



# WEST WHITLAWBURN

## HOUSING CO-OPERATIVE

NEWSLETTER AND ANNUAL REPORT 2016/17



# A Message from the Chair



**I**t is hard to believe I have been the Chairperson of WWHC for 5 years now. It has genuinely been an honour and a privilege to hold the position of Chairperson and I appreciate the trust and confidence my fellow Committee members have placed in me by annually re-electing me to the position in each of the past 5 years.

I sincerely hope I have successfully delivered in the role and repaid their trust and confidence. The rules of WWHC require me now to stand down from the position and I will be doing that at this year's AGM, but I will

seek to continue as a Committee member and hope to continue to serve the tenants/members of WWHC in that role.

There have been many highlights of my term in office, the award winning Community Energy Project, the first Scottish winner of The Prime Minister's Big Society award, the very high levels of tenant satisfaction in the 2013 and 2016 surveys and the continuing harmonious working relationship between Committee and WWHC staff.

There has also been sadness in the passing of

Committee members over the past few years. Phil Welsh (MBE), Billy Hunter and Jim Kerr.

I am very confident in the future of WWHC. No matter who is elected as my successor to the role of Chairperson following this year's Annual General Meeting, I will fully support them in what is a challenging but rewarding role. To be the Chairperson of a multi-million-pound organisation is a daunting and responsible position.

Thanks everyone for your support. (i)

**Susan Anderson**  
(Retiring) Chairperson

## Current Management Committee Members

**Susan Anderson**  
Chairperson

**Anne Anderson**  
Vice Chairperson

**Muriel Alcorn**  
Treasurer

**Cheryl Burnett**  
Secretary

## Committee Members

Elizabeth Kerr, Helen Anderson, Muriel M Alcorn, Andy Duffin, William Glover, Grzegorz Grzelak, Marek Zuba.

**The Co-operative is its members... That's YOU!**

WWHC is a fully mutual Housing Co-operative run **BY** the members **FOR** the members.

Tenants who volunteer, are elected to the Management Committee. The Management Committee initially came together in 1989 to find collective solutions to the problems in the area at the time.

Luckily at the time there were local people who wanted to make a difference by improving their housing and environment. They had local knowledge – of family and friends and their own

- sometimes spanning decades. They were the direct recipients of housing services.

Since then, we have invested over £50 million in local housing and a wide variety of community development activities.

The West Whitlawburn Housing Co-operative story and many successes since then are owned by the community. There have been inspirational people on the Management Committee over the years including Phil Welsh and Billy Hunter who are very sadly no longer with us.

Our considerable success proves that for us it's a strength having

all tenant members on the Management Committee.

**We are proud to be a Voluntary Tenant Controlled Housing Co-operative.**

All Committee Members are voluntary. They meet monthly to oversee the Co-operative's business.

So what about the future? Do you want to contribute?

Volunteers are fully supported with good induction processes, external and internal training and ongoing support.

**The future is bright... the Co-operative Way.**

### **Our Annual Invite To You**

**The Co-operative's AGM will be held at 7.00 pm on Monday 28th August 2017 in Whitlawburn Community Resource Centre.**

At least 45 members required to attend for a quorum to allow the meeting to go ahead. If the turnout is lower, the meeting will be reconvened the following week at 7.00pm on Monday 4th September 2017 in the Resource Centre. (i)

If you are interesting becoming involved please contact the office to arrange an initial discussion with Susan Paton or a Committee member.

# West Whitlawburn Housing Co-operative...

## ...is proud to be a co-operative

In our society, we are programmed to look out for number one, but individuals don't build communities. Fortunately, the beauty of co-operatives is that we can do much more by coming together than apart and this has been proven by the way in which the people of West Whitlawburn have transformed this community since taking control in 1989.

### What is a co-operative?

A co-operative (co-op) is a business that gives people control over the things that matter to them. Our co-op is owned by tenant members not big investors, and our members get a chance to have a say in how we are run.

