



**Celebrating 21 years of
Community Ownership**

**West Whitlawburn
Housing Co-operative Ltd.
1989 to 2010**

**21st Anniversary
Report to Members**

Chairperson's Report

I have now been the Co-operative's Chairperson for over 2 years and overall have served on the Management Committee for the past — years.

In 1989, the Co-operative was formed and the housing stock was transferred from local authority to community ownership following a positive ballot of the tenants.

In the 1980's, the West Whitlawburn area suffered from fabric decay and a lack funding and investment, increasing social problems and poor environmental conditions, no demand, no local control and a lack of community spirit. There was however, a strong community urge for change and improvement.

From the beginning, the Co-operative's mission has been to provide high quality housing at rents that people in housing need can afford, and will regenerate the physical, social and economic structure of West Whitlawburn. In doing so, the Co-operative will work innovatively and in partnership with other organisations to achieve the highest quality of accommodation and service whilst remaining committed to community and environmental sustainability.

The Co-operative's successes over the years have been many and varied: West Whitlawburn has been transformed. The physical differences in the buildings is obvious and there is a real feel of a strong and vibrant community.



At the time it was formed, the Co-operative was non-fully mutual, but in 2007, a majority of the membership voted to become fully mutual meaning that all tenants are members, and only members can sit on the management committee.

Over the years we have been fortunate to have always had a highly committed voluntary management committee who work very hard for the benefit of everyone in the community.

We have recently attracted some new committee members and we are delighted to have their valuable contributions.

We have also been fortunate to have maintained a highly dedicated and skilled staff team over the years, with many very longstanding staff members.

These are the people responsible for running the Co-operative on a day to day basis, following the policies put in place by the Management Committee.

Multi-storey and low rise properties before improvement work



Multi storey and low rise properties after improvement work

Here are just some of the highlights over the years:

- 1989/90** The Co-operative is formed and the early staff are recruited. The Co-operative's own policies and procedures begin to be developed.
- 1990/91** The development programme begins with low rise improvement work contracts.
- 1994/95** Work to all of the low rise flats is completed. Work begins on the multi-storey security contract as this is a community priority.
- 1996/97** The Concierge services are up and running. The Co-operative also buys the old school annex and the resource centre is opened with lottery funding.
- 1997/00** Work progresses in the multi storey blocks with rewiring and lift renewal contracts. Community benefit projects are developed and delivered by the resource centre.
- 2001/10** The first fabric work begins at Benmore Tower and is rolled forward until Roslin Tower is completed in 2010.
- 2007/09** From buying the land to finishing the building of the houses, the 100 new houses are developed over this time.
- 2009** Whitcomm, the first of its kind in the UK communications Co-operative is up and running.
- 2010** the development programme is completed.

We are all very proud of these and other such achievements and it has been an honour to oversee such successes in my role as Chairperson.

I would like to take this opportunity to sincerely thank my fellow Committee members, all the staff and our partners for their commitment, support and hard work over a long period of time, which makes the Co-operative so successful and special to be a part of. In particular I would like to pay tribute to the longstanding members of the Management Committee, some of whom have been on the committee since the Co-operative was formed in 1989, and without whom, none of this would have been possible.

We held two community events in April 2010 to celebrate this 21st anniversary, an opening to mark the completion of fabric work to Kintore and Roslin Towers and the 100 new build houses, and a street party which was great fun for everyone there.

We are looking forward to continuing the work with some exciting new projects being developed for the future.

Thank you.

Anne Anderson
Chairperson, WWHC

Ode to 21 years of West Whitlawburn Housing Co-operative
A personal recollection from Paul Farrell, Director of WWHC for those 21 years.

Back in 89, things were not so fine
With Glasgow City Housing,
New job, thought I, I'll start the search
This long before web browsing.

To Cambuslang, this can't be wrang
Off to Gartmore Terrace I did go
To meet with Phil, Frank, Iz and Bill
And Muriel, never slow.

We had good chat, they knew where it was at
The discussions left me dizzy
Driving home, on my own, am thinking
This job could get quite busy.

