



West Whitlawburn
Housing Co-operative

Newsletter

Summer 2025 edition

Hello Summer



Upcoming Public Holiday Office Closures

The WWHC Office will close on the following dates:

- Friday 26th September 2025
- Monday 29th September 2025

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

Staff Changes at WWHC

Corporate Services

Jane Murray – Admin Assistant

After 11 years of service, Jane announced her retirement in June 2025. Jane's role at West Whitlawburn has primarily been customer-facing working at our reception desk, greeting visitors, handling phone calls and supporting the wider staff team with administration work. We wish to thank Jane for her hard work and dedication throughout her time at WWHC. Have a happy and relaxing retirement!

Changes to our Phone Lines



Over the next few months, we will be trialling a new phone system. This means that when you call us you will now hear a series of options before being connected to a member of staff. The new options are:

Option 1 – Repairs and Maintenance

Option 2 – Rent Payments (please note that we cannot accept rent payments via any other option)

Option 3 – To speak with your Housing Officer

Option 4 – Everything else

Our Concierge team are still available on **0141 646 1924** or via your handset.

We hope that this change will streamline the services offered by us. If any tenant has feedback on this new service that you wish to tell us about, please let us know either by phone, email, in-person or via our website.



A Date for Your Diary

AGM September 2025



This year's Annual General Meeting (AGM) will be held on **Monday 8th September 2025 at 7pm** (reconvened to 15th September 2025 if a quorum is not achieved) in Whitlawburn Community Resource Centre.

As a fully mutual Co-op all our tenants, or prospective tenants, are members and to comply with our rules, your invitation and nomination forms will be delivered to your home before **Friday 22nd August 2025**.

As a member you can:

- ✓ vote in the Management Committee elections
- ✓ nominate or be nominated to the Management Committee

The main purpose of the AGM is to

- Present the Chairperson's report on the activities in the previous year
- Present the Co-operative's year-end accounts
- Elect Committee Members
- Appoint the auditor for the following year
- Consider any other general business

Our auditor will also be present to report on our performance during the previous year and we will extend an invitation to the local councillor's.

WE HOPE THAT YOU WILL BE ABLE TO ATTEND THE AGM!

Winter Warmer-land Event

This year's event is kindly funded by Lanarkshire Climate Action Festival.

In preparation for Winter, Whitlawburn Community Resource Centre will be hosting their *Winter Warmer-land* event on 19th September 2025 - we hope that you are able to attend!

A host of partners will be present including WWHC's own Energy Advisors, *Home Energy Scotland* and the *Glasgow Science Centre Community Team*. We, along with Fiona at the Centre, can offer energy and smart meter advice, and if you require any help, we encourage you to bring along your energy bill.

Whitlawburn Community Resource Centre are accepting donations of gently used school uniforms and winter items

including jackets. If you wish to donate, please do so in advance of the event or contact the Centre.

The poster features a central image of a white knitted hat and scarf. Text on the poster includes: 'whitlawburn community resource centre', 'West Whitlawburn Housing Co-operative', 'LANARKSHIRE climate action festival', 'GLASGOW SCIENCE CENTRE', 'Keep Warm Keep Well' in large stylized letters, 'this Winter', 'FRIDAY 19TH SEPTEMBER 2025', '11am - 1pm', and 'Funded and Part of the Lanarkshire Climate Festival'.

Engagement Plan 2025/26



West Whitlawburn Housing Co-operative is a Registered Social Landlord (RSL) and regulated by the Scottish Housing Regulator (SHR). Each year, the SHR publish an Engagement Plan for every social housing landlord in Scotland. This document sets out the information that we are required to submit, what we need to do to comply with regulations and how and why the SHR will engage with us to improve our services, if necessary.

We are pleased to report that we have achieved full compliance with the regulatory requirements, including the Standards of Governance and Financial Management.

You can also view our Engagement Plan on our website: <https://www.wwhc.org.uk/engagement-plan-2025-26/>

Engagement plan



West Whitlawburn Housing Co-operative Ltd

Regulatory Status Compliant

The RSL meets regulatory requirements, including the Standards of Governance and Financial Management.

