



West Whitlawburn
Housing Co-operative

Newsletter

Winter 2024 edition

Season's Greetings

WHAT'S INSIDE...

Page 3 - Rent Consultation
2025/26

Page 4 - Grounds Maintenance
& Newsletter changes

Page 10 - Committee
Spotlight

**Upcoming
Public Holiday
Office Closures**

The WWHC Office will be closed between:
25th Dec' 2024 – 3rd Jan' 2025

If you have an emergency repair please
contact Concierge using your handset or
by calling **0141 646 1924**.

Staff Changes at WWHC

Corporate Services

Keir Ross joined WWHC in July 2024 as our Admin Assistant on a temporary basis until March 2025. Keir has a degree in Architecture and a keen interest in developments that support greener initiatives.

Keir will be working between Corporate and Property Services to assist the staff team and handle repairs and maintenance

Housing Services

Kelly Semaan – Assistant Housing Officer & Fiona Heeps – Housing Officer

Both Kelly and Fiona were successful in securing their respective posts on a permanent basis. We are confident that both members of staff will continue their hard work and dedication to our tenants and members. Kelly will assist the Housing Officers in their duties as well as processing and managing all of our housing applications.

As a reminder, you should contact the designated staff member opposite regarding all aspects of your tenancy like rent, anti-social behaviour and estate management:

Fiona Heeps

Arkle Terrace
Arran Tower
Belmont Road
Buchan Terrace
Gartmore Terrace
Iona Place
Kintore Tower
Morven Road
Roslin Tower
Tiree Way

Kerry Anne Elder

Ailsa Tower
Albany Terrace
Benmore Tower
Brown Place
Bute Tower
Clifton Terrace
Hilton Terrace
Jura Terrace

Concierge

Ian Saville joined WWHC in October 2024 as Senior Concierge Officer. Ian will oversee Concierge Team D to support tenants and the work of the Co-operative. Ian has experience working with the public and in the security industry.

Property Services

Samantha Lester was promoted to the position of Property Manager for an interim period to lead the Property Services team. Samantha holds an extensive list of qualifications including an Advanced Level Carpentry & Joinery Apprenticeship, a HND in Construction Management and a BSC (Hons) Degree in Building Surveying. Samantha's wealth of knowledge and experience continues to ensure that tenants receive the best possible service at all times.

Rent Consultation 2025/26

This is the time of year when the Co-operative is planning the budget for the next financial year, and as a key part of that, we have started our statutory consultation with tenants on what level of rent is set from 1st April 2025 onwards.

Our annual rent consultation has been published and we are consulting on a 4.3% rent increase. You can respond to the consultation:

- In writing;
- By following the link in the email or text sent to you;
- In person by visiting our office; or
- By email to enquiries@wwhc.org.uk

To access the consultation and respond anonymously, please scan the QR code opposite or visit our website.



Why not join our focus groups?

Two tenant focus groups will be held on **Thursday 9th January 2025** where we will be requesting feedback on this rent consultation and answering questions. Sessions to be held in Whitlawburn Community Resource Centre:

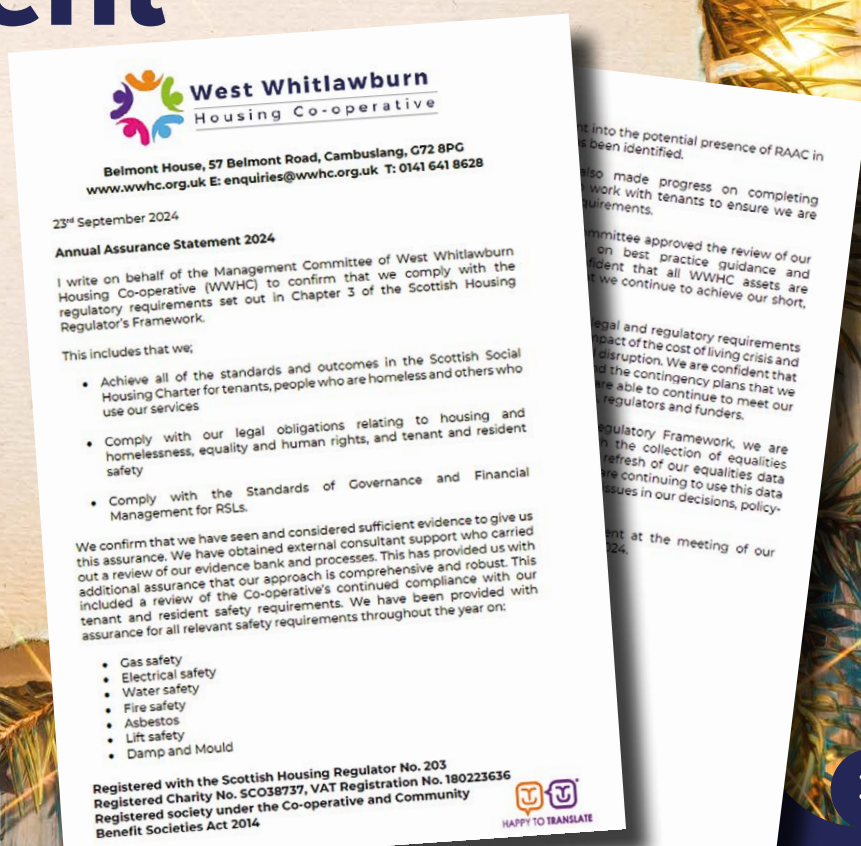
Session 1: 1pm – 2pm

Session 2: 4.30pm – 5.30pm

Annual Assurance Statement

Each year we are required to submit an Annual Assurance Statement to the Scottish Housing Regulator (SHR) by 31st October. This statement confirms that we comply with the requirements of the regulatory framework.

