



# SPRING/SUMMER NEWSLETTER

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JUNE 2022

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As a result of the review by the Scottish Government of Covid-19 guidance for offices and easing of restrictions, we are pleased to announce that the office has re-opened to visitors.

As we have limited interview room space we would still encourage tenants to arrange face to face appointments in advance if possible.

We have taken a cautious approach to re-introducing services to ensure we can keep our tenants and staff as safe as possible. We would like to thank you for your understanding and co-operation during the last couple of years as we worked through the pandemic.

### What we ask when visiting the office:



CONTACT US

Please phone or email the office in the first instance to see if we can assist without an appointment. To report a repair, simply call us on **01416418628**. Alternatively you can email on **enquiries@wwhc.org.uk**. Your Housing Officer can deal with any tenancy related matters on the same number.



If you need a face-to-face appointment these can be made in advance by emailing or calling the office.



Stay at home if you are unwell with any symptoms or have a fever.



Please follow the Scottish Government advice which currently recommends wearing a face covering in indoor public places and on public transport.



## Staffing update

We have made a few temporary arrangements to our staff structure and welcome some new staff members who have joined us over the last few weeks to provide cover for some staff absences.

### Tenancy Services

Jackie Wray joined our Tenancy Services team as a Housing Officer on a part time basis. Many of our tenants will already know Jackie who has worked in East Whitlawburn and has been seconded from South Lanarkshire Council.

### Concierge

We have some temporary changes in the Concierge team with Stevie Blackwood appointed as Acting Concierge Manager, Marc Ross as Senior Concierge Officer and we welcome Tam Wotherspoon as a temporary Concierge Officer.

You'll see the new staff members out in the estate over the next few weeks and we are sure you'll join us in giving them a huge welcome to WWHC!

# Introducing...

With lockdowns lifted and life returning to "normal", we are excited to announce the reintroduction of the Tenant Scrutiny Panel (TSP).

### What is it?

The TSP helps us measure how well our services meet the standards and outcomes detailed in the Scottish Social Housing Charter (the Charter). The Charter sets the outcomes which we are measured against by the Scottish Housing Regulator.

These outcomes are the results we should achieve for tenants and other customers. Every year we submit our performance to the Charter and publish a report for tenants. Under Section 3 of the Charter, tenants and other customers must be able to find it easy to participate in and influence our decisions at a level they feel comfortable with.

To help us focus on what tenants need the TSP aims to:

- Improve services by providing valued opinions.
- Achieve the best service performance and value possible, through investigation, analysis and discussion, in a spirit of co-operation and collaboration.
- Increase tenants' influence in decision making and the strategic and operational development of services.

**Our first project will be the introduction and testing of our new website. We are looking for tenants and members to provide valuable feedback.**

If playing an active role in the running of your landlord sounds interesting then we'd like to hear from you! Please contact **Grant Clayton**, Deputy Director, at the office to discuss.

# The Scottish Social Housing Charter

## How are we doing?

### Finance Report - April 2021 to March 2022

Revenue Income	£	%
Net Rents Charged	£ 3,143,368	67.3%
Grants Released	£ 984,158	21.1%
Grants Received	£ 172,390	3.6%
Energy Centre Income	£ 334,177	7.2%
Other Income	£ 37,229	0.7%
Bank Interest	£ 2,560	0.1%
<b>Total Revenue Income</b>	<b>£ 4,673,882</b>	<b>100.0%</b>

Revenue Expenditure	£	%
Management Costs & Maintenance Overheads	£ 1,940,400	40.8%
Planned Maintenance - Direct Costs	£ 216,459	4.6%
Reactive Repairs/Voids - Direct Costs	£ 772,706	16.3%
Stage III Adaptations	£ 33,032	0.7%
Bad Debt Written Off	£ 38,885	0.8%
Other Costs	£ 273,067	5.7%
Energy Centre Revenue Expenditure	£ 237,203	5.0%
Housing Depreciation	£ 1,147,044	24.1%
Loss on Disposals of Fixed Assets	£ 17,762	0.4%
Private Loan Finance Interest Payments	£ 78,016	1.6%
<b>Total Revenue Expenditure</b>	<b>£ 4,754,574</b>	<b>100.0%</b>

