



**INSIDE:
WIN A
TABLET**

JUNE 2019

the **KEY**
TENANT MAGAZINE



SIGN UP, SAVE CASH p6-7

WIN A £50 GIFT VOUCHER IN OUR PRIZE SUDOKU ON P15

WELCOME

Here's what's inside the June issue of **the Key**.



70th anniversary joy.....p6



Milton hall is a winner.....p8



New homes change lives.....p9



Kennishead is thriving.....p11

Help with Universal Credit.....p4

Taraside tasty treats.....p10

Your letters.....p12

Win a tablet computer.....p15



HERE TO HELP: our environmental teams help keep tenants safe

Fire hero Robert to the rescue

ATENANT has praised GHA's environmental wardens after they stopped a fire breaking out in her home.

The Neighbourhood Environmental Team (NETs) was cleaning the stairs at Stronvar Drive, Scotstounhill, when a fire alarm sounded.

GHA's Robert Little, right, had seen the tenant leave minutes earlier so he sprung into action and called 999.

Fire officers arrived soon after to put out the small fire in the kitchen.

Tenant Joanne said: "I was shocked when I heard about the fire, but thankful the wardens were there and for them calling the fire brigade."

"It could have been so much worse." Environmental Operative Robert said there's more to GHA's NETs than keeping communities clean and tidy – they also help keep tenants safe.

Robert, 49, from Royston, said: "We were cleaning the close and I saw the tenant go out. When I heard the fire alarm going off I was sure there would be no one at home."

"Straight away I could see the smoke coming from the kitchen

"That's when I realised something was wrong. I immediately phoned 999.

"It's just part of the job. We're always looking and listening to make sure tenants are safe in their homes."



Domestic abuse: GHA is here to help

WE want everyone to be safe and happy in their home.

But we know that thousands of people across Scotland aren't – because of abuse by a partner or ex-partner.

We want to do all we can to support customers affected by domestic abuse.

Your housing officer is here to help. They will listen to what you say and work with you to make sure you get all the support you need.

You can find a list of support services in your area on our website, www.gha.org.uk

You can also call the National Domestic Abuse and Forced Marriage

helpline 24/7 on 0800 027 1234.

Wheatley Group's Alex Adrain said: "We are determined to do everything we can to tackle domestic abuse in our communities and help our customers lead safe and happy lives. Your housing officer can help you, so please get in touch."



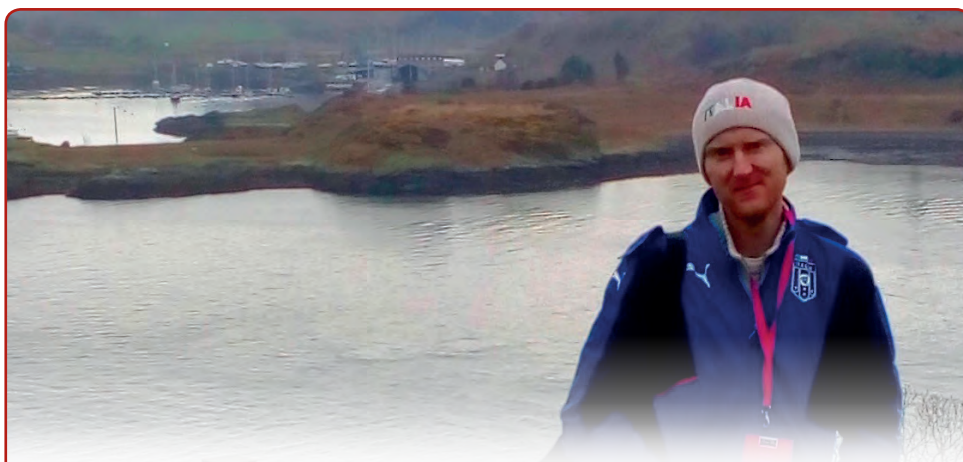
Glasgow Housing Association
www.gha.org.uk

better homes, better lives



The Glasgow Housing Association Limited is a not-for-profit housing association: registered under the Co-operative and Community Benefit Societies Act 2014 No. 2572R(S); recognised by HM Revenue and Customs as a Scottish Charity No. SC034054; registered social landlord No. 317 with the Scottish Housing Regulator under the Housing (Scotland) Act 2010.
Registered office: Wheatley House, 25 Cochrane Street, Glasgow G1 1HL.

the Key is printed on paper made from responsible sources. Please recycle responsibly.



Bursary scheme helps tenants achieve dreams

GHA tenants are being offered cash support to help them go to university or college.

Tenants can get grants of up to £1500 a year to support them with the expense of studying.

The bursaries, supported by the Wheatley Foundation, can make a big difference.

'I am so grateful for the support'

Zeyad Rashad, 42, from Pollok, is studying for a civil engineering degree at the University of the West of Scotland.

He said: "The bursary has been a great help. Buying books and buying equipment is expensive.

"I am so grateful for the support. Without it, I don't think I'd have been able

to continue with my studies."

Thomas Johnstone, pictured above, from Sandyhills, is doing a degree in horticulture at Scotland's Rural College in Edinburgh.

He said: "The bursary made me feel more secure knowing my expenses were covered and I could just get on with my studies."

