



West Whitlawburn Housing Co-operative Annual Report 2022-23

Chairperson's Report

The Chairperson's report seems to point out that every year has been challenging in its own way and the past year has been no exception. I was delighted that this year's Annual General Meeting was, again, held in person with a good turnout from members. Looking back on the Co-operative's activities for the year I was pleased to report that, despite ongoing economic pressures, such as post Covid, the war in Ukraine and the ongoing cost of living crisis, our work continued to focus on delivering services and supporting the local community.

Both the Co-operative and the Resource Centre worked hard to access additional funding which allowed us to put a range of support in place to help our members over the year, which included:

Welfare benefits and debt advice	Food parcels and foodbank support	IT access and support
Toy deliveries	Fuel top up vouchers and 'stay warm' support	School uniform and stationery support
Sports camp places	Cookery classes	Arts and crafts classes
Access to health and social support services	Christmas events	Energy advice

We carried out our 3-yearly tenant satisfaction survey during the year with 275 tenants taking part between December 2022 and January 2023. The full results were published and we are delighted that 95% of tenants are satisfied with the overall service provided by the Co-operative.

We held 2 follow up tenant focus groups to explore some of the tenant satisfaction survey outcomes in a more detail and we re-established the Tenant Scrutiny Panel.

Our staff team have continued delivering services and working with our partners to support local people and helping to alleviate homelessness. Our Concierge staff continued to work hard to provide the 24-hour service, which is highly valued by tenants with over 92% satisfied with the service overall.

There have been some staff changes over the year and our long serving Concierge Manager Raymond Smith left his work with the Co-operative in March this year after a period of absence. We keep in touch with Raymond and we all wish him well.

Our asset management and planned maintenance plan focussed on resident's safety in relation to the fire detection legislation and the Scottish Housing Quality Standard (SHQS) requirements for electrical safety checks. We also completed insulation upgrade work in multi-storey and low-rise flats during the year and 100% of our properties meet the Energy Efficiency Standard for Social Housing (EESH) 2020. This year we are working with the Energy Savings Trust to consider other energy efficiency measures. All repair services recommenced and we worked to address the backlog of non-emergency repairs resulting from Covid restrictions. We also returned to our cyclical maintenance programmes.

Earlier this year, the Management Committee approved a new policy on how we manage Dampness, Mould and Condensation. This policy formalised the inspections and reactive maintenance procedures we currently have in place.

The prompt payment of rent is critical to our service delivery, and our Housing Services Team continue to work with those who are having difficulty paying their rent to give the best chances for tenancy sustainment. Tenancy recovery action will always be a last resort and we have kept the welfare benefits advice service in place during the year.

As a Management Committee, we have a very important role in leading the organisation and continue to ensure that there are robust governance arrangements in place. During the year we carried out an Internal Audit of governance, achieving a substantial level of assurance.

The Management Committee has kept our Business Plan and 30-year financial projections under review during the year. This information is used to ensure that our long-term financial planning reflects our future investment requirements. In addition to this, we approved charitable donations of £1,400 in compliance with our Donations Policy and Rules.

To remain effective and representative of the local community, we need the continued support of our membership. With this in mind, I am pleased to report that we have welcomed 2 new members to our Management Committee this year, bringing the total number to 12.

Future rent levels remain a key focus for us. The Co-operative will continue to consult with tenants on rent levels each year. We keep a close eye on our finances and do everything possible to contain and reduce costs to keep rent increases as low as possible however we must provide forewarning of potentially higher than average rent increases over the next few years in order to continue to provide services and maintain properties.

This has been my first year as the Co-operative's Chairperson after being elected after the 2022 AGM. I would like to take this opportunity to thank all of my fellow Committee Members for their ongoing commitment and support. I would also like to extend my thanks to all the staff for their commitment to delivering the highest standards of service.

Susan Anderson, Chairperson

Our People

Management Committee

We held our Annual General Meeting on Saturday, 9th September 2023 in Whitlawburn Community Resource Centre. 47 members were present or represented which met the quorum requirements and allowed the meeting to go ahead covering the:

- Chairperson's Report on Activities for the Previous Year
- A Report on our Financial Statements
- Appointment of Auditors for the Following Year
- Election of Committee Members
- Report from Norman Rae, Local Councillor

The Management Committee currently has 12 members:

Susan Anderson - Chairperson

Muriel Alcorn
Doug Murphy
Elizabeth Kerr

Phil Welsh – Vice Chairperson

Bridie McNicol
Robert Alexis
Paul Dickson

Andy Duffin – Secretary

Anne Anderson
Ken Stubbs-Gorman
Les Patrick

While committee members have important legal and regulatory responsibilities, the priority of providing good services to tenants is still the same. As long as you have this commitment, any of our members can become an effective committee member. Our rules allow us to co-opt another 3 members to the Management Committee this year.

