

NEWSLETTER

West Whitlawburn Housing Co-operative Ltd

Whitlawburn Community Resource Centre Refurbishment

We are pleased that the improvement works to the Resource Centre funded by the Big Lottery Our Place are well under way.

The contractor for the external works, Sennit Construction Limited started on site at the end of September. The mild autumn weather allowed work to progress on time with completion achieved at the end of November, which included:



We hope you agree this has completely transformed the external look of the centre.

Internally, works are now progressing to upgrade and improve the interior. This will involve completely refurbishing one of the function rooms, upgrading all bathroom facilities, renewing internal fire doors, renewal of floor coverings, and a fresh lick of paint in areas that require freshening up.

We are also delighted to announce that a funding application to Viridor was successful which will help support the refurbishment works to the centre.

The contractor carrying out the internal improvements, Select Facilities (Scotland) Limited, is aiming to complete works by the end of February 2019.

Here is a sneak peak at the new refurbished 'Tiree' room.



New gritting and snow clearing service

The Co-operative has appointed Nurture Landscapes to carry out estate gritting and snow clearance over this winter. They have teams in local depots to ensure that they can get to the estate as easily and quickly as possible in bad weather. Their Ice Master system is linked to the Met Office forecasting systems which analyse whether a grit/snow clearance visit is required, with a trigger point on zero degrees Celsius. The Property and Concierge Team will monitor this service over the coming months.



Bulk Uplift

For residents of multi storey flats: Bulk rubbish can be put out on a Monday morning at the base of the Tower and South Lanarkshire Land Services will collect all items on a Tuesday morning.

You should tell Concierge when you put large items that do not fit into the bins out for collection as we need to give a detailed list to land services on a Monday when all bulk is phoned in.

For residents of low rise properties: You are entitled to one bulk uplift per year, free of charge from South Lanarkshire Council. Items should be left on the kerbside at the back door of the close. Alternatively, tenants of low rise properties can take bulk items to the nearest multi storey block and leave them outside the bin room door for collection on Monday mornings. Please tell Concierge if you choose to use this service to ensure that the information passed to South Lanarkshire Council is accurate.

For residents of new build properties: You are entitled to one bulk uplift per year, free of charge from South Lanarkshire Council. Please leave your items on the side of the kerb.

To arrange a bulk uplift from South Lanarkshire Council: Please call 0303 123 1020 or visit https://www.southlanarkshire.gov.uk/forms/form/199/en/bulk_uplift_request. Please note that all bulk uplifts are suspended between Monday 14th December and Friday 4th January 2019.

Warm Home Discount Scheme

You could be entitled to **£140** towards your electricity bill, even if you pay through a pre-payment meter. You are eligible for the payment if your current supplier is part of the scheme, you and your partner's name is on the bill and you are getting the guarantee credit element of Pensions Credit. If you automatically qualify you will receive a letter explaining what you need to do. If you do not receive a letter and you think you may be eligible then contact your electricity supplier today.



WWHC – Charitable Giving (August to November)

Every year Committee have a small budget to support local, national and international charities.

As is WWHC tradition, in December the Committee will spend around £1000 to buy Tesco gift vouchers for our elderly members which will be delivered before Christmas.

There were no other donations made during this time.

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



Fire Safety

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 are completely free and very easy to arrange.

Get in touch with The Scottish Fire and Rescue Service today to arrange your free visit:

Call **0800 0731 999**

Text **'FIRE'** to **80800** from your mobile phone

Visit **www.firescotland.gov.uk**

Call your **local fire station**



Changes to your Scottish Secure Tenancy rights introduced by the Housing (Scotland) Act 2014

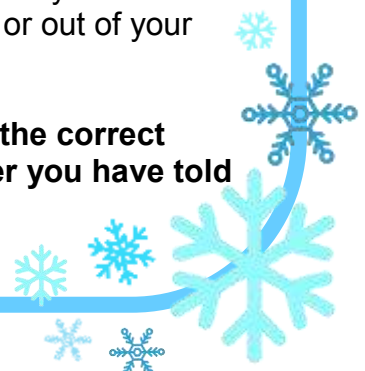
We recently wrote to you explaining that there have been changes to your tenancy as a result of the Housing (Scotland) Act 2014.

These changes affect your entitlement to pass your tenancy to someone else and your entitlement to have someone else as a joint tenant. They also affect the way in which your tenancy can be ended following a conviction for serious antisocial or criminal behaviour. Full details of the changes were in the letter we sent to you in October and are available from the office on request.

To make sure that your tenancy rights are protected it is very important that you tell us of any changes to your household.

This includes telling us about anyone who has already moved in with you that you haven't already told us about. You also need to tell us when someone moves into or out of your home in the future at the time they do so.

