

West Whitlawburn Housing Co-operative

Summer 2012 Newsletter

Coming soon to a play area near you

Last year, we introduced a new toddlers' play area in front of the Whitlawburn Community Resource Centre and the Centre Circle which is ideal for the budding footballer.

Since then, we have been looking at play provision overall on the estate and submitted several funding bids to improve the current facilities.

We are delighted that we can now make progress with some additional play equipment and can replace the current equipment. The proposals are shown below:

Community Payback Scheme

Through the Community Payback Scheme, 5 pieces of outdoor fitness equipment suitable from age 15+ to encourage use by teenagers and adults including the elderly. Examples are given below:



Free Runner



Cross Trainer/Free Runner/Power Bike



Push Up Bars



Body Flexer



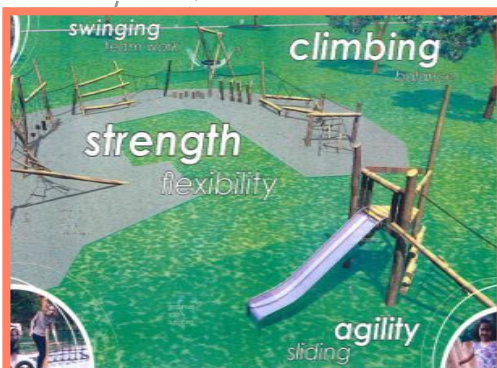
Cross Trainer

This equipment will be situated in the grass area next to our offices. As well as this, they will provide a multi-sport arena directly next to the Centre Circle pitch.

We are delighted to be working in partnership with the Community Payback Scheme and the provision of these items will greatly enhance facilities for the local community.



Example in Cambuslang Park



Other Plans

We are also awaiting the final outcome of another application. This will allow replacement of existing play equipment next to Albany Terrace. The log world, swings, sputnik and slide will be replaced by a brand new trim trail for use from ages 7-11.

Drawing of planned scheme

Further information on programming etc will be given once this information is available.



Do you know your benefits are changing?

The Government have agreed long-term changes that will have a wide ranging impact on families, the disabled and all working-age benefit recipients and if you are in receipt of one of these benefits you need to start preparing now.

Some of the key changes are as follows:-

- If you are under occupying your home you may not receive the full amount of Housing Benefit to cover your charge which means you will need to pay more to cover your rent.
- The part of your benefit that pays for your rent (Housing Benefit just now) will be paid directly to you and not to your landlord. You will then have to pay it into your rent account.
- You will no longer receive your benefit in the current frequency. Benefits payments are changing to monthly in arrears.

To make sure you get the help, advice and support you need, we've teamed up with Blantyre & South Lanarkshire Credit Union to launch a project that will help you cope with the changes and Alison Dowling, Project Coordinator at BSL credit union will be carrying out afternoon, evening and weekend meetings to bring you all the information you might need to know about the changes to benefits and give you the chance to ask questions. A cup of tea and a biscuit or two will be provided to help make it an enjoyable experience as well as informative, so keep a look out for further info on dates and times.

If you don't want to wait until the *Benefit* project is up and running and currently available to West Whitlawburn Housing Cooperative tenants, so don't miss your chance to sign up to the help on offer, either by popping into the Community Resource Centre any Wednesday 12-1pm or Friday 12-1pm, or by calling BSL credit union on 01698 711 112 for more information.

see how you can

Benefit

The importance of smoke detectors

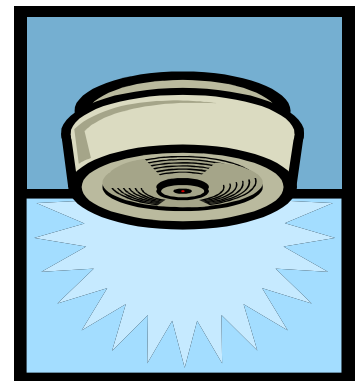
Smoke Detectors can save your life!

As tenants are aware, all Co-operative properties are fitted with Smoke Detectors for your safety. These are checked and tested on an annual basis and tenants are also encouraged to test these on a weekly basis.

