



# West Whitlawburn Housing Co-operative Ltd Annual Report 2019/20

# Chairperson's Report

My oh my, what a year this has been! .....Again!

At last year's AGM, who could have predicted what was to come in 2020?

The pandemic has presented unprecedented challenges for every individual and organisation, not least West Whitlawburn Housing Co-operative, and has brought about huge changes to the services we can provide since lockdown began in March this year.

Covid 19 has without question, impacted us all in some way; and it is fitting that we take this opportunity to pay tribute to all tenant and members of the Housing Co-operative, all staff and committee members, and everyone at the Community Resource Centre for their response and for keeping us all as safe as possible at this time.



The importance of community support, local networks and kindness have never been more evident. Our response to supporting tenant/members in need has been nothing short of magnificent. Over 4,000 food parcels and hot meals delivered so far, help for people with prepayment meters and support with food and school uniforms for families with children have all been provided.

Concierge teams continued working to provide 24 hour cover, helping to keep everyone safe and well and we continued to provide an emergency and urgent repairs service. Tenants have continued to have telephone access to Housing Officers for advice and support throughout.

The events that unfolded over March 2020 certainly tested our risk management and emergency planning. Our speedy response to emerging Government advice served to reinforce our resilience and I thank all tenants/members, staff, contractors and my fellow committee members for their ongoing patience and support.

Currently we are planning the resumption of services when it is safe enough for us to do so, always following Scottish Government and housing sector guidance.

This year's AGM was of course very odd, as we needed to hold it on Zoom over the internet. This meant we covered only essential items and there was no question and answer session. Committee members standing down were re-elected and Chiene and Tait were appointed as our financial auditors for the coming year. If anyone has any questions you would like to ask or want further information, please contact the office. As a result of the meeting being online, fewer members attended than usual so this is something we would do in future only if there was no other option.

We are returning to some of the improvement work which was put on hold due to lockdown restrictions, particularly the smoke and heat detector installations in all multi storey flats and in the new build properties. Everyone will receive a letter with details of access, the work involved and safety measures. The work will not be disruptive and we encourage everyone to give access to allow this work to be completed.

We are continuing discussions with South Lanarkshire Council in relation to East Whitlawburn regeneration, however progress has been slow and unless we can increase the Government subsidy to WWHC we may not go further with our involvement.

Our tenant satisfaction survey results were absolutely fantastic and the details are in this report. We also received a commendation motion from the Scottish Parliament instigated by James Kelly MSP and we appreciate the recognition.

Tragically we lost 2 long serving Committee members this year. Both Muriel Alcorn and Louise Wilson sadly passed away earlier this year. Our thoughts and prayers are with their families.

In early September this year our Director, Paul Farrell, started a six month sabbatical. The Management Committee has appointed Stephanie Marshall as Director for the period. We are sure Stephanie will be very successful in the role. We also congratulate Teresa Burns and Jeanette McGrory on their 30 year's service with the Co-operative.

As a Management Committee we have a very important role in leading the organisation and ensuring robust governance and compliance with the many statutory and regulatory requirements we are subject to. We need the continued support of our membership and I would encourage you to consider becoming a committee member. If you are interested, please contact Susan Paton at the office.

I take this opportunity to thank my fellow Committee Members for their commitment and support over the past year.

We hope that we can return to a more normal environment as soon as possible.

Please stay safe and take care.

