

# West Whitlawburn Housing Co-operative Ltd Annual Report 2015



# Chairperson's Report

## A message from Susan Anderson, Chairperson

I've had the pleasure of being Chairperson of The Co-operative for four years now. Each year comes with its challenges and this year has been no different.

We've been really pleased with the progress of the energy project and the re-visit programme over this last year. We can reliably say that winter 2015 will be your warmest ever in your home. Last year the heating system didn't meet the high standards we have come to expect. I'd like to thank our staff for working tirelessly in identifying the design flaws and bringing in the right people to sort the system out once and for all. I'm glad to see that the satisfaction levels with the heating system is so much higher now. We really appreciate tenants' patience during this time.

August was a particularly difficult time for staff and committee of the Co-operative. Billy Hunter, ex-Chair and long serving committee member passed away after a short illness. His commitment and contribution to the Co-operative will be greatly missed. Billy was a great believer in people power and he came up with idea of calling the 25<sup>th</sup> Anniversary book "for the people by the people". In that spirit I'd ask any of our tenant members with an interest in becoming a committee member to contact the office to get some information about what's involved. It's only through people from our community like Billy getting involved that the last 25 years has seen such a transformation to our community.

We've had another fantastic report card from the Scottish Housing Regulator for the second year running. The regulator checks our performance against other housing providers all over Scotland (Annual Return on Charter) and asks us to report those findings to our members so that you can be assured that we're providing the best service possible. The report shows that we are amongst the top performing housing providers in Scotland. We are pleased that we are able to exceed our tenant members' expectations in delivering the housing service we provide.

The UK government's Welfare Reform programme has continued to put pressure on low income families and will affect financial commitments, including rent payments. The Co-operative is making a positive response to the challenges facing our tenants and the Housing Management team have been working hard to refer tenants to the relevant agencies who deal with welfare advice as well as being sympathetic to arrears recovery. This will have the effect of both protecting our income and services we provide but also helping tenants quickly identify if they're affected by benefit changes. In addition the Management Committee, mindful of the financial challenges facing our community, have approved inflation only rent rises over the past few years.

I sincerely thank all our committee members and staff for their tremendous commitment and sheer hard work over this challenging year. We are here to help and we do so to the utmost of our resources and ability, that is the West Whitlawburn way.



# Tenancy Services

## Turnover and Allocations

During 2014/15 we received 90 new applications and our lists continue to be healthy with 100 on the housing list and 7 on the transfer list at the end of March 2015.

We let 85 properties during 2014/15 which was a slight decrease from the previous year. We continue to pass a proportion of our available properties to South Lanarkshire Council so they can

pass us cases from their lists. These cases can either be from the Council's Housing List or Homeless List.

	2013/14	2014/15
Number of lets	95	85
	Breakdown of lets	Breakdown of lets
Direct Applications	51%	48%
Transfers	20%	22%
SLC Referrals	29%	29%

	2013/14	2014/15
Abandoned tenancies	14	8
Serious Anti-social behaviour	10	3
Evictions (Anti-social behaviour)	1	0
Concierge Incident Reports	180	181
Housing Alarm Calls	394	304

## Estate Management

The Housing Management Team and the Concierge team work closely together and liaise with other agencies to resolve neighbour complaints and anti-social problems quickly. We have continued to work closely with the Police to ensure that historical problems with youths on the estate have not re-occurred.

Concierge also provide an invaluable service to vulnerable tenants. We currently have over 67 Housing Alarms installed in our properties and Concierge regularly respond to emergency calls to provide first aid to residents. All concierge staff are trained first aiders. Over the last year concierge helped 30 people who needed help in a medical emergency.

## Rent Collection and Arrears Control

We collected 98.2% of our rental income last year. Our Current Tenant arrears target was 4.4% and we have achieved 4.6% which was above target but not significantly high. This year we have been working hard to mitigate the impact of the under-occupancy (bedroom tax) charge and have managed to secure additional benefit for the majority of our Tenants affected.

Unfortunately the action to recover unpaid rent has resulted in decrees for eviction being granted against 11 tenants in this year. 2 of these tenants were evicted. This is not something the Co-operative undertakes lightly and we endeavour to avoid eviction whenever possible.