Batteries are also changed as required and tenants should report any problems with beeping batteries to Concierge or the main office as soon as possible.

Under no circumstances should tenants disconnect smoke detectors or remove them as this could have fatal results in the event of a fire.

Providing access when requested to allow us to carry out the Annual Check is crucial to ensuring your safety and your co-operation in doing so is appreciated. Failure to provide access may result in the Co-operative forcing entry to your property.



Corporate Enterprises build a better world

If you were to ask people in the street what is a co-op, they would point you to a shop, chemist or undertakers. What most people in the UK don't realise is that there are more co-operatives in the UK than McDonalds. Because we're not all branded the same way it's sometimes difficult to see what West Whitlawburn Housing Co-operative has in common with First Milk Dairy producers, Cambuslang Credit Union or John Lewis. The co-operative model of ownership "by the people for the benefit of the people" is one that has really taken off around the world. Over 1 billion people are members of Co-operatives around the world meeting their needs together with their colleagues or neighbours. Co-operatives come in all shapes and sizes. You can't get further from our Housing Co-op than that of the Irula Snake Catchers Co-operative in Tamil Nadu in Southern India. These snake charmers have created a co-operative to catch snakes humanely to harvest their venom for life saving anti-venom. At the same time as making a living they are also helping their whole community by working together by building schools and their anti-venom is exported all over India and will save thousands of people from snake bites.



2012 is the United Nations International Year of the Co-operative and it's made WWHC committee and staff proud to be one small part of the big co-operative picture. We hope that you as a member also can see the difference that this co-op has made in its 22 years in existence because of community ownership. I think WWHC are happy to stick to housing for now....although Whitlawburn Snake Catchers Co-op does have a ring to it!

The Co-operative's Annual General Meeting

This year's Annual General Meeting (AGM) will be held on 27th August 2012 in the Whitlawburn Community Resource Centre. The AGM is open to all members to attend and there will be information on our performance and highlights over the past year.

The Co-operative is run by a committee of elected members, all of whom are local people living in West Whitlawburn. If you are interested in becoming a committee member, please complete and return the nomination form which will be sent out to all households before the meeting.

If you are interested in finding out more about what is involved, please contact the office.

Thank you!



The Scottish Housing Regulator (SHR) wants to hear your views

The Scottish Housing Regulator (SHR) is asking for your views on its proposed report to tenants about their landlord's performance on the indicators for the Scottish Government's Social Housing Charter.

The Scottish Parliament agreed the Charter in February 2012. It sets out standards and outcomes that describe the results that tenants and other service users can expect from landlords.

The Regulator worked with stakeholders to develop the range of indicators it proposes to use to help it monitor how well landlords are doing on the Charter outcomes. It is now consulting on these indicators. The consultation also sets out how the Regulator will inform tenants and other service users about how a landlord is performing. This will give tenants and other customers of social landlords an insight into the comparative performance of their own landlord.

Kay Blair, the Regulator's Chair said "We are consulting on the proposed range of indicators and information that we will require landlords to give us so that we can monitor and report on their achievement of, or progress towards, the Charter. The indicators will be key to our approach to regulation but these are not the only way we will assess social landlords' progress. We will also use a range of other approaches including thematic inspections. We are also consulting on how we propose to report our findings which will help tenants to find out how their landlord is performing and compare with other landlords. We are very keen to hear from tenants, homeless people and others who use the services of social landlords."

The consultation runs from 1 June to 24 August. The Regulator is holding a series of events across Scotland for tenants, homeless people, other service users and landlords to discuss the proposals.

You can get the consultation document and more information on the consultation events on SHR's website or by contacting the Regulator.

You can find the details below:

website: <http://www.scottishhousingregulator.gov.uk/consultations>

phone: 0141 271 3810

e-mail: consultation@scottishhousingregulator.gsi.gov.uk



**Scottish Housing
Regulator**

Whitlawburn Pharmacy Application

We are delighted to hear that following strong lobbying from WWHC, MSP James Kelly and others that the hearing held in January 2012, which denied a pharmacy for Whitlawburn, has been determined by the National Appeals Panel as being "**unfair and that the result should not stand**".

