

WEST WHITLAWBURN HOUSING CO-OPERATIVE WINTER NEWSLETTER

DECEMBER 2012 EDITION

The Prime Minister honours WWHC

WWHC has secured notable recognition for its considerable achievements from The Prime Minister, David Cameron, who announced he has honoured WWHC with The Big Society Award. This is the first occasion a Scottish organisation has won this prestigious award.

This significant award recognises WWHC's considerable efforts over the past decades in transforming West Whitlawburn from a previously crime ridden, dampness infested estate with little optimism or hope to the bright, dynamic, energetic, proud community it is today.

The award submission was supported by Tom Greatrex MP and James Kelly MSP who fully recognise WWHC's achievements and are very supportive of what WWHC does. WWHC believes that the concept of The Big Society Award is akin to The Co-operative model of community self help and community self determination. The physical and social transformation of West Whitlawburn over the years has been incredible.

Founder member and WWHC Treasurer, Muriel Alcorn said "If in 1989, when we started, I thought we would achieve half of what we have achieved I would have been very proud. To see what we have done



and look back at all the hard work of Committee and Staff over the years is very satisfying. It is a true endorsement of The Co-operative Model, and this achievement in 2012, the Year of International Co-operation, is fantastic news"

The Prime Minister David Cameron added: "I am delighted that in West Whitlawburn Housing Co-operative we finally have our first Scottish winner of a Big Society Award. After 23 years of working to improve life for the local community I am pleased that the charity is receiving recognition for all that it has done and I was pleased to be able to welcome some of its members to 10 Downing Street recently to celebrate their success. The Co-op was set up to improve conditions on the estate and its achievements are visible to the whole community, from refurbishing existing homes to creating a community centre and installing CCTV across the area. This is a fantastic example of the Big Society and I hope they inspire many more groups from Scotland."

Pictured L-R: Paul Farrell, Muriel Alcorn, Prime Minister David Cameron, Susan Anderson and Cheryl Burnett

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SENIORS' PARTY

The Annual Seniors' Christmas Party will be held on Thursday 13th December 2012. Festivities will start at 1.30 pm till 4.00 pm

Any remaining tickets will go out to the public from Monday, 26th November 2012

CHRISTMAS LUNCH AT G-TEAS

G-Teas Cafe

Christmas Menu

Christmas Lunch available from 17th till 20th December between 12pm and 3pm

Starters

Sweet Potato & Red Pepper soup
Prawn Cocktail
Tomato & Mozzarella Bruchetta

Main Course

Roast Turkey with Trimmings
Homemade Steak Pie
Vegetable Studel
Seasonal Vegetables and Potatoes

Dessert

Xmas Pudding & Brady sauce
Fresh Cream Gateau & Fresh Cream
Vanilla Ice Cream

Tea or Coffee and Mince pies

ONLY £8.95 per person

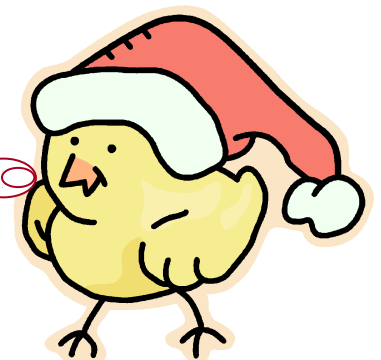
To book your christmas lunch call us on 0141 641 5005



Christmas Lunch is only £8.95 per person. Now that's good value for money.

Christmas lunch will be available from the 17th until the 20th December between 12pm and 3pm. Book your Christmas Lunch today by calling us on 0141 641 5005.

Take a look at the menu to see what mouth watering Christmas dishes G-tea's will be cooking up this year.