We are going to contact all tenants in the new year to check we have the correct household details recorded, however, if you are unsure about whether you have told us about anyone who has moved into your home let us know now.



Former PR adviser awarded top Military honour



Archie Mackay, whose company media2k has helped West Whitlawburn Housing Co-operative on several projects, has been awarded the Polish Military Medal, at the highest level of gold, by the Minister for the Defence of Poland.

It was presented at a ceremony in Edinburgh by Jaroslaw Mika, the General Commander of the Polish Armed Forces, after the unveiling of a memorial bench to General Stanislaw Maczek.

General Maczek was Commander of the 1st Polish Armoured Division, a hero of the Battle of the Falaise Pocket, and a key player in the Allied liberation of France. When the Second World War ended General Maczek was unable to return to his native Poland as the Soviet Union had control as part of an allied agreement. Refused a war pension, he worked as a barman in his adopted city of Edinburgh. In 1989 the Polish Government issued a public apology to General Maczek and in 1994 he was presented with Poland's highest state decoration, the Order of the White Eagle. In the same year, he died aged 102.

Lord Fraser of Carmyllie represented the British Government at General Maczek's funeral. This sparked an interest in the General's achievements and Lord Fraser concluded that a permanent memorial was long overdue. Lord Fraser's untimely death stalled the project but his daughter Katie, PR advisor Archie Mackay and lawyer Roddy Harrison established the General Stanislaw Maczek Memorial Trust.

With help from Lady Fraser, the trio raised £85,000 to fund the memorial which has been sited just off the Royal Mile in the courtyard outside the chambers of the City of Edinburgh Council. The sculpture was created by Polish artist Bronislaw Krzysztof initially in clay and then cast in bronze.

After the unveiling, the three Trustees and Lady Fraser were each presented with the Polish Military Medal at the highest level, gold.

Archie Mackay said:

“It is a superb piece of work and honours not only General Maczek but the many other Polish service personnel who fought for our freedom.”



Congratulations Kirstie!

The Co-operative's management committee and staff would like to congratulate Kirstie McLean, who works across several teams in the organisation, on her recent achievement of a masters degree in Housing Studies. Kirstie graduates with not only a merit award for her degree but also the WA Gordon Muir Memorial Prize for the best overall performance throughout her course.

The WA Gordon Muir Memorial Prize was instituted in 1984 by the Scottish Special Housing Association in memory of WA Gordon Muir, Chairman of the Council of Management of the SSHA from 1972 to 1978. It is awarded annually on the recommendation of the Board of Management of the Diploma in Housing Studies to the third year student who has shown the best overall performance throughout the Diploma course.





Phil Welsh Welfare Fund

The Phil Welsh Welfare fund has been up and running since 2014 and has raised over £11k. The fund was set up to honour a founding member and former Chairperson of the Co-operative, Phil Welsh, M.B.E, who sadly passed away in 2013.

The fund is administered by WWHC and helps local people in West Whitlawburn in times of crisis, when other sources such as the Scottish Welfare Fund and Foodbanks have been exhausted. Staff and Committee are always finding new ways of raising money for the fund and most recently, staff took part in The Great Scottish Run. Grant Clayton, Dave Kinloch and Joanna Pawlukowska ran the 13.1 mile race and raised an impressive £1600 for the fund, which smashes the money they raised last year.

Phil Welsh Jnr also held a night in his dad's honour and raised a further £570.

With more and more tenants facing difficult situations like benefit or wage delays or the transition period between Universal Credit from other benefits the fund has never been more important to our tenants. In more recent times WWHC has used some of the money to start up its own foodbank due to the increasing number of food parcels being handed out. From April to October we handed out 89 parcels to tenants.

Pictured right: Grant, Dave and Joanna with their medals



Rent Consultation

We would like to thank all our tenants who responded to the consultation proposing that our rent charges are changed from four weekly to monthly.

The responses have now been collated and 73% of tenants who responded agreed with the proposed change. Committee have now considered the matter in full and have agreed to change to monthly rent charges. This means that from 1st April 2019 we will charge rents on the 28th of each month for that month. That means that the rent charge due on 28th April will be for the month of April and so on. There will be an interim period of 3 weeks between the last four weekly charge and the first monthly charge and this will be charged at a weekly rate.

You don't need to do anything about this change just now as we will be in touch in January to get all tenants to sign a variation to their tenancy agreement and we will be able to discuss your payments then.

Please remember, even although we are changing the rent charge frequency you will still be able to pay in a way that suits you so if you prefer to pay your rent weekly, four weekly or fortnightly, you will still be able to do so after 1st April 2019.