Rent collection and arrears prevention continues to be a high priority for Housing Management staff and in order to help tenants manage their accounts have started sending balance and rent charge information out four weekly and we hope this information is helpful. If you need any help or advice regarding your account or your finances please get in touch with your Housing Officer.

## 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 has expanded and now has a shop which is open to the public from Monday to Friday 9am – 12pm. The project also 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 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 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. Fridays from 2pm you can also have a game of bingo! If you are looking for catering for any events just give us a call! Contact reception on 0141 641 5005

### **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**

Mondays, Wednesdays & Fridays 12pm – 1.30pm  
Please contact the Credit Union on 01698 711112 or Centre reception on 0141 641 5005.

#### **Digital Drop-in**

Monday & Wednesday 10am – 4pm  
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, Sunday and Monday evenings  
Contact reception on 0141 641 5005

### **WAINZ WORLD**

Wainz World Out of School Care provide morning and after school care. If you are interested in a place for your child/children or require further information please contact Mary Fleming on 07564913467 or email [maryf183@gmail.com](mailto:maryf183@gmail.com)



**Paul Farrell**  
Director

**Tenancy Services Team**



**Roz Haughey**  
Assistant Director  
(Tenancy Services)



**Kerry Anne Drummond**  
Housing Officer



**Margaret Anne McLean**  
Housing Officer



**Teresa Burns**  
Housing Officer



**Lauren Dalglish**  
Housing Assistant



**Fiona Heeps**  
Housing Assistant

**Corporate Services Team**



**Lorraine McVie**  
Assistant Director  
(Corporate Services)



**John Dunn**  
Finance Assistant



**Morag Gladstone**  
I.T. Officer



**Noreen Currie**  
Finance Assistant/



**Susan Paton**  
Projects Officer



**Margaret Molloy**  
Reception/Admin  
Assistant

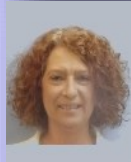


**Jane Murray**  
Reception/Admin  
Assistant

**Property Services Team**



**Grant Clayton**  
Assistant Director  
(Property Services)



**Jeanette McGrory**  
Property Officer



**Gavin Glaister**  
Clerk of works  
(Left in November)



**Kathleen Nisanci**  
Property Assistant



**Kirstie McLean**  
Property Assistant



**Samantha Steele**  
Property Assistant



**Stephanie Marshall**  
Depute Director

### Concierge Team



**Raymond Smith**  
Concierge  
Manager

#### Team A



Robert Porter  
Senior Concierge  
Officer



Dougie McIntosh  
Concierge Officer



Peter Wells  
Concierge Officer

#### Team B



Alex Black  
Senior Concierge  
Officer



Sammy Smith  
Concierge Officer



Danny Boland  
Concierge Officer

#### Team C



Stevie Blackwood  
Senior Concierge  
Officer



Billy Clark  
Concierge Officer

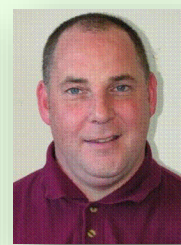


Craig Crawford  
Concierge Officer

#### Team D



Alistair Morris  
Senior Concierge  
Officer



Davie Thomas  
Concierge Officer



Martin Cunning  
Concierge Officer

### Resource Centre Team



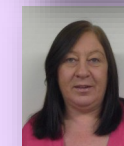
**Stephanie McPeake**  
Community  
Development  
Co-ordinator



**Stuart Borland**  
Centre Manager



**Claire Forrest**  
Admin Assistant



**Geraldine McQuade**  
Whit Recycle Co-  
ordinator/Receptionist



**Gail Anderson**  
Cleaner



**Myra Maguire**  
Receptionist

# WWHC Energy Project

WWHC, like a significant number of our tenants, has not been fully satisfied with the installation and operation of the new heating and hot water system in the MSF and low rise flats.

Earlier in the year, detailed investigations into the design of the system and the costs to tenants were carried out which led to firm proposals being put in place by our main contractor, Npower, to resolve the issues identified.

The remedial work to the system began on 1<sup>st</sup> June 2015 and is currently underway with work in flats progressing towards completion and work ongoing in the energy centre.

