



Winter 2019

Newsletter

West Whitlawburn Housing Co-operative Ltd



“Whit” a 30 years it has been

As we close the year off we reflect back on our 30th anniversary celebrations, which took place on Saturday 24th August. There were plenty of fun activities on the day including face painting, arts and crafts, bingo, sports day, beat the goalie, skateboarding, and bouncy castles. Committee members Dougie Murphy and Phil Welsh Jnr volunteered to stand in the stocks as a target for wet sponge throwers as part of the day and took a bit of a soaking all for a good cause.

There were also some impressive tombola and raffle prizes including a brand new 55 inch television. The telly was won by Mrs Kelly. Local DJ Alistair Blue from The Party Hut kept the tempo going on the day with non-stop music which kept everyone in good spirits. There was also a Polish and Middle Eastern food stall for local tenants to try some delicious snacks.

The day was rounded off with the raffle winners and an outstanding performance from the girls of Osborne Academy of Irish Dance.

Money raised on the day was over £1100. The day would not have been possible without the hard work from staff and committee, not forgetting the extremely generous gifts from contractors, consultants and local businesses. All the money raised goes back into The Phil Welsh Welfare Fund to help those people in time of need. 5 members of staff also took part in the half marathon and 10k and raised a further £750 for the Phil Welsh Welfare Fund.



Grit and Snow Clearing Service

The Co-operative has re-appointed Nurture Landscapes to carry out estate gritting and snow clearance over the winter months.



They have teams in local depots to ensure that they can get to the estate as quickly as possible.

Their Ice Master System is linked to the met office forecasting systems which analyses weather conditions. The trigger point is zero degrees celsius for a required grit/snow clearance visit.

If you experience any difficulties with this service please contact a member of the property team to discuss.



Housing Alarm Service

The Co-operative operates a housing alarm service within properties to meet residents' needs where there is a medical requirement. The service connects directly to the Concierge Station. The housing alarm system within properties consists of:

- An alarm pendant
- A pull cord alert within the bathroom
- A two way intercom speech alert located in the hall

The Concierge Team carry out annual inspections to check that all the equipment within residents' homes activate correctly through to the Concierge Station. The most recent round of checks was completed in August 2019.

We also recommend that residents press their alarm pendant weekly to ensure that it is

operating correctly and the alert is received by the Concierge Station. If the activation through to concierge is unsuccessful, please contact the Concierge Station on 0141 646 1924 or via your controlled entry handset to report a fault.

This service gives residents peace of mind, in that all Concierge Officers are qualified in first aid and will assist immediately in the event of an emergency alert.

If you feel you would benefit from a housing alarm system, please contact your Housing Officer to discuss whether you would qualify for the service.



WWHC Energy Prices – Heating and Hot Water



**PRICE
FREEZE**

West Whitlawburn Housing Co-operative is delighted to announce that we are continuing to price-freeze energy costs until the end of March 2020 for tenants' connected to the district heating and hot water system. This means that since WWHC became the supplier, heating and hot water prices have been frozen for 72 consecutive months.

WWHC's Management Committee will review the heating and hot water pricing ahead of 2020/21. Further information will be issued to tenant/members on the outcome of the review.

Friendly Credit

Friendly credit periods are set times when your vPro meter will not stop your energy supply if you run out of credit. During the friendly credit period **you will still be charged for your heat and hot water**. When you top up next, the payment will pay off the amount used during the friendly credit days, with any remaining money showing as credit on your meter.

Friendly credit days will start on Monday 23rd December 2019 at 6.00 p.m. until Monday 3rd January 2020 at 8.00 a.m.

Your meter must be in credit or in emergency credit at this time for the friendly credit to activate.

Once the period has finished, if you have no credit, your heat and hot water supply will stop until you top up more than the friendly credit used.

You will still be able to top up via the automated telephone line on 0121 621 4027, online or at any Paypoint shop as normal.

Emergency Credit

Emergency credit provides a temporary amount on your meter in case you are unable to top up. The low credit alarm will sound when no credit is remaining on your meter and an alert is shown at the bottom of your In Home Display unit. Please click this alert and press OK to confirm that you accept the emergency credit.

