



West Whitlawburn Housing Co-operative Annual Report 2020/21

Chairperson's Report

To say the past year has been challenging would certainly be an understatement, with the Covid-19 pandemic shaping a new way of working for us and affecting all aspects of our lives. The pandemic has presented unprecedented challenges for every individual/organisation and has brought about huge changes to Co-operative services since lockdown began in March last year.

The impact has been wide-reaching and with Government restrictions in place for most of the year, our work has focussed on delivering services safely and supporting the most vulnerable in our community. The importance of community support, local networks and kindness have never been more evident.

With the roll out of the vaccination programme, we are now looking forward with cautious optimism, as we appear to be emerging into a new normal and we are taking steps to build back services with a phased re-opening and restarting work, which was put on hold. We are aware however, that this process is fragile and that restrictions could be reimposed at any point in future.

I am pleased that this year's Annual General Meeting was held in person with safety measures in place and I was pleased to report on the activities of the Co-operative over the past year. 23 members attended in person with 48 members represented by proxy. We also held a Special General Meeting to consider the proposed new Rules which were approved unanimously.

Both the Co-operative and the Resource Centre worked hard to access over £200,000 of additional funding which allowed us to put a range of support in place to help our members over the year which included:

- Over 5,500 food parcel and hot meal delivered
- 900 fuel top up vouchers
- Toy deliveries, senior food parcels, and online panto passes over the festive period
- School uniform and food vouchers
- Sports camp places
- Online cookery classes and arts and crafts classes

Our Concierge staff worked hard to continue to provide a 24 hour service covering essential items like keeping common areas clean and responding to emergencies. Depending on restrictions in place at various times, numbers were reduced to respect the working from home guidance and to maintain social distance.

In our asset management services the focus has been predominately on emergency repairs, and tenant and resident safety. We continued to provide an emergency repairs service throughout the year. Non-emergency repair work was on hold for much of the year due to lockdown restrictions and work to address the backlog has been ongoing into 2021.

We completed 194 heat alarm upgrades in the multi storey flats and 86 upgrades in the new build. This work was paused due to restrictions but is restarting and we are confident that this work will be complete by the deadline of February 2022. We carried out insulation upgrade work in multi-storey and low rise flats during the year which was also paused but will be completed in late 2021. We have a programme of testing and inspections to make sure our landlord safety responsibilities are met and we have appointed a specialist consultant to review our policies and procedures for additional assurance and show any areas where we could improve.

The prompt payment of rent is critical to our service delivery, and, with this in mind, anyone who may be struggling financially is urged to seek urgent assistance from our Tenancy Services Team, as early intervention gives the best chance for tenancy sustainment, and tenancy recovery action will also be a last resort. Our team have continued to support tenants during the year and we introduced an additional welfare benefits

advice service with good results.

The rent loss due to empty properties was under 1% of the rent due. Lets were suspended for a period early in 2020/21 due to Covid 19 and restarted with additional measures requiring wait times before accessing properties, additional cleaning and remote letting, all of which increased costs.

The Management Committee carried out an extensive review of our Business Plan and 30-year financial projections during the year which included a stock condition survey and we use that information to ensure that our long-term financial planning reflects our future investment requirements.

By the end of March 2021, 96% of our homes achieved the Scottish Housing Quality Standard and 100% met the Energy Efficiency standard for Social Housing. Following a period of uncertainty over available funding, we are delighted to be reporting that we will be participating in the new build programme with South Lanarkshire Council in East Whitlawburn which will result in 60 new properties for the Co-operative during 2023.

Although our offices have remained closed for all but essential of services this last year, our staff team have been available to ensure continuity in service delivery; working with our partners to support local services and helping to alleviate homelessness. We have kept up contact with our most vulnerable households, offering advice, support and assistance. Up to date information has been provided through our newsletters, leaflets and website.

Our Management Committee meetings also switched online from last April, and while this took a bit of getting used to, these online meetings have ensured continuation of our robust governance arrangements, and progress of the scheduled business.

To remain effective and representative of the community we serve, we need the continued support of our membership and I would encourage you to consider becoming a committee member. 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. Being a volunteer Committee member is both a challenging and rewarding experience and I take this opportunity to thank my fellow Committee Members for their unwavering commitment and support.

