



Annual General Meeting (AGM)

This year's AGM will be held on **Saturday 9th September** at 10am in Whitlawburn Community Resource Centre. Last year we welcomed members back to the in-person meeting and it will be great to do the same this year.

As a fully mutual Co-operative, all of our members are invited to attend the meeting. Members can expect their notification, as well as other forms, to be delivered to their home by Saturday 26th August 2023.

The main purposes of the AGM are to :

- Report on the Co-operative's activities in the previous year
- Present the accounts, balance sheet and auditors report
- Elect Committee Members
- Appoint the auditor for the following year
- And consider any other general business

As a member you can nominate or be nominated to the Management Committee.

Our Auditor will be at the meeting to report on finance and our accounts and we will invite the local councilors and community police for the area.

We hope that you will be able to attend the AGM! If you cannot attend please consider nominating another member to represent you.

If a quorum is not achieved the meeting will be reconvened on Saturday 16th September at the same time and location.

Refreshments provided.



Committee Spotlight

WWHC is run by a group of members, who are all tenants or prospective tenants, called the Management Committee. Meet some of your Committee below...



Andy Duffin Secretary

Q: How long have you been a tenant at WWHC?

I moved to West Whitlawburn over 10 years ago in late October 2012 and joined the Committee in 2013.

Q: What do you do in your spare time?

I watch a lot of TV, especially quiz shows and American dramas. I also enjoy reading, especially if it is a crime novel. I'm currently trying to work my way through all of Dick Francis' books - 5 down, 48 still to go! I also enjoy a night out at the bingo!



Q: Tell us 3 facts about yourself

1. I'm looking forward to 2024 as I celebrate my silver wedding anniversary and my 50th birthday.
2. I've never been to Benidorm. I've seen every episode of the TV series and it's something I hope to do in my fifties.
3. I am a Celtic season ticket holder.

Q: Are you a member of any other board or voluntary organisation?

Yes, I am a member of the Whitlawburn Resource Centre Committee, as well as a Glasgow and West of Scotland Forum Committee member which represents, promotes and campaigns collectively for community housing in West Central Scotland. I also work with Camglen Buddies, a local charity in Cambuslang and Rutherglen run by parents and carers who help tackle isolation in people with additional needs through a friendship club and social outings.

Q: What is the most enjoyable part about being on the Committee?

A: Being a carer and new to the area, I joined Committee to get out of the house for a bit, get to know people who live locally and learn more about the area I had moved to. Over the past 10 years on the Committee I have developed personally, grown in confidence and have a real sense of pride at the contribution to our community.

Q: What piece of advice would you give to future Committee members?

A: You only need to commit a few hours each month to read reports and attend the monthly Management Committee meetings. At first there is a lot of new things to learn about, but each month it gets easier and easier.





Phil Welsh Vice Chairperson

Q: How long have you been a tenant at WWHC?

I have been a resident for 50 years and on the Committee for 5 years.

Q: What do you do in your spare time?

A lot of walking and exercise. I participate in 'man vs fat' football to help with weight loss. I like to challenge myself through fundraising. I recently completed The Kiltwalk in April 2023 and the Santa dash in December 2022, both charity events.



Q: Tell us 3 facts about yourself

1. I am a funny, happy-go-lucky kind of guy.
2. I like to keep myself motivated and help others do the same. As I am club captain at 'Man V Fat' football I help my teammates keep track of their exercise plans and food diaries to help with their weight loss.
3. I am an advocate for mental health. This is something that I have struggled with personally and I always make sure to speak up about it whenever I can.

Q: Are you a member of any other board or voluntary organisation?

No

Q: What is the most enjoyable part about being on the Committee?

You get to see everything from behind the scenes, not a lot of people know what it is like. My father was one of the first members on the Committee when WWHC was founded in 1989. He shared his passion for the Committee with me, and now I can see the selfless work put in by staff. Tenants only see the end product whereas we see the director's cut - It is good to get a better understanding of how WWHC operates.

Q: What piece of advice would you give to future Committee members?

Come on board and see what it is about. We need and value other opinions about the services offered by WWHC. It is an opportunity to voice your opinion and help us improve the organisation for everyone in the community!