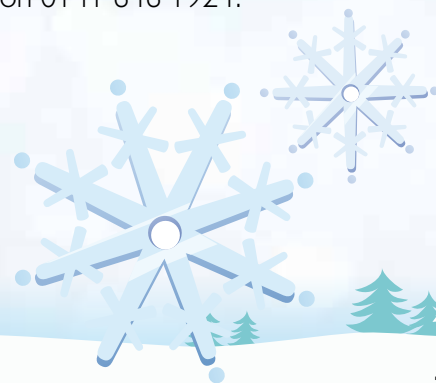
You can also enable Emergency Credit through the Heat Usage Account Screen. The amount is fixed at £5.00 and when you next top up your emergency credit fund will be paid first so please top up more than this amount.

Top Ups

If your automatic top up has not taken place within a reasonable amount of time, you can enter the vend code directly. Select HEAT on your vPro unit and you can enter the code on your receipt using the touch screen key pad.

The payment card is unique to your meter so there is no risk of losing any credit if you lose your card. You can still top up without your card by using the payment card reference number so it is useful for you to keep a note of this.

If you have any problems with the district heating system over the holiday period, please contact Concierge through your handset or on 0141 646 1924.



Festive Fire Safety

Christmas is a time when many people decorate their homes, celebrate with friends and family and spend time in the kitchen preparing delicious meals. It's important to remember that many of the things we enjoy over the Christmas period can be fire hazards and it's in the excitement of the season that accidents can easily happen.

Here are some tips to help make sure you are safe this Christmas:

Christmas Tree

- Choose a spot for your Christmas tree carefully, away from any open sources of flame or heat.
- Artificial trees are less prone to catching fire than real trees. If you choose a real Christmas tree, select one that is fresh and green and keep it watered so that it does not dry out.
- Christmas decorations and cards can burn easily. Keep them away from fires and other heat sources such as light fittings.

Christmas Lights

- Make sure the wiring of Christmas lights are in good condition, with no visible signs of wear and tear.
- Check your Christmas lights carry the British Safety Standard sign.
- If possible, LED lights are the safer purchase as they operate at cooler temperatures.
- Never overload electrical sockets or use too many extension cables.
- Always switch Christmas lights off and unplug them before you go to bed.

Candles

- Never leave burning candles unattended – make sure you put them out before going to bed.
- Think carefully about where you place candles. Keep them away from decorations, presents and your Christmas tree.
- When using candles ensure they are placed in candle holders designed and fitted for the candle itself.
- Candles, matches and lighters should be kept safe from children.

Cooking

- Most fires start in the kitchen. Always be present in the room whilst food is cooking.
- Give yourself enough time to prepare and cook Christmas dinner to avoid hot fat, boiling water and sharp knife accidents that come from rushing.
- Children, tipsy guests and anyone not helping with dinner should be kept away from all cooking.
- Avoid cooking when under the influence of alcohol.
- Switch off cooking appliance as soon as you have finished using them.

Visitors

- Make sure your family and visitors know how to escape in an emergency.
- Check on older relatives and neighbours as they are at greater risk from fire.

Have a safe and happy festive period!

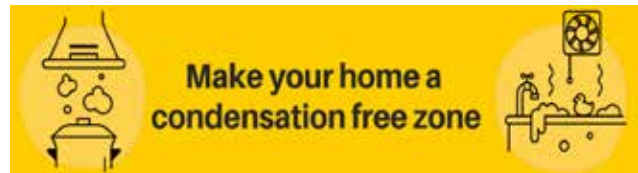
Condensation within your Home

Condensation is simply the moisture caused by everyday living. Moisture is absorbed into the warm atmosphere of your house and when the house cools down the moisture rests on cold surfaces. The most common sign of condensation is water collecting on the inside of windows or on the window sill.

It is most noticeable when it forms on non-absorbent surfaces, i.e. windows or tiles, but it can form on any surface and it may not be noticed until black mould growth, rotting material, peeling of decoration or damage to clothes occurs.

Controlling water vapour levels is important when living in modern, well insulated homes. You're unlikely to prevent condensation in your home completely, however the following advice should help you to reduce the level of moisture within your home.

- Try to produce less moisture
- Put lids on saucepans during cooking to reduce the amount of steam.
- When drying clothes indoors, open the window and close the door of the room where the clothes are drying, so that moisture can escape outside rather than circulate around your home.
- If you use a vented tumble drier, make sure it's properly vented to an open window or through an outside wall.
- While cooking, bathing or washing, use an extractor fan or open a window to help remove the moisture from the room. Keep the extractor fan on or the window open for about 20 minutes after you have finished with the door closed. The multi storey properties have a communal extractor fan in the bathroom which operates continuously.



