



**West Whitlawburn**  
Housing Co-operative

## Fresh New Look Logo and Website Now Live!

We are proud to announce the new website is live at <https://www.wwhc.org.uk> with a fresh and modern look which includes a new logo.

Working with our specialist website design team, the new site allows the Co-operative to better engage with our members and applicants digitally. Whether you're accessing the website on your phone, tablet or computer you will find streamlined menus, simplified navigation and easy to find information about the Co-operative and our work.

You are now also able to easily report a repair on the website as well as access lots of publications such as annual reports, newsletters and policies.



As part of the West Whitlawburn modernisation journey we have also updated the logo. This modern and bright logo was designed to reflect the greatest success story of our Co-operative in the last 33 years: people coming together to make their community a better place.

The Co-operative's Communications Team also intends to establish a social media presence which will be integrated into the site and promote tenant engagement and participation.

Our Deputy Director, Grant Clayton, said:

*"We hope our Members find the new website fresh, modern and informative. Our communications team have worked hard to make sure it is designed in a way that our website visitors can easily find the services and information they need, when they need it. We recruited some tenants to test the website for us and we have been given great feedback. We are confident that the Co-operative's new logo will be well received too".*

If you have any suggestions or feedback about the new website please contact Rachel Hosie, Corporate Services Officer at the office.



## Tenant Satisfaction Surveys October / November 2022

Over the next few weeks we will begin contacting our tenants / members to carry out a short survey to find out what you think of the services we provide.

We will also gather your feedback on what we could do better and how we can improve the way we communicate with you.

The survey is optional and you don't need to take part. However, we would love to hear your views so that we can make improvements where required, and learn from your feedback. Anything you tell the surveyors is fully confidential. We aim to have these surveys completed by end of November. Please contact the office if you have any questions about the survey.

## Annual General Meeting 2022

The AGM was held on Saturday 10<sup>th</sup> September 2022 with 14 members present and 31 members represented by proxy.

Ken Stubbs-Gorman was elected to the Management Committee having previously been co-opted. Existing members Andy Duffin, Phil Welsh and Susan Anderson were also re-elected.

Anne Anderson stepped-down as Chairperson which made some changes to the office bearers of WWHC:

**Susan Anderson – Chairperson**

**Phil Welsh – Vice Chairperson**

**Andy Duffin - Secretary**

## Welcome to New Committee Member Ken

We warmly welcome Ken Stubbs-Gorman to the Management Committee after being elected on 10th September 2022 at the Annual General Meeting.

Ken has been a member since 2002 and has raised four children here in West Whitlawburn. He has settled onto the Committee well and we look forward to his contributions to the work of the Co-operative.

There are still vacancies on the management committee. The committee meets every month, it's made up of tenants like you and it is committed to providing excellent housing and other services to our members, residents and service users. **Please contact the office for more information.**

## March the Month

Vice Chairperson, Phil Welsh, recently took part in Prostate Cancer UK's campaign 'March the Month' - a virtual step challenge for anyone who wants to keep active and help beat prostate cancer.

Participants could walk and do other activities to take on 11,000 steps a day throughout September for more than 11,000 men who die every year.

The challenge was set to raise awareness of the most common cancer in men and every penny raised helps fund lifesaving research to stop prostate cancer damaging bodies and lives.



*"I took up this challenge to do 11,000 steps per day throughout September in aid of prostate cancer. This affects 1 in 8 men over 50 so, I, being at that age found it important to raise money for a worthy cause. I raised nearly £500 and walked 500,000 steps. I also took part in 'man vs. fat football'. It made me feel great and has helped me lose 2 1/2 stone! I would like to say a massive thank-you to everyone who supported me and donated to this cause, especially my family. Finally, to all men out there please get checked out! Go to 'Prostate Cancer UK's' website to do the test - it may save your life. May the force be with you" – Phil Welsh.*

We think this is a fantastic effort from Phil and extend our congratulations to him! Please visit <https://prostatecanceruk.org/> for more information.

If any member has a 'feel-good' story they would like to share and for a chance to be included in the next newsletter, please let us know by contacting the office.



### No Smoking within Communal Landings, Foyers and Lifts

When neighbours, visitors, friends and family breathe in second hand smoke – it is not just unpleasant for them, it can damage their health too.

