



**West Whitlawburn Housing Co-operative Ltd.  
Annual Report 2011**

## Chairperson's Report

A warm welcome to this year's Annual Report, which I hope you will find useful.

I have been the Co-operative's Chairperson for nearly 5 years now and what an interesting and productive 5 years it has been.



When we look around the area, it is easy to see the work West Whitlawburn Housing Co-operative has done over the past two decades, creating excellent new and improved housing and improving the surrounding environment.

We always remember that, as your Co-operative, we play an important role in the community, doing all we can to improve people's lives.

There have been many highlights during my time as Chairperson including:

- The development and renovation of our six 6 towers was finally completed.
- We bought land and built 100 new homes, something no-one could have envisioned way back in 1989.
- We maintained very high levels of tenant satisfaction shown by the returns to our tenant satisfaction surveys.
- We have attracted new Management Committee members who are making valuable contributions to the Co-operative's work.
- We installed fibre optic into the new build and set up Whitcomm, the first of its kind in UK communications.
- We have built a new state of the art kick about pitch which opened in March this year.
- We have recently opened a new toddler play area in front of the Resource Centre.
- Congratulations to Muriel Alcorn, winner of the 2011 Robina Goodlad Women Achievers in Housing.

It has been a long and hard road, but we succeeded due to the hard work and determination of the Management Committee and highly skilled staff who are responsible for the day to day running of the Co-operative, following the policies put in place by the Management Committee.

The next challenge we have is to ensure that all the properties meet the Scottish Housing Quality Standard by 2015.

I would like to thank my fellow Committee Members and all the staff for all their help and encouragement to me in my tenure as Chairperson and look forward to a bright future for West Whitlawburn Housing Co-operative.

I also thank all our members and I am sure you will continue to support the Co-operative's work.

Best Wishes,

Anne Anderson

## Management Committee 2011

A huge thank you to Susan Stevely who retired from the Management Committee this year. Her contributions and support over the years has been valued and much appreciated and we wish her well in the future.

A warm welcome to the new Management Committee members elected at the Annual General Meeting this year: Mary Fleming, Susan Anderson, Zita Cole, and Muriel M. Alcorn.

Following the Annual General Meeting held on 5th September 2011, the Co-operative's Full Management Committee is:

### Office Bearers

Anne Anderson	Chairperson
Phil Welsh	Vice Chairperson
Muriel Alcorn	Treasurer
Cheryl Burnett	Secretary

### Committee Members

Helen Anderson	Elizabeth Kerr
Kirsty McElholm	Mary Fleming
Susan Anderson	Zita Cole
Muriel M. Alcorn	

If you are a member of the Co-operative and are interested in joining the Management Committee, please contact Paul Farrell at the office on 0141 641 8628.

During the year we reviewed and updated our Internal Management Plan, which is the Co-operative's main strategy document. Our updated mission statement and strategic aims are:

### Mission Statement

West Whitlawburn Housing Co-operative will provide high quality housing and services at affordable rents, and will promote community and environmental sustainability.

### Strategic Aims:

- To provide high quality housing and services, at affordable rents, for people in housing need.
- To ensure local people are fully involved in the improvement and management of their homes.
- To be an employer of choice.
- To address social and economic inequalities and exclusion in West Whitlawburn.
- To support West Whitlawburn in being a strong, stable community.

West Whitlawburn Housing Co-operative is fully mutual with charitable status. All of our tenants are members, and only our tenants can be members.

Membership gives the right to:

- Vote for the Management Committee
- Stand for election to the Management Committee
- Attend the Annual General Meeting (AGM) and vote on appropriate items
- Attend emergency or special general meetings

The Management Committee controls the Co-operative's business by:

- Setting the policies to be followed by the staff
- Making sure that the staff carry out the legal and financial responsibilities of the Co-operative
- Allowing staff to carry out the decisions of the Management Committee and run the day-to-day business of the Co-operative

## Winner of the Robina Goodlad Award 2011

Muriel Alcorn, a founder member of West Whitlawburn Housing Co-operative, has won this year's Robina Goodlad Award for Women Achievers in Housing.