Ken Stubbs-Gorman

Committee Member

Q: How long have you been a tenant at WWHC?

I have been a tenant for 23 years and on the Committee for 1 year.

Q: What do you do in your spare time?

I don't have a lot of spare time these days as I get up early on Tuesdays and Wednesdays to volunteer at the food co-op, run by Claire in the Resource Centre, and delivering the packs to tenants houses. I enjoy things like photography, painting and playing guitar and, when I can, a bit of reading as well.

Q: Tell us 3 facts about yourself

1. I was born in London, England but I moved around a lot growing up so I have seen a lot of the country.
2. I have 3 daughters and, although not blood related, a lad I raised that feels like a son and they're all doing well.
3. I used to play bass in a band called "Sweet Blindness" in the 70s with my friends at the time.



Q: Are you a member of any other board or voluntary organisation?

No

Q: What is the most enjoyable part about being on the Committee?

Seeing people on a regular basis and getting to know new people that live near you and helping out at the food co-op.

Q: What piece of advice would you give to future Committee members?

Come in with an open mind, it's a nice thing to be apart of. Don't be put off by initial dryness because you do end up seeing the ins and outs of everything which is very interesting.



Interested in joining the Committee?

Please contact the office to let us know. Training and support is offered throughout.





Community Group for Syrian Families

مجموعة للعائلات السورية

Starts Monday 7th August 2023

2pm - 4pm

يبدأ يوم الاثنين 7 أغسطس. 2.00 م -
4.00 م.

This group is also open to other Arabic speaking families.



Whitlawburn Book Group

Starting Monday 7th August 2023

11.30am - 1pm

Every Fortnight



Regen:fx Whitlawburn Fun Day

Sunday 13th August

2pm - 4pm



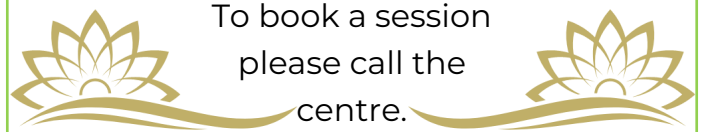
Reiki Wellness & Wellbeing Sessions

With Annie

First Wednesday of every month

10am - 12pm

Reiki is a therapy known to help reduce mental stress and promote wellbeing.



To book a session
please call the
centre.

School Uniform Donations Required

Donations of school uniform are vital to support families in the community. The Resource Centre will accept gently used or new uniform items to put to good use.

Uniforms, stationery and bags are available for various local primary and high schools.



For more information on any of the above events please contact the centre

0141 641 5005



Our Performance April 2022 to March 2023



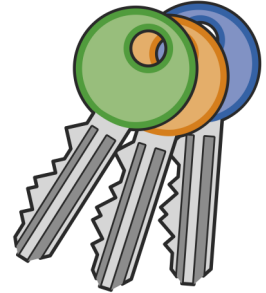
Tenancy Services

Turnover and Allocations

At 28th March 2023 there were 192 applicants on the housing list and 222 on the transfer list.

Throughout the year we let 104 properties. 37% of these went to direct applicants, 22% to transfers and 36% to South Lanarkshire Council referrals and 5% to others.

The average time to re-let properties for the period was 31 days which was above our target of 21 days. We aim to improve our re-let times as we continue to work post-pandemic alongside other new challenges.



Rent Collection and Arrears



Current and former tenant arrears were sitting at 4.97% with 99.5% of rent collected during the year.

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.

Estate Management

Housing Management and Concierge staff work closely with other agencies to resolve neighbour and estate difficulties as quickly as possible.

During the year we received 89 reports of anti-social behaviour. We also had 9 abandoned tenancies.

All our Concierge Officers are first aid trained and provide invaluable emergency help to our more vulnerable tenants through our housing alarm service. If you think you would benefit from a housing alarm being installed in your home, please contact your Housing Officer.



Property Services



The average time taken to complete emergency repairs was **3.61 hours**.

The average number of working days to complete non-emergency repairs was **3.45 days**.

Our annual programme of Gas Safety Checks was 100% completed on time.