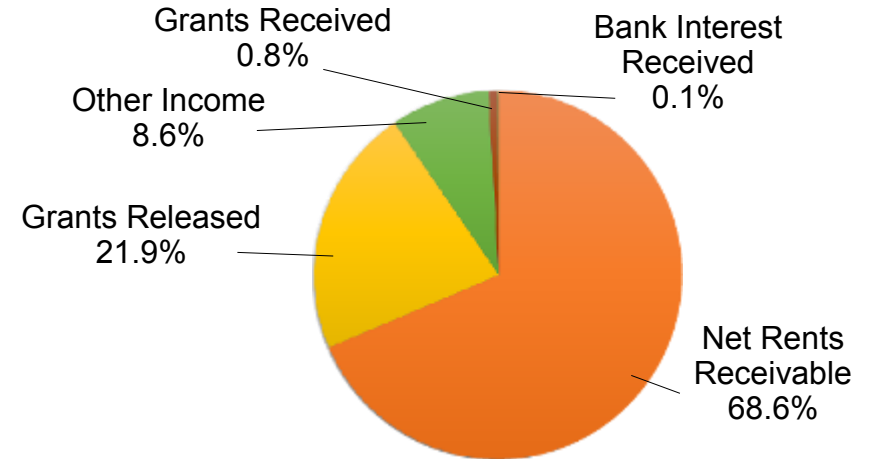
Anne Anderson  
Chairperson

# Corporate Services

Below is a summary of our income and expenditure for the year

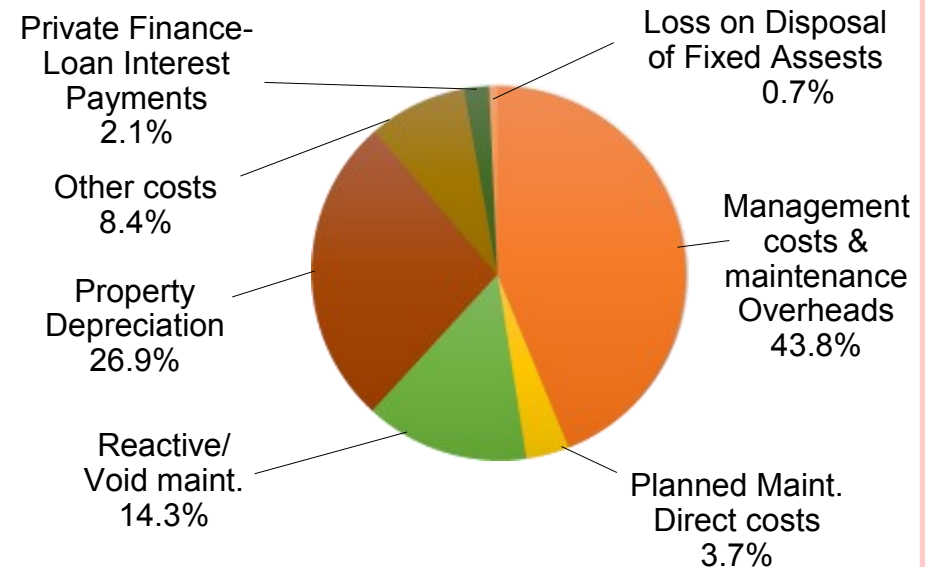
## Income for period April 2019– March 2020

Net Rents Receivable	£3,079,112	68.6%
Grants Released	£982,654	21.9%
Other Income	£387,979	8.6%
Grants Received	£35,885	0.8%
Bank Interest Received	£4,873	0.1%
<b>Total</b>	<b>£4,490,503</b>	<b>100%</b>



## Expenditure for period April 2019– March 2020

Management Costs & Maintenance Overheads	£1,863,611	43.8%
Planned Maintenance - Direct Costs	£159,272	3.7%
Reactive/Voids - Direct Costs	£609,342	14.3%
Property Depreciation	£1,144,266	26.9%
Other Costs	£359,502	8.4%
Bad debt written off	-	0.0%
Private Finance Loan - Interest Payments	£91,409	2.1%
Loss on Disposals of Fixed Assets	£29,823	0.7%
<b>Total</b>	<b>£4,257,225</b>	<b>100%</b>



## Tenancy Services

Turnover and Allocations			
At March 2020, there were 88 applicants on the housing list and 121 on the transfer list.			
<p>The average time to re-let properties for the financial year was 29 days which was above our target of 21 days. Several properties were held pending lettings decisions which extended our re-let time. The amount of lost rent from voids for the year was 0.75% of rent due. We are currently working to reduce this re-let time to within target.</p>		<b>2018/19</b>	<b>2019/20</b>
	Number of re-lets	77	72
	Direct applications	43%	50%
	Transfers	16%	11%
	SLC referrals	42%	36%
	Other	-	3%