Bursaries of up to £1500 a year are available for people who want to study for an HNC, HND, Undergraduate Degree or Postgraduate course.

Wheatley Foundation Director Lorraine McLaren said: "We're delighted so many people from our communities have been able to benefit from our bursary scheme and achieve their dreams."

People should be looking to start their studies this year or already be at college or university.

The deadline for applying is 30 June 2019. Email bursaries@wheatley-group.com

Hayley: the bursary has helped me massively

HAYLEY Miller, 19, from Castlemilk, is studying an HNC in acting and performing at City of Glasgow College.

She said: "I am the first person in my family to study at college. It is such an amazing opportunity.

"After I complete my HNC I want to do an HND and then go to university to study teaching to

become a drama teacher.

"The bursary has helped me massively.

"It has given me opportunities to do things related to drama, such as visit theatres, watch plays and travel to drama groups. I had to buy a brand new laptop too."



DID YOU KNOW?

GHA and our parent company Wheatley Group...

- ▶ supported 336 people with financial worries in 2018 thanks to MyMoney



- ▶ helped 482 tenants get free recycled furniture last year



Find out more at www.wheatley-group.com/didyouknow

Best ways to pay rent



Direct Debit

Set up a Direct Debit, speak to your **Housing Officer** or call us on **0800 479 7979**.



Pay online

www.gha.org.uk and click 'Pay at My GHA'.



Phone

Call us for free 24 hours a day, seven days a week, on **0800 479 7979** to pay by debit or credit card.



Sign up for My GHA

Creating an account only takes a few minutes, you can pay your rent, report a repair and much more at a time that suits you.

Register at www.gha.org.uk

GHA IS STANDING SHOULDER TO SHOULDER WITH

Don't worry alone – v

WE can't change Universal Credit – but we can make sure tenants get all the help they need.

The new benefit has left many tenants struggling. GHA is standing shoulder to shoulder with people affected.

If you have to move on to Universal Credit, the first thing to do is to get in touch with us straight away.

Don't worry alone. We are here to help you.

If your circumstances change and you need to claim Universal Credit, do it quickly so your first payment isn't delayed.

If you receive a disability benefit, come and talk to us before you make a claim for Universal Credit.

If you move on to Universal Credit, we will help you make a claim and offer lots of support until your first payment comes in.

We can help you prepare for interviews and go with you to appointments and meetings.

It's really important to have the right documents when you start a claim, such as photographic ID and a copy of your birth certificate.

If you don't, it could lead to a delay in getting your money.



'Our expert welfare benefit advisors are always on hand to make sure people are receiving everything they're due'

Arthur: support is vital lifeline for

A TENANT has urged people to talk to their landlord straight away if they move on to Universal Credit.

Arthur Rodden, a tenant with GHA's sister organisation Cube, says the help he got is a vital lifeline to people who may be struggling as they switch to Universal Credit.

Arthur said: "I was due to start work but the job fell through so I had to start claiming Universal Credit.

"My Housing Benefit was stopped and that's when my welfare benefits advisor phoned me.

"She contacted the DWP for me, helped me fill in my application and helped set up an interview. I can't speak highly enough of her.

"You need photographic ID and a copy of your birth certificate to start a claim, otherwise it leads to a delay. She made sure I had all that.

TENANTS WHO ARE AFFECTED BY UNIVERSAL CREDIT - COME AND TALK TO US

we will help you

We can help make sure you are ready.

You need to be online and have an email address to make a claim.

We will help you get online. Talk to your housing officer.

Your Universal Credit money will go into a bank account. We will help you set up a bank account. Again, come and talk to us.

Universal Credit is paid monthly, so your money will have to stretch for a month.

We will help you budget and plan your finances so you

have enough for rent and other necessities.

GHA's Managing Director Jennifer Russell, left, said: "Our expert welfare benefit advisors are always on hand to make sure people are receiving everything they're due, make appeals and challenge unfair decisions.

"But we have extra staff to help make sure people have everything they need to start a claim.

"We're here to help."

Talk to your housing officer or phone 0800 479 7979.



HERE TO HELP: Arthur Rodden, pictured with housing officer Jill Meffan, has urged tenants to get in touch if they are affected by Universal Credit

people who are struggling

"I'm quite confident with budgeting, I'm pretty good on computers and know how to fill in my online journal, but not everyone is.

"Wheatley can help people make sure they have the documents they need, and help with using computers, and with budgeting.

"Wheatley can help people

get through the five or six weeks before their first payment comes in.

"I arranged an advanced payment from the DWP, though I know it has to be paid back.

"My message to tenants is to talk to Wheatley - and talk to the DWP as well. They are there to help."

Young people changes

If you're aged between 18 and 21, there are important changes to Universal Credit.

From September, a 'Youth Obligation' is being introduced for young people who make a new claim for Universal Credit.

It means you must take part in training, placements and work experience to improve your interview skills, search for a job, and more.

The aim is to support young people into employment, training or an apprenticeship.

It is mandatory, so you must take part in it.

If you don't, you will be sanctioned - which means having your money cut. That can leave you with

no money - and at risk of losing your home.

Your job coach can direct you to organisations such as the Prince's Trust and Skills Development Scotland for training and job opportunities.

