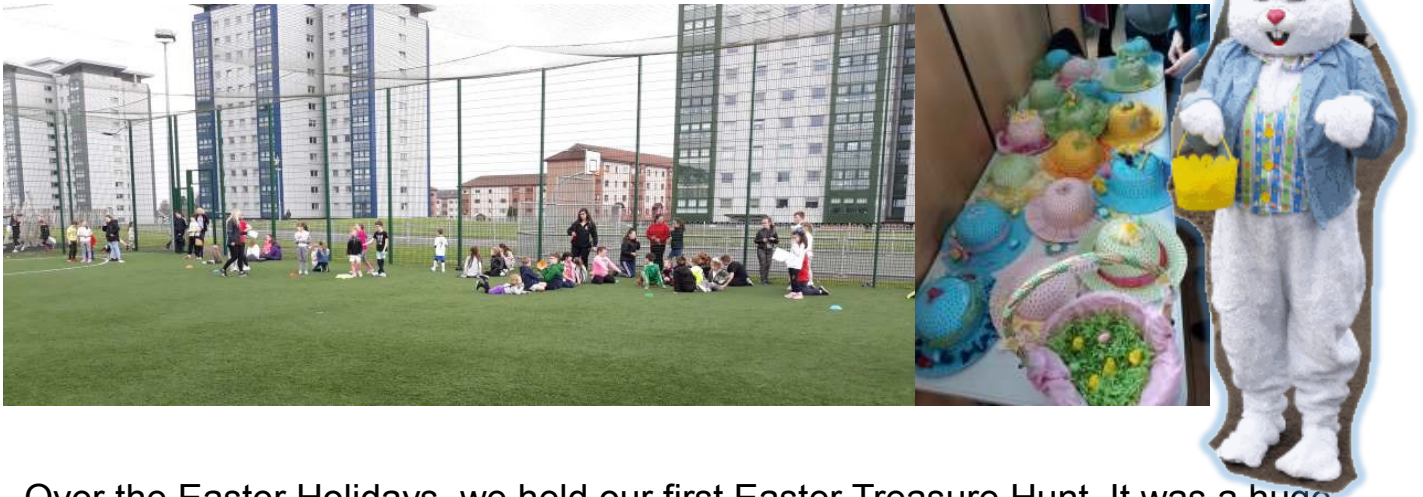


NEWSLETTER

West Whitlawburn Housing Co-operative Ltd

WWHC's first Easter Eggstravaganza Event.



Over the Easter Holidays, we held our first Easter Treasure Hunt. It was a huge success with around 90 local kids attending the event. The kids took part in a hunt for letters which were hidden around the playpark and football pitches. They then enjoyed some crafts in the Resource Centre with all the kids receiving an Easter Egg from the Easter Bunny. We crowned a winner for the best decorated bonnet and the best coloured in Easter Egg, chosen by our Management Committee.

Thank you to all who came and joined in the fun and a big thank you to United Sports who helped with the games.



Fond Farewell to Lorraine McVie - Assistant Director (Corporate Services)

Staff and Committee said a fond farewell to Lorraine McVie (our Assistant Director of Corporate Services) recently as she retired from WWHC after 30 years of service. Lorraine who was the very first employee selected by the Management Committee started in May 1989 as Secretary. She then moved on to Admin/Finance Officer in April 1990 then to Senior Admin/Finance Officer only 5 years later. She then took on the role of Assistant Director of Corporate Services in April 2010 until her retirement on 28th June this year. We celebrated Lorraine's retirement with an afternoon tea to which Lorraine "said it was the best afternoon tea I have ever been to." She was presented with a memory book with messages from all staff and committee which she will "cherish forever".

Lorraine said:

It has been a joy to work here for over 30 years. We have an amazing staff and committee team who all work very hard together to achieve great things and these will be my lasting memories of such a fantastic place to work.