The Regeneration of East Whitlawburn

Due to falling demand, high turnover and the unpopularity of the housing stock in East Whitlawburn, South Lanarkshire Council has decided to demolish the East Whitlawburn Estate and build new houses on the site. South Lanarkshire Council has chosen West Whitlawburn Housing Co-operative as its preferred Social Landlord of choice, to partner South Lanarkshire Council in this significant regeneration and transformation project. West Whitlawburn Housing Co-operative is delighted to participate in this exciting initiative.



South Lanarkshire Council has now identified its preferred contractor to carry out the demolition and new build programme. SLC has chosen CCG, a Cambuslang based contractor as its preferred developer to lead the circa £42m contract.

At this time the project plan is :-

- Empty the majority of the SLC East Whitlawburn housing stock by March 2019
- Commence the demolition process as soon as possible thereafter
- Build around 300 new homes, probably a mix of terraced, semi-detached and flats. Approximately 200 of these will be for social rent with approximately 100 for owner occupation
- West Whitlawburn Housing Co-operative will take ownership of a proportion of these new houses for social rent. Possibly around 50 of the new properties will be owned by West Whitlawburn Housing Co-operative
- South Lanarkshire Council estimate that 100 houses will be completed by March 2021, with the remainder following thereafter
- The cost of the project is estimated currently at around £42 million
- We are aware that the planned works will cause some inevitable noise and disruption over a period of time and we will work closely with South Lanarkshire Council and the contractor to minimise any problems. We are looking forward to working with South Lanarkshire Council to create a far better future for East Whitlawburn.

Scottish Housing Regulator Results

Every year The Scottish Housing Regulator publishes a report on how all Registered Social Landlords have performed. The report sets out the standards that all landlords aim to achieve and the areas it covers is wide ranging. It includes tenant satisfaction, quality and maintenance of homes, and neighbourhood and services.

The results for 2017/18 have just been released and all tenants should have received a copy of these results. It showed that out of the 13 indicators recorded, 10 of these were significantly above the Scottish average, 1 was on a par and 2 were slightly below.

WWHC Committee and Staff are understandably delighted with these results and it's great to see that the hard work which goes in to deliver such high quality homes and services is reflected in the report.

The full landlord performance report is available to view on the Scottish Housing Regulator website. www.scottishhousingregulator.gov.uk

WWHC Management Committee are working hard to make the decisions that really matter

Every month our Management Committee make crucial decisions at the management committee meeting. These decisions are then passed to staff to take forward. All of our committee are members/tenants of ours.

July Committee Meeting

- WWHC gave a presentation to the Cross Party Group on Co-operatives and committee were updated.
- Looked at the 2014 Housing Act and agreed for staff to take it forward.
- Committee decided to consult members on the change to rent payments from monthly to 4 weekly.
- Agreed to re-engage with the Neighbourhood Planning process after previous criticism about how it was being run. Committee will keep a close eye on how it develops over the coming months.

August Committee Meeting

- August was a busy month for policies with committee agreeing to 7 policies.
- Committee spent a lot of time discussing fire safety and what is required by Law. Committee were confident that WWHC does everything it can to keep its members safe in their homes.
- Committee agreed to upgrade the WWHC office phone system as it's around 20 years old!
- Agreed to get better at communicating with communities who's first language is not English. They decided to put 'happy to translate' logo's on all documents.

September Committee Meeting

- Committee got to hear how WWHC were performing from the Scottish Housing Regulator in their Annual Return on the Charter (ARC). They complied with Scottish Housing Regulator requirements by agreeing to send this information out to all members.
- Office Bearers elected: Anne Anderson will return as Chairperson, Muriel Alcorn will return as Treasurer and Andy Duffin will remain as Secretary.
- Philip Welsh Jr joined our committee for the first time this month.
- Paul Farrell, Director, has been asked to judge a housing industry development award.

October Committee Meeting

- Committee agreed to renew their focus on tenant participation and communications over the coming months.
- Committee agreed on a new enhanced winter gritting contract
- Committee discussed WWHC's role in the re-development of East Whitlawburn for the benefit of the whole community.

November Committee Meeting

- Looked at 5 year investment plan
- Committee heard about Housing Assistant Kirstie McLean's amazing academic achievements
- Agreed on Christmas opening times for the office
- Committee noted ICT measures that we are taking to keep the data and the business free from being hacked.