If you take part in these voluntary schemes you're less likely to be sanctioned, even if you miss a session.

Remember, Wheatley can help you into training or a job, including our modern apprenticeships, the Wheatley Pledge and our 'community benefit' scheme. Talk to your housing officer.

Our Wheatley Works programme can also help. Email wheatley.works@wheatley-group.com

www.gha.org.uk



Pension Credits are changing

If you think you're entitled to Pension Credit and your partner is under 65, you need to act now.

Changes could leave some couples worse off. We can help you - get in touch today.

Phone: 0800 479 7979

Email: talk@gha.org.uk



The Glasgow Housing Association Limited.
Scottish Charity No. SC034054.

Army sweethearts Mary and Sydney celebrate 70 years



A GHA couple marked a major milestone recently by celebrating 70 years of marriage.

Sydney and Mary Lomas, 92 and 91 respectively, from Scotstoun, celebrated their platinum wedding anniversary.

The couple met – and later got married – while they were both serving in the armed forces in Egypt.

The couple are still fit and

active, but say they are so grateful to the concierges in their block for their support.

Mary said: “We really like living here. The concierges are very helpful and it’s a lovely area.”

GHA’s Locality Housing Director Peter Smith, pictured presenting the couple with a bouquet, said: “Sydney and Mary are a lovely couple who have had really interesting lives.”

MYSAVINGS ONLINE



Help make yo

HUNDREDS of tenants are already saving money on their shopping.

We’ve launched a new scheme – MySavings – which offers discounts every week at lots of different shops.

In the first week alone, almost 350 customers used it – and were able to take advantage of almost 750 different offers.

That means tenants and their families are making savings on everything from food at supermarket to clothes for the family.

There are even offers on things like cinema tickets

and takeaways.

MySavings is easy to use. Just log in to your online account, click on MySavings and then on ‘See today’s best deals’.

The first time you go in, you will be asked to sign up to MySavings. Once you’ve signed up, you’re good to go.

Tenant Susan Rowan, 52, from Barmulloch, said: “There are lots of ways you can make the most of the savings.

“You get a reloadable card for different shops and I load mine up when I get paid and use it at Asda for my weekly shop.

“I’ve used it for the discounts on holidays and at Asda, buying things like clothes at

Primark. You get 4% off your food shopping. Tesco do it too.

“It just makes your money go further.”



SPRUCE

Carpets that don't cost the Earth!

Suppliers to Households, Voluntary Sector, Businesses and Housing Associations

FREE Survey & Measuring Service

RUGS FROM £10

As a Social Enterprise Spruce has established strong partnerships with carpet manufacturers to enable us to provide quality, affordable flooring materials to our customers.

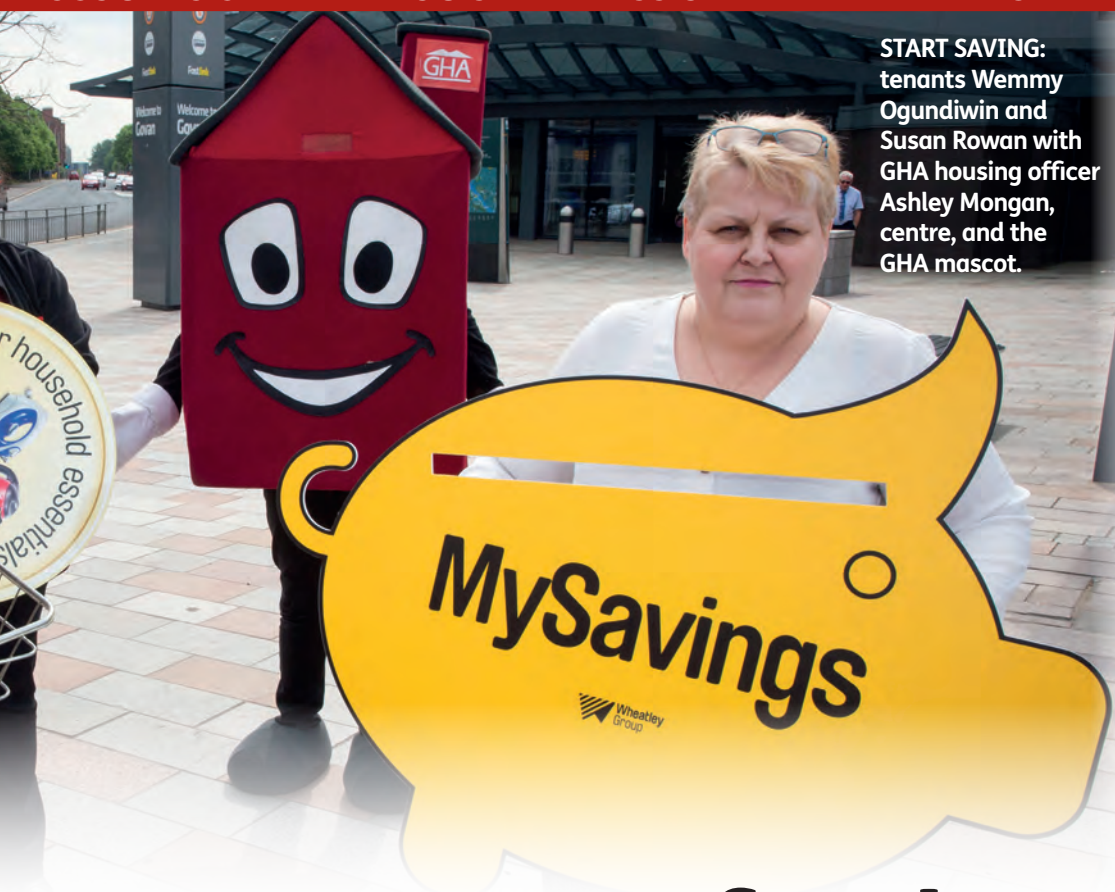
We sell quality **new, end-of-roll surplus stock carpets** and **vinyls**, **new and refurbished carpet tiles**, **rugs** and **runners**, both bound in-house in our Govan showroom.
Delivery and fitting service available.