Paul Farrell, Director of WWHC said:

There is an old adage that "there is no-one in any organisation who is irreplaceable", Lorraine has proven that adage to be untrue for WWHC, Lorraine IS irreplaceable. Yes, WWHC could find someone to do Lorraine's job but that person could never fully replace Lorraine.

30 years ago, just before I started at WWHC, the Management Committee advised me that they had appointed The Co-operative's Secretary, Lorraine McVie. I was really angry. I told them that I thought that was a crazy and foolish decision. I told them that I, as Director of WWHC, should have been involved in that appointment. What if I couldn't work with this woman, Lorraine McVie? big problem.

The Committee were not very pleased with my criticism. It didn't take me long to realise they had made the perfect choice by choosing the irreplaceable Lorraine McVie.

We all have wonderful shared memories with Lorraine and we want to wish her a long and happy retirement from all staff and committee.



Paul Farrell, Lorraine McVie and WWHC
Chairperson Anne Anderson





30 Year Service

Three of the Co-operatives Senior Staff Team recently celebrated 30 years of service with West Whitlawburn Housing Co-operative. Lorraine McVie as stated previously, was the first employee to WWHC. Lorraine also took the lead on Health and Safety matters for the Co-operative meaning she has been vital not only for the financial well-being but the physical well-being of the Co-operative too.

Paul Farrell was also awarded with the 30 year service award after joining the Co-operative in June 1989 as Director. Paul had to push hard to get the finance to start the redevelopment of the houses and worked even harder to ensure it was completed. Paul has been key in everything the Co-operative has achieved in the last 30 years.

Stephanie Marshall started in the Co-operative in October 1989 as Senior Housing Officer. She was promoted to Senior Development Officer in June 1994 before taking up her current role as Depute Director in November 1999. Stephanie has been fundamental to the Co-operatives development over the years, having been involved in most projects. She ensured that the tower development was completed to a very high standard, contributed to the new builds and, has worked alongside the community development team to ensure tenants and the wider community have had access to and benefitted from numerous projects every year.



Pictured above: Paul Farrell, Lorraine McVie and Stephanie Marshall

Congratulations from all other Staff and Committee!

Trip to Holyrood



Staff and Committee of WWHC were recently invited to The Scottish Parliament by The Cross Party Group On Co-operatives to attend a Parliamentary Debate on promoting and sustaining the Housing Co-operative model in Scotland. WWHC representatives were thrilled to attend.

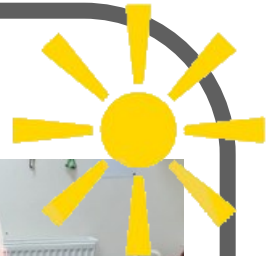
The debate was led by Joanne Lamont MSP with very supportive contributions from MSPs from various political parties in the Chamber. WWHC was mentioned on numerous occasions, by MSPs during the debate as a shining example of a very successful housing organisation.



Pictured left to right: Helen Anderson, Anne Anderson, Andy Duffin, James Kelly MSP, Doug Murphy, Phil Welsh, Susan Anderson and Paul Farrell

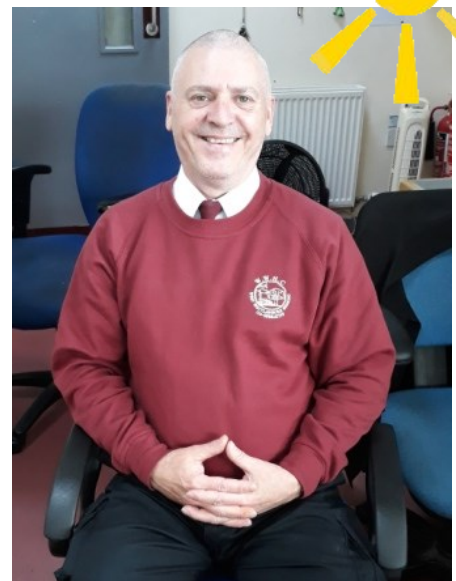
Paul Farrell, Director of WWHC commented, " We really appreciate the unwavering support received from The Cross Party Group and hope the debate further stimulates interest in such a demonstrably successful model for social housing with tenant empowerment and control at it's core".

