



NEWSLETTER

WEST WHITLAWBURN HOUSING CO-OPERATIVE



Congratulations!

The Phil Welsh Welfare Fund

Many congratulations to Grant Clayton and Dave Kinloch from the Property Team, who took part in the Great Scottish Run half marathon on a rain soaked Sunday 1st October 2017.

Starting from George Square along with 15,000 other runners, the 13.1 mile route led them past many Glasgow landmarks including Nelson's Monument, the Clyde Arc, Finnieston Crane and Pollock Park to finish at Glasgow Green.

After weeks of dedicated training, Grant and Dave completed the race well within their target time and **raised a massive £1200 for the Phil Welsh Welfare Fund.**

We would like to give a huge thank you to Dave and Grant for this fantastic effort!

The Phil Welsh Welfare Fund was set up in 2014 to honour a founding member and former Chairperson of the Co-operative, Phil Welsh, M.B.E. who sadly passed away the previous year.

The fund is administered by WWHC and helps local people in Whitlawburn in times of crisis, when other sources such as the Scottish Welfare Fund have been exhausted.

Many of the people who have received help from the fund have been facing difficult situations like benefit or wage delays or are transitioning to Universal Credit from other benefits.

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The fund has been used to help people purchase bus tickets to go to work or college and taxi fares to ensure they are able to attend essential appointments. It has also been used to provide heating and electricity top ups and is often used in conjunction with other resources available to WWHC tenants like the Foodbank, Benmore Tower Food Co-op, Digital Drop-In at the Resource

Centre and Citizens Advice Bureau.

The funding comes from donations and fundraisers held by the co-op, so events like Dave and Grant's half marathon make a huge difference and ensure we can continue to provide help to local people when they need it most.

Please contact your Housing officer for further details.

T&Cs Tenants and Committee... **Let's Communicate!**

As part of the tenant satisfaction survey, tenants were asked about their preferred methods of communication by the Co-operative.

By far the most popular is the Newsletter, followed by letters on specific topics. As a result, we have revamped our Newsletter team to include representatives from all sections and Committee.

We would love your input into future issues of the Newsletter so that it

has information you want to receive or share, so why not drop us a letter or email with your ideas?

What would you like to see included? Money saving ideas? Celebrations? Photos? Information on anything specific? What else? Our top tenant contribution or competition winner will win a prize!

See the Festive Wordsearch later on in this newsletter!

New Chairperson **Anne Anderson**

After 5 years of being Vice-chair, Anne has been elected as Chairperson of WWHC following this year's AGM.

Anne is looking forward to continuing to work with the committee, staff and members.

Anne said "It's a challenging time for our co-operative but I look forward to leading the committee and staff team in building on our successes over the coming year"



Annual General Meeting 2017

The Co-operative's AGM was held on Monday 4th September 2017 having been reconvened from the previous week.

At least 45 members needed to attend the first call for a quorum to allow the meeting to go ahead, but as the turnout was lower, the meeting was reconvened with 12 members attending.

Management Committee Members:
Anne Anderson Chairperson
Susan Anderson Vice Chairperson
Muriel Alcorn Treasurer
Andy Duffin Secretary

Committee Members:
Elizabeth Kerr Helen Anderson
Muriel M Alcorn William Glover
Cheryl Burnett

Andy Duffin has been elected

Secretary of WWHC

Hi, my name is Andy Duffin and I joined the committee four and a half years ago after moving to Whitlawburn from Rutherglen.

My reasons for joining were that I wanted to get to know and become involved in the local area and to help the co-operative that had given me and my family a home.

Joining involved observing a committee meeting and then undertaking some training. As a committee member you attend a committee meeting once a month and as many sub-committee meetings each month as you are interested in. There will also be a few training nights to attend throughout the year. The minimum commitment is two to three hours per month.

You receive papers a few days before the meetings to give you a chance to prepare and we've recently introduced a buddy scheme to help new members with any issues new members encounter.



