

Our local plan at GHA for the next five years

Ibrox, Cessnock, Govan, Shieldhall, Cardonald, Berryknowes
and Penilee



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 Ibrox, Cessnock, Govan, Shieldhall, Cardonald, Berryknowes and Penilee.

What you told us



Potential new-build homes at Tarfside.

In developing the local plan we engaged with our committee, tenants and partner agencies on their priorities during our customer conversations.

We also 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.

Better homes, better lives

There was a strong feeling additional environmental improvements were needed for a number of communities, including fencing and open spaces.

Customers told us their satisfaction around the new affordable homes being built in the area and the options this will create. In the past, families who were outgrowing their homes often had to leave the community they had lived in for a long time.

Other priorities included improving the repairs and maintenance service, and helping to address fuel poverty by installing more cost-efficient heating systems in some property types.

Customers also told us they valued our wraparound services such as welfare benefit advice, fuel advice and the newly-introduced Tenancy Support Service.

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.

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.

We will review the Tenancy Support Service being offered by our sister company Loretto Care to see how we can develop this after its initial success.

Better homes, better lives

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
- renewing boilers where they have reached their life cycle
- looking at options to invest in homes where there are owners within a block or investment was pre-GHA
- completing internal door renewals in Hillington tenement and main door homes
- continuing with planned work to protect our investment.

Improving the living environment

We will work with customers to ensure all of our communities are places 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 gardens and paths in our tenement properties
- tackle fencing for our main door properties
- work with SWAYED, Penilee Community Hall and The Riverside Hall to develop youth diversionary activities
- work with Glasgow City 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. 102 new affordable homes are currently under construction in Brand Street with completion expected by August 2017.

We are also at an advanced stage to reach agreement with Glasgow City Council to build further new affordable homes at the vacant Hinshelwood, Tarfside Oval and Ibroxholm sites. When approved this will see us start work to build approximately 263 further new homes.

We will continue to identify opportunities for new affordable housing for social and mid-market rent in Govan 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-builds offering our elderly customers alternative options to mainstream or sheltered housing.

Better homes, better lives

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.

We will review our Better Lives strategy on an annual basis so it meets the needs of our communities and is flexible to adapt to new priorities.

Measuring success

The South West Housing Partnership 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 offices at 1 Dava Street or 59 Kelhead Path.