If you would like more information on what committee membership involves, please contact the office. Training and support is provided throughout.



Staff

There have been some staff changes and absences during the year and we have a temporary structure in place:

Director and Deputy Director Stephanie Marshall and Grant Clayton				
Housing Services	Property Services	Finance and Corporate Services	Concierge Team	Community Development
Head of Housing Services Nicola Carrigan	Property Manager Jeanette McGrory	Finance Officer Ian Fordyce Corporate Services Officer Rachel Hosie	Concierge Manager Craig Crawford (Acting)	Community Development Co-ordinator Stephanie McPeake
Housing Officers Lauren Miller Kerry Anne Elder Teresa Burns Margaret Anne McLean Marie Smith Jackie Wray	Property Officers Dave Kinloch Samantha Lester	Finance Assistant Noreen Currie Reception Assistant Jane Murray Modern Apprentice Shannon Desmond	Senior Concierge Officers Martin Cunning Stevie Blackwood Jamie Logue	
Housing Assistant Fiona Heeps	Property Assistants Joanna Pawlukowska Kathleen Nisanci Evelyn O'Neil		Concierge Officers Dougie McIntosh Davie Thomas Danny Boland Billy Clark Rab Fellows Marc Ross Eddie Dillon Allan Nimmo Anthony Okunuga	

Staff members highlighted in purple work non standard hours.

Scottish Social Housing Charter Landlord Report 2022/23

Each year we submit an Annual Return on the Scottish Social Housing Charter to the Scottish Housing Regulator to outline the progress and achievements made by the Co-operative in meeting the requirements of the Charter.

What is the Scottish Social Housing Charter?

The Scottish Social Housing Charter was developed in consultation with the Scottish Housing Regulator, tenants, representative bodies, homeless people, other stakeholders and social landlords. It requires Registered Social Landlords (RSLs) to demonstrate how they perform against a number of outcomes. It is a way of measuring how social landlords are performing and how they are meeting the needs of their customers. The details of the Scottish Social Housing Charter can be found on the Scottish Government website:

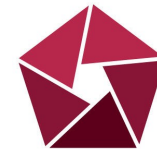
<https://www.gov.scot/publications/scottish-social-housing-charter-april-2017/>

The Charter has 16 outcomes and standards that social landlords should aim to achieve. The outcomes and standards apply to all social landlords, except outcomes 12 and 16 which do not apply to West Whitlawburn Housing Co-operative.

Customer Landlord Relationship	Housing Quality & Maintenance	Neighbourhood & Community	Access to Housing & Support	Getting Good Value From Rents & Service Charges
Outcomes 1, 2, & 3	Outcomes 4 & 5	Outcome 6	Outcomes 7, 8, 9, 10 & 11	Outcomes 13, 14 & 15
Equalities Communication Participation	Quality of Housing Repairs Maintenance and Improvements	Estate Management, Anti-Social Behaviour, Neighbour Nuisance & Tenancy Disputes	Housing Options Access to Social Housing Tenancy Sustainment	Value for Money Rents & Service Charges

Scottish Social Housing Charter Landlord Report 2022/23

Each year the Scottish Housing Regulator (SHR) produces a report on the information reported to them by social landlords on their performance in achieving the standards and outcomes in the Scottish Social Housing Charter.



**Scottish Housing
Regulator**

Their national analysis reports that 2022/23 was challenging for everyone as society continued to recover from the previous years of ongoing challenges including Covid-19, Brexit, the war in Ukraine, rising energy costs, heightened inflation and increased interest rates, and disruption to supplies of labour and materials. As well as impacting social landlords, all of these factors have put even more pressure on tenants' and other service users' household budgets.

The report shows that rent arrears are at their highest level nationwide for the second year in a row since reporting against the Charter began. It was also highlighted that landlords' compliance with the Scottish Housing Quality Standard has improved from the year previous however, the figures are still lower than reported in 2020/21. It also shows that tenant satisfaction remains high, and social landlords let more homes than in the previous year.

This year's report also featured information on rent increases and the cost of living crisis. The SHR state that "Social landlords have made significant efforts to minimise the level of rent increases for their tenants, especially in the last couple of years, with many applying increases below those assumed in their business plans and below the rate of inflation".