There is nothing too complicated and with experience I now find the meetings really straightforward.

During my time as a committee member I have met and worked with great people, gained confidence, learned loads of new skills and feel I really am contributing to and being part of the community.

After the latest AGM my fellow committee members nominated me for Secretary which is a real honour and a personal achievement for me. Joining the committee has been such a positive experience for me and something I would definitely recommend to anyone.

If you want to find out more about joining your committee please contact Susan Paton at the office.





Helen Anderson receiving her award from Eamonn Connelly, Director, EVH.



Eamonn Connelly with Anne Anderson

EVH long service awards

Celebrating 75 years of Voluntary Service to WWHC

We are excited that Helen Anderson, Muriel Alcorn and Anne Anderson have received their 25 year long service award for their contributions to the work of WWHC over these years.

Much has changed at WWHC during this time, however the commitment of these volunteers hasn't.

EVH (Employers in Voluntary Housing) recognise the role of volunteer committee members who give their time to the service of their community.

Fire Safety

Home Fire Safety Visit - Get your FREE home fire safety visit now!

You can help reduce the chances of a fire in your home by booking a home fire safety visit.

They're free and easy to arrange so book your visit today!

Get in touch with The Scottish Fire and Rescue Service, it's so easy to arrange:

- > Call **0800 0731 999**
- > Text **"FIRE"** to **80800** from your mobile phone
- > Visit **www.firescotland.gov.uk** and complete our online form
- > Call your **local fire station**



Community Resource Centre

There's always lots going on in the Centre and a What's On is available and is regularly circulated around the estate. Here are a few highlights:

Job Club

Whitlawburn Job Club runs every Wednesday from 12 noon to 2pm in the Centre for people to seek advice on how to learn about online job applications, CV's, build confidence, dress for success, mock interviews and interview techniques.

Contact

You can find out more at www.whitlawburncrc.org.uk or Facebook WCRCOfficial or telephone 0141 641 5005.

Toddler Play Park

We are delighted that Little Rascals Toddler Group were successful in securing funding of £69,542.19 to refurbish the toddler play park at Whitlawburn Community Resource Centre. The award was made by the Big Lottery Fund as part of the Our Place programme for Whitlawburn and Springhall which will see investment of around £1million across the neighbourhoods led by the priorities of local community members.

The play park opening was held on 5th December 2017 with lots of activities for the children including a visit from Santa.

East Whitlawburn

West Whitlawburn Housing Co-operative has opened constructive discussions with South Lanarkshire Council with a view to considering the best approach, and best outcomes, for the regeneration plans which are being developed for East Whitlawburn.

WWHC'S position is that if we can bring something positive and constructive to the project then we would be very happy to work with South Lanarkshire Council to serve the best interests of the Whitlawburn community as a whole.





ARE YOU READY?

Have you been invited to claim Universal Credit?

Please remember to apply for the "Housing Element" when you make your claim so that your rent will be covered as you will no longer receive Housing Benefit.

Please contact us immediately to discuss your rent payments if:

- > You are moving to Universal Credit
- > You are in receipt of Universal Credit and your earnings have changed.

Welcome

We welcome Alison Leabody to our corporate services team for 6 months whilst receptionist Jane Murray is on a leave of absence. Jane has recently become a Grandmother for the third time and she's taken some well-deserved time out to meet her new grandson who lives in Spain.

Alison our temporary part time receptionist has worked in a number of other housing organisations and she has settled in nicely to the team.



WWHC Charitable giving

Every year Committee have a small budget to support local, national and international charities. From April to November this year the committee has made £350 of charitable donations.

These include, £50 to Children with Cancer in May. A donation of £50 to Chest, Heart and Stroke Scotland in the name of retiring Councillor Russell Clearie as a thank you for his contribution to Whitlawburn. A £100 donation was made to the British Red Cross to support the victims of the Grenfell Tower tragedy. A £100 donation to the Co-operative Emergency disaster fund which

provides long-term co-operative reconstruction in south-east Asia and the Caribbean. Finally £50 to Erskine veteran care was awarded by the committee following a request letter by one of our tenant members.