The Award celebrates women who have broken new ground in Scotland's housing sector. It is for genuine innovators and achievers, women who have helped – and are helping – to remove barriers and open up opportunities for others.

Making the presentation at CIH Scotland's annual conference in Glasgow, Peter Taylor, who was Robina's partner, said the Award was not simply about people who happened to have been around a long time but about people who had made a real difference.



West Whitlawburn Housing Co-operative was formed in 1989, and Muriel remains on the Management Committee to the present day. She became Treasurer in 1994, a position she still holds. Muriel is also a committee member of Employers in Voluntary Housing, West Whitlawburn Community Resource Centre and (until recently) the Rutherglen and Cambuslang Community Health Initiative.

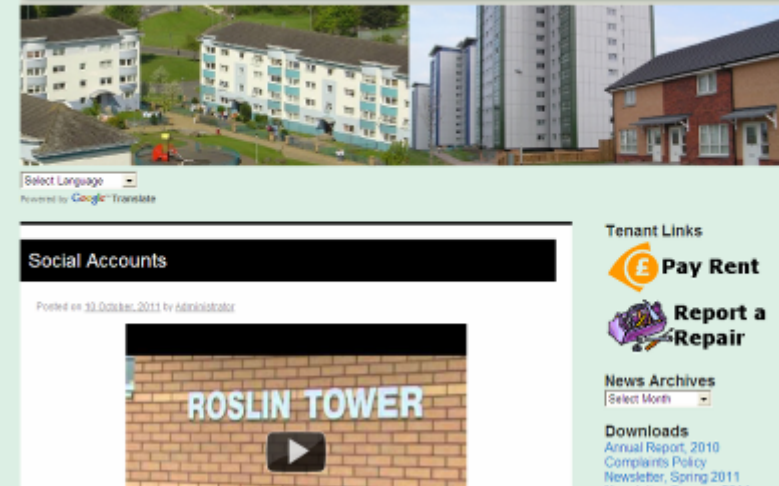
Paul Farrell, Director of West Whitlawburn Housing Co-operative commented

"I have known Muriel for over 20 years. Everyone at WWHC is delighted that Muriel's energy, stamina, resilience, patience and commitment have been recognised with this award. She has few equals. Muriel's outstanding contribution to the success of West Whitlawburn, and other voluntary organisations she is involved in, richly merits such an award."

## New Website Launched

We have re-designed our website where our latest news and advice is published so you can check it regularly for up to date information on what's happening with the Co-operative and in the local area.

You can use the Pay Rent button on the website to pay money towards your rent, or your Whitcomm account, and clicking on Report a Repair will take you to a form which you can use to tell us about repairs that need done to your home. You can also contact us using the "Contact Us" page.



Our latest Annual Report and Newsletters are available to download, and there is information on paying rent, applying for another home and property repairs.

We are always trying to improve the website so please let us know if there's any information that you'd like to see there.

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

# 2012 UNITED NATIONS INTERNATIONAL YEAR OF CO-OPERATIVES

We build a better world

The United Nations have awarded 2012 the International Year of the Co-operative. West Whitlawburn is proud to be a co-operative and will be using this opportunity to celebrate with over 1 billion members of co-operatives worldwide throughout this special year.

There will be a number of activities going on in Scotland throughout the year too. WWHC will keep its members and stakeholders up to date with any celebrations via member newsletters or check out our website for up to minute information on [www.wwhc.org.uk](http://www.wwhc.org.uk)

## Whitcomm

Whitcomm services have been running smoothly over the past year with no major problems to report.

A survey of members to establish whether people wish to increase the overall bandwidth of internet connections was inconclusive and we will be returning to this along with a full customer satisfaction survey planned for the New Year.



## Property Services

### Repairs

Category of repair	2010/11
Emergency % completed on target	537 97.4%
Non Emergency % completed on target	2,016 92.8%
Total Repairs % completed on target	2,553 93.8%

During 2010/11, 2,553 repairs were carried out compared with 2,405 the year before. Overall we completed 93.8% of repairs within the target set.

