

GWHA's 48th AGM

Save the date!

June 2026

SUN	MON	TUE	WED	THU	FRI	SAT
	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				

AGM!

This year's Annual General Meeting will be held on Thursday 25 June at 6.00pm.

Invitations will be sent to shareholding members at the beginning of June and will confirm all of the event details, including the venue 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 2026 public holidays:

- Friday 3 April & Monday 6 April
- Monday 4 May
- Friday 22 May & Monday 25 May
- Friday 17 July & Monday 20 July
- Friday 25 September & Monday 28 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 Blythwood 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.

Prime Security Services will be on site at Blythwood Court from 7pm to 7am, 7 days per week. Whilst on shift the Operatives will complete regular safety patrols and monitor CCTV cameras.

Should you require any further information please contact our estates team on estates@glasgowwestha.co.uk.



Annual Report

Our Annual Report 2025/26 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

In Case of Emergency

If anything should happen in your home and we cannot reach you, it's very important that we hold an up-to-date emergency contact name, number and address for a family member or trusted friend.

As the name suggests we would only use this number in urgent situations, such as needing access because of water ingress, or if we are unable to contact you and have concerns for your welfare. This is also the person we would contact if we had received news of your passing and needed to coordinate any necessary next steps, such as the return of keys to the association.

Please contact us on **0141 331 6650** or email **admin@glasgowwestha.co.uk** to ensure we have an up-to-date emergency contact for you.

Anne Gould Award

Our annual staff conference was held on Tuesday 10 March 2026. The day included staff training and team planning sessions, helping our teams prepare for the year ahead and continue delivering high-quality services to our tenants.

During the conference, we were also pleased to present the Anne Gould Award for 2025/26. This award recognises staff members who go above and beyond in their roles, delivering excellent customer service and supporting both tenants and colleagues.

The Anne Gould Award winners for 2025/26 are:

Tim • Neil • Doireann • Kyle • Cerys • Dylan • Nicola • Dominic

Thank you to the staff, tenants and Management Committee members who took the time to submit nominations for our many deserving colleagues.



Staff News

We welcome Yola Aldridge, Estates Administrator, Grant McMahon, Facilities Services Operative, and Lee Dornan, Finance and IT Manager to the GWHA Team.



Yola Aldridge



Grant McMahon



Lee Dornan

Congratulations to Dylan Sullivan, Services Assistant (Repairs) who has joined our Repairs Team on a 9-month secondment.

Blythswood Court Surgery – Update

Following a sustained period of low attendance, we've taken the decision to bring the Blythswood Court Surgeries to a close.

Our final session was held on Monday 16 February, with prior notification given to all Blythswood Court tenants.

While the surgeries have ended, our team is still here and happy to help with any queries about your tenancy.

- Visit us in person at 5 Royal Crescent
- Call us on **0141 331 6650**
- Email **admin@glasgowwestha.co.uk**

Our office hours are Monday, Wednesday, Thursday and Friday, 9am-4pm. We are happy to arrange in-person appointments or home visits – just get in touch using the details above.

There will still be many opportunities to meet and speak with staff at our Annual Tenant Conference and other community engagement events throughout the year. Follow us on social media to stay up to date and keep an eye on your post for individual invitations.

Annual Tenant Conference

Feedback

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

We were pleased to share with you exciting updates on our Engagement plans, including likely topics for future consumer panels, an update on our Year 1 Community Engagement Event Action plan and our Year 2 Evaluation Report and Plan. The conference also saw the launch of our Social Media campaign!

We also gathered important feedback about our services and priorities, and attendees shared their views on the proposed rent increase.

Feedback captured regarding the event:

- Weeknight is perfect.
- Happy with venue, time suitable.
- Appreciate the jargon buster.
- Ceiling too high, and aircon too loud.
- More 'no photo' areas needed for future events.

We'd like to thank everyone who provided feedback following the event. Your comments and suggestions are very valuable and will help inform how we plan events in the future.



Joint Tenancies

A joint tenancy is when the tenancy is in more than one person's name instead of just one. It's usually something couples, relatives or long-term cohabitants ask about when they want to share the responsibility for their home.

What does it involve?

If you are part of a joint tenancy, each of the tenants has the same rights and responsibilities. Everyone can live in the property, and everyone is jointly responsible for ensuring the rent is paid which means if one person doesn't pay their part, the others still need to make sure the full rent is covered.



Who can get a joint tenancy?

