



West Whitlawburn
Housing Co-operative

Newsletter

Spring 2026 edition

The Spring Spotlight

Upcoming Public Holiday Office Closures

The WWHC Office will close on the following dates:

- Friday 3rd April 2026
- Monday 6th April 2026
- Monday 4th May 2026
- Friday 22nd May 2026
- Monday 25th May 2026

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

Staff Changes at WWHC

Stephanie Marshall – Deputy Director (interim)

After more than three decades of dedication to West Whitlawburn, Stephanie Marshall is stepping into a well-earned retirement.

Over the last 37 years, Stephanie has been a constant and caring presence in the organisation and played a major role in the successes of the Co-operative during that time. These highlights include the development work with the setting up the Community Resource Centre, the improvements to the MSF blocks, our new build properties and the District Heating Network.

Grant Clayton, WWHC's Director said

“Stephanie has enjoyed an incredible career. She has been a mentor and inspiration to many of her colleagues over the years with the way she led the organisation. She has been someone who could always be counted on and worked hard to support every member of staff and Committee. I'm sure our tenants and members will join me in thanking Stephanie for her remarkable contribution. We wish her a long and happy retirement, filled with all the things she enjoys most. Stephanie will be greatly missed”.

We wish Stephanie well in her retirement and thank her for all her hard work and dedication to the Co-operative, since its early days, when it was founded in 1989.

Nicola Carrigan – Head of Housing Services

With Stephanie's departure, Nicola will now take on the oversight of the Property Services team, alongside the Housing Management and Concierge teams. Nicola will support the Housing Manager and Property Manager in their roles.

Housing Management

Ann Marie Fontana – Housing Manager

We welcomed Ann Marie to the team in February 2026. Ann Marie will oversee the Housing Management team to ensure that we are always providing the best service possible. With experience in housing management, repairs and consultancy we are confident that Ann Marie will lead her team who help support tenants every day.

Concierge

Prince Owusu – Concierge Officer

Prince joined the Concierge team in January 2026 on a temporary basis. Prince is settling in well and getting to know more about the estate. Prince will be working across the 4 different teams.

Communications and Home Visits from our Staff

If, on any occasion, we contact you by telephone and you are uncertain about the call or caller, you can contact the Concierge team either via your handset or by calling **0141 646 1924** to confirm that it is a staff member. You can also end the call and phone our office on **0141 641 8628** to then be transferred directly to the staff member.

All staff members, including the Concierge team, have ID badges and these should be visible to you. All staff members should offer to show you this, and if they don't, please ask to see the ID badge of anyone who attends your home - you will not cause offence by doing so!

Text Messages from WWHC

Please note that text messages will come from this number:
+447908671194

All staff have access to the text messaging system, and each message should be signed off by the staff member or team who sent it. We may also periodically send estate-wide messages to tenants about repairs and events.

Scam Awareness

If you are ever in-doubt about the sender of a text or email or its contents, please contact the office to have the message verified. Do not give out your personal information or click on suspicious links.

Rent Consultation 2026/27 Outcome

Between December 2025 and January 2026, WWHC consulted all our tenants about our rent increase proposal. Following consideration of all the responses, the Management Committee agreed a 5.1% rent increase for the year 2026/27. Thank you to everyone who replied to the consultation.

How did we consult with you?

- The full consultation was published on our website and included information on how income is spent, how we support our tenants and the community and our future maintenance plans.
- Like last year, we carried out most of the consultation online. We contacted most of our tenants by text message or email 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 2026 to review the rent consultation. Reminder messages were sent to tenants before the deadline.
- We received 81 (11.7%) responses. This was lower than last years' response rate of 95 (14%). Overall, 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, 80% understood the need for a rent increase. The consultation also considered if the proposed rent increase was reasonable; 58% responded 'Yes', 42% responded 'No'.

Most Important Services

- We asked tenants for their views on the most important services provided by us:
- 40% highlighted the repairs service
 - 20% highlighted the Concierge service, including the staff who operate it and the level of security provided.

Our consultation plans for next year

For next years' rent consultation we plan to host our Tenant Focus Groups in early December 2026, and we will publish this information when the time comes.

In the meantime, if any tenant has any feedback about the way in which we carry out our consultations please contact us.

We encourage as many tenants as possible to get involved in all our consultations.

Tenant Satisfaction Survey 2025



Our most recent Tenant Satisfaction Survey was carried out between September and December 2025, and we are delighted with the results. We are pleased to see overwhelmingly positive feedback from tenants and members across our community.

