

# West Whitlawburn Housing Co-operative *Spring Newsletter 2013*

## G'Teas receive funding from



to promote and raise awareness on Healthy Eating Habits through our Healthy Living Award, the following 2 events were organised: A cooking demonstration and information stand was provided at International Women's Day, St Columbkille's Church Hall, Rutherglen on 5<sup>th</sup> March 2013 with our in house chef cooking up some tasty healthy & hearty recipes - 400 people attended the overall event.



Our second event was held in the Whitlawburn Community Resource Centre on Friday 15<sup>th</sup> March - 3 Teams from the community competed in a Healthy food Cook Off.

**Rhubarb & Custard (John & Rebecca)**

cooked chicken & broccoli pasta

**Forrest Fruits (Claire & Kayleigh)**

cooked thai turkey stir-fry

**Red Hot Peppers (Helen & Gail)**

cooked tuna sweet corn burgers.



The audience got to taste all the meals and voted for their favourite dish. Forrest Fruits were crowned the winners and all our volunteers received a fruit hamper.

The kids from the Out of School Care joined in by making tasty juicy fruit kebabs for the audience.



Our Energy Awareness Advisors provided an information stand along with Zero Waste Scotland who had a prize draw for the audience members to participate in, for the chance to win fruit hampers.

Home baking was provided by our Mary Berry Bakers at the Housing office.

The day's events were hosted by our Red Nose Day Angels- Kerry Anne & Lauren.



Over 60 people attended the events with £200 with gift aid being raised for Red Nose Day.



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## Update on play equipment



We are delighted to announce that the trim trail is now complete with official handover from the contractor, The Play Practice being achieved on 18<sup>th</sup> February 2013.

Funding provided from:  made this possible.  
Building Communities. Transforming Lives.

The Out of School Care and Youth Club members suggested names for the park; committee selected the winning name "Fit & Fun Park" as above.

### Multi Use Games Area – installation is well under way!

Work to install the Multi Use Games Area (MUGA) started on Monday 25<sup>th</sup> February 2013 with completion projected within 3 weeks.

Thanks to the Community Payback Services for providing this facility.

**All the equipment newly installed along with the existing, completely transforms the area, and provides facilities for all ages & families to get outdoors and enjoy.**





Healthy n Happy

Community Development Trust

## “We are moving!”

After a long time planning and consulting we have unanimously agreed to relocate our office base to central Rutherglen as from 3<sup>rd</sup> June 2013. We are moving into a new office space in the Aspire building (across from Boots the Chemist) and creating new community space in the old church hall (formerly the office of Rutherglen and Cambuslang Housing Association).

We already work in lots of different locations throughout our communities in Cambuslang and Rutherglen and although we are very sad to leave our base in Whitlawburn we will of course continue our work in Whitlawburn for many years to come.

We are very excited about our new base and how it will support our plans and work over the next 5 years. We have new funding and work programmes starting this year alongside our existing range of services and new income to recruit additional staff and volunteers. We look forward to more flexible work space for our staff and volunteers, to creating a warm and welcoming reception and environment for all who visit us and all in a location which is more accessible to greater numbers of local residents from both towns.

We would like to say a big thank you to the residents of Whitlawburn, the management and staff of both the Community Resource Centre and West Whitlawburn Housing Co-operative for all their support over the last 10 years.



## Community Action in Whitlawburn

Healthy n Happy are continuing to work in and with the people and communities in Whitlawburn engaging with you and finalising the report from the community research recently undertaken.

A huge thank-you to all those who took part in the consultation and who completed a questionnaire. If you haven't done so and would like to complete a research questionnaire please let us know and we will be happy to assist you with this.

There are now opportunities to become involved and we will shortly be supporting the formation of a new action group who will begin making positive changes in the area which will be totally needs led and all views of the community will be taken into account.

We would love to hear from you and to hear your views on Whitlawburn. If you would like to become involved or if you would like to have your views heard or for further information please call Kenny on 0141 646 0123 for a chat.



# Current and new opportunities with Healthy n Happy

Healthy n Happy continues to provide a whole range of opportunities for individuals and families across Cambuslang and Rutherglen. We have specific support for families who have a young person over 8; a wide range of activities are offered to promote healthy choices, enhance family relationships, develop parenting skills and manage stress.