The Regulator has published their landlord reports and comparison tool which are available on the landlord directory at www.housingregulator.gov.scot. This tool allows tenants and other service users to see how their landlord performs in areas such as value for money, neighbourhood management and repairs and maintenance.

To read the full report please use your smartphone to scan the QR code opposite. You will be directed to the Scottish Housing Regulator's Website:



West Whitlawburn Housing Co-operative's outcomes:

Homes and rents

At 31 March 2023 West Whitlawburn Housing Co-operative owned 686 homes with a total rent due for the year of £3,241,590.

Tenant satisfaction

Of the tenants who responded to our most recent satisfaction survey:

94.9%

Of tenants said they were satisfied with the overall service we provided, compared to the Scottish average of **86.7%**

91.3%

Felt that we were good at keeping you informed about our services and outcomes, compared to the Scottish average of **89.7%**

88.7%

Of tenants were satisfied with the opportunities to participate in our decision making, compared to the Scottish average of **85.9%**

West Whitlawburn is committed to ensuring equal access to all our services and as part of this commitment we subscribe to Happy to Translate, which uses an easily recognised logo and tools to help people to overcome communication barriers. All of our documents, including policies, newsletters, and information leaflets can be produced in larger print or audio format and can also be translated into various different languages. We also have a hearing loop system in our office. If you feel that any of these services would assist you or you have any other suggestions which would make your communications with us easier, please contact us as the office.

Tenant focus groups are a good way to increase overall participation and communication. We would encourage anyone with an interest to get involved as all forms of feedback help to shape the services that we provide. If you would like to get involved in a feedback session please let us know!

Quality and Maintenance of Homes

95.9% of our homes met the Scottish Housing Quality Standard (SHQS) compared to the Scottish average of **79%**.

We completed **89.5%** of reactive repairs “right first time” compared to the Scottish average of **87.8%**.



We took, on average, **3.6 hours** to complete emergency repairs, compared to the Scottish average of **4.2 hours**.



The average time taken to complete non-emergency repairs was **3.5 days**, compared to the Scottish average of **8.7 days**.



90.5% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **88%**.

The percentage of stock meeting the Standard increased to 96% at 31st March 2023 from 83% in 2021/22 due to progress in completing the electrical checks (EICR) programme and the number of properties in abeyance reduced from 94 to 24 during the year.

The Co-operative is targeting full completion of the EICR checks and Alarm programme and we expect our percentage of stock meeting SHQS to be at 99% by the end of this year.

	2021/22	2022/23
Total number of repairs instructed	2,141	2,215
Emergency	351	277
Non-emergency	1,790	1,938

Adaptations

We carry out a range of adaptations to properties to make it easier for people to stay in their homes when they need some alteration to support that. Work required is generally assessed by an Occupational Therapist. During the year we completed 13 adaptations at a cost of £36,300, funded by the Scottish Government.

Neighbourhoods

We were also pleased to report that **97.8%** of anti-social behaviour cases were resolved, compared to the national average of **94.2%**.

Estate Management			
<p>Housing Management and Concierge staff continue to work with Police Scotland, South Lanarkshire Council and other agencies to resolve anti-social behaviour complaints and estate difficulties reported to us as quickly as possible. We encourage tenants to let us know about any anti-social behaviour and neighbour issues or concerns they are experiencing. During the year we received 89 anti-social behaviour complaints which was a decrease from 112 in the previous year (2021/22).</p> <p>Please continue to let us know if you have any concerns and we will do our best to assist where we can or to advise on the assistance available from other agencies.</p>		2021/22	2022/23
	Abandoned tenancies	6	9
	Estate management	222	157
	Concierge incident reports	95	22
<p>Concierge staff also manage the housing alarm service and respond to calls through the system. All officers are first aid trained and during the year 1 housing alarm call required emergency action.</p>			



Value for Money

The amount of money we collected for current and past rent was equal to **99.5%** of the total rent due in the year, compared to the Scottish average of **99%**.



We did not collect **1%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

We took an average of **31.2 days** to re-let homes, compared to the Scottish average of **55.6 days**.



West Whitlawburn has an arrears policy and strategy in place to support tenants and to reduce arrears levels. The rent increase for April 2023 was 5%, compared to the Scottish average of 5.1%.

In 2022/23, the gross value of current and former tenant arrears was 4.97% of rent due for the year compared to 5.64% of rent due for the year for 2021/22.

If you need any help or advice regarding your account or benefits please contact your Housing Officer.

