

Our local plan at GHA for the next five years

Kennishead



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 community of Kennishead.

What you told us



In developing this plan we engaged with tenants on their priorities during our customer conversations and by holding public meetings.

Priorities for our customers included:

- continued investment in our homes and communities, especially the environment and internal foyers of the multi-storeys
- tackling anti-social behaviour and a higher police presence in area

Better homes, better lives

- making the community a safe place to walk day and night
- looking at how we allocate our houses
- reducing the number of Temporary Furnished Flats in the multis
- changing the way people think of the community
- tackling the rising dog ownership within the multis
- tackling land issues. The lane running at the back of the maisonettes belongs to Glasgow City Council but is not maintained.

We'll tackle these issues in our Action Plan.

Due to the low demand for housing in the area, our Community Housing Plan ratios changed to allow a higher percentage of Group 1s to make notes of interest in our homes. The performance in letting was very poor for Kennishead and a decision was taken to include Group 1 candidates (who have no housing need) to allow them to bid for housing in Kennishead.

A public meeting was held in March 2015 which allowed us to listen to views from the community. There were requests from tenants and owners to bring back a local letting initiative so we could control who gets our homes.

We're looking at a number of options around how we let our houses in the future. Ideas include introducing a local letting plan, marketing our homes differently, attracting new customers and promoting good transport links.

We aim to bring back a sense of community to Kennishead. We wish our customers to feel proud of living, making a difference and growing up in prosperous neighbourhood.

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.

Better homes, better lives

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.

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
- looking at options to invest in homes where there are owners within a block or investment was pre-GHA
- improving internal foyers in our multi-storeys
- demolishing 30 and 40 Kennishead Avenue as part of the regeneration of the area.

Improving the living environment

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

- bring all our neighbourhoods up to 'Gold Standard' condition
- work with our Better Lives Officer to develop youth diversionary activities
- work with the Council to encourage responsible dog ownership and reduce dog fouling
- Work with partners to develop a wider environmental project to improve the community.

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 options for new affordable homes once the demolition of both multis is complete.

We will 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.

Better homes, better lives

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

You can also pop in to see us in our office at 50 Kennishead Avenue, Glasgow, G46 8RH.