact us immediately and we can provide this information to the Tenant. Each request will be assessed in line with the statutory qualifying rules and our Policy. We will refuse assignment of tenancy requests only where there are reasonable grounds for us to do so.

Contact our tenancy team on **0141 331 6650**.

Rent Reward Scheme Christmas Draw

Congratulations to Janetta Chapman the winner of our December 2023 quarterly draw!

Annual Bonus

The annual £52 bonus payment has now been made to all qualifying members.

2024 Quarterly draws

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

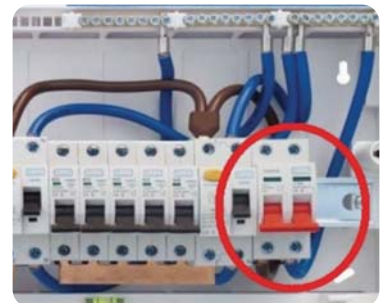
If you are interested in joining the Rent Reward scheme, or would like more information on the fantastic benefits, contact Sam on **0141 331 6650** or email smcauley@glasgowwestha.co.uk



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/ container below the leak to catch the water.
- Move your belongings out of the area.
- Let your neighbours below know about the situation.
- Wait in your property for the contractor to arrive.
- Turn off your water at the shut off valve (this is normally found under the kitchen sink or near your boiler)
- Isolate your electrics at the fuse box.



Fire Safety – Festive Tips

As we enter the Festive period, it's a good time for us to help promote tips on fire safety from the Scottish Fire and Rescue Service (SFRS).

- Never leave hobs unattended while you're cooking.
- Secure candles in a proper holder and away from materials that may catch fire – like curtains, Christmas trees, decorations and toys.
- Put candles out when you leave the room, and make sure they're put out completely at night.
- Before use, check fairy lights are in good working order and replace any bulbs that have blown.
- Unplug fairy lights or other electrical Christmas decorations when you leave the house or go to bed.
- Do not overload extension cables by checking plug fuses before use.



Further information can be found at <https://www.firescotland.gov.uk/>

Major Works and Investment Update

Kitchen and Bathroom

Everwarm have been appointed to deliver the next phase of our kitchen and bathroom replacement project across 260 homes. The initial contractor design surveys stage start in December, with the first phase of replacements due to commence mid-January. The project will take approximately 40 weeks, with the last phase due to complete Sept / Oct 2024. 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 in your home. These works can not proceed without the advanced completion of asbestos surveys, if you have still to arrange this please do so at the earliest opportunity to ensure you don't miss out.

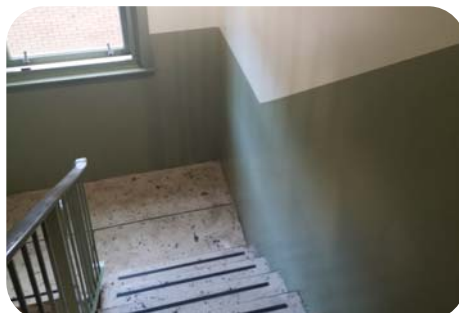


Window Installation

Our contractor CCG have now completed the installation of new windows to 41 homes as part of the current project to reduce heat loss and assisting with lower energy bills. The final stage of this phase will be completed in the spring.

Close Decorating

Close decoration contractor Trident are on track to complete 25 closes before Christmas, with an additional 16 closes before the end of the financial year; before commencing the summer 2024/25 programme of works.



Stoneworks

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

St Vincent Terrace (SVT)

The glazing replacement stage of the project at St Vincent Terrace is near complete, with the follow-up internal finishes, and lighting works due to complete around March / April 2024. Thank you for your patience and cooperation while these essential works are completed. Residents should watch out for the Contractor's update, which will be circulated through December which includes key information about site safety.



Smoke Detector installations and electrical safety checks

We have written to residents where follow up work is required as part of this project. Please call our contractor on the number provided to schedule your appointment. These works are a legislative requirement and tenants must provide access. In some circumstances, we may look to force access to ensure the work is completed. If you have concerns or issues providing access, please let us know, and we can find a solution that works with you.

Repairs – tell us what you want from the service

The Bell Group have been working with us to deliver our Response Repair Service since the summer. This was intended as a 12-month arrangement to allow us to consider and shape what the Service would look like 2024 and beyond. At this stage of the process, we are looking for a group of residents to be part of a working group to discuss tenant priorities and shape the future procurement of contractors. If you would like to participate in this feedback please call our offices to register your interest, and look out for details of our workshops and other opportunities to have your say.

Homeowner Hybrid Conference

Thank you to the 23 Homeowners that attended to participate in discussions about our:

- Core Services
- Introduction of the Bell Group, our new common repairs Contractor
- Homeowner Survey
- Service Achievements
- Common Area Investment
- Planned Procurement

This Event is a good opportunity for us to meet and engage with you and we hope to see you again next year. If you have still to return your feedback form, please do so ASAP as this will help shape next year's conference.

If you would like to discuss ideas for next year's conference please contact our Factoring Team on **0141 331 6673**.

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.

Alternatively, nomination forms are downloadable from our website. The closing date is 31st January 2024. Nominations are welcome all year round.

Please be courteous

We expect staff to treat customers with courtesy and respect and the same courtesy and respect is expected from customers. We appreciate that there may be situations where a customer is angry or upset however unreasonable, persistent, vexatious or aggressive/violent behaviour towards our staff will not be accepted. This extends to face to face meetings and also phone calls. Please be courteous to our staff.