I also want to formally record our huge thanks and best wishes to Paul Farrell, our original Director who retired in March 2021 after 32 years in the post. Paul's leadership, dedication and guidance was a driving force in changing West Whitlawburn for the better. We have welcomed Stephanie Marshall who was our Depute Director as our new Director and she is working on leading the Co-operative through and out of the situation and onwards to even better things over the coming years.

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 tenants 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 over the past year.

In closing, I would like to thank all members who attended the Annual General Meeting this year and hope to welcome you in the future. I suspect our challenges are not over yet but together I'm sure we will overcome them.

Please stay safe and take care

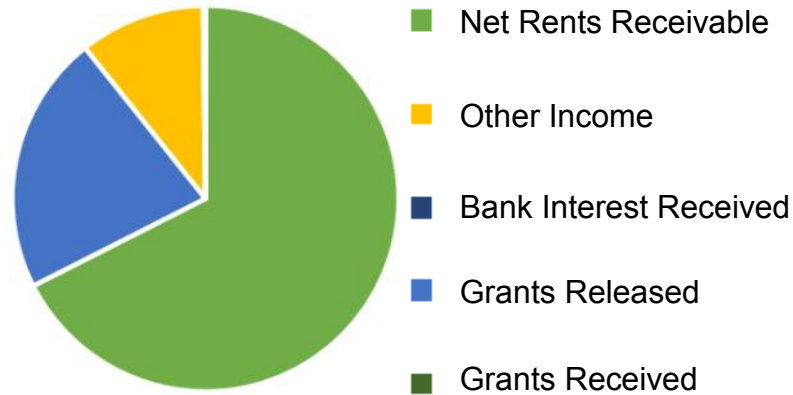
Anne Anderson,
Chairperson

Corporate Services

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

Income for period April 2020– March 2021

Net Rents Receivable	£3,046,146
Grants Released	£982,046
Other Income	£474,499
Grants Received	£7,995
Bank Interest Received	£720
Total	£4,511,406



Expenditure for period April 2020– March 2021

Management Costs & Maintenance Overheads	£1,723,079
Planned Maintenance - Direct Costs	£92,213
Reactive\Voids - Direct Costs	£574,004
Property Depreciation	£1,145,678
Other Costs	£410,658
Bad debt written off	£138,905
Private Finance Loan - Interest	£85,043
Loss on Disposals of Fixed Assets	£6,814
Total	£4,176,394



Tenancy Services

Turnover and Allocations			
At March 2021, there were 98 applicants on the housing list and 150 on the transfer list.			
<p>The average time to re-let properties for the financial year was 42.7 days.</p> <p>Several properties were held up due to covid restrictions and sanitation cleans. The amount of lost rent from voids for the year was 1.0% of rent due. We are currently working to reduce this re-let time to within target.</p>		2019/20	2020/21
	Number of re-lets	72	53
	Direct applications	50%	40%
	Transfers	11%	8%
	SLC referrals	36%	41%
	Other	3%	11%

Rent Collection and Arrears			
	2019/20	2020/21	<p>During 2020/2021 we have collected 102.5% of the rent due. This is an increase from our collection rate for 2019/20 when we collected 98.05% .</p> <p>If you are experiencing difficulties in paying your rent, please contact your Housing Officer . This is particularly important if you are claiming Universal Credit.</p>
Total rent due for the year	£3,072,593	£3,154,813	
Gross value of current and former tenant arrears at year end	£282,807	286,040	
Arrears percentage	9.2%	9.07%	

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.</p> <p>Concierge staff also manage the housing alarm service and respond to calls through the system. All officers are first aid trained. During the year, 13 of the housing alarm calls required emergency action.</p>		2019/20	2020/21
	Abandoned tenancies	8	7
	Anti-social behaviour	89	108
	Estate management	290	110
	Concierge incident reports	70	67
	Housing alarm calls	247	220

Property Services

Repairs	2020/21	
Total number of repairs instructed	1552	Compared to 2,210 in 2019/20
Emergency Repairs	429	Emergency repairs were completed in an average of 3.5 hours of being reported.
Non-emergency Repairs	1123	These repairs were completed in an average of 3 working days, with 86.1% 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 (OT).

During the year we spent Scottish Government grant funding of £7,264.10 carrying out 9 property adaptations which took 16.89 days on average to carry out the work.

Due to Covid-19, only critical cases were assessed by the OT's during the year. This is reflected in the reduced number of cases on the Co-operative's waiting list during 2020/21.