The statement was reviewed and accepted by our Management Committee at the meeting on 23/09/2024 and is published on our website.



New Grounds Maintenance Contractor

WWHC recently tendered our Grounds Maintenance Contract and we are pleased to introduce to you our new contractor Ramora who will be carrying out the grounds maintenance works. The contract will be in place for the next 3 years with the possible extension for a further two years. Ramora will be responsible for tasks such as grass cutting, weed control,

cutting back shrubs and tree pruning.

You may have already noticed Ramora on the estate when they were carrying out the end of our grass cutting programme between August and November. As part of our planned maintenance, we have introduced a winter maintenance programme from this year which Ramora will be carrying out to improve the



appearance of the common grounds areas across the estate.

If you have any questions about our grounds maintenance programme or the new contractor, please contact the Property Services team at the office.

Going Digital – Newsletter Distribution

As this year ends and we head into 2025, we have been looking for even more ways to bring value for money for all our tenants, members and service users.

Following feedback from previous rent consultations and an investment in our IT systems, WWHC will no longer provide printed copies of newsletters and annual reports to all tenants. Instead, we will

continue to publish these online and send a link to the newsletter on our website to all of our tenants we hold an email address for. If we do not hold this information, we will post a printed copy to you.

We are changing our delivery methods for the following reasons:

- In 2022, our Tenant Satisfaction Survey results showed that the majority (89%) of tenants have access to the internet for personal use.
- Printing and postage costs are increasing and reducing this helps us to focus money in other areas that will benefit tenants directly.
- Less printing is better for the environment.

If you prefer to receive a printed copy, please let us know and we will be happy to provide this.



Paying Rent over Christmas

Christmas and New Year are busy and expensive times of year, with the cost of presents and celebrations adding up. We are also faced with more challenging times with the Cost of Living Crisis and increases to energy prices. We understand that tenants wish to enjoy the festive period as much as possible, but please ensure that your rent payments continue to be paid, during and after the festive period.

If you miss payments during December and January, it means that you will start the New Year with rent arrears and will risk legal action against you to recover the money due. It is a condition of your tenancy that your rent is paid at all times. We want to make sure that you can enjoy Christmas without having to worry about finances, so here are some sensible steps that you can take to ensure that, this Christmas, you stay out of debt:

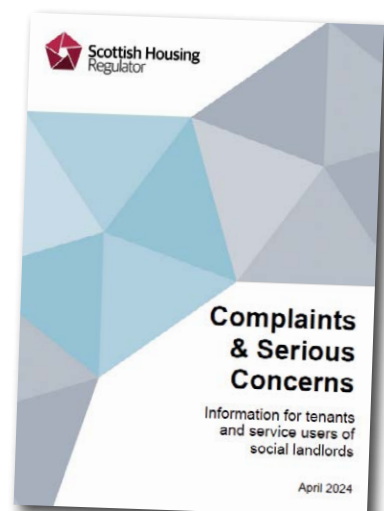
- Plan ahead for Christmas and set yourself a reasonable budget.
- Make sure all of your priority bills are paid (e.g. rent, gas, electricity and council tax).
- If your circumstances change, this may affect your housing benefit or universal credit housing cost entitlement. It is important that you update South Lanarkshire Council or your Universal Credit journal immediately.
- If you are in debt and need advice, please contact us so that we help by making suitable referrals to other agencies.
- If you need benefit or energy advice or food support over the festive period, please contact us and we will be happy to help.

Reporting Serious Concerns and Complaints

WWHC is regulated by the Scottish Housing Regulator (SHR) who work to ensure we are achieving the standards set out in the Scottish Social Housing Charter. As part of the SHR's role they monitor our performance, and enable tenants and service users to report complaints and serious concerns, when they feel that their landlord is not performing as expected.

The SHR's Complaints & Serious Concerns leaflet outlines the differences between the topics and gives advice and guidance on how to report a serious concern and other contact information.

A copy of this leaflet is available to collect from our office and is also published on our website.



Rechargeable Repairs Policy Consultation Outcome



We wish to say a sincere thanks to those who took part in the review of our Rechargeable Repairs Policy. Detailed below is a summary of actions, which led to the Policy, Risk Report and associated Equality Impact Assessment being considered and approved by Management Committee on 29th July 2024.

Background to the review

A full consultation of the proposed policy took place between June and July 2024. All tenants, lockup tenants and housing list applicants were invited to participate via an electronic consultation link. 65 responses were received, and the results are attached along with any relevant comments.

Background to the Policy

We are committed to maintaining your home in good condition - ensuring it remains safe, comfortable and well-kept. As part of this commitment we carry out repairs in line with our Maintenance Policy. However, there are some instances where repairs become the responsibility of the tenant and this is when our Rechargeable Repairs Policy is actioned. In summary, a Rechargeable Repair is any repair or damage to your property caused by neglect, misuse or wilful damage. These types of repairs are not covered by WWHC and will be rechargeable to the responsible tenant. This policy affects all of our tenants, including lock-up tenants, and prospective tenants.