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, Tuesday – 11.30am to 4pm.

Appointments are available at other times on request.

Registered with the Scottish Housing Regulator HEP 126. Registered as a Scottish Charity SC001667.

Registered under the Co-operative and Community Benefit Societies Act 2014 :1955.

Staff News

Welcome to Scott Burke, Services Officer (Welfare Rights & Tenancy Sustainment) and Sam McAuley, Services Administrator who both recently joined the Tenancy Services Team.

Congratulations to Jen McCann, Tenancy Services Manager and Olivia Nolan, Quality Assurance Manager on their respective promotions. We wish you all the best in your new roles.



Scott Burke



Sam McAuley



Jen McCann



Olivia Nolan

Congratulations to Ciaran O'Grady (Property Services Officer) on successfully completing his City and Guilds Understanding Buildings and Managing Repairs course, and Jennifer McCann (Tenancy Services Manager) on passing her Postgraduate Diploma in Housing Studies.



Ciaran O'Grady



Jennifer McCann

Festive Service Arrangements

There will be some changes to your routine services over the festive period. You will receive routine services, albeit on a different day of the week.

ID Verde – Environmental Services, suspended from 25th December, restarting 3rd January.

Caledonian Maintenance – Close Cleaning, suspended 25th and 26th of December, and 1st & 2nd of January.

Total Homes – Bulky Waste / fly tipping removal, last collection date Friday 22nd December, restarting Monday 8th January. Please call the Estates Team for more information on this service or to arrange an uplift from your home.

Please help keep our neighbourhoods tidy. If you are recycling cardboard boxes these should be broken up and placed in the blue bins.

Glasgow City Council will update their website mid-December with any anticipated disruption to their routine collection services, and to publish details of their community tree collection points.



CONTACT US

Our Office Opening Hours: Mon, Wed, Thu & Fri – 9am-4pm. Tue-11.30am-4pm
Appointments are available at other times upon request.

FRONTLINE TEAM



Megan Blair
mblair@



Tim O'Rourke
torourke@



Karla Hughes
khughes@



Sam McAuley
smcauley@



Victoria Campbell
vcampbell@

Email: @glasgowwestha.co.uk

Enquiry	Email Contact	Phone Contact
Report a repair	repairs@glasgowwestha.co.uk	331 6652
Allocations / Applications	housingapplications@glasgowwestha.co.uk	331 6651

TENANCY SERVICES



Elaine Giles
331 6675
egiles@



David Williams
331 6650
dwilliams@



Scott Burke
331 6650
sburke@



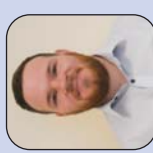
Jonathan Campbell
331 6672
jcampbell@



Thomas Aiken
331 6678
taiken@

Enquiry	Email Contact	Phone Contact
Benefits advice	welfareinights@glasgowwestha.co.uk	331 6650
Rent Accounts and all other enquiries	admin@glasgowwestha.co.uk	331 6650
To set up an online account	IT@glasgowwestha.co.uk	331 6650

PROPERTY SERVICES



Ciaran O'Grady
331 6656
cogrady@



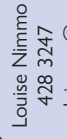
Caroline Mills
331 6673
cmills@



Ryan Abbot
428 3245
rabbott@



Michael Smith
331 6655
msmith@



Louise Nimmo
428 3247
lnimmo@



Tom Cree
331 6653
tcree@

Enquiry	Email Contact	Phone Contact
Estate Services	estates@glasgowwestha.co.uk	428 3247
Factoring	factoring@glasgowwestha.co.uk	331 6673
All other enquiries	admin@glasgowwestha.co.uk	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. 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** 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.gvha.org.uk

GlasgowWestHA
 @glasgowwest14

2024

RELIGIOUS FESTIVALS:		Vaisakhi (Baisakhi)	13 Apr	Navaratri (start)	3 Oct
New Year (Chinese)	10 Feb	Eid- Ul-Fitr	10 Apr	Diwali	31 Oct
Ramadan	10 Mar	Raksha Bandhan	19 Aug	Advent Sunday	1 Dec
Pasover (Pesach)	22 Apr	Krishna Janmashami	26 Aug	Hanukkah (Chanukah)	25 Dec
Good Friday	29 Mar	Yom Kippur	11 Oct	Christmas	25 Dec
Easter Sunday	31 Mar	Shemini Atzeret	23 Oct		

JANUARY 2024

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	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						

FEBRUARY 2024

Mo	Tu	We	Th	Fr	Sa	Su
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	1	2	3

MARCH 2024

Mo	Tu	We	Th	Fr	Sa	Su
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18	19	20	21	22	23	24
25	26	27	28	29	30	31

APRIL 2024

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29	30	1	2	3	4	5

MAY 2024

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JUNE 2024

Mo	Tu	We	Th	Fr	Sa	Su
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JULY 2024

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22	23	24	25	26	27	28
29	30	31	1	2	3	4

AUGUST 2024

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

SEPTEMBER 2024

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

OCTOBER 2024

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21	22	23	24	25	26	27
28	29	30	31	1	2	3

NOVEMBER 2024

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

DECEMBER 2024

Mo	Tu	We	Th	Fr	Sa	Su
25	26	27	28	29	30	1
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9	10	11	12	13	14	15
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30	31	1	2	3	4	5

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