We don't currently require any further assurance from West Whitlawburn Housing Co-operative Ltd (West Whitlawburn) other than the annual regulatory returns required from all RSLs.

Regulatory returns

West Whitlawburn must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

Housing Perks

- Download now and get saving!

➤ HOUSING PERKS

We are pleased to announce that we have extended the agreement with Housing Perks until June 2026. Housing Perks is an app only available to tenants of social landlords that gives you access to discounts of up to 10% with over 100 brands and stores, to help you save money with everyday spending. The free app will help you to save money on essentials such as:

- Groceries
- Car Fuel
- Clothing
- School uniforms and equipment
- Home furnishings & DIY
- Family days out

Since its launch at WWHC in September 2024, 166 tenants have signed up and users have saved over £1,400!

With some of your favourite brands and stores including Asda, Sainsbury's, B&M, Argos, Primark, B&Q, Sports Direct and much more. It's free, quick and easy to sign up and available to tenants in West Whitlawburn.



How to sign up:

1. Go to your app store and search “**Housing Perks**”
2. **Download** the app
3. Enter your **mobile phone number**
4. Select ‘**West Whitlawburn Housing Co-operative**’ from the list
5. Enter your **tenancy reference** – contact us if you are unsure of this
6. Get saving!

The app allows more than one mobile number to be registered against a tenancy reference, so you and your family members can enjoy even more savings!

More information is available on the [News & Notices](#) section of our website.



Scan me

Our Performance

April 2024
to March
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.

To date, we have received:

- **43** Stage 1 complaints
- **4** 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.

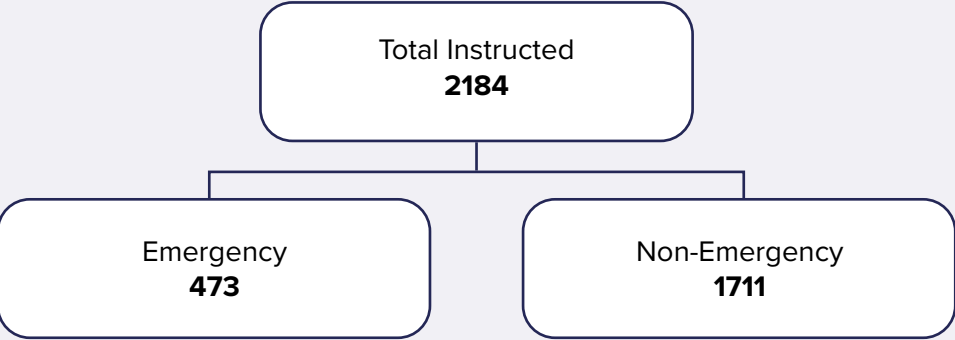
33 (70.2%) complaints received during the year were upheld in whole or in part which highlight the importance of:

- Enhancing tenant communication and education around rechargeable repairs, to reduce misunderstandings and ensure transparency.
- Reminding tenants that Concierge can assist with repairs when the office is closed to prevent prolonged disruptions to essential services.
- Ensuring all Housing Officers will outline the process of rent credits and recharges to tenants at the end of tenancy.
- Improving communication between WWHC sections, contractors and all other stakeholders.

95.7% of complaints received were responded to within the timescales agreed.

Property Services

Reactive Repairs



The average time taken to complete emergency repairs was **2.41 hours** (Scottish Average: 4.0 hours).

The average number of working days to complete non-emergency repairs was **2.98 days** (Scottish Average: 9 days).

Housing Services

Turnover and Allocations

	Housing List	Transfer List
Number of applicants	221	186

To date, we have re-let 56 properties and our lets by source were:

- **46.4%** to direct applicants
- **23.2%** to transfers
- **28.6%** to South Lanarkshire Council referrals
- **1.8%** to mutual exchanges
- **0%** to others

The average re-let time was **16.2 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 combined efforts between our housing management staff and our new void contractor.

Rent Collection and Arrears

- At the year end, current and former tenant arrears are sitting at **4.4%**.
- To date, **98.63%** of rent has been collected. This is lower than the Scottish average rate of 99.4%.

