



West Whitlawburn Housing Co-operative Ltd

Autumn 2014
Newsletter

THE HEAT IS ON!! PHEW!

WWHC is delighted to announce that its ground breaking (literally) and innovative Biomass Energy Project is now delivering heat and hot water to tenants, at a fraction of costs comparatively. The heat went on, on 21st July 2014 with tenants in Kintore, Arran and Benmore Towers being the first beneficiaries.

The much vaunted £6.75 million project has been tremendously challenging both from a funding perspective and also from an engineering viewpoint. Simply put, the project would not have gone ahead without the tenacity, determination and skill of the Co-operative's Depute Director, Stephanie Marshall. The project is funded by Energy Company Obligation (ECO) funding from NPower, the European Regional Development Fund and the Energy Savings Trust. It is a remarkable achievement and has a carbon footprint saving of circa 1600 tonnes per annum. All 543 tenants in the project, that is all 6 Tower blocks and all low rise properties, will be connected by Christmas 2014.

The delivery team, headed by Mags Brownlie, Assistant Director (Property Services) who has worked tirelessly to ensure the works progress smoothly. More good news inside on the pricing policy of the project.



Vice-Chair wins Civic Award

The Co-operative's Management Committee and staff were delighted to hear that Anne Anderson, currently WWHC's Vice-Chairperson, has been presented with the South Lanarkshire Council Civic Award.

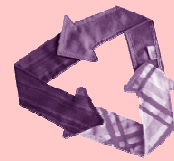
Anne, a previous Chairperson of WWHC, has been a Committee member of WWHC for over 20 years. Anne has the admiration and respect of all WWHC Committee and staff.

Paul Farrell, Director of WWHC, said "There is no more hard working or well respected Committee member than Anne, we are all delighted Anne has won this prestigious award". It is so very richly deserved.

Anne was nominated for the award by Councillor Russell Clearie. **WELL DONE ANNE!!**



Whit Recycling



Whit Recycling
Whitlawburn Resource Centre

Whit Recycle accepts donations of unwanted household goods and passes them on to people who have nothing at all or are in desperate need of certain items.

If you are having a clear out, or maybe have some unwanted gift we would encourage you to contact us.

Essential household goods are passed on free of charge to those who need them.

Donations of unwanted household items which are in good condition are very welcome.

Please contact **Geraldine** at the Resource Centre on **0141 641 5005** or email **geraldine@whitlawburncrc.org.uk**



Hello and welcome to Jane!



A very warm welcome to Jane Murray who joins our Property team until March 2015.

Jane comes from a Housing background and will be based in repairs Monday to Wednesday and cover reception on Thursday and Fridays. Jane has settled well into the West Whitlawburn team and we hope she enjoys our time with us.

Affected by Bedroom Tax?

Are you are on a partial Housing Benefit award and finding it difficult to pay your contribution towards your rent charge?

It is possible we could get you some additional benefit to “top up” your current award so you need to pay less.

South Lanarkshire Council have a Discretionary Housing Payment fund and many tenants have been awarded extra money to cover the bedroom tax charge as well as for other reasons.

If you want us to discuss if you are eligible for this additional benefit please make an appointment with your Housing Officer.



A Fond Farewell & a HUGE BIG THANKS to Mags

Mags Brownlie, our Assistant Director (Operations) will be leaving us, after 20 years tremendous service to WWHC, to take up the post of Depute Director with another Housing Co-operative in Glasgow.

Mags joined WWHC in 1995 initially as our receptionist. Mags has progressed her career very successfully at WWHC and also became a fully qualified member of The Chartered Institute of Housing.

Mags has enjoyed tremendous success at WWHC, heading up major aspects of our huge development programme of housing improvements to all our original properties as well as 100 new build homes.

Mags has achieved so much through hard work, tenacity, determination all allied to her exceptional natural ability.

Mags has always displayed a tremendous human touch in her dealings with tenants\members, Committee members and her colleagues. This human touch is a mark of Mags and has led to Mags' tremendous popularity with everyone she deals with. Mags has also earned huge respect for her outstanding professionalism.

Mags will be sorely missed professionally and personally by all at WWHC.

We wish Mags all the very best for her future career and thank her enormously for her tremendous contribution to the work of WWHC.

Good luck Mags, all the very best.



How are we doing?

