

Great News



The official newsletter of **Great Western Tenant Partnership**

SEPTEMBER 2008

Dear Friend of Glasgow



Every year, Glasgow Housing Association hosts its Recognise Award Scheme. The scheme is designed to acknowledge and reward employees and volunteer Committee Members for their outstanding effort, service and participation in our Housing Service.

This year, a special lifetime Achievement Award was made to our former Chairperson, Bill McFadyen. GWTP and GHA arranged an event in June 2008 within the beautifully refurbished community room at Anniesland Court to celebrate the outstanding contribution that Bill has made to Housing in Glasgow.

Our Chief Executive, Taroub Zahran, presented the award to Bill, describing her respect for Bill, his commitment to Housing, his tenacity, modesty, fairness and his unending hard work.

The audience at the event included, previous and present Board Members, neighbours, friends and a large number

of staff and committee members throughout our organisation. At our AGM in June 2008, Bill stepped down as Chairperson after five successful years during which he had led GWTP in delivering a huge Investment Programme, achieving Investors in People accreditation, and becoming LHO of the year in 2006.

Martin McNulty, Community Housing Manager at GWTP stated *"it has been a pleasure to work with Bill during the last five years. He has been a great asset to GWTP, and GHA. It is fitting that this gentleman has been recognised for the incredible contribution that he has made.*

GWTP: CUSTOMER SERVICE

Our Team at GWTP aim to provide an excellent Customer Service to our local residents.

When you visit our office between 9.30am - 4.00pm, our Duty Officer Service, will be pleased to deal with your enquiries.

All our Housing Officers and Assistant Housing Officers provide this service to customers on a rotational basis.

It is not always possible to speak with your local Housing Officer/ Assistant on every occasion. However our Duty Officers will be able to assist you when you visit our office. This will not affect the quality of service you receive.

Remember our Housing Officers/Assistants, will be happy to visit you at your home. If you would like a House Visit, for any reason, please contact your Officer on the following numbers.

You can also contact any member of GWTP staff via e-mail. This can be done using the following format:

Firstname.lastname@gha.org.uk

For example: carina.hely@gha.org.uk

- **Simon O'Neill** Housing Officer - Blairdardie MSF's - **0141-274-8613**
- **Christine Sloan** Housing Officer - Keal and Peterson Park - **0141-274-8610**
- **Janet Fitzpatrick** Housing Assistant - Keal, Peterson Park and Blairdardie MSF's - **0141-274-8627**
- **Clare Scott** Housing Officer - North Knightswood and Banner - **0141-274-8615**
- **Debbie Haldane** Housing Officer- North Knightswood and Banner - **0141-274-8610**
- **Colin Griffin** Housing Assistant- North Knightswood and Banner - **0141-274-8619**
- **Ellen McGeechan** Housing Officer - Temple and North Blairdardie - **0141-274-8607**
- **Brenda Kiernan** Housing Assistant- Temple and North Blairdardie - **0141-274-8617**
- **Esther Martin** Housing Officer- North Knightswood - **0141-274-8612**
- **Janice Matthew** Housing Assistant- Anniesland, Kelvindale and North Knightswood - **0141-274-8622**
- **Joanne Tait** Housing Assistant - Anniesland and Kelvindale - **0141-274- 8611**
- **Jean Wagstaffe** Housing Officer- Garscube Netherton - **0141-274-8620**
- **Alan Jenkins** Housing Assistant - Garscube Netherton - **0141-274-8616**

OUR OFFICE WILL BE CLOSED ON WEDNESDAY 8TH OCTOBER 2008 FOR STAFF TRAINING

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Welcome to the latest edition of Great News, The official newsletter of Great Western Tenant Partnership. Great News will tell you more about GWTP and the work we do within your community in order to provide the best possible service, and services to our customers. Remember, GWTP is run by local people. All our Board Members are volunteers, committed to doing the best for your community.

Great Western Tenant Partnership - A great future for tenants

Anniesland Court Residents Association • Blairdardie MSF Residents Association • Peterson Park Residents Association • Keal Residents Association • Banner Residents Association

Building 3, 46 Munro Place, Glasgow, G13 2UP. Tel: 0141 274 8603



SHELTERED HOUSING & HOUSING SUPPORT SERVICES



Glasgow Housing Association has 30 Sheltered and 5 Very Sheltered Complexes across Glasgow. The Housing Support team deliver the housing support service and work in partnership with the Local Housing Organisations to manage the property.

There is one complex in the Great Western Tenant Partnership area at Ancaster Drive, which has 51 flats in Ancaster Drive, Crow Road and Willoughby Drive.

So what makes this complex 'Sheltered Housing'?

Housing Support is provided by Housing Support Officers 7 days per week from 9am to 5pm. The full time staff members work from Monday to Friday, with another Weekend Housing Support Officer covering at the weekend. This service is funded by the Scottish Government and budgets are administered by Glasgow City Council. Our service is regulated by the Care Commission.

So what is Housing Support?

