



West Whitlawburn Housing Co-operative Ltd

Summer Newsletter
2015

WWHC Raises Thousands for Welfare Fund Charity!



West Whitlawburn Housing Co-operative has raised thousands of pounds for The Phil Welsh (MBE) Welfare Fund from a football charity event held on Sunday 9th August 2015 at Toryglen indoor arena. The event featured four teams competing for the Phil Welsh (MBE) trophy. The inaugural winners of the trophy were UTD Sports, who also provide football coaching sessions for youngsters at WWHC's Centre Circle sports pitch.

The Phil Welsh Welfare Fund was established following the passing of Phil Welsh in 2013. Phil was a founder member and original chair of WWHC. The event was sponsored by Npower with a number of raffle prizes being kindly donated by WWHC contractors and local businesses.

Paul Farrell, Director of WWHC, said " The event was an outstanding success and was fundamentally about 3 things. Firstly, a commemoration of Phil Welsh who was a massive influence on everyone at WWHC. Secondly it was about raising a significant sum of money to support the Phil Welsh Welfare Fund, and thirdly it was about having fun, with all spectators and players thoroughly enjoying the day".



The Phil Welsh (MBE) Welfare Fund helps alleviate poverty in West Whitlawburn by providing food parcels, grants and loans to anyone in West Whitlawburn who is suffering from the effects of poverty and hardship.

Phil Welsh (JNR) said " It was a great day, a fantastic tribute to my dad and knowing the poorest in our society will benefit from the proceeds is really heartening".



Universal Credit is coming Autumn 2015

Confirmed - Universal Credit is to be 'rolled out' in South Lanarkshire in October 2015.

There has been a lot of media coverage about Universal Credit in general however, the DWP have now confirmed that it will be introduced in South Lanarkshire from 5th October 2015. Universal Credit will have huge implications for our tenants as well for WWHC as a landlord.

It is the UK Government's intention to have it in place for all working age claimants by 2017 however, only a small number of people are expected to be invited to claim the new benefit initially.

The first people to claim UC will be restricted to single people of working age making a completely new claim for benefit. The first claimants will not include single people:-

- With children or who are pregnant
- With an existing or pending claim for IS, JSA, ESA, Incapacity Benefit, DLA or PIP
- Who are a carer
- Who are in or be about to start education or training
- Who are a foster carer

There are other restrictions regarding who will initially be excluded from applying but these are the main ones.

Tenants in receipt of UC will receive their benefit payments monthly and these payments will be made electronically. This means when you move to UC you will need a bank, post office or credit union account that accepts electronic payments. It also means you will have to budget monthly instead of fortnightly.

Of particular concern, for Tenants as well as WWHC, is that rent payments will be paid directly to the claimant as part of the UC monthly payment. You will then be expected to pay your full rent charge to the Co-op every month. This will be as well as any payment due for rent arrears. Currently most of our tenants choose to have their Housing Benefit paid directly to the Co-op which guarantees that they do not run up rent arrears, so, this is going to be a big change for everyone. Only a few Tenants will be able to choose to have payments made directly to the Co-op.

In addition to the above, all applications for UC will HAVE to be made on line, and we are concerned that many of our tenants have no access to a computer and no knowledge of how to use one. In order to help Tenants with this, there is a digital drop-in session in the WRC and you can use a computer to get online. There is also someone there to support you if you need help (see article on page 6). Alternatively, a member of staff from the Housing Management Team will be able to help you.

If you make a claim for benefit and you are invited to claim UC please come and discuss your rent payments with us. We know this is going to have a major impact on the lives of tenants and that some people will struggle financially because of the monthly payments. Our concern is that Tenants will find themselves in rent arrears if they are struggling to manage. We are committed to working with tenants to minimise the effects of UC on their lives but we need Tenants to work with us too.

If you are worried about UC and you want more advice, please contact a member of the Housing Management Team.



MSP Praises WWHC work

As part of Co-operative's fortnight, Richard Baker MSP and James Kelly MSP visited the Co-operative's offices last month. They met with Co-operative Staff and Committee who talked them through how the Co-op came about and the difference that has been made to the community. Both were very impressed and held up WWHC as an example of how the Co-operative model can work.

After the visit Richard Baker commented :

"I was inspired by West Whitlawburn. Crucially, it's more than just a housing provider: it was clear to me that the community centre is a social hub for residents, and the concierge have a close relationship with the tenants who shape their community through an active committee."



James Kelly commented:

"It was great to welcome Richard to Cambuslang. West Whitlawburn is an excellent example of the quality of housing and strength of community which we should aspire to have across Scotland."

