



West Whitlawburn Housing Co-operative

June '14 Newsletter

Tenants very satisfied with West Whitlawburn Housing Co-operative

As you will be aware we have recently conducted a Tenant Satisfaction Survey and we are pleased to report that it has revealed tremendously high levels of tenant satisfaction across all areas of the community. The survey was completed by 259 (40%) of our tenants which is a record number!

The survey showed very positive results from tenants.

- 96% of tenants are very satisfied or satisfied with the overall services provided by WWHC.
- 81% of tenants are happy with their ability to participate in WWHC's decision making processes.
- 83% of WWHC tenants feel their rent represents good value for money.
- 92% of WWHC tenants are satisfied with the quality of their home.
- 94% of WWHC tenants are satisfied with the co-operative's repairs service.

99%

of tenants think the co-operative is good at keeping them informed about services and decisions.

98%

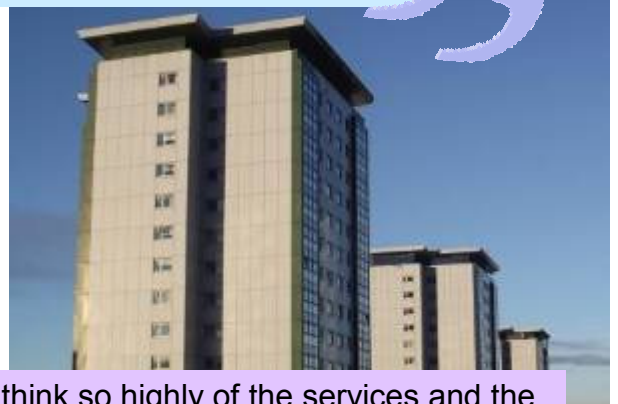
Of tenants are satisfied with the co-operative as a landlord.

98%

Of tenants are satisfied with the Co-operative Management of the neighbourhood.

“By any measure, these are tremendously positive results. This is the acid test of what we do. The most important people, our tenants, have given us a resounding endorsement that all our efforts are proving to be enormously successful for our tenants.”

Paul Farrell, WWHC Director



It is a real delight to know that our tenants think so highly of the services and the quality of housing WWHC provides. This, at a time when resources are very limited, is a huge testimony to the hard work of our Committee and staff. We will strive to continue to deliver such high quality housing and services in the future.

Susan Anderson, WWHC Chairperson

The Co-operative would like to thank all our tenants who took the time to complete the survey!

Fire safety message from Scottish Fire and Rescue



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

If you live in a multi storey flat and your property is served with a bin chute consider the following simple steps which could prevent a fire occurring within the chute.

Always ensure cigarettes are completely extinguished before emptying ashtrays into your bin.

Never force items into the bin chute which will block the chute.

Always ensure the bin chute is not backed up.

If you smell smoke in the bin area or chute phone 999 and ask for the Fire and Rescue Service.

Remember your flat is your safe refuge from fire. If it is safe to do so, return to your flat closing all doors behind you. Stay there and close all windows and doors.

Only leave the safety of your flat if you are affected by heat or smoke or if you are told to leave by fire-fighters or the Police.

The best precaution you will ever make is by asking the Fire & Rescue Service to provide you with a Home Fire Safety Visit.

It is our intention to carry out a Home Fire Safety visit in every multi storey flat in our area. This not only ensures your safety but the safety of all other residents.

This service is free and provided at a time that is convenient to yourself.

The attending crew will provide you with advice on all aspects of fire safety in your home.

It's so easy to arrange! You can get in touch via the following options:

Call...

Call today on
0800 0731 999



Text...

Simply text the word
"Check" to 61611 from your
mobile phone.



Online...

You can also book
online by going to
www.firescotland.gov.uk



WWHC Fundraiser is a Huge Success!

A charity event, entitled 'A Night for Phil Welsh', held recently by West Whitlawburn Housing Co-operative in its Community Resource Centre has been a huge success, raising over £2,000 for the Phil Welsh Welfare Fund and Marie Curie Cancer Care.

The event was the brainchild of Phil Welsh (Jnr) and his daughter Lauren (17). Phil approached WWHC after his father, Phil Welsh MBE, passed away in July last year.