### What about other co-operatives?

They're everywhere. Big and small. All over the globe, in every industry. In the UK there are around 7,000 co-operatives which are owned by 17 million members from fan owned football clubs to farmer controlled businesses and obviously housing co-operatives. WWHC contributes 696 members to that figure!

### Are there other housing co-operatives?

Unfortunately in Scotland there are maybe as few as 30.

Housing Associations are a more commonly used model in Scotland. Housing Associations are similar in the services they provide but tenants aren't necessarily members and their committee can be made up of non tenants.

WWHC has a strong co-operative identity and the committee believes that every member should have the opportunity to help shape the decisions that the co-operative make, if they want to.

Despite the disappointing housing co-operative presence in Scotland,

housing co-operatives thrive around the world. For example 33% of Egyptians live in a housing co-operative and 11 million Polish citizens call housing co-operatives their home.

There is a lack of affordable housing in Scotland and co-operatives could be part of the solution here, just as it is around the globe. The benefits of coming together are proven and WWHC is proud to be part of something as big as the global co-operative movement.

*Our new look newsletter will have a regular feature on co-operatives. (i)*

# Tenant Satisfaction Survey 2016/17

During the year, a major survey of tenant satisfaction levels was conducted with 260 responses received. Below is a summary of the results along with the results from the 2013 survey. Satisfaction levels have improved overall but there are areas we are looking at more closely to improve performance so that tenants are happier with the services provided. There were many positive comments made.

<b>The Results</b>	<b>2013</b>	<b>2016</b>
<b>Percentage of tenants satisfied with the overall service provided by their landlord</b>	<b>95.72%</b>	<b>93.44%</b>
<b>Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions</b>	<b>97.67%</b>	<b>94.21%</b>
<b>Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes</b>	<b>81.27%</b>	<b>85.53%</b>
<b>Number of tenants surveyed, who moved in within the last 12 months</b>	<b>39</b>	<b>27</b>
<b>Percentage of tenants satisfied with the standard of their home when moving in</b>	<b>94.87%</b>	<b>88.00%</b>
<b>Percentage of tenants satisfied with the quality of their home</b>	<b>90.12%</b>	<b>91.31%</b>
<b>Number of tenants surveyed, who had repairs carried out in the last 12 months</b>	<b>160</b>	<b>155</b>
<b>Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service</b>	<b>93.71%</b>	<b>85.71%</b>
<b>Percentage of tenants satisfied with the management of the neighbourhood they live in</b>	<b>73.28%</b>	<b>88.72%</b>
<b>Percentage of tenants who feel that the rent for their property represents good value for money</b>	<b>83.14%</b>	<b>85.60%</b>

# Our Committee

## Welcome to new committee members

We would like to welcome Grzegorz Grzelak and Marek Zuba who recently joined the Management Committee. Watch this space for a more detailed introduction in our next edition.

## Thanks to Susan Anderson

From all of the current Management Committee Members for all of your commitment and hard work as Chairperson over the past 5 years. It's much appreciated and we look forward to continuing to work with you on Committee.

## EVH long service awards – celebrating 75 years of collective service to wwhc

We are excited that Helen Anderson, Muriel Alcorn and Anne Anderson are receiving their 25 year long service award for their contributions over these years to the work of WWHC. Much has changed over the years at WWHC, however the commitment of these volunteers hasn't. EVH (Employers in Voluntary Housing) recognise the role of volunteer committee members who give their time to the service of their community. (i)



## John Reilly

Everyone at WWHC has been deeply saddened by the passing of John Reilly our former Senior Maintenance Officer. John spent many happy and productive years working with WWHC (from 1993 to 2006). This as well as working for Scottish Power, East Kilbride and District Housing Association, where John also became a Management Committee Member, and previously being Convenor of Housing at East Kilbride District Council.

John was an excellent professional and a great friend to all at WWHC. John was the life and soul of the party, never slow to voice an opinion, a warm hearted, kind and very generous person. John was the unbeatable table-tennis champ of the office.