Currently there are 21 Housing Support Tasks, which can cover such support as daily welfare checks, helping with occasional errands (such as picking up small pieces of shopping if a tenant is unwell), helping with forms, assisting with security and safety and facilitating social activities. In Ancaster Drive, this includes bingo afternoons, a library service, parties etc.

The Housing Support Team has produced a brochure about Housing Support Services which is available from the contacts below.

How is this paid for?

Glasgow City Council receives funding from the Scottish Government to provide Housing Support Services, and gives

GHA a grant to provide the service in Sheltered Housing. This funding is constantly under review, and the Housing Support Team provides regular information to Glasgow City Council, showing how this money has been spent. The money covers staff salaries, training and some office costs, and cannot be used for anything which does not relate directly to Housing Support.

In the near future, some tenants will be required to pay for all or part of the cost of providing a housing support service. Glasgow City Council can reclaim some of this money directly from tenants in sheltered housing, this is dependent on income and all tenants affected will be able to access welfare benefits advise to maximise the uptake of benefits.

Details of Glasgow City Councils charging policy can be obtained from Social Work Services.

What about regulation?

The Care Commission inspects GHA's sheltered housing, and produces a report on their findings. They speak to tenants, families, carers and staff, and also investigate any complaints that they receive about the service. They will also audit the complaints that GHA have received to ensure that we are responding to customers needs and requirements.

The Care Commission use the National Care Standards to decide if the Housing Support Service is being provided appropriately. The principles of the National Care Standards are: Dignity, Privacy, Safety, Choice, Realising Potential and Equality and Diversity. If the Care Commission does not think a service is meeting these standards fully, they can impose recommendations and requirements, and ultimately have the power to close the service down.

All staff working in Housing Support will in 2010, commence registration with the Scottish Social Services Council, this

will be on a phased basis. To do this they must provide evidence of good character (a criminal Disclosure Check), and have a relevant qualification. GHA's Housing Support Officers are currently undertaking Scottish Vocational Qualifications (SVQ) in Social Care.

How do I apply?

If you wish to apply for sheltered housing, you should contact Great Western Tenant Partnership for an application pack.

Copies of the most recent Care Commission report, the National Care Standards and the Housing Support Brochure are available from Great Western Tenant Partnership, Ancaster Complex or the Housing Support Team. These can also be provided in other languages, tape or Braille.

Ancaster Investment

Great Western Tenant Partnership are currently delivering a large investment programme within the Ancaster complex, the investment works consist of central heating, new kitchens, bathrooms, re-wiring and external fabric. We are currently drawing up plans to improve the environment around the properties and these will be taken to the community in January 2009 for comment.

We have a number of one apartment properties which will soon be available for letting. Should you be interested in any of the vacant properties please contact Housing Officer Joanne Tait on 0141-274-8611.

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.

Contact Details:

Great Western Tenant Partnership
Building 3, 46 Munro Place
GLASGOW G13 2UP

Housing Support Team
3rd Floor, Granite House,
177 Trongate, GLASGOW G1 5HF

The Care Commission
Central West Region, 4th Floor,
1 Smithhill St, PAISLEY PA1 1EB

Glasgow City Council
Contact 0141-287-2000 for your
local Social Work Office

GREAT WESTERN ROAD MSF INVESTMENT



Great Western Road Multi-storey flats are situated on Great Western Road, which is the main thoroughfare to Loch Lomond and the west. There are four high-rise blocks within the site, two of which are twelve storeys high, one block is 13 high and one block is 14 storeys high.

Each Landing consists of six houses. There are 306 households all of which are GHA tenants, residing within 102 two-apartment properties and 204 three-apartment properties. Since Glasgow City Council transferred its stock to GHA in March 2003, we have carried out an extensive Investment Programme, to the value of £6,717,951 and there is more in the pipeline.

WATER TANK RENEWAL = £143,087

The first element of work to be carried out within the flats was the renewal of the main water storage tanks.

HOUSE DOORS = £167,495

All tenants have been offered a new 'secure by design' house door and most have been installed. If your door has not been installed because you were not available at the time, please contact Maureen McAllister on 274 8618 or Sandra Thomson on 274 8611

ELECTRIC CENTRAL HEATING = £338,830

We have installed 301 new electric central heating systems for the tenants within the flats. If you do not have a full central heating system and would wish one to be installed, please contact Maureen McAllister on 274 8618.

KITCHEN, BATHROOM & REWIRE = £1,603,559



City Building Glasgow have carried out 298 new kitchen & bathroom installations and

rewiring within all four blocks. If you were unable to accept the installations at the time of the project or have moved into a house that does not have a new Kitchen and bathroom, please contact Maureen McAllister on 274 8618 and your name will be put on our waiting list. GHA are arranging a 'catch-up' work order to be completed by March 2009, to enable us to re-visit such properties.

EXTERNAL FABRIC = £4,464,980

The four blocks have been transformed by the installation of the new cladding system. Wates Living Space carried out this work. The residents made the colour choice for the blocks and it has dramatically changed the visibility of the buildings, which can be clearly seen by neighbouring areas, road traffic and passengers on flights to & from Glasgow Airport. We also worked with the Commercial Properties Section to upgrade the shop fronts and signage at 2231 Great Western Road.