The survey was carried out on our behalf by Research Resource and gathered detailed feedback from 283 tenants, which is a 41% sample, on a wide range of services including housing quality, repairs and maintenance, communication, neighbourhood management, and overall value for money.

Strong Results Across Key Areas

The findings show that our tenants continue to value the high standard of service provided by us.

A significant majority of respondents reported satisfaction with the overall service, with particular praise for:

- The quality and reliability of the repairs service
- The professionalism and helpfulness of staff
- Clear and accessible communication
- WWHC's commitment to tenant and member engagement / participation

Tenants also highlighted feeling safe in their home and community, reflecting the ongoing efforts to maintain a well-managed and secure neighbourhood.

Headline Survey Results with comparisons to the previous survey in 2022 and the latest Registered Social Landlords averages:

	2025	2022	Scottish Average
Overall Service	94.35%	94.9%	85.85%
Keeping Tenants Informed	99.65%	91.3%	89.98%
Opportunities to Participate	97.88%	88.7%	86.34%
Customer Care from Staff	99%	91%	Not applicable - WWHC Specific Question
Repairs Satisfaction	93.48%	95.77%	86.75%
Quality of Home	93.29%	94.2%	84.75%
Value for Money	84.45%	80.7%	81.68%
Neighbourhood Management	95.05%	90.5%	84.23%

Commitment to Continuous Improvement

While the results are extremely encouraging, we recognise that there is always room for improvement. The feedback from the survey will be used to identify areas where services can be improved further.

Grant Clayton, Director of the Co-operative said:

"We are absolutely delighted with the results of this independent survey. Tenant and member feedback is at the heart of everything we do, and it is incredibly rewarding for the staff team to see such high levels of satisfaction. We would like to thank everyone who took the time to participate. Your views help shape our services and drive improvements."

Independent and Transparent Process

By commissioning Research Resource, we have ensured that the process was fully independent and transparent. This approach provides tenants and service users with confidence that the results accurately reflect our tenants and members views.

Looking Ahead

All our tenants and residents are encouraged to get involved in our Tenant Focus Groups and policy consultations, to ensure that their voices remain the focus of our future plans and projects.

We will always offer a variety of methods to make it easy for tenants to participate in our decision making like arranging sessions outside of normal working hours or visiting your home at a time that suits you. Please get in touch and let us know your preference!

Be a Responsible Neighbour: Batteries and Recycling



Disposing of batteries incorrectly creates a fire risk which puts the lives of others in danger. We wish to remind all tenants that they must dispose of all batteries in a responsible way.

Disposal tips:

- ✗ Never dispose of batteries in any household bin
- ✓ Recycle batteries using a battery recycling point or collection service
- ✓ Recycle the device if the battery can't be removed
- ✓ Donate working battery-powered items if you no longer need them

For more information on battery recycling and to find your local recycling point please visit: <https://recycleyourelectricals.org.uk/how-to-recycle-electronics/what-electronics-can-be-recycled/recycling-batteries-2/>

E-bikes and Scooters

E-bikes and scooters are not permitted to be stored on landings. Like other batteries, they present a fire risk and block emergency escape routes.

E-bikes and E-scooters contain lithium-ion batteries which are rechargeable and if they are left charging for too long or if the battery becomes damaged, they become a fire risk. Where the battery is damaged, it can overheat and catch fire without warning. These fires quickly spread and are difficult to put out, causing physical harm and damage to property. Lithium-ion battery fires are especially dangerous because:

- They burn at extremely high temperatures and release toxic gases
- They can explode, scattering flames and debris which cause injury

Did you know that most major supermarkets have recycling points, usually at the shop entrance/exit or at a customer service desk?

You can also dispose of certain types of batteries at your local recycling centre. Please refer to South Lanarkshire Councils website for guidance: https://www.southlanarkshire.gov.uk/directory_record/12605/cambuslang_and_rutherglen_waste_and_recycling_centre



- Water can make the fire worse, as lithium reacts with moisture

Thank you in advance for your co-operation.

Our Perform

April to December 2025

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:

- **30** 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.

21 (64%) complaints received during the period were upheld in whole or in part which highlight the importance of:

- Keeping tenants informed regarding timescales with major/planned repair works and checking in regularly.
- Obtaining detailed repair descriptions and actioning recommended follow-up works from contractors, if a repair is not completed “right first time”; and
- Processing all energy support payments in a timely manner.

