



West Whitlawburn
Housing Co-operative



December Newsletter 2022

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WCRC?

Festive period office closures

The office will close on Friday 23rd December and will re-open on Wednesday 4th January at 9.15am.

Should you have an emergency please contact the Concierge via your handset or by calling 0141 646 1924.



Goodbye

After 17 years, Susan Paton, Project Officer left the Co-operative in October 2022 to join another Housing Association. We wish her every success in the future!

Robert's Retirement

We say a very fond farewell to our Senior Concierge Officer Robert Porter who hangs up his coat after 20 years with WWHC.

We wish you a long and happy retirement.

Senior Officer post

In light of Robert's retirement, we are pleased to announce that Jamie Logue has been appointed as Senior Concierge Officer.

Congratulations Jamie!



Paying Your Rent

Christmas and New Year can be a busy and expensive time of year. With the costs of presents and celebrations adding up we are now also faced with the cost of living increases and rising fuel prices. We understand these are challenging times however, please ensure that your rent payments continue to be made, during and after the festive period.

If you miss any payments during December and January it means that you will start the New Year with rent arrears and risk legal action against you to recover the money due. It is a condition of your tenancy that your rent is paid at all times. We want to make sure that you can enjoy Christmas without having to worry about money problems, so here are some sensible steps that you can take to ensure that this Christmas you stay out of debt:



- Think carefully before you start buying presents and planning parties on how much you can spend and set yourself an affordable budget and stick to it.
- Make sure all your priority bills are paid, including rent, gas, electricity and council tax.
- If you have any changes to your circumstances that may affect your housing benefit or Universal Credit housing cost entitlement, then it is important that you update the council or your Universal Credit journal immediately.
- If you are in debt and want some advice, please contact us as we can help by making a suitable referral.
- If you need any benefit advice, a referral for home energy advice, debt management or a food parcel over the festive period then please contact us and we will be happy to help.



Rent Consultation 2023/2024

This is the time of year when the Co-operative is planning the budget for the next financial year starting in April 2023, and as a key part of that, we would normally be carrying out our statutory consultation with tenants on what level of rent is set from April.

You may be aware that between now and the end of March 2023, all rents for social housing tenants and for private tenants have been frozen by the Scottish Government as a result of the cost of living crisis. This has no significant impact on housing associations and co-operatives at this time as we only increase rents once a year, every April.




At this stage we do not know if this will be extended or if a rent increase cap will be imposed. The Scottish Government will notify us of their decision by 14th January 2023. Even in the absence of this information, the Scottish Government and Scottish Housing Regulator are keen for social landlords to move forward with consultation.

We invited the Tenant Scrutiny Panel Members, along with those who responded to the rent consultation for 2022/23 to a discussion to help shape the rent proposal for 2023/24 which will be agreed by the Management Committee next year and which all tenants will be consulted on in the coming months.

There will be more information and formal consultation when we are clearer on the Scottish Government position for next year.

In the meantime if you would like further information or have some feedback, please let us know by contacting the office.





CAN WE HELP YOU REDUCE YOUR ENERGY BILLS?

We're Home Energy Scotland, the Scottish Government's free energy advice service. We provide impartial advice and support to help people stay warm, make the best use of energy and save money on their bills. We can also help you find out if you're eligible for the Warmer Homes Scotland programme.



- The Scottish Government is offering assistance to eligible households who are struggling to heat their homes. This programme is called Warmer Homes Scotland.
- It's designed to help people make their homes warmer and more comfortable by installing a range of energy saving improvements, like heating and insulation.
- Eligible households could get around **£5,000** of support through the Warmer Homes Scotland programme, and on average reduce their heating bill by £300 per year.

To learn more and find out if you are eligible, call us free on **0808 808 2282** and speak with our friendly advisors or visit homeenergyscotland.org/warmer-home

HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT



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whitlawburn
community resource centre



WARM WELCOME SPACE

FREE • WARM • WELCOMING • SAFE

www.warmwelcome.uk

Coffee, Tea & Biscuits
Monday - Friday 9am to 5pm

Food Co-op
Wednesdays 10am to 1pm

At THE CAFE
Whitlawburn Community Resource Centre
57 Belmont Road, Cambuslang, G72 8PG

For more information call 0141 641 5005



Coffee
Morning
Fridays
11am - 1pm



HAPPY TO TRANSLATE



Please note Whitlawburn Community Resource Centre will close
on Friday 23rd December 2022 and re-open on Monday 9th
January 2023.





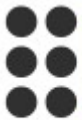
whitlawburn
community resource centre




HAPPY TO TRANSLATE



WHITLAWBURN FOOD CO-OP



OPEN WEDNESDAYS 10AM - 1PM @ THE CAFE

A community shop providing quality service and produce at a low cost run by volunteers. Pop in for a wee chat and cuppa while our volunteers make up your food shopping for you.

**THE CAFE | WHITLAWBURN COMMUNITY RESOURCE CENTRE |
57 BELMONT ROAD | CAMBUSLANG | G72 8PG**

0141 641 5005

Food Co-op Call for Bags for Life



The Food Co-op are requesting plastic bag donations. Please drop any spare plastic bags / Bags for Life at WCRC and staff will put them to good use.