NEW CHAIRPERSON

At our 2012 Annual General Meeting, Anne Anderson stepped down as Chairperson and Susan Anderson was elected as our new chairperson for the next term. Susan commented on her recent election saying:



When I joined the Management Committee last year I thought I would have at least a few (or a lot) years experience before I would be nominated as Chairperson, but that was not the case. When I was nominated I was a little shocked at first but happily accepted the new role. When I had my first meeting as Chairperson with Paul he told me that I was only the 5th Chairperson in WWHC history which is something I feel very proud of, as all the previous Chairs have been really good. I've got some seriously big shoes to fill. When I chaired my first meeting I was very nervous but found it very exciting at the same time. As I am new to the role of Chairperson I know that I have the full support of both the committee and staff and I also know that both have a wealth of knowledge and experience that I can rely on if I need advice. I am very excited about my new role as Chairperson and the challenges and achievements that lie ahead. A lot has been achieved by previous Chairpersons, the Management Committee and staff over the years but I am very excited to be part of an organisation that is always looking to achieve new things and better itself. I hope to make my time as Chair memorable, enjoyable and I'll be sure to make the most of it.



SENIOR CHRISTMAS VOUCHERS

The Co-operative will be organising a small Christmas gift for our senior tenants. This will be in the form of a gift token for The Co-operative store and can be used for purchases of your choice. Please note that the criteria for this year is that you are aged 60 or over and are named on the tenancy agreement. Vouchers will be delivered by our committee members in the lead up to Christmas.

PHARMACY UPDATE

ACCESS DENIED – Yet again the application supported by staff, committee and local people for a community Pharmacy has been rejected.

As you know WWHC has supported the application for a new Community Pharmacy to be opened on Western Road, giving local people access to essential NHS services on their doorstep. However we have recently learned that the application has again been rejected by NHS Greater Glasgow & Clyde, for the second time this year.

Although it seems this has been a long running saga with the application being

submitted, rejected, the decision deemed “unfair” by the appeals committee then resubmitted and rejected, WWHC continues to fully support the application and will lobby strongly in favour of the application given the positive and strong support for the application from local people.

As your local housing provider WWHC will strongly support the local community on issues which are important to you and so we are deeply disappointed at the most recent outcome from NHS Greater

Glasgow & Clyde. Discussions have already taken place with Rutherglen & Cambuslang MSP James Kelly, who also has been a strong supporter of the application from the outset in the hope that we can try again to progress the Pharmacy application for the benefit of the people of Whitlawburn.



SEE HOW YOU CAN BENEFIT

As many of you are aware Pauline and Alison from the See How You Can Benefit team have been active in West Whitlawburn advising tenants of the forthcoming changes to the benefits affected by welfare reform.

The team staged welfare reform information events recently in the Whitlawburn Community Resource Centre which attracted a fantastic turnout, and prompted many tenants to sign up for support in continuing to pay their rent direct when Universal Credit is introduced.

If you would like more information on Universal Credit and how you might be affected, and want to know more about

the help on offer through the See How You Can Benefit project, contact Pauline on 07580429694 without delay, or visit the drop-in surgery in the Whitlawburn Community Resource Centre any Monday, Wednesday or Friday between 12 – 1pm.

It's vital that you know how the welfare reforms will affect your household and that you give serious thought to how you are going to pay your rent when Universal Credit is introduced, so talk to Pauline or Alison and find out what your options are. They'll help you to See How You Can Benefit!

see how you can

Benefit

BENEFIT CHANGES- BEDROOM TAX



There are lots of changes about to happen to the benefits system and you will see from other articles in the newsletter we are working closely with Blantyre and South Lanarkshire Credit Union on the See How You Can Benefit Project to help tenants with the move to Universal Credit (Oct 2013). However before this happens, there are other changes being made to the Housing Benefit system from April 2013.

From this date all Tenants of working age (between 16 and pension age) who under-occupy their home will have their Housing Benefit reduced by either 14% or 25% and they will have to make up the shortfall between the Housing Benefit and the rent charge from their other income.

This change is going to affect everyone of working age who is claiming Housing Benefit. It makes no difference if your claim is up and running already.

If you are going to be affected by this Bedroom tax you need to start thinking now about what you are going to do to make up the shortfall between your Housing Benefit and your rent charge because **if you don't your rent account will fall into arrears which ultimately could lead to action being taken to repossess your tenancy**, so it is really important you start planning for this now!