Estate Management

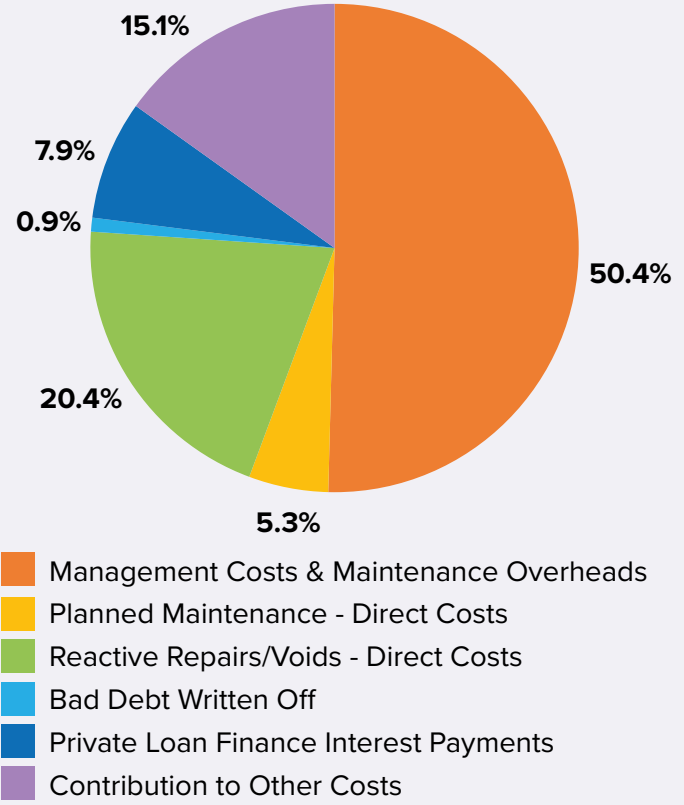
	Anti-Social Behaviour	Abandoned Tenancies
Number of cases	88	9

Concierge staff also manage the housing alarm service, and they responded to 11 emergency calls during this time.

Finance

Revenue Income	£	%
Net Rents Charged	£3,931,610	69.9%
Grants Released	£1,078,827	19.2%
Grants Received	£75,328	1.3%
Energy Centre Income	£400,771	7.1%
Other Income	£38,582	0.7%
Bank Interest	£97,175	1.7%
Total Revenue Income	£5,622,293	100.0%

How was Total Rental Income Spent?



Water Hygiene – How to Prevent LEGIONNAIRES' DISEASE

Legionnaires' disease is a form of pneumonia, caused by Legionella bacteria. Legionnaires' disease comes from breathing in bacteria contained in small droplets of water, like spray from a shower or taps.

WWHC has a robust management system for maintaining and monitoring our water systems. Our multi-storey properties are served by cold-water storage tanks and we have a specialist water hygiene contractor who inspects and tests the water in these tanks regularly. We also carry out additional follow up works and regular tank cleaning based on our contractor's recommendations as and when required.

Please be aware that Legionnaires' disease is rare and you cannot contract it from another person nor by drinking tap water.

The bacteria cannot multiply in temperatures below 20°C or survive above 60°C. Stagnant water stored between 20°C and 45°C provides the best conditions for the bacteria to grow and multiply.

Legionella bacteria can be found in most water systems and most people will not experience any health problems.

You can keep the number of bacteria low and prevent disease in your home by following these simple steps:

- To prevent the build-up of bacteria, you should flush out taps and outlets that you do not use often, at least once a week. Run the water through these outlets for roughly 5 minutes.
- To prevent the bacteria being released into the air, you should descale your taps and shower head at least every three months using a household disinfectant cleaning product.
- External hose pipes should be flushed through for several minutes each time they are used, without creating a spray – this is most important during the warmer seasons.
- Water from hot taps should be at a minimum temperature of 50°C – be careful of scalding and remember to supervise children at all times.
- Immediately report any concerns about low hot water temperatures, poor water flow, defective taps, boiler issues or any else unusual from your taps

Our full Legionella Management Policy can be found on our website (<https://www.wwhc.org.uk/minutes/legionella-policy/>). If you have any concerns about the water systems in your home, please contact the Property Services team at the office.



