

SUMMER 2023

news Action

THE NEWSLETTER OF WHITEINCH & SCOTSTOUN HOUSING ASSOCIATION LTD.



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Aiming for High Quality Homes in a Desirable Environment

A Charity Registered in Scotland SC035633



CEO Statement - Summer Newsletter 2023

The last year has been challenging for everyone as we adapt to life post-COVID. Everyone is feeling the financial impact of the cost of living, with the cost of utilities and food specifically putting financial pressure on households that is unprecedented.

WSHA as an established community anchor organisation recognise the challenges facing our tenants and the wider community. We are fully committed to providing support and accessing external funding to provide resources or financial support to those households in the community who need our help to navigate the day to day challenges of heating their home and putting food on the table.

Our approach to community investment has become more pro-active and we have established community partnership agreements with key community organisations to provide support directly to the community. Our community partnerships established are with:

- Heart of Scotstoun
- Glasgow ECO Trust
- Whiteinch Centre
- St Paul's Primary School

Our most significant community partnership has been to provide financial and management support to the Whiteinch Centre for 2023-24 to help find a sustainable way forward to secure the long term future of this key community facility. A community consultation has been undertaken and the feedback from this process is now being considered and will help shape a new business plan for the centre moving forward which will be launched later in 2023.

WSHA is focussed on developing our role within the community and is committed to developing a stronger network of community and voluntary partners that we can deliver services and support in partnership with for our tenants and the wider community.

Over the coming months we will be looking to have conversations with our tenants and the wider community about how we develop our own services and we hope that you will be keen to get involved in these conversations and share your thoughts and ideas.

*Have a great summer.
James Ward*

Annual General Meeting

This year's Annual General Meeting took place on 28th June 2023 at the Whiteinch Centre. Members participated in the formal business, spoke to the Management Committee over refreshments and were entered into a prize draw for attending.

Being a Member entitles you to attend and vote at our Annual General Meetings and any Special General Meetings.

To become a member, all you need to do is complete a short Membership Application Form (available from the office or to download [online](#)) and hand the completed form into the office with a £1 fee.

If you are not already a member we would encourage you to join.

Committee of Management

At the AGM, three new members were elected to the committee, bringing the total complement of committee members to 10.

The Committee for 2023/24 is therefore:

- Linda Stevenson (Chairperson)
- Claudia Ennemoser (Chair of the Audit Subcommittee)
- Jan Carmichael (Chair of the Staffing Subcommittee)
- John Haughey
- Rod Hunter
- Debbie Keaveney
- Linda Mimmagh
- Maureen Burke
- Cllr Lana Reid-McConnell
- Gavin Johnston

If you are interested in joining the Management Committee, please contact the office on **0141 959 2552** and James Ward (CEO) will be happy to share additional information.

WSHA needs

YOU!

We are excited to announce the development of a brand new way for tenants to get involved, learn more about how and why decisions are made and help us to improve what we do through our new **Customer Panel**.

We first asked you about this during our most recent rent consultation and the volume of people who said yes inspired us to investigate further how we set up a Panel.

Tenants already form part of our Committee; providing support and a steer to WSHA at a strategic level and whilst we welcome applications for more tenants to join the Committee, we also know this kind of involvement and commitment doesn't suit everyone. This is why we have decided to work with the Tenants Information Service (TIS) to create a new Customer Panel: a group of tenants who are interested in working with us in different ways.



So, if you have ever wanted to understand more and help influence how we allocate our houses, manage tenancies in arrears, manage our estate or anything else we do, this is your opportunity to get involved.

Over the next few weeks you will receive a letter inviting you to become involved and asking you a little bit more about how you would prefer to do so. Those who respond will be invited to a meeting in August 2023 to decide on the communication options. For example, it could be through quick surveys **texted** to you, reading and commenting on policies **emailed** to you, meeting **in person** or **online** through Zoom.

At this first meeting TIS will be there to help us create a plan for how the Panel will look and work. TIS has worked with other organisations with similar groups and we will learn from their successes.

Staff News

Karen Auld

It is with deep sadness and a heavy heart that I have to inform you of the sudden passing of our colleague and friend Karen Auld.

Karen had for a long period of time fought her illness and the complications she experienced with every ounce of her energy and spirit, whilst still managing to retain a positive outlook throughout. Unfortunately, after recently being admitted to hospital Karen sadly passed away.

Karen was a committed member of our team, who was determined to improve the lives of those who she supported. She would always go above and beyond to ensure that each individual she engaged with was given the best support and advice to help them through the challenges of daily life. Her determination, loyalty and drive to make a difference was the first thing that you noticed when you engaged with Karen and will



be everyone's lasting memory of a truly special person.