Visit us

308 Broomloan Road, Govan, Glasgow G51 2JQ
 t: 0141 425 1555 | www.sprucecarpets.org.uk
 e: info@sprucecarpets.org.uk

Drinking up standards in care

DISCOUNTS CAN HELP YOU SPEND LESS ON EVERYDAY ITEMS AND WEEKLY SHOP



START SAVING: tenants Wemmy Ogundiwin and Susan Rowan with GHA housing officer Ashley Mongan, centre, and the GHA mascot.

Nine things to know about MySavings

- You must have an online account with us to benefit from MySavings.
- If you don't yet have an online account with us, sign up for one today. Just go to www.gha.org.uk/mygha and follow the steps.
- With an online account you can log in at any time and check your rent balance, pay, book a repair and much more.
- MySavings is exclusively for customers of GHA and the other organisations in Wheatley Group.
- MySavings is delivered by a specialist provider which is not part of Wheatley Group.
- Offers will change every week and will only be available by signing in to your online GHA account.
- MySavings will keep you up to date with offers by email, but you can opt out of these if you want.
- As well as shopping deals, you will also see jobs and training opportunities and a handy budget calculator to keep your finances on track.
- Over time, we will bring you more great benefits to help you save money through MySavings.

ur money go further

Wemimo Ogundiwin, from Knightswood, added: "With five kids, I'm always looking for ways to save money."

'That's enough for a week's food for us – so it's a really big saving'

"I've used it once – my daughter wanted an iPad for school. I didn't think I could afford it, but I found a deal and got £45 off."

"That's enough for a week's food for us – so it's a really big saving."

GHA Managing Director Jennifer Russell said: "MySavings can really help people save on the cost of everyday things."

"With lots of different offers every week, we hope it will help people with the costs of running their home."



New-look Milton hall is a hit

A NEW-LOOK community hall in a GHA block in Milton is bringing people together and helping them improve their skills.

The newly-refurbished Castlebay Tenants' Hall at 123 Castlebay Drive, is a focal point for residents who are using it for clubs, classes and meetings – as well as mental health sessions and community meals.

The new-look hall is also used by groups including North United Communities and Castlebay Residents' Association.

Tenant Michelle Winter said: "It's important to have somewhere people can meet up because it can be quite isolating living in the blocks.

"The hall has been completely transformed. It is really bright



GET TOGETHER: GHA tenants Helen Traynor and Liz McNee with IT tutor Steven Smith at the new-look hall

and welcoming now.

"There's so much going on – from kids' clubs to employability programmes, and a breakfast club to mental wellbeing classes.

"The hall is really thriving."

Steven Smith, who runs computer classes at the hall every Wednesday, said: "We're here to help people get online.

"We live in an increasingly digital society and people need to be online for Universal Credit, or to save money or keep in touch with family.

"There's support out there for tenants.

"The social aspect of the classes is important too."

GHA's Locality Housing Director Karen McLaughlin said: "We always want to help our tenants lead better lives and the hall is really important for the community here in Milton.

"It's a great way for people to get together and learn new skills."

For more on what's happening at Castelbay Tenants Hall, ring 945 1540 or pop down and knock the door.

It's brilliant... they call me a trainee pensioner



TENANT Liz McNee, a regular at the hall, loves the sewing club.

She said: "The hall is great. It's good to be out doing things rather than sitting at home.

"I go to the sewing club on a Wednesday. The ladies are great.

"They've been showing me how to use the sewing

machine, and helped me make cushion covers recently.

"It's a brilliant wee group. I'm only 59 – but they call me a trainee pensioner!

"We're hoping to get a bingo group up and running soon.

"Having the hall is a really good way of getting people out of their homes and meeting others."

McLean's Funeral Services

644 Alexandra Parade, Dennistoun



An Independent Family funeral parlour providing a quality service, whilst looking to keep costs affordable

McLean's Funeral Services – Servicing our community for 19 Years

Tel: 0141 550 0533 - 24 Hours

GHA IS BUILDING MORE NEW HOMES THAN EVER BEFORE ALL ACROSS THE CITY

HAPPY HOMES: New homes, such as these ones in Tarfside Oval in Cardonald, can change people's lives



New homes change lives

GHA has built almost 900 new homes since 2016 – with another 800 coming soon.