What's on at



MONDAY

10am - 3pm -Cambuslang & Rutherglen C.A.B - (by appointment only) please call 0141 641 5005

10am -11.30pm—Yoga with Margaret— 0141 641 5005

10am - 4pm -The Hub - Job Search & C.V support -0141 641 5005

6.30pm - 7.45pm - Project 31 Fun Club - 0141 643 2232

TUESDAY

10am - 3pm -Cambuslang & Rutherglen C.A.B - (appointment only) 0141 641 5005

12.30 -2.30pm– Little Rascals Toddlers Group—Centre Reception (Debbie or Paula) 0141 641 5005

3.30pm– 5pm– Project 31 Pop up play - 0141 643 2232

6pm –8pm Cambuslang & Rutherglen Foodbank –07745038795

6.30pm –8.30pm –Muaythia Class - 07402990229 (Sandra)

WEDNESDAY

10am –12noon– Art Class - 0141 641 5169 (Catriona)

10am - 4pm -The Hub - Job Search & C.V support –0141 641 5005

12pm– 2pm JobClub - 0141 641 5005

11.30am –1.30pm - Parent Cafe – 0141 646 0123 (Louise or Jan)

7pm - 8pm - Zumba Fitness - 07867562799 (Kirsty)

THURSDAY

10am - 3pm -Cambuslang & Rutherglen C.A.B - (by appointment only) 0141 641 5005

1pm –3pm - Communtiy Learning I.T Drop In - 0141 584 2911 (Debbie)

6pm –8pm –Young One's Youth Club – 0141 641 5005

FRIDAY

10am –12noon –Parent Cafe - 0141 646 0123 (Louise or Jan)

10am - 2pm -The Hub - Job Search & C.V support –0141 641 5005

12.30pm - 3pm –Richmond Fellowship – 0141 643 9749

3.30pm –6pm - Duke Of Edinburgh - 07740984125 (Cheryl)

5.30pm –8.30pm FREE Football Coaching 9 –15 Year Olds 0141 641 5005

7.30pm –9.30pm - Sequence Dancing - Debbie/Alex 0141 634 3912

SATURDAY

9.30am -2.30pm – The Performance Dance Studio - 07443636034 (Marianne Mclvor)

The centre also has a 5 Aside Fully Floodlit 3g Pitch available for hire from £20.00ph, contact Centres reception for more information or to book 0141 641 5005



Citizens Advice Bureau



Rutherglen & Cambuslang Citizens Advice Bureau run an outreach clinic within the centre every Monday, Tuesday and Thursday. Appointments are 10am, 11am, 1pm & 2pm ONLY

The clinic can offer advice and guidance on the following subject matters: Benefits Advice/Checks, Utility Bill Issues, Family Issues, Housing Issues, Debt Advice.

For an appointment to see an advisor contact Reception 0141 641 5005

Please note advice cannot be given over the telephone on the above number.

The Hub and The Job Club

The Hub provides support with job searches, CV writing and Universal Credit claims. The Job Club can help with confidence building by helping with mock interviews and help you with interview techniques.

There is a Hub and Job Club Worker available to assist and support new and existing clients. For any further information on The Hub or The Job Club

contact Reception 0141 641 5005 or email: hub@whitlawburncra.org.uk

THE HUB IS OPEN

Monday & Wednesday from 10am - 4pm
Friday 10am - 2pm

THE JOB CLUB IS OPEN

Wednesdays 12noon - 2pm



Community Café

The cafe serves up a wide range of food from full Scottish Breakfasts to Baked Potatoes

Daily Lunchtime Specials and Homemade Soup.

Buffets are also available.

The cafe also runs a bingo night every Monday 7pm - 8.30pm



Pensioners' coffee morning

Every Tuesday in Roslin Tower common room between 12pm and 2pm. Come along and have a gab, cuppa and a biccyy. All pensioners in Whitlawburn are welcome. Contact the Housing Office on 0141 641 8628 for further information.





WWHC turns 30 and the New Build is 10 years old!

West Whitlawburn Housing Co-operative turns 30 next year and we are wanting to mark the occasion in true WWHC style. We are looking for 30 tenants and to share their stories about their time living in West Whitlawburn. Whither you have lived here for years or months, we want to hear your story. We would love to hear what our tenants would like to do to mark the double celebrations.

Please pass your stories and suggestions to Lauren on enquiries@wwhc.org.uk or send it in to the office at 57 Belmont Road, Cambuslang, G72 8PG. Please ensure your story and suggestions are with us by 1st February 2019.

Universal Credit and Earnings

Are you aware that if you are working and receive Universal Credit the amount you get will change automatically if your take home pay changes during your assessment period? You may already have found that your UC payment amounts have been changing if you get paid weekly, fortnightly or four weekly.

The DWP gets information about your pay directly from HMRC and they then increase or reduce your UC accordingly. As you know the breakdown of your award and payments will be on your journal a few days before your payment is due.

If you get paid early for Christmas or you are due extra pay for holidays or overtime it may affect your UC payment and it could mean that your UC is reduced. If your income is too high to be entitled to UC it could mean your claim is ended and your journal will be closed down. If this happens, you will need to reclaim UC again to receive a payment next month when your wages reduce.