Tenant Consultation and Responses

The consultation started on the 24th of June 2024 and information was posted on our website with a direct link to the online survey. It was also issued by text or email to all housing applicants, tenants and lock up tenants where we held their contact details.

Number of invitations issued
1017

Number of responses returned
65

Response Rate
7%

Of the 65 responses, **47** (72.3%) were received from tenants and **18** (27.7%) were received from applicants, with the following summary:

	YES	NO
Do you agree with the aims of the Policy?	58 (89.2%)	7 (10.8%)
Do you agree with the proposal for repair write offs (value less than £150)?	56 (86.2%)	9 (13.8%)
Do you agree with the methods to outline tenant obligations?	58 (89.2%)	7 (10.8%)
Do you agree with the approach to tenant engagement?	61 (93.8%)	4 (6.2%)
Do you agree with the approach to engage when a tenancy is ending?	61 (93.8%)	4 (6.2%)

Questions within the consultation also requested feedback and other suggestions. All feedback was presented to the Management Committee in an anonymised format, and responses summarised as follows:

- Respondents agreed that properties should be left in a clean, well-maintained condition for new tenants,
- There is discomfort with the term “accidental damage” being considered as rechargeable,
- Respondents believe emergency service-related damage should not be chargeable, particularly to elderly or vulnerable tenants.

What this may mean for you

Following approval of the new policy a review of all current rechargeable repair cases is ongoing. Accounts with balances of lower than £150 will be written off (subject to Management Committee approval) according to the policy changes. Accounts will be monitored and if it is found that one account has multiple rechargeable repairs amounting to over £150, these will be pursued. Charges for rechargeable repairs will be clearly communicated with time to appeal and/or resolve the issue before costs are invoiced, further issues will be dealt with according to our complaint handling procedure.

WWHC is committed to ensuring equal opportunities and providing an equal service to all tenants and will support tenants in certain circumstances, ensuring fairness and flexibility in dealing with repairs.

MSF & Low Rise Properties - Biomass Heating & Hot Water System

Friendly Credit arrangements over the Festive Period

Friendly credit periods are set times when your vPro meter will not stop your energy supply for your heating & hot water system—if you run out of credit. During the friendly credit period you will still be charged for your heat and hot water. When you next top up, you will be required to pay off the amount used during the friendly credit days.

Friendly credit days will start on **Friday 20th December 2024 at 6.00 p.m. until Monday 6th January 2025 at 8.00 a.m.**

Your meter must be in credit or in emergency credit at this time for the friendly credit to activate.

Once the period has finished, if you have no credit, your heat and hot water supply will stop until you top up more than the friendly credit used.

You will still be able to top up online or at any PayPoint shop as normal.

Emergency Credit

Emergency credit provides a temporary amount on your meter in case you are unable to top up. The low credit alarm will sound when no credit is remaining on your meter and an alert is shown at the bottom of your In Home Display unit. Please click this alert and press OK to confirm that you accept the emergency credit.

You can also enable Emergency Credit through the Heat Usage Account Screen. The amount is fixed at £5.00.

When you next top up, your emergency credit fund will be paid first so please top up more than this amount.

Top Ups

If your automatic top up has not taken place within a reasonable amount of time, you can enter the vend code directly. Select ‘HEAT’ on your vPro unit and enter the code on your receipt using the touch screen key pad. **Please note that vend codes can range between 20 and 60 digits.** You must enter these carefully and correctly.

The payment card is unique to your meter so there is no risk of losing any credit if you lose your card. You can still top up without your card by using the Paypoint card reference number so it is useful for you to keep a note of this.

Our Perform

April to September 2024

Complaints

As part of the Complaint Handling Procedure (CHP), we are required to share information about the complaints that we receive and what we have learned from them.

During the period we received:

- **21** Stage 1 complaints
- **2** Stage 2 complaints

Complaints received by us were varied, and related to topics like staff actions, contractor actions, administration errors and other estate management issues.

19 (83%) complaints received during the period were upheld in whole or in part which highlight the importance of:

- Maintaining good communications internally and externally with tenants,
- Effective team meetings and working across sections,
- Following policies and procedures,
- Scheduled inspections and monitoring to ensure that contractor performance meets standards agreed by the Co-operative.

When responding to complaints, **91%** of these complaints were responded to within the timescales agreed.

Property Services

Reactive Repairs

Total Instructed
1061

Emergency
176

Non-Emergency
885

The average time taken to complete emergency repairs in Q1 was **2.07 hours** and **2.2 hours** in Q2 (Scottish Average: 4.0 hours).

The average number of working days to complete non-emergency repairs in Q1 was **3.7 days** and **2.8 days** in Q2 (Scottish Average: 8.7 days).

Finance

Housing Services

Turnover and Allocations

	Housing List	Transfer List
Number of applicants	187	177

During this period, we let 25 properties and at the quarter-end, our lets by source were:

- **64%** to direct applicants
- **16%** to transfers
- **16%** to South Lanarkshire Council referrals
- **4%** to mutual exchanges
- **0%** to others

The average re-let time was **18.25 days** which is below our target time of 21 days (Scottish Average: 56.7 days). At the end of the financial year in 2023/24, our re-let time was 31.1 days. This improvement is due to the hard work of our Housing and Property Services teams and the efficiency of new contractor frameworks that have streamlined maintenance services. We are committed to continuous improvement and will continue to ensure we are meeting our re-let targets.

