

WEST WHITLAWBURN HOUSING CO-OPERATIVE

Summer Newsletter and Annual Report 2017/2018



A Message from the Chairperson

As I look back over the past year, my first year as returning Chairperson, I am pleased to report it has been another year of sustained, consistent success for WWHC.

Our tenant satisfaction levels remain high, our engagement with the Scottish Housing Regulator remains low, these two indicators give us confidence that the people who matter most think we are doing a good job. In fact James Kelly, MSP at the Scottish Parliament, recently referred to WWHC as “The Gold Standard for Housing Service Delivery” and we are obviously very proud of that commendation.

From a financial perspective it is very pleasing to report WWHC is on a strong financial footing, we also managed a below inflation rent adjustment this year and to freeze heat and hot water costs for Multi storey flats and low-rise tenants.

I pay tribute to my fellow Committee members for their hard work and commitment this year and I am encouraged that all WWHC committee members wish to remain on the Committee for the next year and lead us to further sustained success. We could do with some help though, some new faces, some fresh blood. None of us are getting any younger and we recently had a session on succession planning for the future. The future continued success of WWHC is in your hands. There are vacancies on the Committee. Come and join us. If you are interested please speak to Susan Paton at the office.

Can I also pay tribute to the tremendous hard work and commitment of our staff who work exceptionally hard to deliver our services to you and all tenants/members and applicants. It is also nice to see we regularly get more compliments than complaints from our Tenant/Members which is really encouraging.

I look forward to your continuing support and another successful year.

Anne Anderson– Chairperson



Anne Anderson

Current Management Committee Members

Anne Anderson
Chairperson

Susan Anderson
Vice Chairperson

Muriel Alcorn
Treasurer

Andy Duffin
Secretary

Committee Members

Elizabeth Kerr, Helen Anderson, Muriel M Alcorn, Cheryl Burnett and William Glover.

WWHC – Charitable Giving (April to July)

Every year Committee have a small budget to support local, national and international charities as it sees fit.

In April 2018 committee donated £50 to the Children with Cancer appeal. In May 2018 Committee awarded £50 to Erskine Hospital, a charity supporting the health of veterans. The Committee is happy to support local, national and international charities with modest donations within its annual budget. If you would like your group or a charity you support to be considered please contact Susan Paton on 0141 641 8628 or spaton@wwhc.org.uk

Our Annual Invite To You

The Co-operative's AGM will be held at 7:00pm on **Monday, 10th September, 2018 in Whitlawburn Community Resource Centre.**

At least 45 members are 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, 17th September, 2018 in the Resource Centre.

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

See overleaf for what we are looking for in a committee member...

Volunteer Housing Committee Member – Job Advert

Hours – approximately 4 hours per month

Terms – Voluntary

We are a proactive, exciting, community-owned housing co-operative that manages 644 homes. We have an ambitious committee and staff team that have transformed West Whitlawburn over nearly 30 years. To help us continue to provide the gold standard of housing services, we are actively recruiting new committee members. Along with our committed staff team you will work with the committee to deliver a high quality service to the rest of your community.

We are looking to build a committee that has a good balance of skills. Desirable qualities we are looking for in a new committee member:

- Realise that housing is just one part of the puzzle and that in order to truly transform lives, we need to look beyond bricks and mortar.
- Be a team player and have a willingness to learn new things (with significant support and training provided).
- Have a 'big picture' outlook.

Whatever your background, we're looking for people that want to make a difference to the community. Full training is provided so you don't have to have prior knowledge. A commitment to the values of WWHC is the most important skill you can have to help us face future housing challenges.

If you are a Member and would like to discuss the benefits of becoming a committee member please contact Susan Paton, 0141 641 8628 or email spaton@wwhc.org.uk

We are looking for volunteers... We need you!



GDPR– What this means to you

Keeping your personal information safe and secure is a priority for us. On 25th May 2018, a new law came into force which gives you more clarity over your personal information is collected and managed.

The General Data Protection Regulations (GDPR) has introduced additional requirements on how organisations process and manage how your data and gives you new rights around how your data is managed.

The Co-operative has updated our Privacy Policy and issued Fair Processing Notices to all our tenants which provides information on the data we hold, what we do with it, who we share it with and your rights.