What do you think of Cambuslang?

What do you like or not like? What needs to be improved? Cambuslang Community Council are carrying out a survey to find out what people think of the area and their priorities for improvements. The results will be used to develop a new Community Strategy for Cambuslang. Please make your views known by completing the survey at www.cambuslangcommunitycouncil.com or pick up a paper copy at the reception area in the Whitlawburn Community Resource Centre

Callpay- Card payments

We are now fully up and running for taking card payments in the office and over the phone.

Other ways to pay your rent are:

Using your payment card at a Paypoint or Post Office

Setting up a direct debit

Using the Allpay payment app on your smartphone

Over the phone on 0844 557 8321

Online at allpayments.net

If you are experiencing any financial difficulties, please get in touch we are here to help!



Performance Reports

Tenancy Services Report

Turnover and Allocations

Between 17th March and 7th June 2015, there were 134 applicants on the housing list and 85 on the transfer list.

Since 17th March 2015, 17 properties have been re-let.

The average void time for each property was 22 days which is improved from 25 days in 2012/13, but is above our target of 21 days.

	2014/15	15/16 to date
Re-lets	95	17
Direct applications	48%	65%
Transfers	19%	6%
SLC referrals	29%	29%

Rent Collection and Arrears

Arrears	2014/15	15/16 to date	
Current Tenants Target	4.0%	4.0%	During the financial year to date we collected 98.4% of the rent due, compared with 98.2% during 2014/15.
Current Tenants Actual	4.6%	4.4%	
Former Tenants Target	1.0%	1.0%	If you need any help or advice regarding your account or benefits please contact your Housing Officer.
Former Tenants Actual	2.6%	3.0%	

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 and all officers are first aid trained. Since April, 5 of the calls required emergency action.

	2014/15	15/16 to date
Abandoned tenancies	8	1
Anti social behaviour	3	2
Estate management	273	88
Concierge incident report	181	22
Housing alarm calls	304	56

Corporate Services Report

Revenue Income			Revenue Expenditure			
	Budget	Actual		Budget	Actual	
Net Rents Receivable	2,815,414	2,845,590	Management Costs & Maint Overheads	1,536,947	1,441,284	
Other Income	9,654	10,254	Planned Maintenance - Direct Costs	126,902	67,595	
Bank Interest Received	5,500	6,491	Reactive\Void - Direct Costs	560,210	518,499	
			Property Depreciation	158,674	158,674	
			Other Costs	64,714	56,798	
			Bad debt written off	21,171	21,171	
			Private Finance Loan Capital Repayments	158,115	158,115	
Totals	2830568	2862335		2626733	2422136	
			Budgeted Surplus for the period		203835	
Outturn Summary			Actual Surplus for the period		440199	
			Variance\Surplus for the period		236364	

Property Services Report

Item	April to June 2015	Comments
Reactive Repairs		
Instructed	689(83 Void Lines)	
Emergency	72	
Urgent	232	
Routine	302	
Total within Target %		
Emergency	95.83%	3 emergency job lines were out-with target time. 1 of these jobs was an out of hours call out for a heating fault and was outwith the target time by a few minutes. 1 had no explanation for the short delay. The other delay was due to parts for a door entry station
	92.67%	
Urgent		
Routine	92.72%	

Complaints Report

The Co-operative takes complaints seriously and makes every effort to resolve them as soon as possible. We have been operating the Scottish Public Sector Ombudsman RSL Complaints Handling Procedure since October 2012 and will be reporting outcomes to members quarterly. Table below is from 01.04.15 - 30.06.15.

Complaint Details	Stage 1 Frontline resolution	Stage 2 Investigation	Referred to the Scottish Public Sector Ombudsman
Repairs	1	0	0
Policy and Procedure	2	0	0
Staff Conduct	0	0	0
Communication	0	0	0
Service	1	0	0
Total	4	0	0

MSF – Fire Safety Inspections



Please be advised that a Fire Safety Inspection of all MSF Towers will be carried out over the next few weeks, which will include tenant's ground floor cage areas.

Regulations require that no flammable items are allowed to be stored in communal storage areas e.g. Paint, Varnish, Calor Gas bottles etc. Therefore you are requested to check your cage and remove any items that may pose a fire hazard.

If you are unsure what may be deemed as a flammable item, and require further information please do not hesitate to contact a member of the Property Team who will be happy to assist.

Free Fire Home Safety Visit

Fire can happen to anyone. The Scottish Fire and Rescue Service provide free Home Fire Safety Visits. Their staff can help you spot a possible fire hazard, offer advice and guidance and fit smoke alarms free of charge if your home requires them.