Rent Collection and Arrears			
	<b>2018/19</b>	<b>2019/20</b>	<p>During 2019/20 we have collected 98.05% of the rent due. This is a slight reduction from our collection rate for 2018/19 when we collected 98.57%.</p> <p>The level of rent arrears is a particular concern for the Co-operative as it directly impacts on our abilities to provide the services tenants expect.</p> <p>If you are experiencing difficulties in paying your rent, please contact your Housing Officer . <b>This is particularly important if you are claiming Universal Credit.</b></p>
<b>Total rent due for the year</b>	£2,990,356	£3,072,593	
<b>Gross value of current and former tenant arrears at year end</b>	£260,647	£282,807	
<b>Arrears percentage</b>	8.64%	9.2%	

Estate Management			
<p>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. All officers are first aid trained. During the year, 28 of the housing alarm calls required emergency action.</p>		<b>2018/19</b>	<b>2019/20</b>
	Abandoned tenancies	9	8
	Anti-social behaviour	110	89
	Estate management	282	290
	Concierge incident reports	83	70
	Housing alarm calls	152	247

# Property Services

## Repairs

**2019/20**

Total number of repairs instructed	2,210	Compared to 2,045 in 2018/19
Emergency Repairs	251	Emergency repairs were completed in an average of 3.2 hours of being reported.
Non-emergency Repairs	1,959	These repairs were completed in an average of 2.94 days, with 93.06% being completed right first time.
Gas Safety No. of properties where a current gas safety certificate is required	101	There are 101 (100%) of properties with a current safety certificate in place.

## Adaptations

We carry out a range of adaptations to properties to make it easier for people to live in them. Requirements are generally assessed by an Occupational Therapist.

During the year we spent Scottish Government grant funding of £44,950 carrying out 28 property adaptations which took 30 days on average to carry out the work.

## Housing Quality Standards

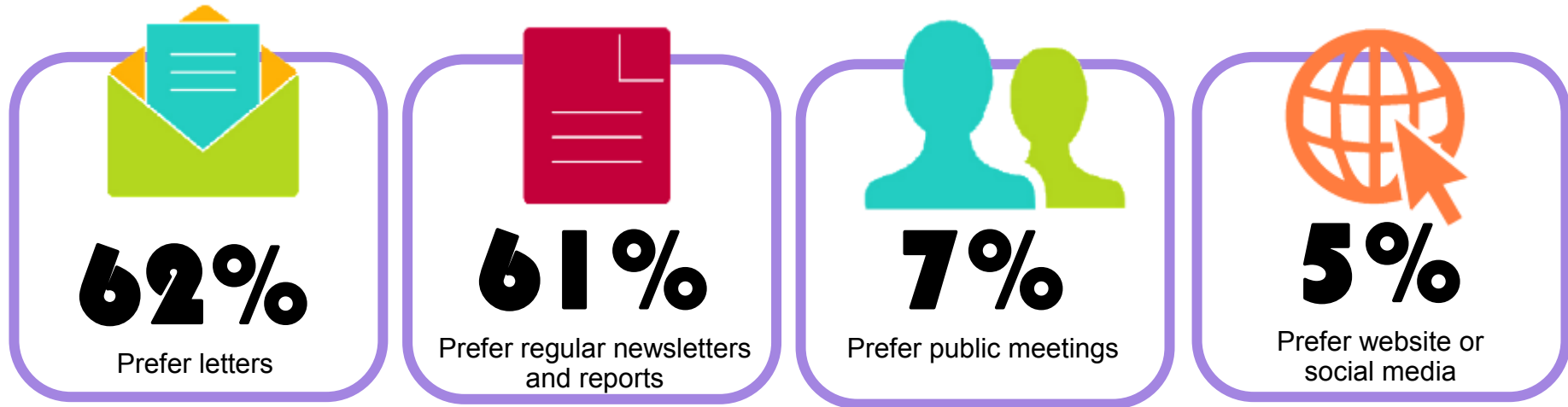
The Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (ESSH) are minimum standards, set by the Scottish Government which our properties are expected to meet.

At the end of 2019/20, 618 properties met the SHQS with 6 in abeyance. 100% of properties met the ESSH and we have already begun work towards ESSH2 - the new standard from 2020 - by improving the insulation in multi storey and low rise blocks this year.