Welcome to Rab



We would like to take this opportunity to welcome Robert Fellows who joined our Concierge team in April. He will be with the Concierge team for a temporary period of time and is already settling in really well.

Rab (as he likes to be known) has a wealth of Customer Service experience and dealing with the public after working in B&Q for 14 years, 9 of which he was a Supervisor. We are confident that Rab will be a great asset to the Concierge Team and hope he enjoys his time here with us.



TO THE TEAM!

East Whitlawburn Regeneration Update



South Lanarkshire Council's contractor has been on site since March 2019 stripping empty properties of non-structural elements such as windows, cladding and internal fixtures and fittings in preparation for demolition.

The first phase of full demolitions commenced in June 2019. SLC has issued assurances that everything will be done to keep disruption to residents to a minimum while the demolitions are being carried out.

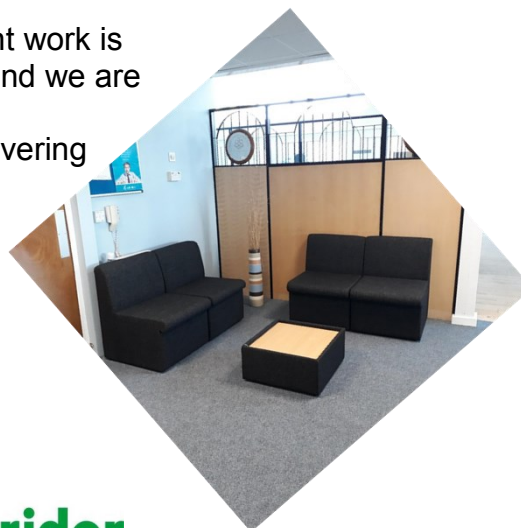
If you would like more information on the regeneration proposals please contact South Lanarkshire Council Strategy and Support Team on 01698 454758, email housing.strategy@southlanarkshire.gov.uk or contact Jeanette or Kirstie at our office.



Whitlawburn Community Resource Centre Refurbishment Work

We are delighted to announce that the main refurbishment work is now complete. Some minor finishing works are ongoing and we are looking at new external signage for the Centre. The reception area has been finished off with new floorcovering and a seating area created. The toilet facilities have also been refurbished

The Official Opening of the refurbished Centre will be held on the Co-operative's 30th Birthday Celebration on Saturday 24th August 2019 between 11.00 a.m. – 3.00 p.m. We hope you can make it along!



This project has been funded by



and



Performance Report– Property Services

Reactive Repairs carried out between (April 2018-March 2019)

2045
Repairs instructed

268
Emergency

1777
Non Emergency



The average time to complete emergency repairs was 3.4 hours which is better than last years time of 3.9 hours.



The average time for non emergency repairs to be carried out was 3.09 days. We have 7 days to complete these repairs.

