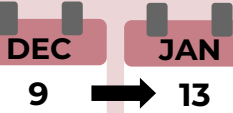


## 2022 Tenant Satisfaction Survey—The Results!

275

**Interviews conducted**



### Background

Every 3 years we carry out a tenant satisfaction survey to gather your feedback on the services we provide. For 2022, we appointed Knowledge Partnership to conduct the survey on our behalf. Knowledge Partnership spoke to 275 of our tenants to gauge satisfaction levels. This information is reported back to the Scottish Housing Regulator and helps us to improve our services for tenants.

### Overall service

95%



were satisfied with the **overall service** provided by WWHC.

### Information and participation

91% said WWHC were good at **keeping tenants informed** about services and decisions.



89% were satisfied with the **opportunities to participate** in WWHC's decision making process.



### Housing quality

94% were satisfied with the **quality of their home**.



### Value for money

81% said the rent for their home offered good **value for money**.



### Neighbourhood management

91% were satisfied with WWHC's contribution to the **management of the neighbourhood**.



### Concierge

92%

were satisfied with the **Concierge service**.



### Office contact

91%

were satisfied with their most recent **contact with the office**.



Thank you to everyone who takes part in all of our tenant satisfaction surveys, we appreciate you taking the time to provide feedback to the Co-operative! If you would like to know more about the survey or provide feedback on any of our services please contact the office by phone or email or scan the QR with your mobile phone to contact us using our website.



## Staffing Update

Following 27 years of unstinting service to West Whitlawburn Housing Co-operative as Concierge Manager, Raymond Smith has announced his retirement from 31st March 2023.

We would like to express our enormous gratitude to Raymond for all his hard work and the support he has given to his colleagues and tenants over the years. Raymond is unique in the manner in which he gave that service, always with a “no bother at all” attitude and with kindness and humour. He will now have more time to spend with his family, particularly his nine grandchildren, who are the light of his life.

*“Thank you very much to all of our residents for their support over the past 27 years. It is now the right time for me to call it a day” – Raymond Smith*

We all wish him the greatest happiness for the future.



Many of you will be aware that Stevie Blackwood held this position for the past year however, he has decided to return to his Senior Officer Post. We are delighted to announce Craig Crawford will be taking over as Manager in the short-term.

## Rent Consultation Review 2023/24

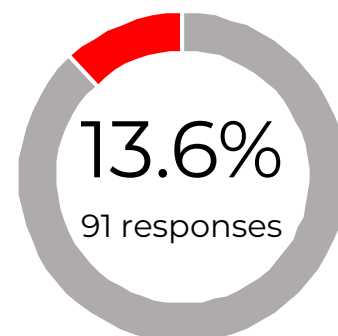
Between December 2022 and February 2023 WWHC consulted all of our tenants about our rent increase proposal and the services provided by us.

### How did we consult with you?

- In December 2022 we invited the tenants who responded to the 2022/23 consultation along with Tenant Scrutiny Panel members to a discussion to help shape the rent proposal for 2023/24.
- Information was published in our Winter 2022 newsletter and on our website.
- In January 2023, we sent a postal survey to all tenants that included information on how income is spent, how we support our tenants and the community and future maintenance plans.
- Where we had mobile numbers, we contacted tenants using our customer engagement tool to gather opinions. We were pleased with the number of people who responded using this method and will continue to use this going forward.

### What did you say?

Response Rate



This was higher than last year's response rate of 8 (1.2%).

82%

of tenants understood the need for a rent increase

58%

of tenants agreed that a 5% rent increase was reasonable

## We asked for views on what work and services tenants would like to see in the future:

### Common Areas



Many tenants suggested we make improvements to common areas by painting and replacing lighting and flooring through landings and foyers. Staff are updating stock information and costs for further consideration.

### Window Cleaning



Window cleaning in multi-storey flats has been delayed due to the dust and debris associated with the East Whitlawburn construction site. Once the project is complete this work will progress, with the timing subject to labour availability.

### Anti-Social Behaviour



Some tenants would like to see more action on anti-social behaviour. When reported to the office or Concierge, we make every attempt to ask those involved in the behaviour to stop. Housing Officers' action cases where applicable and serious offences are reported to the Police for further action. Our staff do not hold Police powers and request that, should you feel unsafe to call 999 in an emergency or 101 for non-emergencies.

### Kitchens and Bathrooms



Another suggestion was to replace kitchens and bathrooms. This is part of our maintenance plans over the next 5 years. Staff have commenced stock conditions surveys to identify renewals.

### Affordability



Affordability was raised this year with the increased cost of living having a negative impact on a lot of our tenants. 42% felt that rents were high and that an increase will add to financial hardship and added pressure in paying other household bills. Staff will continue to pursue funding opportunities to continue to provide welfare, money, debt and energy support services.