Certain criteria applies:

- The person being added needs to be at least 16.
- The home must be their only or principal home.
- They should already be registered as part of your household for at least a year (if you were not already joint applicants when your tenancy began).

Thinking about it?

Joint tenancies can offer stability, shared financial responsibility, and clearer rights. However, they also bring responsibilities and require trust and good communication. It's important to be aware of both the advantages and disadvantages. If you're unsure whether it's right for you, we're here to help you talk it through and we would also encourage you to take independent advice before implementing this material change to your tenancy.

How can I apply?

Contact our Tenancy Team, in writing, who can offer guidance on the application process. We can send you an application form by email or post, or you can pick one up from the office at 5 Royal Crescent. Once we get the form back, we'll complete criteria checks and let you know the outcome.

Welfare Rights Update

Our Team

At present the Welfare Rights Team consists of:

Scott (Monday, Thursday & Friday)

Trina (Wednesday, Thursday & Friday)



Scott Burke



Trina Sharp

Contact

To access any of the support shown below, please reach out to our Welfare Rights Officers, Scott and Trina, using the details below:

Call: **0141 331 6650**

Email: welfarerights@glasgowwestha.co.uk

Fuel Bank Foundation – Updates

We are still able to apply for energy vouchers for tenants, subject to availability and eligibility. These vouchers have been upgraded to reflect approx. 10-days' worth of energy.

As of 1 February, one voucher will be worth £75, issued in two parts.

This will be reviewed every month.



Recent Achievements

We are proud to announce that in the 2025/26 financial year, we have:

- ✓ Helped 247 tenants, in over 286 cases.
- ✓ Recovered over £1.3million+ in unclaimed benefits for these tenants.
- ✓ Successfully migrated 49 tenants from legacy benefits to Universal Credit since April 1st, 2025.
- ✓ Supported 41 tenants on 98 occasions with fuel vouchers and other heating grants.

Rent and Service Charge Review 2026/27

The annual rent review is always challenging for our Management Committee Members (MCMs), and this year was no exception.

At the meeting on 20 January 2026, MCMs considered the consultation feedback gathered through the online survey and in-person at the Annual Tenant Conference, alongside the key drivers of the review: affordability, comparability and the long-term cost pressures facing the association.

Thank you to all tenants who took the time to respond, your feedback is very valuable and helps in the MCMs' decision-making process.

The scope for reducing the rent proposal from 6.8% was considered, however, given the ongoing challenging economic environment, there was majority agreement to proceed with a rent increase of 6.8%, effective from 28 March 2026.

Continued suspension of the Rent Restructuring programme, and ongoing tenancy sustainment measures were also agreed to help further mitigate the impact for tenants this year.

Service charges reflect the actual costs of services such as stair cleaning, window cleaning, grounds maintenance, and other shared services. They are set independently from rents. From 2026/27 the retendering of close-cleaning and grounds maintenance contracts is well advanced, final costs will not be available in time for implementation from March 2026.

Environmental service charges will therefore be held at 2025/26 levels pending a full reconciliation in 2026/27 which will inform service charges for 2027/28.

More detailed information was provided 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 on **0141 331 6650** or email admin@glasgowwestha.co.uk.

Our welfare rights service is also available, contact us directly by emailing welfarerights@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.

Tenant was unhappy with the placement of their neighbour's ring doorbell as they felt their privacy was being impacted.



We developed an information letter for tenants who are considering installing ring doorbells, including their obligations as a data controller in line with GDPR regulations. The guidance also includes how to report concerns over the use of your neighbour's recording device to the Information Commissioner's Office. More information is available here: <https://ico.org.uk/for-the-public/home-cctv-systems/>



Disappointed with repeated miscommunication from City Building regarding Annual Gas Service and boiler repair.



City Building were experiencing issues with their phone lines which had to be escalated internally to their IT Team. GWha highlighted the issue and tenant dissatisfaction in monthly contractor meeting, and the gas boiler repair was instructed and completed on the same day.



The Bell Group attended repair without prior contact with tenant to arrange suitable date or time, and as a result the tenant was not home.



GWha staff have been reminded to add contact details to all work orders.



Issue raised at monthly contractor meeting with Bell Group Management Team to remind staff to contact tenants in advance to arrange suitable appointment.

Tenants told us they would like support with small handyman jobs around the home, such as changing a light bulb or assembling flat-pack furniture – tasks not covered by the repairs service.



