



West Whitlawburn
Housing Co-operative

Newsletter

Winter 2025 edition

Merry Christmas
and a
Happy New Year



What's inside...

Page 3
Rent Consultation 2026/27
Page 4
Friendly Credit Arrangements
Page 6-7
Our performance

Upcoming Public Holiday Office Closures

The WWHC office will be closed from **Thursday 25th December 2025** and will re-open on **Monday 5th January 2026** at 9.15am.

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



Staff Changes at WWHC



Concierge

Kofi Ewe – Concierge Officer

Kofi started working with us in July 2025 in team B and is settling in well.

Ian Saville – Senior Concierge Officer

Ian left WWHC in August 2025 to pursue another career path. Ian worked with us for around 1 year and oversaw Team D.

We wish Ian every success in the future.

Jack McKissock – Senior Concierge Officer

With Ian's departure, Jack was successful in securing the Senior post in October 2025. Jack will oversee Team B and is already getting stuck into the role.

Congratulations Jack!

Craig Stark – Concierge Officer

With Jack taking over Team B, we welcome Craig to the WWHC team who will join Team D.

Due to the recent staff changes, please see below an updated team list, and the names of the faces you will see around the estate on a regular basis:

Team A

Jamie Logue (Senior)
Eddie Dillon
Matthew Cryans

Team B

Jack McKissock (Senior)
Robert Fellows
Kofi Ewe

Team C

Stevie Blackwood (Senior)
Billy Clark
Marc Ross

Team D

Martin Cunning (Senior)
Davie Thomas
Craig Stark

Mandates of Authority

As your landlord, we are required to comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act (2018) throughout all our interactions with tenants and applicants. This means that we will only discuss your tenancy and other matters with you as the main tenant, unless you give us permission otherwise.

If you want to give someone permission to act on your behalf (e.g. to discuss your rent account or housing application) then we must hold a signed mandate of authority. This mandate is added to your tenancy record.

We also carry out an annual review of these arrangements to ensure that your circumstances have not changed.

To put this in place, please contact the Housing Services Team on **0141 641 8628 (option 3)**. We will discuss this further with you and issue the mandate form by post (or bring it to your home if the matter is urgent).

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

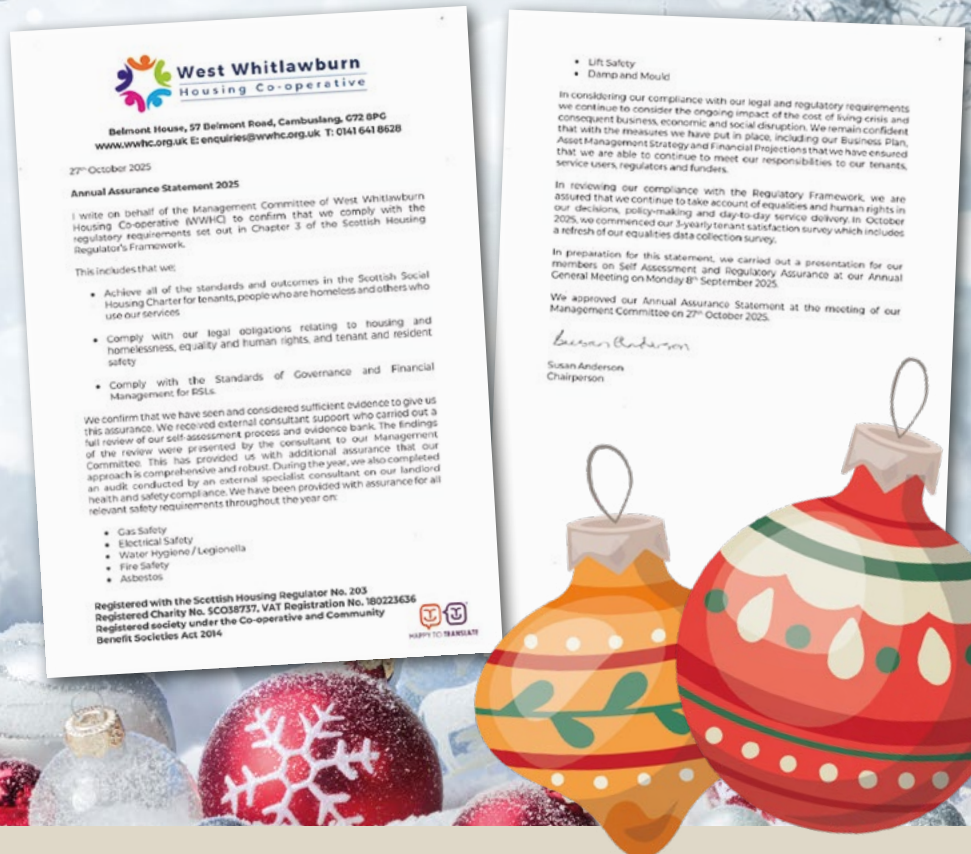
Date: _____
To Whom It May Concern
I, _____
the tenant of _____
give West Whitlawburn Housing Co-operative permission to discuss any matter in relation to my Tenancy, Rent Account or any other personal matter with _____
I trust this is acceptable.
Yours sincerely