Help to stop moisture spreading

- When condensation appears on windows or sills, wipe it up straight away as this will help remove moisture and stop black mould forming.
- Keep window trickle vents open – even in the winter when your heating is on. These vents provide constant ventilation which removes water vapour.
- Leave a gap between the wall and furniture so that air can circulate around the room. Try not to overfill cupboards, wardrobes and drawers so that air can circulate around the contents.

Treating black mould

- Black mould removal is relatively easy if you have the right materials. Fungicidal washes can be bought in most supermarkets and DIY stores – always follow the manufacturer's instructions.



East Whitlawburn Regeneration Update



The demolition work to Phase 1 of the project is complete, and construction has now started with the foundations of the new properties under way. Phase 2 demolition work is also ongoing at Lorne Terrace/Staffa Road.

Morven Road requires to be closed off to allow drainage services to be installed. This is being carried out in 4 phases and affects Benmore, Kintore, Roslin Towers and



Jura Terrace, Tiree Way, Iona Place and Morven Road properties. Vehicular access to Western Road is via the temporary access formed at Tiree Way as approved by South Lanarkshire Council Roads Department. South Lanarkshire Council/CCG held tenant consultation events on 3/10/19 and 7/10/19 to inform residents affected.

The contractor has a traffic management system in place including clear signage to direct traffic throughout the works. If you have any questions regarding the road closure works please contact **0141 643 3733** or email safety@c-c-g.co.uk.

Phased Closure	Location	Closure Timescale
Phase 1	Western Road to Arkle Terrace/ Benmore Tower Junction	28/10/19 to 13/12/19 (7 weeks)
Open Access available on Morven Road 13/12/19 to 6/1/20		
Phase 2	Arkle Terrace to Gartmore Terrace/ Kintore Tower Junction	6/1/20 to 17/1/20 (2 weeks) Benmore Tower will be able to access Western Road from Morven Road
Phase 3	Gartmore Terrace to Buchan Terrace/ Roslin Tower Junction	17/1/20 to 28/2/20 (6 weeks) Benmore & Kintore Towers will be able to access Western Road from Morven Road
Phase 4	Buchan Terrace to Jura Terrace	28/2/20 to 13/3/20 (3 weeks) Benmore, Kintore and Roslin Towers will be able to access Western Road from Morven Road
Open Access available on Morven Road projected completion 13/3/20		

If you would like any further information on the overall regeneration project please contact South Lanarkshire Council Strategy and Support Team on **01698 454758**, email housing.strategy@southlanarkshire.gov.uk or contact Jeanette or Kirstie at our office.



Freedom of Information



The Freedom of Information (Scotland) Act 2002 – or FOI(S)A – has been extended to organisations like West Whitlawburn Housing Co-operative from 11 November 2019. We are now subject to legal duties under the Act:

- The duty to respond to requests for information about the Co-operative and our activities.
- The duty to publish information about our services, our decisions and the facts and analysis which informs these decisions.
- The duty to advise and assist people exercising their right to request information under the Act.

FOI(S)A requires Scottish public authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner, and to publish information in accordance with that scheme.

We have adopted the Model Publication Scheme produced and approved by the Scottish Information Commissioner and we have developed a Guide to Information for this purpose.

Our Guide to Information tells you which information we publish routinely and provides links to those

documents. There is information on how to make a request for information and what charges, if any, may be involved.

Alongside the Freedom of Information (Scotland) Act 2002, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. It's not always easy to know which law applies to which information. The Scottish Information Commissioner's website contains a lot of useful information about your rights and how to exercise them.

Requests for information can be made in writing or by email.



Withholding Information

Information may be withheld if there is a good reason for doing so. If we withhold information, we will let you know why. If you are unhappy with our decision, or with the way we have dealt with your request, you can ask us to review our decision. If you do not agree with the outcome of the review, you can ask the Scottish Information Commissioner to investigate.

We already publish a great deal of information about our activities either directly (through

publications like this or our website) or indirectly through the publication of information via the Scottish Housing Regulator, Companies House and the Office of Scottish Housing Charities Commissioner.