Rent Collection and Arrears

- Current and former tenant arrears are sitting at **4.55%**.
- For **Quarters 1 and 2 of 2024/25**, **101.3%** of rent has been collected. This is higher than the Scottish average rate of 99.4%.

Estate Management

	Anti-Social Behaviour	Abandoned Tenancies
Number of cases	33	4

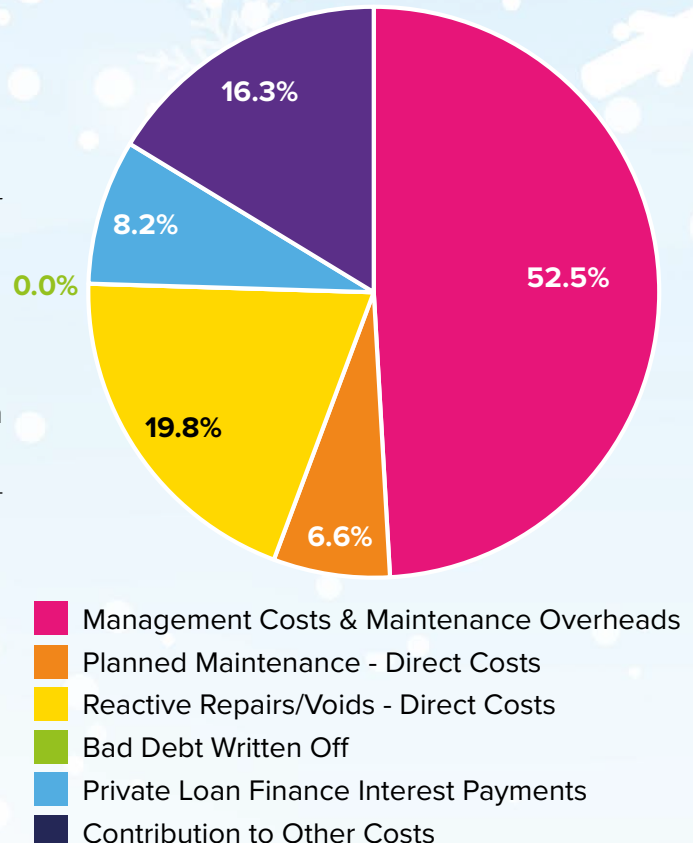
Concierge staff also manage the housing alarm service and they responded to 3 emergency calls during this time.

Finance

(April to September 2024)

Revenue Income	£	%
Net Rents Charged	£1,968,540	71.6%
Grants Released	£539,411	19.6%
Grants Received	£4,286	0.2%
Energy Centre Income	£164,624	6.0%
Other Income	£25,905	0.9%
Bank Interest	£48,117	1.8%
Total Revenue Income	£2,750,883	100.0%

How was Total Rental Income Spent?



Committee Spotlight



Doug Murphy

Committee Member - Vice Chairperson

Q: How long have you been a tenant at WWHC?

A: *I moved to West Whitlawburn around 22 years ago from Hamilton.*

Q: What do you do in your spare time?

A: *I do a lot of fishing at Torrance, Croy and Dullatur, just outside of Glasgow.*

I also enjoy watching football, rugby and Formula 1.

Q: Tell us a few facts about yourself

A: *As a teenager I moved to The Netherlands and lived in Amsterdam for 6 years. I have two younger brothers who still live there.*

When I was nineteen I travelled around Europe for 2 years, 11 months of which, I lived in Greece. The rest of the time I worked picking grapes, olives and oranges. I have experienced many cultures and worked in different countries too.

Q: Are you a member of any other board or voluntary organisation?

A: *No, I feel that the Management Committee is enough for me. I think we should try and attract more residents to our Committee so as to have a wider outlook on what could be beneficial to the community as a whole.*

Q: What has been the most enjoyable part of being on the Committee?

A: *The fact that I, along with other tenants, have a say on how things are done every month. We have a vote on the running of the organisation and of the welfare of our tenants.*

Q: What piece of advice would you give to future Committee Members?

A: *The best advice I can give to potential new Committee Members is to always have an open mind. Remember that you are also a resident and that your views count. It's not 'Us v Them' but 'WE as a whole'.*

Management Committee Co-Optee's

We are also delighted to announce that this year, our Committee decided to Co-opt three new members to join the Management Committee. With a shared commitment to local interests, our Co-optee's bring a wealth of experience working within various RSL's to the table. We are thrilled to introduce: Lisa Reynolds, Craig Patrick and John Williams and we look forward to the fresh perspective, support and leadership they will bring to the Management Committee. Together, we will continue to build on our shared vision and create a lasting positive impact for the Whitlawburn community.