When the day is done, I've had good fun
The panel's decision, is so sage
I can't believe, they've appointed me
At such a tender age.

I then do sign, on the dotted line
To the Council no going back
I feel the need to celebrate
With Remy Martin, that fine cognac

Already there, a lass so rerr
Lorraine McVie, by name
With desks and chairs, andshiny phones
Albany Terrace, our new hame

The staff arrive, soon we are five
With Neilly, Steph and Tracy
Tho someone, couldn't quite recall
Which one was called Stacy



To build our team, to meet our dream
It's down the coast we go
We set sail for Little Cumbrae
Me hearties, yo ho ho.

Teresa, Jeanette and a man from the north
This Team is proving wily
It just would not have been complete
.....Without that man Reilly.

We wanted sto, the price not low
And with the HAGgling, all now done
We're well on course, to meet our goal
A site start on Phase one

The MSF's, this can't be done
Sceptical onlookers warn
But we'll win this fight, such is our might
...some current staff not yet born.

To the Chairs a toast, the best we boast
To Phil, Bill, Susan and Anne,
No matter how high the hurdle
Their attitude...."oh yes we can"!!

Suddenly it's 96, we're more than mortar and bricks
7 Years have passed so fast
We know by now, that we are building
A community that will last

A seminal year, we shed a tear
With more success soon looming
Concierge and the CRC
Both of which, are still fair blooming



Successes both that fateful year
There was a number 3
When HRH , bestowed on Phil Welsh
His well earned MBE

To the modern day, we're in a charitable way
And in a fully mutual zone
As cost pressure mounts,
We deliver Social Accounts
And Fibre to the Home.

The Programme complete,
An incredible feat
All multis, low rise and New Build
£80m (wow) we've spent
And kept an affordable rent.

The net result of so much toil
And so much collective action
Results quite clear, very very near
100% tenant satisfaction.

Working here, has been so dear
Every day has brought such pleasure,
To my successor, Stephanie Marshall.....
You are such a priceless treasure.

As I go away....do I hear HIP HIP Hooray?
Can I say to all our Team
You are the best, passed every test,
You've made my life a dream

To WWHC, the best we say
All please now raise your glasses
And join with me, in wishing us
A VERY VERY HAPPY BIRTHDAY!

Properties and Development

Since 1989, work to improve the properties has been going on with few breaks. We have been successful in attracting funding for improvements and have invested over £48 million.

Work started at Clifton Terrace and the lower half of Belmont Road in the early 1990's and has progressed over the years until the completion of fabric work to Roslin Tower in 2010.

A summary of all the development work carried out so far is:

	Cost
<u>Low Rise improvement works 1991 to 1994</u> Comprehensive improvement work to low rise stock (111 properties) including: STO overcladding; re-roofing; new windows; rewiring; renewal of kitchens and bathrooms.	£4.3 million
<u>MSF Security Contract - completed in June 1996</u> The installation of controlled entry at main doors and secondary landings and CCTV systems covered by a 24 hour concierge service; The construction of a new concierge workstation from where operations are controlled; Refurbishment of the ground floor areas of each block; Renewal of water tanks and rewiring of back stair fire exits.	£5.1 million
<u>MSF Lift Renewal Contract - completed in February 1999</u> Complete renewal of all lift cars (12 in total) and associated ancillary machinery, switchgears, ropes, equipment etc.	£1 million
<u>MSF Rewire Contract - completed in August 2000</u> Comprehensive rewiring of all multi-storey properties and common areas, excluding back stairs lighting which was completed under a previous contract.	£1 million
<u>MSF Fabric Contracts 2001 to 2010</u> Overcladding; Re-roofing; Window Renewal; Upgraded Communal TV System; Balcony Enclosure; Waste Stack Renewal. The 6 Blocks are now complete. Work to Roslin Tower included renewal of kitchens and bathrooms.	£24 million
<u>100 unit new build 2007 to 2009</u> 100 new houses built including new roadways and environmental work. A mix of 1,2,3 and 4 bedroom flats and houses, which are all now occupied, and a welcome addition to the housing stock.	£13 million

In 1989 the stock we had was dominated by 2 bedroom (3 apartment) flats and we have worked hard to introduce more variety of house sizes available to tenants so that people who live in West Whitlawburn have more opportunity to have a house which is a size they need. Conversion work has been carried out to existing stock and there is a good mix in the new houses.

