



West Whitlawburn
Housing Co-operative

Newsletter

Spring 2025 edition

Say
Hello
to
Spring



**Upcoming
Public Holiday
Office Closures**

The WWHC Office will close on the following dates:

- Friday 18th April 2025
- Monday 21st April 2025
- Monday 5th May 2025
- Friday 23rd May 2025
- Monday 26th May 2025

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

Staff Changes at WWHC

Housing Services

Kerry Anne Elder – Housing Officer

In January 2025, after nearly 21 years of service, Kerry Anne left WWHC to continue working in the Housing sector with another social landlord. Kerry Anne started at WWHC in 2004 on a temporary basis. She quickly became an important member of the team and spent the majority of her career in Housing Services. We wish Kerry Anne all the very best in her new endeavour and are sure that many tenants will miss her. Goodbye and Good Luck!

With Kerry Anne's departure, Kelly Semaan will take over as Housing Officer, covering the addresses noted below:

Fiona Heeps	Kelly Semaan
Arkle Terrace	Ailsa Tower
Arran Tower	Albany Terrace
Belmont Road	Benmore Tower
Buchan Terrace	Brown Place
Gartmore Terrace	Bute Tower
Iona Place	Clifton Terrace
Kintore Tower	Hilton Terrace
Morven Road	Jura Terrace
Roslin Tower	
Tiree Way	

Margaret Anne McLean – Housing Officer

Margaret Anne has also announced her retirement after almost 23 years of service. Margaret Anne joined WWHC in 2002, again on a temporary basis. She re-joined in 2004 as a Housing Officer covering her own patch. In 2009, her focus changed to the management of high arrears cases and has continued her work ever since. We wish Margaret Anne a very relaxing retirement, thank you for your hard work and dedication to all tenants and staff team over the years.

Cameron Ferguson – Assistant Housing Officer

Cameron joins us in April 2025 to support the Housing Services Team. Cameron has experience working with tenants, following his most recent employment with a local authority. Cameron will assist Kelly and Fiona in their duties.

Roz Haughey – Housing Officer

We welcome Roz back to WWHC to join the Housing Services team on a temporary basis. Roz will focus on the management of high arrears cases, as well as other tenancy related topics.

Concierge

Jack McKissock – Concierge Officer

A warm welcome to Jack who has experience working with grounds maintenance and caretaking teams. Jack will join Team A and looks forward to getting to know our tenants better.

Property Services

Joanna Pawlukowska – Property Assistant

Joanna also departed WWHC in January 2025. We wish Joanna all the very best for the future.

Jackie Wray and Noreen Currie – Property Assistants

Both Jackie and Noreen were carrying out repairs and maintenance duties on a temporary basis to cover absence. We are delighted to announce that both staff have secured permanent contracts, working to support the rest of the repairs and maintenance team.



Rent Consultation 2025/26 Outcome

Between December 2024 and January 2025, WWHC consulted all of our tenants about our rent increase proposal. Following consideration of all of the responses, Management Committee agreed a 4.3% rent increase for the year 2025/26, which is in line with our Business Plan and Financial Projections. Thank you to everyone who replied to the consultation.

How did we consult with you?

- The full consultation and survey form was published on our website which included information on how income is spent, how we support our tenants and the community and our future maintenance plans.
- This year, we carried out the consultation primarily online. We contacted most of our tenants using our customer engagement tool CX Feedback to gather opinions. Paper copies were delivered to those we did not hold contact information for.
- We held two tenant focus group drop-in sessions on 8th January 2024 to review the rent consultation alongside our allocations policy.
- Overall, we received 95 (12.4%) responses. This was higher than last years' response rate of 83 (11.7%). We are pleased to see a positive response to our digital participation methods and further encourage all tenants to engage with our consultations to help shape the work that we do.

Of those who responded, 74.7% understood the need for a rent increase. The consultation also considered if the proposed rent increase was reasonable; 48.4% responded 'Yes', 51.6% responded 'No'.

Most Important Services

Repairs

Around 25% of those who responded showed appreciation for the repairs service provided by us; noting that they experienced quick response times to both emergency and non-emergency repairs. We are delighted to hear this and will continue to provide this service. Our new maintenance framework and IT system have helped us to achieve this.