Gas Boiler Servicing – Appointments and Reminder Schedule

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.

Your safety is our top priority and our contractor, City Technical Services, is in place to ensure that gas appliances in your home are maintained to a safe standard.

City Technical Services have an appointment reminder system and notifications will be sent from 10 months after the date of your last service.



City Technical Services will:

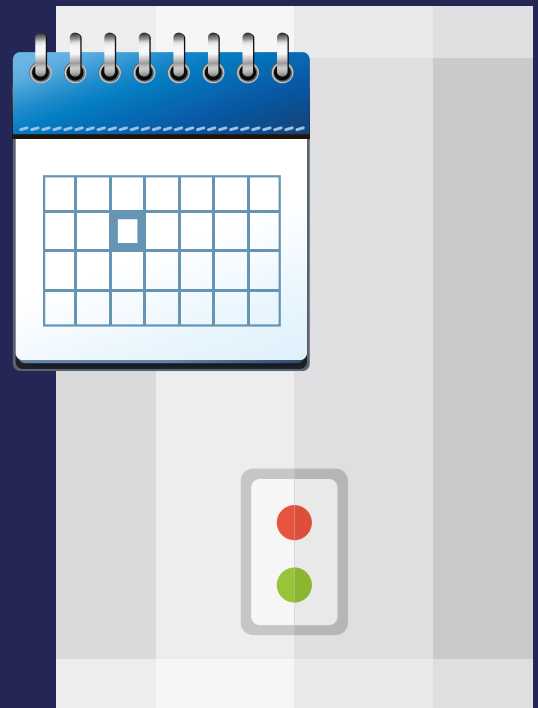
- Post a letter 14 days before your 1st appointment

- Send a text message 7 days before your 1st appointment
- Send a text message 48 hours before your 1st appointment

If City Technical Services hold a valid email address, an email will be sent out 16 days prior to the appointment. If you accept the appointment, you do not require to do anything further.

If you cannot make the provided appointment, a link will be provided as part of the email to propose a new appointment. City Technical Services will confirm if they accept or reject this new appointment. If you do not have access to email, please contact the office and we will reschedule the appointment on your behalf.

If the contractor does not gain access to carry out these



mandatory checks, we may enforce our **No Access** and **Gas Safety Policies**, which could result in a capped gas supply or forced entry to your home and you may be re-charged for this.

Thank you in advance for your understanding during these essentials works and for helping us to ensure that all gas safety checks are carried out on time.

Audit Follow Up

Argon Technical Ltd. are an independent



auditing company who will carry out a quality control check on 10% of serviced properties to monitor and ensure services are being completed safely and of the highest quality. They will contact tenants directly for access.

What to do During a Power cut

If your electric meter is blank and you have **no power** please contact Scottish Power Emergency Network on 105.

If your electricity meter is blank and you do have power in the property please contact your own supplier.

Remember to switch off all electrical appliances while the power is out.



Help raise awareness of the financial help available for unpaid carers



Unpaid carers make a vital contribution to society but their caring role can be challenging and impact on their own daily lives. They may have to juggle caring with work, study or other family commitments.

Research has also shown that many people don't recognise themselves as carers and are therefore missing out on help available.

Payments available

Social Security Scotland has three payments for unpaid carers.

Carer Support Payment, a weekly payment of £83.30, is replacing Carer's Allowance in Scotland.

The payment is available to people providing care for 35 hours or more a week to someone who receives disability benefits. They need to earn less than £196 per week after tax, national insurance and expenses.

Carer Support Payment is also available to some carers in education. This includes fulltime students aged 20 or over and students under 20 who are in advanced or higher education.

Some carers aged 16-19 in non-advanced education may be eligible. This includes those studying for National Certificates, Highers and Advanced Highers, who meet certain criteria, for example, not having any parental support.