I know that some of our tenants have been personally supported by Karen or came across her during her time at WSHA. I would invite you to share your thoughts and experiences on the support Karen provided to you by emailing wsha_admin@wsha.org.uk, as we are gathering memories to share with the family. This will show what a special person Karen was and how highly she was viewed by our staff, tenants and the wider community.

All of our thoughts and prayers are with Karen's family at such a tremendously sad time.

New arrivals and promotions in the staff team

- Kirsten Szulc (Corporate Services Manager)
- Nicola Adams (Corporate Services Officer)
- Robert Clegg (Property Services Manager)
- Louise Irving (Housing & Community Services Manager)
- Tracy DeMarco (Senior Housing Officer)
- Craig McGarry (Community Services Team Leader)
- Lauren Cadwallender (Welfare Rights Officer)
- Lisa Wards (Housing Officer)

Living Wage Employer



WSHA are delighted to announce that we are now a National Living Wage Accredited Organisation.

Our commitment to all of the staff team and those employed to deliver services on our behalf has never been stronger. WSHA are a responsible, thoughtful employer, and value our people. Our priority is to create the best environment for people to work in and ensure we are supporting them to deliver great services to our customers.

Our experience has shown that being a Living Wage Employer can give staff across the whole company a boost, at all wage levels, and contribute to staff wellbeing and motivation.



Kitchen, Bathroom and Rewire Programme

We have recently completed phase 2 of the Kitchen, Bathroom and Rewire programme. Please see below a breakdown of the installations completed during this period.

CCG Installations	Phase 2
Amount of Properties with Boiler Replacement Works	94
Amount of Properties with Bathroom Replacement Works	91
Amount of Properties with Kitchen Replacement Works	147
Amount of Properties with Window Replacement Works	19

during this period, please find below breakdown of the quantity of each component being replaced:

	Phase 3
Total Number of Properties Available to Install	110
Amount of Properties with Boiler Replacement Works	20
Amount of Properties with Bathroom Replacement Works	51
Amount of Properties with Kitchen Replacement Works	107
Amount of Properties with Window Replacement Works	27

During this phase the feedback was generally of a satisfactory standard as can be seen below:

	Phase 2
Very Good	102
Good	33
Average	3
Not Completed	16
Awaiting paperwork	15

If you have any queries about the planned works, please contact David McCormack, Property Services Officer.

We will be instructing our contractor to begin phase 3 of the kitchen, bathroom and rewiring works shortly. They will make contact with each tenant in this phase to carry out a survey prior to the works commencing. The contractor will provide confirmation of the start date at least 10 days prior to the installation date. If we are unable to gain access to carry out the survey, this will have a delay in the works being carried out at your property. There will be 110 properties receiving upgrades



CYCLICAL & SERVICING WORKS

Electrical Inspection Contract 2019-24

We carry out Electrical Installation Condition Reports (EICR) in your property every 5 years and this work is currently carried out by our Electrical Contractor Fortress. These inspections are undertaken to ensure that the electrical system in your home is, and continues to be maintained, in a safe condition. As part of this inspection, the electrician may be required to carry out essential electrical repairs, when identified. This work may also include upgrading of smoke, heat & carbon monoxide detectors to comply with the Scottish Government's fire safety legislation, which requires all homes to have the following:

- One smoke alarm installed in the room most frequently used for general daytime living purposes;
- One smoke alarm in every circulation space on each storey, such as hallways and landings;
- One heat alarm installed in every kitchen;
- All smoke and heat alarms to be ceiling mounted; and
- All smoke and heat alarms to be interlinked.



Specified types of sealed, long-life battery alarms or mains-wired alarms are permitted, with a maximum lifespan of 10 years.

These new standards will bring all existing homes up to the standard for fire and smoke alarms required in new build homes. In our electrically heated and communally heated properties where no annual gas inspection is carried out, a Gateway module will be installed, which will allow the Association to remotely monitor the smoke & heat alarms and ensure that they are working correctly.

Electrical Safety is *your* responsibility as well as *ours!*

The Scottish Housing Regulator has introduced rules in relation to electrical safety and the Association and our tenants have a joint responsibility for ensuring electrical safety. As a tenant you must provide us with reasonable access to carry out a 5 yearly inspection and as a Landlord we must make every effort to ensure that this check is carried out, including forcing entry when necessary.

We take this responsibility **very** seriously.

Unfortunately, we still find it difficult to gain access to some of our properties. This means that staff are contacting some tenants a significant number of times to try and encourage them to provide access and we have also had to arrange an increasing number of forced accesses. This is time consuming for staff and is also inconvenient for tenants.

It is therefore important that you work with us to make the inspection as simple as possible by providing access when requested or by offering an alternative date within the 5 year timescale.