Our parent café runs in Whitlawburn Resource Centre weekly:

Wed 11.30 – 1.30 (babies up to 1 years old)

Fri 10.00 – 12.00 (babies from 1 – 2 years old)

Bring your baby, meet other parents and learn new ways of enjoying your baby while they learn to play and interact.

Watch out for information on our new services from April. These include support for those with a long-term condition and their family, support for lone parents to work towards employment, a volunteer visiting service for older people isolated in their communities and opportunities for communities to talk and develop actions on alcohol.

Contact us on 0141 6460123 or visit our website at [www.healthynhappy.org.uk](http://www.healthynhappy.org.uk)



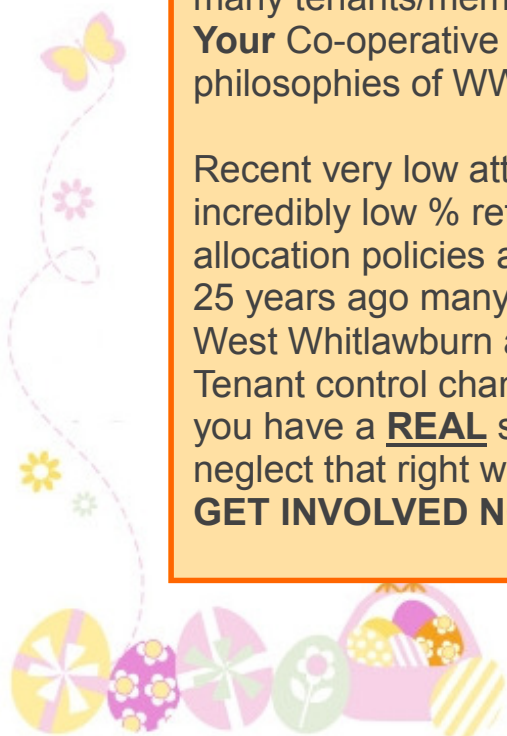
## It's YOUR Co-operative

Recently Management Committee members and staff have felt that many tenants/members either do not understand the fact WWHC is **Your** Co-operative or are just not interested in the democratic philosophies of WWHC.

Recent very low attendances at tenant/member meetings and incredibly low % returns on recent consultations on rent charges and allocation policies all give rise to fears that apathy is in the air.

25 years ago many tenants were apathetic to their circumstances in West Whitlawburn and look at the squalor that led to.

Tenant control changed all that. Don't let those days return. Remember you have a **REAL** say in what happens in West Whitlawburn. Do not neglect that right which many have fought for over the past 3 decades – **GET INVOLVED NOW!!**



## Benefits Are Changing – Are you ready?

No doubt you will have read about the changes to the Welfare Benefit system in recent newsletters and in the press. The first change that is being introduced is the “bedroom tax” which comes into force from 1<sup>st</sup> April 2013. This will be followed by the introduction of Universal Credit which should commence in October 2013.

The Bedroom Tax is going to affect tenants of working age, who claim Housing Benefit and who are under-occupying their home. It is being applied to all Council and Housing Association or Co-op tenants through out the UK.

Tenants who are affected are going to have to pay a portion of their rent charge from their other benefits or earned income. The payment amount will depend on the rent charge and the number of extra bedrooms available.

South Lanarkshire Council have written to everyone who is going to be affected to advise them they are going to be affected. The Council have also advised us of who is going to be affected and over the past few weeks we have tried to contact everyone concerned to discuss how we can help support tenants with this change.

If you have had a visit and not been available to speak to us please contact the office and arrange a suitable appointment so we can ensure you are liable to pay this charge and to discuss your payment options. In certain circumstances, it is possible to get an exemption from this charge and we are able to apply for this if you meet the criteria.

We appreciate that for some tenants this is going to be the first time they are going to have to make cash payments towards their account and they are going to struggle to make the payments. We can arrange for help with budgeting, debt management or benefit checks to help you manage your finances. We can also arrange to have electricity or gas tariffs checked to make sure tenants are getting the best available deal.

We want to help tenants with this significant change to the benefit system so please contact us to discuss any concerns you have about your Housing Benefit claim or to discuss how you are going to pay your new charge. If you are not able to call into the office during normal office hours we can make an evening appointment available for you on a Thursday evening.

## A fond farewell to Linda

West Whitlawburn says a fond farewell to Linda Lennox who has been in placement with us in a voluntary capacity for a period of some seven years. During this time Linda has gained a wealth of experience in a working environment and has been a tremendous asset to The Co-operative.