37 of these repairs qualified under Right to Repair with 89% completed within target. The 4 Right to Repairs out with target were due to specific access requirements.

### Upgrade of Security and Door Entry Equipment

During last year, we improved the security system by upgrading external cameras and installing cameras to back stairs in all of the multi-storeys as well as upgraded equipment within the Concierge station. We also upgraded low rise door entry to ensure that all closes were entered with fob access. The new features are proving to be very successful in cutting vandalism and catching incidents in progress.

### Chute Cleaning

This work is carried out annually and was completed in March 2011. Please contact Concierge for disposal of bulky items which do not fit down the chute

### Cleaning of Tower Blocks

A programme of cleaning to the tower blocks has been carried out with work to Benmore, Bute, Arran and Ailsa complete. Work is planned for Roslin and Kintore next year.

### Stage 3 Adaptations

With funding from the Scottish Government, we were able to carry out a number of much needed adaptations to properties, allowing tenants to stay in their homes for longer. During the year we fitted:

6 x Housing Alarms	7 x Level Access Showering Facilities
5 x Overbath Showering Facilities	1 x Wet Floor Shower Facility
1 x Kitchen Installation	1 x Lever Taps Installation

A medical referral is required from South Lanarkshire Council to support funding applications and therefore should you feel you would benefit from a medical adaptation, please contact your Housing Officer who will arrange for an Occupational Therapist's referral.

**We will continue to lobby the Scottish Government for this funding to be continued in future years.**

### Development

The past year has been a quiet one in development terms as we have completed our development programme. Work has been about ensuring all defects from the Roslin Tower fabric and new build contracts have been rectified.

All work at Roslin has now been satisfactorily completed and any future repairs required by tenants should be reported to staff in the normal manner.

There are still a few outstanding defects for our new build properties and we will continue to work on this until all matters have been resolved.

### Stock Condition Information and the Scottish Housing Quality Standard

As part of our annual checks, we have been gathering stock condition information so we have up to date information on the condition of all of our properties, which will be used for future maintenance planning.

One of the main strategic objectives of the Co-operative at present is to ensure that all of our properties meet the Scottish Housing Quality Standard (SHQS) by 2015. The SHQS is the minimum standard, set by the Scottish Government, that a property must meet.

We have completed 100% of the survey work and are pleased that 64% of our properties currently meet and will continue to meet the standard.

The failures identified relate to kitchen and bathroom fittings in need of repair or replacement. The properties that currently do not meet the SHQS will be the subject of a selective renewals programme over the coming year and we are very confident that all properties will meet the standard by 2015.

## New Dedicated Repair Line

**There is now a telephone number for reporting repairs.  
When calling, you will be dealt with by a member of the  
Property Team.**

**0141 404 6288**

## Tenancy Services

### Turnover and Allocations

During 2010/11 we received 192 new applications and our lists continue to be healthy with 243 applicants on the housing list and 106 on the transfer list at the end of March 2011.

	2009/10	2010/11
	Number of Lets	Number of Lets
New lets	80	N/A
Re-lets	89	72
	Breakdown of Lets	Breakdown of Lets
Direct Applications	45%	57%
Transfers	19%	10%
SLC Referrals	36%	33%

During the last financial year we let 72 properties. We continue to pass a proportion of our empty properties to South Lanarkshire Council so they can refer cases from their lists to us for rehousing. These referrals can either be received from the Council's housing list or homeless list.

### Estate Management

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

We have also been working with the Police's Gang Task Force to resolve the recent problems with youths on the estate. This has proved very effective in reducing anti-social behaviour.

Last year we installed cameras in the stairways of the towers and this has resulted in several people being charged with vandalism.