You should be aware that if we do have to arrange a forced access, you will be re-charged all associated costs even if we don't have to force access to your home on the day.

It is essential that you allow access for this work to be carried out as it not only protects you and your family but also your neighbours, should any serious electrical issues occur. If you have any queries about these inspections, please contact Jose Migues, Property Services Officer.

INSTALLATION OF ENVIRONMENTAL SENSORS (Pilot Project)

The Association's Electrical Contractor DRM Electrical has been appointed to install Environmental Sensors within our properties and a pilot project is being undertaken. We would be grateful if the initial properties concerned could provide access for these works.

The sensors will interlink with the existing LD2 smoke and heat alarms within your property and will monitor the temperature, humidity and air quality within your home. You will be able to monitor these devices with a smart phone or other internet enabled device.



Medical Adaptations

The Association currently receives an annual grant allocation from the Scottish Government for Medical Adaptations, in order to make it easier for tenants to live within their property. This financial year 2023 - 2024 we were awarded an allocation of £80,000 to carry out Medical Adaptations, and last year we carried out works to the value of £88,000 during that period.

Should a tenant wish to apply for a Medical Adaptation, in the first instance, they will have to contact a local Occupational Therapist (OT), either through their doctor or health centre.

The Occupational Therapist will then arrange to visit the tenant and determine what adaptations are required and then submit a referral

advising the Association of the adaptations that are required.

Once the Association receives a referral, provided the Property Services Officer and the Housing Officer are satisfied with the adaptation request, and funds are still available within the budget, the Association will then contact their specialist to survey the work required for the adaptation, along with the Association's Property Services Officer and provide a quote.

Provided the Association is satisfied with the work required and the cost, the contractor will then be instructed to proceed with the work and the contractor will then contact the tenant to advise them of the date when the work will commence.



Under normal circumstances, once an adaptation referral is approved, the work will be completed within 90 days.

Once the work has been completed the Association's Property Services Officer will arrange to visit the property to inspect the work carried out and to ensure the tenant is completely satisfied with the adaptation.

Tenant Health and Safety Compliance 2022/23

The Association is responsible for ensuring that your home is maintained in a safe condition and the following table lists the key tenant health and safety compliance information as at the end of June 2023.

Health & Safety Area	Compliance June 2023	Completed	Outstanding/overdue
Fire Safety LD2	100%	1297	0
EICR 5 year inspection	100%	1297	0
Gas Safety	100%	1005	0
Asbestos	100%	23	0
Lift Maintenance	100%	7	0
Estate H&S Inspections (Annual)	100%	199	0

The Association is pleased to confirm that there were no significant health and safety issues or specific exceptions reported during 2022/23.

It is essential that tenants continue to provide access when requested to allow regulatory and essential health and safety checks to ensure the health and safety of your family and your neighbours.

Stock Condition Survey

The Scottish Housing Regulator requires social housing landlords to carry out a five yearly stock condition survey to ensure that the properties are being maintained in a good condition and continue to meet the regulatory standards including the Scottish Housing Quality Standard (SHQS). The Association last carried out a stock condition survey of approximately 58% of the properties during 2018/19 and has appointed external consultants the John Martin Partnership (JMP) to carry out a new stock condition survey across the stock including the communal areas.

The Surveys will start around the beginning of September and will be completed by the

beginning of November and letters will be sent nearer the time to advise tenants that the surveyors will be in the area. Tenants should note that not all properties will require access to be surveyed and JMP will choose typical properties across the range of the stock to survey.

Each Surveyor will have a letter of Authority from WSHA and photographic ID and it is important that you check and confirm their ID before allowing them into your property. If you have any issues or concerns please contact David McCormack (Property Services Officer) who will be able to assist with any queries you may have.



Gas cookers - a few things to remember

Changing your gas cooker or gas hob

If you are installing a new gas cooker you must ensure that it is **ONLY** connected and disconnected by a Gas Safe registered engineer.

Changing your electric cooker to a gas cooker

If you have an existing gas bayonet and decide to change your electric cooker to a gas cooker you must ensure that it is **ONLY** connected by a Gas Safe registered engineer. **You must also alert the Association to this change by contacting either Julie Law, Jose Migues or Paul Hughes from Property Services.**

Stabilising your cooker

Please ensure that your gas cooker is fitted with a stability bracket. If you do not do this it should be recorded on the Gas Safety certificate issued to you during the annual gas inspection. The Association again must remind all tenants that it is in their interests to have a stability bracket fitted to ensure that their cooker remains safe and securely in place.