GWha are launching a new Handyman Service in April 2026. The service will be available to eligible tenants.



Easter Colouring Competition

Thank you to everyone who took part in our Easter colouring competition. We were delighted with all the fantastic entries.



Corunna Street Development – Project Update & Upcoming Road Closure

Work is progressing well on GWha's new housing development at Corunna Street, delivered in partnership with CCG (Scotland) Ltd. The project is moving steadily through its next phase and remains on track, with visible progress now being made on site.

Overall Project Progress:

- The project is currently in Week 29 of the 74-week construction programme, with works progressing in line with the critical path.
- Groundworks, piling and foundation activities are complete, and preparations are underway for upcoming precast concrete and timber frame installations.
- Regular progress meetings are being held with the contractor and design team to monitor programme, quality and health and safety performance.

Component Replacement Programme

Kitchen, Bathroom and Boiler Upgrade Programme – Latest Update

Our kitchen, bathroom and boiler replacement programme continues to deliver real improvements across our homes, with strong progress made throughout Phases 1 to 3 of the programme.

Following the completion of Phase 3 in early 2026, we have now successfully delivered 470 property upgrades across Phases 1–3, working in partnership with our delivery contractor Sureserve. This has included full kitchen and bathroom renewals, energy efficient boiler replacements, heating system upgrades, and adaptations to meet medical needs where required.

We are pleased to report a 95% customer satisfaction rating, based on resident feedback questionnaires, reflecting the high standard of workmanship and the positive experience reported by households taking part in the programme.

Phase 4 of the programme has now commenced and will include upgrades to a further 99 properties. As with previous phases, homes are selected based on the age and condition of existing kitchens, bathrooms and heating systems, using information gathered through our ongoing Stock Condition Survey programme.

To help us keep our records accurate and plan future investment, we kindly ask residents to continue providing access for surveys when requested. Where works are



planned, asbestos surveys must be completed in advance, and arranging these promptly helps ensure households do not miss out on scheduled improvements.

We will continue to write directly to households included in each phase with full details of the works and timescales, giving plenty of notice to allow residents to plan ahead. We would like to thank all residents for their continued cooperation and support, which helps us keep the programme on track and deliver improvements efficiently across our homes.

Stonework Repairs

We are currently in the planning stages for our upcoming Stonework and Building Fabric Repair Programme. Many of our sandstone properties, some of which have been standing for over 150 years, are now showing signs of deterioration due to natural weathering and the normal building lifecycle.

This is a major programme of work, but it is essential to keep our buildings safe, sustainable and in good condition. Over the coming months, we will be undertaking detailed condition surveys of additional properties to better understand the extent of repairs required and to prioritise buildings based on risk and condition. This work will include the appointment of specialist consultants and a design team to help develop a phased programme of repairs and establish clear delivery timescales.

Health and safety remains our top priority. Where surveys or inspections identify stonework or fabric issues that require immediate attention, we will take prompt action through make safe works, such as localised repairs,

protection measures, or temporary safety arrangements, to mitigate risk to residents or the public. Any associated water ingress issues will be addressed through this process.

For properties within mixed tenure blocks, additional permissions and coordination with private owners are sometimes necessary, which can result in more protracted timescales and/or changes to planned works. We will continue to keep residents informed as plans develop and would like to thank everyone for their patience and cooperation as we prepare to deliver this important programme of works.



640 Argyle Street

We are pleased to inform residents that the major improvement works at 640 Argyle Street officially commenced on 2 February 2026 and are programmed for completion around late summer.



The site has now been safely cordoned off, and scaffolding is currently being erected to allow external works to begin.

While we appreciate that there may be some short-term disruption in the area, including temporary restrictions to nearby parking bays and general

construction activity, we are confident that these works will result in significant long-term benefits for residents and the wider community.

As per previous updates the project will deliver major improvements to the building's external fabric.

These include the installation of an upgraded external wall insulation (EWI) system, alterations and repairs to the roof, and a programme of internal refurbishment works which will follow.

These works, whilst resolving historic issues with the building's existing render system, will enhance the overall appearance of the property and contribute positively to the surrounding neighbourhood.

Progress has also been made in relation to the mural planned for the gable wall facing the City Centre. The design of the mural is currently being developed, which will involve community engagement activities, working collaboratively with local artists and residents.

We look forward to keeping residents updated as this important improvement project progresses.

Items in Communal Close Areas

In our Winter newsletter we outlined our approach to managing items being left within the communal areas of closes.