### How was rental income spent?



62%

Management  
& Maintenance



3%

Other Costs



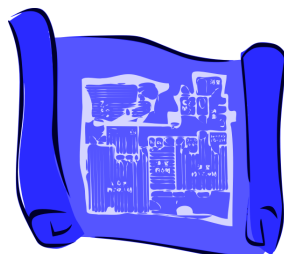
25%

Reactive  
Repairs / Voids -  
Direct Costs



2%

Private Loan  
Finance Interest  
Payments



7%

Planned  
Maintenance - Direct  
Costs



1%

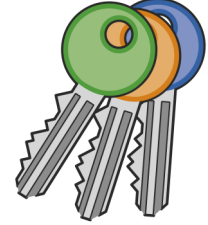
Bad Debt Written  
Off

# Tenancy Services Performance April 2021 to March 2022

## Turnover and Allocations

At 31st March 2022 there were 121 applicants on the housing list and 217 on the transfer list.

We let 71 properties during the year, with 45% of these to direct applications, 18% to transfers, 34% to South Lanarkshire Council referrals and 3% to others.



The average time to re-let properties for the year to date was 39 days which was above our target of 21 days. The time to re-let properties is longer than usual due to extra measures and additional cleaning required by covid restrictions

## Rent Collection and Arrears



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.

Current and former tenant arrears were sitting at 5.34% with 99.35% of rent collected during the year.

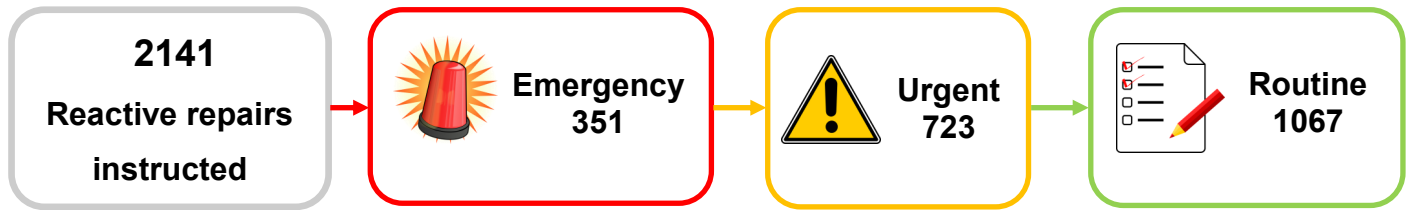
## Estate Management

Housing Management and Concierge staff work closely with other agencies to resolve neighbour and estate difficulties as quickly as possible. During 2021/22 we received 112 reports of anti-social behaviour. 93% of them were resolved during the year. Any reports that were not resolved at the year end have now either been resolved or we are working on a solution. We also had 6 abandoned tenancies during the year.



Concierge staff also manage the housing alarm service and respond to calls through the system. All our officers are first aid trained and provide invaluable emergency help to our more vulnerable tenants. If you think you would benefit from a housing alarm being installed in your home, please contact your housing officer.

# Property Services Performance April 2021 to March 2022



The average number of working days to complete non-emergency repairs in 2021/22 was **8.81 days\***.

*\*The above figure includes repairs reported in the year 2020/21 that we were unable to complete at the time due to Covid-19. When these are discounted, the average is **3.47 working days** which is in line with our normal performance timescales.*



Our Annual Programme of Gas Safety Checks was 100% completed on time!



The average time taken to complete emergency repairs in 2021/22 was **3.19 hours**.

## Please bin your wet wipes

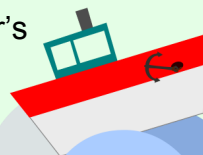
We understand that wipes are a convenience item however, flushing wipes and other plastics, can lead to blocked sewers and homes flooded with sewage.