However, we're now looking at what else people might be interested in knowing and how we can make that available. If you have any views on this topic, please get in touch by calling 0141 641 8628 or emailing enquiries@wwhc.org.uk



Tenant Satisfaction Survey

As you will be aware, we are currently carrying out our Tenant Satisfaction Survey to get a better understanding of tenant's needs, experiences and opinions. When you complete the survey, your feedback helps us to improve our services and performance.

The survey period ends on 24th January 2020 and we encourage everyone to have their say if they have not done so already.

If you have completed a form but not handed it in- please hand forms in to concierge or our main office. If you are

unable to hand your form in, please call 0141 641 8628 and we can arrange to have it collected from your home.

If you've still to complete your form- we are visiting all tenants to carry out face to face surveys. The survey can also be completed over the phone. Please contact Kirstie on 0141 641 8628 if you would like to arrange a visit at a specific time or prefer to complete the survey by phone.

Thank you to all tenants who have already completed their survey.

Tenant Scrutiny Panel- our new tenants' group

There was a great turn out at the first meeting of the tenancy scrutiny panel held on 21st November. The meeting started with a short presentation about what scrutiny is and what sort of activities the group could be involved in at future meetings.

The Scrutiny Panel is an opportunity for tenants to have their say on the decisions being made by WWHC and on topics that they feel are important. The Scrutiny Panel is separate from the Management Committee and will meet around four or five times per year.

The next meeting will be held in January and the Panel will be looking at the annual rent increase and response time to neighbourhood issues. If you would like to come along or are interested in finding out more about the Scrutiny Panel, please contact Susan or Kirstie at the office on 0141 641 8628.

Thank you to everyone who attended the first meeting! We hope to see you again in January.

CHRISTMAS COLOURING JUST FOR FUN



Christmas on your mind?

Can we help you
make the most of it?



Christmas loans
available

Lanarkshire Credit Union is a trading name for Bluebird Credit Union. Registered Office: 252 Glasgow Road, Blantyre, Glasgow, G12 2YH. Lanarkshire Credit Union is authorised by the Prudential Regulation Authority & regulated by the Financial Conduct Authority & the Prudential Regulation Authority. FCA firm reference number: 213899

'Whit' money

We have a **Citizens Advice Advisor** who works 3 days per week in the **Community Resource Centre**. The services offered are **benefit checks, money advice, support with welfare benefits and employment**. This service is **appointment only** on a **Monday, Tuesday and Thursday** and can be booked directly through the **Resource Centre** on **0141 641 5005** or **contact your Housing Officer**.

We also offer a **digital drop in** which gives local people access to a computer and the internet for **job searches and benefit checks**. This service runs **Monday/Wednesday 10am-4pm** and **Friday 10am-2pm**.

End of year outcomes:

647 clients received money or debt advice, 854 clients received benefits advice. This result in client financial gains of **£281,703.02**.

Scottish Social Housing Charities

Turnover and Allocations

At Sept 2019, there were 105 applicants on the housing list and 156 on the transfer list.

The average time to re-let properties for the financial year was 26 days which was above our target of 21 days.

Several properties were returned to us needing extensive work and this extended our re-let time. We also held some properties at the year end. We are currently working to reduce this re-let time to within target.

2019/20:
Number of re-lets **37**
At Sept 2019

2019/20:
Direct applications **54%**
At Sept 2019

2019/20:
Transfers **8%**
At Sept 2019

2019/20:
SLC referrals **38%**
At Sept 2019

Rent Collection and Arrears

During this year to date we have collected 94.8% of the rent due. This is below our collection rate for 2018/19 when we collected 97.8% however we know that this is partly due to the timing of benefit payments.

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.

Arrears:
Current Tenants
2019/20: **4.60%**
TARGET:
4.60%
ACTUAL:
6.33%
At Sept 2019

Arrears:
Former Tenants
2019/20: **4.60%**
TARGET:
4.60%
ACTUAL:
5.21%
At Sept 2019

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, 15 of the housing alarm calls required emergency action.

