



West Whitlawburn Housing Co-operative Ltd Annual Report 2014



Chairperson's Report

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As the Chair, it's that time again when I get to reflect on the challenges that 2014 brought to WWHC. Although the year has been challenging for us, we go into 2015 in a strong and sustainable position.

We understand that the current welfare reforms are continuing to have an effect on our tenant members and as an organisation we have spent 2014 working with tenants and other agencies to do what we can to alleviate the effects of these changes. Welfare benefit changes (Bedroom tax, universal credit) has also had an impact on us as an organisation and will continue to have an impact on us over 2015. We're doing everything we can to ensure that we cost save where possible to ensure our front-line services are not impacted on by these external pressures.

We installed a new heating system into the entire low-rise and multi-storey stock replacing an outdated heating system with a state of the art biomass heating system. We appreciate that these types of big projects can cause disruption to your home and we'd like to thank you for your patience whilst the system was installed and is settling in. Staff and Committee will work in 2015 with our contractors to ensure that the heating system fulfils the promises of being a more effective and efficient heating system for many years to come.

Our report card from the Scottish Housing Regulator came out this year and I'm pleased to say that in most categories WWHC exceeded the performance of other landlords. I sincerely thank all our Committee and staff for their tremendous commitment, resilience, determination and hard work over this very challenging year.

Thank you to all the tenants support and appreciation of our efforts this year.

We are here to help and we do so to the utmost of our resources and ability, that is the WWHC way.

Susan Anderson,
Chairperson

Committee Members in 2014

Eileen Hart	Billy Hunter	Helen Anderson
Muriel M Alcorn	Susan Stevely	Cheryl Burnett
Sheila Jamieson	Anne Anderson	Susan Anderson
Andy Duffin	Muriel Alcorn	Jim Kerr
Louise Wilson	Elizabeth Kerr	

Tenancy Services

Turnover and Allocations

During 2013/14 we received 160 new applications and our lists continues to be healthy with 201 on the housing list and 108 on the transfer list at the end of March 2014.

We let 95 properties during 2013/14 which was a slight increase from the previous year. We continue to pass a proportion of our available properties to South Lanarkshire Council so they can pass to us cases from their lists. These cases can either be from the Council's Housing List or Homeless List.

	2012/13	2013/14
Number of lets	94	95
	Breakdown of lets	Breakdown of lets
Direct Applications	46%	51%
Transfers	18%	20%
SLC Referrals	36%	29%

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. During 2013/14, we are continually monitored a tenancy where an ASBO is in place and we have evicted one tenant as a result of anti-social behaviour.

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 11 people who needed help in a medical emergency.

	2012/13	2013/14
Abandoned tenancies	17	14
Serious Anti-social behaviour	3	10
Evictions (Anti-social behaviour)	1	1
Estate Management Action	115	159
Concierge Incident Reports	117	180
Housing Alarm Calls	353	394

Rent Collection and Arrears Control

We collected 98.2% of our rental income last year. Our Current Tenant arrears target was 4.0% and we have achieved 4.4% 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 18 tenants in this year. 5 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, 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

The Resource Centre is here to provide facilities and services needed by local people here in Whitlawburn. The centre is run by a Management Committee made up of local people who set the priorities for the Centre's work and base decisions on information from surveys and feedback from local people.

It has been a busy year with the resource centre continuing to be well utilised by the local community. Remember, the centre is here for you to use and to benefit local people in Whitlawburn.

Whit Recycle Project

This 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. Please contact Geraldine at the centre on 0141-641-5005.

Items will be issued on a referral basis from Housing Officers and discussions on development are ongoing. There have been 71 referrals since October 2013.

This project is funded until March 2015.

Whit Money Project

The Whit Money project is to help tenants get better support and better access to services which can help them, improving overall financial inclusion in Whitlawburn. It works with partners Rutherglen & Cambuslang Citizen's Advice Bureau (CAB), Blantyre & South Lanarkshire Credit Union and Community Links. The outcomes of this work are:

CAB Outreach

- 198 have received money/debt advice
- 477 clients have received benefit advice
- 81 clients have been referred onto other relevant services
- The level of financial gain to clients has been significant totalling - £95,650.

Credit Union Outreach

- 77 people can now access support through the introduction of Universal Credit
- 373 credit union loans have been awarded
- 72 new credit union savings accounts have been opened

Digital Drop-In

319 hours of IT support has been accessed through the drop-in.

This project is funded until March 2015.



Commonwealth Legacy Project

This project allowed for the furniture used during the Olympics and Commonwealth Games to be re-distributed to people most in need. WWHC were able to access some of this furniture for our tenants. To date 11 tenants have benefited from this project.

Whit Football Project

The Whit Football Project is a sports project providing holiday clubs, Friday Night Football and Sunday Night League Football. This provides sports activities for ages 5-17 years.