Concierge

18% of respondents acknowledged the Concierge service and staff, adding that they are grateful for the additional support they provide to tenants. In addition, around 16% of respondents also commented on the security and safety offered by this service.

Future Plans

During 2025/26, we plan to carry out a full consultation on the services provided by us. We will also carry out our 3-yearly Tenant Satisfaction Survey.

Focus Groups

The Housing Services team are due to review two policies this year – Lock Up and Estate Management – and would like to invite you to attend Focus Groups on both these.

The Focus Groups will review the current policy with a view to identifying any necessary changes. Staff will be present to ensure that any change to policies meet legislation and comply with best practice.

If you are interested in attending either of these groups, or both, please contact Nicola Carrigan, Head of Housing Services.



Electric Vehicle Charging Point (EVCP) Installations for Tenants

We understand that tenants may consider an electric vehicle in the future and will want to charge their electric cars from home. In response to this, WWHC have produced some information that tenants must consider prior to purchasing or leasing an electric vehicle.

Do I need permission to have an electric vehicle charger?

Yes, as WWHC is the owner of the property you will require our permission. Permission is also required if you want to make a claim through the Government backed Electric Vehicle Homecharge Scheme - <https://find-government-grants.service.gov.uk/grants/electric-vehicle-chargepoint-grant-for-households-with-on-street-parking-1>.

If upgrades to existing equipment (consumer units etc.) are identified during the application process, these will be resolved via the repairs procedure. Tenants will be advised if these are rechargeable repairs or not. Following installation of the EVCP, WWHC will, as part of the Fixed Electrical Testing Programme inspect the electrical installation every 5 years. If during these inspections we discover any faults with the charging system causing electrical safety issues, sub-standard works or works that have not been notified, this may result in chargeable repair costs being passed to the tenant.

Do I have to have designated off street parking?

Yes, permission will only be granted if you already have a dropped kerb and hard standing.

What if I live in a flat?

Permission will **not** be granted if you live in a flat because you need legal entitlement to a parking space. Charging cables cannot be placed over public land, such as pavements, even if only for a short period of time.

Where should I locate the charger?

Your car charger needs to be as close to where you normally park your car as possible. The charger cannot face the highway or be within two metres of



it. You will need an electricity supply to whichever location you choose, with a dedicated connection to your home's consumer unit to provide enough power.

If the installer requires the consumer unit upgrading to accommodate the charging unit, you must contact us for further advice.

Always check the length of cable that comes with the charger that you are considering buying, and make sure it will reach the charging point on your car. Pulling the cable taught or parking at an angle is not recommended.

Finally, consider where the cable will be while the car is charging. Try to avoid having it trailing across an area where you walk regularly, as it will become a trip hazard, especially at night.

Who can install a charger?

A skilled person registered with a competent person's scheme must only install your electric vehicle charging point. Charge point installations must have an RCD built into the unit.

The electrical supply of the final installation should allow the charging equipment to operate at full-rated capacity. Where local supply constraints prevent operation at full rated capacity, the charging equipment shall be classified according to actual output capacity.

The charge point installers must also notify the relevant Distribution Network Operator (DNO) directly of the installation of a charge point. This is to minimise the chance of power quality issues to electricity customers.

What documentation do I need to provide to WWHC prior to installation?

- Evidence of Grade Cards
- Evidence of the contractor approved/qualified installer

What documentation do I need to provide to WWHC on completion of work?

A copy of the Electrical Installation Certificate must be provided to us on completion of works. You must also tell us the make and model of the charger unit and provide a clear photo of the installed charging

point. We will also ask to see evidence of notification to the DNO (Distribution Network Operator).

What if I no longer want the charger?

If you want to remove the charger, Government regulations require you to remove the charging point as soon as possible and reinstate the wall or patch of ground to its previous condition.

Is it legal to run a charging cable across the pavement?

It is **illegal** for any person to place or run a cable or wire along or across a public highway under the Highways Act 1980, *Part IX Lawful and Unlawful Interference with Highways and Streets*. Having the cable trail from your home, across the pavement to your car puts others at risk of harm.

How do you charge an electric car if unable to install one at home?