The work in flats has included:

- Thermostat relocation from halls to living rooms;
- Bypass radiator relocation from halls to living rooms;
- Radiator resizing;
- Work on HIU to achieve design temperatures;
- System cleansing, flushing and pressure testing;
- System recommissioning;
- Fitting anti-scald valves to baths where possible;
- Additional system security.



A tenant satisfaction is being carried out on completion of the internal work in flats, and so far, the levels of tenant satisfaction has been very high with many positive comments.

We will carry out further tenant satisfaction survey work over the next few months.

A specialist Clerk of Works is employed for the duration of this work who oversees and signs off completed work. In addition to this, there is an independent audit by a commissioning specialist on a number of properties, to give further assurance that the system is operating efficiently.

Given that the system has not been running efficiently, tenants will have previously paid a higher rate than would have been required if the system had been running as designed.

All tenants are receiving a refund of 20% of their spend on the system up to the date that the remedial work is complete.

Should you have any enquiries or concerns relating to the heating & hot water system please contact any member of the Property Team at the WWHC Office.

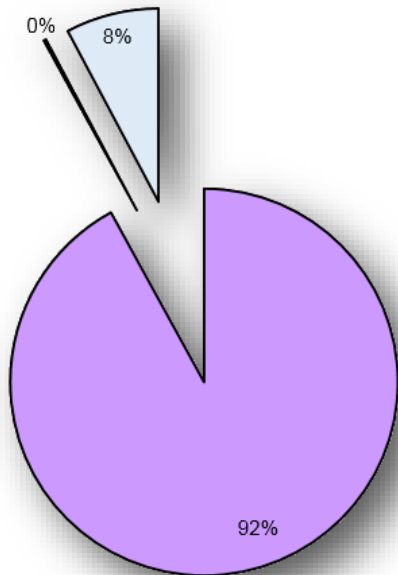


# Corporate Services Report

The information below shows the revenue income and expenditure figures for the financial year ended 31st March 2015.

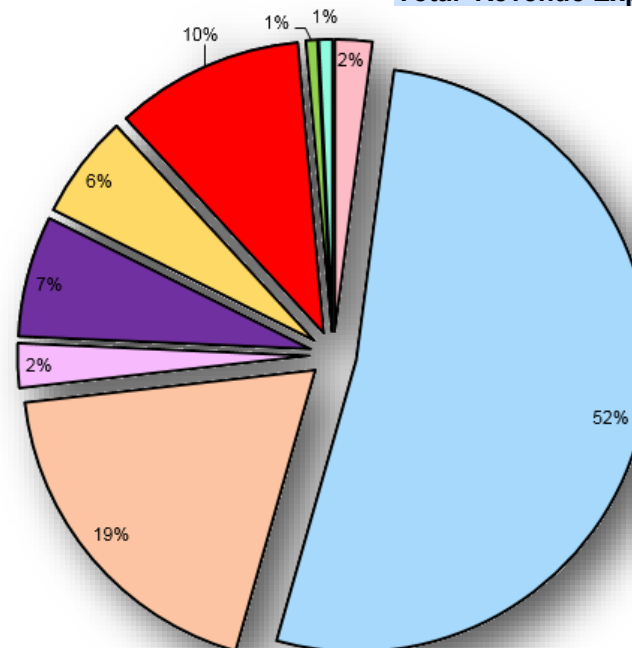
The Co-operative is in a strong financial position with around £3.2m deposited as cash funds. The Co-operative continues to have a major repairs investment programme to ensure that we are meeting our commitments under the Scottish Quality Housing Standards and the forthcoming EESH (Energy) standards. During the financial year the Co-operative made good progress on its Energy Contract and at time of print this contract is now nearing completion.

REVENUE INCOME	£	%
Rental Income	2,845,590	92
Bank Interest	6,491	0
Other Income	240,116	8
<b>Total Revenue Income</b>	<b>3,092,197</b>	<b>100</b>



Income for Lettings - 92%
Bank Interest - 0%
Other Income - 8%

REVENUE EXPENDITURE	£	%
Service Costs	56,798	2
Management and maintenance admin costs	1,441,284	52
Reactive Maintenance Costs	518,499	19
Planned, Cyclical and Major Repairs Costs	67,595	2
Interest Payable	184,849	7
Property Depreciation	158,674	6
Other Expenditure	287,025	10
Loss on disposal of fixed assets	17,886	1
Bad debts	21,171	1
<b>Total Revenue Expenditure</b>	<b>2,753,781</b>	<b>100</b>



Service Costs - 2%
Management & Maintenance Admin Costs - 52%
Reactive Maintenance costs - 19%
Planned, Cyclical major repairs costs - 2%
Interest payable - 7%
Property Depreciation - 6%
Other Expenditure - 10%
Loss on disposal of fixed assets - 1%
Bad Debts - 1%

# Property Services

## Property Team

In the property section there has been some new additions to the team throughout the year.