A Home Fire Safety Visit only takes around 20 minutes. And that 20 minutes might just save your life.

Visits are easy to arrange.

A Home Fire Safety Visit can be organised at a time that suits you, day or night. The Service would also like community members to think about anyone they know who could be at risk from fire. It could be a friend, relative, or neighbour.

To book a free Home Fire Safety Visit for you, or for someone you know:

CALL 0800 0731 999

or visit www.firescotland.gov.uk

Always ask for official identification - all employees of the Scottish Fire and Rescue Service will be happy to produce this on request.

The Young Ones Youth Club

Will be running a number of trips during the summer holidays, including visits to M&D's, Laser Tag, Ayr Beach and finishing with a Pro Wrestling event in the Centre. For further information contact reception.

Our Digital Drop- in

Now has extended opening hours. These are from 10am – 4pm on Monday and Wednesday. If you need help with job searches or CV's why not drop in to our drop-in!!!

Whit Recycle

Don't forget if you are in need of any household items or maybe unable to afford replacements, our Recycle Project is here to help. You may have just moved into the estate with no bedding, or maybe you just need some extra cutlery. Ask your Housing Officer for more details, or pop into reception at the Centre.



LEAP and Whitlawburn Community Centre Summer Classes for over 50s

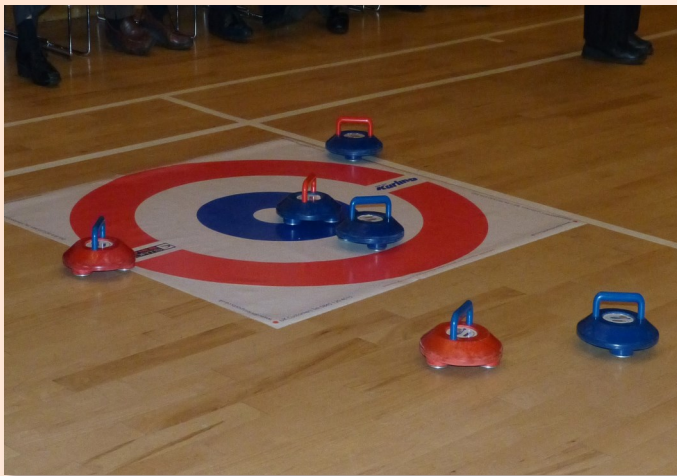
at 57 Belmont Road, Cambuslang, G72 8PG, 0141 641 5005

Since 1992, LEAP (Lightburn Elderly Association Project) has run a successful programme of activities and classes for over 50s in Cambuslang and Rutherglen, and we are currently developing these in other parts of South Lanarkshire thanks to funding from the People's Health Trust.



Why not come along to one of our classes in Whitlawburn Community Resource Centre? Classes are friendly and informal and you'll have the chance to meet new people and try new activities. **The timetable starts the week beginning 14th September and you need to register with LEAP before this if you would like to attend.**

For further information and to register, please contact our Adult Learning Coordinator, Catriona MacGregor, at the LEAP office on 0141 641 5169 or email catriona@leap-project.co.uk.



Tuesday

10.00-12noon- **New Age Curling**-(£3)

A cross between bowling and curling, but no ice is needed...

1.00-3.00pm-**Sporting Memories**-(£3)

Who were your favourite sportsmen and women when you were growing up? What events did you go to and watch? What teams do you support and who are your all time favourite players? Recalling personal memories of sport can prove beneficial in our later years. Why not come along for a cuppa and a blether and find out more?

Wednesday

10.00-12noon-**Art Class**-(£4)

Why not come along, get creative and learn to paint or draw at our fun and friendly art class?

Thursday

1.00-3.00pm- **Photography**-(£4)

Would you like to learn how to use a digital camera, take great photos and transfer the images on a computer? Then this class could be for you! No previous experience necessary.



Lanarkshire Voluntary Housing Forum- Staff Event

Over 80 front line staff took part in a unique experiment in staff empowerment. Since last October a group of front line housing staff from West Whitlawburn Housing Co-operative, Clydesdale Housing Association, East Kilbride & District Housing Association, Wishaw & District Housing Association, Clyde Valley Housing Association, Rutherglen and Cambuslang Housing Association, Forgewood Housing Co-operative, Garrion People's Housing Co-operative and Abronhill Housing Association devised a participative, empowering and enjoyable event for their colleagues as a fun but informative day.

The event was titled "Back to the Housing Future". It involved looking at the historic miners cottages at the Scottish Museum for Industrial Life, a workshop highlighting the current challenges and potential solutions in the Housing Present and finally a briefing and discussion on the Housing Future led by housing academic, Dr. Kim McKee of St. Andrews University.

