

WEST WHITLAWBURN HOUSING CO-OPERATIVE AUTUMN 2012 NEWSLETTER

Reform to Benefit System Causing Major Concern

It was evident from the recent "How Can You Benefit" workshops that the UK Government Welfare Reforms are causing huge concerns for our tenants. One of the main areas causing concern is the under-occupation charge or the "Bedroom Tax" as it is commonly known.

From April 2013 if you are of working age (between 16 and pension age) and if under the Government guidelines you are deemed to be under-occupying your home; your Housing Benefit will be reduced. You will then have to make up the shortfall between your Housing Benefit and your rent charge from your other income.

Did you know..

If you are a single person or a couple in a property with more than one bedroom you are under-occupying?

The following are classified as under occupying:
Single person/couple living in a property with more than 1 bedroom
If you have an extra room for a child or children you have access to.
Children under the age of 10 are expected to share a bedroom with another child regardless of their gender - if you have children under this age and they have a bedroom each you will be considered to be under occupying
Children under the age of 16 are expected to share a bedroom with another child if they are the same gender - if you have children of the same sex under this age and they have a bedroom each you will be considered to be under occupying.

The reduction in your Housing Benefit will depend on how many extra rooms the

Government states you have in your home. If you have 1 extra room your Housing Benefit will be reduced by 14% (about £12 per week) and if you have 2 or more extra bedrooms your Housing Benefit will be reduced by 25% (about £22 per week).

There will be some exceptions to the "bedroom tax" for people who are vulnerable however the

Government do not anticipate that many people will be exempt.

You can get help with your benefits through the CAB at the Resource Centre, just contact 0141 641 5005 for an appointment.

If you want to discuss the implications of the under-occupancy charge, please contact your Housing Officer.



You might want to think about the following:
Can someone move in to your home and share the costs with you? Remember if you want someone to move in you need to ask permission.
Can you move to a smaller flat? If you want to put your name on our transfer list we will consider you for another property or you could register for Home Swapper for an exchange.
Can you maximise your income?
If you work: can you get more hours at work? If you are in receipt of benefits: are you receiving everything you are entitled to?

Staffing Update

Davie Thomas and Sammy Smith have both been appointed to our Concierge Team on a full time permanent basis. Davie has been with us on a temporary contract since February this year and has now secured a full time position.

Sammy joins us from GHA and has a wealth of knowledge and has worked in various sites across the city. Sammy brings with him a wealth of experience and we wish them both a long and happy future with West Whitlawburn Housing Cooperative.



Sammy Smith



Davie Thomas

Congratulations to Stephanie McPeake who gave birth to her second baby girl at the beginning of August. They have named her Sophie and both mother and baby are doing well.



A Message from Terry

Hello Everyone,

Just a wee note to thank you all for the lovely gifts and brilliant send off you gave me on my retirement.

Paul gave me a red face (not easily done) when he reminded me (and everyone else) of some funny incidents that had occurred over the years, thanks Paul.

A big thanks to Anne Anderson who spoke on behalf of the committee, thanking me for my service to the co-op over the past 28 years. It's good to know I was appreciated.

A special thanks to the tenants, who I have enjoyed working for.



We have been through a lot of changes together since 1984. There has been some sad times, but a lot of laughs as well. I am going to miss all the banter/gossip. Thank you all for your generous gifts and lovely cards.

Thanks also to the children who made lovely cards for me.

To all my colleagues, concierge officers, main office staff and bonus ball staff, it has been a pleasure working with you all.

Last but not least, I want to thank Raymond my manager, for putting up with me for the past 16 years (I hope it's not been too bad)

I would like to wish the two new concierge officers good luck and I hope you both enjoy working for WWHC as much as I have.



Best wishes everyone. Tara, Terry.

Upkeep Furniture Project

Upkeep Furniture has recently opened its third furniture reuse shop in Rutherglen Glasgow. The new store located at 24 Main Street, Rutherglen is Upkeep Furniture's third shop offering a full range of reused furniture, providing low cost but high quality furnishing solution to the local community.

