



# WEST WHITLAWBURN HOUSING CO OPERATIVE

## December 2013 Newsletter

### Energy Project : A Christmas Present for many

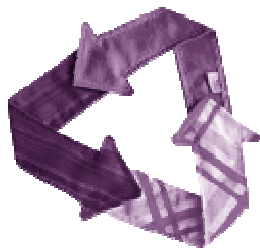
We are delighted to announce our much awaited and much anticipated Biomass Energy Project came on site on Tuesday 10th December. The Project which is to replace all central heating systems and hot water supply to 543 MSF and low rise properties has now been fully funded.

A tremendously challenging project, at a time when funding is at an all time low, has been delivered by the tremendous resilience and determination of our staff and committee.

The objective of the project is to address fuel poverty. We are looking to reduce heating bills for our tenants by 20% on average. The replacement system fuelled by Biomass Woodchip will allow us with confidence to address the ever increasing bills our Tenant/Members in those properties are having to face. More detailed information and timescales will be provided early in 2014.

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# Whit Recycling

Whitlawburn Household Recycling Project

Whit Recycling is a household recycling project. It recycles household goods it receives in donations to support new tenants and tenants facing hardship within Whitlawburn.

It creates household packs for the kitchen, bedroom and bathroom which are then passed on free of charge to help new tenants sustain their tenancy or to support the existing tenants through difficult times.

Donations of unwanted household items which are in good condition are very welcome. If you are having a clear out we would encourage you to contact us.

Please contact Geraldine at Whitlawburn Community Resource Centre on 0141-641-5005 or email [Geraldine@whitlawburncrc.org.uk](mailto:Geraldine@whitlawburncrc.org.uk)

**Here is our donation list of the things we are looking for:**

## Kitchen Items

Kitchen Utensils  
Cutlery  
Crockery  
Pots/pans  
Glasses  
Mugs

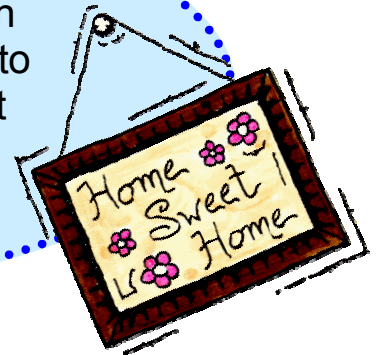
## Bathroom Items

Towels  
Soap dishes  
Mirrors  
Face cloths  
Toilet rolls/cleaning materials

## Bedroom Items

Duvets  
Pillows  
Duvet Covers  
Bed linen  
Blankets  
Baby blankets & bedding

Are you struggling to make your house a home? Are you looking to replace some worn out household items? Then come and speak to your Housing Officer about a referral to Whit Recycling, for any of the items named above.



**Whitlawburn Community Cafe  
now OPEN**

Whitlawburn Community Cafe has now reopened under new management.



**Opening hours:  
Monday - Friday 9am - 2.30pm  
Saturday 9.30am - 12.00pm**



We offer a wide range of food from both our breakfast menu and our lunchtime menu. From a full cooked breakfast to a piece of homemade steak pie, there will be something for everyone. We also have a kids lunchtime menu for your little ones on their lunch hour from school. If you just fancy a cup of tea and a cake then it's the perfect place to meet up with friends.

Why not pop along and give us a try?!



## Dispute with Healthy n Happy CDT

WWHC was forced to commence legal action against Healthy n Happy Community Development Trust (formerly known as Rutherglen & Cambuslang Community Health Initiative, CHI).

This action was forced upon us following HnH's departure from WWHC property (CRC & Arran Tower) earlier this year. The terms of the agreement between ourselves and HnH were crystal clear. HnH simply refused to reinstate our property (CRC and Arran Tower) as required.

We have to thank our MP, Tom Greatrex for intervening in the matter which has resulted in a substantial five figure sum being received by WWHC in an out of court settlement from HnH. We know many WWHC members remain concerned about the management and governance of the HnH Community Development Trust and their treatment of our staff. We are monitoring the situation and will consider our next steps.

## Tenants Contents Insurance

With winter fast approaching and the mild Autumn weather forecast to come to an end, we take this opportunity to remind you of the importance of having house contents insurance in place to cover you in the event of any burst pipes, flooding etc. The Co-operative offers our tenants information on two low cost tenants contents insurance schemes.

One of the schemes recommended is the SFHA Diamond Scheme which is underwritten by Royal & Sun Alliance Insurance plc. This scheme offers tenants peace of mind along with many benefits including a choice of payment methods. The insurance is available to all tenants subject to scheme acceptance criteria.