John made a tremendous contribution to the successes of WWHC and is very fondly remembered by WWHC tenants, Committee members and staff.

John will be sadly missed and our thoughts and sympathies are with John's wife Cathy and their three sons. (ii)



From October 2017 many people of working age, who live in South Lanarkshire, will be invited to claim a new benefit called Universal Credit.

Universal Credit is paid differently to other benefits and the transition to this new benefit can be difficult. We want to work closely with tenants who are struggling with the change.

If you have a change in your circumstances after

September 2017, you will be invited to claim Universal Credit.

The table below shows the type of change that may result in you being moved to Universal Credit.

If you think you are going to be affected because of these changes, please come and speak to your Housing Officer and we will see what we can do to help you.

Changes in employment	Changes in family circumstances	Other
You start working or the number of hours at work change	You become responsible for a child for the first time	New or underlying entitlement to one of the old benefits
You are unable to seek work as you are unwell	You move to an address within South Lanarkshire	You are attending court or jury service
You have been unwell but are now able to seek work or to work	Your partner joins or leaves your household	You have finished full time education
	You are a lone parent and your child turns five	You have been remanded in custody
	You either start or stop being a full time carer	Your income or capital is higher than the threshold amount

## Not Miss Whitlawburn

Hearing that some of the houses in Whitlawburn were due for demolition, stopped Jessie and Rab Kielty's daughter, Janice, in her tracks.

**S**he is writing a book of memoirs titled *Not Miss Whitlawburn*© about her life growing up in Aron Terrace. The Kielty family, (Karen, Anne, Janice, Robert, Eric and Stephen) moved into Aron Terrace in 1971 when Whitlawburn was just being built and have many happy memories living there.

It is those memories which prompted the idea of creating a Whitlawburn Cultural Heritage Project. Janice is looking for anyone who is interested in sharing their stories, memories and photographs.

The overall aim would be to create an art exhibition celebrating the happy times of the play



**Jessie and Rab Kielty outside the close in Aron Terrace where they lived.**

schemes, bus trips, local beauty contests and the endless games of 'doakies' played on the burn.

This project is open to anyone who lived in Whitlawburn and all ideas and suggestions are welcome. The first meeting will

be Monday, August 28th at 12 noon in the café at Whitlawburn Resource Centre. If you can't make it and want to contribute please leave contact details with Geraldine at Whitlawburn Resource Centre and she will pass them on to Janice. (i)



# The Billy Hunter Award

**W**WHC established the Billy Hunter Award following the passing of Billy in August 2015. Billy was a former chairperson of WWHC and a stalwart of the Housing Co-operative movement. He was a diamond who had no time for bureaucracy and was a fierce campaigner for social justice.

Billy was a studious man, self-educated on many topics, with a great thirst for knowledge. You would always win the pub quiz if Billy was in your team. Billy gained a Bachelor of Arts in Community Development from



Glasgow University, aged 58.

WWHC established the annual Billy Hunter Award to reward a local

individual for outstanding endeavour and commitment to their education when facing adversity.

In conjunction with Cathkin High School, we are delighted to announce the winner of the 2017 Billy Hunter Award is Iain Gordon a 3rd-year pupil of Cathkin High School. (i)

Well done and many congratulations to Iain – very well deserved.

Iain is pictured receiving his award from Dick Geater, Billy's cousin and life-long friend.



It has been an exciting time for Reach Lanarkshire Autism with recent funding success which means that the office can be staffed full time by Joanne Craig and Liz McDonald.

We are looking forward to starting our new activities for members in Whitlawburn Resource Centre in September 2017. This will include a youth group and a teen group on

alternating Friday nights.

Other activities for Reach members beginning in September include a girls group, multi sports, football and Independence.

We are especially keen to hear from families in Whitlawburn and Springhall who have a child with autism, or are waiting for an assessment. We hope to network with these families to increase and develop the support and training available locally to help

with their caring role through training events and monthly support groups.

