



Performance Update

April - September 2009



Letting Performance

GWTP Tenancies Given Up: 89 | Number of properties re-let: 106

GWTP have had a total of 89 give ups during April- September 2009. We have let 106 properties during the same period, due to a number of void properties being carried over from the last financial year. 78 of our lets were via the recently introduced Homechoice allocations process. Sheltered lets and tenancy changes accounted for the remainder of our lets.

Re-let Timescales

Our targets for lets within 4 weeks: 60% | Current % lets within 4 weeks: 37.74%

During the last six months we have returned sheltered housing properties to the letting pool after delivering significant investment improvements. This project has had a detrimental effect on our overall letting performance timescales.

Arrears

2009/10 Actual: £246.154 | 2009/10 Target: £246.992

Our current tenant arrears have reduced by £11,371 since April 09 and we are currently exceeding our monthly target. Our former tenant arrears have reduced significantly in the last period to £93.117, due to our active pursual of all debt.

Think Rent First

GHA have just launched their 'Think Rent First' campaign. If you are having financial difficulties, you've lost your job or your circumstances have changed please contact us immediately. We have a welfare benefit support officer, Gail Duffy who can assist you in applying for all types of benefits and our experienced staff provide advice and assistance regarding your rent account. Your rent is your priority- Think rent first because when it comes down to it, your home is what really matters.



Becoming a Member of GWTP

If you are interested in becoming a member of GWTP please contact Sophia Hassan Team Secretary on 0141-274-8603.

If you are an existing member and would wish to become further involved with GWTP please contact Colin Walker, Estate Co-ordinator on 0141-274-8605.

We currently have vacancies on our Board for Tenant Members.

Housing & Council Tax Benefit Changes

From 2 November 2009, Child Benefit will be fully disregarded as income in the calculation of Housing & Council Tax Benefit.

This means that tenants in receipt of Child Benefit and already qualifying for partial Housing & Council Tax Benefit will see an increase in their entitlement.

However tenants on low incomes who did not qualify previously may now have an entitlement.

If you wish to apply for housing and/or council tax benefit please contact Anniesland Benefit Centre at 841 Crow road or contact your local housing organisation for further advice.



CHANGES FOR PENSIONERS

Pension Credit, Housing & Council Tax Benefit Amendment



From 2 November 2009 the government has announced that the lower capital limit for pension credit, housing and council tax benefit will be increased from £6,000 to £10,000.

This means that previously for those who had capital (ie savings stocks,

shares) over £6,000 the pension service would have reduced entitlement by £1 for every £500 or part thereof above this level. For those on guaranteed pension credit who have capital above £6,000 you should receive additional monies in your payments from pension credit in November.

Additionally, some people will become newly eligible for housing and council tax benefit as a result of this change.

If you have capital that previously deterred you from being eligible for housing and council tax benefit, you may now become entitled following this change.

For further advice or help to claim, contact your Local Housing Office or Housing Benefit Centre.

Bill McFadyen

It is with great sadness that we have to report the death of our former Chairperson Bill McFadyen. Bill was for many years, a tireless worker for local residents of Great Western Tenant Partnership.

During 2008 Bill received a special lifetime achievement award from Glasgow Housing Association for his outstanding contribution to Housing in Glasgow. He will be very sadly missed by relatives and all his many friends in the area and beyond.



Another payment option for our Tenants

Tenants can now make telephone payments by debit/credit card to our Customer Service Centre 24 hours a day, Seven days a week on 0800 479 7979.

GHA already have an online facility offering 24/7 service however the extension of the Customer Service Centre facility will help our tenants who prefer to speak to someone when they are making a payment.

Energy Fuel Advisors



Do you think you are paying too much for your energy bills?

Could you save money by switching to another energy supplier?

Would you like general advice on how to reduce your annual energy bill?

If the answer to any of these questions is YES then GHA may be able to help you. We've trained 'Energy Fuel Advisors' to pass on energy saving advice and assistance to you and the good news is that they are coming to Great Western Tenant Partnership on Monday 09 November.

- They will be carrying out home visits in GWTP properties.
- They will give simple advice on how to reduce your energy consumption and tips on how to save money on your annual energy bill.
- They may even contact energy suppliers on your behalf to compare prices.

Each visit should take no more than 30-45 minutes and this time could save you £££s off your energy bills.

If you are interested in a home visit from one of our advisors please contact your Housing Officer or call GWTP LHO Office on 0141 274-8600 to book your place.