Passive smoking is especially harmful for children as they have less well-developed airways, lungs and immune systems.

Smoking within communal areas has also been raised in our recent Fire Risk Assessment as cigarette butts have been found in communal areas which could be a potential fire risk.

**Smokers please take your cigarettes outside. Thank you**



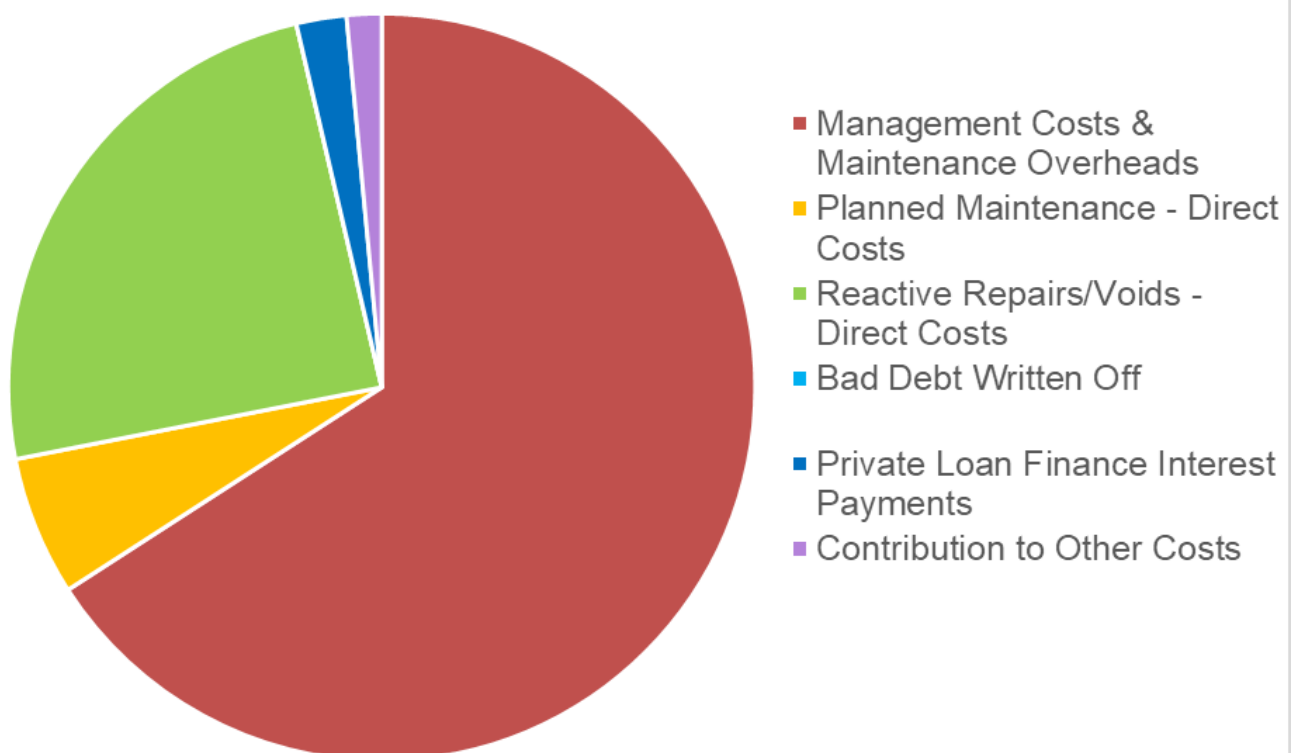
# The Scottish Social Housing Charter

## Finance Report - April to June 2022

Revenue Income	£	%
Net Rents Charged	£ 818,342	68.7%
Grants Released	£ 245,489	20.6%
Grants Received	£ 38,689	3.3%
Energy Centre Income	£ 72,652	6.1%
Other Income	£ 16,219	1.4%
Bank Interest	£ 576	0.1%
<b>Total Revenue Income</b>	<b>£ 1,191,967</b>	<b>100.0%</b>