Registered with the Scottish Housing Regulator No. 203
Registered Charity No. SC038737, VAT Registration No. 180223636
Registered society under the Co-operative and Community Benefit Societies Act 2014

Annual Assurance Statement

Each year, we are required to submit an Annual Assurance Statement to the Scottish Housing Regulator (SHR) by 31st October. This statement confirms that we comply with the requirements of the regulatory framework.

The statement was reviewed and accepted by our Management Committee at the meeting on 27th October 2025 and is published on our website: <https://www.wwhc.org.uk/annual-assurance-statement-2025/>



Rent Consultation 2026/27

We are approaching the time of year when the Co-operative plans the budget for the next financial year, and as a key part of that, we will soon start our statutory consultation with tenants on what level of rent is set from 1st April 2026 onwards.

Our annual rent consultation will be published as normal on our website and sent to all tenants using text or email. When published, you can respond to the consultation:

- In writing;
- By following the link in the text or email sent to you;
- In person by visiting our office; or
- By email to enquiries@wwhc.org.uk

Paper copies of the consultation will also be posted to tenants where we hold no mobile number or email address for. If you prefer a printed copy, please let us know.

Tenant Focus Groups will be held on **Thursday, 8th January 2026** to review the Rent Consultation and answer any questions from tenants. Sessions are planned as follows:

Location	Whitlawburn Community Resource Centre
Session 1	1pm – 2pm
Session 2	6pm – 7pm

We hope to see you there!

MSF & Low-Rise Properties

- Biomass Heating & Hot Water System



Friendly Credit Arrangements over the Festive Period

Friendly credit periods are set times when your vPro meter will not stop your energy supply for your heating & hot water system if you run out of credit. During the friendly credit period you will still be charged for your heating and hot water. When you next top up, you will be required to pay off the amount used during the friendly credit days.

Friendly credit is different this year, Vital Energi will have small number of their customer service team working over the Christmas period.

Evenings 6pm – 8am and weekends will apply as well as the following days:

- 24th December 2025
- 25th December 2025

- 26th December 2025
- 31st December 2025
- 1st January 2026
- 2nd January 2026

Your meter must be in credit or in emergency credit at this time for the friendly credit to activate.

Once the period has finished, if you have no credit, the heating and hot water supply will stop until you top up more than the friendly credit used.

You will still be able to top up online or at any PayPoint shop, as normal.

Emergency Credit

Emergency credit provides a temporary amount on your meter in case you are unable to top up.

A low credit alarm will sound when low/no credit is remaining on the system, and an alert is provided on your In-Home Display. Please click this alert and press OK to confirm that you accept the emergency credit.

For vPro 2 users, you can also enable your emergency credit by pressing the Number 7 button on the *Liberty Connect 100*. Follow

the onscreen message and it will tell you if emergency credit can be enabled or if you are already using your emergency credit.

You can also enable Emergency Credit through the Heat Usage Account Screen. The amount is fixed at £5.00.

When you next top up, your emergency credit fund will be paid first, so please top up more than this amount.

Top Ups

If your automatic top up has not applied within a reasonable amount of time, you can enter the vend code directly. Select 'HEAT' on your vPro unit and enter the code on your receipt using the touch screen keypad. Please note that vend codes can range between 20 and 60 digits. You must enter these carefully and correctly.

The payment card is unique to your meter so there is no risk of losing any credit if you lose your card. You can still top up without your card by using the PayPoint card reference number, so it is useful for you to keep a note of this.

Please contact the office before the Christmas closure period if you do not have a note of your PayPoint card reference number.