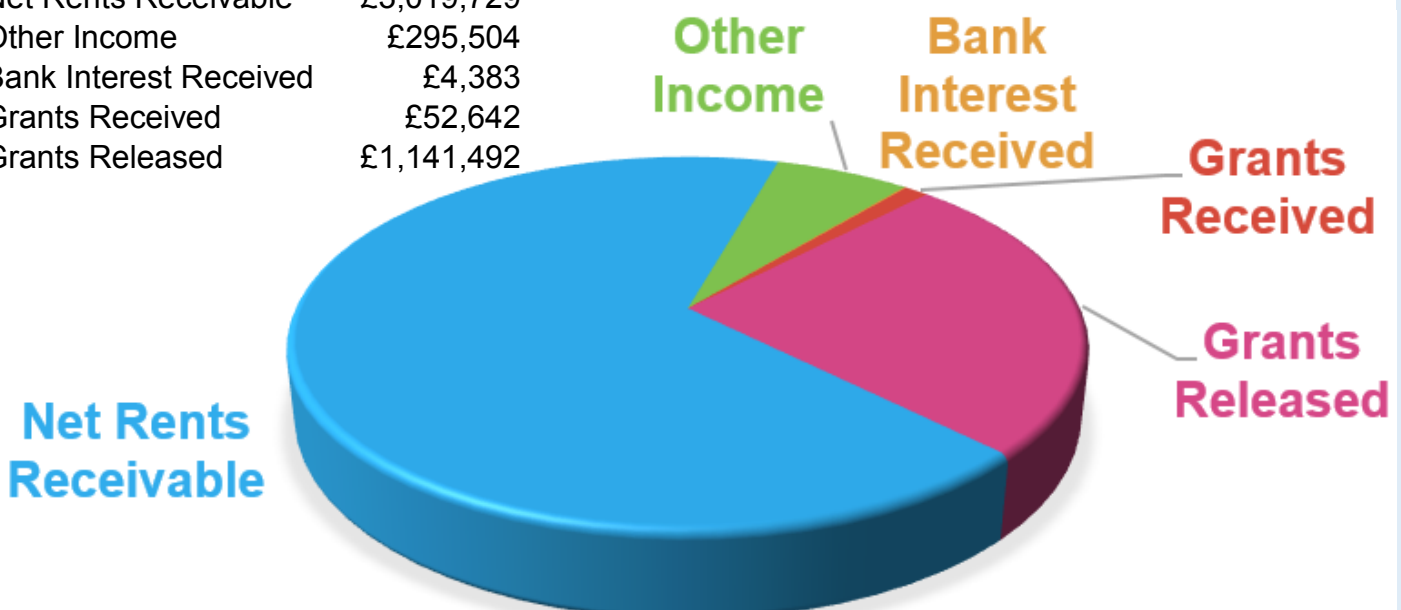


Out of 101 properties which require an annual gas safety check– 100% of these were completed.

Finance Report

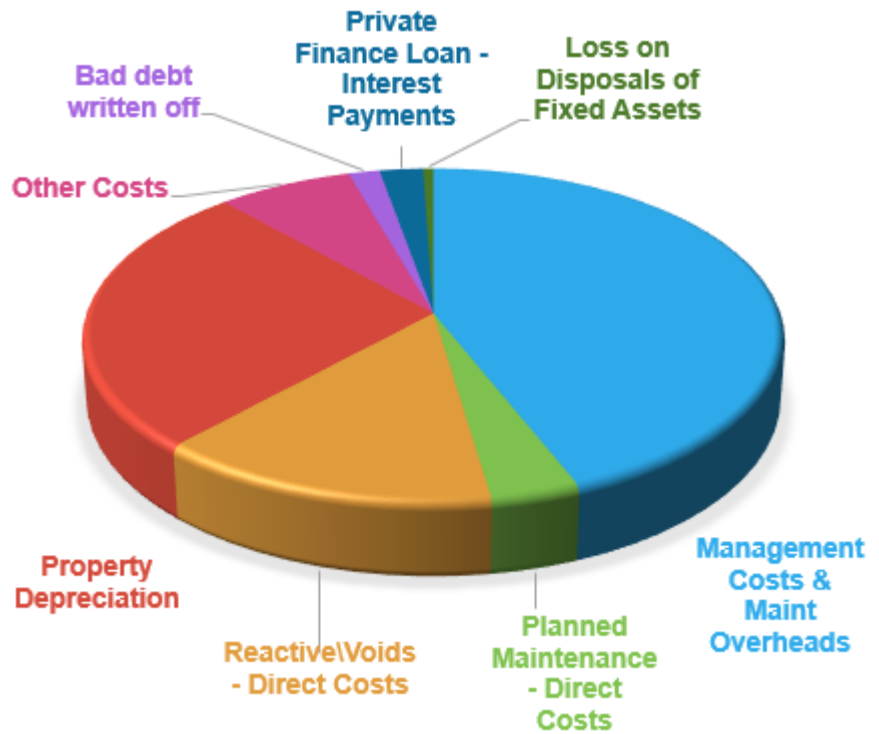
Revenue Income April 2018 to March 2019

Net Rents Receivable	£3,019,729
Other Income	£295,504
Bank Interest Received	£4,383
Grants Received	£52,642
Grants Released	£1,141,492