The scheme offers special low, minimum sums insured to ensure that you only pay for the cover you need. For tenants who are aged 60 and over cover starts from £6,000. For all other tenants the cover starts at £9,000 up to £40,000. A similar scheme, THIS Tenants Contents, is arranged through Allianz Insurance plc. Information on both schemes, including premium charges, is available from The Co-operative's offices.



## Computer drop in sessions

The Resource Centre have free computer drop-in sessions running on:

Wednesday from 6.30pm till 8.30pm  
Thursday from 1pm till 5pm  
Saturday from 10am till 12pm

The computers can be used for job searches, benefit checks etc. There is a trained member of staff there during the opening hours if you require any assistance. For further information contact the Centre on 0141 641 5005 or why not just drop in and gain some experience.



# Performance reports

## Operations

### Quarterly Repair Performance for period April 2013– September 2013

	Item Instructed	1119 (267 voids)
Of the 3 repairs not completed on target, 1 required parts and was completed 43 minutes over the 24 hour target period. 1 was investigated with a Contractor and the job completion date noted was incorrect on our system. 1 was due to parts required and access arranged was a Friday visit so the tenant arranged follow up for Monday and job was completed as planned.	Emergency	187
Of the 8 jobs not completed on target, 4 required parts and further access was arranged with tenant, 1 was due to access issues, 1 is being investigated with the appropriate Contractor and 1 was complex and required specialist parts and a cherry picker.	Urgent	188
Of the 48 jobs not completed on target, 3 were due to access issues; 2 were due to access issues and then parts were required; 1 was due to additional work required; 6 were complex and required the hire of a platform; 12 required parts to be ordered and follow up visits arranged; 16 were where no specific access had been made and the tenant had to be contacted for access; 2 were down to specific tenant access issues; 1 was down to weather issues.	Routine	744

## Corporate Services - Finance

### Revenue Income & Expenditure for period April 2013 - September 2013

Revenue Income			Revenue Expenditure		
	Budget	Actual		Budget	Actual
Net Rents Receivable	1483878	1493627	Management Costs & Maint Overheads	688656	674606
Other Income	9654	14279	Planned Maintenance - Direct Costs	69607	70250
Bank Interest Received	150	1457	Reactive/Voids - Direct Costs	271207	267867
			Property Depreciation	114508	114508
			Other Costs	37225	34666
			Bad debt written off	9634	9634
			Private Finance Loan Repayments	82342	82342
<b>Totals</b>	<b>1493682</b>	<b>1509363</b>		<b>1273179</b>	<b>1253873</b>
			Budgeted Surplus for the period		220503
			Actual Surplus for the period		255490
			Variance\Surplus for the period		34987

## Tenancy Services

### Turnover and Allocations

At the end of Sept 2013, there were 183 applicants on the waiting list and 109 on the transfer list.

<p>Since April 2013 the turnover was 11% with 69 properties being re-let. The average void time for each property was 20 days which is improved from 25 days in 2012/13 and is below our target of 21 days.</p>		2012/13	Apr – Sept 13
	Re-lets	94	64
	Direct applications	46%	49%
	Transfers	18%	20%
	SLC referrals	36%	31%

### Rent Collection and Arrears

Arrears	2012/13	Sept 13	<p>During this financial year so far we collected 85% of the rent due, compared with 98.6% during 2012/13. This is as a result of welfare benefit changes.</p> <p>If you need any help or advice please contact your Housing Officer.</p>
Current Tenants			
Target	4.6%	4.0%	
Actual	4.0%	4.7%	
Former Tenants			
Target	0.9%	1.0%	
Actual	1.9%	2.6%	

### 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. Concierge staff also manage the housing alarm service and respond to calls through the system and all officers are first aid trained. Since April, 3 of the calls required emergency action.</p>		2012/13	Sept 13
	Abandoned tenancies	17	10
	Anti social behaviour	3	6
	Estate management	115	96
	Concierge incident report	117	90
	Housing alarm calls	353	259

## 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 01.07.13 - 30.09.13

Complaint Details	Stage 1 Frontline Resolution	Stage 2 Investigation	Referred to Scottish Public Sector Ombudsman
Repairs	1	0	0
Policy/Procedure	0	1	0
Staff Conduct	0	0	0
Communications	0	1	0
Service	7	0	0
<b>Total</b>	<b>8</b>	<b>2</b>	<b>0</b>

# Paying your rent this Christmas

If you want to discuss your account you can contact us by calling into the office, phoning us on 0141 641 8628 during office hours or emailing us on [info@wwhc.org.uk](mailto:info@wwhc.org.uk)



If you think you are going to struggle to make your rent payments this Christmas, please contact your Housing Officer as soon as possible to discuss your situation further.

