

NEWSLETTER

West Whitlawburn Housing Co-operative Ltd

Plan of action for re-opening



As you will be aware our office and concierge station continue to be closed to visitors due to current covid restrictions, however, office and concierge staff are still working normal hours to provide services, advice and support. If you wish to contact a member of staff please either phone, email, letter or use your handset.

West Whitlawburn Housing Co-operative
57 Belmont Road
Cambuslang
G72 8PG
0141 641 8628– Housing Office
0141 646 1924– Concierge
enquiries@wwhc.org.uk



We are continuing to follow Government and housing sector guidance as lockdown eases and we are looking forward to being open to visitors when allowed to do so. In preparation for our return to the office we have made several changes to ensure we are all able to adhere to social distancing regulations and to keep us all safe.

We trust all tenants and members will continue to work with us over the coming months.

The Resource Centre is also looking at how to reopen safely to members of the public. Some groups are using the outdoor pitch area to keep things as safe as possible. This includes the Family Learning Group and the Toddler Group. Other groups are using the main hall to deliver their activities in order to meet social distancing requirements.

The centre is still continuing to deliver some online activities.

If you have any questions or require updates just keep an eye on their Facebook page at www.facebook.com/WCRCOfficial or call on 0141 641 5005.



Director Post

We are delighted to confirm that Stephanie Marshall has been appointed as new director following the retirement of former director Paul Farrell.

Stephanie has worked with the Co-operative since late 1989 and is well known to many tenants as she has held a number of senior roles, most recently as acting director. She brings a wealth of local knowledge along with her tremendous enthusiasm and leadership skills.



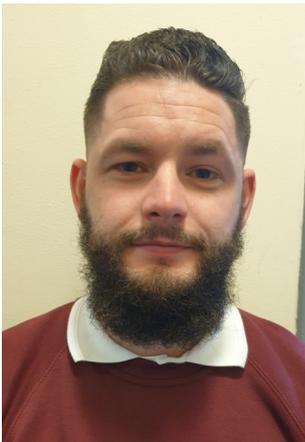
Anne Anderson, chair of West Whitlawburn, said: "We are delighted to confirm Stephanie as our new director. She very much stood out from within a very strong field of applicants and I am confident that Stephanie will continue to further develop our high performing organisation, helping us to meet the ambitions we have for West Whitlawburn and the people who live here."

"The management committee is very much looking forward to continuing its productive and successful working partnership with Stephanie in the coming years."

Stephanie Marshall added: "I am delighted to have been confirmed as the new Director at West Whitlawburn. I have been here for a large part of my career and I feel that I still have more to do. I am looking forward to working with the Committee and staff team in getting us through and out of the current covid situation and onwards to ever better things over the coming years."

"It is a privilege to lead a highly respected and locally based organisation which is committed to providing excellent housing and services to our members, residents and service users."

Concierge Staffing



There have been some changes to staffing at the Concierge station. Chris Hampton joined us earlier this year but due other work commitments he was unable to stay with us. We wish Chris every success for the future.

In order to fill the vacancy in this team, Jamie Logue has joined Concierge Team B for a six month temporary contract. Jamie has worked with us before and is a welcome addition to the team.

I am sure you will all make Jamie feel very welcome if you see him out and about on the estate.

Office Staffing

Congratulations to our Property Assistant Samantha Lester who gave birth to her beautiful baby boy at the end of April. We welcome Evelyn O'Neil to the Property Services Section who is covering Samantha's maternity leave period. We also want to welcome Ian Fordyce who has joined our Corporate Services Team as Finance Officer., both are settling in to the team well.

Welcome to new committee member Robert

We'd like to warmly welcome our newest Committee Member Robert Alexis. Robert has been a tenant here in Whitlawburn for 10 years, but has lived in Cambuslang for over 40 years. He has a background in running pubs in and around Glasgow. He enjoys staying in his flat and thinks the service tenants receive from the co-operative is a very personal one. Robert said he first became interested in joining the committee after a chat with Raymond the Concierge Manager.

Robert has joined committee at an interesting time, for the first time in our history all the committee meetings are held online due to the pandemic. Robert has taken that in his stride and been a welcome addition to the committee. Robert has found his first few meetings interesting and agrees it's more in-depth behind the scenes than he first thought.



If you are interested in learning more about the work of the management committee please contact Susan Paton, Project Officer 0141 641 8628 or spaton@wwhc.org.uk

Ways to pay your rent

It has never been simpler to pay your rent from home.

By phone - You can either call the office to make a debit card payment or you can phone Allpay directly on 0330 041 6497. This is an updated number for this service.

Online – visit www.allpayments.net

Using the app - You can download an allpay app to your smart device- www.allpay.net/allpay-payment-app

Direct debit – If you have a bank account you can pay an agreed amount in a frequency that suits you. Please contact your Housing Officer to set up the instruction.