Turnover and Allocations			
<p>At March 2023, there were 192 applicants on the housing list and 222 on the transfer list.</p> <p>All properties for let are selected in line with our Allocation Policy the proportions are: 20% to our existing tenants on the transfer list, 30% to applicants who have applied directly to the Co-operative for rehousing and 50% to applicants referred to us from South Lanarkshire Council.</p>		2021/22	2022/23
	Number of re-lets	71	104
	Direct applications	45%	37%
	Transfers	18%	22%
	SLC referrals	34%	36%
	Other	3%	5%

Service Complaints

We appreciate our members and tenants taking the time to let us know when things go wrong as it helps us to improve our service.

Our Complaints Procedure follows the model published by the Scottish Public Services Ombudsman (SPSO). Reports on complaints handling are issued through our newsletters and on our website.

Not all service complaints are responded to in full within the timescale of the SPSO model as some complaints require more detailed investigation before conclusion. We aim to resolve all complaints as quickly as possible but would rather take longer with some to allow a full and proper investigation of the issues raised, and to achieve an appropriate outcome.

Stage 1: Frontline response

We will always try to resolve your complaint quickly, within **five working days** if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.

Stage 2: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage 1 or if it is clear that the complaint needs investigation.

We will investigate the complaint and give you our decision as soon as possible. This will be after no more than **20 working days** unless there is a good reason for needing more time.

The table below summarises the numbers and levels of complaints received during the year, with details of the previous year for comparison:

	2021/22	2022/23
Carry forward from previous year	2	3
Stage 1	33	34
Stage 2	2	7
SPSO	0	0
Carry forward to next year	3	1
Total	37	44
Timescale Met	89%	93.2%
Complaints upheld in whole or in part	29%	52.3%

One complaint was escalated from stage 1 to stage 2 and carried forward to the next reporting year 2023/24

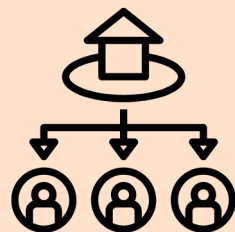
The majority (93.2%) of complaints were resolved within required timescales.

One anonymous wide-ranging complaint regarding condition of internal and external common areas was considered at both stage 1 and Stage 2.

Tenants were kept up to date during the complaint process with delays explained or apologies offered.



5 complaints received related to contractors acting on behalf of WWHC.



5 complaints related to allocations and information provided on waiting list positions.



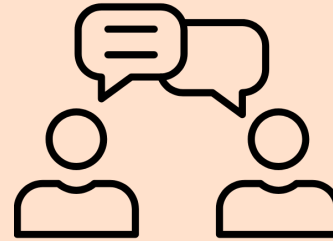
1 anonymous, wide-ranging complaint regarding condition of internal and external common areas. Escalated to stage 2.



6 complaints related to the attitude of or approach taken by staff members.



13 complaints related to a lack of, or perceived lack of appropriate action on estate management or repairs issues.



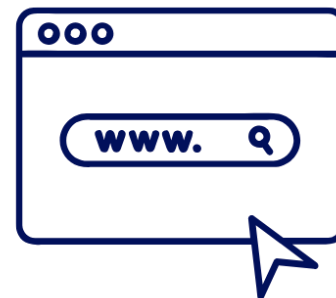
13 complaints related to internal and external communications.

Learning from Complaints

23 (52.3%) complaints received were upheld in whole or in part, which are highlighted in the previous monitoring report.

These complaints and the outcomes highlight the importance of:

- maintaining good communications internally and externally
- accurate record keeping
- having good quality information readily available for tenants
- updating website information as an information and reference source for tenants
- refresher training



East Whitlawburn Regeneration Project

In partnership with South Lanarkshire Council, we are pleased to report that the new build programme, which gave us 60 new properties, was completed in April 2023.

It is almost a year since the first properties were handed over to the Co-operative. We are delighted with the finished product and have welcomed 60 tenants who have settled into their new homes.