Corporate Services

Revenue Income	£	%
Net Rents Charged	£ 3,339,296	68.6%
Grants Released	£ 992,904	20.4%
Grants Received	£ 130,177	2.7%
Energy Centre Income	£ 345,978	7.1%
Other Income	£ 32,378	0.7%
Bank Interest	£ 23,927	0.5%
Total Revenue Income	£4,864,660	100.0%

Revenue Expenditure	£	%
Management Costs & Maintenance Overheads	£ 2,099,893	44.3%
Planned Maintenance - Direct Costs	£ 184,073	3.9%
Reactive Repairs/Voids - Direct Costs	£ 728,247	15.4%
Stage III Adaptations	£ 34,996	0.7%
Bad Debt Written Off	-£ 8,080	-0.2%
Other Costs	£ 153,898	3.3%
Energy Centre Revenue Expenditure	£ 286,937	6.1%
Housing Depreciation	£ 1,168,984	24.7%
Loss on Disposals of Fixed Assets	£ 5,704	0.1%
Private Loan Finance Interest Payments	£ 84,186	1.8%
Total Revenue Expenditure	£4,738,838	100.0%

Surplus for the period	£ 125,822
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FIRE SAFETY

Fire safety in your home

Your home has smoke and heat alarms installed which will activate if they detect a fire in the home. These alarms are tested by the Co-operative once a year. You should also test your alarm once a week to ensure it is working properly. If you have any concerns about your alarm not working, please contact either Concierge or the office and we will arrange to have the necessary work carried out as soon as possible.

Have you got a fire escape plan?

Every home should have a fire escape plan that the whole household knows about. You should consider the following:

Step 1:

How to get out quickly at night

Step 2:

Who is going to get the children

Step 3:

Where the front door keys are located

Step 4:

An identified 'safe room' in case you can't escape. Choose a room with a window and phone if possible.

Practise your plan, especially if you have children.

In the event of a fire in the multi-storeys

What to do if the fire is not in your flat

If a smoke or heat alarm is sounding in a communal area or you smell smoke, call the Fire and Rescue Service and tell them the location of the fire if you know it.

Stay in your flat and keep the front door closed, you will be safer.

Pack a wet towel or wet sheets around the bottom of the front door to stop smoke getting in. Go to an open window and wait for the arrival of the Fire and Rescue Service.

In the unlikely event of becoming trapped by fire in your home, gather everyone in a 'safe room'. Call the Fire and Rescue Service as soon as possible and protect the room by packing wet bedding or towels around the door to help block smoke. Open the window to breathe clean air and try to attract attention by waving a sheet. Do not jump – the Fire and Rescue Service will be on their way.

What to do if the fire is in your flat

Your smoke and heat alarms will give you early warning in order to escape safely. These alarm's register at the Concierge station where staff will be available to help you.

- Follow your 'fire escape plan'.
- Shout to alert the household and get out quickly.
- If there is smoke - keep low, crawl if you need to get below the smoke level.
- Close doors behind you as you escape. This prevents smoke and fire from spreading.
- Do not return to investigate or fight the fire.
- Do not use the lifts; always take the stairs to exit the building.

In the event of a fire in low-rise or cottage flat or terraced house

1. Close the door where the fire is. This will help protect your escape route and stop the fire from spreading.
2. Follow your 'fire escape plan'.
3. Keep low. The air is cleaner and cooler near the floor.
4. Never open a door if it's warm to the touch. You can test this using the back of your hand.
5. If your clothing catches fire; **stop, drop and roll**. If it's someone else use a blanket, rug or thick coat to smother the flames.
6. Do not stop for valuables.
7. Shout 'Fire' to warn your family or passers-by.
8. Never try to go back inside until a firefighter tells you it's safe.
9. Never jump out of a window from an upper floor. Stand by a window so firefighters can see you. But if you're on the first floor of a building you may be able to lower yourself down on to cushions, pillows or a mattress.

If you cannot get out

- Gather everyone in the home into one room.
- Once everyone is together, pack wet clothes, cushions, pillows or towels around the door to keep smoke out.
- If you have access to a phone dial 999 and ask for Fire and Rescue Service. If you cannot access a phone, open a window and shout 'Fire' until someone phones the Fire and Rescue Service.
- Keep leaning out of the open window for fresh air until the firefighters arrive.