As Linda’s placement with us comes to an end she says... “I have enjoyed my time at West Whitlawburn very much as I have met a lot of new people and have made many new friends”.

**We wish Linda every best wish for the future.**



## Welcome Back...

To Stephanie McPeake who has returned to her position of Community Development Co-ordinator in the Whitlawburn Community Resource Centre after her maternity leave.



# Right to Repair and Right to Compensation– Information for tenants

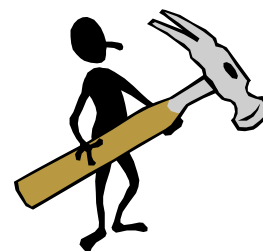
The Right to Repair (RTR) and Right to Compensation (RTC) were introduced for tenants of social landlords in the Housing (Scotland) Act 2001 which came into effect on 30th September 2002.

## Right to Repair

Only certain repairs are categorised within the Act as qualifying under Right to Repair. When a repair is deemed to qualify, the landlord, i.e. West Whitlawburn Housing Co-operative (WWHC) has a specified timescale within which the repair must be actioned. If WWHC fail to meet that timescale, the tenant can approach a secondary contractor to have the work done and also claim compensation for the work not being actioned within the required timescale.

Repair	No of days to complete repair
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house.	1 day
Blocked sink, bath or drain.	1 day
Loss of electric power	1 day
Partial loss of electric power	3 days
Insecure external window, door or lock.	1 day
Unsafe access path or step.	1 day
Significant leaks or flooding from water or heating pipes, tanks, cisterns.	1 day
Loss or partial loss of space or water heating where no alternative heating is available.	1 day
Toilet not flushing where there is no other toilet in the house.	1 day
Unsafe power or lighting socket, or electrical fitting.	1 day
Loss of water supply.	1 day
Partial loss of water supply.	3 days
Loose or detached banister or hand rail.	3 days
Unsafe timber flooring or stair treads.	3 days
Mechanical extractor fan in internal kitchen or bathroom not working.	7 days

A variety of repair types which fall within the Right to Repair (RTR) and the timescales that we as your landlord have to act are listed in the table.



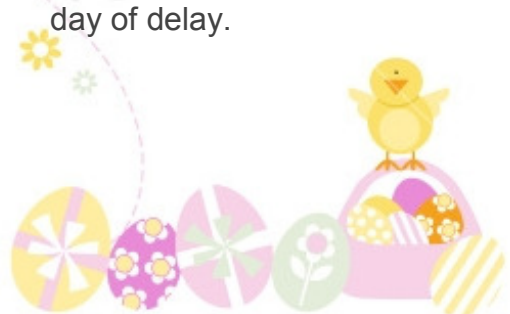
If a tenant reports a repair which falls into the category of RTR, we will

- a) instruct the work
- b) write to the tenant advising who the contractor is and the timescales within which work must be actioned.

We will also advise the tenant in that letter who the secondary contractor is, whom they can approach if the first contractor fails to act on the repair within timescales.

If the landlord (or contractor) fails to act within the laid down timescale the tenant can claim financial compensation. The tenant can claim £15 if work is not acted on and £3 per day for each additional day of delay.

The maximum amount of compensation payable is £100. If the repair is a defect from a development contract compensation can still be claimed if the repair is delayed beyond the timescale, however it is not permissible to instruct a secondary contractor.



## Right to Compensation

The Housing Act also details a list of improvements which tenants can claim compensation for when they end their tenancy. This is called the Right to Compensation for Improvements and applies to improvements completed on or after 30<sup>th</sup> September 2002. The minimum amount of compensation which can be applied for is £100, with the maximum amount being £4,000.

If the tenant applying for compensation owes the Co-operative rent arrears, this amount will be deducted from the compensation amount.

### ***Permission***

To qualify for compensation WWHC tenants must have the prior written permission of the Co-operative for the improvement works. The Co-operative will not unreasonably withhold permission. Receipts must be provided to the Co-operative at time of completion of the improvement works.