Revenue Expenditure	£	%
Management Costs & Maintenance Overheads	£ 555,945	45.1%
Planned Maintenance - Direct Costs	£ 50,864	4.1%
Reactive Repairs/Voids - Direct Costs	£ 205,925	16.7%
Stage 3 Adaptations	£ 11,036	0.9%
Bad Debt Written Off	£ -	0.0%
Other Costs	£ 37,864	3.1%
Energy Centre Revenue Expenditure	£ 66,900	5.4%
Housing Depreciation	£ 287,076	23.3%
Loss on Disposals of Fixed Assets	£ -	0.0%
Private Loan Finance Interest Payments	£ 18,312	1.5%
<b>Total Revenue Expenditure</b>	<b>£ 1,233,922</b>	<b>100.0%</b>

### How was Total Rental Income Spent?





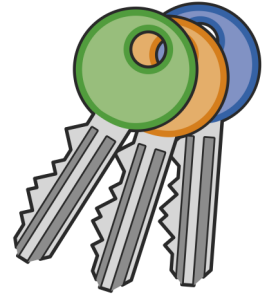
# Tenancy Services Performance - April to June 2022

## Turnover and Allocations

At 28<sup>th</sup> June 2022 there were 148 applicants on the housing list and 231 on the transfer list.

We let 16 properties during this period, with 13% of these to direct applications, 19% to transfers, 44% to South Lanarkshire Council referrals and 25% to others.

The average time to re-let properties for the period was 37 days which was above our target of 21 days. The time to re-let properties is longer than usual due to extra measures and additional cleaning required by Covid-19 restrictions.



## Rent Collection and Arrears



Current and former tenant arrears were sitting at 4.46% with 95.5% of rent collected during the first quarter of the year.

If you need any help or advice regarding your account or benefits please contact your Housing Officer. This is particularly important if you have been invited to claim Universal Credit.

## Estate Management

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

During this period we received 88 reports of anti-social behaviour. We also had 2 abandoned tenancies.

Concierge staff also manage the housing alarm service and they responded to 1 emergency call.

All our Concierge Officers are first aid trained and provide invaluable emergency help to our more vulnerable tenants. If you think you would benefit from a housing alarm being installed in your home, please contact your housing officer.




# Property Services Performance

## April to June 2022



The average time taken to complete emergency repairs was **2.34 hours**.



The average number of working days to complete non-emergency repairs was **2.58 days**.

We appreciate that some tenants on the estate like to feed the birds, however the leftover bread and food can attract vermin and lead to other issues.

We kindly ask that tenants refrain from feeding the birds to avoid potential problems in the future.



# Get Help with Energy Bills

## Child Winter Heating Assistance

Child Winter Heating Assistance is a payment to help disabled children, young people and their families with heating costs in winter.

Social Security Scotland make payments once a year from the end of November. Check if you qualify for Child Winter Heating Assistance by visiting the mygov.scot [Website](#).

## Home Heating Support Fund

The Home Heating Support Fund can help you pay your energy bills by sending a payment to your supplier or giving you an energy voucher that you can use to pay your bills.

You can get this help even if you use:

- a pre-payment meter
- a credit meter
- a district heating network
- unregulated fuels

[Find out how you can apply for the Home Heating Support Fund.](#)

You can also apply by phoning Advice Direct Scotland free on **0808 800 9060**.



## Problems with a prepayment meter

You can get help with prepayment meter problems from Citizens Advice Scotland.

This includes help and advice if you:

- cannot afford to top up your prepayment meter
- want to stop your supplier moving you to a prepayment meter
- are ill or disabled making it hard to use or top up a prepayment meter

For more information visit: [Citizens Advice](#)

## Low Income Winter Heating Assistance

Low Income Winter Heating Assistance is replacing the Cold Weather Payment in Scotland. If you qualify you could get £50 once a year to help with your energy bills in winter. This starts in February 2023.

You will get this payment automatically if you qualify for.

- Pension Credit
- Income Support
- Income Based Jobseeker's Allowance
- Income Related Employment and Support Allowance
- Universal Credit
- Support for Mortgage Interest

## Check you're paying the right amount for your energy bills

If you think you're paying too much for energy, contact the Money Talk Team. They can make sure you're not paying too much for gas or electricity.

The Money Talk Team offers money advice, check what benefits / support payments you are entitled to and how to save money on your bills.