Upkeep Furniture is an award winning Furniture Reuse Project based in the East End of Glasgow. The project was set up with three main aims;

- 1) Firstly, to reduce waste sent to landfill by diverting good quality, reusable furniture
- 2) To provide low cost, good quality and desirable furniture to the local community
- 3) To provide a variety of voluntary positions to members of the public creating a volunteer centred organisation

Complimenting our existing shops in Shettleston and Easterhouse the new shop allows Upkeep to divert more furniture away from landfill than ever before and enables the project to offer our services to a much wider audience.

For more information contact Recycling Manager John Thomson on 0141 764 3793 or email john@upkeepglasgow.org.uk



Late Night Office Opening

Please note we are providing a late night office opening on a Thursday night. This will be on an appointment only basis and last appointment is at 6pm. Please contact the office to arrange an appointment.

All new way to pay your rent

You can already pay your rent by using your rent payment card at the Post Office, PayPoint, online and over the phone, now you can even do it using your mobile.

Simply use your smart phone and scan the image at the side to download the app to your mobile. It has never been easier to pay your rent from the comfort of your own home.

If you are struggling to pay your rent, please contact your Housing Officer straight away on 0141 641 8628.



Laundries

Please note that clothes should not be left unattended in the laundries. If clothing has been left for more than 24 hours, it will be removed by concierge. Please ensure you remove all items when you have finished with the service. Thank you!



Fuel Poverty and New Heating System

For a long time WWHC has been concerned that many of our members/tenants are suffering significant problems of rising energy bills and heating systems which are difficult to control. The electric white meter heating systems currently installed in the multi-storey flats and low rise tenemental properties are expensive to run and relatively inefficient.

We are hopeful of developing an innovative solution to these problems.

A state-of-the-art Bio-Mass energy centre which is designed to provide wet central heating systems, plus domestic hot water to MSF and tenemental properties is our ambitious plan. Not only would WWHC member/tenants benefit enormously from this system but the eco-friendly nature of the scheme would provide huge reductions in carbon emissions, our part in saving the planet.



We are edging ever closer to this project becoming a reality. The overall cost of the project is estimated at £7.8m.

With significant financial support in the form of grants and loans already secured from a range of partners, we are cautiously optimistic that this project could commence next year. Watch this space!

The Fruit Barra

The Fruit Barra runs each week in Whitlawburn. Thursday 10.30am-2.30pm and Friday 5pm-7pm

The Fruit Barra is run by volunteers who provide a quality service for the residents of Cambuslang and Rutherglen. They provide high quality, low cost fruit and veg for sale, fruit baskets can be made to order and if you have a special request for more unusual fruit or veg, they will be happy to help try and help.

Pop along for a chat with Helen, Martha, Grace and Gail and if you are interested in becoming a volunteer with the Fruit Barra, we will be happy to welcome you.

For Further information please call Jan or Martin on 0141 646 0123



Albany Terrace Play Area Funding Application Successful

Whitlawburn Community Resource Centre is delighted to announce that it has secured funding from Biffaward in partnership with West Whitlawburn Housing Co-operative to replace the existing play equipment with a brand new log effect trim trail which is designed to improve strength, climbing, balance, flexibility, agility and teamwork and encourage fitness & exercise suitable for ages 6+.

A new slide with fireman's pole & net access, a bird's nest swing and an angled wacky spinner is also included which is suitable for ages 4+. A swing will also be located in the existing toddlers play area.

The contractor The Play Practice (Scotland) Limited has been appointed. The equipment is in manufacturing process with a projected start mid October and completion in November.



(MUGA) Multi Use Sports Games Arena and Adult Fitness Equipment Project

Update from last newsletter ...we are currently awaiting programme information from Community Payback Service on the installation of 5 pieces of outdoor fitness equipment suitable for ages 15+ to be positioned in the grass area next to WCRC/WWHC Offices and the Multi Use Sports Games Arena which will be situated next to the Centre Circle Pitch.

Community Payback Service are also carrying out de-weeding/shrub cutting in the Millennium Park, their help is much appreciated.



The Den

The Den is a free, confidential youth health service for males and females aged 12 to 25 years. It offers a Drop In service and Peer Education

The Drop In -is held in Rutherglen Health Centre every Thursday. Visit our Facebook page The Den Project to find out our new opening times and please don't forget to like us!!