The new build properties, completed in 2009, have been a welcome addition to the Co-operative's housing stock and again increased the variety of house types and sizes we are able to offer.

The stock breakdown has changed as shown:

	1989	2010
Type	Number	Number
2 apartment multi storey flat	0	13
3 apartment multi storey flat	432	106
4 apartment multi storey flat	0	13
2 apartment low rise flat	0	3
3 apartment low rise flat	78	68
4 apartment low rise flat	30	41
2 apartment cottage flat	0	16
3 apartment house	0	50
4 apartment house	0	29
5 apartment house	0	5
Total	540	644

In 1989, a lack of planned investment and funding was one of the main reasons for setting up the Co-operative and this has been a very successful area of our work, improving the living conditions of everyone in West Whitlawburn.

In the mid 1990's, we carried out the wide ranging security contract as this was identified as a priority by residents. This included CCTV across the estate, controlled entry systems, remodelling of ground floor areas and laundries in multi storey flats and external improvements. The introduction of our Concierge services from 1996 to manage and provide these services has been enormously beneficial to residents. Concierge staff carry out a wide range of duties from CCTV monitoring to environmental maintenance and residents enjoy high service standards.

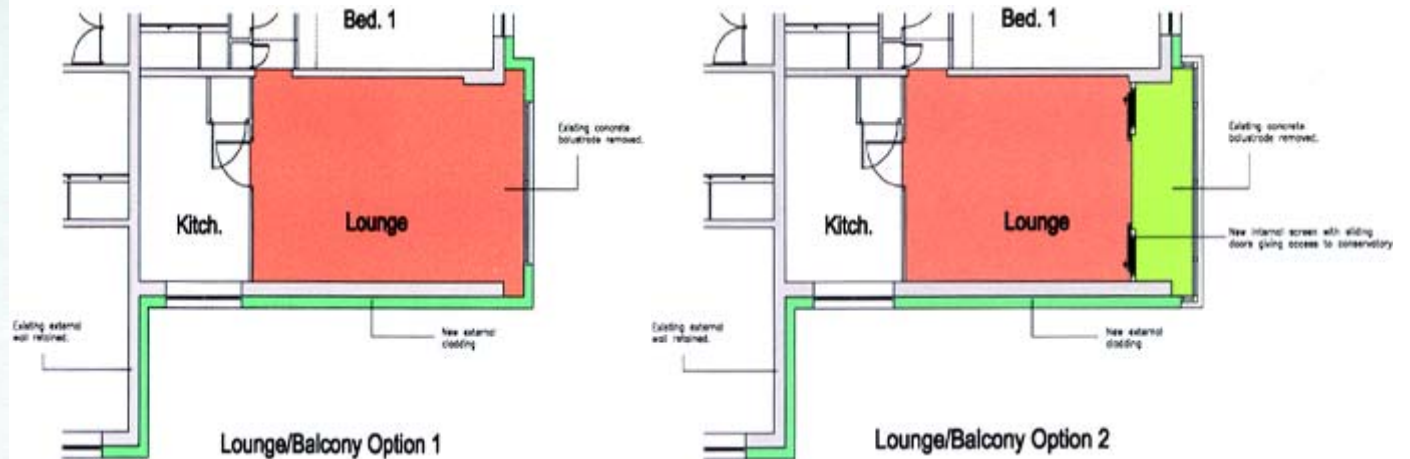


Multi storey blocks before and after improvement



Improvements to the fabric of the multi storey stock has been ongoing since 2000 and has now progressed through each of the 6 blocks. In Roslin Tower, we were able to include kitchen and bathroom renewal throughout the block as part of the work and we are delighted that this has been completed in early 2010.