Paul Farrell, Director of West Whitlawburn speaking on behalf of the Senior Officers in Lanarkshire Housing said: "Front Line staff are under increasing pressures and challenges in the current economic, social and political environment. It is therefore our priority to give the support at this time by allowing staff to meet discuss, identify solutions and network with their colleagues".



Shakeela Savage, chair of the organising group said: "Everyone entered into the discussions and workshops with a genuine enthusiasm and energy. We hope this is a starting point for similar events."

Events were held in May and June at Summerlee, The Museum of Industrial Life.

Lanarkshire Voluntary Housing Forum involves all the locally based housing associations in North and South Lanarkshire.



West Whitlawburn Housing Co-operative Ltd Annual General



**Meeting to be held on
Monday 31st August 2015 at 7.00 pm
Whitlawburn Community Resource Centre, 57 Belmont
Road, Whitlawburn**

Members of the Co-operative are invited to attend the meeting above. The AGM is the main way for members to engage with the co-operative and hear about how the business has been performing over the last year. Your attendance is important to ensure The Co-operative is operating democratically. An attendance of over 45 members or more is needed to ensure a quorum (legal minimum for the meeting to go ahead) so please come along to the meeting.

This year each member will also be asked to vote on a rule change (details will come out with official meeting notice) as well as the usual business of electing the Committee that will take forward the Co-operative's business over the coming year.

Refreshments will be provided.

Jeśli potrzebują Państwo pomocy tłumacza, aby uzyskać od nas informacje na którekolwiek z poniższych tematów, prosimy o kontakt z naszą centralą w celu zaaranżowania spotkania z udziałem tłumacza:

- Konto opłat czynszowych
- Zasiłki
- Zażalenia
- Naprawy
- Przeprowadzka
- Wszelkie inne kwestie mieszkaniowe

If you need an interpreter to get information on any of these topics, please contact our main office to arrange a meeting with an interpreter:

- Rent Accounts
- Benefits
- Complaints
- Repairs
- Moving
- Any other housing issues



Biomass Energy Project Remedial Work Underway

WWHC, like a significant number of our tenants, has not been fully satisfied with the installation and operation of the new heating and hot water system in the MSF and low rise flats.

Detailed investigations with regards to the design of the system and the costs to tenants were carried out which led to firm proposals being put in place by our main contractor, Npower, to resolve the issues identified.

A programme of work began on 1st June 2015 and all flats which have the system installed will be completed in the next few months.

You will be notified by letter of the programmed appointment date for your property with details of all work to be carried out. If you are unable to provide access on the date provided, it would be helpful if you could contact the office at your earliest convenience to arrange an alternative date.

The contractor is also operating a standby list, whereby if there is a no access on the programmed date, they have some back up properties that they can access on that day. If you are able to provide access at short notice and wish to be placed on the standby list please contact a member of the Property Team to discuss your availability.

A tenant satisfaction is being carried out on completion of the works, and so far, the levels of tenant satisfaction has been very high with many positive comments.

A specialist Clerk of Works is employed for the duration of this work who will oversee and sign off completed work.

In addition to this, there will be an independent audit by a commissioning specialist on a number of properties, to give further assurance that the system is operating efficiently.

Given the problems noted, it is acknowledged that the system has not been running efficiently meaning that tenants will have paid a higher rate than would have been required if the system had been running as designed. A refund arrangement is in place.

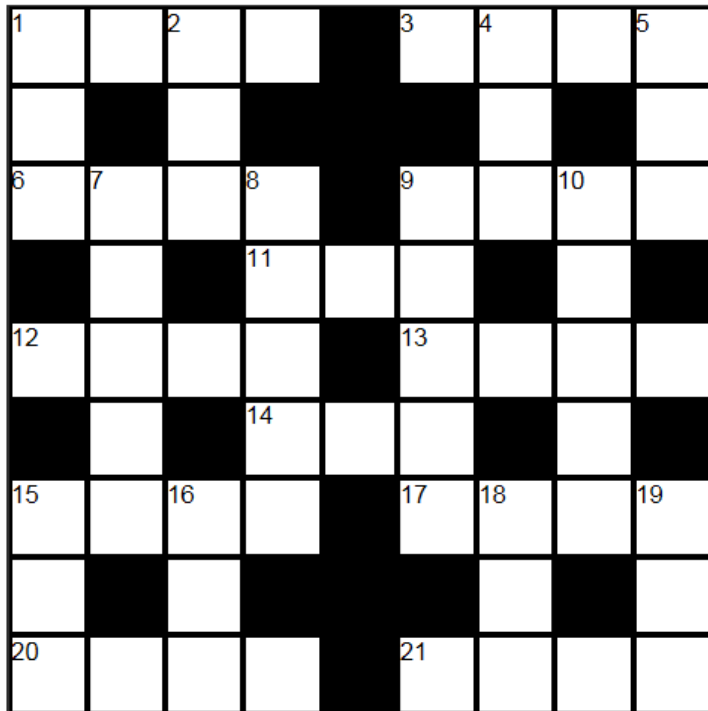
From the date of completion of the remedial work onward, the system will be running as designed and the costs for tenants will be at the correct level.