From Milton to Castlemilk and from Ibrox to Pollok, hundreds of tenants are enjoying modern, spacious, energy-efficient homes.

New homes can change people's lives and help build communities people are proud of.

Sometimes tenants may have front and back gardens for the first time, or a kitchen table big enough for a family to sit round – or kids doing better at school because they have their own rooms and space to do their homework.

A number of our ground-floor flats have transformed the lives of people in wheelchairs by meaning they can come and go from their homes.

New developments often have amenity blocks, which are one of the ways in which GHA helps older tenants live more independently for longer.

In Drumchapel, 98 homes in Linkwood Drive, as well as 53 homes in Bellrock Street, Cranhill, should be finished next year.

Another 143 homes in the Gallowgate are due to be ready early next year, while 48 in Kennishead Avenue, and 80 in Auchinlea Road, Easterhouse, should be complete by autumn next year.

'New home will change my dad's life massively'

Cheryl Brogan, who also moved into Tarfside with her disabled dad George, added: "Our new home is going to change my dad's life massively."

Wheatley's David Fletcher said: "GHA is building new homes on a scale we have never seen before.

"As well as changing tenants' lives, GHA continues to play a leading role in the city's regeneration."

Mid-market rent is a good option

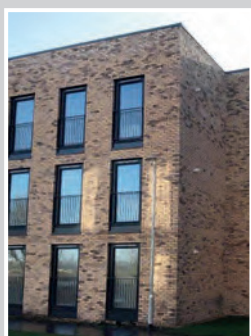
MID-MARKET rent homes are also a good option for people who don't qualify for social housing, but can't afford to buy.

A total of 230 mid-market homes are being built across Glasgow, in Govanhill, the Merchant City, the

Gallowgate and Ibrox.

Pictured here are new mid-market rent homes in Leighton Street, Ruchill.

If you're interested, or someone you know is, email Lowther Homes, GHA's partners in Wheatley Group, on info@lowtherhomes.com



Big plans for Easterhouse

GHA is teaming up with Provanhall Housing Association to build 106 new homes in Easterhouse.

GHA and Provanhall Housing Association are building the new, energy-efficient houses and flats at Auchinlea Road.

The development will be made up of 80 homes for GHA and 26 for Provanhall.

It should be ready by next autumn.

Pictured are GHA tenant Board member Cathy McGrath, Councillor Kenny McLean, and Liz McEwan of Provanhall at the site.



Can we build it? Yes, we Cran...

BUDDING builders of the future got a special tour of a GHA new-build site.

Youngsters from Bellrock Nursery in Cranhill had a look around the site in Bellrock Street where 53 new GHA homes are being built.

The kids donned their hard hats and saw forklifts, diggers and dumper trucks in action.

The 53 homes should be ready early next year.

Call free for your home safety visit

MAKE sure you protect yourself from fire at home.

A home fire safety visit could save your life.

Call free on 0800 0731 999.

Make sure you have a smoke alarm and it works.

If you don't, call us free on 0800 479 7979.



Staying safe from falls

MOST accidents involving older people are falls, especially at home – and often on the stairs.

Follow this advice to stay safe:

- don't leave items on the stairs
- ensure stairs are well maintained and worn carpet repaired
- make sure stairs are well lit and banisters are sturdy.

Worn rugs, slippery floors, trailing flexes and items left lying around can increase the danger of falls.

For more advice on preventing falls at home, visit the Royal Society for the Prevention of Accidents website at www.rosa.com

Stay safe from white goods fires

DID you know fire crews were called to 327 white goods fires in Scotland last year?

They included 121 fires caused by washing machines, 111 caused by tumble dryers, 53 by fridge-freezers and 33 caused by dishwashers.

David McGown, Scottish Fire and Rescue Service (SFRS) Deputy Chief Officer, said: "People are aware of the traditional causes of fire in the home, such as cooking, smoking and alcohol, but the risk of fire from white goods is also one which we all face.

"These new figures show

that house fires involving white goods happen every week. Our message is clear. Use your white goods safely. Don't risk it. If you're out or asleep, it's just not on."

Follow this advice to help you stay safe:

- don't leave appliances such as dishwashers, tumble dryers and washing machines running when you are sleeping;
- if you're not in, make sure appliances are switched off;
- don't overfill your washing machine or tumble dryer – it could help avoid a fire;
- clean the lint trap on

your tumble dryer after every use.

Registering your appliances will let you know if there's a safety issue identified. Visit www.registermyappliance.org.uk

You can also check for product recalls in case there is a safety issue with any of your white goods. Visit www.electricalsafetyfirst.org.uk/product-recalls

Remember, setting up a free home fire safety visit will help protect you from the risk of fire at home.

To set one up for you or someone you know, call 0800 0731 999 or give us a phone.



TUCK IN: Dara, Ini and Teslim Tijani enjoy the barbecue.

Neighbours event is a tasty treat

TENANTS at a new-build development met their neighbours at a barbecue.

The event, in Tarfside Oval, Cardonald, helped people who have just moved into the 51 new homes there get to know each other.

Folk enjoyed a barbecue, face painting and more, and met GHA staff and local elected members.