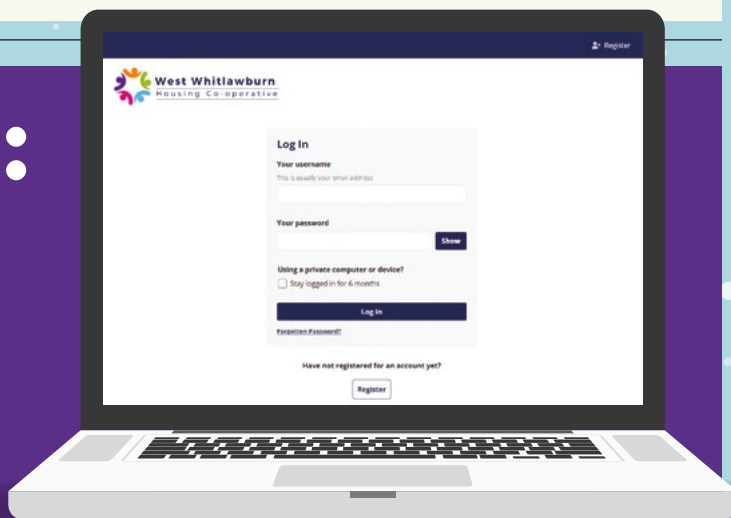
Coming Soon: MyHome Tenant Portal

In our Spring 2024 issue, we announced our future plans to roll out a new system that will allow tenants to access their tenancy information.

The Tenant Portal is currently undergoing testing by staff, and we hope to launch this during 2026/27.

The Tenant Portal will give tenants 24/7 access to:

- Check their rent account and pay rent
- Update their contact information



- Request repairs
- Complete surveys, and
- Access documents and other information

Whilst we prepare for the launch, we ask all tenants to keep their contact information up to date.

We will let all our tenants know when the portal is ready – keep an eye out for future updates!

Our Performance

April to September 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:

- **17** 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.

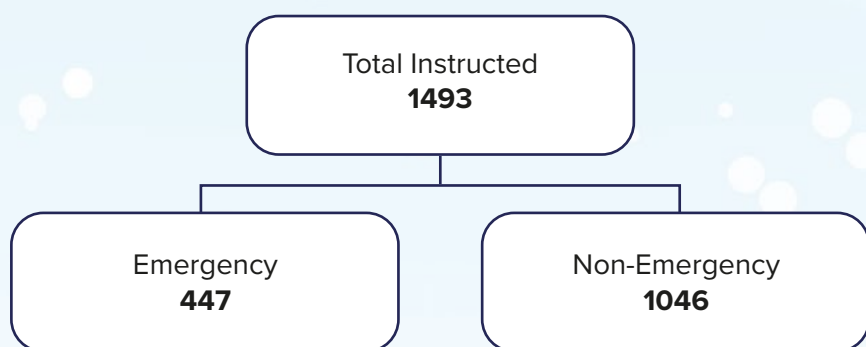
10 (50%) complaints received during the period were upheld in whole or in part which highlight the importance of:

- Communicating with tenants in full during any interaction with us
- Considering actions in full under exceptional circumstances, offering advice where appropriate
- Ensuring that information and actions agreed between WWHC, and contractors are consistent and understood by all parties
- Ensuring staff are professional in their communications internally and externally to reduce the likelihood of information being misinterpreted.

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

Property Services

Reactive Repairs



The average time taken to complete emergency repairs in Q1 was **2.2 hours** and **2.1 hours** in Q2 (Scottish Average: 3.9 hours).

The average number of working days to complete non-emergency repairs in Q1 was **3.1 days** and **2.8 days** in Q2 (Scottish Average: 9.1 days).

Housing Services

Turnover and Allocations

	Housing List	Transfer List
Number of applicants	220	155

During this period, we let 26 properties and at the half-year position our lets by source were:

- 34.6% to direct applicants
- 7.7% to transfers
- 53.8% to South Lanarkshire Council referrals
- 3.9% to mutual exchanges
- 0% to others

The average re-let time was **19.6** 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 4.57%.

