



West Whitlawburn Housing Co-operative Ltd Annual Report 2018/19

Chairperson's Report

My oh my what a quick and positive year this has been! My second year as returning Chairperson has been very eventful and successful. Committee and staff have had to deal with an ever increasing workload due to external impositions on us. It really has been very onerous.

The introduction of :

General Data Protection Regulation, planning for Freedom of Information Legislation, the introduction of a new Regulatory Framework by the Scottish Housing Regulator. Along with all the normal business of running a multimillion pound organisation such as WWHC, has kept us very, very busy, too busy some may say. We can proudly say, as usual that WWHC continues to meet these considerable challenges.



We have:-

- Strengthened the Management Committee significantly and hope to do so further this year. Thanks to the new members for their great contribution.
- Kept rent increases below inflation whilst continuing to deliver very high quality services and we have invested significantly in further property improvements.
- Engaged with the Scottish Parliament in promoting and sustaining Housing Co-operatives.
- Worked alongside South Lanarkshire Council in the continuing regeneration of East Whitlawburn.
- The Scottish Housing Regulator performance report showed that WWHC performed better than the Scottish average in 10 out of 13 indicators and only marginally below the Scottish average in the other three indicators.
- Continued to freeze heating and hot water charges for over 500 tenants now for six years!
- We also had a fantastic Gala Day in August to celebrate WWHC's 30th birthday.

Remarkably three members of staff Paul Farrell, Director, Stephanie Marshall, Depute Director and Lorraine McVie, Assistant Director (Corporate Services) have been with us on that 30 year journey and were presented with the Employees in Voluntary Housing long service award this year. Many thanks to Paul, Stephanie and Lorraine for their incredible loyalty and amazing contribution to WWHC over the decades.

We also have another couple of staff members who are scheduled for the long service award this year.

Later in the year Lorraine decided to retire and we wish her all the best for her retirement and thank her for her brilliant contribution to the success of WWHC. Lorraine will be sorely missed.

We look forward, with your support, to a further successful year. Did you know that WWHC regularly receives more compliments than complaints? Another remarkable achievement.

Yours sincerely
Anne Anderson
Chairperson

Corporate Services

Non Revenue Income and Expenditure

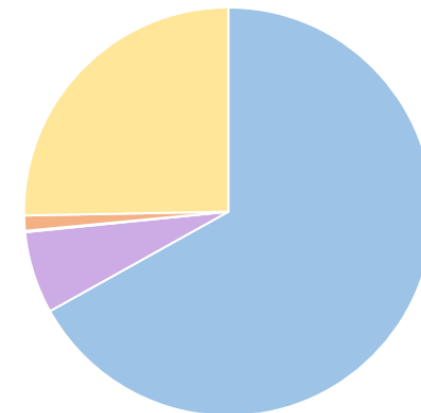
	Grant Received	Expenditure
Stage III - Capital Works	£52,642.40	£52,642.40
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	Capital Budget	Capital Expenditure
Bin Hoppers	£85,630.44	£85,630.44
Additional over cladding Repairs	£16,118.38	£20,927.13
Over cladding Repairs	£57,946.21	£57,946.21
Smoke Detector Upgrades	£22,200.00	£22,200.00
Office Heating Renewals	£28,367.35	£28,367.35
Kitchens and Bathrooms Contract	£42,865.62	£42,865.62
MSF Cut Off Plates	£46,872.00	£46,872.00
Totals	£300,000.00	£304,808.75

District Heating Network

Income	Budget	Actual
Heat and RHI	£314,450.00	£284,342.00
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Expenditure	Budget	Actual
Revenue\Running Costs	£210,583.00	£177,978.00
Loan Repayments	£103,795.10	£103,795.10
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Surplus\Deficit	£71.90	£2,568.90

Income for period April 2018– March 2019

Net Rents Receivable	£3,019,729	66.9%
Other Income	£295,504	6.5%
Bank Interest Received	£4,383	0.1%
Grants Received	£52,642	1.2%
Grants Released	£1,141,492	25.3%



Expenditure for period April 2018– March 2019



Whitlawburn Community Resource Centre

It has proved to be yet another busy year for the Centre with the projects continuing to be well used. The Whit Money project combines Rutherglen and Cambuslang Citizens Advice Bureau (CAB), Blantryre and South Lanarkshire Credit Union and our Digital Drop-In for job searches and CV building. Dates and times of these are on the opposite page.