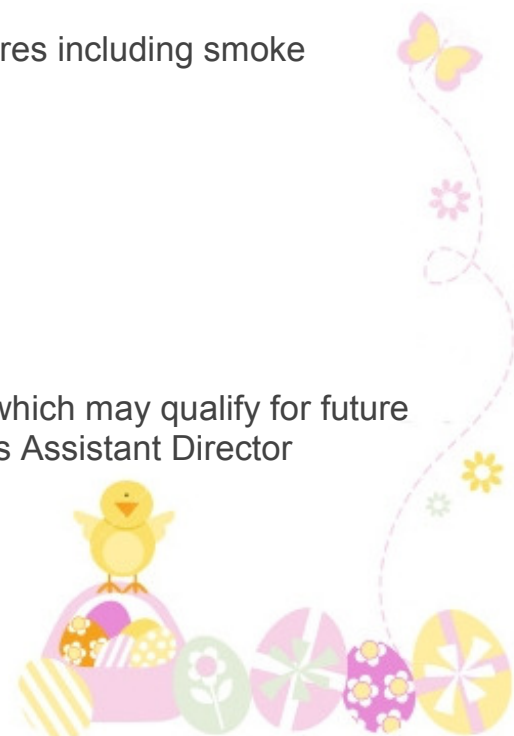
The Co-operative must be satisfied that the works are to an appropriate standard before progressing the compensation. Compensation for improvements can only be given once the tenancy has come to an end. Decoration to the home does not qualify under the Right to Compensation for Improvement Policy.

Tenants submitting a claim to the Co-operative must do so, at the earliest, within 28 days of the tenancy ending and at the latest no more than 21 days after the tenancy ends.

The type of improvement works which qualify under this legislation are:

- Installation of a bath or shower
- Cavity Wall Insulation
- Sound Insulation
- Double Glazing/External Window Replacement
- Draught proofing of external doors or windows
- Insulation of pipes, water tank or cylinder
- Kitchen Sink Renewal
- Loft insulation
- Rewiring/provision of power & lighting or other electrical fixtures including smoke detectors
- Space or Water Heating
- Storage cupboards (Bathroom or Kitchen)
- Thermostatic radiator valves
- Wash Hand Basin
- Watercloset (WC)
- Work surfaces in kitchen

If any tenant wishes to apply for approval to commence works which may qualify for future compensation, you should apply in writing to The Co-operative's Assistant Director (Operations), Mags Brownlie.



## Rechargeable repairs

The Co-operative has a responsibility as your landlord to carry out repairs to your property to ensure that it is kept wind and watertight and in a habitable condition. Our general obligations are set out in section 5 of your tenancy agreement.

However, as per paragraph 5.10, nothing contained in the agreement makes us responsible for repairing damage caused wilfully, negligently or accidentally by you, anyone living with you or a visitor to your house. If we decide to carry out the work, you must pay us for the cost of the repair. By signing your tenancy agreement, you agreed to pay for the cost of any such damage. This paragraph does not apply to damage caused by:

- Fair wear and tear
- Vandals (provided that you have reported the damage to the police as soon as the damage is discovered)

Over recent months, we have become more aware of an increase in the types of repair that we deem as "Rechargeable" under section 5.10 of your tenancy agreement and as such would like to draw tenant's attention to it for clarification.

Any wilful damage caused to your home will be charged to you and failure to pay for any repairs of this nature, may result in the repairs service being withdrawn and more seriously, could result in legal action being taken against you.

Examples of such negligent or wilful damage are:

- Losing house keys and requiring access to be gained
- Damage caused to internal doors, fittings and fixtures
- Damage to glass
- Damaged or choked sinks, baths, toilets (caused by obstructions due to tenant negligence)
- Water penetration issues due to tenants fitting own appliances etc which do not have written permission
- Electrical problems caused by tenants rewiring fittings etc. without written permission
- Tenants forcing access to their properties
- Disposing of fixtures and fittings from your property e.g. doors, heaters etc.



**(PLEASE NOTE, THIS LIST IS FOR EXAMPLE PURPOSES ONLY AND IS NOT EXHAUSTIVE)**



## Rent Charges 2013/14

The Management Committee has had a very difficult job setting rent charges for 2013/14. On the one hand determined to protect The Co-operative's assets and services and on the other very aware of the financial hardships facing many tenants/members due to welfare benefit reforms, unemployment, low wages and the general economic downturn.

The Management Committee consulted on a 4.75% rent rise, however following the consultation and on further consideration the Management Committee decided to cut the rent rise proposed in light of hardships tenants are facing and agreed on an inflation plus 0.7% rise. Full details of your rent charges have been issued to all tenants/members.





## Whitlawburn Pharmacy Application

WWHC was initially encouraged to hear that leave had been granted for David Dryden to appeal against the previous decision by NHS Glasgow and Clyde Pharmacy Practices Committee who refused to grant a licence for a pharmacy in Western Road.