For Quarters 1 and 2 of 2025/26, **99.7%** 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	74	5

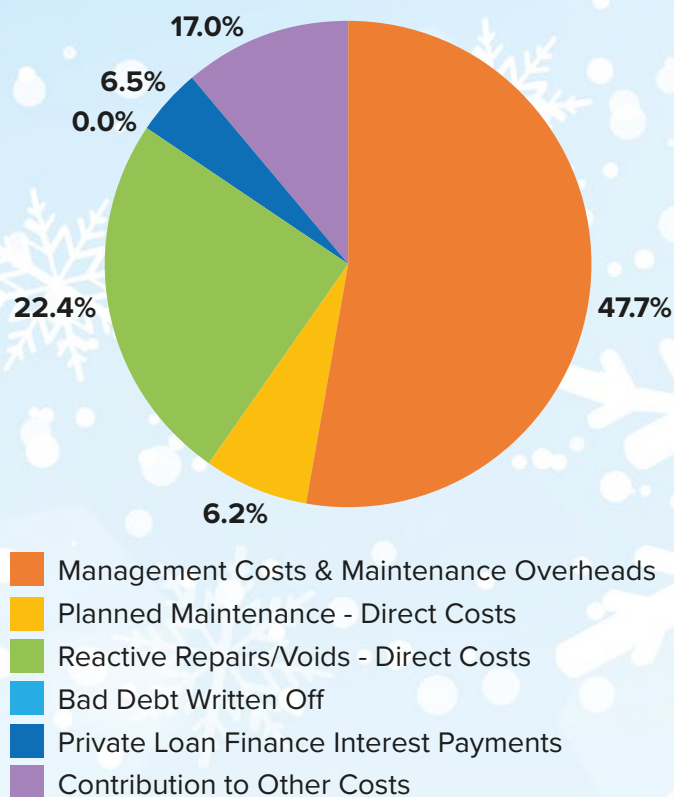
Concierge staff also manage the housing alarm service, and they responded to 3 emergency calls during this time.

Finance

(April to September 2025)

Revenue Income	£	%
Net Rents Charged	£2,048,030	72.8%
Grants Released	£539,423	19.2%
Grants Received	£21,959	0.8%
Energy Centre Income	£137,082	4.9%
Other Income	£18,208	0.7%
Bank Interest	£48,231	1.7%
Total Revenue Income	£2,812,933	100.0%

How was Total Rental Income Spent?



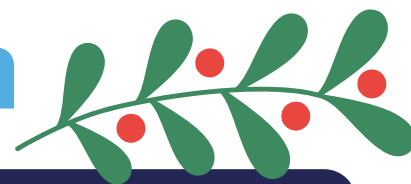
Paying Rent over Christmas

Christmas and New Year are busy and expensive times of year, with the cost of presents and celebrations adding up. We are also faced with more challenging times with the Cost of Living Crisis and increases to energy prices. We understand that tenants wish to enjoy the festive period as much as possible, but please ensure that your rent payments continue to be paid, during and after the festive period.

If you miss payments during December and January, it means that you will start the New Year with rent arrears and will risk legal action against you to recover the money due. It is a condition of your tenancy that your rent is paid at all times. We want to make sure that you can enjoy Christmas without having to worry about finances, so here are some sensible steps that you can take to ensure that, this Christmas, you stay out of debt:

- Plan ahead for Christmas and set yourself a reasonable budget;
- Make sure all of your priority bills are paid (e.g. rent, gas, electricity and council tax);
- If your circumstances change, this may affect your housing benefit or universal credit housing cost entitlement. It is important that you update your Universal Credit journal immediately.
- If you are in debt and need advice, please contact us so that we help by making suitable referrals to other agencies;
- If you need benefit or energy advice or food support over the festive period, please contact us and we will be happy to help.

Managing Damp, Mould and Condensation



Damp in the home can lead to mould growing on walls and furniture. Damp coupled with cold conditions encourages the growth of mould which can cause respiratory problems and worsen allergies in some people.

Our annual safety inspections aim to identify any cases of damp or mould to ensure that

our properties meet Scottish Housing Quality Standards (SHQS).

Preventing damp and mould is much easier than you think. This guide explains how some everyday habits contribute to damp indoors and offers advice to minimise and deal with condensation, damp and mould.

What is Condensation?

Condensation is when moisture in the air cools and forms as a liquid on cold surfaces. As there is always moisture in the air, even if you cannot see it, condensation is common in most homes, especially during colder months. It appears most often in corners or near windows, or in kitchens and bathrooms, where air movement is low.

