

NEWSLETTER

West Whitlawburn Housing Co-operative Ltd

Happy 30th Birthday West Whitlawburn Housing Co-operative

It's been 30 years since West Whitlawburn Housing Co-operative was formed by the sheer determination of our Management Committee. The estate has been transformed over the 30 years that we have been here, you will see from some of the photographs the change has been quite dramatic.

We hope to celebrate with all the tenants and members soon, so watch this space...

1989 - 2019



Stress Management



If you are someone who suffers from stress then don't shy away from help and regain that control. Healthy and Happy are a development trust for Cambuslang and Rutherglen. They are a community owned organisation, governed by local people. They run several courses, one of which is CHANGES Stress Management Course. The course is for people who are finding stress an issue.

The course will help you build confidence, develop a realistic outlook and increase control over your life.

For more information or to book a place call Lesley on 0141 641 5236 or email lesley@healthynhappy.org.uk

For information on other courses visit www.healthynhappy.org.uk



Members Meeting

WWHC held our half yearly meeting on 4th March for members and tenants to update them on what the Co-op has been doing on your behalf. Chairperson Anne Anderson and staff were on hand to explain what WWHC has been up to in this half of the year since the Annual General Meeting.

We invited South Lanarkshire Council and CCG (who will be involved in construction of the East Whitlawburn regeneration site) to come along as we understand it's of great interest to our tenants.

Tracy O'Donnell and David Lyttle from SLC explained the plans that were in place. They explained there would be three phases of development, completed by October 2022 which spans council rental properties, home ownership, and our new WWHC rental properties. SLC are in the process of moving tenants and getting the site ready for demolition which is about to start soon. Calum Murray of CCG spoke about CCG's credentials included building the athlete's village in Dalmarnock. They will use innovative off-site construction methods to speed up building and will look to employ local people during the build process. They answered questions and concerns from our tenants on how it will impact West Whitlawburn during the construction period.

The local community police officers also came along to discuss the work they're doing in our community.

Thank you to all the tenant members who came along and asked questions of all of our staff and invited guests. Our next all members meeting will be our Annual General Meeting in September 2019. It's an exciting time for our Co-operative, these meetings are valuable as they will give you a full appreciation of what's going on in your community, please make an effort to attend.



EVH Executive Long Service Award

Congratulations to our treasurer Muriel Alcorn, who was presented with the EVH Executive Long Service Award for her 20 years service. Muriel has actually been treasurer of both EVH and WWHC for nearly 30 years. She was presented with her award in front of staff and committee of WWHC and is pictured with Director of EVH Eamonn Connelly.



Staffing update

Our Concierge Manager, Raymond Smith, requires to go for surgery and will be off for a few months. During this time Stephen Blackwood will be taking over as Concierge Manager, and Martin Cuning will be taking on Stephen's role as Senior Concierge Officer. Robert Fellowes will be joining us on a temporary basis to cover Concierge Officer duties. We are wishing Raymond a speedy recovery.



Whitlawburn Community Resource Centre Refurbishment

The interior upgrade works are rolling along!

Tiree Room has been completely refurbished and transformed into a multi-function room with a new ceiling installed with LED lights, new laminate flooring, paint work and blinds to finish.

The Main Hall, Recycle Room and the Office have been upgraded to the same standard.



The contractor is now focusing on renewing the internal fire doors. Once these doors are renewed all bathroom facilities will be fitted with new fixtures and fittings, wall boards and floor covering.

To complete the project the reception area will have new furniture and floor covering to create a bright and welcoming seating area.

The contractor, Select Facilities is working towards completion of the contract by the end of April 2019.

We would like to thank users of the centre for your patience and understanding during the refurbishment.



The project has been funded by



and





IMPORTANT NOTICE

TO ALL RESIDENTS OF

WHITLAWBURN

**YOUR CREDIT UNION
WILL BE IN THE COMMUNITY CENTRE
EVERY TUESDAY 11.30AM - 1PM**

- **Credit Union Accounts**
- **Loan Advice**
- **Saving Money**
- **Credit Checks Explained**
- **Avoiding High Interest**
- **Consolidating Debt**

**Were here to help
Pop in and see if we can**



Lanarkshire Credit Union is a trading name for Blantyre Credit Union, Registered Office 252 Glasgow Road, Blantyre, Glasgow, G72 0YH.