We were then astounded to learn that, for some reason, the appeal which had initially been granted was then cancelled. WWHC Management Committee unanimously believes the case for the provision of a pharmacy locally is overwhelming and is fully supportive of the application.

WWHC is also very supportive of the new Pharmacy Action Group which has been established by residents of West and East Whitlawburn to support the application.

Our MSP James Kelly has also been supportive of the pharmacy application and organised a letter drop to all residents asking them to return a letter of support.

We await the outcome of ongoing discussions and just hope the Pharmacy Committee fully appreciate how much a pharmacy in Whitlawburn would help elderly and vulnerable people and the community as a whole.



### Help us to improve social landlords' services...

#### Who we are

The Scottish Housing Regulator's role is to protect the interests of tenants, homeless people and others who use the housing services of councils, housing associations, co-ops and other social landlords.

#### The National Panel: what it's for and why it's important

We're setting up a National Panel as one important way for us to hear what people think. We want to understand your priorities, experiences and views of the services you receive, and we will use your feedback to help make sure we're focusing on the important things.

#### Who can join

You can join the Panel if you are a tenant of a social landlord, are homeless, a home owner who receives factoring or common repairs services from a social landlord, or a Gypsy/Traveller who uses a council or housing association site.

#### What's involved

As a Panel member we will send you occasional surveys asking for your views - no more than 2 or 3 a year. Surveys will be quick and easy to complete. We may also ask you to give us feedback in other ways.

Every new member will be entered into a draw to win one of 6 x £50 prizes.

**To join or find out more...**

Sign up online at [bit.ly/nat-panel](http://bit.ly/nat-panel)

Scan the code with a smartphone

Call Craigforth (who manage the Panel) on 0800 027 2245



# West Whitlawburn Online

## Keep your child safe online

- talk to your child about the dangers posed by the internet
- tell them who they should speak to if they become worried or concerned
- explain that anything shared online or by mobile phone could end up being seen by anyone
- understand what your child does online and know which websites they visit
- ask them not to share personal information like real name, address or school details with anyone online
- explain that sometimes people aren't who they say they are online
- put the computer where the whole family can see it, not out of sight in a bedroom
- use filtering software to block inappropriate sites

Encourage your child to use websites such as [ChildLine](#) where they can find advice and guidance on safe (but fun) use of the internet.

## How Online Shopping can save you money

**Households can save up to £560 per year from shopping and paying bills online. With so much information on the internet you can save lots of money by shopping around for products and services.**

- You can save money by using comparison websites for electrical items, insurances, credit card deals, holidays and groceries
- Signing up to a cashback websites can be useful if you regularly buy clothes, groceries, books etc online. Try a co-operative like Quidco could get you cashback on goods that you are already buying.
- Check to see if you get a discount for paying your bills online or getting your bills emailed to you instead of being posted.
- Use [moneysavingexpert.com](#) for ways to find out how to save money.

Shop around for white goods and toys by searching in the shop, noting down the model numbers and seeing if you can get it online cheaper.

If you are making online purchases – remember to keep your details safe. Look for the secure padlock symbol at the top of the address bar when making payments online. Never give credit card details over email.



Secure padlock

**Remember If a deal seems too good to be true then it usually is!**



## News from the Citizens Advice Bureau Outreach Project

The outreach service at Whitlawburn Community Resource Centre has been running for three and a half years now and we are really pleased with its success.

During the 6 months from April to September 2012

61 clients received benefits advice

20 clients received money advice

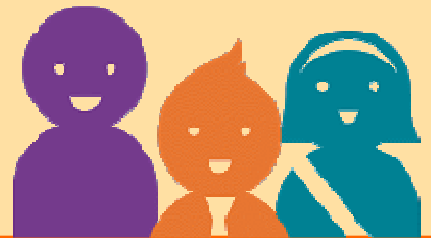
Level of client financial gain £113,000

Sadly, Moira is now moving on and she will be very much missed by everyone involved. Stacey will now be taking up the post – Stacey has been working for the CAB for over 2 years and is looking forward to taking on the project.

As you will be aware, there are many changes coming in with benefits so it's really important to get advice and help as quickly as possible if you find yourself in any difficulty.

We are promoting a Disability Living Allowance (DLA) uptake campaign from now until May. From June you will no longer be able to apply for DLA, as it is being replaced for new claimants by PIP (Personal Independence Payment). However, if you get awarded DLA before June, you will not get your award re-assessed for at least 2 years. Any extra money you get from DLA does NOT reduce any other benefits or income you might be getting.