So what can you do to prepare for this:

- Pay attention to your pay dates and look at where they land in your assessment period.
- Check your journal statement and your housing payment.
- Budget for the month where your UC is reduced and make a plan about how you are going to make up the reduced payment.
- If your housing payment is reduced because of your income you will need to make up the shortfall from your earnings even if the payment is made directly to us rather than to you. Your rent should be your priority when working out your bills.

If you want help working out if your Christmas wage is going to affect your UC payment, please give us a call. If we can't help you we can get you support from someone who can. Please don't ignore the problem.

Make rent a priority

WWHC wants to make all tenants aware of the help and support available when it comes to paying rent. We know Christmas is a difficult time and that your money has to go further than usual but if the rent isn't paid tenants risk losing their homes.

This is why we are reminding all tenants to make sure they pay their rent on time so that they have a stress-free Christmas.

If you have fallen behind in your rent payments or you are worried about this happening, get in touch with your Housing Officer straight away. The important thing to remember is not to ignore the problem, please talk to us as we will always try to help.



Tenancy Services Performance Report

Turnover and Allocations

At September 2018, there were 150 applicants on the housing list and 104 on the transfer list.

The average time to re-let properties for the financial year was 27 days which is above our target of 21 days. We are currently working to reduce this re-let time to within target.		2017/18	2018/19
	Number of re-lets	65	45
	Direct applications	46%	36%
	Transfers	18%	23%
	SLC referrals	35%	41%

Rent Collection and Arrears

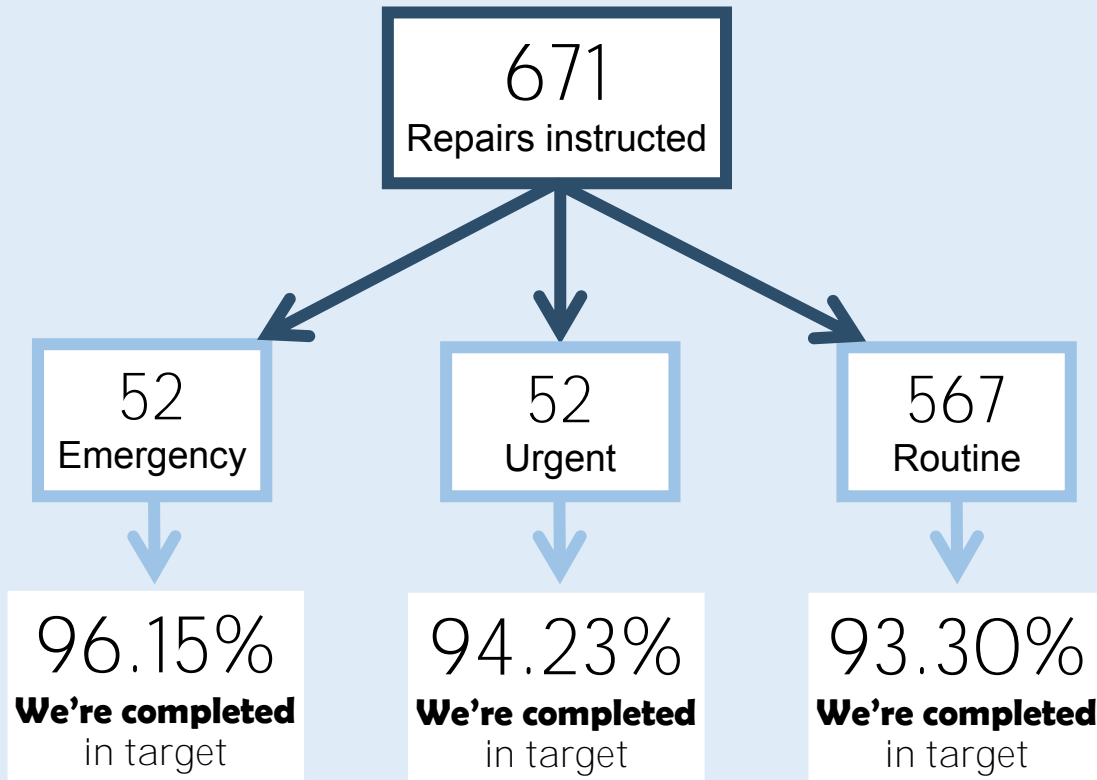
Arrears	2017/18	2018/19	
Current Tenants			During this year to date we have collected 95.9% of the rent due. This is less than we collected last year and is due to the roll out of Universal Credit. In 2017/18 we collected 97.7%
Target	4.0%	5.14%	
Actual	5.14%	6.21%	If you need any help or advice regarding your account or benefits please contact your Housing Officer. This is particularly important if you have been invited to claim Universal Credit.
Former Tenants			
Target	3.0%	3.89%	
Actual	3.89%	4.82%	

Estate Management

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. All officers are first aid trained. During the year to date, none of the housing alarm calls required emergency action.		2017/18	2017/18
	Abandoned tenancies	10	2
	Anti-social behaviour	3	2
	Estate management	279	135
	Concierge incident report	140	41
	Housing alarm calls	211	90

Performance Report - Property

Reactive Repairs carried out between Quarter 2 (Jul 2018– September 2018)



The average time to complete emergency repairs in quarter 2 was 2.5 hours.