How to Prevent Damp and Mould

Wipe away condensation

Wiping condensation from windows and frames every day will reduce the likelihood of damp and mould occurring. Use a cloth or kitchen towel to wipe away condensation.

Ventilate your home regularly

Open windows regularly to make sure your home is well-ventilated. Even when it's cold, moisture can gather in the property. Opening the window will allow moisture to escape. Always leave window vents open to help air circulate, especially when cooking or bathing.

Keep doors closed

Keep bathroom and kitchen doors closed when having a shower or bath, or when cooking. This will prevent moisture from spreading to other parts of your home.



Turn your heating on

Running your heating can avoid cold spots, dry out damp, and reduce your chances of getting mould. It is recommended to keep the heating on a low, but consistent, temperature throughout the day, as warm air minimises condensation. If you need support with energy costs, please contact us.

Keep an eye out for leaks

Leaky window frames, pipework, walls and doors are common sources of moisture. If you see a leak, you should report it to us as soon as possible and we will arrange any repairs required. This will also stop the issue from turning into a more serious problem and cause further damage to the property. In the meantime, use a bucket or bowl to collect water drips and keep surfaces dry with a mop or towel.

Dehumidifiers and damp traps

Using a dehumidifier is a great way to take the moisture out of the air, especially if you dry your clothes indoors. You can buy an inexpensive one from a local hardware store or online.

Disposable damp traps can be more cost effective, but over time, it is more economical and environmentally friendly to use an electric dehumidifier.

Dry clothes in a ventilated room

Don't dry clothes on radiators. The vapour turns into moisture in the air and is then circulated around the room. This moisture gathers on walls, windows and other fabrics in the home and can increase the risk of mould developing. Instead, dry clothes on a clothes airer in a well-ventilated room. Remember to open a window or use a dehumidifier to minimise the spread of moisture indoors.

Use extractor fans

If you have an extractor fan in the bathroom, always make sure it is running when you're having a shower or bath. If you have an extractor fan in the kitchen, you should use it to disperse moisture and cooking smells.

If you don't have an extractor fan, open a window when you cook to allow the moisture to escape.

Grow moisture absorbing plants

Some plants can absorb moisture and pollution from the air and are effective at preventing damp. Peace lilies, tillandsia, palms and ferns are all

moisture absorbers – some ferns thrive in damper rooms such as kitchens and bathrooms - just make sure you keep them out of direct sunlight!

Do not overfill your home

Avoid pushing furniture against the wall, or overfilling wardrobes as this can cause damp and mould to grow and spread. Check behind furniture regularly for signs of damp or mould developing.

Removing Mould

Mould is easy to remove from non-porous surfaces like tiles, glass, plastics, including UPVC windows and porcelain, like sinks, shower trays and toilets.

All you need is a mould removing spray, available from most supermarkets, and some disposable cloths, like kitchen towel. Always follow the manufacturer's instructions.

It is more difficult to remove from porous surfaces like wallpaper, walls and ceilings. You may have to do it several times to see an effect. After treatment, redecorate using fungicidal paint and/or wallpaper paste.

If you have any concerns about damp or mould in your property, please contact the Property Services team at the office.

WWHC has a robust policy on Dampness, Mould and Condensation which is available on our website: <https://www.wwhc.org.uk/minutes/damp-mould-policy/>.

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

Are you receiving all the **financial support** that you are entitled to?

Many people are not receiving the welfare benefits that they are entitled to. A report by Policy in Practice (2025), stated:

"In 2025/26 an estimated £24.1 billion in income related benefits and social tariffs will go unclaimed across Great Britain. Accessing this support would help raise living standards, prevent crises, and reduce pressure on public services, but it is not reaching the people who need it."

The full report is available at:
<https://policyinpractice.co.uk/publication/missing-out-2025/>

Why are people not claiming these benefits?

There can be so many reasons for unclaimed benefits including a lack of awareness of benefits, the complexity of the benefit system and the barriers many face whilst applying.

Many working families may think that they can't receive means-tested benefits and others may have had a benefit check in the past and have been told they had no benefit entitlement.

It is important to have regular benefit checks as changes in your circumstance can lead to benefit

entitlement when there may have been none before. Even if you have been receiving benefits for a long time, it is good to check this often to ensure that you are receiving the correct amount.

A benefit check appointment can be arranged by contacting our office.