### Contact the *Money Talk Team*:

- call 0800 085 7145
- [use the Money Talk](#)
- [Team webchat box](#)
- set up a meeting at your local Citizens Advice Scotland



# Energy Price Guarantee

The UK Government has announced short-term action to support households with energy costs by replacing the price cap with an Energy Price Guarantee.

The Energy Price Guarantee will ensure that a typical household in Great Britain pays an average £2,500 per year on their energy bill, from 1st October 2022 until April 2023.



The Government is also temporarily suspending green levies on bills with these costs transferred to the Exchequer. In addition, there is a £400 Energy Bills Support Scheme to be paid in 6 instalments from October 2022.

## How will the Energy Price Guarantee Will be Applied to Energy Bills?

You do not need to apply, and there's no need to contact your energy supplier.

For consumers who pay for their energy through a monthly, quarterly or other regular bill, the Energy Price Guarantee will be applied when your bill is calculated.

The Energy Price Guarantee limits the amount you can be charged per unit of gas or electricity, so your exact bill amount will continue to be influenced by how much energy you use.

### If you're on a Fixed Rate Tariff...

For those customers on fixed rate tariffs, a 'floor' unit price for gas averaging at 10.3p/kWh and for electricity averaging at 34p/kWh for direct debit customers will also come into effect on 1st October 2022.

Unit price reductions of up to 17p/kWh for electricity and 4.2p/kWh for gas will apply to fixed rate tariff customers to bring their rates down to, but not below, the floor unit price.

Customers on fixed rate tariffs that are already below the floor unit prices will not receive a further discount for the duration of their fixed term.

Energy suppliers will adjust fixed tariffs automatically. Customers on fixed tariffs do not need to take any action. Any transfer to a different tariff is a matter for suppliers.

### If You're on a Pre-Payment Meter...

For GB pre-payment meter customers, the Energy Price Guarantee will be applied to the rate you pay for each unit of energy, so the money you put on the meter will last longer than would otherwise have been the case this winter.

### If You're on a Standard Variable Tariff...

The average unit price for dual fuel customers paying by direct debit will be limited to 34p.

kWh for Electricity and 10.3p/kWh for Gas, inclusive of VAT, from 1 October.

Energy suppliers will adjust standard variable tariffs automatically. Customers on standard variable tariffs do not need to take any action to get the benefits of this scheme.

## Standing charges

Average standing charges will remain in line with the levels set by *Ofgem* for the default tariff cap from 1st October 2022. These charges are 46p per day for electricity and 28p per day for gas, for a typical dual fuel customer paying by direct debit.





# Help is Available for Rising Energy



## Costs...

### Energy Bill Discount

Millions of the most vulnerable households will get £1,200 of one-off support in total this year to help with the cost of living and their energy bills, with all domestic electricity customers receiving at least £400.

This automatic, non-repayable discount will be applied in six instalments between October 2022 and March 2023 to help households through winter. If you are a prepayment meter your discount will automatically be added to your meter like a top up. If you pay by direct debit, then the amount will be deducted from your monthly payment.

*There is no need to apply for the scheme and you will not be asked for your bank details.*

### Cost of Living Payment

Households on means tested benefits, including Universal Credit, Pension Credit and Tax Credits, will receive a payment of £650 this year.

This will be made automatically in two instalments, one in summer and another in the autumn, and is in addition to the £400 discount on energy bills stated above.



### Pensioner Cost of Living Payment

In the winter months pensioners can get between £100 and £300 to help pay heating bills. This winter, they will also receive an extra one-off £300 Pensioner Cost of Living Payment, which will be paid as an automatic top-up to the Winter Fuel Payment.

### Winter fuel payments

If you were born on or before 25 September 1956 you could get between £250 and £600 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

The amount you'll get includes a 'Pensioner Cost of Living Payment'. This is between £100 and £300. You'll only get this extra amount in winter 2022 to 2023. This is in addition to any Cost of Living Payment you get with your benefit or tax credits.

### Cold weather payments

£25 extra a week if you're getting certain benefits is available during the winter when the temperature is zero or below for more than seven days.