New Year Wordsearch



X	C	J	A	N	U	A	R	Y	D	X	M	F	E
Z	L	H	Q	K	W	L	B	F	J	S	I	U	B
F	O	B	C	C	H	V	R	E	N	P	D	P	Y
V	C	M	A	H	J	F	M	R	M	A	N	C	F
R	K	U	I	L	E	N	A	X	P	R	I	E	I
Z	X	S	R	H	L	E	Q	S	A	K	G	L	R
A	V	I	F	A	Y	O	R	V	R	L	H	E	E
R	K	C	L	P	X	V	O	S	T	E	T	B	W
T	T	U	W	P	Y	J	H	N	Y	R	O	R	O
O	J	E	Y	Y	G	G	W	K	S	S	Y	A	R
A	N	Q	F	R	I	E	N	D	S	U	J	T	K
S	C	O	U	N	T	D	O	W	N	W	I	I	S
T	Z	W	M	G	T	Z	S	I	V	J	D	O	F
C	O	N	F	E	T	T	I	V	P	I	D	N	U

**JANUARY
BALLOONS
CONFETTI
NEW YEAR**

**CLOCK
SPARKLERS
MIDNIGHT
FRIENDS**

**COUNTDOWN
HAPPY
CHEERS
FIREWORKS**

**PARTY
TOAST
CELEBRATION
MUSIC**

Festive Fire Safety



Christmas is a time when people decorate their homes, celebrate with friends and family and eat good food. It is important to remember that many of the things we enjoy over the Christmas period can be fire hazards and, in the excitement of the season, accidents can happen.

Here are some tips to help you stay safe this Christmas:

Christmas Tree

- Choose a spot for your Christmas tree that is away from any open sources of flame or heat.
- Artificial trees are less-prone to catching fire than real trees. If you choose a real Christmas tree, select one that is fresh and green and keep it watered so that it doesn't dry out.
- Christmas decorations and cards can burn easily. Keep them away from fires and other heat sources such as light fittings.

Christmas Lights

- Make sure the wiring of Christmas lights are in good condition, with no visible signs of wear and tear.
- Check your Christmas lights carry British Safety Standard signs.
- Where possible, purchase LED lights. They are the safer as they operate at cooler temperatures.
- Never overload electrical sockets or use too many extension cables.
- Always switch Christmas lights off and unplug them before you go to bed.

Candles

- Never leave burning candles unattended – make sure you put them out before going to bed.
- Think carefully about where you place candles. Keep them away from decorations, presents and your Christmas tree.
- When using candles ensure they are placed in candle holders designed and fitted for the candle itself.
- Keep candles, matches and lighters away from children.

Cooking

- Most fires start in the kitchen. Always be present in the room whilst food is cooking.
- Give yourself enough time to prepare and cook Christmas dinner to avoid hot fat, boiling water and sharp knife accidents that come from rushing.
- Children, tipsy guests and anyone not helping with dinner should be kept away from all cooking.
- Avoid cooking when under the influence of alcohol.
- Switch off cooking appliances as soon as you have finished using them.

Visitors

- Make sure your family and visitors know how to escape in an emergency.
- Check in on older relatives and neighbours as they are at greater risk from fire.



Be a considerate neighbour

Noise

We understand that no house or flat is completely soundproof however, excessive noise can be a disturbance to anyone, especially those living in the multi-storey or low-rise properties.

Playing music or making noise at excessive levels, at any time during the day or night, is not acceptable and can be very disruptive for others who live nearby, either above, below or on the same landing.

You may not be aware but someone living close by could have poor health and requires peace and quiet to rest. It could be a shift worker who has to get rest when they can, sometimes during the day. Or even a new parent who's just managed to get a baby to sleep.

If you experience excessive noise please contact our Concierge team and they will attend as soon as possible. This is in line with our Estate Management Policy, and the role of the Concierge. If excessive noise is witnessed the Concierge Team will contact the other party directly to advise them to stop. If the noise continues, Concierge will contact Police Scotland and/or the South Lanarkshire Council Noise Team.

If you wish you can also contact South Lanarkshire Council directly:

- Out of Hours Team (4.30pm to 3.00am): **0800 24 20 24**
- SLC Noise Complaints: https://www.southlanarkshire.gov.uk/info/200169/anti-social_behaviour/194/noise_complaints/2

You should report all cases of anti-social behaviour when known to your Housing Officer during office hours and to Concierge out of office hours. Staff will make every attempt to ask the person involved in the behaviour to stop.

Rubbish Disposal

We also ask that all tenants be mindful of their neighbours and dispose of their household rubbish in the correct manner.

You should split your rubbish into:

- Paper and cardboard
- Glass, tins, cans and plastics
- Non-recyclables (plastic bags and packaging, polystyrene etc.)

When disposing of your bagged rubbish in the bin room, please do not leave rubbish directly at the cage door. This causes a trip hazard and could potentially be a fire hazard.

Bulk Uplifts

SLC have removed the free bulk uplift service for households and there is now a £40 charge for all standard bulk uplift requests. Other charges apply for non-standard uplifts.

Why not ask your neighbour if they have any bulk waste ready to be collected as you could share this cost with them? The more neighbours that get involved, the more affordable it'll be for everyone.

For more information, please visit SLC's website.

Managing Damp, Mould and Condensation



Damp and mould in the home can be a health hazard which causes respiratory problems and exacerbates allergies.

Making sure your home is free of mould and damp is not only important for your health, but it is also your responsibility as a tenant. Our annual safety inspections aim to identify any cases of damp or mould to ensure that

our properties meet Scottish Housing Quality Standards (SHQS).

Preventing damp and mould is much easier than you might think.

This guide explains how some everyday habits contribute to damp indoors and offers some advice to minimise and deal with small damp and mould issues.

How to Prevent Damp and Mould

Air your home regularly

Open windows regularly to make sure your home is well-ventilated. Even when it's cold, moisture can gather in the property. Opening the window allows some of this moisture to escape. Leave window vents open at all times to allow good circulation.