The Centre holds a number of activities throughout the week including Yoga, Zumba, Muay Thai, Powerhoop, Sequence Dancing, Seniors Art Class, Seniors Photography Class, Parent Cafe, Parent & Toddlers, Encore Drama Group and we run a Young-Ones Youth Club on Thursdays from 6pm – 8pm.

We also have Councillor Surgeries three times per month, Routes to Work for employment help, Community Learning for basic PC skills, Smoking Cessation and Rutherglen & Cambuslang Foodbank. We also have our state-of-the-art football pitch that is available for hire.



For further information on anything in the Centre just call us on 0141 641 5005 or pop in! Also remember to like the Whitlawburn Community Resource Centre Facebook page!



@WCRCOfficial

Projects within the centre

WHIT RECYCLE

The Whit Recycle Project is a household recycle project. The project accepts donations of unwanted household goods and passes them onto people who have nothing at all or are in desperate need of specific items. Donations of unwanted non-electrical household items which are in good condition are very welcome. For further information contact Geraldine on 0141 641 5005.

REACH

REACH Lanarkshire Autism is a charity based in Lanarkshire and established in 2012 to bridge the gap in provision for children and young people with autism. REACH offers a wide range of activities throughout Lanarkshire for children and young people affected by ASD along with their siblings. Whether it be in dealing with Health Professionals, Education, Social Work or just having a chat, REACH are here to support each other. For further details contact the Resource Centre on 0141 641 5005.

WHITLAWBURN COMMUNITY CAFE

The cafe is open Monday to Friday 9am – 2pm and Saturday (term time only) 9am – 12pm. It offers a wide range of food from a breakfast roll to our homemade steak pie and has a kids' lunchtime menu for your little ones on their lunch break from school. There is also a daily special each day as well as home baked cakes. For more information contact Michelle on **07498115704**

WHIT MONEY

CAB Outreach

Mondays, Tuesdays and Thursdays
10.00am – 3.00pm

Please contact reception on 0141 641 5005 for an appointment.

Blantyre & South Lanarkshire Credit Union

Tuesdays 10.30am– 12noon

Digital Drop-in

Monday & Wednesday 10am – 4pm

Fridays 10am – 2pm

Job Club Wednesday 12noon - 2pm

Just "drop-in" no need for an appointment!

UTD SPORTS

Utd Sports run a number of clubs in the Centre including soccer tots football classes and Hip-Hop tots dance class. As well as this UTD Sports also run football/multi-sport parties in the Centre. Take the stress away from the big day and let us organise everything, right down to singing happy birthday! Contact Utd Sports on 07738305195

WHIT FOOTBALL

The Whit Football project has been running for the past two years and has proved to be extremely popular. The project is aimed at youths from 5-17 years and normally runs on Friday 5pm – 8pm. Contact reception on 0141 641 5005

REGEN FX

Established as a charity in 2007, the Trust aims to identify, design and deliver new and innovative solutions to ease youth poverty, it's associated anti-social behaviour and provide youth diversion activities within the regeneration areas of South Lanarkshire. Regen FX run a youth drop-in from the centre. Contact the centre for times and days or for more Info 0141 641 5005

Tenancy Services

Turnover and Allocations

At March 2019, there were 88 applicants on the housing list and 121 on the transfer list.

The average time to re-let properties for the financial year was 26 days which was above our target of 21 days.