Mohamad Al Shamari said: "The Meet Your Neighbours event is a wonderful idea. We enjoyed the entertainment, meeting our neighbours and the children are making new friends."



YOU BEAUTY: Fadak Al Shamari

You'll find lots more colourful photos and stories about what's happening in GHA neighbourhoods on our website.

We've great stories from our communities all over Glasgow.

Find out about investment in your street, what improvements we're making to your home and community projects we're supporting.

And you'll also see the latest summer events, gala days, litter picks and lots of people getting together and having a bit of fun.

Visit www.gha.org.uk/communitynews

MORE TENANTS EXPLAIN WHY THEY LOVE LIVING THE HIGH LIFE

Kennishead community is thriving



Roddy MacLeod, 80, lives with wife Sarah in Kennishead Avenue.

I'VE lived in the high-rise flats here for 40 years and I really like it.

The concierges are really helpful. They keep the landings clean. You can call them any time, 24 hours a day, seven days a week.

If there's any bother, they deal with it right away.

The concierge makes you feel secure.

There are great views from the blocks too.

I can see right down to Carnwadric.

Soon after I retired I got an allotment down at Merrylee Road. We have an open day in September and people from around the area come and buy our produce.

There's a good community here in Kennishead.

There's a train station close by, a good bus service, shops close by too.

There's the Community Hall nearby too and a couple of other shops.

It's a thriving community.

Living in a high-rise block is like being in a castle...



TENANT Rudy Mbunzama, from Linkwood Crescent in Drumchapel, has lived in high rise blocks all over Glasgow.

FOR me, living in a high-rise block is like being in a castle with loads of bedrooms.

I've lived in high-rises all over Glasgow – Toryglen, the Gorbals, Knightswood, and Scotstoun.

I love living in high-rise blocks because you get a good view.

You have all the facilities around here too – the health centre, the shopping centre, and there's good public transport too.

One of the best things about living here is the concierges. It's a real plus – they're

always very helpful and responsive.

The concierges are like security, looking after the buildings. They have CCTV cameras to keep people safe, they check on the building all the time, making sure doors are locked and so on.

You feel safe in the landings and the stairwells.

Living in flats makes it very easy to get along with people.

People are very friendly in the flats. I'm a very forward person so I say hi to anyone.

There's a launderette in the block and every time I go in there I meet someone.

It's a good way of talking to people, reducing isolation.

I have great views from the 16th floor too.

Fast lets allows quick move for tenants

HIGH-rise blocks are a great option for anyone who wants to move into a home quickly.

MyHousing – our online housing information, advice and letting service – includes a 'fast lets' section for people who want to move into a new home quickly.

'Fast lets' help customers – and help GHA make sure homes don't stay empty for long.

Tenant Rudy Mbunzama, from Drumchapel, said:

"Fast lets are great.

People can note an interest on a house, come and see it and get the keys really quickly.

"I was living in East Kilbride and using MyHousing and a flat at Linkwood Crescent came up.

"My housing officer got in touch and the next day I went to see it and it was perfect.

"I moved in soon after. It was very fast."

GHA Locality Housing

Director Maura McGregor added: "Fast lets are a really good way for people to move into a new home quickly.

"In some cases, someone can note an interest in a home, come and see it and get the keys within 24 hours.

"That quick turnaround is great for tenants – and it stops homes from lying empty for long."

Interested? Go to www.myhousing.org.uk and click on 'fast lets'.

YOUR LETTERS AND PHOTOS

Dear the Key

I want to complain about the road works at Dyke Road. The 'give way' lines are in the middle of the cycle lane and there are no signs. This is potentially dangerous.

Disgruntled cyclist, Archerhill Square Knightswood

Hi there. We contacted the council on your behalf. They put in new lines at the junction of Craggan Drive, but there's no requirement for a 'give way' sign. Hope this helps. For more info, call 287 2000. Thanks.

Dear the Key

Can I get a button put on the wall to shut off the smoke alarm in my home? I'm in a wheelchair and can't reach the buttons on the alarm, then it takes between 2 to 4 hours for GHA to get someone out to help.

Michael Stevenson, Shieldhall Road

Hi Michael. We've been to see you about this. We can't allow people to switch off smoke alarm, I'm afraid, because safety is the priority. But we've had them checked. If it goes off again, we've alerted our call centre and we'll attend asap. It's important to take care while cooking too.

Dear the Key

My son has been homeless for three years. He is staying with a friend. He has two boys too. I have all his things stored in my house. Hope you can help.

Mrs E Ross, Royston Road

Hello Mrs Ross. We've been in touch with you and your son. We've explained how to bid on MyHousing and talked him through the process. He was happy with our explanation. We're always here for advice and support. Just talk to your housing officer. Thanks.

Dear the Key

I'm writing to complain about the stairs in my close in Sandyhills. Our close was painted a few years ago but not the stairs. At my own expense I painted them myself from top to bottom. I am now 60 and work two jobs and would appreciate GHA taking a turn.

Lynda Walker, Ardgay Street

We'll get this close painted as soon as we can. Thanks for your patience, Lynda.

Dear the Key

Last year someone came to my house with

a winter cold pack, a vacuum flask and a blanket and said I would get foil put behind my radiator and new window seals. They never came back. Can you look into this for me?