We will be taking water samples from the heating systems in properties where work has been completed, for testing. The test results will indicate the level of final flush, cleanse and pressure test of the system required in each property and we will notify you of these requirements in due course.

We fully appreciate the inconvenience of another visit to your home in relation to this project but we are sure you understand our need to do so.

Should you have any enquiries or concerns relating to the heating & hot water system please contact any member of the Property Team at the WWHC office, who will do their utmost to help you.

Crossword & Games



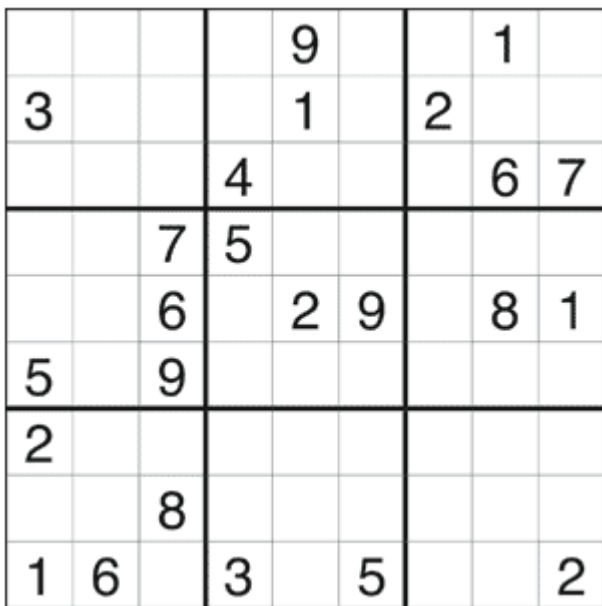
Across

- 1 Child's play
3. Dance movement
6. Cap and gown wearer
9. Alike
11. He's behind the catcher
12. Get rid of
13. Merit
14. Iota precede (Greek letter)
15. _____ of March
17. Patella's place
20. Light brown
21. Potato

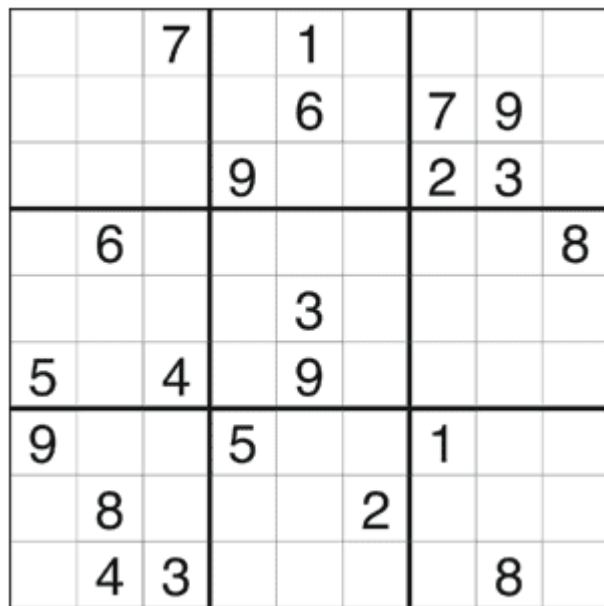
Down

1. Silly Putty container
2. Large body of water
4. A hot drink
5. Round baked dessert
7. Circle shape
8. Tricks
9. Put into words
10. Combine
15. Make angry
16. Corn unit
18. Tot's rest
19. Final; finish

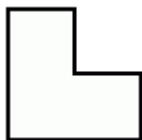
Sudoku- Easy



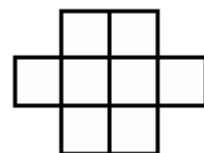
Sudoku- Hard



Slice the picture into 4 identical sections:



Write the numbers 1 to 8 into the squares, so that the squares with consecutive numbers do not touch, neither edges nor corners.



Answers can be found on the bottom of Page 12