In 2017/18 the average time taken to complete emergency repairs was 3.9 hours compared to the Scottish average of 5.1 hours.

The average time for routine repairs to be carried out was 3.1 days in quarter 2. We have 7 days to complete routine repairs.

In 2017/18 the average was 2.5 days, which was much better than the Scottish average of 7.5 days.



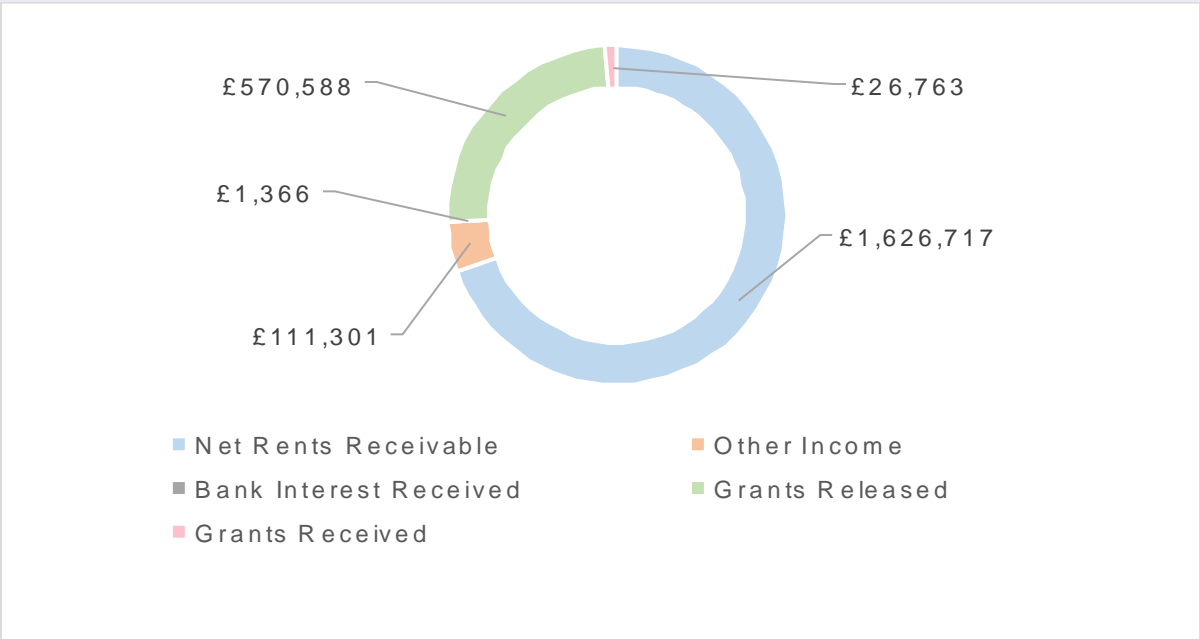
100%

We carried out 101/101 of our annual gas safety checks where a current safety certificate is required.