David Dryden, the applicant, said "This is a highly unusual scenario, and is the first instance **EVER** of the National Appeals Panel ordering The Health Board to re-hear an application.

We felt that we had strong grounds for an appeal and are delighted that the National Appeal Panel has agreed with us. "WWHC will continue to lobby strongly for a pharmacy to be provided for our community.

South Lanarkshire Council Elections

Following the South Lanarkshire Council Elections held on Thursday, May 3rd, 2012, Russell Clearie, Claire McColl and Richard Tullet have been duly elected to serve our ward.

We congratulate all three Councillors and look forward to working with them in the years to come. We know Russell and Claire well from their previous terms of Office, Richard is a newly elected member and we look forward to welcoming him and to a productive working relationship.

We would also like to express our thanks and good wishes to David Baillie who served the area very well for a number of years and with whom we had a very good working relationship.

Councillors' Surgeries are held on the undernoted dates and times in The Community Resource Centre beside the office at the top of Belmont Road



Claire McColl: First Monday of each month

"I am delighted to be re-elected as an elected member for Cambuslang West Ward 13 ward. Many things happened in the previous 5 years including wonderful new build properties, the refurbishment of the high flats, the excellent new Cathkin High School. As well as this, £26,000 came from Scottish Government "Payback from Crime" which went to very good use in the Whitlawburn Resource Centre and I have seen what was done with the money; new flooring and shiny new painter work."

Richard Tullet: Fourth Tuesday of each month 6:30-7:30p.m.

"I was delighted to be able to pop in recently and meet Paul and the other members of the team, including some members of the Management Committee. Although I have been a Councillor for the past 4 years, this is the first time that I have represented the Whitlawburn area. I look forward working with the Housing Co-op over the next 5 years."



Russell Clearie: Third Tuesday of each month 5-6 p.m.

"To receive an increased majority of over 500 votes from the previous election, shows that all the hard work over the last 5 years, working in partnership with the Co-operative is recognised within our community, my personal thanks to all the voters for electing both Labour candidates (Richard and myself), I am sure we will endeavour to keep working for the people in the area."





Performance Report – How are we doing?

Each newsletter includes information for members on how the co-operative has been carrying out its core landlord services, giving details of performance against agreed targets.

This information will change over time and with the introduction of the Social Housing Charter Indicators which is being consulted on at the moment.

If there is any information you would like which is not contained in the report, please contact us at the office.

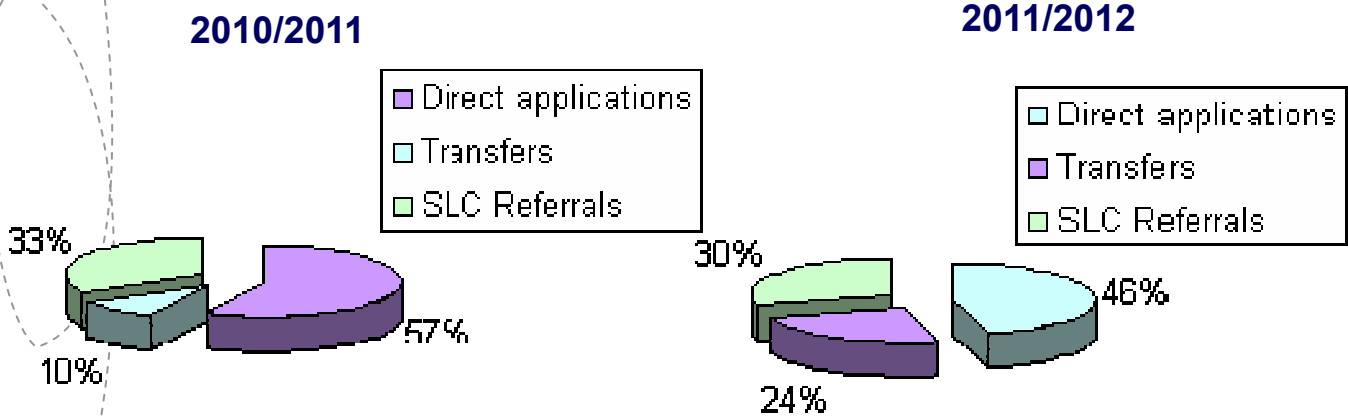
Tenancy Services Turnover and Allocations

We recently conducted a waiting list review by contacting everyone on the lists to check they were still interested in housing in West Whitlawburn.