We are looking at programming kitchen and bathroom renewals in the rest of the multi storey blocks over the coming years.



Many tenants will remember the early proposals and consultations for work to the blocks. Shown here are some of the materials used to show proposals for the external finish, and the two options tenants could choose for the lounge and balcony enclosure changes.

Above is a completed kitchen and balcony enclosure, creating a conservatory area in the lounge.

New Build Programme

Finishing the work to Roslin Tower in 2010 marks completion of almost a decade of improvement work to the multi storey blocks. In 2006 the Co-operative bought a site to the south of Whitlawburn from South Lanarkshire Council as part of a master planning exercise being carried out for the area in partnership with WWHC, the Council and the Scottish Government.

Work to build 100 new homes started on site in May 2008 and were completed in September 2009 at a total cost of £13.5 million, funded by the Scottish Government and WWHC private finance from The Co-operative Bank..

The finished houses are of a very high quality at affordable rent and the new tenants are very happy in them.



Work on the site moves forward and the houses begin to take shape.

The houses built are a range of 1, 2, 3 and 4 bedroom homes in various styles and include cottage flats, terraced and semi detached houses. All have gas central heating and high levels of insulation, making them easier to heat. The larger properties have solar panels for hot water installed.



Opening Ceremony

On 23rd April 2010, the Co-operative held a formal opening to mark the completion of our development programme, with the most recent projects being fabric work to Kintore and Roslin Towers and the new build houses.

Russell Clearie, the Provost of South Lanarkshire Council, performed the formal opening. The event was well attended by all those involved in the projects and there was good representation from all the tenants invited.

Plaques to mark the event have been installed in Kintore and Roslin Towers and the new build have the Community Gateway which is the two cairns marking the entrance to the new build from the central area of the Towers. These details some of the achievements of the Co-operative over the years and feature designs from local young people.



Commemorative plaques are unveiled by Councillor Russell Clearie of South Lanarkshire Council and Anne Anderson, the Co-operative's Chairperson



One of the cairns which makes up the new Community Gateway, funded by Pride of Place

Housing Management

One of the Co-operative's major strengths, is our housing management service. Housing management covers a wide range of activities including housing applications and allocations, estate management, and neighbour problems and arrears prevention and control, We have a dedicated staff team who put tenant welfare and customer service first.

New tenants will meet their Housing Officers when they apply for housing, being offered a property and their tenancies starting. We regularly receive very positive reports on the work of our housing management staff.

“Knowing that the members of staff were there if you needed them- always someone there to talk if there was anything upsetting you or anything.”

Housing management staff, are, along with the concierge team and maintenance staff, at the front end of our service delivery, and pay particular attention to estate management issues ensuring that all tenants can peacefully enjoy their homes. A lot of housing management work is direct with tenants and staff enjoy the good working relationships which have developed.

Finance

The volume and range of work we are involved in has needed strong financial management over the years and the Co-operative's finance team work very hard to manage the organisation's finances. This includes: annual budgeting and rent setting; quarterly management accounts; annual financial accounts; financial projections and satisfying external submission and scrutiny requirements.

Tenant Satisfaction

The most important judge of the quality of services are our tenants and members. The Co-operative carries out tenant satisfaction surveys regularly and below is a summary of the most recent survey results over the past few years, showing high levels of satisfaction being maintained.

	2004	2006	2008
The Co-operative as a Landlord Percentage of tenants who are satisfied with the Co-operative as a landlord	96%	99%	100%
Quality of Services Percentage of tenants who are satisfied with the overall quality of the services.	87%	98%	100%
Advice and Assistance Percentage of tenants who are satisfied with the quality of advice and assistance that they receive .	91%	96%	97%
Concierge Service and Security System Percentage of tenants who are satisfied with concierge services the repairs service.	80%	92%	98%
Repairs Service Percentage of tenants who are satisfied with the repairs service.	80%	90%	93%
Value for Money Percentage of tenants who believe that their rent represents good value for money.	76%	86%	94%

Housing Alarms and Housing Adaptations

The Co-operative takes the safety of our tenants very seriously. The Housing Alarm service was introduced in 1998 and is for tenants and residents who are at risk in their own homes due to illness or disability. Where needed, alarms are fitted within homes with pull cords and neck pendants are provided. Activating one of the alarms provides immediate contact with the concierge team, all of whom are trained in first aid. Housing Alarms take priority over all other calls and a member of the concierge team can be at a tenant's home within a matter of minutes.