We recognise that the shared common areas around your home are often a convenient solution to store a bulky item for example, mobility aids, prams / pushchairs / bicycles, or an opportunity taken to personalise the space, for example plant pots, or similar decorative items. A consistent approach will be taken; specifically personal items should not be left in communal close areas, this includes stairwells, landings, and walkways.

We have started the engagement process and would like to thank you for the cooperation and understanding to date. At times it does require some difficult conversations for our team as they go through this process of enhancing the safety of our homes. We ask that you treat all staff involved in delivering and managing this project with respect at all times.

For more information and general information about Fire Safety in and around your home, including steps to keep you and your neighbours safe, please refer to Scottish Fire and Rescue guidance by visiting www.firescotland.gov.uk/at-home/

Cyclical Electrical Inspections

We have recently appointed GD Chalmers Ltd to carry out the next phase of Electrical Safety Certification across our properties. These inspections are an important safety check to ensure that the electrical installation in your home remains safe and compliant.



Electrical Safety Checks help to:

- identify potential electrical faults that could pose a fire or safety risk;
- confirm that installations meet current safety standards; and
- ensure we meet our legal obligation to complete inspections at least once every five years.

Any required remedial works identified during the inspection will be carried out as part of this process.

If your property is due its next inspection, you will receive a letter from us to advise of this. GD Chalmers will be in contact with you directly to arrange an appointment.

Providing access when requested is essential to allow us to carry out these important safety checks.

In rare cases, where access is repeatedly refused, we may need to consider forced entry as a last resort to ensure compliance with safety regulations.

If you have any queries, please contact our Technical team on **0141 331 6650** or email technical@glasgowwestha.co.uk



Housing Perks:

Big Savings for Everyday Living!

Great money-saving benefit. If you haven't signed up yet, now's the perfect time to get started!

Housing Perks is a simple and free way for tenants to save money on everyday essentials, with discounts of up to 20% at over 100 popular brands and stores, including Currys, Sainsbury's, Primark, Asda, Morrisons, TK Maxx, Argos, M&S, and more!

How to get started:

- 1 Download the Housing Perks app
- 2 Enter your mobile number
- 3 Select **Glasgow West Housing Association** as your housing association
- 4 Enter your tenancy reference (found in the email or letter we sent you)
- 5 Start saving instantly!

No Smartphone? No Problem!

- A friend or family member can download and use the app on your behalf
- Many vouchers can also be printed and used in store

If you need help getting set up, just pop in and speak to us – GWhA staff are happy to help.

Whether you're doing the weekly shop, refreshing your wardrobe, or planning a family day out, Housing Perks can help stretch your budget a little further – so don't miss out!



Asbestos Awareness

Asbestos was frequently used in the construction and modernisation of housing until 1999. While it may sound alarming to know that it could be present within your home, it is largely safe if left untouched.

Glasgow West has a legal duty to manage Asbestos to ensure:

- Any essential works in areas where Asbestos is known to be present, will be completed in accordance with Health and Safety regulations. This includes the removal of Asbestos.
- You are aware if there is Asbestos in your property.

We write to you annually regarding asbestos in your home. If you plan on carrying out alteration works within your home and need a reminder of if / where asbestos is located, let us know in advance and we will provide you with the information relevant to your home.

In line with our Alterations Policy, you should not carry out works without contacting us first for approval.

Legionella – Water Safety Tips



Legionella is a type of bacteria found in water and has greater risk of breeding in certain conditions.

As a responsible landlord, we are required to provide awareness and information to residents on how to minimise Legionella risk within their home. Here are some tips below:

- Hot water temperature should be 50°C (or over).
- Cold water temperature should be under 20°C.
- Clean & disinfect your shower head every 6 months.
- If your property has been vacant for 2 or more weeks, run all taps and shower head for 2 minutes.
- If you have a shower, run it for 2 minutes every week.

Please contact us if you notice:

- Your boiler or hot water tank is not operating correctly.
- Have discolouration or debris in your water.

New Handyman Service Launching in April



We're delighted to announce that from 1 April 2026, we will launch a new Handyman Service - a 12 month pilot designed to provide practical help with small household tasks for eligible tenants.

This service has been developed directly in response to tenant feedback from Y1 of the Community Engagement Events (CEV) (2024) and the Annual Tenants' Conference, building on insights from the Future Services Survey (2022). Many residents - particularly older tenants and those living with long term health conditions - highlighted the challenges of arranging small DIY tasks that fall outside our mainstream repairs service. We listened, and this new pilot is one of the key actions delivered through our CEV Action Plan.