- Using public charging networks (you can find your local point here: <https://www.zap-map.com/live/>)
- Charging at work
- Friends, family and charger-sharing

Committee Recruitment: Co-optee's

In October 2024, Committee agreed to co-opt three external members to the Management Committee with a view to strengthen and expand their overall skillset. As a result, we welcome Lisa Reynolds, Craig Patrick and John Williams to WWHC's Management Committee – all of whom are residents in the Cambuslang area.

As Co-optee's, Lisa, Craig and John are able to participate in discussions at meetings and vote on all matters except those, which directly affect the Rules or the membership or election of Office Bearers. They also cannot be elected as Chairperson, Vice Chairperson or Secretary.

They will be in their respective positions until the next AGM in September 2025, unless they are removed by the Committee. At this time, Committee will make a decision whether or not to re-appoint the members.

Lisa Reynolds

Lisa is a member of staff at Williamsburgh Housing Association where she works as Head of Property Services. Lisa has worked in Social Housing for over 28 years and is passionate about community organisations that aim to sustain and improve

all services for tenants. Lisa is settling in well to Committee and contributes to discussions, using her experience to help guide Committee through new challenges and ideas.

Craig Patrick

Craig is also a member of staff at another Registered Social Landlord (RSL) where he works as a Housing Officer. Craig has also worked in Social Housing for over 22 years and has experience in administration, finance and factoring.

John Williams

Like Lisa and Craig, John also works for an RSL, Cassiltoun Housing Association, as Head of Asset Management. John brings even more experience to West Whitlawburn following a career in Social Housing for over 25 years with other social landlords. He also brings in experience from other Boards, including his role on the Glasgow West of Scotland Forum (GWSF) who advocate and provide guidance on sector-wide issues.

We are delighted with Lisa, Craig and John's contribution to the Management Committee so far. If you are interested in joining the Management Committee please contact us.

Our Perform

April to December 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:

- **31** Stage 1 complaints
- **3** 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.

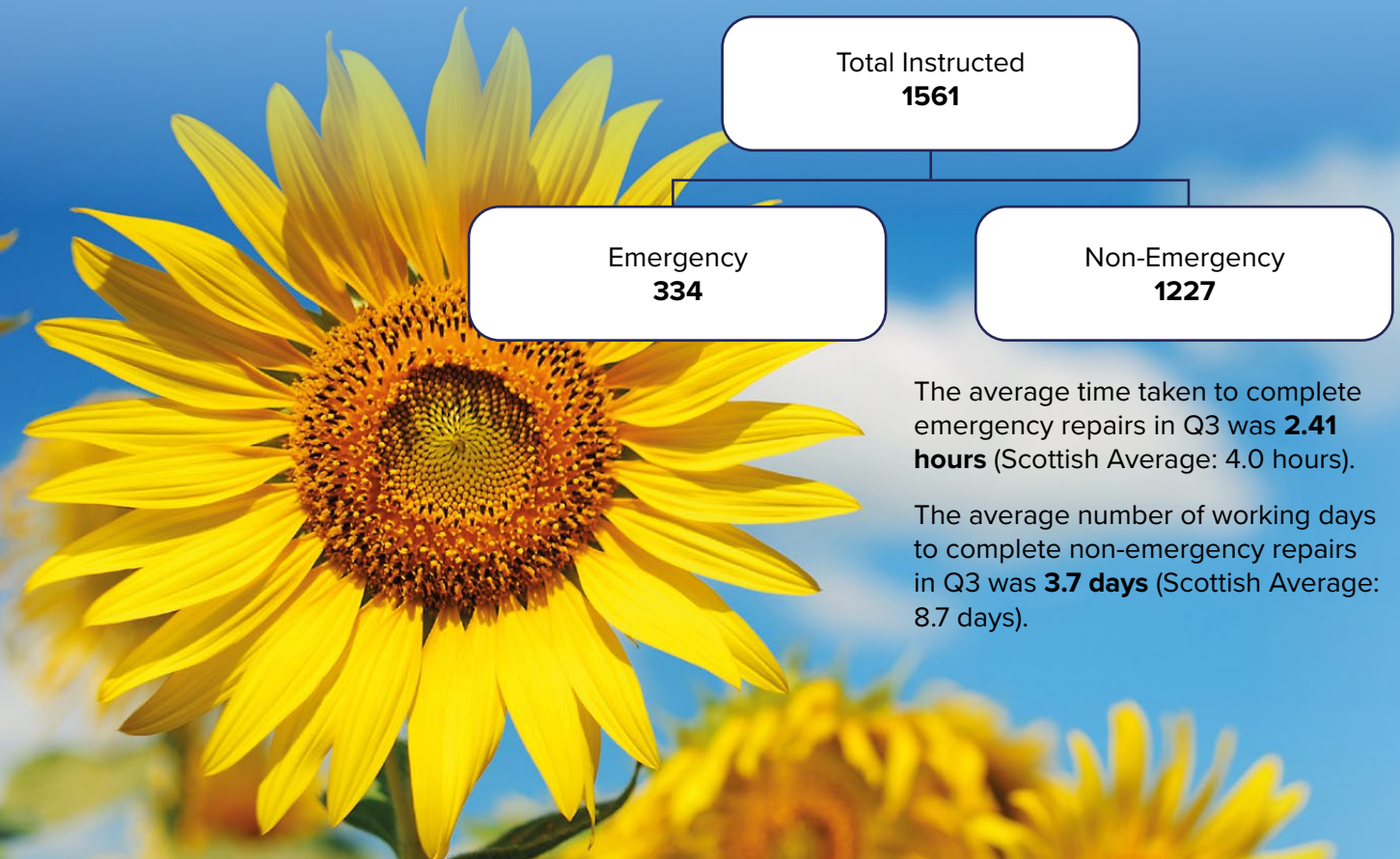
27 (79%) complaints received were upheld in whole or in part which highlight the importance of:

- Maintaining good communications internally and externally with all stakeholders;
- Ensuring all staff are adequately trained in health and safety matters;
- Following policies and procedures

When responding to complaints, **94%** of these complaints were responded to within the timescales agreed.

Property Services

Reactive Repairs



ance



Housing Services

Turnover and Allocations

	Housing List	Transfer List
Number of applicants	207	169

To date, we have re-let 39 properties and 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 15 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. These improvements in our performance are as a result of our new IT system and a review of our Allocations Policy leading to improved team working.

Rent Collection and Arrears

- Current and former tenant arrears are sitting at 5.94%.
- To date, **98.55%** of rent has been collected. This is lower than the Scottish average rate of 99.4%.

Estate Management

	Anti-Social Behaviour	Abandoned Tenancies
Number of cases	57	7

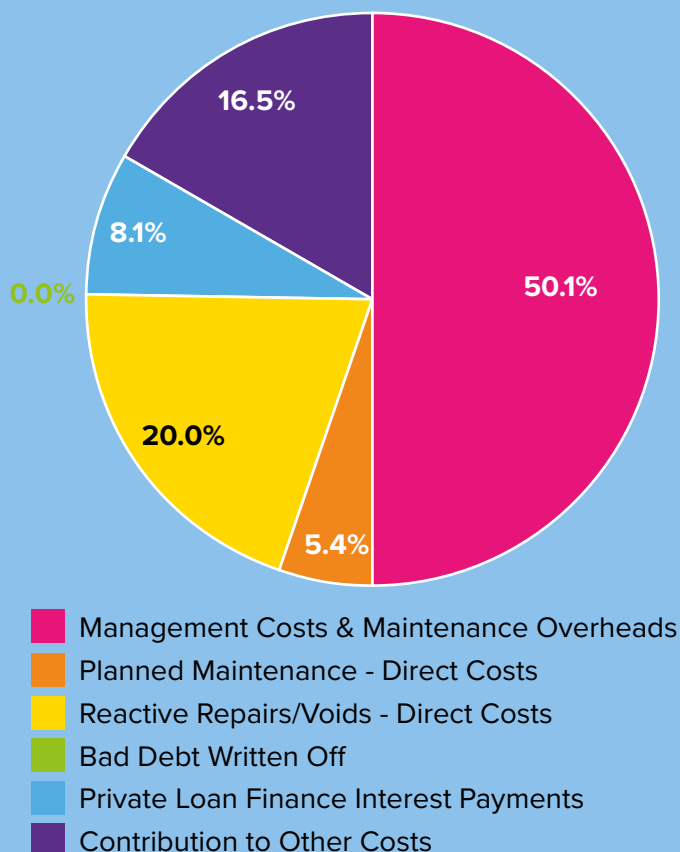
Concierge staff also manage the housing alarm service and they responded to 4 emergency calls during this time.