Alternatively, you can contact the following organisations:

Rutherglen and Cambuslang CAB
Tel: **0141 646 3191**

Money Matters Advice Service – Rutherglen and Cambuslang
Tel: **0300 029 0041**
Web: https://www.southlanarkshire.gov.uk/info/200150/managing_your_money/1850/money_matters_advice_service_-_how_we_can_help

Advice.scot
Tel: **0808 800 9060**
Web: <https://www.advice.scot/>



Policy Working Groups

Do you have any spare time? If yes, do you want to help shape our future policies?

WWHC regularly review and update our policies and procedures which shape the services provided by Housing Management and Property teams. You, as a tenant, are best placed to tell us what the community needs, and this will help us ensure that we provide the best possible services.

Public Sector Equality Duty

We also consider the needs of our disabled tenants when creating and reviewing policies and procedures to ensure that we comply with our duties within the Equality Act 2010.

To allow us to do so, we seek to engage with tenants who are disabled so that we can consider any additional needs.

If you are willing to participate in one of these groups, please contact Nicola Carrigan in the Housing Services team.

We are happy to accommodate any requirements that you may have and can engage with tenants in-person, online, in written format and can also provide translation services and other formats such as Braille.



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

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Family Drop-in

The Centre piloted a Family Drop-in during the October Week. The feedback from families who attended was positive and requested that the Drop-in becomes a regular session. The Drop-in now runs every Thursday 3.30pm – 4.30pm. Each week different activities will be available from arts and crafts and board games to watching movies & cartoons. Free tea, coffee and snacks are available.

All children must be accompanied by an adult.

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Kilbryde Hospice Art Classes & Exhibition

With thanks from the Kilbryde Hospice and a local artist, the Centre hosted a painting class that taught painting techniques. The class was on for 4-weeks and members of the local community came along to paint using their newly learned techniques. The artwork is to be displayed at the Kilbryde Hospice at Hairmyres Hospital.

The Centre plan to host their own art exhibition in 2026 for the local community and friends and family to see their artwork displayed in the centre.

More information coming soon!

Community Dinner

In autumn, with thanks to Pam and Chris from the Whitlawburn Christian Community Fellowship, the Centre held a Community Dinner with Karaoke. The evening was filled with good food, good company and ended with karaoke to share some laughter.

Keep an eye out for future events online and throughout the estate.

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Energy Boost Event

The Centre ran their third Winter Warmer Land event in September 2025. It was well attended by the community, including politicians Michael Shanks MP and Clare Haughey MSP.

Following the success of Winter Warmer Land, the Energy Boost event will take place on **Friday 23rd January 2026** between 11am and 1pm. Free *Warm Packs* will be available and much more!

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Movies & Memories – 30th Anniversary of Whitlawburn Community Resource Centre

Following the *Our Place Our Plan* Participatory Budget, the Centre were successful at winning the funding! The Movies & Memories group will start in 2026.

Connect with your community and celebrate 30 years!

Join us for a special project exploring the history of the land the Centre stands on. Be part of the story!

Everyone is welcome to this event – not just residents of Whitlawburn.

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 hellototsttime@gmail.com

11am - Walking Group Contact - Claire 0141 641 5005

12pm - 2pm (3rd Tuesday of the month) - **More Than Fibro Support Group** - Contact Amanda 07858 911 336

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

6pm - 7.45pm - Cambuslang & Rutherglen Foodbank - 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 Christian Community Fellowship - Prayer & Bible Study - Contact Chris 07734 167 535 (text message only)

THURSDAY

10am - 2pm - Camglen Buddies - Contact Jackie 07899 347 149

10am - 3pm - Cambuslang & Rutherglen C.A.B. - 0141 646 3191 (by appointment only)

11am - 12.30pm - Little Rascals Baby & Toddler Group - Contact Claire 0141 641 5005

3.30pm - 4.30pm - Family Drop-in - Contact Claire or 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. - 0141 646 3191 (by appointment only)

11am - 4pm - Energy Advice & Digital Inclusion Service - Contact Fiona to book an appointment 0141 641 5005

11am - 1pm - Coffee Morning @ the Warm Welcome Hub

12pm - 2pm - Richmond Fellowship

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

CHRISTMAS CLOSURE

The Centre will be closed from Thursday 25th December 2025 and re-open on Monday 5th January 2026 at 9am.



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. SC038737, VAT Registration No. 180223636

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



HAPPY TO TRANSLATE