We look forward to meeting members, old and new, in the near future! (ii)

**Whitlawburn Community Resource Centre**

0141 641 0068

[info@reachautism.org.uk](mailto:info@reachautism.org.uk)

[www.reachautism.org.uk](http://www.reachautism.org.uk)

Scottish Charity No. SCO43269

## Congratulations to



Kirstie Mclean

We are thrilled to congratulate Kirstie Mclean on her superb achievement having passed her assessments to gain a Post Graduate Diploma in Housing Studies from Glasgow University in June this year. Kirstie is carrying on with her studies and is working on her dissertation, focussing on an evaluation of the Co-operative's energy project. This will result in a Masters (MSc) degree in Housing Studies when complete.

"Kirstie's achievement is admirable as she was studying towards this respected qualification while working full time as a Housing Assistant for the Co-operative," said Paul Farrell, the Co-operative's Director. (i)



Adri Forczek

Adri with the Co-ops Director Paul Farrell at her graduation ceremony.

West Whitlawburn Housing Co-operative is delighted to congratulate Adri Forczek on her wonderful achievement in graduating with a Master of Arts with Honours, in Digital Media and French, from Glasgow University in June this year. Adri based her dissertation on West Whitlawburn Housing Co-operative's website and was awarded an A Grade Merit for her dissertation.

Adri kindly gave West Whitlawburn Housing Co-operative a credit mention in her dissertation. The achievement is all the more commendable as Adri was studying in English, which is not her first language. (ii)

We are pleased to welcome back Kerry-Anne Elder, who has returned from maternity leave and is now covering all Housing Officer duties for her patch. (iii)

We would also like to wish Lauren Miller all the best for her maternity leave, which will be starting in August 2017. Kirstie will be covering Lauren's Housing Assistant duties during her absence, until further notice. (iiii)

## You said

## We did

### You said

The low rise windows were in need of replacement.

The laundry equipment was breaking down too often in the multi storey flats.

We like the newsletter best as the way of being provided with information on decisions and services.

Payzone breaks down too often and there are not enough outlets.

We want low fuel prices on the district heating system.

We want Sky Q in the multi storey flats?

We want more for the kids to do.

We want to be able to have an appointment at a time that suits us.

The lifts in the multi storeys are breaking down too often.

### We did

From November 2016 to February 2017 we carried out window renewal work to 111 low rise flats and closes.

In 2017 we replaced 10 machines throughout the multi storey laundries By 2019 all machines that need to be upgraded will have been replaced.

We have revamped the Newsletter with more staff and committee resources. Community input and ideas is most welcome.

We have moved the payment system for the district heating network to Paypoint.

Fuel prices have been frozen from August 2014 up to April 2018.

In April 2017 all multi storey towers were upgraded to receive Sky Q which will allow tenants within the multi stories, if they wish, to contact Sky Communications to discuss upgrade connection and packages

We are supporting the toddler play park upgrade coming soon and organised events for the school holidays.

Evening appointments are available on request.

We are planning a refurbishment programme....more to follow on this.

# Whitlawburn Community Resource Centre



## All Sorts Going On in Whitlawburn! The Resource Centre one-stop shop!

**T**he Centre provides community facilities and services in the local area and has a long term commitment to Whitlawburn. WCRC is run by a voluntary committee of local people: there are currently 7 people serving on the management committee. Anyone can join the committee and actively participate in their area.

The Centre provides a number of services.

**The Recycle Project** helps local people who may be in need of replacement household items. We accept donations of household items and recycle them to local people free of charge. We also stock some childrens clothes. For more details contact Geraldine at the Centre.

**The Financial Inclusion Project** provides outreach support from Citizens Advice Bureau 3 days each week by appointment only, outreach

from the Lanarkshire Credit Union providing affordable credit and other traditional credit union products.

**The digital Drop-in** runs 3 days each week providing job support and access to online employment and benefit services including Universal Credit. For more Details contact Fiona at the Centre.

**The Food Co-operative** provides fresh produce at affordable costs. There is also distribution of end of day produce from Tesco and Greggs which are free of charge. This runs from Benmore Tower on Thursdays and Fridays - for more details contact Claire at the Centre.

