

Our local plan at GHA for the next five years

Scotstoun, Jordanhill, Yoker, Partick and Broomhill



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 Scotstoun, Jordanhill, Yoker, Partick and Broomhill.

What you told us



In developing the local plan we engaged with tenants on their priorities during our customer conversations, talked to people at community events and met with local groups.

We heard feedback on the need to continue to invest in our homes and communities, particularly for tenants who have not had external improvements due to sharing blocks with owners and those that had been invested in pre-GHA.

Some customers raised concerns about their neighbourhood. For example, some people believe there's a high level of anti-social

Better homes, better lives

behaviour and that the reputation of the area leads to homes becoming unpopular. Customers told us about the need for more homes of the right sizes as some families are outgrowing their homes and having to leave the community they had lived in for a long time.

Other priorities included improving the repairs and maintenance service, tackling condensation and soundproofing.

Existing tenants and potential customers told us their priorities when deciding where they wanted to live. They included:

- a clean and tidy environment
- safety and security
- good neighbours
- school catchment and transport links
- local connection to the area.

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 local Click & Connect computer learning centres to help our customers move to online services, if they choose to, through access to 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 welfare reforms by using our wraparound services, including welfare benefits advice, fuel advice, My Great Start, Tenancy Support Service and employability.

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Investing in your homes

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

- improving all of our homes
- investigating condensation issues in end-gable flats and ground-floors of sandstone tenements
- fixing water ingress at the multi-storeys
- finding new ways to fix soundproofing
- improving external environments for GHA tenants living in majority-owned blocks
- adding guttering to our maintenance programme
- improving individual flats in Kingsway Court
- investigating why customers may refuse a home in the area
- Upgrading lifts in Kingsway Court.

Improving the living environment

We will work with customers to ensure Scotstoun, Jordanhill, Yoker, Partick and Broomhill are communities where people are proud to live and feel safe and secure.

We will:

- improve bin stores that are not fit for purpose, where owners are in a majority
- work with the Council so there's a coordinated approach to maintaining open spaces
- improve front gardens and paths in tenement properties
- work with Kingsway Health & Wellbeing Centre and Dumbarton Road Corridor Addiction Forum to improve communication in our communities
- work with the North West Youth Diversionary Project to develop youth diversionary activities
- work with the Council to encourage responsible dog ownership and reduce dog fouling
- Keep a clean and tidy environment
- Keep our communities safe and secure.

New-build

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

116 new affordable homes are being built in Kingsway, at Scotstoun. They are expected to be ready by Spring 2016.

We will continue to look at opportunities to improve existing homes, address local housing needs, including downsizing and family housing.

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We will explore opportunities to include amenity housing within any future 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 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.

Measuring Success

The Clydeside 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 on 0800 479 7979 or email talk@gha.org.uk

You can also pop in to see us in our office at 841 Crow Road, Glasgow. G13 1YT.