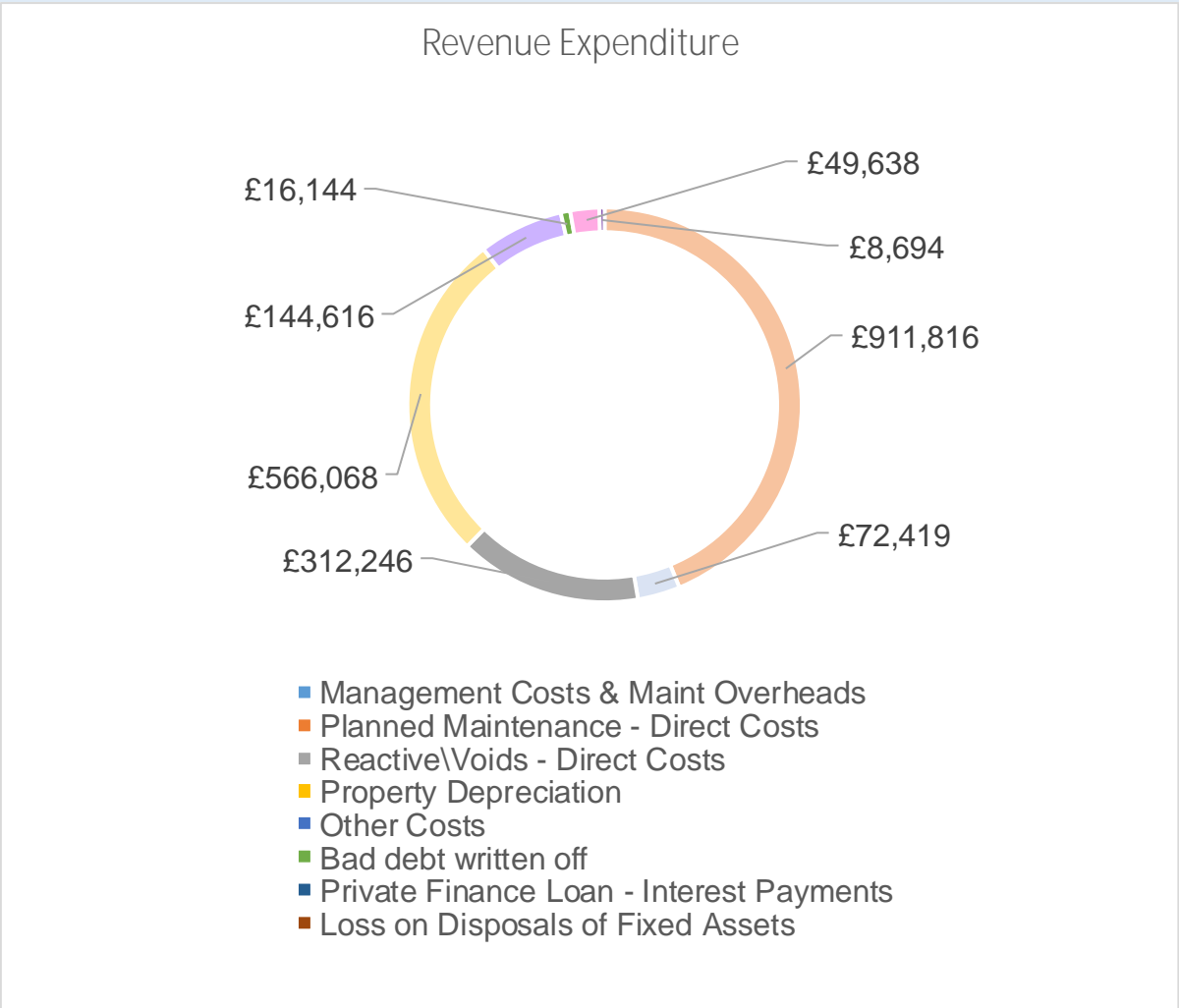


Performance Report - Finance

Revenue Income April - September 2018



Revenue Expenditure April - September 2018



Useful Numbers

Housing Office
0141 641 8628

Concierge
0141 646 1924

Resource Centre
0141 641 5005

NHS 24
111

Police (non emergency)
101

South Lanarkshire Council
Scottish Welfare Fund
0303 123 1007

Universal Credit
0800 328 9344

Cambuslang Citizens Advice
0141 646 3191

South Lanarkshire Council
Council Tax/Housing Benefit
0303 123 1011

Scottish Water
0845 601 8855

Happy to Translate

Do you know someone who has difficulty communicating in English? Does this mean they do not get access to the information and services they need?

If this is you or someone who you know, look out for this logo:

Staff at WWHC welcome those with little or no English and can arrange for them to receive help and information in their own language, through interpretation or translation of the organisation's literature.



HAPPY TO TRANSLATE

Festive Period Opening Hours

Office and Resource Centre close:
Monday 24th December 2018

Office Re-opens:
Thursday 3rd January 2019

Resource Centre Re-opens:
Monday 7th January 2019

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

The housing office will be closed from 12pm on 14th December 2018 for the staff Christmas party.



