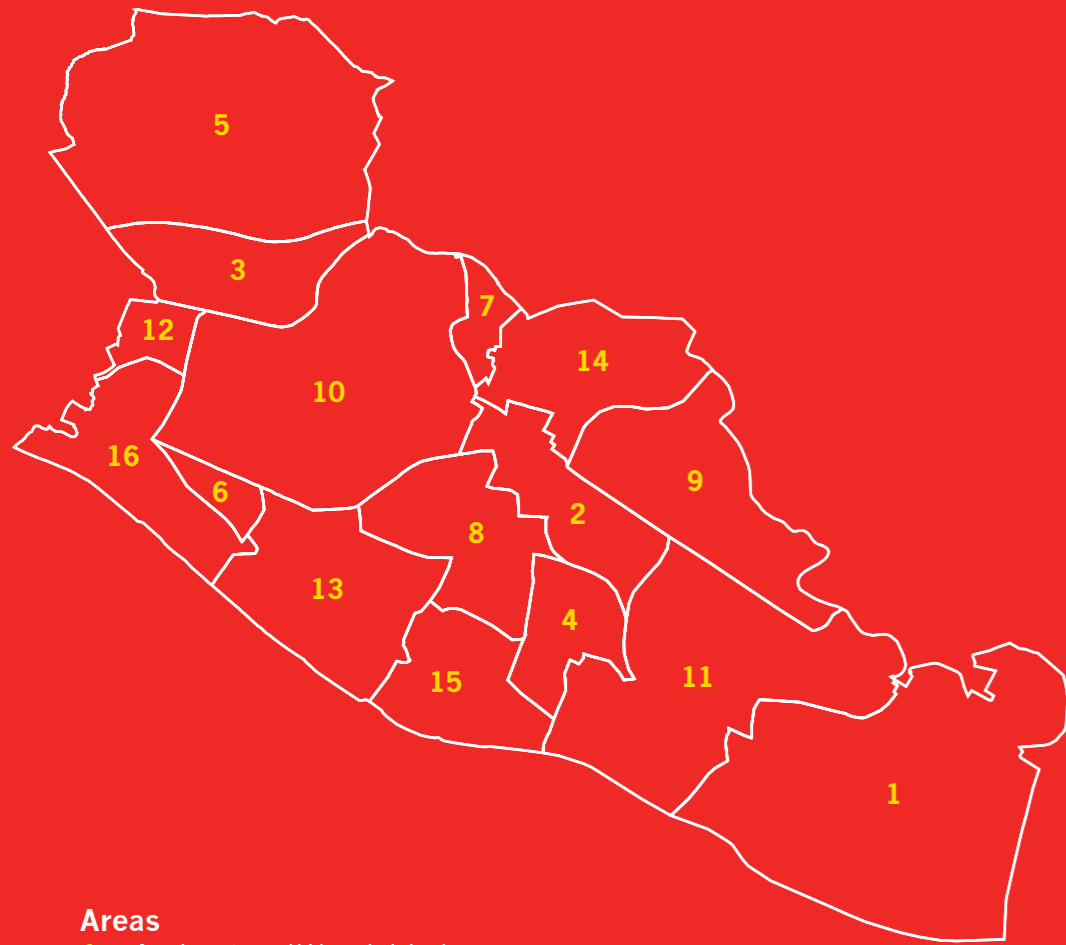


GHA homechoice area profile map



Areas

- | | | | |
|---|---------------------------------|----|--------------------|
| 1 | Anderston / Woodside / Yorkhill | 9 | Kelvindale |
| 2 | Anniesland | 10 | Knightswood |
| 3 | Blairdardie | 11 | Partick / Hillhead |
| 4 | Broomhill | 12 | Peterson Park |
| 5 | Drumchapel | 13 | Scotstoun |
| 6 | Garscadden | 14 | Temple |
| 7 | Garscube / Netherton | 15 | Whiteinch |
| 8 | Jordanhill | 16 | Yoker |

What properties are available?

Flats, multi-storey properties and a variety of house types are available through GHA homechoice.

What areas offer most choice?