If you prefer to pay in cash you can make payments at any shop displaying the Paypoint symbol or any Post Office. Just present your rent card along with your money.

EU Settlement Scheme

The deadline for applying to the EU settlement scheme is the 30 June 2021.

If you're an EU citizen living in Scotland and you haven't already applied, then it is important that you apply as soon as possible. More information can be found at www.gov.uk as well as www.mygov.scot

EU Citizens Support Service Helpline

Citizens advice Scotland have an EU Citizens Support Service helpline: 0800 916 9847 (Monday to Friday, 9am to 5pm).

Citizens' Rights Project

The Citizens' Rights Project also provides information, advice and support for EU citizens in Scotland. If you need help with your pre-settled status application you can book a free appointment with one of the EUSS advisers. This service can be accessed by the following ways:

text/WhatsApp on 07803102173 or 07518926137 (in English or other EU language)

Phoning 07803102173 (English or Polish) or 07518926137 (English and Spanish)

Email to euss@feniks.org.uk or info@citizensrightsproject.org (in English or other EU Language)

Office hours Monday to Friday, 9am to 5pm More information can be found at www.citizensrightsproject.org

Performance Report– Property Services

Reactive Repairs carried out between (April 2020-March 2021)

1552

1123

Non– Emergency repairs

429

Emergency repairs



It took an average of 3 days to complete non-emergency repairs which is well below the Scottish Average of 6.4 days.



It took on average, 3.5 hours to complete the emergency repairs which was below the Scottish average of 3.6 hours.



As part of our annual gas safety checks from the 2020 programme, we completed 99% of 101 properties which is a huge achievement under the current restrictions.

Finance Report

Revenue Income April 2020 to March 2021

REVENUE INCOME	£	%
Net Rent Charged	3,145,170	69.2
Grants Released	964,665	21.2
Grants Received	26,487	0.6
Energy Centre Income	336,637	7.4
Other Income	72,117	1.6
Bank Interest	720	0.0
Total Revenue Income	4,545,796	100.0



Revenue Expenditure April 2020 to March 2021

REVENUE EXPENDITURE	£	%
Management Costs & Maintenance Overheads	1,927,351	42.8
Planned Maintenance - Direct Costs	121,293	2.7
Reactive Repairs/Voids - Direct Costs	649,439	14.4
Stage III Adaptations	6,955	0.2
Bad Debt Written Off	138,905	3.1
Other Costs	184,053	4.1
Energy Centre Revenue Expenditure	240,079	5.3
Housing Depreciation	1,145,678	25.5
Private Loan Finance Interest Payments	85,043	1.9
Total Revenue Expenditure	4,498,797	100.0



Tenancy Services Report

April 2020 to March 2021



Turnover and Allocations

At March 2021 we had 159 applications for housing and 183 on our transfer list. The average time to re-let properties was 42.7 working days. The time to re-let properties is longer than usual due to extra measures and additional cleaning required by covid restrictions

The number of lets for 2020/21 was 53. Of these 40% were let to direct applications, 7% were transfers, 42% were South Lanarkshire Council referrals and 11% were leased to South Lanarkshire Council as Homeless Person Units.

Rent Collection and Arrears

Current and former tenant arrears were sitting at 9.07% with a very impressive 102.5% for rent collection for the year.



Estate Management

Housing Management and Concierge staff work closely with other agencies to resolve neighbour and estate difficulties as quickly as possible. We reported a total of 108 anti social behaviour incidents, 97% of which were resolved. Concierge staff also manage the housing alarm service and respond to calls through the system. All officers are first aid trained. There were 7 abandoned tenancies. 108 incidents regarding anti social behaviour, 97% of which have been resolved. We had 215 housing alarm calls but only 10 required assistance.



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Property Services Team



Grant Clayton
Assistant Director
(Property Services)



Jeanette McGrory
Property Officer



Dave Kinloch
Property Officer



Kathleen Nisanci
Property Assistant



Samantha Lester
Property Assistant
(Maternity leave)



Joanna Pawlukowska
Property Assistant



Evelyn O'Neil
Property Assistant

Corporate Services Team



Morag Gladstone
Assistant Director
(Corporate Services)



John Dunn
Finance



Noreen Currie
Finance
Assistant P/T



Ian Fordyce
Finance Assistant



Susan Paton
Projects Officer P/T



Jane Murray



Margaret Molloy
Reception Assistant P/T



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As
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Teresa Burns
Housing Officer



**Margaret Anne
McLean**



Marie Smith
Housing Officer P/T

Stephanie Marshall

Services Team

Loz Haughey
Assistant Director
(Emergency Services)