We are currently re-launching the Drop In and now offer even more exciting workshops and activities. The re-launch will be held on Thursday the 21st of September from 5 till 7pm. We will have lots of exciting activities including skateboarding, climbing wall, Digi bus, big fun family games, music, a free buffet and a prize draw with lots of exciting prizes See our Facebook page for more details.

Peer Education- is an approach to health promotion, in which young people are supported to promote health-enhancing change among their peers.

The Den is currently recruiting new Peer Educators. To find out more contact:

Jane Horne: 0141 646 0123 or 07565 547271 or email janeh@healthynhappy.org.uk or

Dominic Sinclair: 0141 641 6530 or 07565 547272 email dominic.sinclair@yls.org.uk

Community Art - Project 31 - in partnership with Pride of Place

Project 31 secured funding from Pride of Place to carry out a community art project, in consultation with the Out of School Care and Parent & Toddlers Group the design they agreed on was a beach mural. This involved painting a beach mural on an area of wall identified within the Millennium Park; installation of an aluminium beach hut, along with some sand and beach artefact.



Lorna Bamford & Elizabeth Dewar the Community Artists leading the project, with volunteers Jackie Ely, Elaine McKay and Stuart Walker worked

for over a week on the design.

The area is designed to be a place for children to play imaginatively and has already been visited by lots of potential pirates and mermaids. An opening to mark the completion of the project is planned.



The provision of these items will greatly enhance facilities for the local community!

International Year of the Co-operative

A new report published for 2012 shows that Co-operatives are doing better than other types of businesses throughout the UK in recession time. Co-operatives are owned and controlled by the people who benefit from the services and co-operatives grew by 1.5% when the rest of the UK economy shrank by 1.7%. This shows that co-operatives are more resilient in difficult times.

In recessions there is little money to go around the co-operative model is perfect as decisions are made by the people who know most – the customers, tenants, farmers, workers not shareholders or people who are motivated by profits.

With a turnover of £35.6 Billion pounds annually the UK co-operative movement is a big player in businesses, whether that be a community business like WWHC or a big international business like Lurpak Butter which is owned by dairy farmers in Denmark or Ribena blackcurrent juice which is supplied by blackcurrent growers co-operatives in the UK.



There are 578 co-operatives in Scotland which had a turnover of £4 Billion last in 2011.

There's more than 450 new co-operatives starting up in the UK every year – they'll become a much bigger part in how Britain re-builds the economy. It's people power that underpins the co-operative ideals and business type and that is why it'll be a popular choice for new businesses in the future.

The full report can be found at www.uk.coop/economy2012



2012 UNITED NATIONS
**INTERNATIONAL YEAR
OF CO-OPERATIVES**
We build a better world



The Scottish Housing Regulator

An inspector calls, well there were five of them actually.

On the 1st April 2012 the Scottish Housing Regulator's new regulatory regime for all Registered Social Landlords in Scotland commenced. The main aim of the regulatory regime is to provide the best possible outcomes for tenants and service users of Registered Social Landlords such as WWHC, a mission which WWHC warmly applauds.



WWHC received a visit from the regulation team in May 2012. The main areas of focus for the inquiry team were:

- WWHC compliance with the Scottish Housing Quality Standard
- Asset Management – an awareness of challenges which lie ahead
- Former tenant arrears
- Re-let times
- Reactive repairs categorisation

The visit was conducted on 28th, 29th, 30th May 2012 and The Co-operative received a final report on the visit on Friday 3rd August.

The Management Committee is very pleased with the outcome of the report overall and the report is very positive. The full report runs to seven pages and is available for members/tenants to peruse on our website www.wwhc.org.uk

A considerable amount of staff and committee time was consumed by the visit and we estimate the costs to WWHC to be in the region of £7000.

The main findings of the report are very positive with the Regulator confirming WWHC is well on course to meet the Scottish Housing Quality Standard by 2015 and confirming also that WWHC has a good awareness of the strategic asset management risks we face and we are planning to deal effectively with those risks such as the welfare benefit reforms and the Scottish Governments 2020 climate change targets.

