

Our local plan at GHA for the next five years

Carntyne, Dennistoun, Riddrie, South Carntyne and Wellpark



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 Carntyne, Dennistoun, Riddrie, South Carntyne and Wellpark.



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.

Better homes, better lives

In particular, for tenants living in Winget houses who have not had internal/external improvements so far and tenants who have not had external improvements due to sharing blocks with owners.

There was a strong feeling additional environmental improvements were needed, including upgrading backcourts and fencing.

Some customers told us about the need for more homes of the right sizes and types to prevent some families having to leave the community.

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

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 of our wraparound services, including welfare benefits advice, fuel advice, My Great Start, Tenancy Support Service and employability.

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
- completing the Carntyne Winget refurbishment programme
- improving tenement backcourts
- cladding and insulating the rear elevation of red sandstone tenements
- improving participation with owners and private landlords
- improving the energy efficiency of homes through a boiler replacement programme.

Improving the living environment

We will work with customers so people are proud to live and feel safe in our communities.

We will:

- improve bin stores that are not fit for purpose
- bring all our neighborhoods up to 'Gold Standard' condition
- work with the Council so there's a coordinated approach to maintaining open spaces
- improve front gardens, fencing and paths in our properties
- look at ways to address transport issues in Riddrie
- improve services for older people.

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 continue to identify opportunities for new affordable housing for social and mid-market rent in Keystone 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 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 Keystone 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 City Park, 368 Alexandra Parade, Glasgow, G31 3AU.