If you would like your group or a charity you support to be considered please contact Susan Paton on 0141 641 8628.



Festive Wordsearch



A	H	K	W	R	E	A	T	H	Y	A	E	R	V	O	H
F	S	R	O	H	Y	V	Q	C	L	A	H	A	G	O	O
D	A	X	E	Q	E	L	C	I	C	I	S	Y	L	U	D
S	N	O	W	M	A	N	K	C	O	R	N	L	A	U	I
E	U	J	Q	N	W	G	X	I	A	U	Y	G	B	R	F
Z	S	N	N	S	Q	S	L	L	E	B	A	H	E	G	S
B	F	R	A	C	S	Y	X	C	J	M	F	S	N	P	T
T	N	J	K	A	I	P	S	A	N	T	A	O	O	T	A
N	U	M	E	N	Z	C	D	E	I	F	I	V	D	J	H
J	F	R	A	D	M	O	S	T	U	O	R	P	S	V	L
U	R	Z	K	L	W	B	T	H	L	P	Y	O	L	F	W
H	O	M	Q	E	K	Z	L	D	G	L	O	V	E	S	M
G	S	B	W	F	Y	I	H	P	E	O	L	Y	D	V	I
Q	T	R	I	F	K	C	A	R	O	L	S	Z	G	T	B
L	W	T	I	N	S	E	L	B	M	D	G	X	E	Q	P
C	X	T	P	M	N	G	J	T	L	I	U	Q	K	T	C

Find the words hidden in the grid.

(Remember word can be backwards and diagonal as well!)

ICICLE
QUILT
FAIRY

TURKEY
SPROUTS
WREATH

CANDLE
HOLLY
SLEDGE

TINSEL
SNOWMAN
SCARF

HAT
GLOVES
CAROLS

FROST
SANTA
BELLS

All correctly completed entries will be entered into a prize draw with 3 winners each receiving a £10 gift card.

Please return entries to the WWHC office by 12th January 2018.

Name:

Address:

Tel:



Meeting the Scottish Housing Charter

This part of the Newsletter will provide you with information on how the Co-operative performed in meeting the Scottish Housing Charter during 2016/17.

Tenant Satisfaction

During 2016/17, WWHC carried out a tenant satisfaction survey. From the responses:

	Scottish Average	WWHC	
Tenants who said they were satisfied with the overall service provided.	89.7%	93.4%	Excellent
Tenants who felt that WWHC is good at keeping you informed about services and outcomes.	91.1%	94.2%	Excellent
Tenants who said they were satisfied with the opportunities to participate in WWHC's decision making.	83.8%	83.5%	Good

What are we going to do?

We are committed to continuing to provide the highest levels of service possible to our tenants.

Tenants have told us that they like the Newsletter best as the way of keeping informed. We have revamped the Newsletter team with more staff and committee on it and encourage input from tenants/members.

We will continue to encourage people to attend meetings, respond to surveys and give feedback and opinions.

We will also be looking at ways to improve how we measure customer satisfaction.

Did You know?

The Co-operative owns 644 homes with a total rent due of £2,882,956 for the year, which was a 2% increase from the previous year.

Get Involved!

There are some vacancies on the Management Committee. If you would like to find out more, please contact Susan Paton at the office.



Did You know?

The Co-operative carried out 2,647 repairs during 2016/17, including 313 emergency repairs.

Great Performance

100% of our properties meet the Energy Efficiency Standard for Social Housing in advance of the 2020 deadline.

Neighbourhood

During 2016/17 we resolved 83.5% of antisocial behaviour complaints within target timescales compared to the Scottish average of 87.2%. This was due to a recurring issue which has since been resolved.

During 2017/18 so far, we have resolved 92% of this type of complaint within target.