14 of the respondents indicated an interest in joining our Tenant Scrutiny Panel

Our first topic will be a review of the Business Plan to consider future services and work. If any tenant / member would like to join our TSP please contact the office.

Following consideration of all of the consultation responses, Management Committee agreed a 5% rent increase for 2023/24 which is significantly below inflation (10.4% at February 2023). Thank you to everyone who replied to the consultation.

# Quarterly Performance Information

## Complaints

Between April and December 2022 we received a total of 33 complaints, 3 of which were carried forward from the previous year

27

Were dealt with at Stage 1

6

Were dealt with at Stage 2

52%

of complaints were upheld or partially upheld

We aim to respond within 5 working days for stage 1 complaints and 20 working days for stage 2.

94%

Of complaints were responded to within these timescales

## Finance Report April 2022 to December 2022

Revenue Income	£	%
Net Rents Charged	£ 2,455,326	70.0%
Grants Released	£ 737,635	21.0%
Grants Received	£ 50,099	1.4%
Energy Centre Income	£ 225,494	6.4%
Other Income	£ 27,382	0.8%
Bank Interest	£ 9,792	0.3%
<b>Total Revenue Income</b>	<b>£ 3,505,728</b>	<b>100.0%</b>

Revenue Expenditure	£	%
Management Costs & Maintenance Overheads	£ 1,648,795	45.5%
Planned Maintenance - Direct Costs	£ 144,042	4.0%
Reactive Repairs/Voids - Direct Costs	£ 577,365	15.9%
Stage III Adaptations	£ 22,446	0.6%
Bad Debt Written Off	£ 4,032	0.1%
Other Costs	£ 99,066	2.7%
Energy Centre Revenue Expenditure	£ 210,944	5.8%
Housing Depreciation	£ 861,382	23.8%
Loss on Disposals of Fixed Assets	£ 3,778	0.1%
Private Loan Finance Interest Payments	£ 55,003	1.5%
<b>Total Revenue Expenditure</b>	<b>£ 3,626,853</b>	<b>100.0%</b>

## Housing Officer Patch Changes

Due to changes in staff hours, Housing Officer patches have changed. When calling the office you may be put through to a different member of staff than you are used to dealing with. Housing Officer patches are as noted below:

### Jackie (Mon-Wed) Teresa (Thu—Fri)

Ailsa Tower	Albany Terrace
Benmore Tower	Brown Place
Bute Tower	Clifton Terrace
Hilton Terrace	Jura Terrace

### Lauren

Arkle Terrace	Arran Tower
Belmont Road	Buchan Terrace
Gartmore Terrace	Iona Place
Kintore Tower	Morven Road
Roslin Tower	Tiree Way



## No Smoking within MSF Lifts and Indoor Common Areas

It is an offence to smoke in these areas. Smoking in common and shared areas impacts other people using them through passive smoking.

Evidence of smoking in communal areas was found in our recent fire risk assessment.

**Smokers please take your cigarettes outside.**

## Anti-social behaviour Report it to sort it!



### **What is Anti-Social Behaviour?**

Anti-social behaviour can be any action likely to cause harassment, nuisance, alarm or distress.



It could include unruly or drunken behaviour, threatening or abusive language, graffiti, criminal damage, noise pollution, drug and alcohol misuse/abuse, racist/homophobic/harassment or other relevant crime.



### **Reporting Anti-Social Behaviour**

If you are harassed or victimised, if antisocial behaviour is affecting your quality of life or making you fear for your safety or the safety of others, then **please contact 101**.



If the situation is an emergency (if someone's life or health is threatened) **call 999**.

### Whitlawburn Digital Inclusion Hub

The Digital Hub is open as a drop-in.

Opening Hours are:

- **Monday 10am – 4pm**
- **Wednesday 10am - 4pm**
- **Friday 10am - 2pm**



### Tea & Tablet/Coffee & Chromebook Group

**Friday 12pm - 2pm**

Pop along for a chat, learn about your device and help others by interacting. Fiona is a trained 'Digital Champion' who can help navigate your device.

### Near Me

Near Me is a secure form of video consulting approved for use by the Scottish Government and NHS Scotland. The service enables people to attend virtual NHS Scotland healthcare appointments and is available at the hub, where a private space equipped with a suitable device will be provided free of charge. Book in at the Hub for your scheduled Near Me video consultation.

### Open Learning Champion

Fiona is our Open Learning Champion equipping a network of people with the knowledge and skills to use Open University's free online resources to help learners meet individual goals. The courses are adapted to suit different learning styles.

For more information please contact Fiona, our Development Worker:

**Mobile:** 07917 358 788

**Email:** [fiona@whitlawburncrc.org.uk](mailto:fiona@whitlawburncrc.org.uk)

**Facebook** @whitlawburnhub

**Twitter** @whitlawburn\_hub

All messages will be answered during Hub opening hours. Please remember to leave to your name and contact information.

