

West Whitlawburn Housing Co-operative Ltd

Summer 2016 Newsletter

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Billy Hunter Award
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Welcome to two new committee members

We haven't had a new committee member join for a while but like buses two have come along at once! We warmly welcome both June Smith and William Glover who joined our management committee in June. Susan Anderson, our Chair, the committee, and all staff look forward to working with June and William over the coming months and years.

June Smith



June only moved into her Co-operative flat 5 months ago but says she loves it so far. June is originally from the East End but has lived in Cambuslang for around 8 years.

She was encouraged to join the committee by her cousin and by her Housing Officer, Teresa, who told her about the way the Co-operative works and about joining the committee when she signed her tenancy. She's enjoyed the first few committee meetings she has attended and although daunted initially she said she's loving feeling like she's part of the community and is motivated by making a difference to people's lives on the estate.

William Glover

William has lived here for around 2 years but isn't a stranger to the area. He spent his childhood here and has fond memories of the area. After a career in the armed forces and living in York he said he wanted to move back to the area he knows best.

William said that his motivation for joining the committee was to help out wherever he could. His first few committee meetings have been interesting and he said he's found the other committee members to be friendly towards him.



Universal Credit Applying for Housing Element

If you are invited to make a claim for Universal Credit please remember to apply for the "Housing Element". Some tenants have not realised that they need to do so and could have missed out on benefit.

Tenants in receipt of Universal Credit have no Housing Benefit entitlement so any previous Housing Benefit claims will end once a Universal Credit award has been confirmed.



Billy Hunter – Memorial Achievement Award Announced

It's been nearly a year since we were deeply saddened to lose Billy Hunter, a past chairperson and long-time committee member of WWHC.

WWHC and Billy Hunter's family have come together to dedicate a learning award in Billy's honour.

One lucky Cathkin High School student will receive the first Billy Hunter Achievement Award in recognition for their hard work and dedication to learning. Everyone at WWHC agrees that a learning award is a fitting tribute to Billy. Billy had a great respect and thirst for knowledge. Whether it be history, music or understanding about housing co-operatives, Billy made learning a lifelong passion.



Billy fulfilled his ambition of going to University in later life studying for a Community Development degree. He put his intellect to good use throughout his time serving on the management committee. It's with this we hope that Billy's legacy can go on to inspire the young people who receive the award in the years to come to do more for their community too.



Rutherglen and Cambuslang Mens shed

Time on your hands?

The **MENS** could be your answer!

If you are retired or thinking of retirement why not come along?

Starting Tuesday 2 August 2016

Every Tuesday 10am – 1pm at Whitlawburn Resource Centre (may change due to demand).

For further information please contact Jackie Foye on 01698 454156

What is a Men's shed? It is a social area where men can work on projects or hobbies, work with others or relax over tea or coffee.



Whit Recycle clothes sale



Clothes and toy sale every Friday

10am-2pm

Most items £1.00

Based within Whitlawburn Community Resource Centre

Co-operative Fortnight

Co-operatives Fortnight - the annual celebration of all things co-operative and took place between 18th June to 2nd July 2016. From the outside a co-operative might look like any other business. It is what happens inside that makes them different.

Co-operatives Fortnight reminds us of what makes co-operatives like WWHC special for tenants, customers, employees, suppliers or fans who own their co-operatives collectively. From high street retailers to community owned pubs, fan owned football clubs to farmer controlled businesses, co-operatives work across the economy.

There are 7,000 co-operatives in the UK. They are owned by 15 million people right across the country and together they contribute £37 billion to the British economy and West Whitlawburn Housing Co-operative is one of them.

Co-operatives are the same the world over so whether you're a fan member of Barcelona Football Club or tenant member of WWHC co-operative **YOU** have an equal say in what it does.

The Co-operative's decisions are made by a committee of tenant members and **YOU** can be a part of that. If you are interested in joining the committee please contact Susan Paton, 0141 641 8628 or on spaton@wwhc.org.uk.





West Whitlawburn- A Co-operative



Do you know that WWHC is a Co-operative organisation operating under the 7 principles of the Worldwide International Co-operative Alliance (ICA).

These 7 principles are:-

- Voluntary and open membership,
- Democratic member control,
- Member economic participation,
- Autonomy and independence,
- Providing Education, Training and information,
- Cooperation among Co-operatives,
- Concern for Community.



All tenants of WWHC are members of WWHC.

Quick Quiz

Question 1

Who owns the houses in West Whitlawburn ?

- a) The Scottish Government
- b) WWHC Tenants/Members
- c) South Lanarkshire Council

Question 2

Who employs WWHC Staff?

- a) The Scottish Government
- b) WWHC Tenants/Members
- c) South Lanarkshire Council

Question 3

Who decides WWHC Policies?