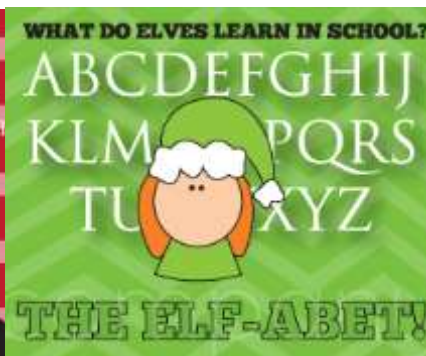
Puzzles and Jokes



Star word search

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

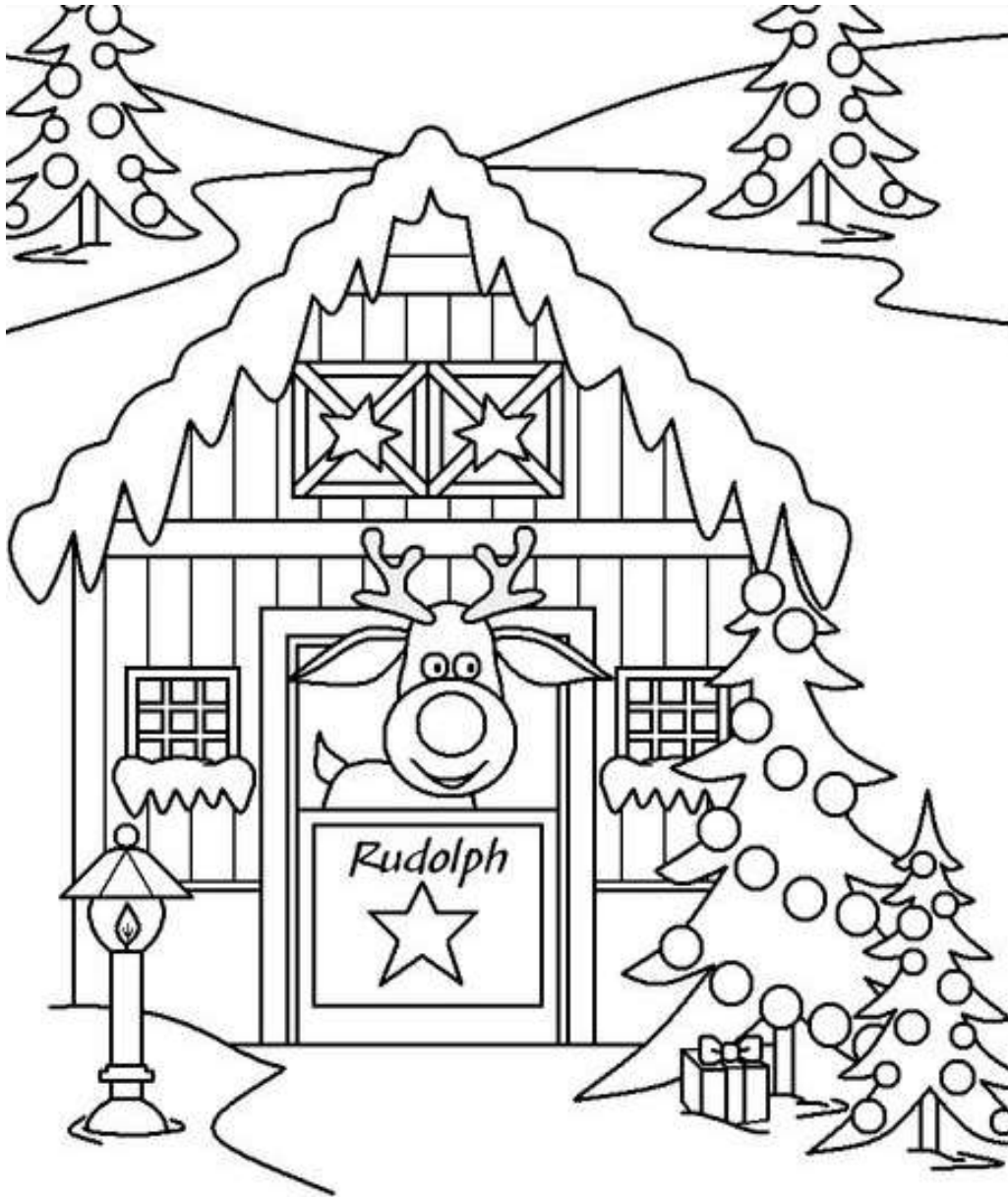
- TINSEL
- BELLS
- CANDLES
- LIGHTS
- GARLAND
- TREE
- MISTLETOE
- ORNAMENTS
- STAR
- POINSETTIA
- HOLLY
- WREATH



Thank you to those who entered into our competition in our Summer Newsletter for the chance to win a £10 gift voucher. Congratulations to L. Murray and L. Anderson who successfully answered all 20 artist/groups and whom have received a £10 gift voucher. Don't worry if you missed out, we have a festive themed competition in this edition. (see the back page)

Christmas colouring competition

Colour in the festive scene below for a chance to win a chocolate selection box. There will be three prizes available. Please hand it into the office by Thursday 20th December 2018. For under 16s.



Name: _____

Age: _____

Address: _____

Dear Parent/Guardian, If your child wins we will only print their first name and their age in our next newsletter. You will be contacted on the 21st of December if you have won. Good luck and Merry Christmas!

A registered society under the Co-operative and Community Benefits Societies Act 2014

Registered with The Scottish Housing Regulator No. C3841

Registered Charity No. SCO38737

Vat Registration No. 180223636