It depends what type of property you are looking for. Glasgow is a diverse and vibrant city and not every area offers the same availability and choice of property. This table shows the volume of properties that became available in 2008 across the west of the city and gives you some indication of what we expect to become available in 2009.

So, depending on your circumstances and the type of property you are looking for, specific areas of the city will offer you more choice and availability.



Contact us

For more information about GHA homechoice:

- Visit www.gha.org.uk/homechoice
- Call us on **Freephone 0800 479 8888**
- Contact your **LHO office**

We can provide this booklet in large print, in Braille or on audio tape. If you need this document in any of these formats, please contact us on **Freephone 0800 479 8888**.

You can also contact us on this number to request a copy of the GHA homechoice Letting Policy. This policy is also available on the website.

GHA homechoice

Telephone: **Freephone 0800 479 8888**

Email: customerservicecentre@gha.org.uk

www.gha.org.uk/homechoice

The Glasgow Housing Association Limited is a not-for-profit housing association registered under the Industrial and Provident Societies Act 1965, registered no. 2572R(S). It is also recognised by HM Revenue and Customs as a Scottish charity (SC034054) and is registered with The Scottish Housing Regulator under the Housing (Scotland) Act 2001 as a registered social landlord, no. 317.

GHA-HC 0109

Welcome to GHA homechoice



Better homes, better lives



Glasgow Housing Association

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Getting started

This booklet will tell you what you need to know about finding a property with GHA homechoice. If you need further information please contact us using the details at the back of this booklet or call **Freephone 0800 479 8888**.



1. You're registered!

You are now registered with GHA homechoice.

The letter you received with this booklet is extremely important as it contains your registration code (4 digits).

You will also receive a registration card (normally within five working days) with your GHA homechoice registration number (6 digits).

Please make sure you keep these details in a safe place as you will need them when placing a note of interest in a property.

Your welcome letter tells you if you have been allocated to a priority group. Priorities are awarded for one of the reasons below:

Priority A:

- You have been nominated by Glasgow City Council
- You have more than one need under Priority B

Priority B:

- You have a medical need
- You are overcrowded
- Your home is below tolerable standard

2. Finding a property

a) Where...

- In the Evening Times property supplement
- On our website at www.gha.org.uk/homechoice
- At participating Local Housing Organisation (LHO) offices
- At the following libraries: Woodside, Knightswood, Partick, Hillhead, Drumchapel and Mitchell Library.

b) When...

- Every Tuesday in the Evening Times
- Seven days a week on our website
- At participating LHO offices during normal opening hours
- At participating libraries during normal opening hours.



3. What happens next?

We will advertise properties for the following areas in the west of the city:

- Anderston
- Hillhead
- Scotstoun
- Anniesland
- Jordanhill
- Temple
- Blairdardie
- Kelvindale
- Whiteinch
- Broomhill
- Knightswood
- Yoker
- Drumchapel
- Nethererton
- Yorkhill
- Garscadden
- Partick
- Woodside
- Garscube
- Peterson Park

You can start looking for a property as soon as you receive your registration number and code.

Our advertising cycle begins at 11am every Tuesday and closes the following Monday at 8pm. During this time you can note interest in up to six properties. When the advertising cycle closes we will contact the successful applicant, normally within two working days, to make them an offer.

If you have asked us to consider you for housing outside the GHA homechoice areas, we will contact you as soon as we are able to offer you a property.

4. Choosing the right property

a) Choosing the right size of property...

It is important that you look for a property that suits the size of your household. The advert will tell you the number of bedrooms each property has.

Guide to suitability...

Size	Suitability description/household size	
Bed-sit properties	Description	Suitable for a single person
	Household size	Single person
1 bedroom properties	Description	Suitable for a single person or couple
	Household size	Single person or couple
2 bedroom properties	Description	Suitable for a single person or couple or small family
	Household size	Single person or couple or parent(s) and 1 child or parent(s) and any 2 children under 10 or parent(s) and any 2 children under 16 of the same sex
3 bedroom properties (for 4 person properties only)	Description	Suitable for a family with 2 children
	Household size	Parent(s) and 2 children of different sexes where at least one child is over 10
3 bedroom properties	Description	Suitable for a medium sized family
	Household size	Parent(s) and 2 children of different sexes where at least one is over 10 or parent(s) and any 3 children or parent(s) and 4 children (2 of each sex)
4+ bedroom properties	Description	Suitable for a large family
	Household size	Parent(s) with 4 or more children where at least one is over 16 or parent(s) with 5 or more children

To help you, these suitability descriptions will be included in the advert.