And there's lots more.....parent groups, art classes, computer classes, food bank, exercise classes, youth groups, dance classes and sports clubs.

There is a community café, out of school care project and family project for children with autism.

The centre is open 6 days a week and according to June 2017 usage figures has a weekly attendance of 637 people across all our services, groups and facilities.

- > 635 clients visited the digital drop-in
- > 64 new clients registered with the drop-in service
- > 1077 hours of IT accessed
- > 196 volunteer hours gained
- > 55 people received support through the recycle project
- > 16 families assisted through Whit Recycle toy giveaway
- > 485 people supported with benefit advice
- > 203 people supported with debt advice
- > 100 people supported by referral to other relevant agencies (i)

You can find out more at

[www.whitlawburncrc.org.uk](http://www.whitlawburncrc.org.uk)

 **WCRCOfficial**

**Tel: 0141 641 5005**

## Our Place



**Our Place Whitlawburn and Springhall is a place based initiative which aims to empower local people and organisations to bring about a massive and lasting positive difference to their community.**

**O**ur Place is funded by Big Lottery and delivered by Healthy n Happy Community Development Trust.

The Centre is currently preparing a major application to this fund to support services delivered by Whitlawburn Community Resource Centre.

## Our Place Play Area Upgrade

A recent success of Our Place, is Little Rascals Toddler Group who have secured almost £70,000 to redevelop the existing playpark for under 5s located at the front of Whitlawburn Community Resource Centre, a very exciting investment for the area!

Situated right outside the centre door, the well-used play park will have a number of new activities including a trampoline, roundabout and a very impressive fortress for the young people of Whitlawburn & Springhall to enjoy.

The work is due to begin early September and a community event is being planned by the group for late August inviting all of the community to come and share the success. (i)

## Senior Activities

A steering group of residents, supported by Our Place through Healthy 'n' Happy have been working to develop a service for the seniors of the area.

Tasters in dancing, painting, arts & crafts, as well as a bingo afternoon, have been held over the past few months with around 30 members of the community participating in the events. The group will now meet to decide how best to take this forward and if you would like to be involved pop into the Coffee Morning in Roslin Tower any Tuesday between 10am and 12noon and chat with June who can give you further information.

If you are interested in becoming involved with the Our Place Project or just want to find out more about what is happening in the area, please call Kenny or Sally on **0141 646 0123** or catch them for a chat if you see them out and about. You can check out the website **[www.ourplacewhitlawburnandspringhall.com](http://www.ourplacewhitlawburnandspringhall.com)**. (ii)

# Fire Safety

The following information is provided on Scottish Fire and Rescue Service website [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

## Fire Safety Electrical Home Appliances

The most common cause of fires in the home is the misuse of electrical equipment, faulty appliances and leads. Domestic appliances including dish washers, tumble driers, cooking appliances and washing machines are a common source of ignition.



## Electrical products in the home

We use electrical equipment every day around the house and it's important to make sure it is safe. Any electrical appliance that's left plugged into the mains could cause a fire. Some, like fridges and freezers, are designed to be left on but even these can cause fires if they're not used properly. Follow this safety advice:

- > Keep the area around plug sockets and the mains switch clear
- > Always use the right fuses

## You should never

- > Use anything with a torn or damaged wire or plug
- > Use anything electric that's broken or not working properly
- > Put electric cables under carpets
- > Put too many plugs in sockets

Switching off at the socket and pulling the plug out is the only way to be sure no electricity is flowing through an appliance. Just using the socket switch isn't safe because the switch could be broken.

If left plugged-in, many appliances still have power flowing through them even though they look like they're off. The same is true of equipment in 'sleep mode' or on 'standby'.

Lots of electric appliances contain transformers which retain power, even when the appliance is switched off. If a fault develops, the transformer could overheat and start a fire. As well as keeping you safer, switching off and unplugging things at the wall will save you electricity and money!