A WWHC action plan is being developed to ensure WWHC has a culture of continuous improvement.

Camglen Radio

Are you age 8 – 15?

Learn to present your own LIVE radio show and become part of a real radio station!

The Camglen Radio Youth Group starts soon, and we are looking for new recruits!

Present shows using professional broadcast equipment! Write your own jingles! Say "HI" to your friends & family on live radio!



Call Tam on 0141 646 0123 to find out more information! www.camglen-radio.org www.facebook.com/CamglenRadio

Another Glowing Report for Bonus Ball Out of School Care

Bonus Ball Out of School Care received another glowing report from Social Care and Social Work Improvement Scotland (SCSWIS) this week after an unannounced inspection of the service. In the inspection report the Out of School Care is graded in several areas including; Quality of Care and Support, Quality of Environment, Quality of Staffing and Quality of Management and Leadership.

Bonus Ball Out of School Care were given the following grades in these areas:

Quality of Care and Support 6 Excellent
Quality of Environment 5 Very Good
Quality of Staffing 6 Excellent
Quality of Management and Leadership 5 Very Good

The inspection also takes the view of the people using the service into account, the report states "Children were happy and confident and spoke freely with us"

Here are some of the comments the kids:

"Sometimes we have meetings, they ask us what we want to do and if they can do anything better"

"We wear high visibility vests, this is so we don't get lost on outings, we look after one another"

"We suggested going to Troon beach, that's where we are off to today"
"I have been coming here a long time, if there is anything you want to know just ask me"

Parents and carers' views were also taken into account in the report, some of their comments included:

"I am very happy with the staff they are approachable"
"this is a well run service"

"What a lovely service, my children love coming here"

The inspection report summarised that "The service shapes the programme of activities by listening to parents' and childrens' views. It provides a happy and safe environment to enable children to play and have fun"



To find out more about Bonus Ball Out of School Care or to join us call us on 0141 641 5005. You can also visit our web page-www.whitlawburncrc.org.uk/bonusballoutofschoolcare and leave comments about the service and remember you can now also follow us on on twitter-<https://twitter.com/bboosc>

G-Tea's Café

G-Tea's Cafe awarded Healthy Living Award for further 2 years

After a recent inspection, G-Tea's Cafe, Whitlawburn Community Resource Centre's community cafe, has been awarded the Healthy Living Award for a further two years. G-Tea's originally received the Healthy Living Award in 2010 and we are very pleased that the award has been granted for a further two years. G-Tea's achieved the Healthy Living Award for "having met and demonstrated an ongoing commitment to the award's national standards of good practice"



Well done to John Kenny and the cafe staff and volunteers for achieving the award. The healthy living award is a national award for the foodservice sector in Scotland. You can find out more by visiting their website at www.healthylivingaward.co.uk

Get cooking with G-Tea's Cafe

Would you like to be the next Gordon Ramsay or Nigella Lawson? If so G-tea's Community Café are starting cooking courses in Whitlawburn Community Resource Centre.

Courses for adults start on Monday 29th October from 6pm to 7.30pm. Training will be given by G-tea's resident chef John Kenny who has over 30 years experience in the catering industry so you'll be cooking like a pro in no time.

For more details and to register your interest in the courses please contact Ann Glasgow from Community Learning on 0141 630 7520.