Carers in Scotland who are already receiving Carer's Allowance don't need to apply for Carer Support Payment. Their award will be automatically transferred.

Young Carer Grant is available for carers aged 16, 17 or 18 years who provide support for an average of 16 hours a week to someone receiving disability benefits. It is a yearly payment of £390.25 and the money can be spent on whatever the young person wants.

Young Carer Grant
more than
£390

A little something for those who give a lot.



mygov.scot/youngcarer

Carer's Allowance Supplement is an extra payment for eligible unpaid carers who were getting Carer Support Payment or Carer's Allowance on a particular date. The payment is unique to Scotland and gets paid automatically without the need to apply.

If you know an unpaid carer, please help spread the word about the range of financial help they may be entitled to.

Find out more and how to apply at mygov.scot/benefits or by calling **0800 182 2222**.

For information about other support available for unpaid carers, visit **Help if you're a carer - mygov.scot** or call the Money Talk Team free on **0800 028 1456**.

Committee Spotlight



Craig Patrick
Co-opted Committee Member

Q: What inspired you to join the Management Committee at WWHC?

A: *It is an excellent opportunity to be involved in a local organisation. I live in Cambuslang, and I can see the positive contribution that WWHC makes in the area.*

Q: What do you do in your spare time?

A: *Spend time with my young family. I also enjoy socialising and travelling.*

Q: Tell us 3 facts about yourself

A:

- 1. I love to travel, anywhere in Italy or Lanzarote. Although I'm happy to go anywhere a bit different.*
- 2. I will talk to anyone regardless of where I am in the World. I have engaged in basic conversations in Italian and French.*
- 3. Although I have a grumpy face, I am happy on the inside. I work for a housing association currently and I want the best for my tenants, and I am actually quite approachable.*

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

A: *I'm not a member of any other board or voluntary organisation at the moment. I have previously been a volunteer for The Prince's Trust and HOPE Scotland, who assist families who have loved ones in prison.*

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

A: *Meeting new people and hopefully bringing something to the role. We all share the same vision and contribute to the aims of the organisation.*

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

A: *My advice would be to do it, get involved! Particularly to tenants of WWHC, it is an opportunity to have your say in the services and running of the Co-op. It will also give you a greater insight into how the business is run. It isn't a lot of time needed and you can make a real difference in your local community and meet like-minded people.*

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 of our tenants, members, committee, staff and contractors benefit from these policies in different ways.

The following policies have been updated in the past year:

- Committee Expenses
- Staff Performance Management, Appraisal, Training and Development
- Standing Orders (Committee Members Role Descriptions)
- Entitlements, Payments and Benefits (Appendix B)
- Equality and Diversity

- Code of Conduct (Committee and Staff)
- Protocol for Managing an Alleged Breach
- Treasury Management
- Bad Debt Provision and Write Off
- Internal Audit
- External Audit
- Declaration of Interest
- Disciplinary and Grievance
- Committee Member Recruitment and Induction
- Use of the Seal
- Whistleblowing
- Freedom of Information and Environmental Information

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**.

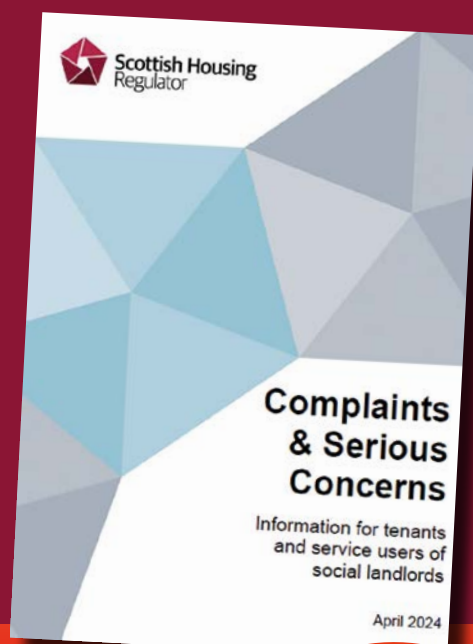


Reporting Serious Concerns and Complaints

WWHC is regulated by the Scottish Housing Regulator's (SHR) who work to ensure we are achieving the standards set out in the Scottish Social Housing Charter. As part of the SHR's role they monitor our performance and enable tenants and service users to report complaints and serious concerns when they feel that their landlord is not performing as expected.