The Great Scottish Run 30th September 2018 – the Run is On



Last year Grant & Dave from the Property Team ran the half marathon **raising a whopping £1200 for the Phil Welsh Welfare Fund**, which helps members/tenants in times of financial difficulty.

This year 2 have become 3 with Joanna joining Grant & Dave to run on the day! All three are training hard and hoping to complete the half marathon in about 2 hours.

If you would like to sponsor the team this can be done through their Just Giving page <https://www.justgiving.com/crowdfunding/Phil-Welsh> or personally at the office. We will update you on how they got on in the next edition.

Good luck Dave, Joanna and Grant!

T&Cs: Tenants and Committee- Let's Communicate!

As part of the tenant satisfaction survey tenants were asked about their preferred methods of communication by the Co-operative.

By far the most popular is the Newsletter, followed by letters on specific topics. As a result we have revamped our Newsletter team to include representatives from all sections and Committee.

We would love your input to future issues of the Newsletter so that it has information you want to receive or share, so why not drop us a letter or email with your ideas?

What would you like to see included? Money saving ideas? Celebrations? Photos? Information on anything specific? What else?

Egg Design Competition Winners

We were delighted with the entries to the Egg Design competition in the Spring Newsletter. Management Committee reviewed all the entries and liked them so much they decided to award 6 prizes instead of 3.

Congratulations to: Z. McDonald, J. Marshall, L & L, S. Elder, K. Robin & O. Lannigan, all of whom have received a chocolate treat surprise! New competition in this edition. Who will win this one??



Charity Walk

Peter Wells, Concierge Officer at West Whitlawburn Housing Cooperative, recently completed, along with his grandson Nathan daughter in law Karen and close friends Pete and David, Scotland's long distance premier walk The West Highland Way in aid of Cancer Research UK.

In completing the 96 miles from Milngavie to Fort William through Scotland's most scenic scenery, in the middle of Storm Hector, they managed to raise a grand total of £1763.20 for the charity. What motivated the group was that Peter's younger brother Ian has been battling cancer for the last 6 years. The rest of the party have also had dealings with and lost loved ones to cancer.

Peter has completed this walk on 10 occasions now and said he was very proud of his entire party as it was very tough at times as the others had never attempted anything like this before.

Peter would like to take this opportunity to thank all his Concierge colleagues, all staff and Committee at WWHC, and tenants family friends and neighbours for all their extreme generosity and support in contributing cash to help this wonderful cause. Peter would like to reach out to everyone and ask them to experience this wonderful walk which hopefully he could arrange if anyone was interested.



Concierge Staffing update

Happy Retirement to Alistair Morris.

All staff and Committee would like to take this opportunity to wish Alistair a very long and happy retirement.

Alistair worked on our estate for 32 years both as a council caretaker and then transferred over to West Whitlawburn Housing Cooperative in 1989.

During the transition in 1996 from caretaker to concierge Alistair became a Concierge Officer and was promoted to the post of Senior Concierge Officer in 2003.

Alistair had a wealth of knowledge and had a very good relationship with our tenants.

Good luck and all the very best for the future Alistair.



Pictured left to right, Anne Anderson, Alistair Morris, Paul Farrell and Raymond Smith

Concierge Teams are as follows

Team A Robert Porter- Senior Concierge Officer, Dougie McIntosh and Peter Wells. **Team B** Alex Black- Senior Concierge Officer, Danny Boland, Sammy Smith (Job Share) and Martha Floyd (Job Share). **Team C** Stevie Blackwood- Senior Concierge Officer, Billy Clark and Marc Ross. **Team D** Craig Crawford- Senior Concierge Officer, Martin Cunning and Davy Thomas.

Congratulations Craig Crawford

Craig Crawford, who has been employed by WWHC since June 2008, has been promoted to the position of Senior Concierge Officer after competitive interviews, Craig took up his new position on 1st April 2018.

We know Craig will take his new role very seriously and we wish him every success in his day to day activities.

Craig will work alongside Martin Cunning and Davy Thomas, Concierge Officers, who all have a wealth of experience with our organisation.



Welcome Marc Ross

Marc Ross joined our Concierge Team in April 2018 and brings with him a wealth of knowledge from his previous employment.

Marc will work alongside Stevie Blackwood, Senior Concierge Officer and Billy Clark, Concierge Officer.