Tenancy Services

Turnover and Allocations

At the end of August 2014, there were 192 applicants on the housing list and 112 on the transfer list.

| | | | |
|---|---------------------|---------|---------------|
| Since April 2013, 48 properties have been re-let. The average void time for each property was 23 days which is above our target of 21 days. We are looking to average further. | | 2013/14 | Apr to Aug 14 |
| | Re-lets | 95 | 48 |
| | Direct applications | 48% | 54% |
| | Transfers | 19% | 19% |
| | SLC referrals | 29% | 27% |

Rent Collection and Arrears

| | | | |
|-----------------|---------|---------|--|
| Arrears | 2012/13 | 2013/14 | During this financial year we have collected 98.7% of the rent due, compared with 98.2% during 2013/14. If you need any help or advice please contact your Housing Officer. |
| Current Tenants | | | |
| Target | 4.6% | 4.0% | |
| Actual | 4.0% | 4.4% | |
| Former Tenants | | | |
| Target | 0.9% | 1.0% | |
| Actual | 1.9% | 1.5% | |

Estate Management

| | | | |
|--|-------------------------------|---------|-----------------|
| 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. Since April 2014, 7 of the calls required emergency action. | | 2013/14 | April to Aug 14 |
| | Abandoned tenancies | 14 | 5 |
| | Serious Anti social behaviour | 10 | 2 |
| | Concierge incident report | 523 | 183 |
| | Housing alarm calls | 394 | 144 |

Operations

Quarterly Maintenance Performance April 2014– June 2014

Budgeted Expenditure £165,323.25
 Actual Expenditure £91,279.96

| Right to Repair | |
|-------------------------|---|
| Reported | 0 |
| Completed within target | 0 |
| Compensation paid | 0 |

*Please note that this figure does not include accruals for Lift Maintenance and Water Pump/Ventilation Maintenance

| Item | Number of lines raised |
|-------------------------|------------------------|
| Reactive Repairs | |
| Instructed | 552(227 voids) |
| Emergency | 94 |
| Urgent | 162 |
| Routine | 296 |

Total within Target

| | | |
|-----------|--------------|--|
| Emergency | 89 (94.68%) | Emergencies not on Target: Of the 5 properties not completed on target, 3 were completed just out with the 24 hour period. One repair was due to tenant illness and being unavailable during target time and the other was due to an error on entering into the system |
| Urgent | 156 (94.92%) | Urgent not on Target: Of the four jobs not completed on time, three had no apparent reason. One was due to parts required. |
| Routine | 289 (97.64)% | Routine not on Target: Of the seven jobs not completed on time, three no reason on system. Four were due to delivery of parts |



Corporate Services - Finance

Revenue Income & Expenditure for the period April 2014 to June 2014

| Revenue Income | | | Revenue Expenditure | | |
|------------------------|-----------------|-----------------|---|-----------------|-----------------|
| | Budget | Actual | | Budget | Actual |
| Net Rents Receivable | £864,745 | £871,220 | Management Costs & Maint Overheads | £385,407 | £356,322 |
| Other Income | £4,704 | £5,304 | Planned Maintenance - Direct Costs | £31,726 | £16,222 |
| Bank Interest Received | £75 | £365 | Reactive\ Voids - Direct Costs | £140,053 | £138,668 |
| | | | Property Depreciation | £39,650 | £39,650 |
| | | | Other Costs | £20,833 | £14,158 |
| | | | Bad debt written off | £0 | £0 |
| | | | Private Finance Loan Capital Repayments | £40,252 | £40,252 |
| Totals | £869,524 | £876,889 | | £657,921 | £605,272 |
| | | | Budgeted Surplus for the period | | £211,603 |
| Outturn Summary | | | Actual Surplus for the period | | £271,617 |
| | | | Variance\ Surplus for the period | | £60,014 |



Energy Project Update

WWHC Energy

The installation of the new system to supply MSF and low rise lasts with heat and hot water is very well underway and we expect all of the work to be complete by Christmas 2014.

Charges

The Co-operative provides services on a not for profit basis and information has been issued to all tenants.

The price paid for heating and hot water is based on the number of Units (KWH) used and a standing charge. The charges are calculated to cover the costs of making the supply and to ensure that there are sufficient funds available to carry out necessary maintenance, cyclical repairs and replacement. **Prices are fixed until 1st April 2016.**

The heat charge will vary depending on individual use and covers the cost of items like the fuel delivery and supply. The standing charge is a set cost which covers items such as metering and maintenance costs.