Details of how you calculate if you are under-occupied are below. If you have 1 extra bedroom the shortfall will be approximately £12.00 per week however if you have 2 extra bedrooms the shortfall will be approximately £22.00. The actual amount will vary depending on your property type and the rent charges for 2013/14.

Tenants are considering different options to help deal with this reduction in benefit and here are some ideas you might want to think about:-

Do you want to be considered for a move to another smaller property?

There are not many 1 bedroom properties in the area but you can put your name down for one or you could register for a mutual exchange on Homeswapper. Your Housing Officer can help you with this.

Can someone move in with you to help share the costs?

Some tenants are considering taking in a lodger or flat sharing as this will help share the costs. Remember if you want to do this you need to ask for permission.

Can you increase your income?

You can get your benefits checked by Moira at CAB in the Resource Centre on Mondays and Tuesdays.

Can you increase your hours at work?

Some tenants have decided to pay the shortfall.

Could you manage to do this from your other income?

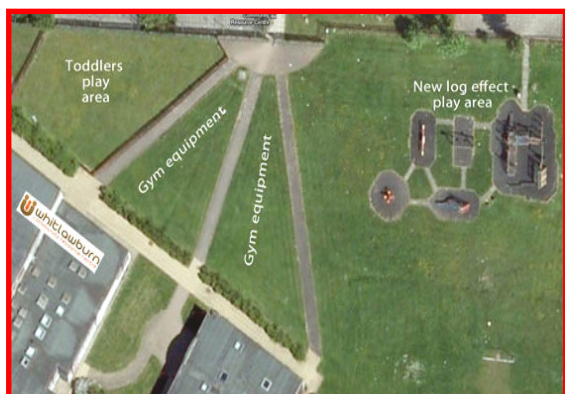
If so, how are you going to do it? Do you have a rent card or do you want to pay by direct debit?

Can you start and pay a few pounds extra just now to help build up a credit in your rent account to make it easier in April?

If you think you are going to be affected by the Bedroom Tax please contact your Housing Officer to discuss the matter further. We can discuss your options for making payments, rehousing or the implications of sharing your tenancy.

NEW PLAY AREA AND EXERCISE EQUIPMENT

Whitlawburn Community Resource Centre is very pleased to announce that construction of the brand new trim trail play area and out door exercise equipment has started. Unpaid workers from South Lanarkshire Council Community Payback Team have completed the fencing off of the two triangle shaped grass areas in front of the Resource Centre and carried out the installation of seven pieces of outdoor fitness equipment suitable for age 15+



Funding for the project is provided by The Scottish Government Proceeds of Crime.



(MUGA) Multi Use Sports Games Arena and Adult Fitness Equipment Project

ALBANY TERRACE PLAY AREA



The Play Practice Scotland is working on the installation of the log effect trim trail. The existing play area has been removed and the ground has been prepared with installation near completion.

Funding for the trim trail was awarded by Biffa Award a multi-million pound fund which awards grants to community and environmental projects across the UK.

The provision of the equipment will greatly enhance the facilities for the local community to enjoy.

Work on both the log effect play area and the out door exercise equipment is scheduled for completion by the end of November/beginning of December depending on the weather.



LOTTERY FUNDING FOR SPORTS EQUIPMENT

The Resource Centre is delighted to have been successful in their application to the Lottery Communities Fund for sports equipment. We now have new equipment for: Table Tennis, Netball, Badminton and Indoor Curling.

The 2014 Communities is about building a legacy of well-being before and beyond the Commonwealth Games. The programme aims to encourage more people to take part or volunteer in sport or physical activity as well as encourage greater community cohesion in the run up to the 2014 Commonwealth Games.



RESOURCE CENTRE REFURBISHMENT WORKS

As you may be aware the Resource Centre is undergoing some refurbishment work to replace lighting, fit new insulation in ceiling voids and installation of new windows and doors throughout the centre, this is a quick update on the progress of the work.

We are pleased to let you know that the work is progressing very well. The fitting of new energy efficient lighting has been completed and the installation of ceiling insulation is also complete.

Workers from South Lanarkshire Glazing Company have been busy fitting new windows for the past couple of weeks throughout the centre, with the new doors being fitted early December. All going well this should see the works complete by mid December.