Before



June 2019

AFTER



July 2023

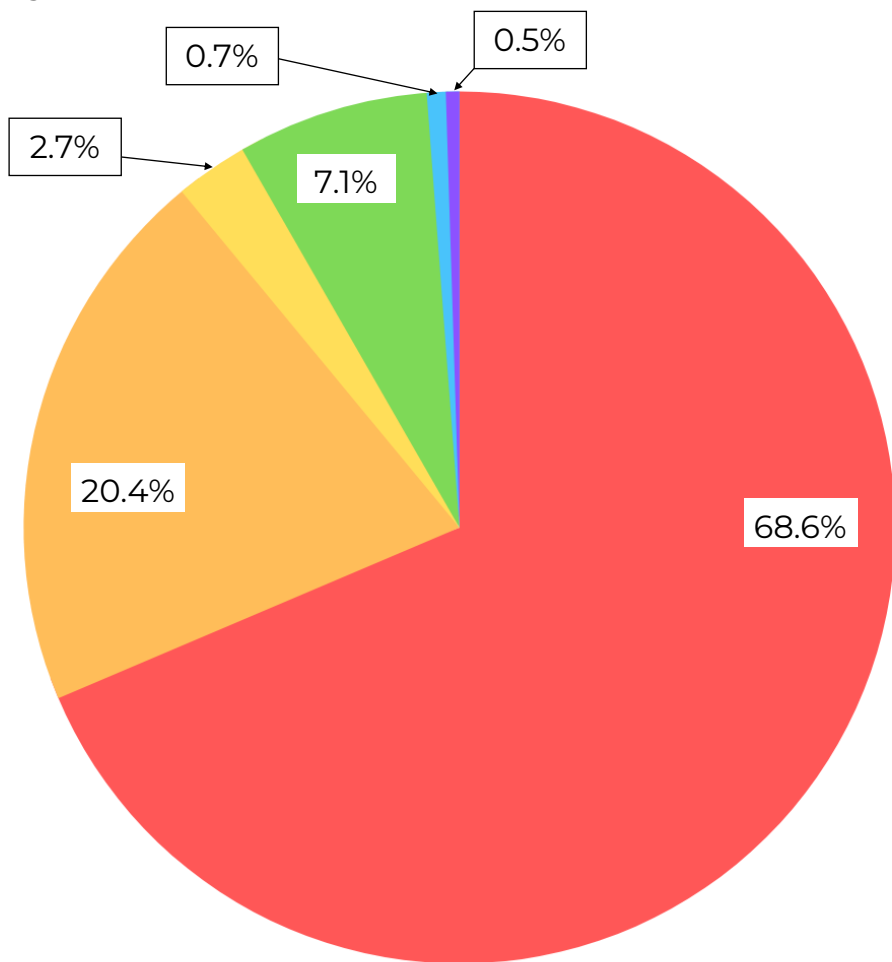
AFTER



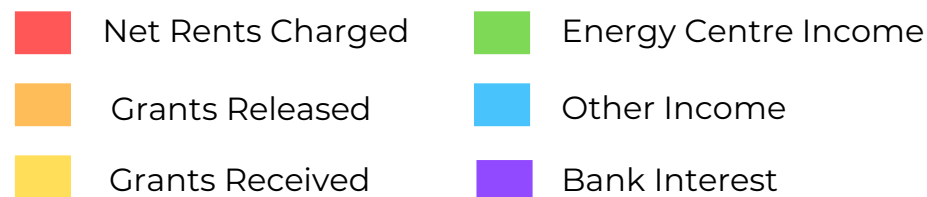
Our Finances 2022/23

The Co-operative prepares short, medium and long-term budgets and financial projections, reflecting planned activities. Actual output against the budget is measured on an ongoing quarterly basis to monitor performance and to identify corrective action that could be taken to support our finances. The majority of the income that the Co-operative receives comes from the rents that we charge on the properties we let and manage.

As a non-profit organisation with charitable status, any money reserved after spend in the year is set aside to be used to fund future projects including cyclical maintenance and planned replacement work. The information below has been extracted from the Co-operative's audited financial statements - a copy of these are available on the Scottish Housing Regulator's website.