At the moment there are 67 housing alarms installed in tenants' homes and they have proved invaluable over the years and staff have responded to potentially life threatening incidents; in short this service and concierge staff have saved lives.

Tenants with this service have reported that they feel safer in their homes and are able to be more independent.

“It's like an explosion down there - the boys were right up. You'd be on a sticky wicket without the service. There's been a few saved up here.”

“Concierge have saved my life a couple of times - I've had a couple of heart attacks”

Although the physical safety and psychological peace of mind of our tenants and residents is of fundamental importance, the family and friends of our tenants who use the Housing Alarm service also benefit. They have reported on the positive impact this service has had on them.

“The physical and mental security provided by the housing alarm system cannot be understated. Mum and her family are delighted with the system and I am sure in my mind that it will ensure mum to be able to enjoy the benefits of being able to stay in her own home for very much longer than would have been the case otherwise. The attention of the concierge staff is first class. They are patient and attentive and I particularly appreciate their close attention and support. The close care that all of your staff give to mum is excellent and to your credit.”

The Co-operative also appreciates that some tenants' circumstances may change due to illness or disability that may cause difficulties for them in their homes. We will help tenants to stay in their own homes wherever possible by carrying out medical adaptations where needed, which allow people to live safely and more fully within their homes.

They have reported that medical adaptations made to their homes had made a positive difference to their lives and have resulted in increased confidence within their homes.

“I can have more showers in a week... I used to have to get my son to help me but I feel more confident now and can shower on my own”

The Co-operative is able to provide services to tenants that makes a real difference to their lives. These differences have been shown to be life changing and, furthermore; life saving.

Street Party

On 24th April 2010, we held a street party for residents to celebrate our 21st anniversary. The weather was kind for a change and everyone had a great day.

There were varied activities to suit those attending including face painting, smoothie bike, tombola and raffle, climbing wall, skateboarding, barbeque, bouncy castle, sequence dancing, novelty races, beat the goalie and bingo. Music was provided by CHI staff and volunteers which helped make a great atmosphere.

A big thanks to all those who volunteered and to those who attended making it a day to remember.



Whitlawburn Community Resource Centre

The need to develop community facilities to compliment the work done to improve people's housing conditions has always been taken seriously by the Co-operative.

Our approach has always been that we will not simply create nice houses for people. We aim to improve local services through community involvement, capacity building, supporting groups and programmes, providing services and promoting dialogue and information.

In 1995, we applied to the National Lottery Charities Board for funding to convert part of the old Loch Primary School Annexe, into a Community Resource Centre.

The application was successful with a 3 year funding package awarded in the region of £500,000. This allowed refurbishment work to be carried out and the Resource Centre came into being. It opened to the public in October 1996 and has become a popular and important focal point for the whole community.

Facilities and services now include:

Bonus Ball out of School Care Service

G'Teas Community Café

Education classes run by South Lanarkshire College and Community Learning

Citizens Advice outreach

Blantyre Credit Union outreach and Personal Development Class

Employment advice with Routes To Work South and Reed Partnership

Two youth clubs

Cambuslang Credit Union

Exercise referrals with Up for It

Various leisure classes including Yoga, Pilates, Hip- Hop Dancing, Karate, Sequence Dancing, Weight Watchers, Ethnic Group, Richmond Fellowship

We also have three Councillor surgeries each month and a soon to be introduced Police Surgery.