These wipes contain plastic, meaning they don't break down in the sewer and can cause blockages. As sewers become overwhelmed, household waste products – wipes, sanitary items, nappies – can also escape into our rivers and end up on our beaches. This is not just unpleasant, it is also harmful to the environment and the wildlife we share it with.

Please help play your part in protecting our environment. Keep a bin in the bathroom for you to quickly, safely and hygienically dispose of all the 'do not flush' personal items.

**Even when you are out and about, make sure you use the bins provided in public toilets.**

For more information please visit Scottish Water's Website: <https://www.scottishwater.co.uk/>



# SURVEY

## West Whitlawburn Housing Co-operative Launches New Customer Engagement and Feedback Tool 'CX Feedback'

WWHC is excited to announce we have launched an innovative new software system to improve our surveying and communication processes for engaging with our tenants and members.

The Co-operative has been working with Glasgow-based *Target Applications Ltd* who are the creators of the customer engagement tool 'CX-Feedback'.

The introduction of the CX-Feedback system will assist the Co-operative in gaining a better understanding of the needs of our tenants / members for shaping future services and improvements in West Whitlawburn as part of our Communications Strategy. We will use the CX Feedback tool to ask our tenants what is most important to them and we'll plan our services, investment and community work to respond to these priorities.



### Repairs Satisfaction Surveys

The first survey which is now live on our system is our Repairs Satisfaction Survey. From 1<sup>st</sup> April 2022, the CX Feedback system has been sending out automated repairs surveys by SMS text or email to ask for our tenant / members views on various aspects of our repairs processes, from engaging with our staff when reporting a repair, right through to the completion of any repairs in your property.

We look forward to receiving your feedback through the CX Feedback system which will help improve our repairs processes. We will of course continue with telephone surveys and face to face surveys for gathering feedback on our services and these results can also be fed into the new system.

We wish to say a huge thanks to our tenants who have already received a repairs survey using the new system and for taking the time to provide feedback!



# East Whitlawburn Regeneration Project - New Build Properties



As we reported in the last few editions of the newsletter, we are working in partnership with South Lanarkshire Council to deliver 60 new build properties in the final phase of the East Whitlawburn Regeneration Project.

Work on the new build development is progressing well with the first properties and new road layouts really starting to take shape.

South Lanarkshire Council are on target to complete the first handovers which are due for completion by mid-August 2022.

The Housing mix of the 60 new build properties has been finalised and is confirmed as:

- 8 x 2 bedroom / 3 apartment houses
- 4 x 4 bedroom / 5 apartment houses
- 16 x 3 bedroom / 4 apartment houses
- 12 x 1 bedroom / 2 apartment flats
- 12 x 2 bedroom / 3 apartment flats
- 8 x 1 bedroom / 2 apartment cottage flats

## How the properties will be allocated

All the new tenants for these properties will be selected in line with the Co-operative's Allocation Policy. 20% will be offered to our existing tenants, 30% to applicants who have applied directly to the Co-operative for rehousing and 50% will be offered to applicants referred to us from South Lanarkshire Council.

**Here are some snapshots on the progress of WWHC's new properties so far...**









As we emerge from lock-down and life begins to return to something similar to what we all knew pre covid, it is perhaps timely to think again of our obligations to our neighbours and the types of behaviours which can result in problems for others.

### **Rubbish disposal**

Throwing rubbish and foodstuffs out of your windows is unsanitary and inconsiderate of your neighbours.

This can result in neighbours below having all sorts of substances landing on windows and window ledges which is extremely unhygienic and distressing. Then of course there is the work involved in trying to clean it. So please ensure that all household rubbish is disposed of in the correct manner.



Here are some photos we received from a tenant who experienced this:



## Noise



Noise disturbance can be an issue in any property but it can cause significant problems in flats. Playing music, or making noise at excessive levels, at any time during the day or night is not acceptable and it can be very disruptive for others who live above, below or on the same landing. Please be mindful of those living around you.