### Little Rascals Toddler Group

The Little Rascals is our local baby and toddler group based in Whitlawburn Community Resource Centre. **The group runs every Thursday 11.00am - 12.45pm.** There are plenty of toys to play with and toddlers can take part in various activities from biscuit making to arts and crafts. We also host play sessions with SPELL Lanarkshire.

If you would be interested in coming along or for more information, please contact Claire on 0141 641 5005 or like and follow us on [Facebook](#) @littlerascalstoddlersgroup for up-to-date activities and information.



### Friday Coffee Morning

Every Friday our Coffee Morning runs from our warm hub within the Cafe from **11am – 1pm.** We host different activities each week including bingo, arts and crafts and featured guests. We also have free tea, coffee and biscuits and some weeks include homemade soup or toasties. All welcome!



## Whitlawburn Food Co-op

We are a small community food co-op run by volunteers from the cafe space within Whitlawburn Community Resource Centre, providing quality food at low cost; **open every Wednesday from 10am – 1pm**. We continue to work with *Fareshare* and receive around 8-9 pallets of fresh and frozen food once a week.



Since moving to the Cafe we also provide a warm space for members of the community. So, pop along for a wee natter and a cup of tea while our volunteers make up your food bags.

If you would be interested in volunteering please contact Claire on **0141 641 5005** or send us a message on:

[WCRC Facebook](#) @WCRCOfficial

Or

[Food Co-op Facebook](#) @WhitlawburnFoodCoop

Only **£2** for a bag, includes tins and fresh produce!

## Donation Drive

As we look to expand the newly opened Food Co-op, we are looking for donations of non-perishable goods. This will be a great help to build up our community shop and helps us by continuing to provide low cost goods to the local community.

If you have any spare tins please drop them off at Whitlawburn Community Resource Centre, Monday – Friday between 10am – 4pm or drop off at Concierge out with these hours.



## Back to School Uniform Giveaway

Throughout the year we run our Back to School Giveaway. We are currently focusing on winter coats as well as school uniforms. Below is a list of our current stock of the local primary schools. We also have water bottles, some lunch boxes and stationery.

We currently hold most items for:

St. Anthony's Primary  
Loch Primary

We also hold a small selection for:

Cathkin Primary  
West Coats Primary  
St. Mark's PS  
St Bride's PS

Burnside Primary  
Spittal Primary  
Cairns Primary  
Park View Primary



We have a few Cathkin High School uniforms available and we are working closely with the CST Parent Partnership to cover more local high schools. We also work with Rain or Shine Lanarkshire and R:evolve Recycle.

If you are interested in any of the school items please call us on 0141 641 5005 or private message our Facebook page for more information.

Our winter coats and uniform items are also available at our Food Co-op in The Cafe every **Wednesday, 10am—1pm**.

**Interested in starting your own group?** Contact the centre to discuss how we can help: Phone: 0141 641 5055 Email: [reception@whitlawburncrc.org.uk](mailto:reception@whitlawburncrc.org.uk)



# Bulk Uplifts

If you have Bulk Refuse to be removed, you should contact South Lanarkshire Council on **0303 123 1020** or scan the QR code with your phone to complete their online form.

## Multi-storey Flats

Bulk refuse will be collected on Tuesday mornings at the bin room door in the car park of multi-storey flats on or after 7am. The Council must be informed of items being placed there beforehand.

## Low Rise and New Build Properties

Bulk refuse should be reported using the phone number above or online and you will be advised to place items at the kerb-side before 7am on the day of collection. SLC will not lift items that have not been

reported to them. If you put bulk refuse out in the street without arranging an uplift it could become a fire risk and the Co-operative will take action on this danger to our residents. This may also be reported as fly-tipping.

Elderly and disabled people should call SLC for assistance. You can also call our Concierge team on 0141 646 1924.

Scan me!



## Landing Cleaning

We would like to remind all tenants of their obligation, set out in your tenancy agreement, to clean and maintain your landing.

Please also keep landings clear of all items including rubbish, furniture bikes and prams etc. Scottish Fire & Rescue Service carry out regular inspections of our properties and they stress on every occasion that all common areas must be kept clear at all times.

Your co-operation in this matter is appreciated.



## Dogs

This is a reminder that you cannot keep a dog in the multi-storey flats. Doing so or letting anyone visit with a dog, except guide dogs, is a breach of your tenancy agreement.

We have noticed an increase in dog mess across the estate. Tenants are reminded to clean up after their dog as this impacts other tenants and reduces the quality of the services offered by us, such as ground maintenance.



**Poo bags are available from the WWHC office and Concierge Station, please call in to collect.**