Housing Quality Standards

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

At the end of 2020/21, 621 properties met the SHQS with 5 in abeyance. 100% of properties meet the EESH and we have already begun work towards EESH2 - the new standard from 2020 to 2032 - by improving the insulation in multi storey and low rise blocks. The insulation project was due to be completed in 2020/21 but was delayed due to Covid-19. The works will be completed in 2021/22.

Complaints– what you said and what we did

WWHC follow the Model Complaint Handling Procedure by the Scottish Public Services Ombudsman (SPSO).

We define a complaint as 'an expression of dissatisfaction by one or more members of the public about WWHC's action or lack of action, or about the standard of service provided by or on behalf of the organisation.'

Our complaints procedure follows a two stage process summarised as:

Stage 1 – Frontline Resolution

We will always try to resolve your complaint quickly, within five working days if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.

Stage 2 - Investigation

If you are dissatisfied with our response at stage 1, it will progress to stage 2. If a complaint requires investigation then it will immediately be processed as a Stage 2. complaint.

We will confirm the points of complaint to be investigated, what you want to achieve and will investigate the complaint and give you our decision as soon as possible. This will be after no more than **20 working days** *unless* there is clearly a good reason for needing more time

Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it.

During the year 2020/21, we received 28 complaints compared to 16 the previous year.

	2019/20	2020/21	
Stage 1	14	23	<ul style="list-style-type: none"> • 1 Complaint was escalated through all stages to SPSO who considered that WWHC actions were reasonable. • 1 complaint was escalated from stage 1 to stage 2 and was upheld on review. • 2 complaints at stage 1 were received on 25th March 2021 which have been carried forward to 2021/22.
Stage 2	2	4	
SPSO	0	1	
Total	16	28	
Timescale Met	16 – 100%	25 – 89%	
Upheld	5 – 31%	8 – 29%	

	Concierge	Property	Tenancy Services
Stage 1	4	8	11
Stage 2	0	1	3
SPSO	0	0	1

8 (29%) complaints received were upheld in whole or in part, which highlights the importance of:

- maintaining good communications internally and externally, particularly during periods of remote working
- updating website information as an information and reference source for tenants
- double checking information before it is issued

The complaints which were not upheld also highlighted the importance of good communication, good record keeping to prevent problems from arising and to effectively resolve and explain issues.

Remote working without access to the office and regular contact with colleagues also impacted on communications during the year.

While we don't always get it right resulting in some complaints, we really appreciate the compliments and positive feedback received from tenants during the year, a few of which are below:

THANK YOU!

"So lucky to be a WWHC tenant and feels very safe and how good the food banks are making sure no one goes hungry so a big thank you"

"Gratitude to all the staff of WWHC. In all my years of living in different countries I have never been shown the respect that I receive from you. I know your job is not easy and I just wants to say thank you for all you do."

"Thank you for the lovely shopping and dinners, much appreciated."

"Thank you for the phone call and for caring. So grateful for everyone's consideration."

"Thanks to Concierge for all their hard work."