	2009/10	2010/11
Abandoned tenancies	9	12
Serious anti social behaviour	12	6
Evictions (Anti social behaviour)	1	0
Estate management action	97	105
Concierge incident reports	194	133
Housing Alarm Calls	424	317

Concierge also provide an invaluable service to vulnerable tenants. We currently have 72 Housing Alarms installed in our properties and Concierge regularly respond to emergency calls to provide first aid or other support to residents. All concierge staff are trained first aiders. Over the last year concierge helped 14 people due to housing alarm emergency calls.

### Rent Collection and Arrears Control

We collected 99.5% of our rental income last year. Our current tenant arrears target was 5.2% and we achieved 4.91% which was well within the target set. We are confident that we will be able to achieve our target next year which will be 4.4%.

Unfortunately the action to recover unpaid rent has resulted in decrees for eviction being granted against 8 tenants in this year. This is not something the Co-operative undertakes lightly and we endeavour to avoid eviction wherever possible.

In order to help tenants manage their accounts we have recommenced sending statements to all tenants to help them manage their accounts, which is proving to be helpful.

Arrears prevention continues to be a high priority for Housing Management staff. If you need any help or advice please get in touch with your Housing Officer.

## Whitlawburn Community Resource Centre

The resource centre has continued to develop its partnership working throughout Cambuslang & Rutherglen. We work with a range of partners including CHI, Community Learning, CAB, Blantyre South Lanarkshire Credit Union, Universal Connections, Regen FX, VASLAN, SLC and The Den.

### Financial Inclusion Project

The Financial Inclusion Project, supported by The Scottish Government's wider role fund, provides an income maximisation service which includes a joint referral and support partnership with the Citizens Advice Bureau and Blantyre South Lanarkshire Credit Union.

Both referral agents provide services in maximising the income of tenants and work together to ensure a broad spectrum of advice and support is available.

Over the last year 577 clients have accessed the welfare benefit advice and support service, raising a total of 2170 issues, with £122,382 client financial gains being secured.

- Debt issues accounted for 59% of enquiries
- Benefit issues accounted for 28% of enquiries
- 315 people have attended our awareness raising events in relation to energy efficiency
- 42 people have attended our financial awareness training
- 42 people have attended our personal and social development courses
- 517 clients have opened a credit union savings account
- 102 Freedom 2 Loans have been granted totalling £40,532
- 415 Freedom Loans have been granted

### Brand new Toddlers Play Area Opens

May 2011 saw the opening of the new Toddlers Play Area at the front of the Resource Centre. The Play Park was funded by Peoples Postcode Trust, West Whitlawburn Housing Co-operative and from fund raising done by the local Mother and Toddlers group who attend the Resource Centre every Tuesday.



Since it's opening the play park has been immensely popular with local kids.

"We hope that this new facility will be a well used addition to the area and enjoyed by the local community" said Community Development Co-ordinator Stephanie McPeake.



### G'Tea's Café

The training kitchen worked with 112 clients over the last financial year, with 16 of them receiving a REHIS qualification.

The café continues to deliver workshops, demonstrations and catering to the wider community. Over the last year 323 people attended demonstrations carried out by the café, which also continues to support volunteers.



## Out of School Care Gets Great Grades in Inspection Report

Bonus Ball Out of School Care had its annual inspection from Social Care and Social Work Improvement Scotland in August and got a glowing report.

The inspection from SCSWIS looked at two main areas of the Out of School Care service: quality of care and support and quality of staffing and we are pleased to report that the Out of School Care achieved Grade 5 - Very Good in both of these areas.

The conclusion of the inspection?

**"The service offers a nurturing and relaxed environment for children. It offers opportunities to children to empower them to make decisions for themselves. Children enjoyed learning about themselves and they contribute effectively."**

Well done to Liz Jamieson and all the Out of School Care Team!

## The Centre Circle

This year saw the completion of the "Centre Circle" which was formally opened at an event in March. This is an excellent facility and a valuable amenity for the area. We are glad to see that it is being well used and there are plans to develop more activities.

If you require further information on the "Centre Circle", you can ring the Whitlawburn Community Resource Centre on 0141 641 5005 or visit the Centre Circle website on [www.thecentrecircle.org.uk](http://www.thecentrecircle.org.uk).