When responding to complaints, **100%** of these complaints were responded to within the timescales agreed.

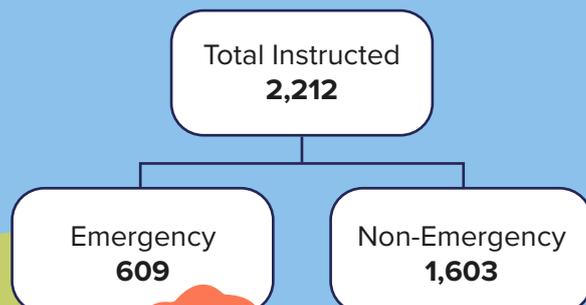
In October 2025 our complaints handling process was audited by our Internal Auditors which received a ‘substantial’ level of assurance. As part of these audits, the auditors make recommendations for areas of improvement and as a result we have implemented the following:

- A quarterly audit of all complaints raised in the quarter before they are presented to our Sub Committee to ensure that all data is accurate
- Complaints satisfaction surveys: these are now issued once a complaint case has been marked as ‘complete’ on our system. Some tenants may have already received a SMS survey in relation to this. Thank you in advance for your participation.

We also review complaints at our staff meetings every quarter to share learning outcomes and discuss common themes, to reduce the likelihood of things going wrong again.

Property Services

Reactive Repairs



The average time taken to complete emergency repairs in Q3 was **2.53 hours** (Scottish Average: 3.9 hours).

The average number of working days to complete non-emergency repairs in Q3 was **2.9 days** (Scottish Average: 9.1 days).



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Housing Services

Turnover and Allocations

	Housing List	Transfer List
Number of applicants	172	149

To date, we have let 40 properties and our lets by source were:

- 40% to direct applicants
- 10% to transfers
- 42.5% to South Lanarkshire Council referrals
- 5% to mutual exchanges
- 2.5% to others

The average re-let time was **23.2** days compared to the Scottish average of 60.6 days. At the end of the 2024/25 financial year, our re-let time was 16.2 days.

Rent Collection and Arrears

- Current and former tenant arrears are sitting at 5.63%.
- For Quarter 3 of 2025/26, **99.26%** of rent has been collected. This is lower than the Scottish average rate of 100.2%.

Estate Management

	Anti-Social Behaviour	Abandoned Tenancies
Number of cases	89	8

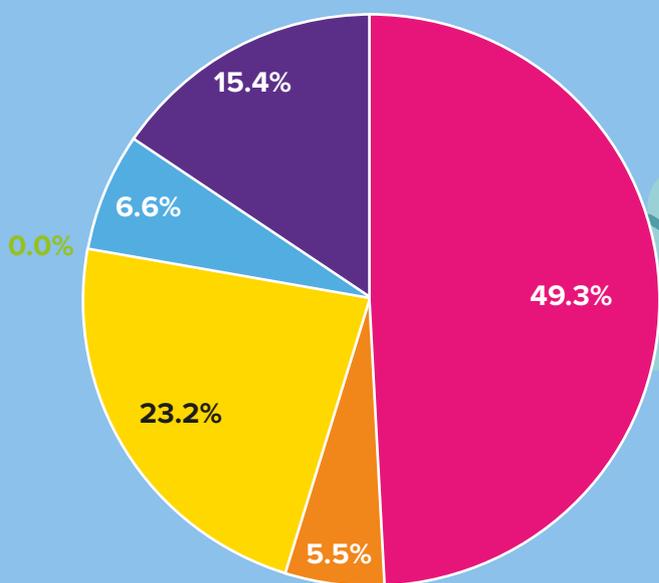
Concierge staff also manage the housing alarm service, and they responded to 5 emergency calls during this time.

Finance

(April to December 2025)

Revenue Income	£	%
Net Rents Charged	£3,071,217	70.4%
Grants Released	£808,815	18.5%
Grants Received	£72,037	1.7%
Energy Centre Income	£308,248	7.1%
Other Income	£32,478	0.7%
Bank Interest	£72,706	1.7%
Total Revenue Income	£4,365,501	100.0%

How was Total Rental Income Spent?



- Management Costs & Maintenance Overheads
- Planned Maintenance - Direct Costs
- Reactive Repairs/Voids - Direct Costs
- Bad Debt Written Off
- Private Loan Finance Interest Payments
- Contribution to Other Costs

Estate Management Policy Consultation Outcome



The Estate Management Policy is in place to ensure that WWHC is managing the estate and neighbourhoods in a responsive and consistent manner and so that our tenants can live in a safe and enjoyable environment. It also details how WWHC will handle estate and antisocial behaviour issues and reinforces our expectations of tenants as accepted in their Tenancy Agreement.