Accessibility For All

In 2016/17 we carried out 17 medical adaptations to properties which included over bath, level access and wet floor showers.

Quality and Maintenance of Homes

Scottish Average

WWHC

Quality and Maintenance of Homes	Scottish Average	WWHC	
Stock meeting the Scottish Housing Quality Standard	93.6%	99.2%	Excellent
Average time to complete emergency repairs	4.7 hours	3.3 hours	Excellent
Average time to complete non-emergency repairs	7.1 days	2.8 days	Excellent
Reactive repairs completed right first time	92.4%	91.3%	Good
Repairs appointments kept	95.7%	91%	Will improve
Tenants satisfied with repairs carried out	90.6%	85.7%	Could be better

What are we going to do?

We have improved the ways we measure customer satisfaction with the repairs service.

During the first 6 months of 2017/18, tenant satisfaction with the repairs and maintenance service has increased to 97.43%.

We will also look at ways to improve our monitoring and improving the repairs appointments process. In the first 6 months of this year 95.6% of repairs appointments have been kept.



Value for Money

We understand that rent levels are very important to our tenants and we aim to keep rents as low as possible while making sure we can provide the range of services tenants want and to repair homes now and in future years.

In the last tenant satisfaction survey one of the questions we asked was:

Taking into account the accommodation and services WWHC provides, do you think the rent for this property represents good or poor value for money?

85.6% of our tenants think that the rent represents good value for money.

	Scottish Average	WWHC	
The amount of money collected for current and past rent as a percentage of total rent due for the year.	99.6%	98.6%	Good
Amount of rent due not collected because homes were empty.	0.9%	0.5%	Excellent
Average time to re-let homes	31.5 days	17.6 days	Excellent

What are we going to do?

We will continue to look at ways to manage costs while maintaining and improving service levels:

- > We have recently become a member of the Scottish Procurement Alliance, which will allow us to continue to monitor costs for work and services to ensure they are competitive.
- > We will continue to work hard to keep void costs as low as possible by managing the void process efficiently.
- > We have introduced the Voidcare system with British Gas to reduce delays in establishing power supplies in empty properties.

Guess What?

WWHC welcomed 62 new tenants during 2016/17

Did you know?

WWHC provide housing alarm services within homes where there is a medical need which can give residents the peace of mind that they can contact Concierge in an emergency.

The Scottish Housing Regulator also provides a report on our performance and full details of our Annual Return on the Charter which is submitted every year.

www.scottishhousingregulator.gov.uk



Finance Information

WWHC Revenue Income & Expenditure for the period April 17 to September 17

Revenue Income			Revenue Expenditure		
	Budget	Actual		Budget	Actual
Net Rents Receivable	1,585,343	1,599,441	Management Costs & Maint Overheads	938,450	893,773
Other Income	154,660	146,194	Planned Maintenance - Direct Costs	75,866	33,811
Bank Interest Received	1,000	383	Reactive\Voids - Direct Costs	307,916	310,830
Grants Released	372,653	372,653	Property Depreciation	459,300	459,300
Grants Received	26,438	26,438	Other Costs	169,913	183,320
			Bad debt written off	13,169	13,169
			Private Finance Loan - Interest Payments	52,938	52,938
			Loss on Disposals of Fixed Assets	0	0
Totals	2,140,094	2,145,109		2,017,552	1,947,141
Outturn Summary			Budgeted Surplus for the period	122,542	
			Actual Surplus for the period	197,968	
			Variance\Surplus for the period	75,426	

Festive Period Opening Hours

Office and Resource Centre closed:

Friday 22nd December 2017

Office re-open:

Wednesday 3rd January 2018

Resource Centre re-open:

Thursday 4th January 2018

If you have an emergency please contact the Concierge Station through your handset, or by calling **0141 646 1924**, or by calling into the Concierge Station.



• MERRY •

Christmas

AND HAPPY

New Year



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