If you would like to discuss whether you are eligible to apply for DLA, please contact reception to make an appointment with Stacey. Appointments are available on Mondays and Tuesdays between 10am and 3pm.



## Are you worried about bedroom tax or benefit changes?

If you are worried about the bedroom tax or the change to Universal Credit, remember Blantyre and South Lanarkshire Credit Union can help.

Please come and talk to us! Our staff will be in the Whitlawburn Resource Centre Monday, Wednesday and Friday's between 12-1pm.

Don't risk your tenancy, we can arrange for you to have your rent paid direct to the Housing Co-op. We have recently merged with Rutherglen Credit Union which means you will now have a local office to your money. The Rutherglen office is in Main Street on the opposite corner from Boots The Chemist.



# How are we doing?

## Tenancy Services

### Turnover and Allocations

At the end of December 2012, there were 193 applicants on the waiting list and 92 on the transfer list.

Since April 2012 the turnover was 12% with 75 properties being re-let. The average void time for each property was 22 days which is improved from 30 days in 2011/12, but is still above our target of 21 days and we are working to improve this.

	2011/12	Apr - Dec 12
Re-lets	84	75
Direct applications	46%	48%
Transfers	24%	17%
SLC referrals	30%	35%

### Rent Collection and Arrears

Arrears	2011/12	Dec 12	During this financial year so far we collected 98% of the rent due, compared with 98.5% during 2011/12  If you need any help or advice please contact your Housing Officer.
Current Tenants Target	4.4%	4.6%	
Current Tenants Actual	4.8%	4.5%	
Former Tenants Target	1.4%	0.9%	
Former Tenants Actual	1.0%	2.0%	

### 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 officer are first aid trained. Since April, 14 of the calls required emergency action.

	2011/12	Dec 12
Abandoned tenancies	12	10
Anti social behaviour	13	3
Estate management	113	87
Concierge incident report	96	90
Housing alarm calls	334	171

## Complaints

The Co-operative takes complaints seriously and makes every effort to resolve them as soon as possible. We have been operating the Scottish Public Sector Ombudsman RSL Complaints Handling Procedure since October 2012 and will be reporting outcomes to members quarterly.

Table below is from 12.10.12 to 12.1.13. The 3 complaints reported during the period were resolved at stage 1 within the 5 day timescale.

Complaint Details	Stage 1 Frontline Resolution	Stage 2 Investigation	Referred to Scottish Public Sector Ombudsman
Repairs	2	0	0
Policy/Procedure	0	0	0
Staff Conduct	0	0	0
Communications	0	0	0
Service	1	0	0
<b>Total</b>	<b>3</b>	<b>0</b>	<b>0</b>

## Operations

### Quarterly Repair Performance

	Item	April 2012 to December 2012
	Instructed	1315 (366 voids)
Of the 31 emergency jobs completed outwith target, 24 of them were actually completed on time but were recorded as outwith target due to an IT issue. 4 jobs were down to access issues.	Emergency	284
Of the 6 urgent jobs completed outwith target, 4 were due to specific access requirements of the tenants. Two were due to waiting times for parts.	Urgent	73
Of the 63 routine jobs completed outwith target, 28 were due to parts/specific access arrangements made by tenants. 7 were due to no accesses. One repair was for additional work identified when the tradesmen made the initial visit which delayed completion until the following day. One was due to a data input error. Others outwith target are being looked into and repair timescales are being more closely monitored.	Routine	958



## Corporate Services

Revenue Income			Revenue Expenditure		
	Budget	Actual		Budget	Actual
Net Rents Receivable	2044331	2052138	Management Costs & Maint Overheads	1074382	1039023
Other Income	14154	9654	Planned Maintenance - Direct Costs	96163	81138
Bank Interest Received	225	5875	Reactive\VOIDS - Direct Costs	404810	409796
			Property Depreciation	110199	110199
			Other Costs	58075	43047
			Bad debt written off	0	14100
			Private Finance Loan Repayments	123477	123477
<b>Totals</b>	<b>2058710</b>	<b>2067667</b>		<b>1867106</b>	<b>1820780</b>
Outturn Summary			Budgeted Surplus for the period		191604
			Actual Surplus for the period		246887
			Variance\Surplus for the period		55283

# External Auditors Give the Co-operative a Clean Bill of Health

The Co-operative was recently subject to its two-yearly external Audit of its Health and Safety Management Systems which was carried out by ACS Risk Control. An audit of our Health & Safety Management Systems was carried out to assess compliance with current Health and Safety legislation and good practice.