Keep doors closed

Keep bathroom and kitchen doors closed when having a shower or bath, or when cooking. This will prevent moisture from spreading to other parts of your home.

Wipe away condensation

Cleaning the condensation from windows and frames every day will reduce the spread of mould. You can use a rag or towel to wipe away condensation. Leave window vents open at all times to allow good circulation.

Turn your heating on

Running your heating can avoid cold spots, dry out damp, and reduce your chances of getting mould.

Keep an eye out for leaks

Leaky window frames, pipework, walls and doors are common sources of moisture. If you see a leak, you should report it to us as soon as possible so we can deal with the problem. This will also stop the issue from turning into a more serious problem and cause further damage to the property. In the meantime, use a bucket or bowl to collect any drips and make sure to keep surfaces dry with a mop or towel.

Dehumidifiers and damp traps

Using a dehumidifier is a great way to take the moisture out of the air, especially if you dry your clothes indoors. You can buy an inexpensive one from a local hardware store or online.

Disposable damp traps can be cheaper, but over time, you might find it more economical and environmentally friendly to use an electric dehumidifier.



Dry clothes in a ventilated room

Don't dry clothes on radiators. The vapour turns into moisture in the air and is then circulated around the room. This moisture gathers on walls, windows and other fabrics in the home and can increase the risk of mould developing. Instead, dry clothes on a clothes airer in a well-ventilated room. Remember to open a window or use a dehumidifier to minimise the spread of moisture indoors.

Use extractor fans

If you have an extractor fan in the bathroom, always make sure it is running when you're having a shower or bath. If you have an extractor fan in the kitchen, you should also use it to disperse moisture and cooking smells.

If you don't have an extractor fan, open a window when you cook to allow the moisture to escape.

Grow moisture absorbing plants

Some plants can absorb moisture and pollution from the air and are effective at preventing damp. Peace lilies, tillandsia, palms and ferns are all moisture absorbers – some ferns actually thrive in damper rooms such as kitchens and bathrooms - just make sure you keep them out of direct sunlight!

Do not overfill your home

Avoid pushing furniture against the wall, or overfilling wardrobes as this can cause damp and mould to grow and spread. Check behind furniture regularly for signs of damp or mould developing.

Removing Mould

Mould is very easy to remove from non-porous surfaces like tiles, glass, plastics, including UPVC windows and porcelain, like sinks, shower trays and toilets.

All you need is a mould removing spray, available from most supermarkets, and some disposable cloths, like kitchen towel. You just need to spray, wipe and then bin the cloth.

It is more difficult to remove from porous surfaces like wallpaper, walls and ceilings. You may have to do it several times to see an effect.

If you have mould in your property on large area or on a porous surface, please contact us for further advice or to arrange an inspection by a member of the Property Services Team.

WWHC has a robust policy on Dampness, Mould and Condensation which is available on our website.

Keep cosy this winter with these top tips

HOME
ENERGY
SCOTLAND

Whether you're a homeowner, a private or social renter, a student, or you live with your parents, there are lots of things you can do to save energy and lower your bills this winter. Take a look at Home Energy Scotland's quick tips and see how much you could save.

- 1. Keep the heat in** - You can significantly reduce heat loss and draughts by making small changes in your home, and you don't always need a professional installer or DIY skills. Consider putting up thermal door curtains on your front and back doors and close your curtains at dusk to keep the heat in. Or place some reflective radiator foil behind your radiator to reflect heat back into the room that would otherwise be lost through the wall. Read Energy Saving Trust's guide on draught proofing to learn more.
- 2. Get the best energy deal** - Ensuring you've got the best energy deal could make a big difference to your bills this winter. Market comparison websites such as Compare the Market can help you decide which energy supplier is best for you. However, we know that energy tariffs can be confusing. Read our guide to learn about the different types of tariffs.
- 3. Save water, save money** - Showers and baths account for around one third of water use in the average household with most of that being hot water. Making simple changes like swapping a

bath for a 4-minute shower once a week or using a bowl when doing the washing up can make a big difference. Find out more about how saving water at home can help your wallet and the environment on Scottish Water's website.

- 4. Take control of your heating** - Heating controls are your best friend for staying warm without wasting energy. Whether it's a room thermostat, a radiator valve, or a timer, installing and using a full set of heating controls could help you keep your energy costs low and enjoy a cosier home. But remember, turning your thermostat up higher doesn't heat your home faster— it just wastes more energy! Watch our two-minute explainer video that shows you how to master the basics of your heating system.

Home Energy Scotland: Free, impartial energy advice for every household

As winter arrives, rising energy costs are causing concern for many. However, help is available.

Call Freephone 0808 808 2282 Monday - Friday from 8am - 8pm and Saturday from 9am - 5pm. Or request a call-back from a Home Energy Scotland advisor.

OCTOPUS ENERGY FUNDING

We are happy to announce that we secured further funding from energy supplier Octopus Energy to support tenants who are struggling to afford their fuel costs. This is our second year of this funding and we are extremely grateful to Octopus Energy for continuing this support.

To receive this funding you must be in one of the following fuel poverty categories:

- Have an average household income less than £29,200 per year; and/or
- Be in receipt of certain benefits (see footnote below*); and
- Spend more than 10% of your income to heat your home.