- a) The Scottish Government
- b) WWHC Tenants/Members
- c) South Lanarkshire Council



Answer to all questions is b) WWHC Tenants/Members

MSF Window Cleaning Contract

The next quarterly clean of the non-opening windows in the multi storey properties was due to commence in June 2016. However due to health and safety requirements the contractor has withdrawn from the contract.

The Co-operative is currently carrying out a costing exercise for alternative professional window cleaning companies who are trained in all aspects of health and safety, working at height in multi storey properties, and looking at options to resolve this as quickly as possible.

Meantime for Health and Safety reasons tenants are strongly advised NOT to attempt to clean the external non-opening windows as there is a potential risk of materials and/or persons falling.

If you require any further information on the above please contact a member of the Property Team.

Performance Review

Property Services

Reactive Repairs Timescales (2016 Q1)

Item	1st April to 30th June 2016
Reactive Repairs	
Instructed (including voids)	707
Emergency	88
Urgent	189
Routine	323
Void Repair Lines Raised	107
Total within Target	
Emergency	82 (93.18%)
Urgent	171 (90.47%)
Routine	301 (93.18%)
Gas Safety– Annual landlords safety checks	
Number of properties where a current safety certificate is required	101
Number of properties with a current certificate	101 (100% complete)

Corporate Services

WWHC Revenue Income & Expenditure for the period April 2015 to March 2016

Revenue Income			Revenue Expenditure		
	Budget	Actual		Budget	Actual
Net Rents Receivable	2,871,364	2,901,411	Management Costs & Maint Overheads	1,629,253	1,388,584
Other Income	325,684	329,006	Planned Maintenance - Direct Costs	126,331	127,960
Bank Interest Received	5,500	6,927	Reactive/Voids - Direct Costs	577,414	525,921
Grants Released	823,177	823,177	Property Depreciation	919,679	919,679
Grants Received	19,166	19,166	Other Costs	221,893	233,127
			Bad debt written off	15,673	15,673
			Private Finance Loan - Interest Payments	178,066	178,066
			Loss on Disposals of Fixed Assets	51,039	51,039
Totals	4,044,891	4,079,687		3,719,348	3,440,049
Outturn Summary			Budgeted Surplus for the period	325,543	
			Actual Surplus for the period	639,638	
			Variance/Surplus for the period	314,095	

Tenancy Services

Turnover and Allocations

At the end of June 2016 there were 112 applicants on the housing list and 116 on the transfer list.

The average void time to re-let properties for the year up until 17th Jan 2016 for each property was 20 days which is an reduction from 27 days in 2015/16 and below our target of 21 days. We have been working to improve this area of operation.

	2015/16	16/17 to date
Re-lets	77	9
Direct applications	53%	55%
Transfers	14%	22%
SLC referrals	33%	22%

Rent Collection and Arrears

Arrears	2015/16	16/17 to date
Current Tenants		
Target	4.0%	4.0%
Actual	4.4%	4.3%
Former Tenants		
Target	3.0%	3.0%
Actual	3.5%	3.9%

During the financial year up until 3rd July 2016 we collected 99.6% of the rent due, compared with 98.6% during 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. Since April 2016, 3 of the calls required emergency action.

	2015/16	16/17 to date
Abandoned tenancies	12	0
Anti social behaviour	3	2
Estate management	332	53
Concierge incident report	126	8
Housing alarm calls	192	37

WWHC AGM 2016

Will be held on Monday 5th September 2016 at 7 p.m.
In Whitlawburn Community Resource Centre, 57 Belmont Road.

We encourage all members to attend, remember WWHC is **YOUR** Co-operative, come along and have your say.



Contact Numbers

Scottish Water
0800 111 999

Scottish Power
0800 027 0072

Scottish Gas
0800 111 999

Scottish Hydro Electric
0345 026 2658

E.ON
0843 504 7166

Npower
0800 073 3000

Queen Elizabeth University Hospital
0141 201 1100

Gartnavel Hospital
0141 211 3000

Hairmyres Hospital
01355 585 000

Glasgow Victoria
Infirmary
0141 201 4000

South Lanarkshire Council
Housing Benefit/Council Tax
0303 123 1011

Scottish Welfare Fund Crisis and Community
Care Grant
0303 123 1007

South Lanarkshire Council Social Work
0303 123 1008

Bulk Uplift
0303 123 1020

Job Centre Plus
0845 608 8645

Police/Fire/Ambulance Emergency
999

Police non emergency
101

NHS 24
111

Concierge
0141 646 1924

Whitlawburn Community Resource Centre
0141 641 5005

West Whitlawburn Housing Co-operative
0141 641 8628