If you meet Marc on the estate please feel free to say hello at any time.



We are pleased to welcome back Lauren Miller, who has returned from maternity leave and is back working in our Tenancy Services Team. Kirstie, who was covering Lauren's post, has now returned to Property Services.

The Billy Hunter Award

The Co-operative presented its third annual Billy Hunter Award for Achievement to Jack McEnroy, a 2nd year pupil at Cathkin High School, at an award ceremony on Friday, 1st June 2018. The Billy Hunter Award is a memorial award given to a young person who has shown grit and determination in pursuing their educational goals no matter what life throws at them.

Billy Hunter was a former chairperson and committee member of WWHC and despite not having a lot of formal education opportunities earlier in life Billy had a great thirst for knowledge and recognised that education broadens your horizons. He was able to fulfil his personal ambition by studying as a mature student at university in his 50's.

Cathkin High teachers nominated Jack for this award as he's shown tremendous courage in facing his health battles and has a very positive attitude towards his school work. Jack was a typical sports mad 13 year old but he has had to endure 3 months in hospital with an extreme form of epilepsy. However, despite such a serious diagnosis Jack was able to walk and talk again and has worked really hard to get back to school a few lessons per day.

Congratulations Jack on this award and we hope you have every success in your future. Pictured receiving his award from Dick Geater (Billy's cousin) and Anne Anderson (Chairperson of WWHC).



Changes to Smoke & Heat Alarm Regulations

The Scottish Government has introduced new legislation for smoke and fire detection requirements in properties. The outcome is that the following will be required:

- one smoke alarm in living room,
- one smoke alarm in hall,
- one heat detector alarm in kitchen,
- all alarms should be ceiling mounted,
- all alarms should be interlinked.



Low Rise Properties

Work to upgrade the alarms in the low rise properties was completed in August. Thank you to tenant/members for providing access when requested.

New Build Properties

The annual inspection of the smoke alarms was carried out during the gas safety inspections. It is planned to upgrade to the new standards over 2019/20.

Multi-storey Properties

There are currently interlinked smoke detectors in the hall and living room which alerts back to the Concierge station if an alarm activates. A rolling programme to install heat detectors in the kitchen is planned from 2019/20.

Raymond Smith, Concierge Manager, is currently carrying out the annual inspection. 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 essential fire and safety inspections is very much appreciated. Thank you.

Combustible items on landings

We wrote to all tenants in June to tell you about the decision that there can be no items of a combustible nature left on landings or common areas. This policy decision, taken by the Management Committee, followed detailed consideration and discussions with Scottish Fire and Rescue. We aim to do everything possible to ensure fire risk is minimised to all our tenants/members, your families, your guests and visitors, anyone working on our property, including of course WWHC staff and staff of the emergency services.

Anything left out on landings could be a significant fire hazard, and could lead to a risk to you, your family, guests and people working in the block.

We trust you will see the sense of working together to implement that policy decision to further improve you and your family's safety against fire.

MSF Refuse Chute Hopper Renewal

As part of the ongoing fire safety review of the multi storeys we identified that there was a need to upgrade the bin chute hoppers across all 6 of the blocks due to the condition of the units. Work was completed May 2018.

Also due to wear & tear a number of the refuse bins servicing the multi storey blocks and low rise properties have been renewed/refurbished.

A survey of the low rise refuse hoppers will be carried out in the near future.



Estate Litter Bins

The litter bins throughout the estate have been renewed with smaller closed topped bins. Hopefully the new bins will help stop crows and seagulls pecking at the rubbish and making a mess.

The size of the bins will also make it easier for Concierge to empty more regularly.



Universal Credit, are you ready?

We are sure all our tenants are aware of the new Department of Work and Pensions (DWP) benefit called Universal Credit which is now being rolled out in South Lanarkshire.

We know that the transition to this benefit can be difficult for people as it means moving to monthly payments rather than weekly or fortnightly. It is also usual, when you receive Universal Credit, for any help with your rent to be paid directly to you rather than to the Co-operative. This means that you then need to arrange for your rent payments to be made to us.

If you are invited to make a claim for Universal Credit please contact a member of the Housing Management team to discuss your situation and we will help support you the best way we can until you receive your first payment.