Payments

There are a variety of ways to pay for your heat and hot water:

- Payzone terminals -located nationwide quoting your unique payment card reference number – **the nearest Payzone is located in the Nisa store, Whitlawburn.**
- Direct debit or standing order;
- Telephone (0845 519 5099 Monday to Friday 8.00 am to 6.00 pm) quoting your unique payment card reference;
- Online quoting your unique payment card reference;
- Internet banking quoting your unique payment card reference.

Your payment card reference number is shown on your card.

Price Comparison

Comparing tariffs is a complex process due to the variety of tariff information produced by suppliers. The Department of Energy and Climate Change publishes average figures annually which incorporate different tariffs, standing charges and payment methods. The average cost of domestic electricity in this area in 2013 was 15.16 pence/kwh. We will publish this information annually as it becomes available.

Energy Efficiency

One of the main reasons for the new network is to address the high levels of fuel poverty in the area and to protect tenants from the rising cost of electricity. The new system is far more efficient and gives tenants control over where and when to heat their homes. It is not possible to install gas in the multi storeys and low rise due to the type of construction of the buildings.

Help and Support

If you need any help or advice with any aspect of the system please contact us at the office on 0141 641 8628 or by email at enquiries@wwhc.org.uk.

Out of hours enquiries or emergencies should be directed to Concierge on 0141 641 1924 or through the handset for multi storey tenants. You can also contact Vital Energi direct if you need help with your **meter or payments** on 0845 519 5099 (Monday to Friday 8.00 am to 6.00 pm) Or by email at billing@vitalenergi.co.uk

The Co-operative also runs the Whitlawburn Community Energy project which provides energy advice to local people in the Resource Centre. To arrange to speak to the advice worker please call John McInall at the Centre on 0141 641 5005.

We are also issuing a range of information leaflets to everyone which will also be available on our website.

If you have any enquiries about the amount of heat and hot water you are using, please contact us.



Visits

There have been 2 visits to the project over the summer with Tom Greatrex MP coming in July to meet with Committee, staff and the contractor and was shown around the energy centre.

The project was also visited by 3 representatives from the Department of Energy and Climate Change who were very interested in the project and community benefit.

Fuel Deliveries

The heat and hot water system has been running on gas so far until the biomass boiler commissioning is complete. The first fuel delivery was on 20th October 2014!



Scottish Green Energy Awards

The Energy Project has been named as a finalist in the Scottish Green Energy Awards for 2014. in the Best Community Project category. The results will be announced on 27th November 2014.





Are you currently paying for your electricity by direct debit?

As you know your new heating system will be paid for separately from your electricity bill which means you will need to adjust your direct debit as it will no longer be used for your heating. If you would like support and guidance on how to go about this please do not hesitate to contact me on **0141 641 5005** or **john@whitlawburncrc.org.uk** or even drop into the **Whitlawburn Community Resource Centre** to have a chat.

Your Energy Advisor
 John McInall



The Housing Co-operative and Whitlawburn Resource Centre are very pleased to be working in partnership with the Rutherglen and Cambuslang foodbank. The foodbank is open in the Resource Centre every Tuesday night between 6pm and 8pm. If you or your family are struggling financially please contact a member of the Housing Management team to discuss a referral.



Useful Numbers

| | | | |
|-----------------------------------|---------------|-----------------------------|----------------|
| Benefit Enquiries | 0845 608 8645 | Community Resource Centre | 0141 641 5005 |
| Cambuslang Q&A | 0303 123 1012 | Concierge | 0141 646 1924 |
| Cambuslang Citizens Advice | 0141 646 3191 | Housing Benefit/Council Tax | 0303 123 1011 |
| Police | 101 | SLC Dog Fouling | 0845 740 6080 |
| Scottish Gas (Emergency) | 0800 111 9999 | NHS24 | 111 |
| Scottish Water | 0845 601 8855 | Tax Credits | 0845 300 3900 |
| SLC Land Services (Bulk up-lifts) | 0303 123 1020 | Scottish Welfare Fund | 0303 123 1007 |
| Social Work Department | 0141 613 5000 | Scottish Power– Power cut | 0845 27 27 999 |