MSF & Low Rise Properties - Biomass Heating & Hot Water System

Friendly Credit arrangements over Festive Period

Friendly credit periods are set times when your vPro meter will not stop your energy supply for your heating & hot water system—if you run out of credit. During the friendly credit period you will still be charged for your heat and hot water. When you next top up, you will be required to pay off the amount used during the friendly credit days.

Friendly credit days will start on Thursday 22nd December 2022 at 6.00 p.m. until Tuesday 3rd January 2023 at 8.00 a.m.

Your meter must be in credit or in emergency credit at this time for the friendly credit to activate.

Once the period has finished, if you have no credit, your heat and hot water supply will stop until you top up more than the friendly credit used.

You will still be able to top up via the automated telephone line on 0121 621 4027, online or at any Paypoint shop as normal.

Emergency Credit

Emergency credit provides a temporary amount on your meter in case you are unable to top up. The low credit alarm will sound when no credit is remaining on your meter and an alert is shown at the bottom of your In Home Display unit. Please click this alert and press OK to confirm that you accept the emergency credit.

You can also enable Emergency Credit through the Heat Usage Account Screen. The amount is fixed at £5.00.

When you next top up, your emergency credit fund will be paid first so please top up more than this amount.

Top Ups

If your automatic top up has not taken place within a reasonable amount of time, you can enter the vend code directly. Select HEAT on your vPro unit and enter the code on your receipt using the touch screen key pad.

The payment card is unique to your meter so there is no risk of losing any credit if you lose your card. You can still top up without your card by using the Paypoint card reference number so it is useful for you to keep a note of this.



Festive Fire Safety

Christmas is a time when many people decorate their homes, celebrate with friends and family and spend time in the kitchen preparing delicious meals. It's important to remember that many of the things we enjoy over the Christmas period can be fire hazards and it's in the excitement of the season that accidents can easily happen. Here are some tips to help make sure you are safe this Christmas:

Christmas Lights

- Make sure the wiring of Christmas lights are in good condition, with no visible signs of wear and tear.
- Check your Christmas lights carry the British Safety Standard sign.
- If possible, LED lights are the safer purchase as they operate at cooler temperatures.
- Never overload electrical sockets or use too many extension cables.
- Always switch Christmas lights off and unplug them before you go to bed.
- Never leave burning candles unattended – make sure you put them out before going to bed.
- Think carefully about where you place candles. Keep them away from decorations, presents and your Christmas tree.
- When using candles ensure they are placed in candle holders designed and fitted for the candle itself.
- Candles, matches and lighters should be kept safe from children.

Christmas Tree

- Choose a spot for your Christmas tree carefully, away from any open sources of flame or heat.
- Artificial trees are less prone to catching fire than real trees. If you choose a real Christmas tree, select one that is fresh and green and keep it watered so that it doesn't dry out.
- Christmas decorations and cards can burn easily. Keep them away from fires and other heat sources such as light fittings.

Cooking

- Most fires start in the kitchen. Always be present in the room whilst food is cooking.
- Give yourself enough time to prepare and cook Christmas dinner to avoid hot fat, boiling water and sharp knife accidents that come from rushing.
- Children, tipsy guests and anyone not helping with dinner should be kept away from all cooking.
- Avoid cooking when under the influence of alcohol.
- Switch off cooking appliance as soon as you have finished using them.

Visitors

- Make sure your family and visitors know how to escape in an emergency.
- Check on older relatives and neighbours as they are at greater risk from fire.

Have A Safe And Happy Festive Break!



Grit and Snow Clearing Service

The Co-operative has re-appointed Nurture Landscapes to carry out estate gritting and snow clearance over the winter months.

They have teams in local depots to ensure that they can get to the estate as quickly as possible.



Their Ice Master System is linked to the Met Office forecasting systems which analyses weather conditions. The trigger point is zero degrees celsius for a required grit / snow clearance visit. If you experience any difficulties with this service please contact a member of the property team to discuss.



MSF Window Cleaning of Non Opening Lower Windows at Conservatory and Kitchen Window



As you may be aware the Co-operative carries out an annual window clean of the non-opening windows i.e. the 3 lower static windows at the conservatory in all six MSF Towers and the static kitchen window in Benmore, Bute, Arran and Ailsa only (Kintore and Roslin kitchen windows open in). This is usually programmed for October / November.

We have been in discussion with the contractor to try and programme this in, but unfortunately due to availability of abseilers and weather / wind conditions they are unable to carry the cleaning out this side of the year.

We are now looking to plan this in Spring time, weather depending. It was also deemed sensible to hold off until the main works from East Whitlawburn Regeneration are completed due to the dust being created from the works.

Please accept our apologies for the delay in these works being carried out and for any inconvenience this may cause.





Scottish Housing Regulator
National Panel

Add your voice, help us improve services...

Would you like to help improve social landlord services in Scotland? Add your voice to the National Panel of Tenants and Service Users!