The success of the centre has not only been down to the hard work and commitment of Committee members and staff, but also due to the many partnership bodies that have supported the centre, both on a financial and advisory basis. West Whitlawburn Housing Co-operative plays an important supportive role to the centre in its continued development.

West Whitlawburn Community Development Committee and staff are committed to further develop and enhance facilities to the community through social, educational and recreational activities.

Quality and Innovation

Another priority for the Co-operative is to maintain or improve the quality and range of services offered to tenants.

Recycling

Through working in partnership with South Lanarkshire Council, the Co-operative introduced recycling facilities to the tower blocks at the end of 2007 - the first recycling facilities to be introduced to tower blocks in Scotland. Tenants received re-usable sacks that they fill with recyclable household waste; paper, plastic bottles, cardboard and cans. These items can then, without separating, be emptied into the recycling facility. Feedback from tenants about the recycling scheme has been very positive.

“I think this is a very good thing and I’m happy to have the opportunity to recycle. It also helps to keep the normal household waste chute clear.”

The fortnightly uplift of around 0.5 tonnes of recyclable waste from West Whitlawburn contributes to the 75,000 tonnes of recyclable waste that is collected in South Lanarkshire each year; supporting South Lanarkshire’s position in the top 5 local authorities in Scotland for recycling.



Another milestone for the Co-operative has been the provision of a high speed broadband service to our new build tenants through Whitcomm a new community controlled communications co-operative, which has been running since 2009.



Tenants receive digital services, broadband, internet telephone and television over a new fibre optic network, which is the first of its kind in the UK! The services are offered at affordable prices and demonstrates the commitment to address digital exclusion which is at a high rate in the area.

An innovative community portal is being developed to deliver new services direct to people in their homes and we hope to develop the potential benefits to the full over the coming months.

Mission Statement

Whitcomm is a community communications co-operative providing high quality communication services and a bespoke community portal. By employing innovative technology and the values of self help, democracy and co-operation West Whitlawburn can be a stronger, more connected and attractive place for people and businesses.

Staff and Committee

There have been many staff and committee over the years, all of whom have contributed to the Co-operative's success. The current teams are shown below:

Management Committee

Office Bearers

Chairperson	Anne Anderson
Vice Chairperson	Phil Welsh
Secretary	Margaret Sweeney
Treasurer	Muriel Alcorn

Committee Members

Susan Stevely	Helen Anderson	Elizabeth Kerr	Cheryl Burnett
Sheila Jamieson	Hazel Anderson	Helen Gilmour	

Staff Members

Paul Farrell	Director		
Stephanie Marshall	Depute Director	Lorraine McVie	Assistant Director (Corporate Services)
		John Dunn	Finance Assistant
Mags Brownlie	Assistant Director (Operations)	Lauren Dalgleish	Corporate Services Assistant
Gavin Glaister	Property Officer	Christopher Creanie	Reception/Admin Assistant
Jeanette McGrory	Property Assistant	Lynn Hutt	Reception/Admin Assistant
Kathleen Nisanci	Property Assistant	Susan Small	Project Officer
		Morag Gladstone	I.T. Officer
		Linda Forry	Admin Assistant (volunteer)
Christine Rothnie	Community Development Co-ordinator		
Roz Haughey	Assistant Director (Tenancy Services)		
Teresa McCann	Housing Officer	Kerry Anne Drummond	Housing Officer
Natalie O'Raw	Housing Assistant	Margaret Anne McLean	Housing Officer
John Pinion	Community Housing Assistant		
Raymond Smith	Concierge Manager		
Robert Porter	Senior Concierge Officer	Alistair Morris	Senior Concierge Officer
Terry Campbell	Concierge Officer	Craig Crawford	Concierge Officer
Martin Cuning	Concierge Officer	Bert Reid	Concierge Officer
Stephen Blackwood	Senior Concierge Officer	Alex Black	Senior Concierge Officer
Kenny Wilson	Concierge Officer	Danny Borland	Concierge Officer
Billy Clark	Concierge Officer	Dougald McIntosh	Concierge Officer



Committee Members cutting the cakes at the formal opening on 23rd April 2010

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