One payment can be made per household, and we aim to first contact the tenants who we were not able to support last year. After this, we will make contact with the remaining households.

Prior to making any payment we will require proofs of your income (e.g. screenshots of journals or award letters). We will discuss this with you when completing the checklists to help us to identify who can receive the support.

*PIP/Scottish Adult Disability Payment, Attendance Allowance, ESA, State Pension, DLA or other Disability Payments, Carers Allowance, Council Tax Reduction, Income Support, Child Disability Payment, Child Tax Credits, Housing Benefit, Working Tax Credits, Universal Credit or Pension Credit.

GET HELP WITH YOUR ENERGY BILLS



If you are struggling with your energy bills, contact your energy company as soon as possible. They are obliged to help you find a solution and to help vulnerable customers. If you have energy debt they can also advise on grants that you may be able to access.

There are also other organisations that you can contact for energy help and support so you do not need to struggle with this on your own:

Advice Direct Scotland Energy Advice

As well as providing general energy advice, they can help you contact your energy provider and advise on financial help available, including grants and funding.

Freephone: 0808 196 8660

Website: <https://www.energyadvice.scot/>

Money Matters

As well as advising on benefit and debt issues, Money Matters can assist you with energy arrears and help with Fuel emergencies. You can contact them for help by completing their online enquiry form on South Lanarkshire Council's Website

If you are in fuel emergency call directly on 0303 029 0041.

Citizens Advice Scotland

Their energy advice pages on their website provide information on a wide variety of energy issues. Energy advice and support can also be accessed at your local Citizens Advice Bureau (CAB).

Website: <https://www.cas.org.uk/>

Rutherglen and Cambuslang CAB operate a drop in service at their Bureau on Cambuslang Main Street and appointments can also be arranged for their Whitlawburn Outreach.

Contact **0141 646 3191** for further info of their services and/or to arrange an appointment.

Crisis Grants

You may be able to apply for a crisis grant from the Scottish Welfare Fund if you are finding it difficult to pay for your energy. Further information on eligibility can be found on the South Lanarkshire Council Website.

Crisis grant applications can be made online or by phone by calling **0800 952 0448**.

British Gas Energy Trust

Provides grants to clear gas and electric debt. This fund is open to non-British Gas customers too, so you can apply if you are unable to access help with your own supplier. You do need to have received debt advice before applying and provide evidence of this.

Website: www.britishgasenergytrust.org.uk

Doorbell Cameras

Some of our tenants have installed, or are thinking of installing, doorbell cameras. Before you do so, we would encourage you to read the following:

- Guidance on the use of domestic CCTV - GOV.UK (www.gov.uk)
- Home CCTV systems | ICO <https://ico.org.uk/for-the-public/domestic-cctv-systems/>

Home CCTV systems are permitted to be fitted within our stock and should abide by the rules relating to clear signage and storage of images.



Since its launch at
WWHC in September
2024, 156 tenants have signed
up and users have saved over £500!

Introducing 'Housing Perks' – Download now and get saving!

We have recently launched Housing Perks, giving you access to discounts of up to 10% with over 100 brands and stores, to help you save money with everyday spending. The free app will help you to save money on essentials such as:

- Groceries
- Car Fuel
- Clothing
- School uniforms and equipment
- Home furnishings & DIY
- Family days out

With some of your favourite brands and stores including: Asda, Sainsburys, B&M, Argos, Primark, B&Q, Sports Direct and much more. It's free, quick and easy to sign up and available to tenants in West Whitlawburn.

How to sign up

- Go to your app store and search "Housing Perks"
- Download the app
- Enter your mobile phone number
- Select your housing association or council from the list
- Enter your tenancy reference which you will have received by email, text or post. If you need a reminder of this please contact us.
- Get saving!

The app allows more than one mobile number to be registered against a tenancy reference, so you and your family members can enjoy even more savings!

More information is available on the News & Notices section of our website: <https://www.wwhc.org.uk/news-notices/>

As an organisation we are committed to providing the best possible services to all of our tenants, members, residents and service users, and we welcome your feedback and suggestions on how to improve these at any time.

You can provide feedback and suggestions by any of the following methods:

Tel: Office – **0141 641 8628**
or Concierge – **0141 646 1924**

Email:
enquiries@wwhc.org.uk

By visiting our website
<https://www.wwhc.org.uk/contact-us/> or in-person, at our office.

Energy Advice Service

Whitlawburn Community Resource Centre provided a FREE energy advice service for the local community. Their Energy Advisor, Fiona, will offer help to register on the priority services register for assistance during a power cut, gas emergency or water interruption. It's available for those who are vulnerable, have a health condition or disability (including households with children under 5 years).

If you have any energy and bill concerns, Fiona can guide you step by step on how to save and how to read your bill to make sure you are paying the correct amount. Call the Centre to book an appointment.

Monday	11am – 4pm
Wednesday (at the Food Co-op)	10am – 1pm
Friday	11am – 4pm

Winter Warmer Land Event

The Centre are excited to bring back their 'Winter Warmer Land' event on **Friday 17th January 2025 11am - 1pm**. Hot food, winter coats, school uniforms and energy advice will be available for free! They will also be joined by organisations like *Citizen's Advice Bureau*, *The Wise Group*, *Home Energy Scotland*, *Thistle Credit Union* and Michael Shanks MP Community Team...plus many more. Remember to bring your energy bill!