Finance

(April to December 2024)

Revenue Income	£	%
Net Rents Charged	£2,950,927	70.4%
Grants Released	£809,116	19.3%
Grants Received	£35,322	0.8%
Energy Centre Income	£276,945	6.6%
Other Income	£44,187	1.1%
Bank Interest	£72,919	1.7%
Total Revenue Income	£4,189,416	100.0%

How was Total Rental Income Spent?



Committee Spotlights



Daniel Nnam
Committee Member

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

A: *I have been a tenant at WWHC for 1 year, 4 months.*

Q: What do you do in your spare time?

A: *In my spare time, I spend time with my family, read, listen to music and enjoy watching TV.*

Q: Tell us 3 facts about yourself

- A:**
- 1. I am a very sociable person.*
 - 2. I do not shy away from challenges because they always bring out the best of me.*
 - 3. I am progressive-minded.*

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

A: *Not at present*

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

A: *For me, the most enjoyable part of being a committee member is having a sense of leadership and responsibility, and contributing to decisions that serve the interests of a community of people in a positive way. It has also offered me a great opportunity to absorb the knowledge of social housing governance in Scotland.*

Q: What piece of advice would you give to future committee members?

A: *My advice to future committee members is that they should see the committee as an invaluable platform for giving back to society in a positive way. It is also a way to acquire leadership skills, engage and socialise with others. Future members should be committed to helping the Management Committee build and develop WWHC as a whole.*



Les Patrick Committee Member

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

A: *I have been a tenant of WWHC for nearly 3 years. I have been on WWHC Committee for nearly 2 years.*

Q: What do you do in your spare time?

A: *In my spare time, I volunteer as a first aider with St Andrews First Aid. This allows me to attend various events around Glasgow, and beyond, like football games and shows in places like Rutherglen Town Hall and EK Village Theatre. I have even had the opportunity to volunteer my services at concerts and gigs in Bellahouston Park and even for TRNSMT.*

Q: Tell us 3 facts about yourself

A: *I love going to gigs. My music taste varies across different genres – some of my favourite artists are Elton John, ACDC and Queen.*

I also follow the Glasgow Speedway team based at Ashfield Stadium; this is the only motorsport (bikes) within Glasgow. These motorbikes have no brakes and race at 70-80mph. I travel to England regularly between April and September for the away fixtures as well.

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

A: *I started at East Kilbride Housing Association as a Board Member and was there for over 20 years, my only qualification was being a tenant, but I had the opportunity to achieve a qualification in Housing Practice. I enjoyed being on the board and gaining this qualification developed my interest in business which led to me gaining a degree in the subject. During my studies at college and university, as a mature student, I found out that I was dyslexic; this had been missed throughout my younger years in formal education. I believe that without my time on the Committee I would not have developed the skills or confidence to pursue higher education.*

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

A: *I enjoy being part of the decision-making process and preparing for meetings in advance by reading the reports prepared by staff about current and upcoming matters.*

Q: What piece of advice would you give to future committee members?

A: *This role gives you the opportunity to meet different people and expand your social and interpersonal skills. This can be useful both on a professional and personal level. If anyone has an interest in how the housing sector works and what we do as Committee then you should get in touch!*

What is asbestos?

Asbestos is a naturally occurring fibrous material that was widely used in the construction industry between 1950 and 1980, to increase the performance of other building materials. It was also commonly used as an insulator and has good fire protection properties. Asbestos has been banned from use in building materials in the UK since 1999.

Why is asbestos dangerous?

Asbestos containing materials, are not a significant health risk if they are in good condition and not disturbed. They can cause health problems if they are disturbed and cause the fibres to be released into the air (and you inhale these).

Asbestos is safe if it remains mixed, bound or sealed with other materials i.e. within a textured coating like Artex and paint.

Is asbestos present in my home?

Asbestos is present in WWHC properties. However, we have taken all the necessary steps to make sure your home and common areas are safe. Most commonly, Asbestos is present within the textured coatings (Artex) on the ceilings throughout the estate, excluding the new build properties. Also, in the multi storey properties there is an Asbestos Insulation Board (AIB) above the living room fire door.