Kerry Anne Elder
Housing Officer



Lauren Miller
Housing Officer



Fiona Heeps
Housing Assistant P/T

Concierge Team



Raymond Smith
Concierge Manager

Team A



Robert Porter



Dougie McIntosh



Billy Pender

Team B



Martin Cunning
Senior Officer



Danny Boland



Jamie Logue
(Temp)

Team C



Stevie Blackwood



Billy Clark



Marc Ross

Team D



Craig Crawford



Davie Thomas



Rab Fellows

Resource Centre Team



Stephanie McPeake
Community
Development
Co-ordinator P/T



Stuart Borland
Centre Manager



Claire Forrest
Development
Worker P/T



Elizabeth Freer
Community
Engagement
Worker P/T



Geraldine McQuade
Whit Recycle
Co-ordinator/



Myra Maguire
Domestic

Fiona Boyle



Important Safety Issue Bulk Refuse in Closets and on Landings

How to dispose of bulky items such as furniture

Lots of people have been clearing out during lockdown and we have had some issues recently with furniture and bulky items being left on landings, in car parks and against the buildings. There is concern that this not only encourages vermin, looks unsightly but it is also a fire risk.

How you should dispose of bulky items will depend on your property type:-

- Multi-story flats– please leave items at the rear of the tower on a Monday morning for pick up the following day
- Low rise – please leave items at the rear of your closest tower on a Monday morning for pick up the following day

Concierge will liaise with South Lanarkshire Council Land Services to arrange pick up of these items in advance of the collection day. This is why the items need to be left there on Monday.

- New build properties – please contact South Lanarkshire Council Land Services directly to arrange pick up. You can do this either by visiting www.southlanarkshire.gov.uk/info/200135/bins_recycling_and_uplifts or you can phone them on 0303 123 1020.

Your co-operation with helping us keep the estate clean and safe is appreciated.



Landings

It is more important than ever that we all do our part to keep the areas we share with our neighbours even cleaner than before and so we would ask that if you have not been taking your turn of the landings that you start doing so now. It really will make a difference if we all do our bit.

As you will be aware Scottish Fire and Rescue normally inspect MSF landings to highlight areas of concern. Unfortunately, these inspections have been delayed due to lockdown however they have restarted.

Please help us all to keep the building and the residents safe by not leaving items on the landings. If you do leave something on a landing and concierge ask you to remove it, please do so immediately. We need to ensure all the landings are clear to make sure everyone can exit the building safely in the event of a fire.

Your co-operation with these requests is appreciated and if you want to discuss them further please contact either your Housing Officer or Raymond Smith, Concierge Manager



Home Contents Insurance

Why do I need it?

As a WWHC tenant, it is important to know your contents are not insured as part of your tenancy agreement. It's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one. For example, the costs for damage caused to your personal belongings, decoration of even carpets by water damage or flooding caused by a leaking water tank or pipework from yours or your neighbour's property would not be covered by the Co-operative. The Co-operative will most likely be responsible for fixing the leak and any structural damage but you are responsible for replacing damaged items or damage to your decoration and flooring.

Could you afford to replace all the items?

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind.

To help you decide whether home contents insurance is right for you, WWHC have teamed up with Thistle Tenant Risks who provide specialist Tenants Contents Insurance policies.

This home contents insurance scheme can offer you insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

How do I get further information?

Call 0141 641 8628 and ask your housing officer for an application pack.

Call Thistle Tenants Risks on 0345 450 7286. or visit www.thistletenants-scotland.co.uk



Right to Repair

As a tenant you have the right to have small urgent repairs carried out by your landlord within a certain time. The Right to Repair scheme covers some repairs up to the value of £350. If the repairs are not carried out within the time limit you may be entitled to compensation.

These repairs include (maximum time in working days from notification shown in brackets).

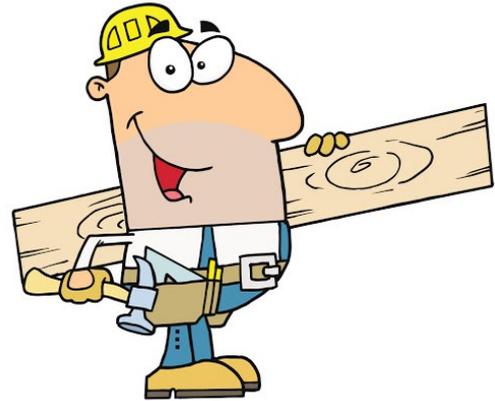
- Blocked flue to open fire or boiler (1 day)
- Blocked or leaking foul drains, soil stacks or toilets where there is no other toilet in the house (1 day)
- Blocked sink, bath or basin (1 day)
- Electric power - loss of power (1 day) and partial loss of electric power (3 days)
- Insecure external door, window or lock (1 day)
- Unsafe access to a path or step (1 day)
- Leaks or flooding from water or heating pipes, tanks & cisterns (1 day)
- Loss or partial loss of gas supply (1 day)
- Loss or partial loss of heating, where no other is available (1 day)
- Toilet not flushing where there is no other toilet in the house (1 day)
- Unsafe electrical fittings (1 day)
- Water supply - loss of water supply (1 day) and partial loss of water supply (3 days)
- Loose or detached banister or handrail (3 days)
- Unsafe flooring or stair treads (3 days)
- Extractor fan in internal (i.e. no windows) kitchen or bathroom not working (7 days)