Phil wanted to have a social evening to allow all his family and friends to celebrate Phil senior's wonderful and inspirational life. Phil senior was a founder member and the original Chairperson of WWHC.

Over 150 people gathered on Saturday, 1st March and had a wonderful evening. The event was so successful, Phil (Jnr) and WWHC are considering making it an annual event.

Phil (Jnr) is pictured here with his mum Sadie and daughter Lauren.



Jedi Winner!

As part of the fundraising ideas for The Phil Welsh Welfare Fund, WWHC had a "Guess Jedi's birthday" in which anyone could enter to guess which date Jedi was born. The draw was carried out in the Housing Offices on 1st May and the winning date was 20th November. The lucky winner was our very own Director, Paul Farrell. We would like to thank each and every single person that entered the draw. The grand total raised was £223!!



Energy Project Gaining Momentum

As tenants will be aware, The Co-operative embarked upon the installation of a Community Heating and Hot Water System to all multi-storey and low rise tenemental properties in January 2014.

The project is now making excellent progress. The installation of underground external pipework is now complete and the contractor is working hard to reinstate the grassed areas. The first part of the works which involves the installation of the Heat Interface Unit (boilers) in each property has been going well and we have experienced very few issues with access to date. We would like to take the opportunity to thank all tenants for their co-operation with this.

The Energy Centre is estimated for completion by the middle to end of June. Once this is complete, the Contractor will begin to progress the second stage of the works which is the installation of pipework and radiators and commissioning of the new heating systems. The estimated dates for the second stage of works are:



Bute Tower
9th September
To
2nd October




Benmore Tower
21st July
To
8th September



Arran Tower
21st July
To
13th August



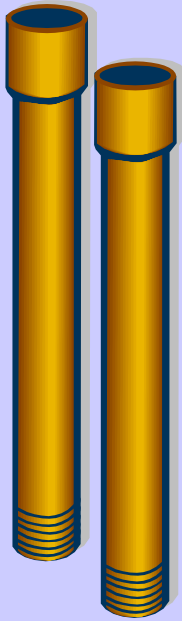
Kintore Tower
21st July
To
13th August



Ailsa Tower
14th August
To
8th September



Roslin Tower
14th August
To
8th September



Albany Terrace

9th September
to
12th September

Hilton Terrace

19th September
to
30th September

Belmont Road

15th September
to
28th September

Clifton Terrace

15th September
to
2nd October

March-ins to all properties are complete and we are now focussing on catching up with those who have not provided access to date. If you have not had your march-in, please contact the tenant liaison officer Carol Kane as soon as possible to make arrangements.

Carol's mobile number is **07764 981 781**. Please note that continued failure to contact us may result in the co-operative assuming you no longer live in the property and we will then begin action to recover the property through our abandonment procedures.

We will be issuing further programme information to tenants in the near future and should any of the dates cause any difficulty, please contact WWHC on 01416418628 or Carol as soon as possible.



An Open event was held recently to update tenants on



progress and future installation dates and we would like to thank those who made the effort to attend. We hope that the information provided was of use but if you have any further queries please do not hesitate to contact the Property team at the co-operative's offices.

This event also promoted activities for children and we had an Easter Egg Competition, Easter bonnet making and arts and crafts. We also had United Sports come along to provide outdoor sporting activities and the mini commonwealth games went down a storm.

We even had a visit from City Building's "Barry the Bunny"





The event was a great success and The Co-operative would like to thank npower and Vital Energi who were the main sponsors of the event as well as the sub-contractors, City Building, CBES and CCP who all contributed to the event and helped make it a huge success. The Co-operative prides itself on being a good client and values good contractors. All involved in this project have shown that they are committed to working in the community not only by their performance on site but also by their involvement and approach to events such as the one detailed above.

Vital Energi also deserve praise for organising a staff raffle which raised £128 for the Phil Welsh Welfare Fund. CBES also made a donation of £250 to the fund and this is greatly appreciated. The Phil Welsh Welfare Fund was set up to honour the memory of Phil Welsh to provide assistance to those in times of need and hardship. The fund is run by The Co-operative and if you would like further information on this please contact a member of the Tenancy Services Team at the Co-operative's offices.

During the march-in stage, a number of questions have been raised with staff. Set out below are some of the most frequently asked questions with answers which we hope will be of assistance.