Asbestos and DIY

You are reminded that as part of your tenancy agreement, you are required to obtain permission from us before making alterations or improvements to your home. Further details can be found in the tenancy handbook.

You should contact us before doing any DIY work which would disturb the fabric of the building. Standard decorative work, such as scraping wallpaper or painting, is perfectly safe.

In order to ensure your safety when carrying out any DIY please follow the guidelines below:

✗ **DO NOT** drill a hole through any asbestos boards

What is our policy on asbestos?

WWHC has a robust asbestos policy and management plan which fully complies with legislation and best practice.

The main parts of the policy are:

- To fully investigate all reports of possible asbestos.
- To actively survey our housing stock (and all other WWHC owned buildings).
- To help identify and monitor materials which contain asbestos.
- To keep a register of all known asbestos and maintain regular checks on its condition.
- Not to remove asbestos where it does not constitute a hazard.

What should I do if I think I have found asbestos?

If you think you have found asbestos in your home it is important that you do not disturb or damage the area in question and report it to the Property Services team at the office. We will arrange to have the area inspected and will provide you with further advice – it is important that you follow this guidance.

- ✗ **DO NOT** cut or break off any parts of asbestos products
- ✗ **DO NOT** rub down asbestos panels or Artex with sandpaper
- ✗ **DO NOT** use wallpaper scrapers on asbestos products
- ✗ **DO NOT** remove asbestos panels to gain access to services
- ✗ **DO NOT** cut any asbestos products with power tools

If you are unsure if a product contains asbestos it is safest not to carry out any works until you have contacted us for further advice.

Landlord & Tenant Responsibilities



As your landlord, we are responsible for maintaining the structure and exterior of the property, ensuring that it is wind and watertight and fit for human habitation. We are also responsible for carrying out repairs within a reasonable period of being notified of the repair required.

Our other responsibilities include:

- The maintenance of all installations provided by us for central heating, door entry systems, sanitation and for the supply of water, gas and electricity;
- Maintaining drains, gutters and external pipes (excluding blockages caused by tenant negligence);
- The external structures e.g. the roof, outside walls, windows and doors;
- The internal walls, floors, ceilings, doors and doorframes, (excluding decoration).
- Common television or communications aerial provided by us;
- Carrying out repairs relating to water penetration, rising dampness and condensation dampness;
- Pathways, steps or other means of access;
- Integral stores and lock-ups;
- Boundary walls and fences;
- Drying posts;
- Communal access facilities provided by us (laundry rooms, common rooms, play areas and sports facilities)
- Inspecting fixtures and fittings within our properties and carry out the necessary repairs during reasonable times of the day and provided that 24 hours' notice is given (exceptions apply in emergency circumstances);
- We will only be responsible for repairing damaged caused by fair wear and tear.
- Making good damage caused by acts of vandalism or criminal activity provided this has been reported to the Police and a crime reference number has been provided to us.

Tenant

As a tenant, you are required to acknowledge and accept a Tenancy Agreement. This is provided to you at sign-up to your property. Your responsibilities include:

- Keeping your home in a good and clean condition;
- Reporting repairs to us, as soon as reasonably practicable, including damage or vandalism caused by you or your visitors, to the property or any common parts;
- Provide access, to our staff and approved contractors, into your home to carry out inspections, repairs and any other works orders deemed necessary;
- Ensuring that you have taken reasonable precautions to protect your home against fire, flood, vandalism or theft or other accidents;
- Keeping your immediate common landing and/ or stairs in a good and clean condition (including windows, banisters and other fixtures and fittings). You must take your turn, with all other tenants;
- Keeping common areas tidy so as not to inconvenience other tenants, neighbours and visitors;
- Decoration of the property (including minor repairs);
- House keys and door-entry fobs – forced access and lost fobs will incur charges which you as the tenant will be liable for. Costs may also be incurred for new locks, keys, doors and any associated labour;
- Cleaning up after your pets, ensuring that the health and safety of other tenants, neighbours and visitors is not jeopardised;

If you decide to end your tenancy, you must provide us with 28 days' notice in writing. You are also responsible for returning the property to us in a habitable condition. You may be charged for cleaning, removal of items (including garden, cage or other storage area) or repair work carried out because of neglect or abandonment.