## Youth Project

The Youth Project supported by Scottish Government's wider role fund has also been very busy over the last 12 months.

The project set out to address territorialism in the areas of Whitlawburn, Cathkin and Springhall and provides youth street work to promote and support current youth provision and activities in the area.

Over the last year:

- An average of 74 young people per week becoming involved in positive activities
- 129 street work contacts being made every quarter
- 9 young people attending the youth driving course
- 20 young people attending residential weekends
- 30% increase in use of pre-existing clubs and activities by young people

## Corporate Services

### Financial Report

Information contained in the 2010\2011 Income and Expenditure Account.

	2010	2011
Income (Turnover)	£2,387,212	£2,547,075
Operating Costs This is the cost of providing our housing services	£2,506,790	£2,370,523
Operating surplus/(deficit)	( £119,578)	£176,552
Bank interest received during the year	£8,212	£6,377
Interest payable on private finance accounts	(£102,315)	(173,204)
Corporation tax on ordinary activities	£0	£0
<b>Gives a surplus/(deficit) for the year of</b>	<b>(£213,681)</b>	<b>£9,725</b>

### Breakdown of Income and Expenditure

Income	£	%	Expenditure	£	%
Rental Income	£2,411,212	94.3	Management and Maintenance Costs	£1,267,656	53.5
Bank Interest	£6,377	0.3	Reactive Maintenance	£491,554	20.7
Other Income	£12,444	0.5	Planned and Cyclical Maintenance	£187,925	7.9
			Service Costs	£74,826	3.2
			Property Depreciation	£73,072	3.1
Wider Role	£119,392	4.7	Wider Role	£119,392	5.0
Development Activities	£4,027	0.2	Development Activities	£24,992	1.0
			Regeneration Activities	£85,000	3.6
			Bad Debts	£46,106	2.0
<b>Total Revenue Income</b>	<b>£2,553,452</b>	<b>100</b>	<b>Total Revenue Expenditure</b>	<b>£2,370,523</b>	<b>100</b>

### Financial Overview

The Co-operative is in a healthy financial position overall with cash backed reserves of £868,258 for future major repairs and to meet the Scottish Housing Quality Standard.

At present the loan debt is £3.1 million which was the contribution required for the new build contract.

## The Staff Team

The Co-operative has had a strong and stable staff team throughout the year.

### Management Team

Paul Farrell	Director
Stephanie Marshall	Depute Director
Roz Haughey	Assistant Director (Tenancy Services)
Mags Brownlie	Assistant Director (Operations)
Lorraine McVie	Assistant Director (Corporate Services)
Raymond Smith	Concierge Manager
Stephanie McPeake	Community Development Co-ordinator

### Tenancy Services

Teresa Burns	Housing Officer	Margaret Anne Mclean	Housing Officer
Kerry Anne Drummond	Housing Officer	Natalie O'Raw	Housing Assistant

### Property Services (Operations)

Gavin Glaister	Property Officer	Jeanette McGrory	Property Assistant
Kathleen Nisanci	Property Assistant		

### Corporate Services

John Dunn	Finance Assistant	Morag Gladstone	I.T. Officer
Lynn Hutt	Reception Assistant	Margaret Molloy	Reception Assistant
Susan Paton	Projects Officer	Linda Forry	Admin Assistant
Lauren Dalgliesh	Corporate Services Assistant		

### Concierge Services

Robert Porter	Senior Concierge Officer		
Alex Black	Senior Concierge Officer		
Stevie Blackwood	Senior Concierge Officer		
Alistair Morris	Senior Concierge Officer		
Terry Campbell	Concierge Officer	Danny Borland	Concierge Officer
Billy Clark	Concierge Officer	Craig Crawford	Concierge Officer
Martin Cunning	Concierge Officer	Dougie McIntosh	Concierge Officer
Bert Reid	Concierge Officer	Kenny Wilson	Concierge Officer



Some of our terraced housing on a beautiful day



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