At the end of March 2012, there were 122 applicants on the waiting list and 68 on the transfer list. During 2011/12 the turnover was 13% with 84 properties being re-let.

The average void time for each property was 30 days which is improved from 45 days in 2010/11, but is still above our target of 21 days and we are working to improve this.

Re-lets in 2010/11 were 72 and 84 in 2011/12



Tenancy Services Rent Collection and Arrears

Arrears	2010/11	2011/12
Current Tenants		
Target	5.2%	4.4%
Actual	4.9%	4.8%
Former Tenants		
Target	1.8%	1.4%
Actual	1.7%	1%

During the last financial year we collected 98.5% of the rent due. Compared with 99.4% the previous year. If you need any help or advice please contact your Housing Officer.



	2010/11	2011/12
Abandoned tenancies	12	12
Anti social behaviour	6	13
Estate management	105	113
Concierge incident report	133	96
Housing alarm calls	317	334

Housing Management and Concierge staff work closely together and with other agencies to resolve neighbour and estate difficulties as quickly as possible.

Concierge staff also manage the housing alarm service and respond to calls through the system and all officers are first aid trained.

Property Services

Repairs Service

Of the 2,927 repairs completed during the year, 63 qualified under Right to Repair. 61 (96.8%) were completed within target.

The two outwith the target timescales were due to specific access requirements.

Repair Category	2010/11	2011/12
Emergency	537	487
% on target	97.4%	97.1%
Non Emergency	2,016	2,173
% on target	92.8%	89.06%
Total Repairs	2,553	2,927
% on target	93.8%	92.1%

Property Services

Scottish Housing Quality Standards

One of the Co-operative's strategic objectives is to ensure that all properties will meet the Scottish Housing Quality Standard by 2015. During 2011/12 we completed the surveys needed to give up to date stock condition information to use for maintenance planning.

At the end of March 2012, 77.6% of the housing stock met the standard and work is in progress on the remaining properties meaning we will achieve the standard during 2012/13.

Corporate Services

Finance

Corporate Services covers all the finance, administration and IT services of the Co-operative. Preparation for our annual audit, which will be carried out by Baker Tilly from 25th June 2012, has been underway.

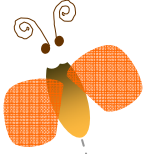
Once the audit is complete a full finance report will be provided at the Annual General Meeting scheduled for 27th August 2012. Details will also be provided in future newsletters and our annual report which will be published later in the year.

Overall Services

If you have any comments or suggestions for additions to the Co-operative's website, please get in touch on enquiries@wwhc.org.uk

Complaints

We believe in maintaining high quality services and continually seek to improve the services we provide to you. We aim to resolve complaints within the timescales set out in our policy. We will be introducing the Scottish Public Sector Ombudsman RSL Complaints Handling Procedure during the year and will be providing further information and carrying out tenant consultation in the near future.



The Right to Repair

The Housing (Scotland) Act 2001 sets out arrangements, which apply to all WWHC tenants, in relation to tenants rights to a satisfactory repairs service. Given the very high quality of the WWHC repairs service it is not envisaged that tenants will often require to exercise these new rights. These rights will have been explained in detail to tenants who have signed the new WWHC Scottish Secure tenancy agreements. WWHC has now agreed policy and procedures in relation to the Right to Repair and the new arrangements are shown opposite.

When a tenant reports a qualifying repair (see list) WWHC must inform them of their Right to Repair. At this stage the appropriate member of the WWHC staff team should decide whether or not the repair requires pre-inspection. In line with WWHC procedures a percentage of all repairs must be inspected.