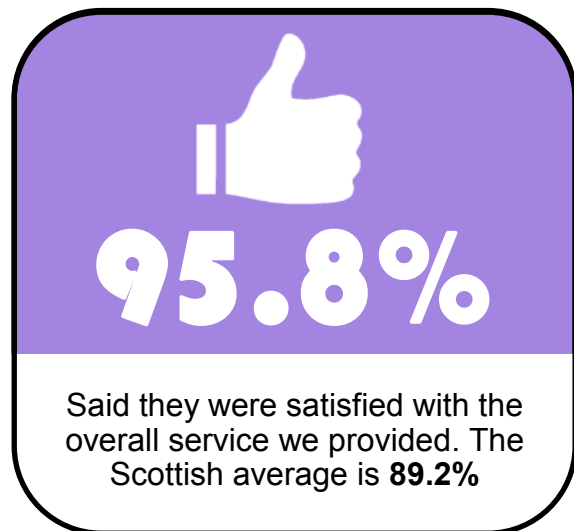


Scottish Social Housing Charter – Landlord Report

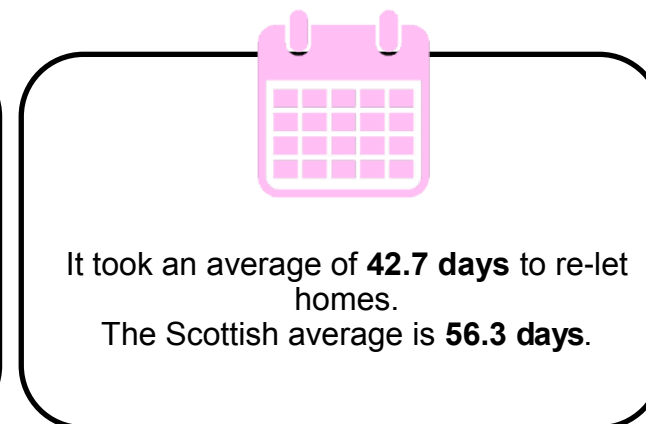
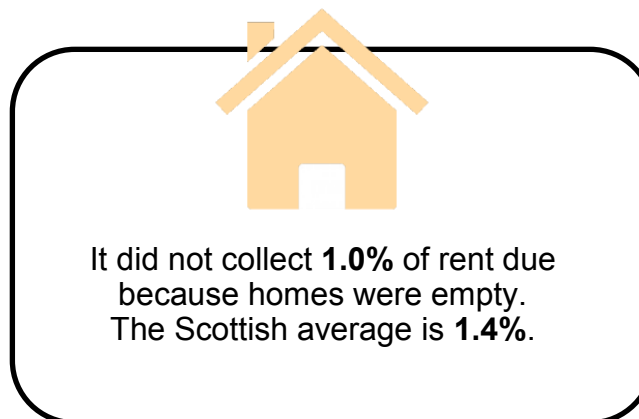
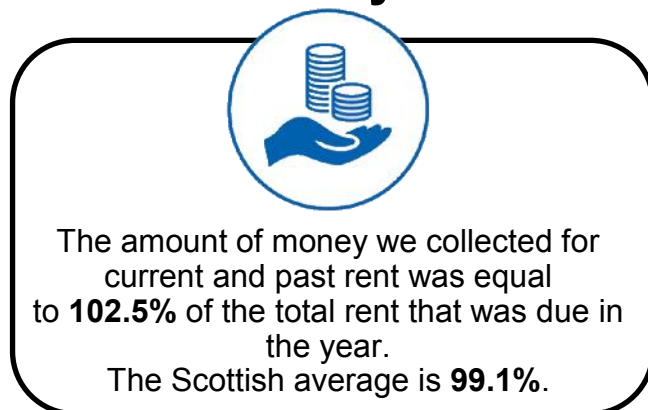
Each year we submit an Annual Return on the Scottish Social Housing Charter to the Scottish Housing Regulator. The Regulator then publishes reports on social landlords' performance against the standards and outcomes of the Charter. Their national analysis shows that, overall, landlords continued to perform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

Tenant Satisfaction

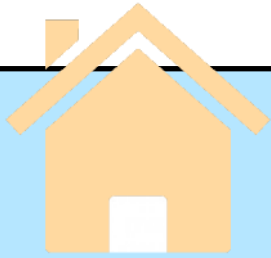
Of the tenants who responded to the most recent satisfaction survey:



Value for money

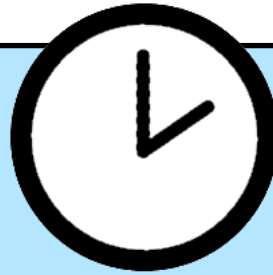


Quality and maintenance of homes



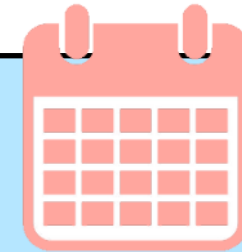
96.4%

of our homes met the Scottish Housing Quality Standard. The Scottish average is **91.0%**.



3.5 hrs

Was the average time it took us to complete emergency repairs. The Scottish average is **4.2 hours**.



3 days

Was the average time it took us to complete emergency repairs. The Scottish average is **6.7 days**.



86.1%

of routine repairs were 'right first time'.
The Scottish average is **91.5%**.



97.3%

felt that we were good at keeping you informed about our services and outcomes.
The Scottish average is **91.7%**



92.6%

of tenants who had repairs or maintenance carried out were satisfied with the service they received.
The Scottish average is **90.1%**.



97.2%

of anti-social behaviour cases relating to this landlord were resolved, The national average of **94.4%**.



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