Lanarkshire Credit Union is authorised by the Prudential Regulation Authority & regulated by the Financial Conduct Authority & the Prudential Regulation Authority, FCA firm reference number: 213669

www.lanarkshirecreditunion.co.uk

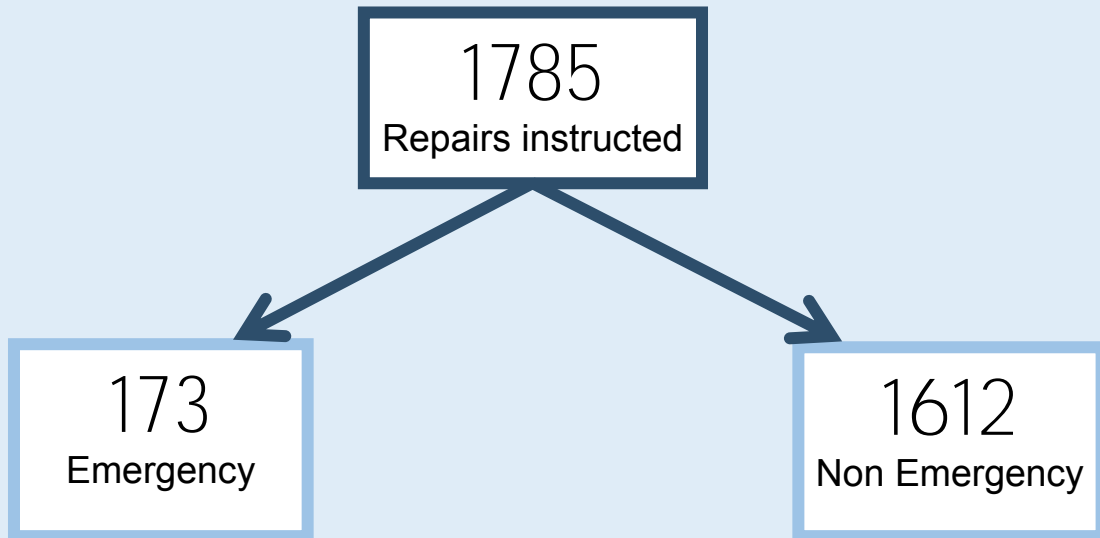
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@LanCreditUnion



Performance Report - Property

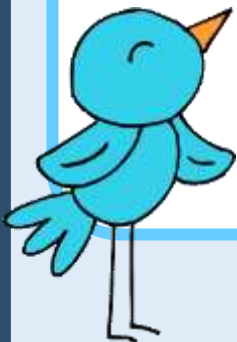
Reactive Repairs carried out between (April 2018-December 2018)



The average time to complete emergency repairs 2.66 hours.

In 2017/18 the average time taken to complete emergency repairs was 3.98 hours compared to the Scottish average of 4 hours.

The average time for non emergency repairs to be carried out was 2.6 days. We have 7 days to complete these repairs.



In 2017/18 the average was 2.6 days, which was much better than the Scottish average of 6.4 days.