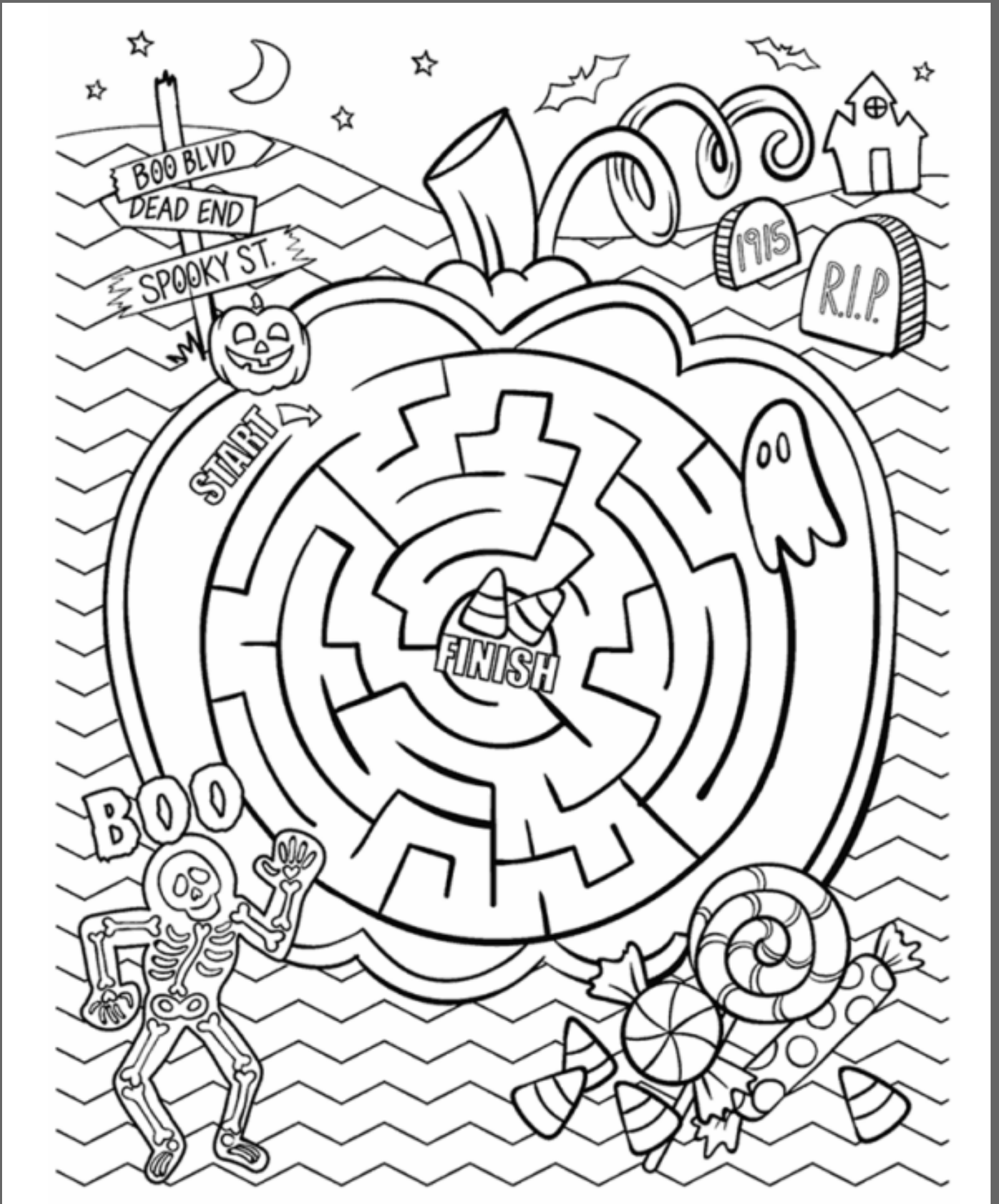
### Warm Home Discount

This autumn nearly three million low-income households are eligible for a £150 rebate on their winter electricity bills. You will need to apply for this discount as you do not automatically get this, however the scheme isn't opening until November this year.