Making your claim

Universal Credit claims are made online at:

www.gov.uk/universalcredit

You need the following information to make your claim:

- National Insurance number,
- Your email address,
- Your telephone number,
- Your address,
- Your landlord's address,
- How much your rent charge is,
- Your bank details,
- Details of any savings you have,
- Any salary or other income.

If you do not have access to the internet in your home then why not use the Whitlawburn Hub in the Resource Centre:

Monday 10am – 4pm

Wednesday 10am – 4pm

Friday 10am – 2pm

For further information contact Fiona on

0141 641 5005 or email
hub@whitlawburncrc.org.uk

Is your information up to date?

We will soon be contacting all tenants to check the information we hold about your tenancy is correct. To make sure that your tenancy rights are protected it is very important you tell us about any changes to your household. This includes anyone moving in or out of your home. If you are unsure about whether you have told us about anyone who has moved into your home let us know now by calling 0141 641 8628 or emailing enquires@wwhc.org.uk

Frank Gallagher

Committee and staff at the Co-operative were saddened by the news that Frank Gallagher had passed away, aged 94, on Saturday 24th March 2018.

Frank was the original Vice Chair of the Co-operative and a stalwart of the voluntary housing movement with a passionate commitment to social housing and social justice. Frank will be sadly missed.

Rent frequency – We need your feedback

We charge rents on a four-weekly basis however more and more of our tenants are now getting paid monthly and so we are thinking about changing to monthly charges. Do you think this is a good idea? Would it make life easier for you?

We will be consulting with all our tenants on this in the near future so look out for the papers and return them with your views.

The centre provides facilities and services in the local area and has a long term commitment to the community. WCRC is run by a voluntary committee of local people. There are currently 6 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 Financial Inclusion Project = provides outreach support from Citizens Advice Bureau 3 days each week by appointment only. This provides one-to-one appointments and covers all areas of money and debt advice. For more details contact the centre.

The Digital Hub = provides staffed IT support and access to online employment and benefit services including Universal Credit. The Hub also delivers a Job Club to provide practical tips to help gain employment including CV development, interview skills and peer support. The Hub is open 3 days per week. Please contact Fiona at the centre. See page 12 for opening times.

Whit Recycle Project = recycles household essentials that have been donated and then re-distributed to help local people. It also holds a Christmas Toy Giveaway

and School Uniform events.

The Food Co-operative = operates from Benmore Tower and provides fresh produce at affordable costs. There is also distribution of "end of day" produce from Tesco and Greggs which is free of charge. The Food Co-operative is open on Thursdays and Fridays. For more details contact Claire at the centre.

There's lots more ... parent groups, art classes, exercise classes, dance classes, football clubs, youth groups, computer classes and a food bank.

The centre is open 6 days a week and according to August 2018 usage figures has a weekly attendance of 646 people across all our services, groups and facilities.

- 1111 individual visits to the digital hub.
- 80 new clients registered with the digital hub.
- 1714 hours of IT accessed.
- 243 people to date have benefited from Whit Recycle.
- 72 children received toys through the toy giveaway.
- 556 people supported with benefit advice.
- 202 people supported with debt advice.
- 102 people supported by referral to other relevant agencies.