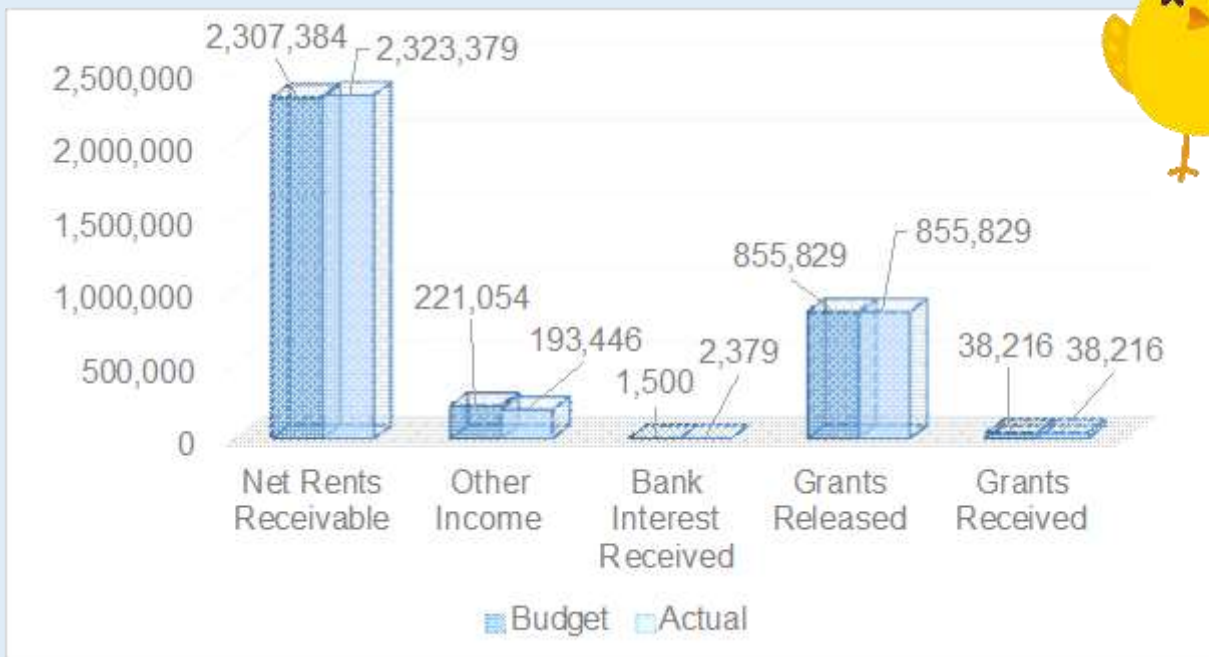


98%

Tenant satisfaction was 98% (102 surveyed this year to date). These were people who had repairs and maintenance carried with the service they received, Compared to the Scottish average of 92.1%.

Performance Report - Finance

Revenue Income and Expenditure April - December 2018



Performance Report - Tenancy Services

Turnover and allocations

At December 2018, there were 86 applicants on the housing list and 105 on the transfer list. The average time to re-let properties for the financial year was 23 days which is just above our target of 21 days.

Number of re-lets: 65



46% were direct applications, 18% were internal transfers and 35% were South Lanarkshire Council referrals.

Current Tenant arrears are at 6.22% as of Dec 2018, against a target of 5.14%. Former tenant arrears are at 4.63% against a target of 3.89%.



Rent Collection

During this year to date we have collected 96.7% 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%. If you need any help or advice regarding your account or benefits please contact your Housing Officer.

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, 2 of the housing alarm calls required emergency action.

Abandoned tenancies	4
Anti-social behaviour	2
Estate management	207
Concierge incident report	56
Housing alarm calls	152

Rent changes

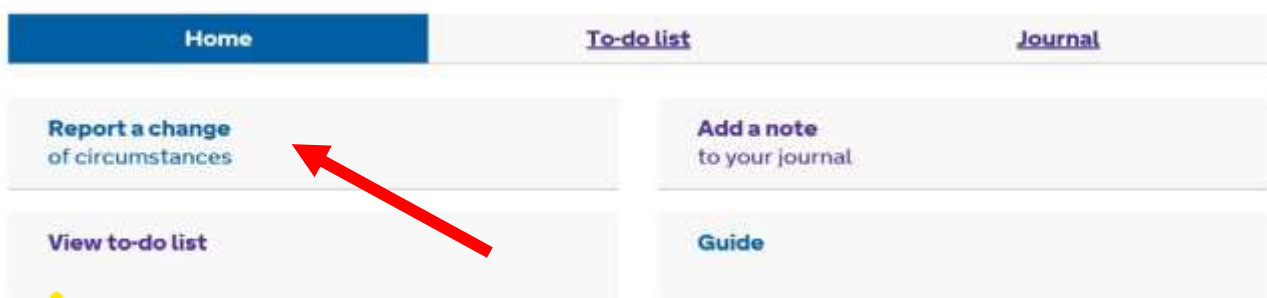
We have recently moved to monthly rent charges and we appreciate everyone's help in making this change. Your rent will now be charged on 28th of each month. Despite your rent being charged monthly, you can still pay in a way that suits you. If it suits you better to pay weekly, fortnightly or four weekly, you can still do so. Please contact your housing officer to discuss your different payment options.



All tenants have been issued with rent increase letters and as always, when setting our rents, the Co-operative's philosophy is to ensure the provision of the highest possible service while maintaining affordable rents. This year it was necessary to increase our property rents by 1.9% and our lock up rents by 5% in order to continue to provide a quality service.

Please remember, if you are in receipt of Universal Credit **you** will need to update your new rent charge on your journal.

You find a link in your journal reminding you to report the change in housing costs or you can access it using the home tab and the report a change shown below. If you need help to update your journal you can pop into the Hub. Details of the opening times are on the next page.