# Communications

During the year, we carried out a tenant satisfaction survey with 261 tenants (40%) replying. As part of the survey, we asked how you like to receive information on performance statistics, news and tenancy information.



We are looking at other ways of improving communications, particularly given the new challenges presented by Covid 19 and restrictions on gatherings and will keep you up to date.

## Tenant Scrutiny Panel

After consultation on the Tenant Participation Strategy during the year, our new tenant scrutiny panel began work by meeting to agree what sort of activities the group could be involved in at future meetings.

The Scrutiny Panel is separate from the Management Committee and will meet around four or five times per year with reports on discussions and feedback being passed to committee to inform decisions.

In January, the Panel met to look at the proposed rent increase and response times to neighbourhood issues. If you would like to come along or are interested in finding out more about the Scrutiny Panel, please contact Susan at the office on 0141 641 8628.



# Complaints– what you said and what we did

	2018/19	2019/20
Number of complaints	16	16
No of complaints solved in Stage 1 Frontline Resolution	12	14
No of complaints that were passed to Stage 2 Investigation	4	2
No of complaints Upheld	7	5
No of complaints that were Equalities Issues	0	0

## You said

A recurring theme in all complaints made during the year, whether or not they were upheld, highlighted the importance of good communication.

Good communication solves problems or stops problems arising in the first place.

## We did

We have reminded all staff to:

- Communicate clearly
- Use interpreters when needed
- Keep people informed
- Follow up

## Words of Appreciation from Tenants and Members

We received 31 messages of appreciation from our tenants and members over the period April 2019– March 2020.

**THANK YOU!**  
*thank you!*

This is a great wee place to live, the neighbours are great, the concierge is great, and the gala day on Saturday was also great, this is a fantastic wee area.

Thank you for your guiding support and help – I appreciate it as I find it difficult sometimes to understand the complicated Benefits System. But with your help I see through it.

Thank you for everything over the last 30 years. Looking forward to many more!

Thank you for all the help with PIP. You do more than any other “Housing Association” or Council would have ever done.

What an excellent service. The foyer in Arran Tower is looking brilliant, well done. Thank you!