In accordance with the statutory requirements of the Right to Repair WWHC must inform the tenant of the following:

- The maximum time period within which the contractor can carry out the repair (see table opposite)
- The last possible day that the repair can be carried out within the legal timescale (again see above).
- Issue the tenant with the name, address and contact number of the main contractor, plus the same details for at least one other contractor from the approved contractor list
- Establish access details from the tenant.
- Inform the tenant that should the repair not be started on the last day, they may contact another contractor from the approved contractor list. Tenants cannot choose a contractor

Repair	No. of days to complete repair
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1 day
Blocked sink, bath or drain	1 day
Loss of electric power	1 day
Partial loss of electric power	3 days
Insecure external window, door or lock	1 day
Unsafe access path or step	1 day
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1 day
Loss or partial loss of space or water heating where no alternative heating is available	1 day
Toilet not flushing where there is no other toilet in the house	1 day
Unsafe power or lighting socket, or electrical fitting.	1 day
Loss of water supply	1 day
Partial loss of water supply	3 days
Loose or detached banister or hand rail	3 days
Unsafe timber flooring or stair treads	3 days
Mechanical extractor fan in internal kitchen or bathroom not working	7 days

who is not on this list. Once this alternative contractor contacts WWHC informing us that they have been instructed by the tenant who has exercised their Right to Repair to carry out the repair, WWHC must compensate the tenant to the amount of £15.

- The alternative contractor has the same timescale as the original contractor, from the date of instruction. If they fail to complete the repair within these timescales, then WWHC must compensate the tenant £3 per working day until the repair has been completed. The maximum amount of compensation is £100.

Exceptional Circumstances

It should be emphasised that any tenant who is wilfully denying access renders their Right to Repair null and void.

Under exceptional circumstances whereby the main contractor cannot complete the repair within the arranged timescales for reasons outwith their control (eg. unusual materials required or severe weather) alternative arrangements can be made. In such circumstances WWHC can extend the timescales however WWHC must inform the tenant of these changes.

This is the responsibility of WWHC not the contractor.

Planned maintenance works for the Whitlawburn Community Resource Centre

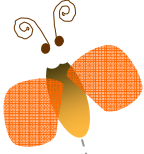
As many will be aware, the renovation of the initial "Bonus Ball Resource Centre" took place in 1996 and the centre has been going well since then. However, we sure you will agree that the building itself needs some much needed TLC.

Recently, we have been investigating funding to allow us to progress some improvement works and we are delighted to announce that a number of these have been successful.

As those of you who are frequent visitors to the centre will see, some changes have already been implemented. Through the Community Payback Scheme, we have been able to upgrade the painter work throughout the centre and also upgrade the floor in the main hall. This is now fully lined for sports such as netball, basketball, football, badminton etc. The main hall also benefitted from some new curtains and fabric work to the storage boxes.

A successful bid to upgrade some other areas in the centre is now being taken forward to tender stage. We are looking to upgrade the heating system which has been in place since the days of the old "Loch Primary School" and is in desperate need of attention. We are also looking to replace the windows and progressing some roof insulation works and improved lighting. These works will not only improve the general appearance of the building itself but will also make it more energy efficient overall.

We hope that these improvements will show the ongoing commitment to providing this much needed local resource and that many of you reading this (if you haven't come in for a visit already) will come along to do so and maybe join in on one of the many activities ongoing in the centre.



Whitlawburn Community Resource Centre
www.whitlawburncrc.org.uk

find out what's on and what's happening at your community resource centre

You can also find Whitlawburn Community Resource Centre on the following sites...

[fb.me/WhitlawburnCommunityResourceCentre](https://www.facebook.com/WhitlawburnCommunityResourceCentre)
twitter.com/whitlawburncrc
[youtube.com/user/whitlawburncrc](https://www.youtube.com/user/whitlawburncrc)

CENTRE·CIRCLE
Football Parties
 Give your child a day to remember with a fantastic value for money football party

Packages from only £56

To book your party or for more information call 0141 641 5005 or visit us at thecentrecircle.org.uk

CENTRE·CIRCLE whitlawburn community resource centre
 Whitlawburn Community Resource Centre & The Centre Circle, 57 Belmont Road, Cambuslang
 Phone: 0141 641 5005. www.whitlawburncrc.org.uk, www.thecentrecircle.org.uk

FREE Friday night football coaching at the Centre Circle

In partnership with Utd Sports and Cambus Tigers, Whitlawburn Community Resource Centre are offering FREE football coaching on Friday evenings.

