

# Our local plan at GHA for the next five years

Priesthill, Nitshill, South Nitshill, Craigbank, Carnwadric and Darnley



GHA's new five-year strategy 'Investing In Our Futures' has been shaped by listening to feedback from our tenants about what is important to them.

This leaflet tells you what this means for you and your local area between now and 2020. It sets out what local people told us their priorities were and what we plan to do in your community over the next five years.

This leaflet covers the communities of Priesthill, Nitshill, South Nitshill, Craigbank, Carnwadric and Darnley.

## What you told us



In developing the local plan we engaged with tenants on their priorities during our customer conversations.

**Better homes, better lives**

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We heard feedback on the need to continue to invest in our homes and communities. There was a strong feeling additional environmental improvements were needed, including fencing and open spaces.

Some customers told us about the need for more homes of the right sizes within their area as some families were outgrowing their homes and leaving the community they had lived in for a long time.

Other priorities included having a safe and clean neighbourhood, tackling anti-social behaviour and a lack of community centres and youth services.

## **What we plan to do**

### **Excellent services**

Our aim is to exceed customer expectations in everything we do.

We will provide customers with more choice, control and flexibility on how they interact with us and design a range of person-centred services based on in-depth understanding of their needs and aspirations.

We will make it easy and convenient for people to request services and make payments online or, if they prefer, on the phone 24/7 to our Customer Service Centre.

In this area we will work with community groups and our local 'Click & Connect' computer learning centres to help our customers move to online services, if they choose to, through helping them access the right skills and tools.

An excellent repairs service is a top priority for customers. That's why we'll work closely with City Building to improve the customer experience of repairs.

For example, we'll focus on keeping customers informed, delivering on agreed response times, quality workmanship and good value for money.

We will help tenants to help themselves and build their resilience to the UK Government's welfare reforms by using our wraparound services, including welfare benefits advice, fuel advice, My Great Start, our tenancy support service and employability services.

### **Investing in your homes**

Over the next five years we will invest in improving our existing homes to meet tenants' needs and expectations. We will focus on what you have told us is important to you.

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This will include:

- improving all of our homes
- looking at options to invest in homes where there are owners within a block or investment was pre-GHA
- upgrading windows, roofs and door entry systems
- Boiler upgrades
- Close-painting programme
- Internal upgrade programme, including pass doors
- Fencing projects
- Upgrading back courts
- Creating more parking in high-demand areas.

### **Improving the living environment**

We will work with customers to ensure their communities are where people are proud to live and feel safe and secure.

We will:

- improve bin stores that are not fit for purpose
- bring all our neighbourhoods up to 'Gold Standard' condition
- improve front gardens and paths in our tenement properties
- tackle fencing for our main door properties
- work with our Better Lives Officer to develop youth diversionary activities
- work with the council to encourage responsible dog ownership and reduce dog fouling.

### **New-build**

GHA will widen the housing choices available to our customers, investing £320 million to build or acquire 4000 affordable homes in Glasgow.

We will explore the possibility of building new affordable homes in our area.

We will continue to identify opportunities for the provision of new affordable housing for social and mid-market rent to address local housing needs, including downsizing and family housing in the right places.

We will explore opportunities to include amenity housing within our new-build plans offering our elderly customers alternative options to mainstream or sheltered housing.

### **Transforming lives**

We provide support that is flexible to people's changing needs, so that vulnerable older people and people with long-term conditions are able to live well in their homes for longer, rather than going into institutional care.

### **Better homes, better lives**

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## Measuring success

The KPD Local Housing Committee will monitor how well we are doing against the local commitments outlined in this leaflet.

Our plans will be reviewed and refreshed annually to make sure they continue to reflect local priorities.

## Tell us what you think

Customer feedback is important to us and shapes how we deliver and prioritise our services. We offer a range of ways our customers can engage with us and express their views.

Please don't hesitate to get in touch. We're happy to talk. You'll find contact numbers at the end of this leaflet.

## How can I find out more?

We will keep you updated as our plans progress, but if you have any questions, or would like more information, please get in touch.

You can phone us at any time on 0800 479 7979 or email [talk@gha.org.uk](mailto:talk@gha.org.uk)

You can also pop in to see us in our office at 590 Nitshill Road, Glasgow, G53 7RZ.