If you are disturbed by noise from your neighbours, please contact Concierge while the noise is ongoing. They will investigate and if appropriate contact the tenant causing the problem. They will then forward a report to your housing officer with all the details. Your housing officer will then consider action against the tenancy.



If you can show consideration to others and treat your neighbours as you would wish to be treated yourself, this will make for a much more pleasant environment for everyone.



# Are you benefitting from benefits?

The recent cost of living increases and the impact of the pandemic have created financial challenges for us all. This is particularly true for those households on low incomes.

Recent figures issued by the charity *Turn to Us* reported that last year nearly £15 billion worth of benefits were unclaimed by millions of people in the UK. The DWP have also released figures for 2019/20 and they have estimated that only 7 out of 10 of those entitled to Pension Credit claimed it and only 8 out of 10 pensioners claimed Housing Benefit.

It is more important than ever to make sure you are receiving the benefits you are entitled to and that you check your income is being maximised. You can do this in different ways:

# 1

WWHC can provide benefit check appointments. These can be arranged by contacting your housing officer.

# 2

Benefit checks can be provided by local advice agencies:

**Money Matters Advice Service Cambuslang and Rutherglen:**  
0300 029 0041  
**Cambuslang and Rutherglen Citizens Advice Bureau:**  
0141 641 9239

# 3

National Helplines can help:

The *CAS Money Talk Team* can provide benefit checks and advise on income maximisation over the phone: **0800 085 7145**

# 4

Benefit calculators are also available online to help you check your entitlement. These calculators can be helpful but you should always get personal advice about your situation. This personal advice is particularly important if you are considering applying for Universal Credit. The following benefit calculators can be found online:

- [www.turn2us.org.uk](http://www.turn2us.org.uk)
- [www.ageuk.org.uk](http://www.ageuk.org.uk)
- [www.entitledto.co.uk](http://www.entitledto.co.uk)

# Debt

If you have debts that you are worried about, don't struggle on your own. There are organisations that provide free and confidential advice.

Help can be accessed by contacting local advice agencies such as *Citizens Advice Bureau* and *Money Matters*. However, other organisations can also help. Martin Lewis recommends the following:



Rutherglen and Cambuslang CAB -  
Whitlawburn Outreach

Opening hours

Monday and Tuesday

10.00 - 12.00 and 13.00 - 15.00

Thursday

10.00 - 12.00 and 13.00 - 14.00

Telephone :0141 641 5005

This service is by appointment only



Money Matters

Monday, Tuesday & Thursday

8.45am - 4.45pm;

Wednesday 11am – 4.45pm;

Friday 8.45am – 4.15pm

Telephone 0300 029 0041



*Also specialises in helping those who are struggling emotionally. The religious focus is why they do it, not how they do it.* Martin Lewis

[www.moneysavingexpert.com](http://www.moneysavingexpert.com)

[www.capuk.org](http://www.capuk.org)

**Tel:** 0800 328 0006

**Opening Times:** Monday to Thursday  
9.30am to 5pm, Friday 9.30am to 3.30pm  
(except bank holidays).



Telephone support as well as via web.

[www.stepchange.org](http://www.stepchange.org)

**Tel:** 0800 138 1111

**Opening Times:** Monday to Friday 8am to 8pm, Saturday 8am to 4pm (closed on bank holidays).

**Web chat:** Monday to Friday 8am to 6pm (closed on bank holidays)



Advice available via phone, online and web-chat. [www.nationaldebtline.org](http://www.nationaldebtline.org)

**Tel:** 0808 808 4000

**Opening Times:** Monday to Friday 9am to 8pm,  
Saturday 9.30am to

# What's on at Whitlawburn C

## FREE ARTS & CRAFTS AT HOME

Whitlawburn Community Resource Centre is delivering seasonal Arts & Crafts for parents/ carers and children throughout the year. You will be provided with all materials and instructions to make your crafts from the comfort of your own home and in your own time. Your specially prepared bag can be collected from the Centre's Reception.

We have our own Whitlawburn Arts & Crafts at Home Facebook Group where instructions can be found. You can also share your own photos and videos of your finished masterpieces.