The responsibilities noted above are defined in sections 2 and 5 of your tenancy agreement. Please contact us to request a copy of this.

Spring Clean your Finances

If you are finding it harder to manage your money then you are not alone. The cost of living crisis continues and households are struggling with rising prices and increased demands on their money.

The squeezing of household income has made it more difficult to manage debts. Most people have some sort of debt, however when it becomes unmanageable it can lead to feelings of being overwhelmed, anxious, alone and trapped.

If you are feeling overwhelmed by debts or anxious about your bills then there is support that you can access – you do not need to deal with it on your own. Many organisations can help you and provide this service free of charge.

These organisations can help you break free from the cycle of unmanageable debt as well as give advice on budgeting and make sure that you are receiving all the money that you are entitled to.

Where you can find help:

Citizens Advice Scotland (CAS)

CAS offers free, confidential and impartial advice.

Specialist advice can be accessed by contacting your local Citizens Advice Bureau (CAB). Rutherglen and Cambuslang CAB offer a drop in service at their Bureau on Cambuslang Main Street. They also have an outreach service in the Whitlawburn Community Resource Centre. For outreach appointments or further information contact Rutherglen & Cambuslang CAB on **0141 646 3191**.

Advice on dealing with debts can also be accessed on the CAS website **Citizens Advice Scotland** CAS also have a Money Map tool that directs you to online help to make the most of your money, decrease your bills and meet the cost of daily living **Money map | Citizens Advice Scotland**

Money Matters Advice Service – Rutherglen and Cambuslang

This service provides free, independent and expert advice, working with you to deal with your debt issues by discussing all your options and coming up with a plan together.

You can contact this service via a general enquiry form on the South Lanarkshire Council **website** or by contacting Money Matters Advice Service on 0300 029 0041.

moneyadvice.scot

moneyadvice.scot provides free, practical money and debt advice to the people of Scotland. Their specialist debt advisor can work with you to assess your current situation, your income and outgoings and help you consider what you can do next. They are authorised and regulated by the Financial Conduct Authority (FCA).

Access help via their website **Moneyadvice** or by calling them direct on **0808 196 2316** (you can also request a call back).



StepChange

For 30 years, Step Change has been providing free, expert debt advice. You can complete the whole debt advice process online or you can call them if you prefer to speak to someone directly.



Online services are available 24 hours per day and 7 days per week **StepChange Debt Charity. Free Expert Debt Help & Advice**

Telephone **0800 138 1111**
Monday to Friday 8am - 8pm
Saturday 9am-2pm

Christians Against Poverty (CAP)



CAP provides free, expert debt help, advising on the best routes out of debt and offering different types of support to help you become debt free. The size of debt does not matter, and you do not have to be religious to access their help. Debt help from CAP is available in this area. Contact the new enquiries team on **0800 328 0006** to confirm that you are eligible for debt help and arrange for you to meet with your local debt coach. You can find further information on the CAP debt help process on their **website**.



Estate Parking

Please do not park any type of vehicle in the yellow boxes at the rear of the towers. This blocks the fire hydrants, and should there be a fire or any type of emergency, could lead to a delay in response of the emergency vehicles.

We also remind all tenants to be respectful of their neighbours by parking in allocated spaces only – you should not park in front of lock ups or bin stores.

We are in regular contact with South Lanarkshire Council who assist with the removal of abandoned vehicles.

Landing Cleaning

We would like to remind all tenants that you must take your turn, with all other tenants, to keep your landing and/or common stairs in a clean and tidy condition. If you and your neighbours cannot agree on this, we reserve the right to decide on these arrangements for you.

We also remind tenants to keep landings clear of all items including bikes, prams, furniture and all other waste. Landings are to be kept clear at all times for health and safety reasons.

If you are experiencing difficulty with any of the above, please contact your Housing Officer.



Disposal of Rubbish

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 become a fire hazard.

South Lanarkshire Council 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.

Ask your neighbour if they have any bulk waste ready to be collected as you share this cost with them. The more neighbours that get involved, the cheaper it will be! For more information please visit **SLC's website**.

What have we spent so far on removing bulk waste?