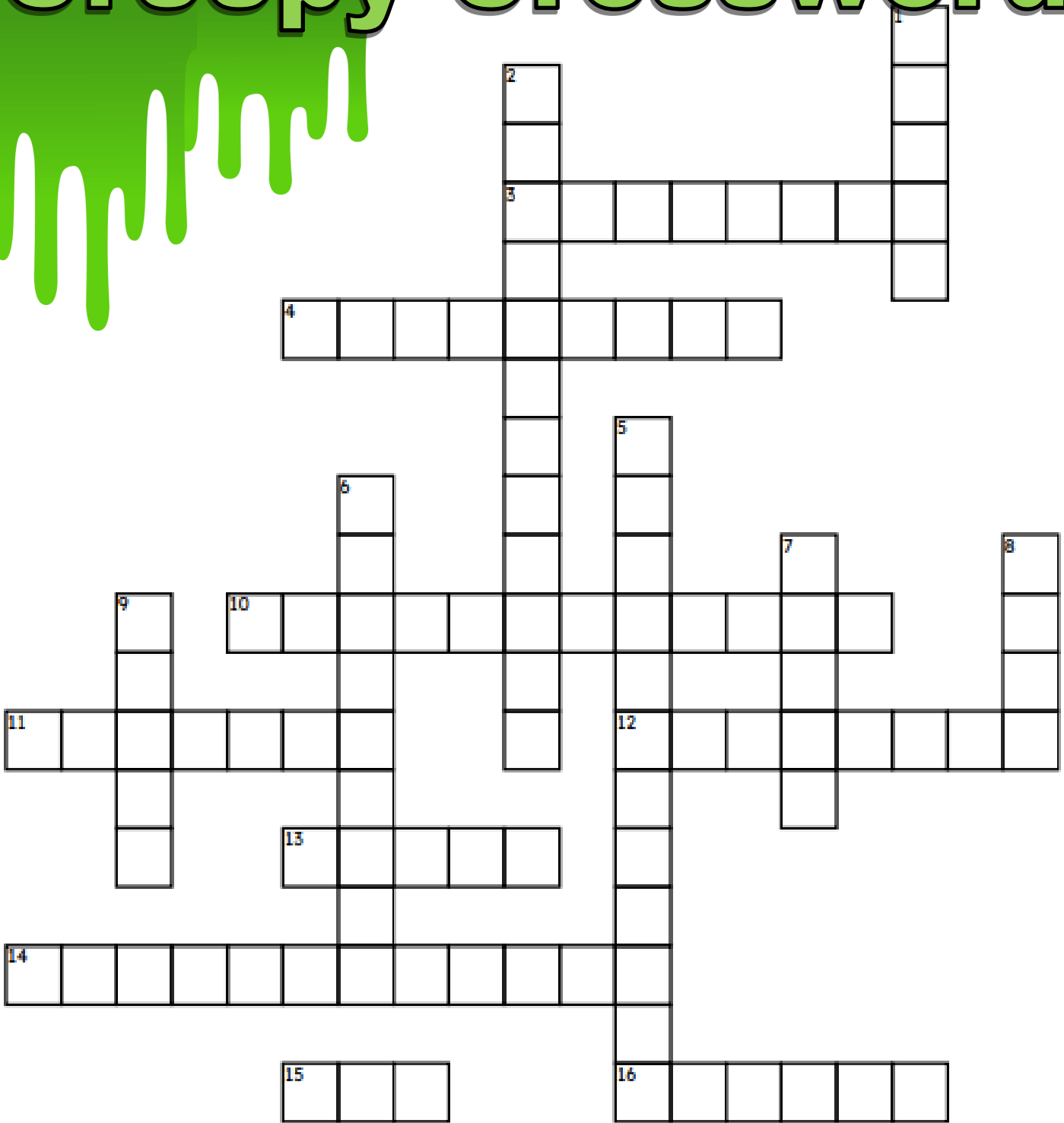


# Halloween Colouring

Down Boo Boulevard and Spooky Street you'll find a sweet treat...