The coaching takes place at the Centre Circle five a side pitch from 5.30pm to 8.30pm every Friday.

The coaching sessions are split into the following age groups:

- 5.30pm to 6.30pm - 9 to 10 years.
- 6.30pm to 7.30pm - 11 to 12 years.
- 7.30pm to 8.30pm - 13 to 15 years.



Football coaching is completely FREE just come along on the night.

For more information please contact Barry Ellis on 07825788367 or Alex Black on 07903266551 or email cambustigers@gmail.com

FREE
Friday Night Football
 for 9 to 15 year olds

Out of School Care go to see the Olympic Torch

Kids from Bonus Ball Out of School Care went to see the Olympic Torch relay recently. The kids caught up with the Olympic torch at Hampden.

The kids really enjoyed themselves as they watched the historic moment as the Olympic Torch passed through Glasgow.



The Parent Cafe

The Parent Café is a drop in service in Whitlawburn Community Resource Centre, open each Wednesday between 11.30am and 1.30pm

Visit our website: healthynhappy.org.uk

Whitlawburn Community Resource Centre

57 Belmont Road Cambuslang G72 8PG

Scottish Charity No: SC032654

Registered in Scotland: 227276



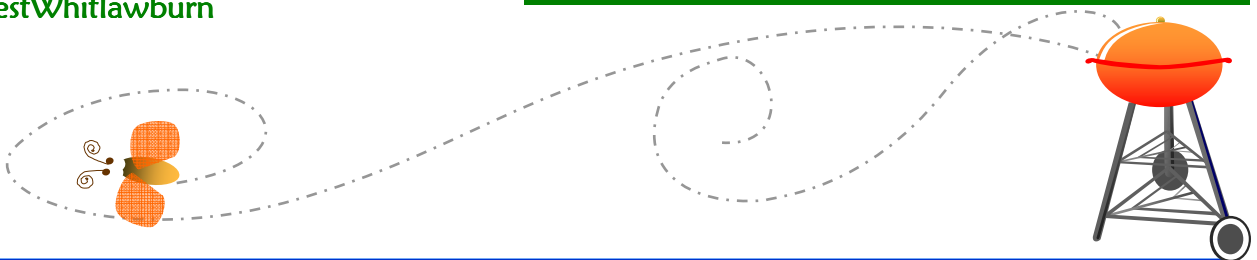
Useful Numbers

Benefit Enquiries	0845 608 8645
Cambuslang Q&A	0303 123 1012
Cambuslang Citizens Advice	0141 646 3191
Community Police	0141 207 4101
Community Resource Centre	0141 641 5005
Concierge	0141 646 1924
East Whitlawburn TMC	0141 641 3484

Housing Benefit/Council Tax	0303 123 1011
NHS24	08454 24 24 24
Scottish Gas (Emergency)	0800 1119999
Scottish Power (Emergency)	0845 2727999
Scottish Water	0845 601 8855
SLC Land Services	0303 123 1020
SLC Dog Fouling	0845 740 6080
Tax Credits	0845 300 3900



@WestWhitlawburn



The following are actual statements found on insurance forms where car drivers attempted to summarise the details of an accident in the fewest possible words. The instances of faulty writing serve to confirm that even incompetent writing can be highly entertaining.

To avoid hitting the bumper of the car in front I struck the pedestrian

I thought my window was down, but I found out it wasn't when I put my head through it.

In an attempt to kill a fly, I drove into a telephone pole.

I had been driving for 40 years when I fell asleep at the wheel and had an accident

The pedestrian had no idea which direction to run, so I ran over him.

I pulled away from the side of the road, glanced at my mother-in-law and headed over the embankment.

As I approached the intersection a sign suddenly appeared in a place where no stop sign has ever appeared before. I was unable to stop in time to avoid the accident.



If you have any reason to formally complain about an aspect of service you receive or request from WWHC, initially you should raise the matter, preferably in writing, with the WWHC. If you are still unhappy you may have recourse to raise the complaint with:

Scottish Public Services Ombudsman, 4 Melville St. Edinburgh, EH3 7NS