Several properties were returned to us needing extensive work and this extended our re-let time. We also held some properties at the year end. We are currently working to reduce this re-let time to within target.

	2017/18	2018/19
Number of re-lets	65	77
Direct applications	46%	43%
Transfers	18%	16%
SLC referrals	35%	42%



Rent Collection and Arrears



Arrears	2017/18	2018/19
Current Tenants		
Target	4.0%	5.14%
Actual	5.14%	4.62%
Former Tenants		
Target	3.0%	3.89%
Actual	3.89%	4.63%

During this year to date we have collected 97.8% of the rent due. This is similar to our collection rate for 2017/18 when we collected 97.7%
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 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. All officers are first aid trained. During the year to date, five of the housing alarm calls required emergency action.

	2017/18	2018/19
Abandoned tenancies	10	9
Anti-social behaviour	3	5
Estate management	279	282
Concierge incident report	140	83
Housing alarm calls	211	152

Property Services

Repairs		2018/19
Total number of repairs instructed	2045	
Emergency Repairs	268	Emergency repairs were completed in an average of 3.4 hours of being reported.
Non-emergency Repairs	1777	These repairs were completed in an average of 3.09 days.
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.

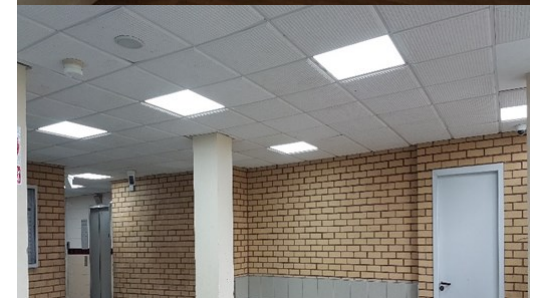


During the course of 2018/19 we carried out other repairs including repair work to damaged cladding at Belmont Road.

We completed 8 kitchens and 13 bathrooms as well as some ad hoc fitments. A contract also started in the Low Rise properties in March 2019 to renew 25 kitchens and 10 bathrooms that were due for renewal.

Smoke alarms within all our properties and common areas are inspected annually to ensure that they are fully operational and renewed within the 10 year expiry date. Low Rise Properties – upgrade to the new standards was completed in all our low rise properties in August 2018

The 5 year fixed wiring inspection was carried out in all multi storey common areas to ensure compliance with current electrical regulations. Repairs have been carried out as identified and MSF foyer lighting has been upgraded with LED lights



Complaints March 2018– April 2019

They aren't a bad thing

	2016/ 2017	2017/ 2018	2018/ 2019
Number of complaints	14	22	16
No of complaints solved in Stage 1 Frontline Resolution	10	19	12
No of complaints that were passed to Stage 2 Investigation	4	3	4
No of complaints Upheld	2	2	7
No of complaints that were Equalities Issues	0	0	0

You said

We received 3 complaints about repairs appointments not being kept.

A tenant complained about the lack of progress on an estate management issue which was partially upheld.

We had a minor data protection breach where some papers were dropped in a close and this resulted in a complaint.

We did

Staff and Contractors have been reminded how important it is to keep to repair appointments. This is a regular agenda item for discussion with contractors at progress meetings.

We reallocated work in the housing management team to allow closer monitoring.

We reported this to the Scottish Information Commissioners Office and staff have been reminded that document folders should be closed between visits.

Words of Appreciation from tenants and members

We received 29 messages of appreciation from our tenants and members over the period April 2018– March 2019.

Thank you for all the support these last few months, would have struggled without your help.

Just to say thanks to you and your team for listening to my concerns and help to move faster. I am settled and happy in my new home. Thank you.

Big thanks to the team for organising the toy giveaway event. Children will be delighted!

Thanks to Paul and all staff for the lovely house you have given me and my family, the lovely area I live in, and the very helpful staff of WWHC

Thank you Paul and all WWHC staff who helped my mother recently after her fall. The services provided are tremendous.

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



HAPPY TO TRANSLATE