Developed with tenants, delivered in partnership

We're thrilled to be launching this pilot in partnership with The Bell Group, who will provide 10 hours of support each month as part of their community benefit commitments. We will match this, offering a total of 20 hours labour each month available for eligible households.

The service will be managed by GWhA, with appointments offered on a first come, first served basis.

Who can use the Service?

The Handyman Service is available to:

- Households where all occupants are aged 60 or over
- Households where any occupant has a long term disability or medical condition
- Other vulnerable households, based on GWhA assessment

What the Service Covers

The pilot is focused on basic DIY tasks only, such as:

- Assembling flat pack furniture
- Hanging shelves, pictures, mirrors or curtains
- Mounting TVs
- Replacing shower hoses, toilet seats or lightbulbs
- Other small household tasks that do not require specialist trades

The Handyman service is free; however tenants will need to provide any materials or fittings required.

Please note: the service cannot undertake trade specific work (such as joinery, plumbing or electrical repairs), routine maintenance, decorating, or any jobs that fall under our landlord repair responsibilities.

A Tenant Led Improvement

This pilot is a great example of how tenant feedback directly shapes our services. By trialling a capped, practical support service, we hope to make everyday living a little easier for those who need it most.

Interested? Get in Touch

If you think the Handyman Service could help you, or if you'd like to check eligibility, please contact us on **0141 331 6650**.

Spaces each month are limited and allocated on a first come, first served basis.

New Grounds Maintenance and Cleaning Services Contract

GWhA is pleased to confirm that, following the recent procurement process for Grounds Maintenance and Close/Window Cleaning Services, Caledonian Maintenance have been awarded the contract. The new agreement will commence on 1 April 2026, and will be in effect for an initial term of three years, with the possibility of extension subject to satisfactory performance review.

This partnership will support our commitment to maintaining high standards and delivering reliable, high-quality services for our service users. Residents can expect continued improvements in and around their homes, and a positive contractor response to any issues that arise.

Good Close and Garden Competition 2026

2025 Winners

Do you know of a close or garden that truly deserves recognition? Our Good Close & Garden Competition celebrates neighbours who work together to improve their shared spaces and take pride in their local environment.

Each year, we are impressed by the creativity, teamwork and commitment shown across our communities from well maintained gardens to closes that have been transformed through collective effort. If you've noticed a close or garden that stands out or feel one in your area deserves a moment in the spotlight, we'd love to hear from you.

Competition Categories

Nominations are invited in the following categories:

- Best Newcomer
- Most Improved
- Best Close
- Best Communal Garden
- Best Main Door Garden

How to Nominate

Help us recognise and celebrate the efforts made in our neighbourhoods. Please submit nominations to the Estates Team by **4pm on Wednesday 1 July 2026**. We will share reminders through our social media channels closer to the time. Following us now is a great way to keep informed.



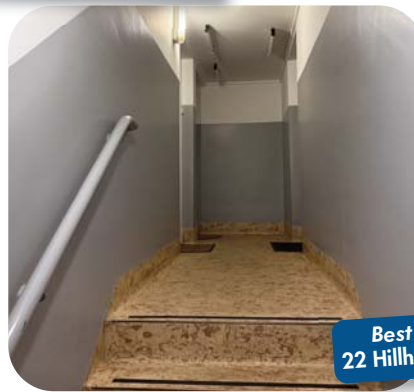
Best Newcomer
36 Cleveland Street



Best Communal Garden
(Joint Winners – shared garden):
36/38 Burnbank Gardens/
20-28 Napierhall Street



Best Main Door Garden
171 University Avenue



Best Close
22 Hillhead Street



Supporting improvements through our Garden Grant

Many of the improvements recognised through the Good Close & Garden Competition have benefitted from Garden Grant support to help residents get started, get active, and get talking to your neighbours to promote participation and a sense of pride in the areas around your home. The grant can be used for items such as seeds or soil, or pots and established plants. To find out more about the Garden Grant and how to apply, please contact the Estates Team for further information.