G Murphy, Dougrie Terrace

Hi Mr Murphy. Apologies for any confusion here. We've arranged for the reflective foil to be fitted and the new window seals too. Thanks.

Dear the Key

I wrote to you about this before. Our grey recycling bin went missing nine months ago. Our blue recycling bin too. We found it two streets away five weeks later. Can bins be put back after they're emptied? A large motorised brush was used to clean the moss in our backcourt.

It's left a very uneven surface which is a trip hazard. Also, the fencing in the centre reservation of Thornwood Place is in a bad way after a car crash.

Billy Macdonald, Thornwood Place

Hi Billy. Thanks for writing in. We discussed this with the council's cleansing team and asked them to return bins after they're emptied. We're aware the tarmac in the back court needs replaced, but owners in the area weren't willing to agree because of the cost. We'll use weed killer rather than machinery to get rid of the moss. Also, the council is arranging to repair the fence. Hope this helps Billy.

Dear the Key

Still no progress on my fence which is in a state of disrepair. Even a small dividing fence between my back and side garden would be helpful. Thank you.

Mark Henderson, Pollok

Hi Mark. We had a look at the fence and it does need repaired. We'll get this done as soon as we can. Thanks.

Dear the Key

I'm writing to complain about the litter on the nature trail next to Parkhead Parish Church in Helenvale Street. Hope you can help.

Robert Hodge, Helenvale Street

Hi Robert. This land isn't ours but we're trying to find who it belongs to and ask them to sort it. Your housing officer will keep you updated. Thanks.



Send your letters to us at: **the Key magazine, FREEPOST RTJU-TRRA-GHKA, Wheatley Group, Wheatley House, 25 Cochrane Street, Glasgow G1 1HL** or email thekey@gha.org.uk

If you want your letter to be printed, please include your name and address. Letters may be edited and we can't print all we receive.



STAR PHOTO

MORE interesting entries to our Star Photo competition – revealing a talented crop of tenant photographers in GHA communities.

Monika Mansfeld snapped this photo of a rainbow over Edinburgh Road, while John James McCourt took this image of the Finnieston Crane at dusk.

Sara Ally took this photo of a sunset, William McCracken took this pic of Pollok Park on a sunny day, while Marcin

Dziemienczuk snapped this unusual photo of a swan's feet.

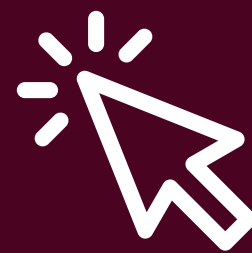
This issue's winner is Jean Nish, from Knightswood, who took this photo of the transport museum at the Clyde on a beautiful summer's day.

Well done to Jean, who wins £20 of shopping vouchers.

Remember, send in your snaps to be in with a chance of winning.



Email your photos to thekey@gha.org.uk



Why don't you go online? It's easy, secure and 24/7.

10,123 people used our online services in April 2019.

Sign up now on our website www.gha.org.uk



Why don't you go online? It's easy, secure and 24/7.

5925 people paid their rent online in April 2019.

Sign up now on our website www.gha.org.uk

Can we fix it? Shirley can

GHA's repairs teams are out and about delivering excellent services to tenants in every corner of Glasgow.

From mending a window frame to sorting your boiler, our repairs teams are there for you 24/7 to make sure your home is in good condition.

In each issue of **the Key**, we'll introduce some of them to help you get to know them a bit better.

What's your name and what do you do?

Shirley McCorquodale, 50, Senior Repairs Planner.

Where do you work?

I work with the responsive repairs team during the day and sometimes with the out-of-hours/emergency team overnight.

What does your job involve?

I allocate day-to-day repairs to tradespeople, making sure the right trade is sent to the right job and they have the right materials so we get the repair done right first time.

How long have you been doing your job?

I've worked at City Building for 21 years and have been doing this job for nine years.

What's the best part of the job?

Excellent customer service is the most important



part. When jobs are complete and go through smoothly it gives me great satisfaction.

What's the most important thing you do for customers?

Making sure the correct tradesperson with the correct material arrives to sort out a repair and leaves the customer satisfied. This is particularly important when it is an emergency. We focus on reducing customers' anxiety when it's an emergency and putting right any problem.

Where would you like to be in five years' time?

I love working with our tradespeople. It makes me proud to be part of a team delivering excellent customer service. I'd like to continue to do that, and maybe get a chance to move up the ladder.

Tell us something interesting about yourself.

I was a Scottish Country dancer when I was young. The focus on learning formations such as the pa de bas helped me with the concentration I need to do my job now.

New online directory for youngsters

ARE you a young person living in the north west of the city?

If so, a new website can tell you what's on, when, where and how to get involved.

The youth providers online directory – www.y-pod – is packed with info on youth services, learning and employability opportunities.

You can check out what's happening at community centres in the area, how to get involved in sport, volunteering and theatre, as well as information on health, caring and more.

There's also information for families and how to access support services.



Janice Stevens
INDEPENDENT FUNERALCARE



...a gentle hand extended to you in your time of need.

Earth to Earth...