The outcomes of this work are:

- ✦ 277 beneficiaries of the project to date
 - ✦ 35 young people attend Friday Night Football
 - ✦ 30 young people attend Sunday Night League
- 65 young people have attended each of our Holiday Clubs.

Whit Money CAB Outreach

Mondays, Tuesdays and Thursdays – 10.00am-3.00pm
Please contact reception for an appointment on 0141-641-5005

Blantyre South Lanarkshire Credit Union
Mondays, Wednesdays and Fridays – 12 noon to 1.30pm

Please contact the Credit Union on 01698 711112 or reception on 0141-641-5005.

Digital Drop-in

Monday – 10.00am-5.00pm
Wednesday – 1.00-5.00pm

Whit Football Friday Night Football

Fridays 5.30-8.30pm
Sunday League – 6.30-8.30pm
(next league to be confirmed)
Holiday Clubs – Easter and Summer

Please contact reception for more detail on times on 0141-641-5005

User Groups

The centre has regular user groups who provide classes from yoga on a Monday morning to sequence dancing on a Friday evening (with lots in-between). Please contact the Centre or check out website at www.whitlawburncrc.org.uk for more details.

Whitlawburn Community Café

The café is open Monday – Friday 7.30am-2.30pm and Saturday 9.30am-12.30pm. We offer a wide range of food from a breakfast roll to our homemade steak pie. We also have a kids lunchtime menu for your little ones on their lunch break from school.

Wainz World

Wainz World Out of School Care is in the Resource Centre
If you are interested in a place for your child/children or require further information, please feel free to contact Mary Fleming on 07564913467 or email maryf183@gmail.com

WWHC Energy Project

During the year the Co-operative has completed a major energy project for the multi storey and low rise flats.

The project includes a new energy centre with a biomass fuelled boiler, which produces domestic heat and hot water and supplies each flat through a district heating network.

Each flat is metered individually and tenants control their own heating and manage their own level of use.

The first biomass fuel delivery goes smoothly!

The new system will provide more affordable and efficient heating and will reduce carbon emissions. The charges are calculated to cover the costs of making the supply and to ensure that there are funds available to carry out necessary maintenance, cyclical repairs and replacement. Prices are fixed until 1st April 2016.

HWEnergy have been appointed as the Operations and Maintenance contractor for the system.

There was an intense programme of work during the year and tenants' patience and understanding throughout the work has been much appreciated by everyone involved.



Work on site early in the year



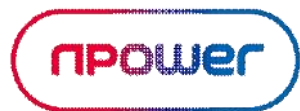
The project has been named as a finalist in the Scottish Green Energy Awards for 2014 in the Best Community Project category.



The project has generated significant interest nationally and has been visited by Tom Greatrex MP, 3 representatives from the Department of Energy and Climate Change and Margaret Burgess MSP.