Frequently Asked Questions

Will I have to lift my laminate flooring/carpets?

No.

All pipework is surface mounted and encased within a plain white composite trunking system. The route that this trunking will take is dependent on your type of property, details of which are available from our Tenant Liaison Officer Carol Kane at any future date.

I was told you will be knocking down walls, is this true?

No.

No walls will be removed; however we will be drilling through certain walls (depending on pipework route). We will be using a specialist drill which ensures that minimal dust is emitted from the works and minimum damage to walls so that any holes are covered by the trunking system to be used. There will however be a significant amount of noise and vibration when this work is being carried out so it is important that you ensure all pictures and other items are removed from the walls and all other breakable items are stored safely during your installation.

Do I need to have a radiator in my kitchen/bathroom?

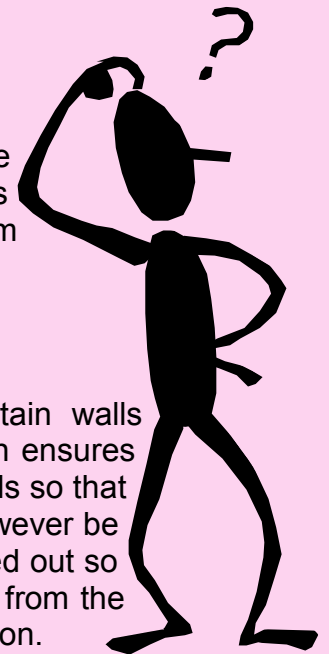
Yes.

Your heating system has been designed using thermal modelling software with radiator sizes being decided using the best practise method of minimising the length and height. The bathroom radiator may seem larger than necessary but bathrooms require more heat because as well as the actual heat loss from additional ventilation requirements, they are required to heat up quicker, and also have to compensate for the presence of additional moisture within the room. These additional factors are also requirements that have been considered when calculating the size of radiators in the kitchen.

Will the guys be using dust sheets?

Yes.

The team that carry out your installation will use either dust sheets (on carpets) or rubber matting (on laminate/wooden flooring). Although the coring machine is designed to keep dust to an absolute minimum, they will also place dust sheets on larger items that cannot be removed from the area when drilling. The team understand that they are working in somebody's home and will treat it and the belongings within in it with the upmost respect.



What rooms/cupboards do I need to clear for my installation?

You will be required to clear all areas where the pipe route is running through your property ready for the arrival of the team that morning. This route would have been discussed with you at your march-in. If you have any queries regarding your pipe route or require any assistance in moving large items of furniture, please contact our Tenant Liaison officer.

How long will the job take?

Approximately One Day.

The team that will be installing your heating will arrive between 8 – 8.30 am and will require access to your property throughout the day. We hope to have the work completed by 5pm but may need to work later if we come up against any particular issues during the installation. We therefore ask that you please bear with us and if you have anything planned after this time to please let our Tenant Liaison Officer know in advance so that we are aware of your requirements. It is not a problem if you need to go out at any time during the installation; however you will be asked to sign a form stating you have given permission for the works to continue in your absence.

Will my heating be switched on that day?

Yes.

Yes, your heating system will be installed, tested and fully commissioned by the end of the day. If for any reason we cannot complete the works and the system is not fully functional, we will ensure that you have an alternative heating arrangement in place if required until the works are complete.

Will I be shown how to use the system?

Yes.

We will set your system up for you on the day to your desired requirements and show you how to adjust it if necessary in future. We will also run through how the system works including your new metering system and leave you with a full how-to guide for future reference. If you require any further assistance then our Tenant Liaison officer will be available to help.

When will my old water tank be removed (Low Rise Properties)?

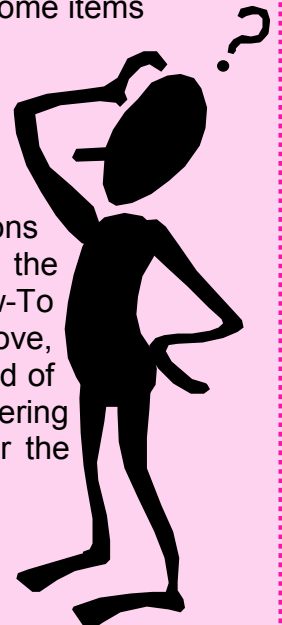
During your second visit.