You can find out more at

www.whitlawburncrc.org.uk

Tel: 0141 641 5005

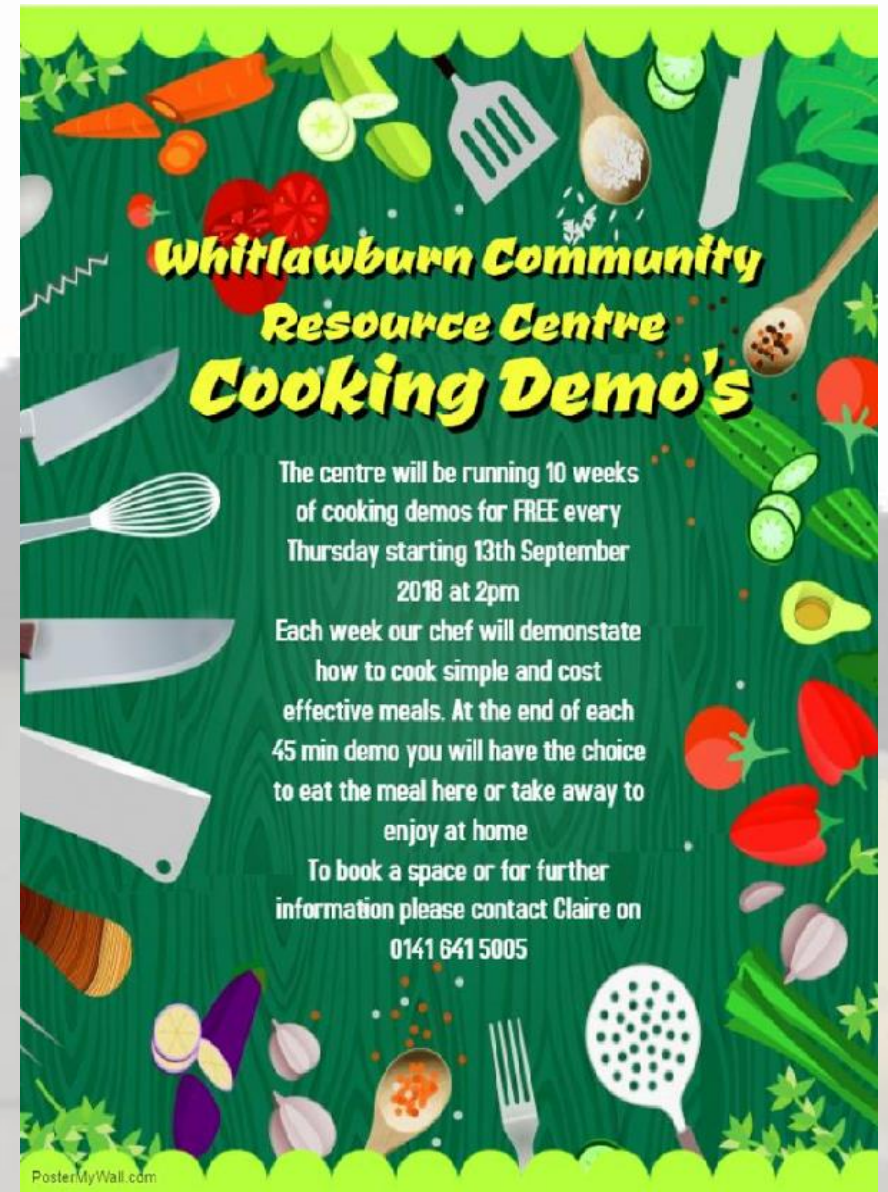


WCRCOfficial

Whitlawburn Community Resource Centre was successful with the Big Lottery Our Place application for funding of £499,472 over the next 4 years. The funding will allow for the external and internal refurbishment of the resource centre building and allowed for us to recruit 2 new posts to deliver our existing activities and to develop new activities as well.

Helen Anderson, Chairperson of the resource centre, said "This is a fantastic outcome for the resource centre and the local community. The successful funding award has been as a result of a lot of hard work over the last 12 months and is the start of exciting times at Whitlawburn Community Resource Centre". Big Lottery Fund Scotland Chair, Maureen McGinn, said: "I am delighted that Whitlawburn Community Resource Centre has been successful in securing a Big Lottery Fund grant. The funding will make a big difference where it is needed most and I wish the Whitlawburn Community Resource Centre every success as it goes on to develop and expand its project for the benefit of their local community."

The grant is part of the Lottery Our Place programme which was established to support local people to identify priorities for their area and produce a shared community vision statement. Externally, the funding will be used to carry out roof works and cladding and timber repairs. Internally improvements will be a general upgrade to update and improved the interior.



Turnover and Allocations

At our year end for 17/18, there were 129 applicants on the housing list and 95 on the transfer list.

The average time to re-let properties for the financial year was 24 days which is above our target of 21 days.

We are currently working to reduce this re-let time to within target.

	2016/17	2017/18
Number of re-lets	59	65
Direct applications	51%	46%
Transfers	13.5%	18%
Council referrals	35.5%	35%

Rent Collection and Arrears

Arrears 2016/17 2017/18

Current Tenants

Target 4.0% 4.27%

Actual 4.35% 5.14%

Former Tenants

Target 3.0% 4.2%

Actual 4.28% 3.9%

During 2017/18 year we collected 97.7% of the rent due. This is less than we collected last year and is due to the roll out of Universal Credit. In 2016/17 we collected 98.8%

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

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, 11 of the housing alarm calls required emergency action.