WHITLAWBURN HUB



Opening Times

Monday 10 am – 4 pm

Wednesday 10 am – 4 pm

Friday 10 am – 2 pm

Digital Drop-in

Whitlawburn Hub is a Digital Inclusion Project supporting members of the community giving online access to job searching, online applications, CV's, cover letters, Universal Credit, benefit applications. We have a dedicated member of staff available at all times to help out. If you are looking at getting back into employment or wish to update your CV, why not pop along?!!

**Whitlawburn Community Resource Centre
57 Belmont Road, Whitlawburn, Cambuslang, G72 8PG**

For more information:

Contact Fiona on 0141-641-5005

Email: fiona@whitlawburncrc.org.uk

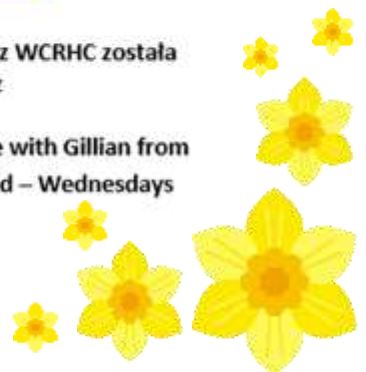
Jeśli Państwo mają życzenie, aby wybrany dokument lub informacja przekazana przez WCRHC została przetłumaczona na język polski, prosimy o kontakt z Joanną w biurze



Drop-in available with Helen from Skills Development Scotland – Mondays
10am – 12noon



Drop-in available with Gillian from Remploy Scotland – Wednesdays
10am – 12noon



Fire Safety– Important information

Keep escape routes clear, the communal staircase is the only means of escape in the event of a fire.

Have you ever thought what you would do if fire were to break out in your building? It may not necessarily your flat. A fire started in a common stair could kill you and your family, even small bags of rubbish can create enough smoke to fill a whole stair. Items left in common areas are often deliberately set on fire.

Keep it clear

Remove rubbish, old furniture etc out of the building and move to the designated rubbish areas

Make sure storage areas and chute rooms are kept locked at all times

For advice on bulk uplifts, visit South Lanarkshire Councils website and search for bulk uplifts, there you can request an uplift online.

If fire does start

Keep doors closed to prevent smoke filling your home

Dial 999 and ask for the fire and rescue service, giving as much information as you can.



- Do not leave rubbish or obstacles outside your flat
- Do not wedge fire doors open
- Do not smoke in communal areas (this includes landings, lifts, foyers, stairwells and storage areas)



- Keep communal areas free of obstruction at all times
- Dispose of all rubbish accordingly



Items left obstructing these areas could:

- Slow people down during emergency evacuations
- Catch fire and emit smoke which could be toxic
- Prevent firefighters from moving around safely and efficiently

Update on the Regeneration of East Whitlawburn

A Public Consultation Event was held on the 16th January 2019 to enable the residents of Whitlawburn to view and discuss the proposed master plan for East Whitlawburn. An image of the master plan is below - the proposed layout includes a mix of 1 and 2 bedroom flats, 1 bedroom bungalows, 1 and 2 bedroom cottage flats, and 2, 3 and 4 bedroom terraced and semi-detached houses.



There will be a total of 230 homes for social housing of which the Co-operative will acquire a proportion and there will be a further 100 homes for sale.

We can now confirm that the full Planning Application was submitted on 22nd February 2019. Representatives from South Lanarkshire Council and the contractor CCG attended our Tenant/ Members meeting on Monday 4th March 2019 and provided an overview of the proposed master plan and an update on progress.

Demolition and construction will be carried out in 3 phases:

Phase 1 – Rona, Maxton, Aron Terraces and some of Morven Road

Phase 2 – Lorne Terrace and Staffa Road

Phase 3 – Arkle, Gartmore, Buchan Terraces and some of Morven Road

Phase 1

South Lanarkshire Council are continuing to move tenants out of the Phase 1 area.

The Internal strip out of properties has started at Rona Terrace and is expected to extend to Maxton Terrace by the end of March, thereafter Aron Terrace. Areas will be fenced off as work progresses. The first demolition is not due to commence until the summer.

If you would like further general information on the proposals please contact South Lanarkshire Council Strategy and Support Team on 01698 454758 or email

housing.strategy@southlanarkshire.gov.uk or contact Jeanette or Kirstie at the Co-operative's office. We will update you further in our next newsletter edition.

Capital and Cyclical Works

Look at the Capital and Cyclical planned works carried out during 2018/19. This is over and above the normal daily repairs carried out.

Repair work was carried out to a section of damaged over cladding at Belmont Road.