Background to the review

All tenants were invited to participate in Focus Groups which was published in our Spring 2025 newsletter. As well as this, tenants who made a complaint of antisocial behaviour in the previous reporting year were written to directly and invited to participate. Two meetings were held with interested tenants whose ideas and suggestions were used to guide the review of the updated policy.

The updated policy was reviewed and approved by the Performance, Assurance and Risk (PA&R) subcommittee on 10/11/2025. It was then ratified by the Management Committee on 09/12/2025.

Changes to the Policy

The main changes to the policy during this review relate to the use of tenancy warnings and the suspension of housing applications for behaviour which is deemed to be of an antisocial nature or recurring tenancy breaches that affect other tenants.

What this may mean for you

This now means that, from 10/12/2025, if three written warnings are issued for matters relating to the below, over a 12-month period, then any Housing Application to transfer within WWHC stock will be suspended in line with **Section 5.3 of the Allocations Policy**.

Examples of such tenancy breaches include:

- Incorrect disposal of bulk items.
- Failure to carry out close and landing cleaning.
- Failure to remove personal or household items from the close or landing (where this has been deemed to be a fire risk or hazard).
- Failure to maintain your garden to an acceptable standard (applicable to tenants who have exclusive use of a garden attached to the house only).

Your transfer application will only be re-instated if the terms of the suspension are met. This means that if a period of time passes and there are no further incidents or warnings against your household, your transfer application will be re-instated on our system. The maximum amount of time that your application can be suspended for is 3 years.



If you would like to participate in future policy reviews, please contact us.

The full Estate Management Policy is available on our website. If you would like a copy of this delivered to your home or in a different format, please let us know.

Reporting Antisocial Behaviour and Estate Concerns

If you have any concerns regarding estate or antisocial behaviour issues or are experiencing issues of this nature, please contact your Housing Officer who will investigate and take any appropriate action. We will work with other agencies if required.

We wish to say a sincere thanks to those who took part in the review of this policy.

REMINDER

You will be recharged if we need to remove bulk items which have been incorrectly disposed of. You may also receive a tenancy warning for this.



Scottish Housing Regulator – Complaints and Serious Concerns Information for Tenants and Service Users

In December 2025, the Scottish Housing Regulator (SHR) updated their guidance for both tenants and landlords about raising a serious concern about a landlord.

What is a serious concern?

A serious concern is a complaint or issue that affects a group of social landlord tenants.

Examples of a serious concern include, when a landlord:

- fails to consult with tenants on a rent increase; or
- does not make its engagement plan available and accessible to tenants; or
- does not collect data relating to the protected characteristics of their tenants; or
- regularly fails to do gas safety checks when it should; or
- regularly does not do repairs when it should; or
- does not allow tenants to apply for another house; or
- does not respond formally to complaints.

A serious concern is not an individual complaint. You must raise individual complaints to us in line with our Complaint Handling Procedure. If you have exhausted our complaints process and are still unhappy with the complaint outcome, you can escalate this to the SPSO: <https://www.spsso.org.uk/form/complaint-checker>



When and how to contact the SHR?

Tenants can contact the SHR when their social landlord regularly and repeatedly fails to achieve the regulatory requirements for social housing; and this failure affects a group of social landlord tenants. You must complete a form and send it to the SHR by email or post.

This information is available on our website, with leaflets and forms available at our offices.

More information is available on the SHR's website: <https://www.housingregulator.gov.scot/for-tenants/read-our-factsheets-for-tenants/complaints-and-serious-concerns-information-for-tenants-and-service-users-of-social-landlords-december-2025/#section-1>

Policy Updates and Review Cycle



Our Management Committee regularly review updates to our policies as part of our ongoing Policy Review Schedule. Our policy review schedule covers all areas of the organisation and lists all the approved policies that confirm what the Co-operative's stance is on different topics (e.g. Governance & Compliance, Landlord Health & Safety, Tenancy & Estate Management, Finance & IT and Staff & Recruitment) to ensure that everyone receives a fair and equal service from us and that we are a responsible employer.

This schedule helps us to ensure that our policies are up to date with legislation and that they follow best practice and guidance. All our tenants, members, committee, staff and contractors benefit from these policies in different ways.