Between April and December, WWHC have spent over £10,000 on bulk uplifts across the estate. This includes clearing out empty houses and removing bulk that has been discarded by tenants (including

residents and visitors). Money that is spent on these uplifts could be used elsewhere to benefit tenants directly. We politely remind tenants to dispose of their bulk waste in the correct manner using the information above. Where identified, tenants will be recharged by us for the removal of bulk waste, in line with our rechargeable repairs policy.

If you intend to leave your property, we further remind you that you must return it to us in the condition you received it. Disposal of leftover possessions and furniture will be recharged to you.



Dog Fouling

We are still receiving reports that dog owners are failing to pick up their pets' mess.

Failing to pick up after your dog is an offence under the Dog Fouling (Scotland) Act 2003 as well as a breach of your tenancy agreement.

Please respect your neighbours and the health and safety issue this causes if not removed. Our grounds maintenance contractor can refuse to cut grassed areas where mess is found as it presents a health and safety issue.

If you witness another tenant failing to clean up after his or her dog, please report it to your Housing Officer who will take action against the tenant.

Dog waste bags are available from the office, Concierge Station and Whitlawburn Community Resource Centre. Please call in and collect

We also encourage you to report it to South Lanarkshire Council using their website:

https://www.southlanarkshire.gov.uk/info/200233/street_care_and_cleaning/342/dog_fouling



What's on at whitlawburn community resource centre

Energy Advice Service

Book Your Appointment Contact 0141 641 5005

Whitlawburn Community Resource Centre provide 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 is available to those who are vulnerable, have a health condition or disability and includes households with children under 5 years. If you have any concerns about your bill or energy costs, Fiona can look at ways to save and guide you step-by-step on how to read your bill to make sure you are paying the correct amount.

Monday 11am – 4pm
Wednesday 10am – 1pm
Friday 11am – 4pm

Camglen Buddies

Camglen Buddies is a dedicated support group ran by parents and carers of people with additional needs. The group runs every **Monday and Thursday 10am to 2pm** from the Warm Hub based in the Centre. Each week they have various activities from arts and crafts to sporting exercises and games with *UTD Sports*.

Come along and find out more or contact Jackie on **07899 347 149 / camglenbuddies@gmail.com**

Future Communities

Futures Communities is a project run by young people and their peers within the local community. The group formed in 2024 with funding thanks to the neighbourhood-planning group *Our Place Our Plan*. Last year they hosted free community events like themed discos and movie nights. They are currently working on plans to host regular movie nights as well as Easter and summer holiday activities.

Facebook Page @Futurecommunities for more information on activities

Youth Drop-in and Family Support Centre

A community-led and volunteer ran youth and family centre, who offer a wide range of indoor and outdoor activities. Activities are completely FREE!

Open for all young people from Primary 7 upwards.

The Youth Drop-in runs every Friday from 3pm!

The group support accredited awards based on skills, from drawing, art and design, creative writing, music and much more from *Youth Scotland*.

They also run Bronze, Silver and Gold *Duke of Edinburgh* awards from ages 13 plus at virtually no cost. If you have started an award, we can help you complete it (you have until age 25).

Contact Cheryl Burnett on **07740 984 125** for more information.

School Uniforms

At the Winter Warmer Land in January 2025, The Centre received a generous amount of school uniform items. If you need a top-up of school clothing, pop in to the Centre or you can message their Facebook page @WCRCOfficial

Uniforms are available throughout the year!

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 Service - Contact Fiona to book an appointment 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 - Luke - Coach Fulton Fitness Class - 0141 641 5005

TUESDAY

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

6pm - 7.45pm - Cambuslang & Rutherglen Foodbank - 07745 038 795

WEDNESDAY

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

10am - 1pm - Energy Advice Service - Contact Fiona to book an appointment 0141 641 5005

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

1pm - 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 - 12.30pm - 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 Service - Contact Fiona to book an appointment 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)

12pm - 2pm - Richmond Fellowship - 0141 641 5005

2.30pm - 7pm - Duke of Edinburgh, Youth Drop-in and Family Support Centre - Contact Cheryl 07740 984 125

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

SUNDAY

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

Easter Holiday Closure

The Centre will close on **17/04/2025** and re-open on **22/04/2025** at 9am