We would like to thank the tenants involved for their patience and understanding while the scaffold was in place.



Kitchen and Bathroom Renewals

8 kitchens and 13 bathrooms have been renewed over the course of the year so far, as well as a number of ad hoc fitments.

A contract also started in the Low Rise properties in March 2019 to renew 25 kitchens and 10 bathrooms that were due for renewal.



The 5 year fixed wiring inspection was carried out in all multi storey common areas to ensure compliance with current electrical regulations. Repairs have been carried out as identified and MSF foyer lighting has been upgraded with LED lights

We also carry out the following inspections:

Estate inspections are carried out 6 monthly to identify any repair work to environmental and common property areas. The CCTV system has a regular maintenance schedule – a number of the external cameras have been upgraded with state of the art equipment.

All MSF lifts are serviced and maintained monthly.

Regular Pest Control inspections are carried out in common areas, bin stores and cage areas.

Visual inspections of all roof areas are carried out yearly to identify any repair work required.

Gutter cleaning is also carried out as required.

The multi storey and low rise Roof Safety Systems are inspected annually as is the Lightning Protection System on the exterior of the towers and energy centre to identify any repairs required.

Estate Ground Maintenance

Grass cutting, weed control, shrub and tree maintenance was carried out during the months of April-October 2018.

A gritting & snow clearing contract was instructed over the winter months to clear pathways not serviced by South Lanarkshire Council.

Fire Safety Compliance

The Co-operative takes the safety of all our residents very seriously, particularly in relation to fire safety. A fire risk assessment is carried out every 3 years with routine maintenance ongoing to ensure that properties and common areas are compliant with current regulations.

The Scottish Fire & Rescue Service and our Maintenance Officer also carry out joint quarterly inspections of the multi storey towers to identify any issues.

Common area sub landing and back stair Fire Doors within the towers were inspected. Work was instructed to renew the intumescent fire strips and edgings around the doors to ensure that they comply with current fire rating requirements. Door closers and ironmongery were repaired/renewed as required and finished off with a lick of paint.

Please remember the policy decision that common areas should be kept clear of combustible items and trip hazards. Thank you.



Refuse Bin Hoppers in the tower chute rooms and low rise closes have all been renewed as the old hoppers had reached the end of their life cycle.



All the new hoppers are fully compliant with the required 2 hour fire rating standard and are regularly inspected.

There was a minor fire incident recently in one of the multi storey bin stores which activated the smoke alarm system and was dealt with very quickly by Concierge and the Fire Service. The hopper seals worked as expected and there was no smoke spread to residential areas within the tower which is very reassuring. May we remind all residents that no lit or smouldering materials should be put down the chutes.

Changes to Smoke and Heat Detector Regulations

Smoke alarms within all our properties and common areas are inspected annually to ensure that they are fully operational and renewed within the 10 year expiry date.

In a previous newsletter we advised that the Scottish Government has introduced new legislation for smoke and fire detection requirements within properties as follows:

- One smoke alarm in living room
- One smoke alarm in hall
- One heat detector in kitchen
- All alarms should be ceiling mounted and interlinked.



Low Rise Properties – upgrade to the new standards was completed in all our low rise properties in August 2018. Multi Storey Properties – it is planned to install heat detectors in the kitchen on a rolling programme from 2019/20. New Build Properties- it is planned to upgrade to the new standards over 2019.

The refuse bins servicing the towers and the low rise properties have been refurbished / renewed where required.



Keeping Whitlawburn Beautiful

Dear Whitlawburn residents,

Cambuslang Community Council (CCC) represents the voice of Ward 13 Cambuslang, of which Whitlawburn is a part. Our role is to express the views of the community to South Lanarkshire Council and other public bodies and make them aware of the needs of the area. You can view our website from this link <https://www.cambuslangcommunitycouncil.com/> or join us on Facebook - Cambuslang Community Council or follow us on Twitter @CambuslangCC. We meet monthly in the Cambuslang Institute and residents are most welcome to attend. We can be contacted via any of the above modes.

Concerns were raised in January regarding commercial receptacles (bread crates, wooden pallets and metal container stacks) as well as fly-tipping in the Nisa Car Park. See photograph of article in a recent issue of the Rutherglen Reformer. In addition, items of waste are often fly-tipped and dumped beside the Viridor waste and charity containers in the Nisa car park. As a result of CCC working together with South Lanarkshire Council (SLC) Environmental Health Services, business owners at the Nisa Car Park compound and local community members, the commercial items mentioned above are now stored inside or behind business premises and the car park is now clear of these. This is good news and I am sure you will have noticed the difference this has made.