Should a funeral cost the earth? The simple answer is no! Do families have a say in how a funeral is carried out? Of course they do!

Janice Stevens believe funerals should be affordable to all, with no loss of quality or service provided. Costs should not dictate how well a family feel they can provide a dignified farewell to those they have lost.

They are committed to ensuring those you hold dear receive the best possible care in their hands at all times. Families don't realise that they can work hand in hand with the funeral director, and that support and guidance provided by the director in making decisions, is how ultimately the family can feel happy and content with the funeral on the day.

Both Janice and Stephen believe in building a relationship with the family from the first moment of contact, right through to the day of the funeral.

- Arrangements made in the comfort and privacy of your own home
- Male & Female Arrangers/Directors
- Pre Paid Funeral Plans
- Private Rest Rooms
- Assistance for those eligible to access social funding
- Affordable funerals for all

Should you require our services now or in the future, please contact:

Janice Stevens • 979 Tollcross Road • Glasgow G32 8UU

Tel: 0141 778 3697 or visit our website at: www.independentfuneralcare.com



SUDOKU

1				9	4	7		5
5	7	3	1		2			
	4			5	3	1		8
	8	1	5	6	7	3	4	
			8		1			7
	5	6	4		9			2
4	6						9	
	3		9	1			7	6
9				4				

Name:

Telephone number:

Address:

Fill in this Sudoku and send it to us for a chance to win a great prize – a £50 gift voucher. Send your answers to:

KEY SUDOKU,
the Key magazine,
FREEPOST RTJU-TRRA-
GHKA, Wheatley Group,
Wheatley House, 25
Cochrane Street,
Glasgow, G1 1HL by
26 July 2019.

LAST ISSUE'S
SUDOKU

1	4	2	8	9	3	6	7	5
7	6	3	4	2	5	1	8	9
8	9	5	6	1	7	3	2	4
2	1	7	9	6	4	8	5	3
9	3	4	5	8	1	2	6	7
5	8	6	3	7	2	9	4	1
4	5	1	2	3	6	7	9	8
3	2	8	7	5	9	4	1	6
6	7	9	1	4	8	5	3	2

The winner of the Sudoku competition in the last issue of **the Key** was Thomas Baxter, from Milton, who wins £50 worth of shopping vouchers.

Terms and conditions can be found on the GHA website at www.gha.org.uk



WE have another tablet computer to give away in our competition for tenants who have registered for a My GHA account.

Online services – or My GHA – means you can pay your rent online, check your account, book a repair and more wherever and whenever it suits.

To register, go to www.gha.org.uk and follow our step-by-step guide.

Answer this question to win a tablet computer:

What is the name of our new discount scheme for customers?

- MyOffers
- MyDiscounts
- MySavings

Email your answers to thekey@gha.org.uk or write to the Key magazine, FREEPOST RTJU-TRRAGHKA, Wheatley Group, Wheatley House, 25 Cochrane Street, Glasgow G1 1HL by Friday, 26 July 2019.

Please include your full name, address and contact number. Terms and conditions can be found at www.gha.org.uk

Remember, only one entry per household.

Wilma Sanderson, from Baillieston, won the tablet competition in the last issue of **the Key**. GHA's investment work added £2billion to the Scottish economy. Thanks to everyone who entered.

GHA on target for success

GHA aims to deliver excellent services – and we set targets to measure how we're doing.

The Scottish Housing Regulator also expects all social landlords, including GHA, to perform well and monitors what we do.

Here are our latest performance figures:

- Percentage of tenants satisfied with the overall service provided by GHA – 90% (target: 91%)

- Percentage of reactive repairs completed right first time – 96.01% (target: 97.5%)
- Average time to re-let properties – 15.79 days (target: 14 days)
- Gross rent arrears (all tenants) as a % of rent due – 3.85% (target: 3.6%)
- Value of sitting tenant arrears – £4.3m.

For more on our performance figures, visit www.gha.org.uk/performance

Find us on facebook at
[Facebook.com/glasgowhousing](https://www.facebook.com/glasgowhousing)



Follow us on twitter
[@glasgowhousing](https://twitter.com/glasgowhousing)



Recruiting NOW

FOR AUG 2019



Glasgow
Kelvin
College

WWW.GLASGOWKELVIN.AC.UK

Find a course that meets your career goals

Electrical Engineering HND
Building Services Engineering HNC - *D/R
Construction Management HNC - *D/R or Evening
Mechanical/Manufacturing Engineering NQ level 5
Mechanical Engineering HND

Health and Social Services SVQ 2
Introduction to Science and Health NC Level 4
Working with Communities HNC - *F/T or *P/T
Early Education and Childcare NC
Social Services HNC *F/T or Evening
Access Humanities SWAP

Beauty Level 5

Technologies in Business HND - *N/C
Introduction to Retail & Customer Skills NQ - *N/C
Business and Technologies NQ - *N/C

*D/R - Day Release

*F/T - Full Time

*P/T - Part Time

*N/C - (brand new course for 2019)

 97% of last year's
GKC successful
leavers told us that they
are now in
work or further study!

123 Flemington St
Glasgow
G21 4TD
T: 0141 630 5000
E: info@glasgowkelvin.ac.uk

APPLY NOW!