Appliances that have motors, pumps or large magnets in them can use up to seven times more power. So fridges, freezers, microwaves, washing machines, dishwashers, spin-dryers, vacuum cleaners, air conditioning units, dehumidifiers, power tools and gardening equipment should never be plugged into adaptors or power strips with other appliances (they could be too much for the adaptor). Plug them straight into the wall instead.

## Electrical Safety

Most people have extension leads in their homes, using 4-way bar adaptors to increase the number of appliances that they can plug into a wall socket. However, although there is space to plug in four appliances, this does not mean it is always safe to do so. Different electrical appliances use different amounts of power. To avoid the risk of overheating and possibly fire, you should never plug into an extension lead or socket appliances that together use more than 13 amps or 3000 watts of energy.

### Plugs and sockets

- > Do not overload sockets.
- > Never use more than 13 amps in one socket.

Domestic appliances including televisions, computers, music systems, hair straighteners, dish washers, tumble driers, cooking appliances and washing machines are a common source of ignition.

## Why does using the right fuse matter?

The fuse in a plug is a safety device that will 'blow' if an electrical appliance develops a fault. It cuts off the electricity to stop the appliance from overheating and causing a fire. If you fit the wrong fuse, it won't 'blow'.

### 3 Amp fuse

Lamps / bed lights; Electric blankets; Hi-fi / dvd players;

Docking stations; Clocks / computers; Televisions / radios;

Games consoles

### 13 Amp fuse

Refrigerators; Washing machines / Dryers; Irons; Hair Straighteners

Heaters; Kettles / toasters

Check the manufacturer's instructions to make sure all your appliances are fitted with the correct fuse

As a general guide to fuses: \* **These are guidelines only. Check and always follow the manufacturer's instructions.**

**Fire can happen to anyone.** But it is our job to help make sure your home is as safe from fire as it can be. This is why we provide free Home Fire Safety Visits. Our staff can help you spot a possible fire hazard, offer advice and guidance and fit smoke alarms free of charge if your home requires them.

A Home Fire Safety Visit only takes around 20 minutes. And that 20 minutes might just save your life.

### Visits are easy to arrange.

A Home Fire Safety Visit can be organised at a time that suits you, day or night. The Service would also like community members to think about anyone they know who could be at risk from fire. It could be a friend, relative, or neighbour.

To book a free Home Fire Safety Visit for you, or for someone you know: **CALL 0800 0731 999** or visit **www.firescotland.gov.uk**

Always ask for official identification - all employees of the Scottish Fire and Rescue Service will be happy to produce this on request. (i)

## Art Class



A beautiful watercolour painting of McLennan Arch at Glasgow Green by Helen Anderson who attends the art class in the Resource Centre – if you are interested in attending, contact the Centre for details.

## Property News

State inspections are carried out every 6 months to look at all common and environmental areas. Repairs have ranged from gutter cleaning to wall and slab repairs.

### Inspections

Inspections of the play areas are also carried out six monthly.



### Play Areas

The multi-use games area has had new basketball hoops and boards installed.

The replacement log trail has been ordered and is due for installation week beginning 11th September 2017.



## Annual Smoke Alarm Checks to all Properties

**O**ur 100 new build property inspections were carried out during the annual gas safety inspections and the 112 low rise flats were completed in June 2017.

Raymond Smith, Concierge Manager is currently carrying out the multi storey properties inspections during July-September 2017. You will have received a letter advising you of your allotted inspection date. If you missed your visit, please contact Raymond at the Concierge Office to arrange another date and time.

The Co-operative takes the health and safety of our residents very seriously, therefore your co-operation in providing access for these essential fire and safety inspections is very much appreciated.

### Fire Doors within Flats

**Q** Which doors are fire doors within my home?

**A** If you live in a multi storey or low rise flat, the living room and main flat entrance door which lead on to a communal sub landing are fire doors. These doors have a fire protection rating of 30 minutes.

If you live in a new build property, under the current building regulations (clause 2.9.2), neither the cottage flats or the houses require internal fire doors as they have their own front door access to the outside of the property.