Revenue Expenditure April 2018 to March 2019

Management Costs & Maint Overheads	£1,871,786
Planned Maintenance - Direct Costs	£157,275
Reactive\Voids - Direct Costs	£605,575
Property Depreciation	£1,130,152
Other Costs	£303,879
Bad debt written off	£69,559
Private Finance Loan - Interest Payments	£97,184
Loss on Disposals of Fixed Assets	£23,114



Tenancy Services Report

April 2018 to March 2019



Turnover and Allocations

At March 2019 we had 88 applications and 121 on our transfer list. The average time to re-let properties was 26 days which is above our target of 21 days. Several properties were returned to us needing extensive work and this extended the re-let time. We also held some properties at the year end and we are now working to reduce this re-let time back to within target. The number of lets for 2018/19 was 77. Of these 43% were direct applications, 16% were transfers and 42% were South Lanarkshire Council referrals.

Rent Collection and Arrears

Current tenant arrears were sitting at 4.62% for 2018/19 and former tenants were 4.63%. During the full year we collected 97.8% of rent due.



Estate Management

Housing Management and concierge staff work closely 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.

There were 9 abandoned tenancies, 5 cases of anti-social behaviour issues, 282 Estate Management issues, 83 concierge incident reports and 152 housing alarm calls- 5 of these calls required emergency action.

WWHC – Charitable Giving (April – June 2019)

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

From April to June the Committee had only one request for a donation. Management Committee awarded the charity Children with Cancer £50.

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



Food Co-op



Whitlawburn Community Food Co-op is based in Benmore Tower and opens 2 days a week Thursday from 11am – 3pm and Friday evening 5pm – 7pm .

We sell a wide range of fresh and frozen goods at low cost. We also work with Tesco and Greggs with end of day products that are given away for FREE (small donations welcomed).

For more information on the Food Co-op please contact Claire on 0141 641 5005



Kiltwalk 2019

Some of our staff and committee, along with 13,000 others took part in the biggest ever Kiltwalk on Sunday 28th April 2019. The walkers were raising money for over 700 charities, one of which was our very own Phil Welsh Welfare Fund. Our committee members Phil Welsh Jnr and Andy Duffin took part along with Samantha and Joanna from our Property Team. They tackled the “Mighty Stride” which left from Glasgow Green and took walkers on a 22.6 mile trip through Glasgow, Erskine and Dumbarton before finishing in Balloch.



The Billy Hunter Award



Congratulations to David Jayne of Second Year in Cathkin High School on receiving the Billy Hunter Award for Achievement. David has been exceptional in raising money for St Margaret's Hospice.

WWHC and Billy's cousin Dick Geater set up the Billy Hunter award to recognise the achievements of young people like David, who have gone above and beyond what is expected of them.

Billy Hunter (*pictured left*) had a tremendous sense of duty to improve the community of West Whitlawburn in which he lived by volunteering over a number of years on our Management Committee, including as Chairperson. He too went above and beyond what was expected of him on a daily basis and his contribution is reflected in the successes of WWHC.

Congratulations David, from Staff, Committee and Billy's family.



Best Start Grant

The Best Start Grant is a new Scottish benefit to help parents and carers on low incomes with the costs of looking after children. It is a package of three different payments, which can be applied for as a child gets older.

Three different payments are as follows:

The Pregnancy and Baby Payment - a one off payment of £600 for a first child or £300 for a second or subsequent child. It is to help with the costs of pregnancy or having a baby such as maternity clothes, a cot or a pram

The Early Learning Payment - a one off payment of £250 to help with the costs of having a pre-school child for example the costs of day trips, books or toys for home learning



The School Age Payment – a one off payment of £250 to help with the costs of having a child of school starting age, such as the costs of a new school bag, to pay for school trips or after school activities.