We will leave your hot water tank in place until your second visit and your new heating and hot water system is fully functional. This will free up and compensate for the loss of the adjacent cupboard where your HIU will be installed during your first visit. It may therefore be necessary for you to make temporary alternative storage arrangements for some items during the time period between these two dates and apologise for any inconvenience.

When will I be given more information about the new metering and billing system?

Next Event.

Our next event will provide information and answer any of your questions regarding the heating tariff and metering system. We will also give you all the necessary information you require during your second visit and in the How-To guide which we will leave with you for future reference. As detailed above, another event is planned for towards the end of June, tenants will be notified of this separately, which will update tenants further and also focus on the metering side of the installation. Further details of this event will be issued nearer the time. We hope you will be able to attend.



The Right To Repair

The Housing (Scotland) Act 2001 sets out arrangements, which apply to all WWHC tenants, in relation to tenants rights to a satisfactory repairs service. Given the very high quality of the WWHC repairs service it is not envisaged that tenants will often require to exercise these rights. These rights will have been explained in detail to tenants who have signed the new WWHC Scottish Secure tenancy agreements. WWHC has agreed policy and procedures in relation to the Right to Repair and the undernoted outlines the arrangements:

Qualifying Repairs under the Right to Repair

Repair	Number of days to complete repair
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1 day
Blocked sink, bath or drain	1 day
Loss of electric power	1 day
Partial loss of electric power	3 days
Insecure external window, door or lock	1 day
Unsafe access path or step	1 day
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1 day
Loss or partial loss of space or water heating where no alternative heating is available	1 day
Toilet not flushing where there is no other toilet in the house	1 day
Unsafe power or lighting socket, or electrical fitting	1 day
Loss of water supply	1 day
Partial loss of water supply	3 days
Loose or detached banister or hand rail	3 days
Unsafe timber flooring or stair treads	3 days
Mechanical extractor fan in internal kitchen or bathroom not working	7 days

Procedure

When a tenant reports a qualifying repair (see list) WWHC must inform them of their Right to Repair. At this stage the appropriate member of the WWHC staff team should decide whether or not the repair requires pre-inspection. In line with WWHC procedures a percentage of all repairs must be inspected. In accordance with the statutory requirements of the Right to Repair WWHC must inform the tenant of the following:

- The maximum time period within which the contractor can carry out the repair (see above)

- The last possible day that the repair can be carried out within the legal timescale (again see above).
- Issue the tenant with the name, address and contact number of the main contractor, plus the same details for at least one other contractor from the approved contractor list (see list below).
- Establish access details from the tenant.
- Inform the tenant that should the repair not be started on the last day, they may contact another contractor from the approved contractor list. Tenants cannot choose a contractor who is not on this list. Once this alternative contractor contacts WWHC informing us that they have been instructed by the tenant who has exercised their Right to Repair to carry out the repair, WWHC must compensate the tenant to the amount of £15.
- The alternative contractor has the same timescale as the original contractor, from the date of instruction. If they fail to complete the repair within these timescales, then WWHC must compensate the tenant £3 per working day until the repair has been completed. The maximum amount of compensation is £100.

Exceptional Circumstances

It should be emphasised that any tenant who is wilfully denying access renders their Right to Repair null and void.

Under exceptional circumstances whereby the main contractor cannot complete the repair within the arranged timescales for reasons outwith their control (eg. unusual materials required or severe weather) alternative arrangements can be made. In such circumstances WWHC can extend the timescales however WWHC must inform the tenant of these changes.

Are you struggling to pay your bedroom tax?

As you will be aware, April 2013 saw the introduction of the changes to housing benefit known as the "bedroom tax". This was a new charge affecting people of working age who live in a property that is larger than they need.

There has been a lot of publicity in the press about this charge being abolished however this is not the case and it looks like the bedroom tax is here to stay for the foreseeable future. Thankfully there is help available for tenants who are struggling to pay the charge.

South Lanarkshire Council have been given funds by the Scottish Government to help tenants who are struggling financially. The payments are called "Discretionary Housing Payments" and we can help you apply for it online.

On 2nd May 2014 the Westminster Government agreed to allow the Scottish Government to put additional money into the Discretionary Housing Payment budget so there will be additional funds to help Tenants.