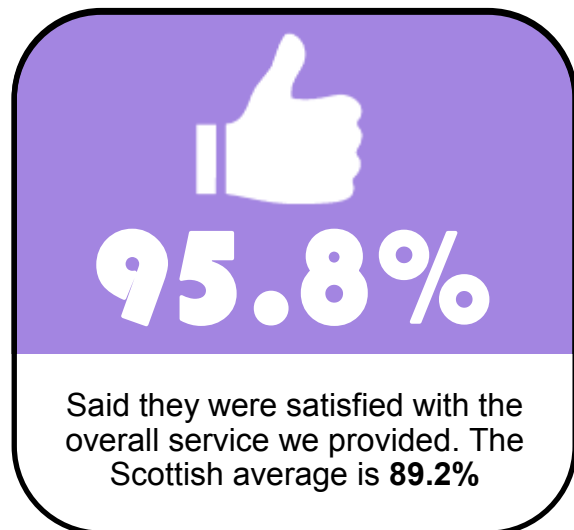


# Scottish Social Housing Charter – Landlord Report

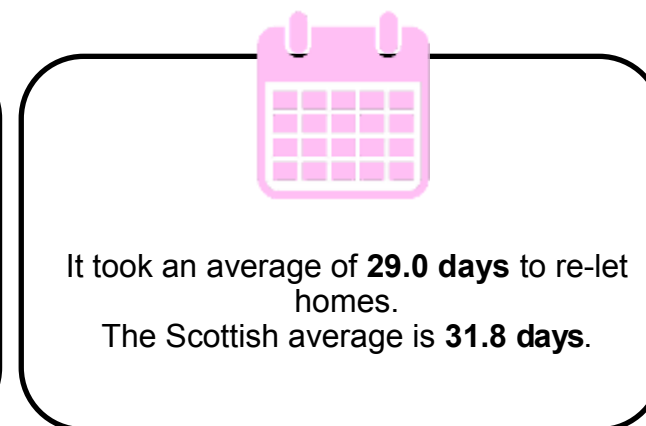
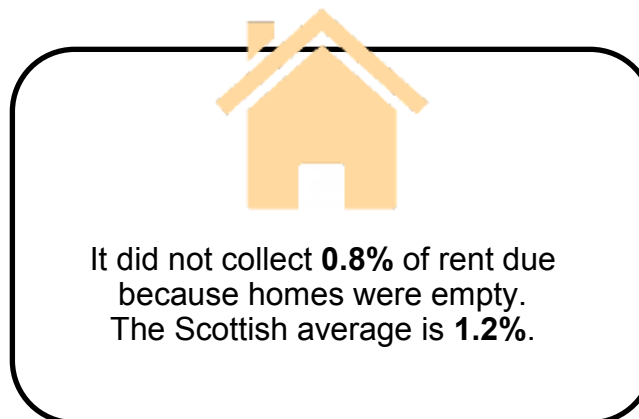
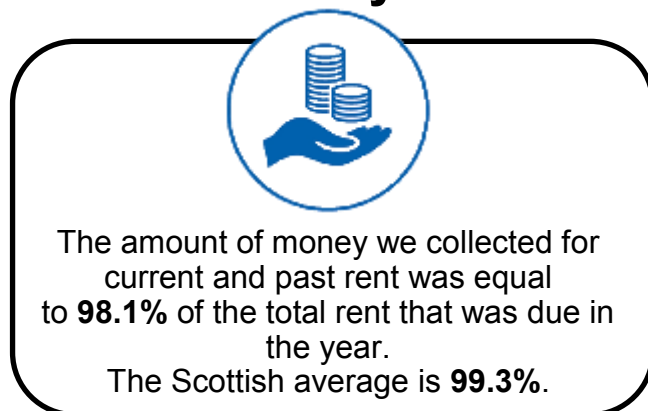
Each year we submit an Annual Return on the Scottish Social Housing Charter to the Scottish Housing Regulator. The Regulator then publishes reports on social landlords' performance against the standards and outcomes of the Charter. Their national analysis shows that, overall, landlords continued to perform well in the service areas that matter most to tenants. West Whitlawburn Housing Co-operative's outcomes are:

## Tenant Satisfaction

Of the tenants who responded to the most recent satisfaction survey:



## Value for money

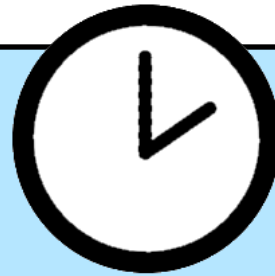


## Quality and maintenance of homes



**96.0%**

of our homes met the Scottish Housing Quality Standard. The Scottish average is **94.4%**.



**3.2 hrs**

Was the average time it took us to complete emergency repairs. The Scottish average is **3.6 hours**.



**2.9 days**

Was the average time it took us to complete emergency repairs. The Scottish average is **6.4 days**.





**93.1%**

of routine repairs were 'right first time'.  
The Scottish average is **92.4%**.



**96.0%**

felt that we were good at keeping you informed about our services and outcomes.  
The Scottish average is **92.0%**



**95.0%**

of tenants who had repairs or maintenance carried out were satisfied with the service they received.  
The Scottish average is **91.3%**.



**89.9%**

of anti-social behaviour cases relating to this landlord were resolved, The national average of **94.1%**.



The main office and resource centre are still closed to the public and due to the Christmas holidays staff will be unavailable from 24th December 2020 until Tuesday 5th January 2021. You can still contact our concierge team at any time on 0141 646 1924 or via your handset.

Jeśli Państwo mają życzenie, aby wybrany dokument lub informacja przekazana przez WWHC została przetłumaczona na język polski, prosimy o kontakt z Joanną w biurze.

**Belmont House, 57 Belmont Road, Cambuslang, G72 8PG**  
**Registered with The Scottish Housing Regulator No. C3841**  
**Registered Charity No. SCO38737 VAT Registration No. 180223636**  
**A registered society under the Co-operative and Community Benefit Societies Act 2014**