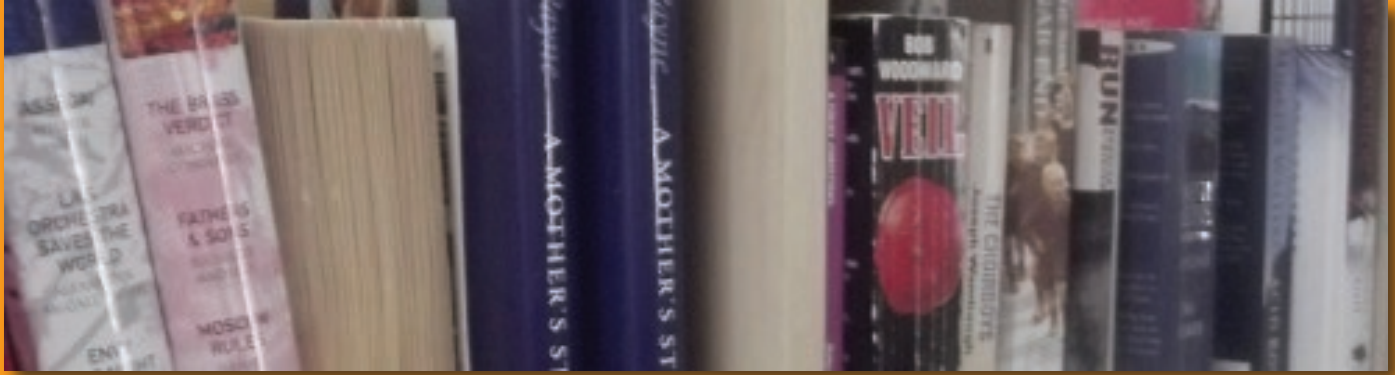
Book your Christmas Lunch at G-Tea's

Don't forget, Christmas is just around the corner so book your Christmas lunch at G-Tea's where our friendly café staff will be serving up some delicious Christmas delights at affordable prices. Take a look at the Christmas Lunch Menu to see what Christmas treat's will be getting served up this year. To book your Christmas lunch call us on 0141 641 5005 and ask for John the Catering Manager.



G-Tea's-The Book Swap Club

The idea of the Book Swap Club is to borrow a book, bring it back the next time you visit the club and swap it for another. We have hundreds of books by many different authors and lots of different genres, from autobiographies to childrens books to thrillers. There will be a book for every taste. Why not come along to the opening day on Wednesday 17th October from 2:30pm- 4pm in G-Tea's, there will free tea, coffee and biscuits. All ages welcome, bring a friend and come and meet new friends. After the opening day the club will be held on a Thursday morning from 10am-11:30am, tea and coffee on these dates will be 50p for club members on production of your club membership card. Visit us on the website for further info. www.whitlawburncrc.org.uk



Youth Club win Community Spirit Award

Whitlawburn Community Resource Centre's Youth Club won The Community Spirit Award at the recent 'Regen:FX Youth Trust' Stories of Success awards ceremony which took place at South Lanarkshire Council's Head Office in June this year.

The Youth Club won the award due to the sustainment of quality youth provision over the last seven years, continually targeting, re-targeting and engaging with young people to keep youth club attendance high every week and for being the only independent youth club existing mostly on its own funds.

Youth Club worker Mick Hall said "The Community Spirit Award was available for all youth club in South Lanarkshire, for our Youth Club to win it over all those is amazing"

Three Youth Club volunteers also picked up awards. John and Phyllis Logue were awarded their



Youth Training Course Certificate and John, who has been a volunteer at the Youth Club for over ten years also picked up an Achievement Award from Regen:FX Youth Trust for being a long serving volunteer.

Nicole Burns won the volunteer of the year award for her commitment to the Youth Club whilst doing advanced highers, taking part in her school show, volunteering for CHI and being a peer educator for The Den health Initiative. Nicole also passed the Advanced Youth Work Training programme provided by Regen:FX.

Well done to the Youth Club and the hard working

volunteers for winning the awards, theirs truly is a story of success.

Whitlawburn Community Resource Centre is delighted to continue their support of the Youth Club.

On average between 40 and 50 young people attend the Youth Club every week and there is 60 young people registered. To find out more about the Youth Club call us on 0141 641 5005.

Make your choice with CHOICES at The Trust



Choose your topic(s)

- Stress Skills
- Mood Foods
- Relaxation
- Coping with Change & Transitions
- Managing Relationships
- Time Management
- Communication - Talking to your Children about Difficult Issues
- Living with ADHD and Autism
- And more...

Choose your venue

- Whitlawburn Community Resource Centre (formerly The Bonus Ball)
- Burgh Primary School

Running from September to December, daytime and evening. For further information and to book, call Lesley on 0141 641 5236 or email lesley@healthynhappy.org.uk. Enquiries from partner organisations are also welcome.