This is how we calculate the number of bedrooms you need:

- Applicant or applicant and partner are entitled to a bedroom
- An only child is entitled to a bedroom.

If you have more than one child, they may be able to share:

- Two children of different sexes under the age of 10 can share a bedroom
- Two boys or two girls under the age of 16 can share a bedroom
- Every person over the age of 16 is entitled to a room of their own (however, two adults of the same sex can share a bedroom if they choose to)
- We do not allow more than two people to share a bedroom.

Please remember you are more likely to be offered a property that suits your household size.

b) Choosing the right property

You can apply for any house, however, each property advertised will be targeted towards a particular applicant group.

Our adverts will tell you if an applicant group is preferred. One of the following descriptions will be included:

- Priority A applicants preferred
- Priority B applicants preferred
- Priority A or B applicants with a mobility reason preferred
- Available to any applicant.

The description which matches your circumstances will be included in the letter we sent you along with this booklet.

Please remember you are more likely to be offered a property that matches the applicant group detailed in your welcome letter.



5. Noting your interest in a property

a) How...

- By visiting our website at www.gha.org.uk/homechoice
- By calling **Freephone 0800 479 8888**
- By visiting any participating **LHO** office (see front of booklet for details)

b) When...

- **Online:** Each Tuesday from 11am through to Monday night at 8pm
- **At participating LHO offices:** During normal office opening hours
- **By phone:** Automated service 24 hours a day, seven days a week or speak to an advisor between 8am and 8pm seven days a week.

Please note that if you are behind with your rent payments it may affect you receiving an offer of a property. An offer may also be affected due to any antisocial behaviour. You can find out more about this in the 'Important Information' section at the back of this booklet.

c) Step by step guide to noting your interest...

You can note an interest in up to six properties each week.

Before you begin, please have your registration and code numbers ready.

If you have lost either of these numbers, or simply want to change your registration code to one which is easier to remember:

- Visit **www.gha.org.uk/homechoice**
- Contact your nearest participating **LHO**
- Call us on **Freephone 0800 479 8888**.



Online

- 1** Login at **www.gha.org.uk/homechoice** using your registration number and registration code.
- 2** Search our available property listings.
- 3** View the information for properties that you are interested in.
- 4** Select 'Note Interest' button on up to six properties you would like to be considered for.



Telephone

Phone GHA homechoice on Freephone 0800 479 8888
You can use our automated service to place notes of interest or speak to a customer service advisor who will be able to help you place notes of interest.



In person

You can make a note of interest at any participating LHO office (see back of booklet for details). LHO staff will help you to place your note of interest and provide any other information you need about GHA homechoice.

d) Changing your mind about a note of interest

You can change or cancel a note of interest anytime up to 8pm on a Monday. You can do this:

- At www.gha.org.uk/homechoice
- By calling **Freephone 0800 479 8888**
- By visiting your nearest participating **LHO** office during normal opening hours.

6. Property offer

If we are able to offer you the property we will contact you within two working days of the advert closing to arrange a suitable date and time for you to view the property.

If you wish, we can notify you by email and SMS/text if you are unsuccessful. You can request this service via the GHA homechoice website, calling our Customer Service Centre on **Freephone 0800 479 8888** or visiting the participating local offices. Otherwise, if we have not contacted you by the Thursday after the advert closes, you should assume that we have offered the property to someone else.

When we let the property we will publish the results on the website and in the property supplement. This won't include any personal details.

7. If you need help

You can get help or advice on finding a property with GHA homechoice by calling us on **Freephone 0800 479 8888** or contacting any participating **LHO** office.

If you have any complaints, comments or suggestions about GHA homechoice please call us on **Freephone 0800 479 8888**.