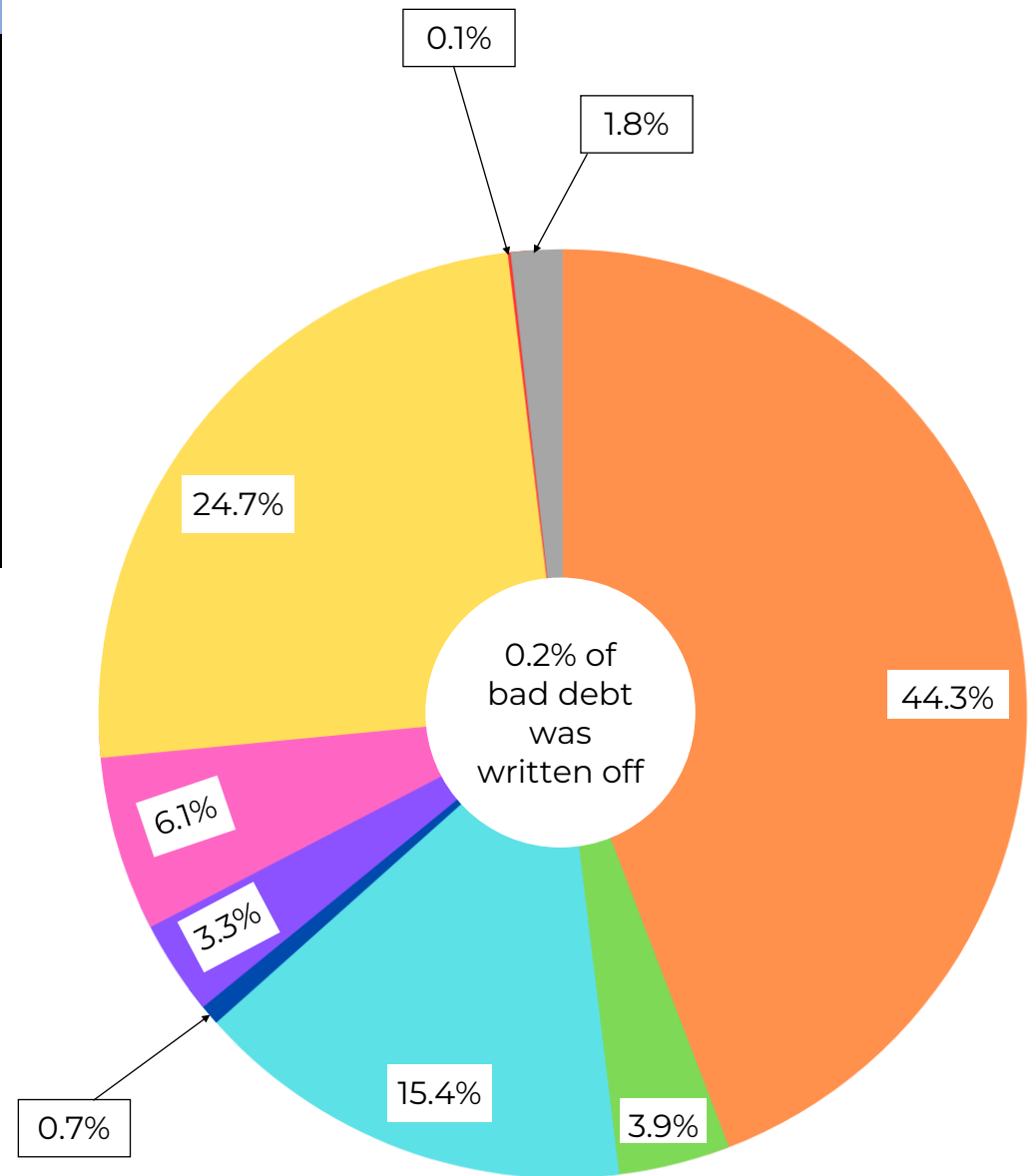


Revenue Income	£
Net Rents Charged	£ 3,339,296
Grants Released	£ 992,904
Grants Received	£ 130,177
Energy Centre Income	£ 345,978
Other Income	£ 32,378
Bank Interest	£ 23,927
Total Revenue Income	£4,864,660



Revenue Expenditure	£
Management Costs & Maintenance Overheads	£ 2,099,893
Planned Maintenance - Direct Costs	£ 184,073
Reactive Repairs/Voids - Direct Costs	£ 728,247
Stage 3 Adaptations	£ 34,996
Bad Debt Written Off	-£ 8,080
Other Costs	£ 153,898
Energy Centre Revenue Expenditure	£ 286,937
Housing Depreciation	£ 1,168,984
Loss on Disposals of Fixed Assets	£ 5,704
Private Loan Finance Interest Payments	£ 84,186
Total Revenue Expenditure	£ 4,738,838

- Management Costs & Maintenance Overheads
- Planned Maintenance
- Reactive Repairs / Voids
- Stage 3 Adaptations
- Other Costs
- Energy Centre Revenue Expenditure
- Housing Depreciation
- Loss on Disposals of Fixed Assets
- Private Loan Finance Interest Payments



We hope you have found this report useful and informative, and that it highlights the results of the Co-operative with some comparisons. If you would like to provide any feedback on this report please contact us by one of the following methods:



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Registered Charity No. SCO38737 VAT Registration No. 180223636
A registered society under the Co-operative and Community Benefit Societies Act 2014