Remember: get out, stay out and dial 999



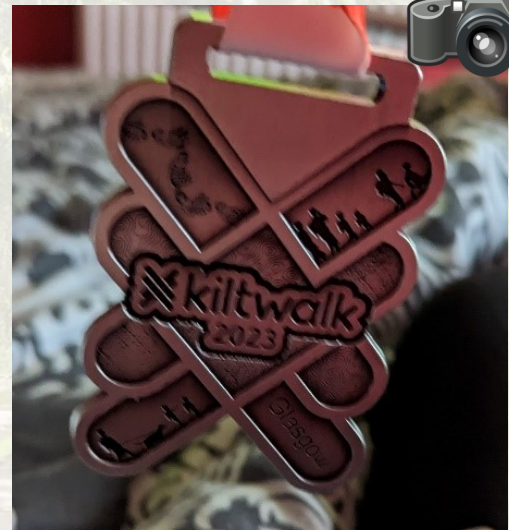
kiltwalk 2023

On 30th April 2023, Phil Welsh, our Vice Chairperson, joined 14,000 others in the Kiltwalk, walking from Glasgow Green to Loch Lomond.



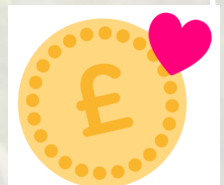
“I decided to do the Kiltwalk to raise funds for the food co-op in Whitlawburn Community Resource Centre, a great cause in my local area. The cost of living crisis has had a negative impact on so many and I wanted to brave rain (and blisters) for something worthwhile. The last 2 miles of the journey felt

never-ending but I was delighted to see my granddaughter and family cheering me on! I have also signed up for the Edinburgh walk in September this year to raise more funds, so keep an eye out!” - Phil Welsh



Phil's efforts raised over £300 for the Food Co-op which will be a huge help in supporting the community.

His efforts don't stop there as Phil has also recently completed the 'Santa Dash', 'March the Month' and 'Man V Fat' Football for other Charities – Congratulations and thank you Phil!



Keep Our Place A Safe Place

Keeping our families, homes, streets, and community safe is important to all of us, no matter what age we are.

One way to help each other stay safe is to let someone know if you have any concerns about community safety or anti-social behaviour.

There are lots of people you can talk to, and remember:

- You don't need to give your name, you will not be judged, but you will be listened to
- Anonymity is 100% guaranteed



A charity offering support to young people.

www.fearless.org



POLICE SCOTLAND
Keeping people safe
POILEAS ALBA

Non-emergency **101**

Emergency **999**

Online reporting: <https://www.scotland.police.uk/secureforms/c3/>



Anti-Social Behaviour Team
03031231012

Work alongside other agencies to find solutions to serious anti-social behaviour problems.



CrimeStoppers.

0800 555 111

100% anonymous. Always.

A charity that will listen to your concern and pass it on for you.



This campaign has been developed by local people for local people. Speak Up, Stay Safe and Help Keep Our Place A Safe Place.

Dog Fouling

We are disappointed to see high levels of dog fouling across the estate, reported by tenants in our Tenant Satisfaction Survey and to our Housing Officers. WWHC would like to remind tenants with dogs that they must clean up their dog's mess.

Failing to pick up after your dog is an offence under the Dog Fouling (Scotland) Act 2003 and is also a breach of your tenancy agreement.

Please respect your neighbours and the health and safety issue this causes if not removed. High levels of dog fouling create hazardous working environments for our ground

maintenance contractor who can refuse to cut grassed areas where dog mess is found.

If you witness another tenant failing to clean up after their dog, please report it to your Housing Officer who will take action against the tenant. We also encourage you to report it to South Lanarkshire Council using their website.

Dog poo bags are available from the office, Concierge station and Whitlawburn Community Resource Centre. Please call in and collect.



What to do During a Powercut



If your electric meter is blank and you have **no power** please contact Scottish Power Emergency Network on 105.



If your electricity meter is blank and you do have power in property please contact your own supplier.



Remember to switch off all electrical appliances while the power is out!

Registered with the Scottish Housing Regulator No. 203

Registered Charity No. SCO38737, VAT Registration No. 180223636

Registered society under the Co-operative and Community Benefit Societies Act 2014



HAPPY TO TRANSLATE