After an intensive 4-hour scrutiny of our policies, practices and records, The Co-operative received a clean bill of health with the following outcomes :-

Number of Legal Non Compliances	Nil
Number of Operational Non Compliances	Nil
Number of Recommendations for Improvement	Nil



John Cadden from ACS reported “The management, administration and the implementing of health and safety within the organisation is at a good standard. It is clearly evident that the organisation has adopted a positive approach to health and safety”.

Paul Farrell, Director, endorsed that the outcome was a tremendous and significant achievement with everyone playing their part - congratulations to all staff and committee for such a successful result.



## Energy workshops

Energy prices have been going up and budgets are tight, but we have been here to help the residents of Whitlawburn, by lowering their energy use, reducing carbon emissions and saving money!

Here are a few of the things that we have accomplished over winter;

**23 homes** of residents visited, to provide specific advice to their situation

**4 open stall workshops** in several of the Whitlawburn towers

Over **70 residents and locals** came to us for advice and tips on their carbon use.

Have dedicated over **30 open office sessions** for people to drop in for one to one chats.

People on average **saved £10** on their monthly energy bills with our advice and help.

We are also planning on holding topical public workshops and classes in the centre for people to come in and learn how to be more efficient.

Spring is the time for fresh starts and organising items, so if you want a hand helping lower your bills, save the environment and save some money, get in touch with the Whitlawburn Community Energy Project on 07791470806 / 07791471124 or email [energy@whitlawburncrc.org.uk](mailto:energy@whitlawburncrc.org.uk) We also have a website with an energy calculator so you can see how much it costs to power your home, visit it at <http://energy.whitlawburncrc.org.uk>



## What a difference the right house can make

Since moving to the adapted bungalow in Tiree Way, Tiegan's life and health have improved immeasurably.

As Tiegan grew up her health issues became more complicated and deteriorated forcing her to change from a manual wheelchair to an electric one making our last home totally unsuitable. Tiegan was limited in every part of her life and was completely reliant on others. Our previous house was not able to be adapted to meet Tiegan's needs and even with the highest level of priority we had been waiting years for a suitable house to become available.

The whole family were overjoyed to get the offer to move to Tiree Way.

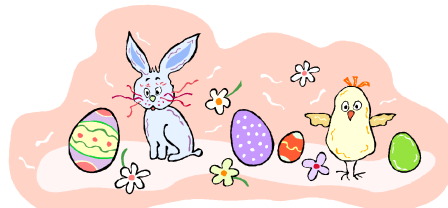


Tiegan has Spina Bifida and lots of associated health problems as a result of this condition. Since moving in November Tiegan is more independent and she can now access every room in the house. She is able to do all the things she was unable to do before. She can get in and out of her home herself, meaning she can answer the door and see guests to the door when they are leaving. Tiegan also has her own bathroom where she can wash independently, brush her teeth and she can do these when she wants. One of the biggest benefits of Tiegan having her own bathroom is that her personal care can take over 3 hours and having a separate toilet has been a great relief for the rest of the family. Tiegan has also been vulnerable to pressure sore and since moving these have virtually cleared up as we can utilise the space available to give physio and position changes.

It is wonderful to see the change in Tiegan over the past few months, she is much happier and is now able to reach her potential and have as full a life as possible and having suitable housing has been fundamental in achieving this.

The family as a whole have also benefited immensely as life is much simpler and our stress levels have been greatly reduced. With the extra space for Tiegan's equipment and supplies we are now able to have more of our own stuff meaning we have been able to make it a home for us all and one we can all enjoy.

We cannot thank everyone associated with West Whitlawburn Housing Co-operative enough for this opportunity.



*If you have any reason to formally complain about an aspect of service you receive or request from WWHC, initially you should raise the matter, preferably in writing, with WWHC. If you are still unhappy you may have recourse to raise the complaint with: Scottish Public Services Ombudsman, 4 Melville St. Edinburgh, EH3 7NS*

*West Whitlawburn Housing Co-operative— Belmont House, 57 Belmont Rd, Cambuslang, G72 8PG  
tel: 0141 641 8628. opening hours 9:15am-4:45pm. 24 hour concierge tel: 0141 646 1924.*



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