8. Important information

Debt

If you are currently a GHA tenant and are behind with your rent or have any debts relating to housing, we may decide not to offer you a property.

If you are affected by debt, we may be able to help you. Contact our Customer Service Centre on **Freephone 0800 479 7979** to see how we can help.

Antisocial behaviour

We may decide not to offer you a home:

- If we or any other landlord has started formal action against you (or someone who will be living with you) for antisocial behaviour
- If you have been evicted for antisocial behaviour. This would also apply if you or someone who will be living with you has an antisocial behaviour order (ASBO) granted against them.

If you think you are affected by antisocial issues, ask your LHO how this will affect your chance of getting a home and what you need to do.

Changes in circumstances

Please tell your nearest LHO about any changes to your address, contact phone number or personal circumstances as soon as possible as this may affect your registration and the size of property we consider suitable for you.

Managed lets

We will let some properties in these areas without advertising. We will do this in certain circumstances to deal with particular needs. These are called managed lets. These include:

- Exceptional housing need
- Management transfers
- Separating partners – (from a GHA tenancy)
- Community care/care leavers
- Referrals from Glasgow City Council
- Clearance/demolition.

We will show these properties have been let in this way when we publish our results.



Participating Local Housing Organisations (LHOs)

Argyle LHO

5 Royal Crescent, Glasgow, G3 7SL
T: 0141 274 8570

Cernach HA LHO

Unit 20/21 Ladyloan Place, Glasgow, G15 8LB
T: 0141 274 6835

Clydeside Tenant Partnership

841 Crow Road, Glasgow, G13 1YT
T: 0141 274 8440

Garscadden & Speirs Housing Association

2 Kinellar Drive, Glasgow, G14 OEY
T: 0141 954 0489

Great Western Tenant Partnership

46 Munro Place, Glasgow, G13 2UP
T: 0141 274 8600

Knightswood Housing Services Group

20 Dykebar Avenue, Glasgow, G13 3HF
T: 0141 274 8400

Tenant Managed Homes (Drumchapel)

Garscadden House, 3 Dalsetter Crescent, G15 8SX
T: 0141 274 8480

Yorkhill HA LHO

16-18 Overnewton Street, Glasgow, G3 8RZ
T: 0141 334 8912

Pineview HA LHO

5 Rozelle Avenue, Glasgow, G15 7QR
T: 0141 944 3891

Whiteinch & Scotstoun HA LHO

1048 Dumbarton Road, Glasgow, G14 9UL
T: 0141 954 9915

This table shows you the number of properties we think might become available in 2009 in the west of the city.

Area	FLAT					MULTI-STOREY					4-IN-A BLOCK					HOUSE					
	Bedsit	1	2	3	4+	Bedsit	1	2	3	4+	Bedsit	1	2	3	4+	Bedsit	1	2	3	4+	
Anderston / Woodside / Yorkhill	23	49	17	1	0	3	27	38	4												
Anniesland	2		3	2	0	5		8													
Blairdardie		2	15				16	20										6	2		
Broomhill	2																				
Drumchapel	3	0	129	13	0		57	0						0				0	0	5	
Garscadden	3		2										5	0				1	0	1	
Garscube / Netherton			12	3									3	3				2	0	0	
Hillhead / Partick	25	5	2	1	0											3		0	0	0	
Jordanhill	6		2	0																	0
Kelvindale	2	1											0	0						0	0
Knightswood	15	41	5	1		10	70	183	20				31	9				28	14	4	
Peterson Park			1															2	2	2	
Scotstoun	2	11	67	13		24	28	63	23				2					1	0	0	
Temple			3	1									0	1				0			
Whiteinch		3	2	2			4	13											0	0	
Yoker	0	3	23	5	2		7	8					1					3	2	0	

(This table is based on the actual number of houses let from November 2007 to November 2008.)

What does this mean?

e.g. You are more likely to find a 2 bedroom flat in Drumchapel than you are in Broomhill.

e.g. If you are looking for a 1 bedroom multi-storey property, you would focus your search in Knightswood and Drumchapel rather than Jordanhill.

For more information please contact your housing officer or call us on **Freephone 0800 479 8888**.