INTERNAL COMMON WORKS = £300,928

To date this work has consisted of the upgrading of the Stair & Landing Lights, the Controlled Entry and Closed Circuit TV systems within all four blocks. Our next project will be looking at the central stairwell and ensuring that it fully complies with fire safety regulations by repairing/upgrading the landing doors and blocking off the open vents.

ENVIRONMENTAL WORKS

Our environmental contractor, McKenzie's Construction is currently working on plans to upgrade the environment around the four blocks. We are looking to create identifiable entrances to each of the properties to enhance the improvement works that have already been carried out. As identified by the local resident's we will also be looking at creating additional car parking within the area, as well as looking at the area specifically in front of the shops at 2231. Consultation with the

Local Resident's Association will begin in September 2008 and this will be extended to include all residents by January 2009. It is anticipated that the work will commence within the financial year 2009/2010.

LIGHTING PROJECT

GWTP & GHA are currently working with Glasgow City Council to secure funding to enable us to install external lights to illuminate the buildings, which will enhance their visual appearance. A demonstration of the system was carried out in March 2008 and was attended by members of the Resident's Association from South Blairdardie MSF and Keal.

LAUNDRIES

GWTP will begin a programme to replace all machines and dryers, commencing this year. We hope to complete this programme at the earliest opportunity.

NEW CONCIERGE WORK STATION



A new concierge work station has been built at 2241 Great Western Road. Our Concierge Team are on duty, every day, between 8.00am -8.00pm. They can be contacted on 0141-949-9409. They will respond to any messages they receive. Residents can use their controlled entry handset to contact the office direct.

Again they will respond to calls made from residents, we will arrange for your Housing Officer, Simon O'Neill to carry out Housing Surgeries at this new facility.



NEIGHBOURHOOD MANAGEMENT

Glasgow City Council's Land Services and Environmental Protective Services have now amalgamated into a single service department – Land & Environmental Services.

What does this mean for Residents?

Customers can look forward to a co-ordinated delivery of environmental services. In practice this will mean that bins will be emptied, streets swept, fly tipping removed, grass cut with close cleaning and back court maintenance all undertaken over the same period effectively delivering all the services simultaneously.

Land & Environmental Services will continue to work in partnership with

Great Western Tenant Partnership to improve and enhance the local environment. Council officers will continue to participate in walkabouts with GWTP staff and local residents to improve service delivery.

It is further anticipated that partnership working with Glasgow Community and Safety Services will further enhance integration in the following areas Graffiti Removal, Dog Fouling, Litter and Enforcement.

In the meantime, if you have any enquiries or concerns contact should be made on the following numbers.

Parks, Cleansing, Landlord Services- contact **0141-274-2000**

Roads- contact RALF- **0800 373 635**

IMPORTANT NOTICE

HOUSING BENEFIT BACKDATING CUTS

The maximum amount of housing benefit backdating will be cut from Monday 6th October 2008.

WHAT THIS MEANS FOR YOU

Different rules apply depending on whether or not you have reached "pension age." This is 60 for a woman and 65 for a man. However, if you are a man age 60 to 64 claiming pension credit, you will count as being of pension age.

From 6th October 2008

The maximum backdating will be cut to 6 months for people of working age, and 3 months for people of pension age. The other conditions for backdating will not change.

If you think you might be entitled to housing benefit or council tax benefit for any dates before now, you should make a request for these benefits to be backdated as far as possible. Your request must be made in writing to the Glasgow City Council Benefits Office without delay. Contact details:

Glasgow City Council
Anniesland Benefit center
841 Crow Road
G13 1YT
Tel: 0141 287 1000

If your request does not reach the office before 6th October 2008, then you might lose up to 6 or 9 months of backdating.

FOR ADVICE OR HELP ABOUT CLAIMING HOUSING BENEFIT AND ABOUT BACKDATING:

Please contact our Welfare Benefits Adviser Gail Duffy on 0141 274 8280 who will be happy to assist with your enquiry. These services can also be accessed by enquiring at Great Western Tenant Partnership on 0141 274 8600.

ANNIESLAND COURT



Great Western Tenant Partnership and Anniesland Court Residents Association where successful in securing funding to refurbish the existing Community Facility at 841 Crow Road.

The refurbishment included the following:

- New Heating
- New Kitchen
- New Disabled Toilet
- Decoration and Soft Furnishings

Residents of Anniesland Court use the facility on a daily basis, GWTP frequently use the centre to meet with local residents regarding a variety of matters that affect local people. Councillor Jon Findlay also uses the centre for local

surgeries. The improvements have given the centre a new lease of life with activities such as Bingo, Line Dancing, Keep fit classes and Silver Deal Active being held on a weekly basis. A variety of Social Events are held throughout the year. Margaret McGrow who sits on the Management Committee at GWTP and is also the secretary of Anniesland Court Residents Association said "We worked with the LHO team, Anniesland Court Residents Association and the contractors on every aspect of the refurbishment- the kitchen type, work surfaces, layout and the design and décor. The centre is extremely popular with the tenants and now it's been brought up to date, we can offer more classes and activities to keep them happy, fit and healthy."