The refurbishment work is made possible by funding from the Scottish Government's Climate Challenge Fund in partnership with West Whitlawburn Housing Co-operative Limited.



PERFORMANCE REVIEW

Tenancy Services and Finance quarterly performance update

Turnover and Allocations

At the end of October 2012, there were 171 applicants on the waiting list and 85 on the transfer list.

<p>Since April 2012 the turnover was 10% with 63 properties being re-let. The average void time for each property was 22 days which is improved from 30 days in 2011/12, but is still above our target of 21 days and we are working to improve this.</p>		2011/12	Apr - Oct 12
	Re-lets	84	63
	Direct applications	46%	49%
	Transfers	24%	17%
	SLC referrals	30%	33%

Rent Collection and Arrears

Arrears	2011/12	Oct 12	<p>During this financial year so far we collected 97% of the rent due, compared with 98.5% during 2011/12</p> <p>If you need any help or advice please contact your Housing Officer.</p>
Current Tenants Target	4.4%	4.6%	
Actual	4.8%	4.6%	
Former Tenants Target	1.4%	0.9%	
Actual	1.0%	1.8%	

Estate Management

<p>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 and all officer are first aid trained. Since April, 14 of the calls required emergency action.</p>		2011/12	Oct 12
	Abandoned tenancies	12	8
	Anti social behaviour	13	
	Estate management	113	
	Concierge incident report	96	64
	Housing alarm calls	334	171

Revenue Income			Revenue Expenditure		
	Budget	Actual		Budget	Actual
Net Rents Receivable	1431046	1434830	Management Costs & Maint Overheads	709697	686339
Other Income	9654	9654	Planned Maintenance - Direct Costs	69242	56355
Bank Interest Received	150	114	Reactive\VOIDS - Direct Costs	269573	296325
			Property Depreciation	73466	73466
			Other Costs	50693	29266
			Bad debt written off	0	14100
			Private Finance Loan Repayments	82127	82127
Totals	1440850	1444598		1254798	1237978
Outturn Summary			Budgeted Surplus for the period	186052	
			Actual Surplus for the period	206620	
			Variance\Surplus for the period	20568	

Quarterly performance - Repairs

Item	April 2012 to September 2012
Reactive Repairs	
Instructed	909 (306 voids)
Emergency	195
Urgent	58
Routine	656
Total within Target	
Emergency	170 (87.2%)
Urgent	51 (87.93%)
Routine	605 (92.2%)

Of the 25 emergency jobs completed outwith target, 14 of these were Out of Hours Emergencies which were actually completed on time and the issue is due to a data input error on our IT system.

One emergency repair was not completed within target due to access issues. Of the 4 urgent jobs completed outwith target, 3 were due to specific access requirements of the tenants.

Of the 51 routine jobs completed outwith target, 22 were due to parts/specific access arrangements made by tenants. One was due to a data input error and four were due to specific access dates requested by tenants.

CONFIRMATION OF ROADS ADOPTION BY SOUTH LANARKSHIRE COUNCIL

The Co-operative is pleased to announce that we have recently received confirmation from South Lanarkshire Council that Jura Terrace, Tiree Way and Iona Place have now been officially adopted. Morven Road was previously adopted.

This means that maintenance of roads and street lighting is their responsibility and includes responsibility for issues such as gritting, road repairs, traffic flow issues, drainage and street lighting faults.

For further information on gritting routes and the location of nearest gritting bins, you can visit www.southlanarkshirecouncil.gov.uk and drill down to the Planning & Environment/Roads & Pavements/Roads in Winter pages.

To report faults directly, you can contact the following numbers:
 Road Faults/Gritting Customer Services: 03031231015
 Street Lighting Faults: 08457406080 (during normal office hours)
 0800242024 (outwith normal office hours)





Healthy n Happy

Community Development Trust

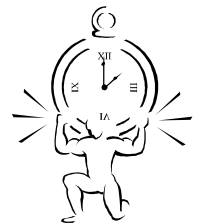
GIVE US A BREAK

Events like divorce, separation, loss of a loved one or other major trauma can be deeply distressing to a young person. These events often also bring associated changes in other areas of life, such as a change of home, school or living arrangements. For children & young people these changes can be difficult. They often feel overwhelmed, confused or unable to cope. Give Us A

Break is an 8 week programme which helps children & young people to make sense of these experiences in a supportive environment with others who have gone through similar change. We are offering this course in January 2013, delivered in a community setting for young people in their early teens who live in Cambuslang or Rutherglen.