Get ready for Summer

As we move into the warmer months it's a

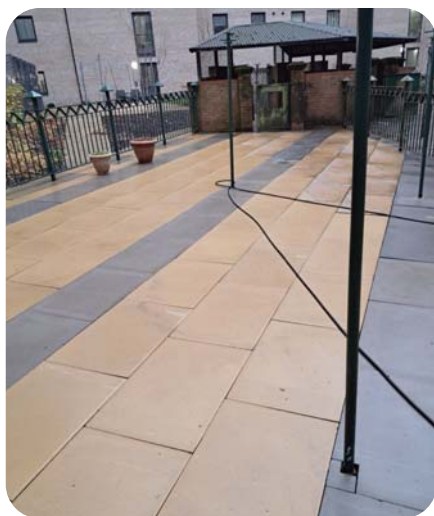
great time to start thinking about what part you can play in getting our outdoor spaces ready for summer. It's the perfect time to have a chat with your neighbours and think about a flower bed tidy up, or discuss ideas for some new planters. Through our Garden Grant scheme we can help you get started. For inspiration check out the 2025 Winners of our Good Close & Garden Competition!

Power Washing in Your Area

Power-washing works have recently been completed in a number of back courts and communal areas.

These works were carried out by Caledonian Maintenance and form part of our ongoing commitment to improving the appearance, cleanliness and overall condition of shared spaces and our neighbourhoods. The exercise has made a noticeable difference, leaving communal areas looking cleaner, brighter and more welcoming for everyone who uses them.

We'd like to thank residents for their patience while the works were being carried out and welcome any feedback on the improvements made. Your comments help us understand what's working well and where further attention may be needed. If you have feedback or would like to let us know about an area that may benefit from future power washing or deep cleaning works, please contact Estates Team.



Recycling: why it matters and how you can help

Recycling plays a vital role in protecting our environment and reducing waste. By recycling everyday items like paper, plastics, glass, and metals, we can:

- Reduce landfill waste
- Save energy and resources
- Cut carbon emissions
- Protect wildlife and nature

Glasgow City Council is responsible for recycling services, including kerbside collections and local recycling centres. However, we're always keen to hear your ideas on how we can make recycling easier and more effective for everyone.

Bulky Items and Electrical Goods

Large household items and electrical appliances cannot be placed in your kerbside bins. Instead, you can:

- Book a bulky waste uplift by Total Homes through the Estates Team
- Take items to a local Household Waste Recycling Centre
- Recycle electrical goods

Got a suggestion? Whether it's about improving recycling points, clearer guidance on what goes in each bin, or community initiatives, we'd love to hear from you. Share your thoughts with us and help make our neighbourhood greener.

Social Media

Thank you to everyone who entered our social media competition. We were delighted to welcome 57 new followers on Facebook and 22 new followers on X.

If you haven't joined us online yet, we'd love to see you there. We regularly share updates on local community events, benefit information, and other useful news.

 @glasgowwestha

 glasgow west housing association



Response Repairs Service

We're committed to delivering the best possible repairs service, and we've made significant

improvements over the past year. The Bell Group continues to manage our call handling service ensuring a more efficient service for our tenants, offering GWA increased operational oversight through pre and post repairs inspections, complaint handling and satisfaction insights and responses.

For this financial year, we've carried out over 357 pre inspections to address tenants concerns and over 500 post inspections to monitor the quality of repairs and ensure work is completed to a high standard, surpassing our 10% targets for 2025/26.



To help us keep improving, please continue to report repairs as soon as possible directly to the Bell Group:

Phone: **0141 336 7111**

Email: gwha@bellgroup.co.uk

For gas central heating faults, contact City Building directly on:

City Building: **0800 595 595**

Your feedback plays a key role in shaping our service. If you have any questions about these arrangements or wish to discuss any concerns, our Repairs Team is happy to help:

Phone: **0141 331 6652**

Email: rservice@glasgowwestha.co.uk

Contact us...

Report a Repair

0141 336 7111 gwha@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 (GWE)

0141 331 6673 factoring@glasgowwestha.co.uk

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

0141 331 6650 admin@glasgowwestha.co.uk

To receive this information in another language, please get in touch.

لتلقي هذه المعلومات بلغة أخرى، يُرجى التواصل معنا

要获取其他语言版本的信息，请联系我们

جهت دریافت این اطلاعات به زبان دیگر، لطفاً با ما تماس بگیرید.

Skontaktuj się z nami, aby otrzymać tę informację w innym języku.

Để nhận thông tin này bằng một ngôn ngữ khác, xin vui lòng liên hệ

5 Royal Crescent • Glasgow G3 7SL

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

Website: www.gwha.org.uk

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