Photograph taken Mid-January



Photograph taken Mid-March

In recent weeks efforts have been made to raise awareness of fly-tipping in the form of signage. Signs have been placed around the car park. In addition, two fixed penalty notice fines were issued due to fly-tipping at the Viridor waste containers. These containers are rented to the Nisa superstore. Please be aware that it is a crime to leave your waste in another person's land and a fixed penalty fine of **£200** can be issued by Environmental Services enforcement officers under section 33a of the Environmental Protection Act 1990, (Maximum penalties for fly-tipping are **£40,000** fine and/or up to two years imprisonment. Items left at these bins are not collected by Viridor and often lie here for weeks-on-end.



Fly-tipping is a serious, unsightly and illegal action undertaken by a minority of the community. Such actions can have a large impact on a local community as well as affecting council budgets for the removal of such waste.

Fly-tipping can make open spaces look neglected as well attract anti-social behaviour such as vandalism, fly posting and litter. All of this contributes to the decline of this area.

As you will be aware, this area is being regenerated in the form of new housing and the community would like to see the environment looking its best. Please help your community to prevent fly-tipping by raising awareness and reporting it immediately. Please find the contact details below;

Report Fly-tipping

Telephone: 0303 123 1020

E-Mail: customer.enquiries@southlanarkshire.gov.uk

SLC website – complete on-line enquiry form https://www.southlanarkshire.gov.uk/forms/form/15/en/customer_service_enquiry

Michelle Farmer

On behalf Cambuslang Community Council



CAMBUSLANG
Community Council

WWHC – Charitable giving (January to April 2019)

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

We're happy to say that our Christmas Tesco gift voucher scheme was a big hit with our elderly members. The vouchers were delivered before Christmas. This costs the Co-operative around £1000 per annum and is a popular WWHC tradition.

From January to April the Committee had no requests for donations.

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

Donations

A massive thank you to Laura Porter who donated £500 to the Phil Welsh Welfare Fund in December 2018. Laura hosts a Christmas Charity event every year to raise money for different charities and after hearing about out Phil Welsh Welfare fund she decided to donate some of the fundraising to people of West Whtilawburn. Thank you Laura!
Laura pictured right with Colette Kilty



On the Beach

The sun shines throughout the glowing day,
The children are on the beach & play;
From morning to the afternoon,
Families arrive & stay long beyond noon.

As lunchtime has arrived,
Everyone is thirsty & no one is deprived;
Flasks of tea; and flasks of coffee,
Salmon s'annies and sweetie toffee.

A child squeals to high heaven,
Just wonderin' what she's been given;
Her mother tends to the lassies's distress,
And tries to reassure her it's only a mess.

Their boy builds a big sandcastle,
And his father joins in with little hassle;
Their mother seeks those few minutes of peace,
Then realises it's now time to cease.

And as they depart, and it's time to go,
Their day is set with a sunset glow;
And as it departs and goes out of reach,
It was a day to remember on the beach.

© Ross Anderson April 2003



Vegetable Hotpot by Ross Anderson

Ingredients:

One onion; modicum of mushrooms; one red pepper; a few cloves of garlic; green chillies; carrots; tinned tomatoes; tin of tuna.

Method:

Use a large pot and line with vegetable oil. Clean the carrots; strip & slice into small pieces; cut the onion into small pieces; cut the red pepper and also cut into small squares; half the mushrooms. Add all to the heated pot; open up the cloves of garlic and cut into small cuts; cut the chillies into small cuts and add to the pot. Mix with a wooden spoon. Open up the tin of tomatoes and the tuna - add to the pot. Mix with spoon and cook for fifteen minutes. Add some cold water to the vegetable hot pot as this will purify the food and make it much more delicious. Select a modicum of pasta and cook until soft. Once soft use a colander to drain the pasta. Grate cheddar cheese on top. Serve the hotpot once cooked.
For Vegetarians just omit the tuna.
Enjoy!

40 minutes



If you would like to have a poem, a short story or a favourite recipe included in the next edition then please email enquiries@wwhc.org.uk

Winter Newsletter Winners

Congratulations to J.Douglas, O.Dziczek S.Sankus who were the 3 winners from our Christmas colouring in competition. Their wonderful art work was hung in our reception for all to see.



The Housing Office will be closed on Friday 19th April and Monday 22nd April 2019.

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