The current property staff team consists of:

Grant Clayton, Assistant Director

Jeanette McGrory, Property Officer

Gavin Glaister, Clerk of Works / Property Officer (*left in November*)

Kathleen Nisanci, Property Assistant

Kirstie McLean, Property Assistant

Samantha Steele, Property Assistant

## Reactive Maintenance 2014/15 Performance:

Below highlights our reactive emergency and non-emergency repairs performance for the reporting year 2014/15:

Total No of Reactive Repairs:	2181
No of Properties:	644
Average number of repairs per property:	3.39
Number of emergency repairs completed:	258
<b>Average length of time taken to complete emergency repairs</b>	<b>3.05 Hours</b>
Number of non-emergency repairs completed	1923
<b>Average length of time taken to complete non-emergency repairs</b>	<b>3.21 Days</b>

## Cyclical Maintenance

The following cyclical maintenance tasks have been carried out throughout the year:

Fire Equipment - All fire equipment has been checked quarterly and tested as required.

MSF Lifts, Water & Ventilation Equipment - All equipment has been checked and reported as working satisfactorily.

Windows – MSF Annual Checks were completed during the year. These checks are to ensure all window safety catches and ironmongery are in correct working order. Tenants should continue to report any faults that arise between annual checks as a matter of urgency.

Smoke Detectors - Smoke detectors in all properties are tested on an annual basis. This year's checks are currently being carried out with the MSF's completed during August 2015 and the low rise due to be complete in September 2015.

# Property Services

Carbon Monoxide Detectors Replacements (New Build Properties) - We are in the process of renewing all carbon monoxide detectors in our new build properties which are at the end of their 6 year life cycle.

Gutter Cleaning at Low Rise Properties – All low rise gutters have been cleared of debris.

Bin Chute Cleaning – Completed March 2015.

Landing Doors Checks and Servicing – Ongoing routine maintenance.

Cleaning down of external multi storey block cladding panels - Due to be carried out September 2015.

## **Gas Servicing – New Build Properties**

During 2014/15, we completed 98% of our annual gas services within the 12 month anniversary date. This means 2 properties were outwith the timescales.

We have reviewed our procedures and can confirm that 100% of gas services were completed within the 12 month anniversary date for the current year, 2015/16. All gas services were carried out between May and July 2015.

## **Medical Adaptations Completed**

Our allocation for the financial year 2014/2015 was £24,000 for Stage 3 Medical Adaptations. Cases completed were as follows:

- 3 x Housing Alarms
- 5 x Level Access Showering Facilities
- 4 x Overbath Showering Facilities
- 2 x Internal Handrails

Funding for these adaptations is provided by the Scottish Government. Cases are carried out on a priority basis and this priority is set by South Lanarkshire Council's Occupational Therapy Department. Average time to complete approved applications for medical adaptations in the reporting year 2014/15 was 97.77 days, compared to 105 days recorded in the previous year 2013/14.



## **Future Planned Works**

We are planning for the 2016-2019 programme of planned maintenance works which will include the following:

- First Phase of Low Rise Window Replacements
- First Phase of Bathroom Upgrades
- Remaining Kitchen Replacements
- CCTV Upgrades - we are currently carrying out testing of new CCTV equipment to further improve the security system across the estate.



## **West Whitlawburn Housing Co-operative Ltd**

Belmont House

57 Belmont Road

Cambuslang

G72 8PG

Tel:0141 641 8628

Fax:0141 641 8028

Email: [enquiries@wwhc.org.uk](mailto:enquiries@wwhc.org.uk)

Website: [www.wwhc.org.uk](http://www.wwhc.org.uk)

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