For further information, please refer to the Scottish Government's 'Right to Repair' advice available at www.gov.scot/publications/right-repair

Alterations and Improvements

Any tenant / members must have the Co-operative's written consent before carrying out any alterations or improvements to your property. Examples include, but are not limited to, installing a shower or laying laminate flooring, installation of a satellite dish, and installation or alteration of a kitchen or bathroom.

WWHC has an application form which must be completed and be approved before any works can commence in the property.



Right to Compensation for Improvements

You may be entitled to compensation at the end of your tenancy for some alterations, subject to certain conditions as set out in the Housing (Scotland) Act 2001. Under the Housing (Scotland) Act 2001, Scottish secure tenants may be able to receive compensation from their landlord for improvements which they have made to their home on or after 30 September 2002. Decorating the inside of your home does not qualify for compensation.

For you to qualify for this compensation:

- your landlord must have approved the improvements; and
- your tenancy must have ended.

You can apply for compensation when you know your tenancy is coming to an end. We recommend that you let the Co-operative know about this as soon as possible.

For more information, please speak to a member of the Property Services Section on 0141 641 8628.

Allocations policy

This is your chance to have your say!

We are currently reviewing our allocation's policy and we need your views on the proposed changes. You will receive a copy of the proposed policy soon and we would encourage everyone to read it and let us know what you think about the changes. You will be able to make comment on the policy by either returning a paper survey or filling in an online form.

Housing Management staff will be available if you want to discuss the proposed changes before completing the survey.



Scottish Child Payment

The Scottish Government introduced a new Scottish Child Payment for low-income families with children under 6. This is paid in addition to the UK wide Child Benefit.

Scottish Child Payment is administered by Social Security Scotland and it started on the 15th February with thousands of families already receiving this benefit.

It gives qualifying parents and carers £40 every 4 weeks for each child under 6.

An application needs to be made for the payment, it is not paid automatically.

To receive Scottish Child Payment, you need to be the main person responsible for child under 6, ordinarily resident in Scotland, and entitled to one of the following qualifying benefits:

- Universal Credit
- Child Tax Credit
- Working Tax Credit
- Income Support
- Income-based jobseeker's allowance
- Income-related employment and support allowance

If you are not getting one of these benefits or payments, but have applied for one, you can still apply for Scottish Child Payment.

You can apply online at www.mygov.scot or call Social Security Scotland **0800 182 2222**.

Online benefit calculator for Scotland

A new online benefit calculator was launched in February 2021 by Advice Direct Scotland. This is the first online tool to fully integrate devolved benefits including the new Scottish Child Payment.

It was developed by Advice Direct Scotland to make it easy for people to calculate their benefit entitlement and to help address the financial hardship many are experiencing.

It can be found online at www.advice.scot. You can also speak to one of their advisers on 0808 800 9060 (Monday to Friday 9am-5pm)



Whitlawburn Digital Hub

The Whitlawburn Hub is working remotely and can help with barriers including devices, online access, video conferencing, CVs, job searching and or job applications.

Please contact Fiona either by email: fiona@whitlawburncrc.org.uk or mobile 07917 358 788 by text or leave a message. Office hours are Wednesday 10am-4pm, mobile and emails will be answered during those hours.



Food co-op

The food co-op at Benmore Tower is now back open. We are working on an appointment only basis between 11am-12pm however there is a drop-in available between 12pm and 1pm. You may be asked to stay outside the tower due to restrictions. Bags are priced at £1 for tinned items only and £2 for fresh items. If you require anymore information either contact your Housing Officer on 01416418628 or The Resource Centre on 01416415005.



Glasgow Fair Weekend

The Housing Office will be closed on Friday 16th July and Monday 19th July.

Useful Numbers

Main Office	0141 641 8628	Money Talk Team	0800 085 7145
Concierge Station	0141 646 1924	Universal Credit	0800 328 5644
Resource Centre	0141 641 5005	South Lanarkshire	0303 123 1011
Citizens Advice	0141 641 3191	<i>Council Housing</i>	
Money Matters	0303 123 1008	<i>Benefit/Council Tax</i>	
Scottish Welfare Fund	0303 123 1007		

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Registered Charity No. SCO38737
Vat Registration No. 180223636

