

# Our local plan at GHA for the next five years

For Pollokshaws, Eastwood, Mansewood, Auldhouse, Shawlands  
and Crossmyloof



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 Pollokshaws, Eastwood, Mansewood, Auldhouse, Shawlands and Crossmyloof.

## What you told us



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

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.

Some tenants raised concerns about their neighbourhood, for example people wrongly believe there are higher levels of anti-social behavior.

Other issues included the diverse range of people moving into areas/blocks since the new allocation policy was introduced.

This was particularly the case for blocks which included many older people – for example the Cartcraigs multi and at Hillpark. This has been highlighted in our action plan.

**Better homes, better lives**

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Other themes included environmental issues, soundproofing, repairs and maintenance, fuel poverty, rent levels and house sizes - particularly in Hillpark. Again, these issues have been prioritised in our action plan.

Potential tenants told us during Housing Options interviews their priorities when deciding where they wanted to live included:

- the condition of the house
- safety and security
- a clean and tidy environment
- what the neighbourhood is like
- the school catchment area 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.

## **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
- plan work for homes where kitchen and bathroom upgrades were completed over 10 years ago
- complete external fabric works
- installing a district heating system in Hillpark to reduce fuel poverty.

## **Improving the living environment**

We will work with customers to make sure 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 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.

47 new affordable homes are currently being built in Pollokshaws with work due to finish in late December.

We will continue to look at 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 explore opportunities 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.

## **Better homes, better lives**

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## Measuring success

The New Shaws 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](mailto:talk@gha.org.uk)

You can also pop in to see us in our office at 24/34 Shawbridge Arcade, Glasgow, G43 1RT.