**Q** What if I want to change or remove a fire door?

**A** As with any alteration you may wish to make in your home, you must seek permission from the Co-operative to remove these doors. Any replacements doors must be to the required fire protection rated.

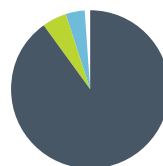
## Low Rise Flats... Tenants Delighted With New Windows

A window renewal contract was completed in February 2017 to 109 of our low rise flats. The work was funded using a £395,000 interest free loan from the Home Energy Efficiency Programme for Scotland.

97% of tenants were satisfied with the new windows, and 100% were satisfied with the contractor.

Thank you to all tenants for your

assistance in providing access when requested and preparing for the contractor arriving which allowed the contracts to be completed on programme.



### ...also Door Entry Upgrade to Low Rise Flats

This now gives tenants direct contact via the handset within their homes to the Concierge. The upgrade was carried out in May 2016.

100% of tenants were satisfied with the contractor's performance and the controlled entry works.

# Getting Rid of Rubbish

Strathclyde Fire and Rescue carry out regular checks of our buildings and often find large items such as furniture and appliances left on landings.

**T**his has major health & safety implications for everyone and can put lives at risk, especially in the event of a fire.

If you need to dispose of large items, please follow these guidelines:

**For residents of multi storey flats:** Bulk refuse 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 let Concierge know 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 let Concierge know 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 [www.southlanarkshire.gov.uk/forms/form/199/en/bulk\\_uplift\\_request](http://www.southlanarkshire.gov.uk/forms/form/199/en/bulk_uplift_request).

Your co-operation is greatly appreciated.



### **Litter bins**

Please be aware that the litter bins provided on the estate are for litter and not bags of household refuse.

Several tenants are bringing black bags of rubbish down and disposing of household waste in the litter bins. This is unsightly and also causes crows and seagulls to tear open the bags which causes a mess in the car parks.

If this applies to your household can you please consider the time it takes for Concierge staff to clean this up on a daily basis.

Dispose of household waste by placing it down the chute on your floor or place larger bags and items in the cage area at ground floor.

Thank you, we appreciate it.

### **Flammable liquids in storage areas**

Keeping storage areas such as cage areas and lock ups clear of clutter is an easy way to cut the risk of a fire. We have recently cleared out the cage areas at the bottom of each of the multi storey blocks and removed a large amount of rubbish bags and waste material.

It is particularly dangerous to store liquids such as petrol, oil, paint, solvents, as well as gas canisters, as these items are highly flammable, even if the container is empty.

Please ensure that cage areas and lock ups are kept free of clutter and under no circumstances should flammable liquids or gas canisters be stored in these areas.

Where West Whitlawburn Housing Co-operative becomes aware of flammable items being stored in a lock up or cage area, we will take action to ensure they are removed.

### **Housing Alarm Checks**

Senior Concierge staff are carrying out the annual inspections of Housing Alarm equipment.

While these checks are being carried out, they will also update emergency contact information.

It is very important that West Whitlawburn Housing Cooperative have correct, up to date details to allow staff to contact the appropriate person in the event of an emergency.

We also recommend that you check all of your equipment once a week to make sure everything is in perfect working order.

If you need any assistance regarding any issues please contact a member of Concierge team via your handset or call 0141 646 1924 who will be happy to help anytime day or night. (i)

# Scottish Social Housing Charter 2016/17

## Turnover and Allocations

At the end of March 2017, there were 147 applicants on the housing list and 121 on the transfer list

	2015/16	2016/17
The average time to re-let properties for the financial year was 17.5 days which was below our target of 21 days.		
There was a significant reduction of 23% in the turnover of properties during the year.		
Number of re-lets	77	59
Direct applications	53%	51%
Transfers	14%	13.5%
SLC referrals	33%	35.5%

## Rent Collection and Arrears

Arrears	2015/16	2016/17
<b>Current Tenants</b>		
Target	4.0%	4.0%
Actual	4.4%	4.35%
<b>Former Tenants</b>		
Target	3.0%	3.0%
Actual	3.5%	4.28%

During the year 98.6% of the rent due was collected, which was the same amount as we collected in 2015/16.

