

# Our local plan at GHA for the next five years

For Milton, Summerston and Lambhill



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 Milton, Summerston and Lambhill.

## 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 who operate within the area.

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 tenants raised concerns about their neighbourhood. For example, the idea there is a high level of anti-social behavior and the reputation of the area leads to low demand or higher turnover.

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Other themes included poverty, low-income debt, welfare benefits issues, environmental issues, repairs, maintenance and condensation.

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

In Milton, customers highlighted a lack of new-build homes. Demolition work has also left derelict spaces which have not been developed. There is also high demand for sheltered accommodation for older people who want to remain in the community.

Existing tenants and prospective tenants told us, during Housing Options interviews, 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
- a lack of shops.

## 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 have recently opened a new Summerston office at 2 Craigbo Street. We are planning to build new offices on the ground floor of our multi-storey at 34 Scaraway Terrace, Milton.

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

In this area we will work with community groups and the local Click & Connect computer learning centre in the ARC in Milton 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.

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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.

### **Investing in your homes**

Over the next five years we will continue to improve our 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
- upgrading cladding at the Castlebay and Scaraway multi-storey flats
- looking for new ways to prevent condensation
- fixing water ingress issues
- improving external environments for GHA tenants living in majority-owned blocks
- main door boundary fencing
- improving bin stores not fit for purpose in areas where owners are the majority
- adding guttering to the maintenance programme
- improving garden drainage in Milton
- upgrading the foyer at Acre
- investigating why customers may refuse a home in the area.

### **Improving the living environment**

We will work with customers so Milton, Summerston and Lambhill are communities where people are proud to live and feel safe and secure. We will:

- improve bin stores that are not fit for purpose
- bring our neighbourhoods up to 'Gold Standard' condition
- work with the Council so there's a coordinated approach to maintaining open spaces
- improve front gardens and paths in our tenement properties
- look to add fencing for our main door properties
- 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 clean and tidy environments
- keep 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.

We have plans for 55 main door homes for the vacant site between Scaraway and Cathay Street.

We will continue to identify opportunities for 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 look to include amenity housing within our new-build plans offering our older 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 Milton, Summerston and Lambhill Housing Committees 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](mailto:talk@gha.org.uk)

You can also pop in to see us at any of our local offices.

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