If you are struggling to pay your bedroom tax charge, please make an appointment at our office to discuss applying for a Discretionary Housing Payment.



Performance Reports

Corporate Services - Income and Expenditure

Revenue Income & Expenditure for the period April 2013 to December 2013

Revenue Income			Revenue Expenditure		
	Budget	Actual		Budget	Actual
Net Rents Receivable	£2,123,837	£2,139,834	Management Costs & Maint Overheads	£1,060,670	£1,049,321
Other Income	£9,654	£39,279	Planned Maintenance - Direct Costs	£85,673	£93,132
Bank Interest Received	£225	£8,446	Reactive\Voids - Direct Costs	£409,085	£397,079
			Property Depreciation	£171,762	£171,762
			Other Costs	£57,334	£53,037
			Bad debt written off	£9,634	£9,634
			Private Finance Loan Repayments	£122,686	£122,686
Totals	£2,133,716	£2,187,559		£1,916,844	£1,896,651
			Budgeted Surplus for the period		£216,872
Outturn Summary			Actual Surplus for the period		£290,908
			Variance\Surplus for the period		£74,036

Operations Quarterly Repair Performance

For period October 2013– April 2013

Type of repair	No of repair lines raised <i>Total number of repairs – 1,696</i> <i>Empty house repairs - 216</i>	Comments
Emergency	226	9 (4%) of these repairs took longer than our target of 24 hours.
Urgent	276	19 (7%) of these repairs took longer than our target of 3 days.
Routine	678	38 (6%) of these repairs took longer than our target of 7 days.

Tenancy Services Performance Report

Turnover and Allocations				
At the end of March 2014, there were 201 applicants on the housing list and 108 on the transfer list.				
<p>Since April 2013, 95 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.</p>			2012/13	2013/14
	Re-lets		94	95
	Direct applications		46%	48%
	Transfers		18%	19%
SLC referrals		36%	29%	
Rent Collection and Arrears				
Arrears	2012/13 3	2013/14	<p>During the financial year we collected 98.2% of the rent due, compared with 98.6% during 2012/13. This is as a result of welfare benefit changes.</p> <p>If you need any help or advice please contact your Housing Officer.</p>	
Current Tenants				
Target	4.6%	4.0%		
Actual	4.0%	4.4%		
Former Tenants				
Target	0.9%	1.0%		
Actual	1.9%	1.5%		
Estate Management				
<p>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, 11 of the calls required emergency action.</p>			2012/13	2013/14
	Abandoned tenancies		17	14
	Anti social behaviour		3	10
	Estate management		115	159
	Concierge incident report		117	180
	Housing alarm calls		353	394

Co-operatives Fortnight



21st June to 5th July 2014

Co-operatives Fortnight is the perfect opportunity to get connected and discover all kinds of co-operative businesses that are local, loved and trusted.

Here are some ways you can take part...

- Get the goods**: We can kit you out with all the materials you'll need to shout about Co-operatives Fortnight.
- Express yourself**: Blog, tweet or post our countdown messages to Co-operatives Fortnight.
- Strike a pose**: Get your hands on a supersized heart and take advantage of this perfect photo opportunity for your local media.
- Keep it local**: Help end the school year on a high and encourage local children to discover co-ops by taking part in a school assembly.
- Be 'appy**: Check your co-op's app entry is up to date so people can find you. www.uk.coop/cooperate
- Get political**: MPs love finding out what's going on in their local community so invite them down to your co-op.

Useful Numbers

Benefit Enquiries	0845 608 8645	Community Resource Centre	0141 641 5005
Cambuslang Q&A	0303 123 1012	Concierge	0141 646 1924
Cambuslang Citizens Advice	0141 646 3191	Housing Benefit/Council Tax	0303 123 1011
Police	101	SLC Dog Fouling	0845 740 6080
Scottish Gas (Emergency)	0800 111 9999	NHS24	111
Scottish Water	0845 601 8855	Tax Credits	0845 300 3900
SLC Land Services (Bulk up-lifts)	0303 123 1020	Scottish Welfare Fund	0303 123 1007
Social Work Department	0141 613 5000	Scottish Power- Power cut	0845 27 27 999