Most of our Policies can be found on our website, under 'Downloads'. If you would like a copy of a policy that is not published on our website, or in a different format, please contact us: <https://www.wwhc.org.uk/contact-us/>

The following policies have been updated:

- ✓ CCTV Systems
- ✓ Dignity at Work
- ✓ Volunteering
- ✓ Standing Orders
- ✓ Computer Use
- ✓ Committee Performance Reviews
- ✓ Treasury Management
- ✓ Complaint Handling Procedure
- ✓ Estate Management
- ✓ Entitlements, Payments and Benefits
- ✓ Employment Reference
- ✓ Void Management
- ✓ Notifiable Events
- ✓ Donations
- ✓ Sustainability
- ✓ Mobile Phone Use
- ✓ Rent Collection and Accounting

We are currently reviewing our Allocations Policy, and all tenants and applicants are invited to share their views. Keep an eye out for more information!



Unacceptable Behaviour



We are committed to ensuring all our tenants and customers receive the best possible service. As such, all our staff, Management Committee and contractors work hard to meet your needs and treat everyone equally, with fairness and respect.

Whilst most of our interactions are positive, there are rare occasions where behaviour towards our staff or representatives becomes unacceptable. Our <https://www.wwhc.org.uk/minutes/unacceptable-actions-policy/> outlines our approach to managing these situations to ensure the safety and wellbeing of everyone.

What we consider unacceptable behaviour

We understand that people may feel frustrated and irritated at times, especially if things don't go to plan. However, we will not tolerate any of the following behaviour:

- Violence, abuse or aggression
- Harassment
- Unreasonable demands
- Excessive contact

This includes interactions over the phone, face-to-face, through email or text or via your handset or door-entry systems.

How we manage unacceptable behaviour

If someone behaves in an unacceptable way, we may take the following steps to address the situation:

- Provide a warning
- End contact (e.g. end a phone call)
- Restrict communication (e.g. written communications only)
- Remove non-essential services; or
- Involve authorities or other agencies if necessary

Whilst you have the right to be heard and to raise your concerns, our staff also have the right to work in a safe environment. If we impose any restrictions on contact, we will notify you in writing and explain the reasoning. You also have the right to appeal our decision.

You will be invited to participate during formal meetings before a decision is made. Any decisions made by us to restrict communications or remove services will be for a set time and reviewed periodically. We may extend the restricted period or review timescale if the unacceptable behaviour continues.



Gas Safety

As a registered social landlord, we are required by law to arrange a check of your Gas Central Heating System every 12 months. This applies to all tenants at Jura Terrace, Tiree Way, Morven Road, Iona Place, Arkle, Buchan and Gartmore Terrace.

This means that we must ensure that all gas appliances are maintained to ensure the safety of our tenants and everyone in their household.

Your gas safety inspection will take place every year and it is a requirement of your tenancy to provide access to allow us and our contractors to maintain all gas appliances. If the contractor does not gain access to carry out these mandatory checks, we may enforce our No Access: <https://www.wwhc.org.uk/minutes/no-access-policy/> and Gas Safety: <https://www.wwhc.org.uk/minutes/gas-safety-policy-procedures/> policies, which could result in a capped gas supply or forced entry to your home and you may be re-charged for this.

What should I do if I smell gas?

If you smell gas, call the National Gas Emergency Service immediately on **0800 111 999**.

As part of our responsibilities, we will also carry out an annual check of your carbon monoxide detector. If you suspect a fault with this, please contact the Property Services team immediately.

What should I do if I'm worried about carbon monoxide in my property?

If your carbon monoxide alarm activates or if you suspect that there are high levels of carbon monoxide in your property:

1. Open all doors and windows
2. Move everyone out of the home to fresh air
3. Call the Gas Emergency Service on 0800 111 999

If someone has collapsed or is displaying severe symptoms, seek medical help by calling 999.

More information can be found on SGN's website: <https://www.sgn.co.uk/help-and-advice>

Thank you in advance to all tenants who help us to ensure that all gas safety checks are carried out on time.

Estate Parking

Please do not park any type of vehicle in the yellow boxes at the rear of any multi-storey flat. This blocks the fire hydrants, and should there be a fire or any type of emergency, it 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.

No parking signs are displayed throughout the estate where this applies.

Disabled parking bays are reserved for those with a Blue Badge and should be always displayed when parking.

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

Thank you in advance for your co-operation.

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.

What's on at



30th ANNIVERSARY

of Whitlawburn Community Resource Centre

The Centre celebrates its 30th anniversary this year and to make it special, they have planned a variety of fun projects for everyone in the community to enjoy.