**The Scottish
Government**

You can apply for all three payments now either online at mygov.uk, calling 0800 182 2222 or by post. **Whether the child is eligible depends on their date of birth.**

The three payments are grants not loans, so you don't have to repay them and it won't affect any other benefits or tax credits that you get. Please contact your Housing Officer for further information.

Fire Safety Information

The common stair within Multi Storey and Low Rise Properties are your only means of escape in the event of a fire.

Keep it clear

- Please remove all belongings from stairwells and landings i.e. prams, bikes etc
- Please do not leave rubbish bags in communal areas
- For advice on uplifting items please contact the Housing Office.

If fire does start

- Keep doors closed to prevent smoke from filling your house
- Dial 999 and ask for Fire and Rescue Service, giving as much information as you can.



Home Fire Safety Visit - Get your FREE home fire safety visit now!

You can help reduce the chances of a fire in your home by booking a home fire safety visit.

They're free and easy to arrange so book your visit today!

Get in touch with The Scottish Fire and Rescue Service, it's so easy to arrange:

- Call **0800 0731 999**
- Text **"FIRE"** to **80800** from your mobile phone
- Visit **www.firescotland.gov.uk** and complete our online form
- Call your local fire station



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland



Please be a responsible owner and clean up after your dog!

Residents have complained about dog fouling on the estate and our Ground Maintenance contractor is experiencing difficulties in cutting some of the grassed areas, particularly within communal and individual gardens. This is impacting on the service that they provide as some areas are being left uncut.

It is an offence not to pick up after your dog. **Free dog poop bags** are available from the Main Office and Concierge. **Thank you to all the owners that do clean up after their pets.**



Drivers please reduce your speed when driving through the estate. Thank you.

Traffic calming measures are in place to help slow traffic down at Morven Road, Iona Place, Tiree Way, Jura Terrace and at the Low Rise Terraces/Belmont Road which also serves as access to the towers.

Children remember the **Safe Cross Code**

Stop at the kerb and look for a safe place to cross, don't hurry, stop and wait **Look** all around and **Listen** before you cross the road, let all the traffic pass then walk straight across, keep watching - that's the **Safe Cross Code!**

Blockages to Multi Storey and Low Rise Refuse Chutes

“Please Don't Cram Rubbish In”

The chutes are designed for disposal of small refuse bags - when disposing of rubbish please consider if it will fit down the chute.

If it is too big to fit in the hopper 'please do not force it' as this could lead to a blockage in the chute and possible damage to the hopper.

When a blockage occurs Concierge staff spend time trying to unblock it. If they are unable to remove the blockage a contractor is then instructed to carry out the work - the cost of which comes out of rental income.



No Smoking within MSF's, Lifts and Indoor Common Areas



When neighbours, visitors, friends and family breathe in second hand smoke – it is not just unpleasant for them, it can damage their health too.

Passive smoking is especially harmful for children as they have less well-developed airways, lungs and immune systems. Smoking within communal areas has also been raised in our recent fire risk assessment as cigarette ends have been found in communal areas which could be a potential fire risk.

Smokers please take your cigarettes outside. Thank you

Summer Word Search

BEACH SUMMER
 CAMP SUN
 FUN SWIM
 HOT WATER



Kids Joke Corner

What do you get when you combine an elephant with a fish? **Swimming trunks!**

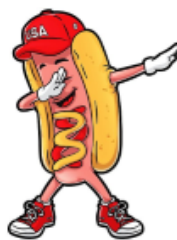


Why did the dolphin cross the beach?
To get to the other tide!

Do fish go on holiday? **No, because they are always in school!**

What do sheep do on sunny days? **Have a baa-baa-cue!**

What do you say to a sweaty puppy?
You are one hot dog!



Why don't oysters share their pearls?
Because they are shellfish!



Glasgow Fair Weekend

The Housing Office will be closed on Friday 12th July and Monday 15th July.

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