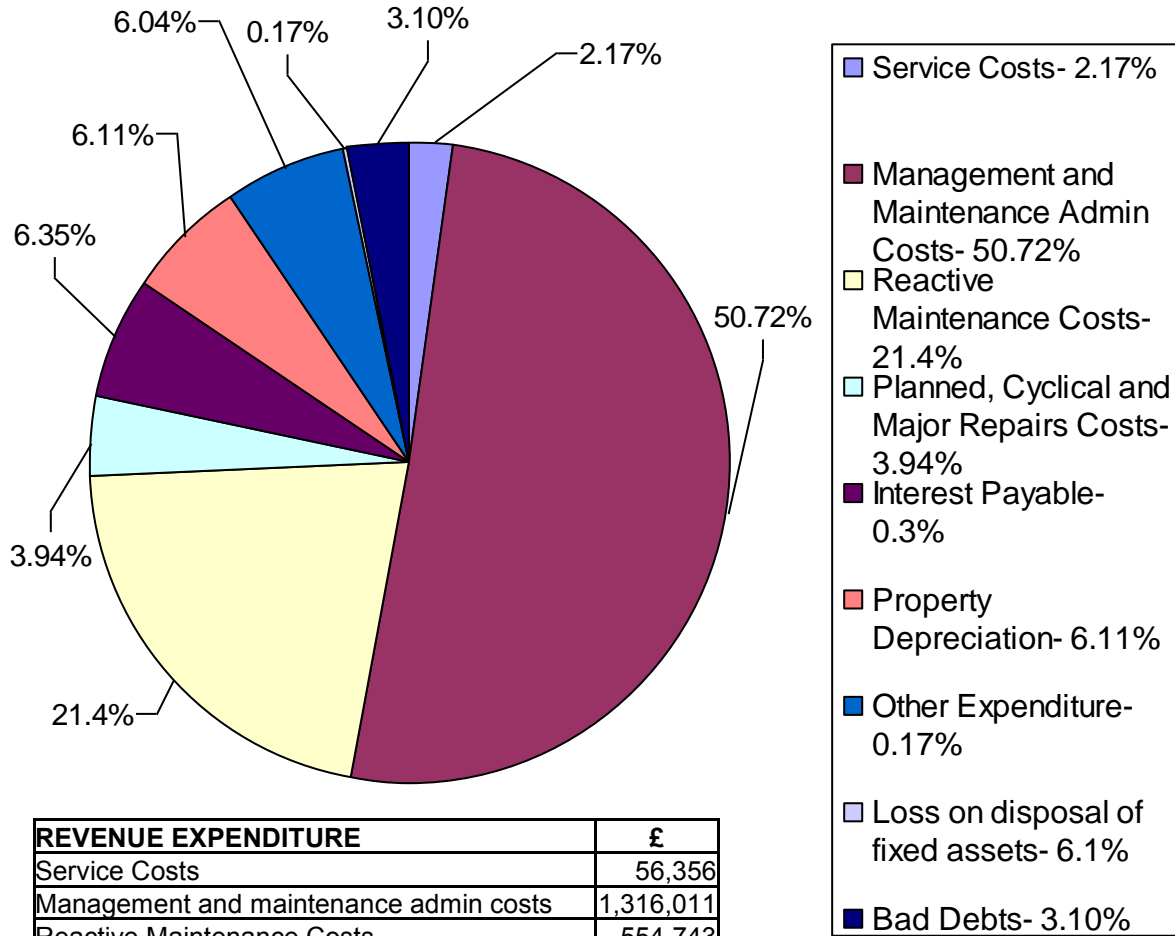


Project Funding by



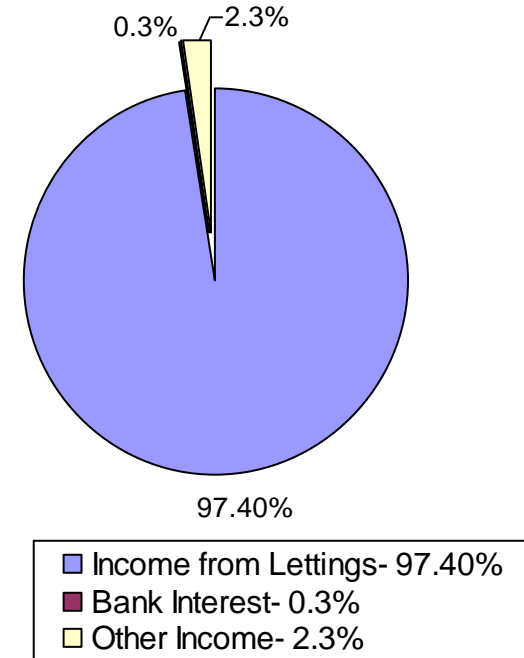
Admin/Finance

REVENUE EXPENDITURE



REVENUE EXPENDITURE	£
Service Costs	56,356
Management and maintenance admin costs	1,316,011
Reactive Maintenance Costs	554,743
Planned, Cyclical and Major Repairs Costs	102,243
Interest Payable	164,746
Property Depreciation	158,600
Other Expenditure	156,796
Loss on disposal of fixed assets	4,537
Bad debts	80,446
Total Revenue Expenditure	2,594,478

REVENUE INCOME



REVENUE INCOME	£
Rental Income	2,775,407
Bank Interest	7,600
Other Income	66,573
Total Revenue Income	2,849,580

Financial Review

The Co-operative is in a strong financial position with around £1.2m 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 embarked on its Energy Contract and at time of print this contract is now nearing completion.

Property Services

REPAIRS SERVICE PERFORMANCE 2013-14.

Change in reporting methods

The way we report our annual performance statistics to the Scottish Housing Regulator has now been renamed to the Annual Return of the Charter (ARC). The new reports and a summary of our performance results are as follows:

CHARTER INDICATOR	2013-14 STATISTIC	SCOTLAND AVERAGE
Percentage of Stock meeting the Scottish Housing Quality Standard	97.83%	85.4%
Average time taken to complete emergency repairs	4.3 hours	6.9 hours
Average time taken to complete non - emergency repairs	2.95 days	8.2 days
Percentage of reactive repairs completed right first time	96.8%	92.9%
Percentage of properties requiring a gas safety record completed by the anniversary date	100%	N/A
Average number of reactive repairs completed per property	3.59 repairs	N/A
Keeping Repairs Appointments	81.2%	87.2%

Medical Adaptations Completed

Our medical adaptation spend for 2013-14 was £39,420 with a total of 18 properties receiving adaptations.

Quarterly and Annual Checks

All fire equipment has been checked and renewed as required and all legal paperwork is up to date.

All water and ventilation equipment has been checked, repaired and logged as working satisfactorily.

The annual smoke alarm, window and safety catch checks have been completed and repairs completed where required. **REMEMBER** – the activation of a smoke alarm can save your life. You should always test your smoke alarm at least once a month.



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