Design Competition

Calling all artists

To commemorate its 30th anniversary, the Centre are looking for aspiring artists to design the outside of their newly built meeting pods.

The brief: Create a design to show what you think Whitlawburn means to the local community.

Copies of the design template will be available from **7th April 2026** and can be collected from The Centre, West Whitlawburn Housing Co-operative's office or the Concierge Station. All entries will be judged by the Centre's Management Committee. The winner will receive a gift voucher and their winning design painted on to the pods. The deadline to submit your design for the competition is **28th May 2026**. Completed designs can be handed in to the Centre.

Celebration Event

Join the Centre of Friday 7th August 2026 where the winning design will be unveiled.

More information to follow.

If you'd like to get involved in any of the above or to find out more contact Claire on **0141 641 5005** or email **claire@whitlawburncrc.org.uk**

Please share with anyone you think would be interested in coming along.



What's on at

Movies & Memories

The Centre started their *Movies & Memories* group whose most recent project aims to explore the history of Whitlawburn. As well as sharing personal memories, the group are using lots of different websites, online resources and movies they have chosen to build a memory wall which will be displayed in the Centre for the community to look back on.

Little Rascals Toddler Group

The Baby & Toddler Group is based within the Centre and is available from ages 0-5 years. It runs every Thursday from 11am - 12.30pm.

There are plenty of toys and soft play sets to enjoy as well as various activities for you and your children to get involved. The Centre also work with organisations like *SPELL Lanarkshire* and *U.T.D. Sports* who help with these activities.

No booking is required but a donation is suggested if you come along!

Compassionate Communities

Compassionate Communities is a new project running within the Centre to provide personalised support for anyone in South Lanarkshire living with a life-shortening illness or those receiving palliative care - a proud partnership between Kilbryde Hospice: <https://kilbrydehospice.org.uk/> and Macmillan Cancer Support: <https://www.macmillan.org.uk/>

The Community Hub runs fortnightly on Wednesdays 10am - 2.30pm and no appointment is required.

Energy Advice Service

Book your appointment today – Call **0141 641 5005** to secure your appointment time.

Whitlawburn Community Resource Centre provide a **FREE** energy advice service for the local community.

Their Energy Advisor, Fiona, will offer help to register those who are eligible on the priority services register for assistance during a power cut, gas emergency or water interruption. It's available for those who are vulnerable, have a health condition or disability and households with children under 5 years old.

If you have any energy or billing concerns, Fiona can look at ways to help you save money 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

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**





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

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

TUESDAY

10am - 1pm - Tots Time Group - Contact Gemma hellototstime@gmail.com

11am - Walking Group - Contact Claire 0141 641 5005

12pm - 2pm (3rd Tuesday of the month) - More Than Fibro Support Group - Contact Amanda 07539 026 422

1pm - 3pm - Parent Support Group (ASN) - Contact Laura 07856 596 054

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

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

WEDNESDAY

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 Service - Contact Fiona 0141 641 5005

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

6.45pm - 8.45pm - A.J. Dance - Contact Jennifer 07584 483 861

7.30pm - Whitlawburn Community Fellowship - Prayer & Bible Study - Contact Chris via text 07734 167 535

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

3.30pm - 4.30pm - Family Drop-in (Check programme for latest dates & activities) - Contact Elizabeth 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 & Digital Inclusion Service- Contact Fiona to book an appointment 0141 641 5005

11am - 1pm - Coffee Morning @ the Warm Welcome Hub - Contact Claire/Elizabeth 0141 641 5005

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

3pm - 7pm - Duke of Edinburgh - Contact Cheryl 07740 984 125

CAFA (Community Awards for All) - Contact Laura 07856 596 054

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

SUNDAY

10am - 2pm - Church Group - Contact Pam English 07578 715 428 / admin@go-wccf.com / Facebook: Whitlawburn Community Christian Fellowship

MONDAY - FRIDAY

Our Warm Space continues to be available within our centre for tea & coffee throughout the week.

Holiday Closures

Easter Weekend –
Fri 3rd April - Mon 6th April 2026

May Day Holiday -
Mon 4th May 2026

Spring Bank Holiday Weekend -
Fri 22nd - Mon 25th May 2026

West Whitlawburn Housing Co-operative, Belmont House,
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Email: enquiries@wwhc.org.uk Web: www.wwhc.org.uk

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HAPPY TO TRANSLATE