	2016/17	2017/18
Abandoned tenancies	7	10
Anti-social behaviour	4	3
Estate Management	327	279
Concierge incident report	34	140
Housing alarm calls	189	211

Performance Reports

Property Services

Repairs

2017/2018

Total number of reactive repairs instructed

2030

Emergency repairs

1777

Average time taken to complete emergency repairs was 3.98 hours

Non- emergency repairs

253

Average time taken to complete non-emergency repairs was 2.57 days

Repair Appointments kept

97.65%

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.

Performance Reports

Financial Information 2017/2018

Income	Amount Expected	Amount Received	Difference
Income from rents (net)	£2,840,301.00	£2,905,408.62	£65,107.62
Bank Interest	£5,500.00	£4,773.00	-£727.00
Other income	£9,654.00	£10,458.00	£804.00
Total Income	£2,855,455.00	£2,920,639.62	£65,184.62

Expenditure	Amount Expected	Amount Spent	Difference
Management costs and Maintenance Overheads	£1,737,845.00	£1,631,825.00	106,020.00
Planned Maintenance	£151,731.00	£90,856.00	£60,875.00
Reactive repairs and void costs	£557,764.00	£567,130.00	-£9,366.00
Bad debt	£42,635.00	£42,635.00	£0.00
Other costs	£91,465.00	£115,666.00	-£24,201.00
Community Development	£85,000.00	£50,831.00	£34,169.00
Loan Repayments	£230,279.00	£227,756.10	£2,522.90
Total Expenditure	£2,896,719.00	£2,726,699.10	£170,019.90
Surplus/-Deficit	-£41,264.00	£193,940.52	£235,204.52

Non Revenue Income and Expenditure	Income/ Budget	Expenditure	Difference
Lift Repairs\ Renewals	£300,000	£171,824	£128,176
Stage III - Capital Works	£53,593	£52,430	£1,163
Total	£353,593	£224,254	£129,339

District Heating Network Income	Budget	Actual	Difference
Heat and Renewable Heat Incentive	£338,378	£313,552	-£24,826
Expenditure			
Revenue\Running Costs	£218,552.	£238,368	-£19,816
Loan Repayments	£103,794	£103,794	£0
Surplus\Deficit	£16,032	-£28,610	-£44,642

Complaints? They're not a bad thing.

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

Over the past year, we received 22 formal complaints, 1 of was (9%) were upheld.

	2015/16	2016/17	2017/18
Stage 1 Frontline Resolution	19	10	19
Stage 2 Investigation	6	4	3
Scottish Public Services	0	0	0

Learning from Complaints

We aim to change and improve when we receive complaints:

- One tenant made several wide ranging complaints, all similar in nature, about staff and services. The complaints were fully investigated and were not upheld.
- One complaint about communications was upheld. All staff were reminded about the importance of keeping tenants up to date on progress with matters reported.
- A repair was not carried within the timescale. This was because the tenant cancelled arranged appointments
- Appropriate remedial action or apology was offered and agreed with a tenant where one complaint was fully upheld and one complaint was partially upheld.

Competition – Whitlawburn Connect

Artist/ Group	Answer
STRPHNCS	
KDLN	
PCTR THS	
CRTNRS	
SHD SVN	
NTHNG BT THVS	
MLS KN	
TH TMPRNC MVMNT	
TH KLLRS	
LWS CPLD	
PL WVS	
NN NSBTT	
LCTRC PYRMD	
JNT STN	
TXS	
NTRPL	
RCTC MNKYS	
TH SCRPT	
MRMZTS	
CNFDNC MN	

Fill in the missing vowels for the Artist/Group who performed at TRNSMT Glasgow Green 2018

1st, 2nd & 3rd Prizes £10 Gift Voucher

Name: _____

Address: _____

Age: _____

Please return to West Whitlawburn Housing Co-operative by Friday 28th September 2018.

A registered society under the Co-operative and Community Benefits Societies Act 2014

Registered with The Scottish Housing Regulator No. C3841

Registered Charity No. SCO38737

Vat Registration No. 180223636