CHANGES – STRESS MANAGEMENT COURSE

Coming soon - Build Your Confidence, think positive, and get some control back in your life. For further information or to register for our courses please Contact Lesley at The Trust on **0141 641 5236** or email lesley@healthynhappy.org.uk



VOLUNTEERING OPPORTUNITIES

"Let's Talk About Mental Health!"

Want to change the community for the better?

Feel passionate about challenging the stigma of mental health?

Have experience of mental health issues and want to draw on this to raise awareness? If you are interested in any of these opportunities, call Martin at The Trust on **0141 646 0123**

THE DEN

- is a free, confidential drop in service for males and females aged 12 to 25 years from the Rutherglen and Cambuslang area.
- runs a 'Drop In' in Rutherglen Health Centre every Thursday from 5 to 7pm
- runs a Peer education service. This is an approach to health promotion, in which young people are supported to promote health-enhancing change among their peers.
- is currently recruiting new Peer Educators.

To find out more contact: **Jane Horne**: 0141 646 0123 or 07565 547271 or email janeh@healthynhappy.org.uk

THE FRUIT BARRA

The fruit barra continues to provide a quality service for all residents in Whitlawburn. Fresh fruit and veg is available from Benmore Tower on Thursdays 10.30am-2.30pm and Fridays from 5pm-7pm. Come along and be welcomed by the volunteers who will be happy to give you information on a number of services The Trust are currently delivering. For further information please call **Jan Taylor** on 0141-646-0123 or email

jan@healthynhappy.org.uk



WHITLAWBURN COMMUNITY CONSULTATION

The Trust are continuing to consult with the residents of Whitlawburn to get their views on what they like about living in the area and how we can help you to make it a healthier and happier place to live. Please look out for the researchers who will be out and about for another few

weeks and complete a questionnaire; it's your area, ensure you have your opinion heard. For further information please call Jan Taylor on 0141-646-0123 or email

jan@healthynhappy.org.uk

HELLOS AND GOODBYES

Farewell to Laura- The Resource Centre recently said a fond farewell to Laura Sloan. Laura worked in her post as Part Time Evening Receptionist and had been with the Centre for a number of years. We wish Laura all the best for the future.



Hello to Jackie Fairweather who is our HNC Placement from John Wheatley College. Jackie is studying a HNC in Housing and Community and is based in the housing office on a Monday and Tuesday. There will be more from Jackie in our next newsletter.

The Community Energy Advisers- Callum Boyle and John McInall, who are leading The Community Energy Project.



Office opening for Christmas period

The housing office will close on Friday 21st December at 4:45pm and re-open on Thursday 3rd January at 9:15am. If you have an emergency during this time please contact our 24 hour concierge station via your handset or on 0141 646 1924

USEFUL NUMBERS

Community Resource Centre	0141 641 5005	Benefit Enquiries	0845 608 8645
Concierge	0141 646 1924	Cambuslang Q&A	0303 123 1012
East Whitlawburn TMC	0141 641 3484	Cambuslang Citizens Advice	0141 646 3191
Housing Benefit/Council Tax	0303 123 1011	Community Police	0141 207 4101
SLC Dog Fouling	0845 740 6080	Scottish Gas (Emergency)	0800 111 9999
NHS24	08454 24 24 24	Scottish Water	0845 601 8855
Tax Credits	0845 300 3900	SLC Land Services	0303 123 1020

If you have any reason to formally complain about an aspect of service you receive or request from WWHC, initially you should raise the matter, preferably in writing, with the WWHC. If you are still unhappy you may have recourse to raise the complaint with: Scottish Public Services Ombudsman, 4 Melville St. Edinburgh, EH3 7NS