The Panel is one of the ways that the Scottish Housing Regulator can hear what tenants and service users think and make sure it focuses on the important things. Members receive occasional surveys and invites to take part in other feedback exercises. Participation is always optional and you can leave at any time.

“ We want to include a diverse range of people on the Panel, including those who are not involved in other ways of giving views on landlord services. Members include **council and housing association tenants**, people who have used **homeless services**, homeowners who receive social landlord **factoring or common repairs**, and people living on social rented **Gypsy/Traveller sites**. ”

Ready to join?

Online at www.bit.ly/shr-panel

Call 0800 433 7212

Get a printed form on natpan@engagescotland.co.uk
 or call 0800 433 7212

SLC Festive Period Information

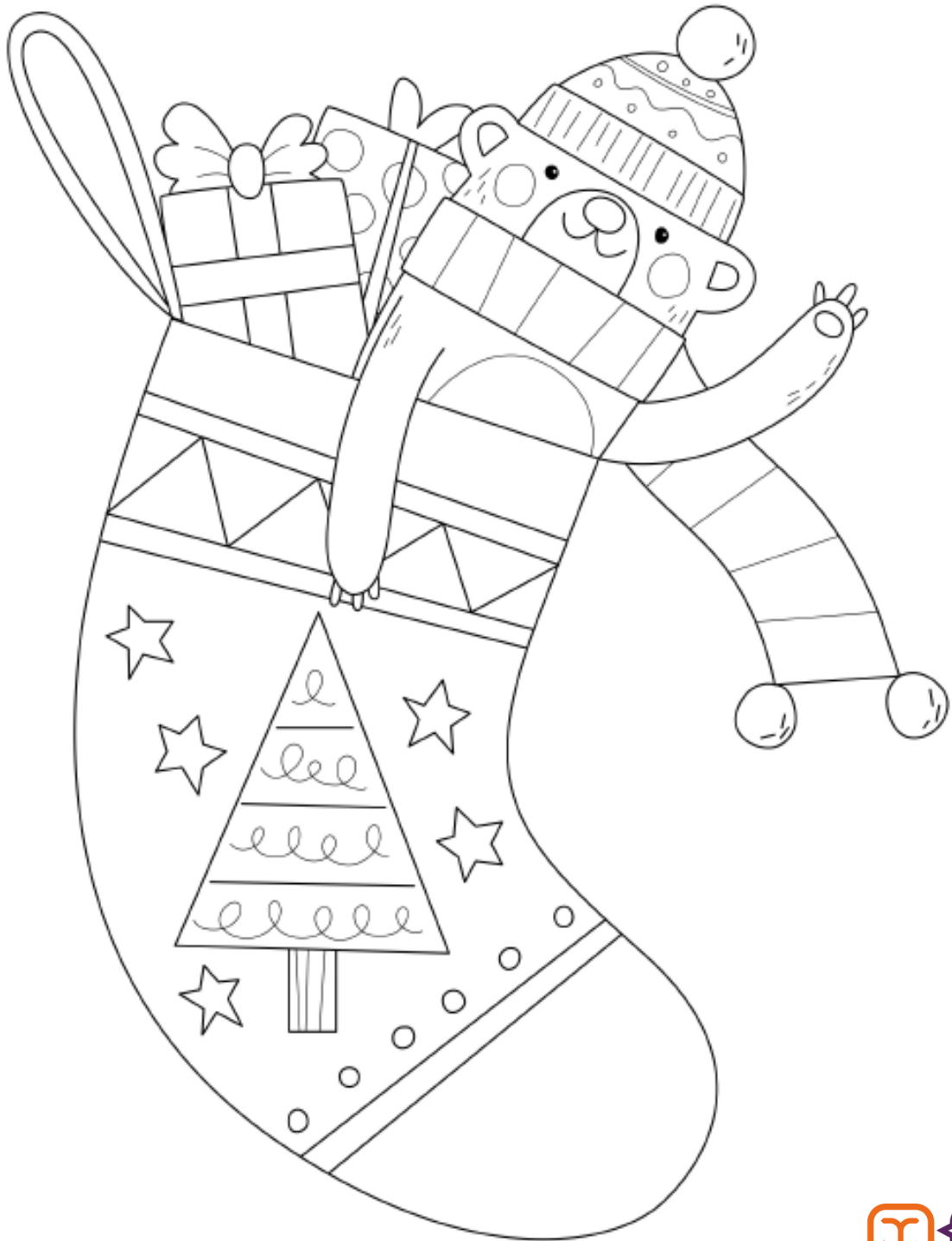
All bin collections over the two-week festive period will be carried out one day later than normal, the collection dates are listed below:

Normal Collection Day	New Collection Day
Monday 26th December	Tuesday 27th December
Tuesday 27th December	Wednesday 28th December
Wednesday 28th December	Thursday 29th December
Friday 30 December	Saturday 31 December
Monday 2nd January	Tuesday 3rd January
Tuesday 3rd January	Wednesday 4th January
Wednesday 4th January	Thursday 5th January
Thursday 5th January	Friday 6th January
Friday 6th January	Saturday 7th January

For more information on SLC's services over the festive break please visit their website.

Christmas
Colouring

MERRY Christmas



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



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