# Creepy Crossword



## Across

- 3. people dress up in
- 4. October 31
- 10. built by a scientist and green
- 11. sucks blood and turns into a bat
- 12. a witch's companion

**13.** Snickers, Twix and Skittles

**14.** spooky, scary, house, people go for fun

**15.** Whoo? Whoo?

**16.** 8 legs and really scary

## Down

**1.** a spooky floating creature

**2.** A carved pumpkin with a candle inside

**5.** famous movie with a green slimy ghost

**6.** where zombies live

**7.** Rides a broom, and has a black cat

**8.** green duck

**9.** wrapped in toilet paper



# What's on at Whitlawburn

## Free Online Cooking Classes

Whitlawburn Community Resource Centre will be delivering a **free 6-week block of online cooking classes for adults and children this autumn**. A 5 minute pre-recorded video will be posted on our Whitlawburn Online Cooking Facebook Group for you each week to watch and follow at home at a time that suits you.

The Facebook Group is also available for you to post photos, videos, share tips of your weekly meals and ask our chef any questions. You will be provided with all ingredients and recipes. Your specially prepared bag can then be collected from the Whitlawburn Community Resource Centre's Reception on **Wednesdays and Thursdays between 10am – 4pm**.

To register or for more information please contact Claire on 0141 641 5005 or Private Message us through the Centre's Facebook Page. @WCRCOfficial <https://www.facebook.com/WCRCOfficial>



## Free Arts & Crafts Group

Whitlawburn Community Resource Centre will be delivering another hybrid Arts & Crafts Group for children and their parents/carers.

The arts and crafts will be a hybrid of an in centre session running for Halloween and will take place on **Wednesday 26<sup>th</sup> October**. It will run from 3.30-4.30pm (young people must attend with a parent/carer) or bags can be collected from the centre between **10am – 4pm**, then crafts can be completed at home if this is preferred. You will be provided with all materials and instructions to make your crafts either from the comfort of your own home and within your own time or you can come into the centre where tea and coffee will also be available.

We plan to deliver a Christmas arts and crafts session, keep an eye on our Facebook page for more details!

We also have our own Whitlawburn Arts & Crafts at Home Facebook Group where you can post your own photos and videos of your finished masterpieces.



To register or for more information please contact Elizabeth on 0141 641 5005 or Private Message us through the Centre's Facebook Page: @WCRCOfficial

# Community Resource Centre?



## Little Rascals Toddler Group

The Little Rascals is our local baby and toddler group based in the Whitlawburn Community Resource Centre.

The group runs every **Thursday 11.00am - 12.30pm**.

The group have plenty of toys to play with and take part in various activities from biscuit making to arts and crafts including play sessions with SPELL Lanarkshire.

The group are also looking to start running on Fridays from 4<sup>th</sup> November.

Parent &  
Toddler  
Group



If you would be interested in coming along Friday or for more information on the group, please contact Claire on 0141 641 5005 or like and follow us on Facebook @littlerascalstoddlersgroup <https://www.facebook.com/littlerascalstoddlersgroup> for up-to-date activities and information.

## Whitlawburn Digital Inclusion Hub

The Digital Hub drop-in is back and open:

Monday: 10am – 4pm

Wednesday: 10am - 4pm

Friday: 2pm - 4pm



@whitlawburnhub



@whitlawburn\_hub

Tea & Tablet/Coffee & Chromebook Group on Friday afternoons from 12noon - 2pm  
Pop along for a chat, learn about your device and help others by interacting.

For more information please contact Fiona, our Development Worker, either by text or leave a message on 07917 358 788 or by email [fiona@whitlawburncrc.org.uk](mailto:fiona@whitlawburncrc.org.uk). Please note messages will be responded to on Monday, Wednesday and Friday only.

## Genealogy

The Tea & Tablet/Coffee & Chromebook Group are running a Genealogy Taster on **Friday 28th October, 12noon until 2pm within the Whitlawburn Digital Inclusion Hub**. Come along and delve further into your family history or if you are working on your family tree, take the time to 'branch' out. If you're a novice, this is a great place to start to unearth your family roots!

To register or for more information please contact Fiona on:

Tel:0141 641 5005

Mobile: 07917 358 788, leave your name and contact number or email at [fiona@whitlawburncrc.org.uk](mailto:fiona@whitlawburncrc.org.uk) .

Spaces are limited, so book now to avoid disappointment!







## October Week Back to School Giveaway



During the October week we are holding our Back to School Giveaway, focusing on winter coats and school uniform items. We also stock some water bottles, lunch boxes as well as stationery.