To register, or for more information, please contact Elizabeth on 0141 641 5005, or Private Message us through the Centre's Facebook Page.



**@WCRCOfficial**



## FREE ONLINE COOKING CLASSES

Whitlawburn Community Resource Centre are delivering a 6-week block of online cooking classes for adults and children, free of charge. Each week, a pre-recorded, 5 minute video is posted on the Whitlawburn Online Cooking Facebook Group to watch and follow at home at a time that suits you.

The Facebook Group is also available for you to post photos, videos and share tips of your weekly meals. You will be provided with will all ingredients and recipes. Your pre-prepared bag can be collected from the Whitlawburn Community Resource Centre's Reception.

To register, or for more information, please contact Claire on 0141 641 5005 or Private Message us through the Centre's Facebook Page. **@WCRCOfficial**  
<https://www.facebook.com/WCRCOfficial>



# Community Resource Centre

## DIGITAL HUB



The Digital Hub drop-in is back open on Mondays 10am - 12noon, Wednesdays 10am - 4pm and Fridays 10am - 2pm. For more information please contact Fiona, our Development Worker, either by text or leave a message on 07917 358 788 and this will be answered on working days, or by email: [fiona@whitlawburncrc.org.uk](mailto:fiona@whitlawburncrc.org.uk)

Tea & Tablet/Coffee & Chromebook Group on Friday afternoons from 12pm - 2pm  
Pop along for a chat and learn about your device with help from others.

You can also contact Fiona through the Whitlawburn Hub's Facebook page messenger; again all messages will be answered during the above days and times.

@whitlawburnhub <https://www.facebook.com/whitlawburnhub>

**Please remember to leave your name and a contact number.**

## LITTLE RASCALS TODDLER GROUP

The Little Rascals is our local baby and toddler group based in the Whitlawburn Community Resource Centre. The group runs every Thursday 11.00am - 12.30pm. Toddlers can take part in various activities from biscuit making, to arts and crafts as well as play sessions with SPELL Lanarkshire. There is also plenty of toys to play with. The group are looking to run on a Friday as well.

If you would be interested, or would like more information, please contact Claire on 0141 641 5005 or like and follow us on Facebook

@littlerascalstoddlergroup <https://www.facebook.com/littlerascalstoddlergroup> for up-to-date activities and information.



## INTERESTED IN STARTING YOUR OWN GROUP?

Would you like to start your own group? Just get in contact with us at the centre on 0141 641 5005 to discuss how we can help.

# HOME ENERGY SCOTLAND

## Worried about your energy bills? Home Energy Scotland can help

On Thursday 3 February, Ofgem announced an increase to the energy price cap meaning that many Scottish households will see increases in energy bills from 1 April 2022.

The increases are driven by a record rise in global gas prices over the last six months, with wholesale prices quadrupling in the last year alone. While you might find this news worrying, we want to assure you that help is available.

Home Energy Scotland is an energy advice service funded by the Scottish Government which helps people in Scotland create warmer homes, reduce their energy bills, and lower their carbon footprint. The service has no affiliation with energy suppliers and the team never cold call.

### The Home Energy Scotland advice team can:

1. Provide practical tips and impartial advice for reducing the amount of energy you use at home to keep your bills low
2. Check if you're eligible for funding or discounts from energy suppliers such as the Warm Home Discount Scheme under which you could get £140 off your electricity bill for next winter
3. Help you get a benefits and tax credit check so you're not missing out on additional income

### Get in touch today

If you or someone you know is worried about energy bills, call freephone **0808 808 2282**, send us an email [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org), or request a call-back via our website at [homeenergyscotland.org](http://homeenergyscotland.org).

Lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.

Has the recent news about rising energy bills caused concern? Unsure what you can do to keep bills down? Some small changes can make a world of difference.



@HomeEnergyScotlandSC



@HomeEnergyScot

Find out more at <https://bit.ly/home-energy-help>

Belmont House, 57 Belmont Road, Cambuslang, G72 8PG  
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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



HAPPY TO TRANSLATE