For more information on this press release, please contact Jane Churchill on 0141 646 0123 or e-mail: jane@healthynhappy.org.uk.



Whitlawburn Community Consultation

Healthy n Happy Community Development Trust are in the final planning stages of developing a questionnaire and will soon be in your area undertaking a community consultation

- would you like your say on what happens in your area
- what local issues would you like addressed
- would you like to know more about employment, training and education opportunities in the local area

Trust workers will be in the area in the near future, please help us support your community by completing a questionnaire and help improve the community spirit in Whitlawburn

If you would like further information regarding the consultation or would like to volunteer as a community researcher then please call Jan on 0141 646 0123 or email to jan@healthynhappy.org.uk

Launch date of the consultation 27th September 3-6pm please look out for more details coming soon.

*If you have any reason to formally complain about an aspect of service you receive or request from WWHC, initially you should raise the matter, preferably in writing, with the WWHC. If you are still unhappy you may have recourse to raise the complaint with:
Scottish Public Services Ombudsman, 4 Melville St. Edinburgh, EH3 7NS*

Performance Report- How are we doing?

Property Services

Of the 4 urgent jobs completed outwith target, 3 were due to specific access requirements of the tenants which took them outwith target timescale. Of the 18 routine jobs completed outwith target, 14 were due to parts/specific access arrangements made by tenants. Of the 464 repairs instructed, 22 qualified under the Right to Repair. All were completed within target.

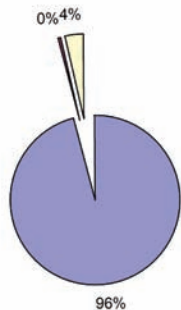
Repair Services

| Reactive Repairs | April-June 12 | Total complete within target |
|------------------|---------------|------------------------------|
| Instructed | 464 | 464 (100%) |
| Emergency | 112 | 111 (99.11%) |
| Urgent | 36 | 32 (88.89%) |
| Routine | 316 | 298 (94.30%) |

Corporate Services

Finance

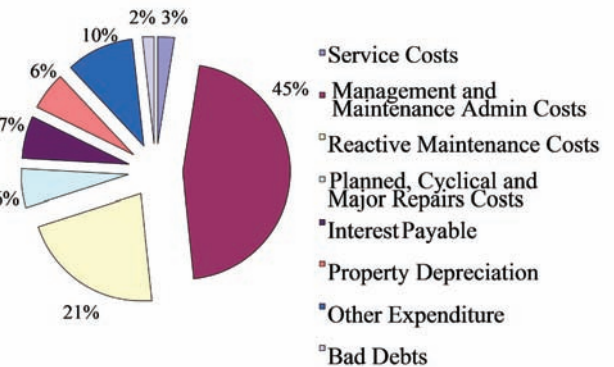
REVENUE INCOME



Income from Lettings Bank Interest Other Income

The graphs show the Revenue Income and Expenditure for the Co-operative from April to August 2012.

REVENUE EXPENDITURE



Tenancy Services

Estate Management

We recently conducted a waiting list review by contacting everyone on the lists to check they were still interested in housing in West Whitlawburn. At the end of Aug 2012, there were 154 applicants on the waiting list and 78 on the transfer list. Since April 2012 the turnover was 8% with 53 properties being re-let. The average void time for each property was 22 days which is improved from 30 days in 2011/12, but is still above our target of 21 days and we are working to improve this.

| | 2011-12 | April-Aug 12 |
|---------------------|---------|--------------|
| Re-lets | 84 | 53 |
| Direct Applications | 46% | 53% |
| Transfers | 24% | 13% |
| SLC referrals | 30% | 34% |

| Arrears | 2011-12 | Aug 12 |
|------------------------|---------|--------|
| Current Tenants | | |
| Target | 4.4% | 4.3% |
| Actual | 4.8% | 4.7% |
| Former Tenants | | |
| Target | 1.4% | 0.9% |
| Actual | 1.0% | 1.6% |

During this financial year so far we collected 98% of the rent due, compared with 98.5% during 2011/12. If you need any help or advice please contact your Housing Officer.

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, 10 of the calls required emergency action.