**We currently hold most items for St. Anthony's and Loch Primary School.**

**We hold only a small limited selection for:-**

- Cathkin Primary
- Burnside Primary
- West Coats Primary
- Spittal Primary
- St. Mark's PS
- Cairns Primary
- St Bride's PS
- Park View Primary



We have a limited supply of Cathkin High School items and we are working closely with the *CST Parent Partnership* to cover more of the local high schools.

Winter coats and uniform items will be available at **our Food Co-op in The Cafe every Wednesday, 11am—2pm.**

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

## Gentle Exercise Classes with Joanna

Gentle Exercise AbsoFIT Class runs every **Tuesday at 1.30pm** with Fitness Trainer Joanna using body weight low impact exercises. **The 30 minute classes are free and are running over a 6-week block** but we expect that it will continue on into winter due to the popularity.

Classes are for **men and woman, age 18 and over**. There's no need to book, just come along and join in the fun.



## Whitlawburn Food Co-op

We are delighted to announce that our Food Co-op is now **based in the Cafe within the centre.**

After many years of serving the community from the common room of Benmore Tower, starting out originally as the Fruit Barra, it was time to move and start from fresh.

We are a small community food co-op, providing quality service and food at a low cost; open every **Wednesday from 11am – 2pm**, run by volunteers. We continue to along work with Fairshare, where we pay them a yearly membership and delivery fee. Each week we receive around 8/9 pallets of fresh and frozen food.



Since moving to the Cafe we can also provide a warm space for a cup of tea and a chat. Pop along for a wee natter while our volunteers make up your bags of food, for either **£2 for tinned goods only or £3 including fresh produce.** Please bring a bag along for your goods.

### Food Co-op Donation Drive

As we look to expand our newly opened Food Co-op within the centre we are currently looking for any donations of non-perishable goods. This will be a great help to build up our community shop and enables us to keep providing low cost goods for the community.



If you have any spare tins please drop-in off at Whitlawburn Community Resource Centre,

**Monday – Friday between 10am – 4pm.** Or drop off at the Concierge. Thank you!

If you would be interested in becoming a volunteer please contact Claire on **0141 641 5005** **OR** private message through our Facebook page: **@WCRCOfficial**



Find us on:  
**facebook®**

Please keep an eye on our Facebook page @WCRCOfficial <https://www.facebook.com/WCRCOfficial> for any updates on activities and groups happening with the centre and the local area.

### Interested in Starting Your Own Group?

Contact with us at the centre on 0141 641 5005 or email us at [reception@whitlawburncrc.org.uk](mailto:reception@whitlawburncrc.org.uk) and we can go through how we can help.



# Housekeeping...



## Please Be Responsible and Clean Up After Your Dog!

It has been brought to the Co-operative's attention by our ground maintenance contractor that there has been an excessive amount of dog fouling on the estate. This has led to the contractor having difficulty in cutting some grassed and communal areas. This is impacting on the service they provide with some areas looking unkempt. As you may be aware it is an offence not to pick up after your dog



We provide **free dog poop bags** which are available from the Main Office, Concierge and the Resource Centre, please call and collect some bags.

If you witness dog owners not clearing up after their pets then you can report the incident to South Lanarkshire Council Environmental Health on **0303 123 1015**. For more information on how to contact the team please visit South Lanarkshire Council's web page.

Once again, thank you to all the owners that do clean up after their pets.

## Parking at West Whitlawburn

Notice for all vehicle owners using the parking facilities in West Whitlawburn Housing Co-operative.

There are no designated car bays for the low rise properties or the towers. Anyone can park in any vacant car bay. **The only designated car bays are the Disabled Car Bays.**



Please be courteous of other users and adhere to the following:

- Park within the marked parking bay lines
- Do not block lock-ups / garages / bin rooms at the low rise and high rise properties
- Display the appropriate badge when using the Disabled Car Bays
- Do not park on the yellow painted areas as these are for Emergency Service Vehicles **only**

Thank-you in advance for your co-operation.

Registered with the Scottish Housing Regulator No. 203

Registered Charity No. SC038737, VAT Registration No. 180223636

Registered society under the Co-operative and Community Benefit Societies Act 2014



HAPPY TO TRANSLATE