The SHR's Complaints & Serious Concerns leaflet outlines the differences between the topics and gives advice and guidance on how to report a serious concern and other contact information.

A copy of this leaflet is available to collect from our office and is published on our [website](#).



Unacceptable Behaviour



We are committed to ensuring all of our tenants and customers receive the best possible service. As such, all of our staff, management committee and contractors work hard to meet your needs through professionalism - treating everyone equally with fairness and respect.

Whilst the majority of our interactions are positive, there are rare occasions where behaviour towards our staff or representatives becomes unacceptable. Our **Unacceptable Actions Policy** outlines our approach to managing these situations; ensuring the safety and wellbeing of all those involved.

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 the following behaviour:

- Violence and abuse
- Harassment
- Unreasonable demands
- Excessive contact

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
- Restrict communication
- 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 will also have the right to appeal our decision.

Use of Multi-storey Flat Laundry Facilities

We have received reports and complaints about the washing and drying facilities within our multi-storey flats being used for non-residents. This includes residents using them and doing laundry for family members or friends who do not live in the towers.

The machines provided are only for residents who live in the towers.

As a small organisation, we must be careful as to how our finances are spent. Over the last few years, running costs like electricity and maintenance have significantly increased.

In our next tenant consultation (which is due this year) we will outline the full costs of the laundry facilities to consider if this is a service that we can continue to provide.



Providing Feedback

As an organisation we are committed to providing the best possible services to all of our tenants, members, residents and service users and we welcome your feedback and suggestions on how to improve these at any time.

You can provide feedback and suggestions by any of the following methods:

- Telephone: Office – **0141 641 8628** or Concierge – **0141 646 1924**
- Email: **enquiries@wwhc.org.uk**
- By visiting our **website** or in-person, at our office



What's on at whitlawburn community resource centre

Energy Advice Service

Book Your Appointment Today – Call **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 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 as well as 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

Walking Group

The Centre have recently started a walking group and is led by Phil Welsh. Phil was keen to get out more, especially during the warmer months, and decided it would be a good initiative for the community. The walks are currently local to the Whitlawburn area, starting at the Centre's reception. The group now runs every Tuesday - leaving at 11am. There is tea and coffee available from 10.45am before the walk and after when returning to the Centre. Everyone is welcome!

To find out more contact Claire at the Centre.



School Uniforms

School Uniform supplies are always available throughout the year. If you need a top-up of school clothing at any time or a refresh for the new term starting in August, pop in to the Centre or you can message their Facebook page **@WCRCOfficial**.

TESCO Stronger Starts.

Whitlawburn Community Resource Centre have been selected by Tesco as part of their *Stronger Starts* Grant.

Voting started in July 2025 and will run until the end of September 2025.

If successful, this money will help support the Centres Christmas activities, such as the Toy Giveaway and Christmas Event.

Customers can use the blue tokens to vote in the following stores:

- Rutherglen Tesco Extra
- Burnside Superstore
- East Kilbride Superstore
- East Kilbride Redcliffe Drive Express

Please show your support for the Centre by voting with the blue tokens when in store.

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 -
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

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

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 - Contact 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 Service - 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

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

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 - Coffee Morning @ the Warm Welcome Hub - Contact Claire/Elizabeth 0141 641 5005

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

3pm - 7pm - Duke of Edinburgh - Contact Cheryl 07740 984 125
Community Awards for All (CAFA) -
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

West Whitlawburn Housing Co-operative, Belmont House,
57 Belmont Road, Whitlawburn, G72 8PG. Tel: 0141 641 8628
Email: enquiries@wwhc.org.uk Web: www.wwhc.org.uk

Registered with the Scottish Housing Regulator No. 203

Registered Charity No. SCO38737, VAT Registration No. 180223636

Registered society under the Co-operative and Community Benefit Societies Act 2014