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 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 2016/17, 20 of the housing alarm calls required emergency action.

	2015/16	2016/17
Abandoned tenancies	12	7
Anti-social behaviour	3	4
Estate management	332	327
Concierge incident report	126	34
Housing alarm calls	192	189

## Property Services

### Repairs

2016/17

**Total number of reactive repairs Instructed**

2,647

**Emergency repairs**

313

Emergency repairs were completed in an average of 3.3 hours of being reported.

**Non-emergency repairs**

2,334

Non emergency repairs were completed in an average of 2.8 days

**Gas Safety**

**Number of properties where a current gas safety certificate is required**

101

There are 101 (100%) of properties with a current safety certificate in place.



## Complaints? They're not a bad thing

Complaints provide valuable information which we use to improve our level of service and tenant satisfaction. We therefore welcome all feedback, positive and negative on our services.

Over the past year, we received 14 formal complaints, 2 of which (14%) were upheld. (i)

	2014/15	2015/16	2016/17
<b>Stage 1 Frontline Resolution</b>	22	19	10
<b>Stage 2 Investigation Resolution</b>	5	6	4
<b>Scottish Public Services Ombudsman</b>	0	0	0

### Learning from Complaints

**We aim to change and improve when we receive complaints:**

- > **There were 3 more complex complaints which required detailed investigations and audits of processes followed. The timescales for dealing with complaints were met. 2 of the complaints were not upheld and in the remaining case the complaint was upheld in part due to incorrect information being provided.**
- > **Appropriate remedial action or apology was offered and agreed with the tenant where any complaint was fully or partially upheld.**
- > **Importance of good organisational communications is emphasised at every staff meeting and the communications code is issued. (ii)**

# Financial Information 2016/17

Income	Amount Expected	Amount Received	Difference
Income from rents	2,754,981.00	2,881,644.62	126,663.62
Bank Interest	5,500.00	5,639.00	139.00
Other income	9,654.00	23,726.00	14,072.00
<b>Total Income</b>	<b>£2,770,135.00</b>	<b>£2,911,009.62</b>	<b>£140,874.62</b>

Expenditure	Amount Expected	Amount Spent	Difference
Management costs and Maintenance Overheads	1,673,542.00	1,584,044.00	89,498.00
Planned Maintenance	126,331.00	108,641.00	17,690.00
Reactive repairs and void costs	577,464.00	537,015.00	40,449.00
Bad debt	16,833.00	16,832.81	0.19
Other costs	70,465.00	60,163.00	10,302.00
Loan Repayments	237,166.00	209,814.80	27,351.20
<b>Total Expenditure</b>	<b>£2,701,801.00</b>	<b>£2,516,510.61</b>	<b>£185,290.39</b>
<b>Surplus/-Deficit</b>	<b>£68,334.00</b>	<b>£394,499.01</b>	<b>£326,165.01</b>

Non Revenue Income and Expenditure	Income	Expenditure	Difference
Window Renewals - HEEPS loan	372,740.40	378,549.19	-5,808.79
Stage III - Capital Works	23,636.37	23,636.37	0.00
<b>Total</b>	<b>£396,376.77</b>	<b>£402,185.56</b>	<b>-£5,808.79</b>

District Heating Network	Budget	Actual	Difference
Income			
Heat and Renewable Heat Incentive	325,287.00	300,491.00	-24,796.00
Expenditure			
Revenue\ Running Costs			
Loan	223,733.00	203,551.00	20,182.00
Repayments	103,794.00	103,794.00	0.00
<b>Surplus\Deficit</b>	<b>-£2,240.00</b>	<b>-£6,854.00</b>	<b>-£4,614.00</b>



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**A registered society under the Co-operative and Community Benefit Societies Act 2014**  
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**VAT Registration No. 180223636**