We know this is an expensive time of year for everyone and that there are lots of demands on your money however it is essential that you make sure your payments are made on time.

The office is open Monday to Friday from 9.15am to 4.45pm and we also offer late night appointments only on Thursday evenings. **Don't just ignore the problem - we are here to help you!**



## Pay in a way that suits you this Christ-



**Direct Debit** – You can get a direct debit mandate from your Housing Officer. Payments can be weekly, fortnightly, four-weekly or monthly.



**Cash** – You can use any PayPoint or Post Office as long as you have a rent card. The nearest PayPoint outlet is Nisa on Westburn Road. Your Housing Officer can order you a payment card.



**Allpay App** - If you have a “smart” phone you can download the free Allpay app to make payments. You will need your rent card and debit card the first time you use it.



**Telephone:** You can call 0844 557 8321 and make a debit card payment. You will also need your rent card.



**Debit Card** – we can also take debit card payments at the office. You will need your rent card and debit card.



**Text:** You will need to register for this service at [www.allpay.net/text\\_payments](http://www.allpay.net/text_payments) and follow the instructions. You will need your rent card and debit card initially however once you have registered you can make payments anytime by sending a text.



# Free Microchipping from Dogs Trust



Microchipping will be compulsory for all dog owners in England and Wales by 1<sup>st</sup> March 2015, so Dogs Trust has opened free microchipping events throughout the UK to encourage owners who do not have their dog chipped to do so. Microchipping has a number of benefits such as all puppies are traceable to their breeder thereby helping reduce the problem of puppy farming and lessening the incidence of infectious disease. It is a deterrent to dog theft, allows for rapid return meaning the local authorities are able to emphasise to dog owners concerned that straying is not acceptable. It also allows identification of dogs in properties in emergency situations so that dogs and owners can be moved and reunited more quickly.

So why not bring your dog down for FREE to the Whitlawburn Community Resource Centre on Tuesday 7<sup>th</sup> January 2014 from 10am-3pm.



\* Raise free funds by shopping online  
with [easyfundraising.org.uk](http://easyfundraising.org.uk) – just visit:

[www.easyfundraising.org.uk/causes/whitlawburncrc](http://www.easyfundraising.org.uk/causes/whitlawburncrc)

and follow the simple steps to sign up.

Every time you shop, you'll earn a donation for us  
and it won't cost you a penny!

OVER 2,700 RETAILERS TO SHOP WITH, INCLUDING:



Why not raise some money for your Community Resource Centre this Christmas. Simply sign up for FREE to the Easy Fundraising site and shop online!

# Christmas Cracker jokes

What athlete is warmest in winter?  
*A long jumper!*

Who hides in a bakery at Christmas?  
*A mince spy!*

What did the sea say to Santa?  
*Nothing! It just waved!*

What do elves eat for breakfast?  
*Frosted Flakes!*

Why are Christmas trees so bad at sewing?  
*They always drop their needles!*

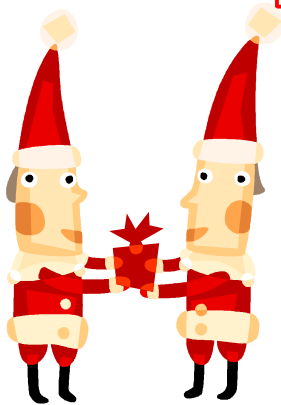
What kind of ball doesn't bounce?  
*A snowball!*

What is the best xmas present in the world?  
*A broken drum, you just can't beat it!*

Why did Santa's helper see the doctor?  
*Because he had a low "elf" esteem!*

How did Mary and Joseph know Jesus weighed 7lb 6oz?  
*They had a weigh in a manger!*

What song do you sing at a snowman's birthday party?  
*Freeze a jolly good fellow!*



## Office Opening Hours over Christmas

The Housing office and Resource Centre will close on Christmas Eve and re-open on Monday 6th January 2014. If you have an emergency over this time please contact our concierge on 646 1924 or via your handset if you stay in the towers. We would like to take this time to wish everyone a Merry Christmas and a Happy New Year!

## 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	East Whitlawburn TMC	0141 641 3484
Community Police	0141 207 4101	Housing Benefit/Council Tax	0303 123 1011
Scottish Gas (Emergency)	0800 111 9999	SLC Dog Fouling	0845 740 6080
Scottish Water	0845 601 8855	NHS24	08454 24 24 24
SLC Land Services (Bulk up-lifts)	0303 123 1020	Tax Credits	0845 300 3900
Social Work Department	0141 613 5000	Scottish Welfare Fund	0303 123 1007