Abandoned tenancies 2019/20: **6** At Sept 2019

Anti-social behaviour 2019/20: **2** At Sept 2019

Estate management 2019/20: **122** At Sept 2019

Concierge incident report 2019/20: **28** At Sept 2019

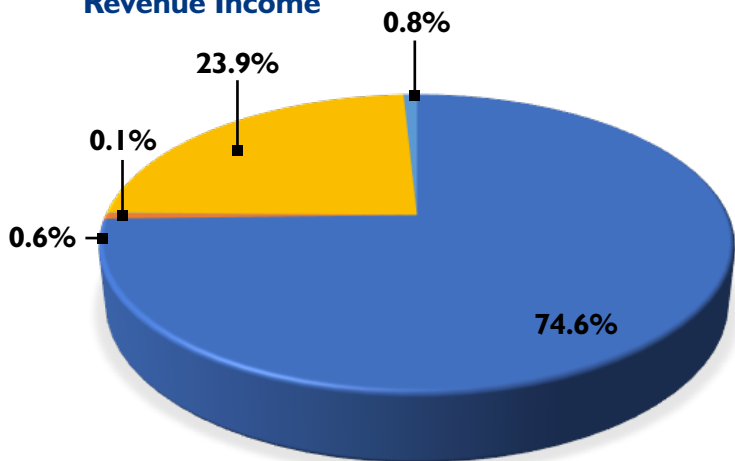
Housing alarm calls 2019/20: **117** At Sept 2019

Quarter – How are we doing?

Corporate Services - Finance

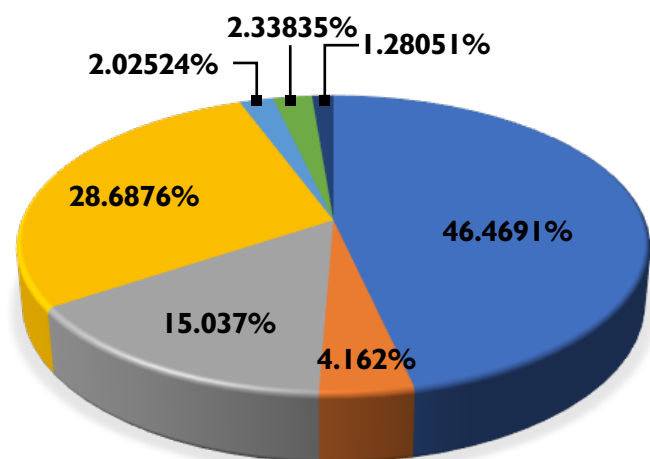
WWHC Revenue Income & Expenditure for the period April 2019 - September 2019

Revenue Income



	Actual
Net Rents Receivable	1,536,133
Other Income	12,654
Bank Interest Received	1,643
Grants Released	491,639
Grants Received	16,871
Totals	2,058,940

Revenue Expenditure



	Actual
Management Costs & Maintenance Overheads	926,838
Planned Maintenance	83,016
Reactive & Void Maintenance	299,916
Property Depreciation	572,182
Other Costs	40,394
Bad debt written off	-
Loan - Interest Payments	46,639
Loss on Disposals of Fixed Assets	25,540
Totals	1,994,525
Actual Surplus for the period	64,415

Reactive Repairs

Total Instructed	564
Emergency	57
Urgent	53
Routine	454

% within Target	
Emergency	98.3%
Urgent	98.1%
Routine	95.6%

Average Time to complete emergency repairs (57 repairs)	2019/20 Q2 2.5 Hours 2019/20 Q1 2.3 Hours (2018/19 Q1 to Q4 – 3.4 Hours) <i>Scottish Average 4 Hours</i>
Average No of Days to complete non-emergency repairs (507 repairs)	2019/20 Q2 3.09 Days 2019/20 Q1 – 2.05 Days (2018/19 Q1 to Q4) – 3.09 Days) <i>Scottish Average 6.4 Days</i>
Landlords Annual Gas Safety Checks	
Number of properties where a current safety certificate is required / % complete	101 - 2018/19 programme 100% complete

Useful Numbers

Housing Office	0141 641 8628	Universal Credit	0800 328 9344
Concierge	0141 646 1924	Cambuslang Citizens Advice	0141 646 3191
Resource Centre	0141 641 5005	South Lanarkshire Council	
NHS 24	111	Council Tax/Housing Benefit	0303 123 1011
Police (non emergency)	101	Scottish Water	0845 601 8855
South Lanarkshire Council			
Scottish Welfare Fund	0303 123 1007		



Festive Period Opening Hours

Office and Resource
Centre will close on:
Tuesday 24th December 2019
and re-open on Monday 6th
January 2020.

*If you have an emergency please
contact the Concierge Station through
your handset or by phone 0141 646 1924,
or by dropping into the station.*