Men's Group

The Centre started their very own Men's Group in September 2024. The group runs every Monday from 11.30am – 1.30pm. Thanks to local votes from the *Our Place Our Plan Participatory Budget*, the group won partial funding to continue on until next year. For more information on the group, please contact Fiona on **0141 641 5005**.

Fitness Classes

Are you looking to get in shape after the Christmas holidays? Luke Fulton, a personal coach, runs classes every Monday from 6.30pm-7.30pm that include H.I.I.T. exercises and healthy diet tips. A donation of £2 is suggested.

Whitlawburn Food Co-op

The Food Co-op now offers hot breakfast rolls every Wednesday. If you are popping in for your shop, you can enjoy a cup of tea or coffee and hot roll free of charge, or if you wish, a small donation will also be accepted.

For £3, you can buy a bag which includes tinned goods and fresh produce. Contact Claire on **0141 641 5005** or private message the Food Co-op Facebook page: **@WhitlawburnFoodCoop**

Winter Coat Drive

Throughout the year, the Centre continue to run their *Back to School Giveaway* and are also providing winter coats during the colder months. If you would like to donate any new or gently used winter coats or jackets please drop them off at WCRC reception. Donations accepted up until **Thursday 16th January 2025**.

Opening times

Monday to Friday: 10am – 4pm.

Coats are also available at the Food Co-op and Friday Coffee Mornings.



Interested in Starting Your Own Group?

Contact the centre to discuss how they can help:

Tel: **0141 641 5005**

Email: reception@whitlawburncrc.org.uk



Facebook

Keep up to date with other activities and information in the local area: **@WCRCOfficial**

Want to become a Volunteer? Contact Claire at the centre, using the contact information above.



MONDAY

9am - 2pm - Moo Music Toddlers Class - Contact Samantha 07464 934 396

10am - 2pm - Camglen Buddies - Contact Jackie 07899 347 149

11am - 4pm - Energy Advice - Contact Fiona 0141 641 5005

11.30am - 1.30pm - Men's Group - Contact Fiona 0141 641 5005

5pm - 6pm - U.T.D. Sports Under 5's Football - Contact Chris 07738 305 195

5.30pm - 7.30pm - A.J. Dance - Contact Jennifer 07584 483 861

6.30pm - 7.30pm - Coach Fulton Fitness Class with Luke - 0141 641 5005

TUESDAY

5.30pm - 7pm - A.J. Dance - Contact Jennifer 07584 483 861

6pm - 8pm - Cambuslang & Rutherglen Foodbank - 07745 038 795

WEDNESDAY

10am - 2.45pm - Wild & Free Baby Group - Contact Nicole 07413 558 097

10am - 1pm - Energy Advice @ the Food Co-op - Contact Fiona 0141 641 5005

10am - 1pm - Food Co-op - Contact Claire 0141 641 5005

10am - 2pm - Whitlawburn Digital Inclusion Hub Drop-in - Contact Fiona 0141 641 5005

4.30pm - 6.30pm - Limitless Dance Company - Contact Chloe 07412 451 155

5pm - 6pm - REACH Lanarkshire Autism - 0141 641 0068

THURSDAY

10am - 2pm - Camglen Buddies - Contact Jackie 07899 347 149

10am - 3pm - Cambuslang & Rutherglen C.A.B. (by appointment only) - 0141 646 3191

11am - 12.45pm - Little Rascals Baby & Toddler Group - Contact Claire 0141 641 5005

5.30pm - 7.30pm - A.J. Dance - Contact Jennifer 07584 483 861

7pm - 8pm - United Karate Class - Contact 07807 172 843

FRIDAY

10am - 3pm - Cambuslang & Rutherglen C.A.B. (by appointment only) - 0141 646 3191

11am - 4pm - Energy Advice - Contact Fiona 0141 641 5005

11am - 1pm - Whitlawburn Digital Inclusion Hub Drop-in - Contact Fiona 0141 641 5005

11am - 1pm - Coffee Morning @ the Warm Welcome Hub - Contact Claire/Elizabeth 0141 641 5005 (Check out our monthly Upcoming Events poster for the latest activities)

12.00noon - 2pm - Richmond Fellowship - 0141 641 5005

2.30pm - 7pm - Duke Of Edinburgh & Cathkin Awards Centre - Contact Cheryl 07740 984 125

5.30pm - 7.30pm - A.J. Dance - Contact Jennifer 07584 483 861

6pm - 7.30pm - (4th Friday of the month) **More Than Fibro Support Group** - Contact Amanda 07858 911 336

SUNDAY

10am - 2pm - Whitlawburn Community Christian Fellowship - Contact Pam English 07578 715 428 / Whitlawburnccf@gmail.com / Facebook Page - Whitlawburn Community Christian Fellowship



CHRISTMAS CLOSURE

The Centre will close on 24/12/2024 and re-open on 06/01/2025 at 9am

West Whitlawburn Housing Co-operative, Belmont House,
57 Belmont Road, Whitlawburn, G72 8PG. Tel: 0141 641 8628
Email: enquiries@wwhc.org.uk Web: www.wwhc.org.uk

Registered with the Scottish Housing Regulator No. 203

Registered Charity No. SCO38737, VAT Registration No. 180223636

Registered society under the Co-operative and Community Benefit Societies Act 2014



HAPPY TO TRANSLATE