

Our local plan at GHA for the next five years

Glasgow Cross, Townhead, Drygate, Sighthill, Calton, Gallowgate,
Bridgeton, Parkhead and Tollcross

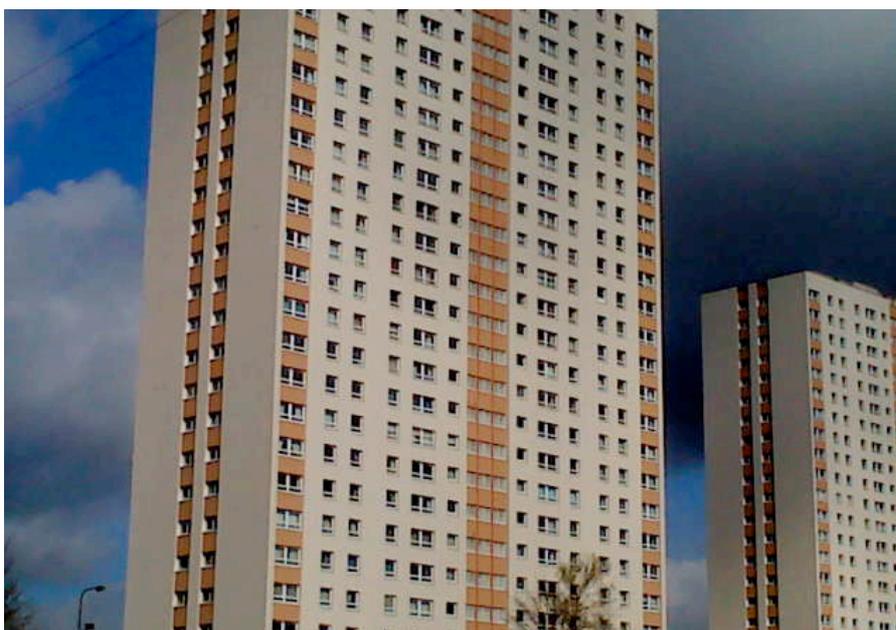


GHA's new five-year strategy, 'Investing In Our Futures', has been shaped by listening to feedback from our tenants about what is important to them.

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 Glasgow Cross, Townhead, Drygate, Sighthill, Calton, Gallowgate, Bridgeton, Parkhead and Tollcross.

What you told us



The multi-storey flats at Townhead

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, 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 further environmental improvements were needed for a number of communities, including fencing and open spaces.

Customers were also keen to see the regeneration work at Sighthill and Gallowgate completed.

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

We were also asked to help find a solution to parking issues at Townhead, the Commonwealth Games Village, Bridgeton and in Parkhead. Customers also want to see improvements to public transport in Sighthill.

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.

We will open a new interview booth in our multi-storey flats at Baltic/Ruby Street early this year to make it easier for customers to get in touch. We'll look to roll this out in our other blocks over the next few years.

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.

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 our homes
- external upgrades and environmental improvements at Saltmarket
- improve floorboards and internal plumbing at Saltmarket
- fitting controlled entry systems at Saltmarket
- working with our partners to regenerate Gallowgate
- working with our partners to transform Sighthill
- fitting new gas central heating in Sighthill
- replacing the lifts and upgrading foyers in our multi-storey flats.

Improving the living environment

We will work with customers to make sure Compass and East End Community Homes are communities where people are proud to live and feel safe and secure.

We will:

- improve the local environment and the internal closes in Sighthill
- improve the drying areas in Bridgeton
- improve the environment around Drygate
- improve the environment around Townhead and find ways to solve the parking issues
- bring all of 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
- tackle fencing for our main door properties
- work with local groups 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.

We have completed over 350 new-build homes in the last few years at Gallowgate, Sighthill, High Street and the Commonwealth Games village.

We are also consulting on the demolition and new-build at

Better homes, better lives

Gallowgate with the potential for a further 60-100 new homes.

We will continue to identify opportunities for new affordable housing for social and mid-market rent in our communities 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 Compass East End 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 40 Charles Street or 55 Whitevale Street.

Better homes, better lives