Gas! issues that you need to consider

If you smell gas:

- Turn off all gas appliances and turn off the supply at the gas meter.
- Put out all cigarettes and do not light any matches or switch electrical switches as any spark could cause a fire.
- Open doors and windows to let gas escape.
- Phone Scottish Gas Network on **0800 111 999**

Gas leaks

- Never try to deal with a gas leak yourself.
- A gas leak should also be reported to Scottish Gas Network on **0800 111 999**

Annual Gas Safety Checks

Gas servicing is *your* responsibility as well as *ours!*

We have a joint responsibility for your gas safety. As a tenant you must provide us with reasonable access to carry out an Annual Gas Safety check and as a Landlord we must make every effort to ensure that this check is carried out.

We take this responsibility **very** seriously.

Unfortunately we still find it difficult to get access to some of our properties. This means that staff are contacting some tenants a significant number of times to try and encourage them to provide access and we have also had to arrange a number of forced accesses. This is time consuming for staff and is also inconvenient for tenants.

It is therefore important that you work with us to make the Service as simple as possible by providing access when requested or by offering an alternative date within the 12 month timescale.

You should be aware that if we do have to arrange a forced access, you will be re-charged all associated costs even if we don't have to force access to your home on the day.



WS Estate Services Ltd Update

WS Estate Services Ltd are continuing to deliver our services such as:

- Close cleaning on a weekly basis
- Multi-Storey Block caretaker 7 days a week 8am-8pm
- Bulk up lift on a daily basis from Monday - Friday
- Monthly Window cleaning of all Tenement Buildings
- Backcourts and bin stores cleaned on a daily basis
- Office cleaning on a daily basis
- Void clearing and cleaning/painting when needed

- **NEW SERVICE:** WSES are providing a close painting service based on a 7 year cyclical programme.

WSES are half way through the summer estate grounds work. This covers grass cutting, pruning of all shrubs and weed/moss killing within the back courts. This service was disrupted for three weeks at the start of June 2023 due to the high temperatures which would not allow WSES to complete any grass cutting or weed/moss application. This is now back on track.



Internal Close Re-decoration

We are pleased to announce that our subsidiary WS Estate Services has recently been awarded the 7 year internal close re-decoration contract and works have already started on site. You will be advised when works are due to commence in your close and if you have any queries or comments on the close painting service being provided you should contact Jose Migues, Property Services Officer.



Close Cleaning & Bulk Uplift 2022 - 23

The Close Cleaning & Bulk Uplift Contract is undertaken by WS Estate Services Ltd. If you have any queries or comments on the service being provided you should contact Jose Migues, Property Services Officer.

Grounds Maintenance 2022 - 23

WS Estate Services carry out the Association's Grounds Maintenance contract and works have commenced on the summer grounds maintenance programme which involves grass cutting, pruning, rubbish and moss removal and generally keeping gardens and backcourts tidy during the summer months. If you have any queries or comments on the service being provided you should contact Jose Migues, Property Services Officer.

Radio Teleswitch Shut Down

If your home uses electricity for heating and supplying hot water and you don't have an existing smart meter, your current meter may use a "radio teleswitch", which is a radio frequency that allows electricity suppliers to record peak and off peak consumption.

This radio frequency is due to be shut down on 31st March 2024 and will no longer switch your electric supply to the lower cost tariff. Smart meters will be able to replicate what this radio frequency does and a smart meter will need to be installed in your home in time for the shutdown if you do not already have one. Energy UK, the trade association for the energy industry in the UK and those responsible for the shutdown, are urging all customers with radio

teleswitch meters to look out for communications from your electricity supplier on upgrading to a smart meter.

You should be able to tell if your meter relies on radio teleswitch as there will be a separate box next to your meter labeled radio teleswitch.

If this is the case, be aware and look out for communication from your current energy provider as they will contact you with regards to switching over to a smart meter in time for the planned shutdown.

The Association will continue to monitor any changes or developments surrounding the shut down and update you accordingly. Should you have any concerns or queries regarding this, contact your energy supplier in the first instance.

Changes to how we find out how satisfied our tenants are

We have recently reviewed how we carry out our tenant satisfaction surveys and have made some changes. We have asked a company called Research Resource to carry out our surveys from this year and have changed some of the survey questions. They will be carrying out the surveys face to face.

It's important we know how all our tenants feel about us and so, over the next two years, all our tenants will be contacted. This year half of our tenants will be contacted between mid-July and mid-August. Next year the remaining half will also be contacted. We will let you know next year when this is due to happen.

The survey is anonymous and no information will be shared with us to connect you with your answers unless you expressly give Research Resource permission to do so. This will only apply to specific questions, such as the reporting of dampness or if you are interested in becoming a member of our new Customer Panel (see article elsewhere in this newsletter to find out more about that).

All staff who are carrying out the survey will have identification and a letter of introduction. Please make sure you see both of these before proceeding.

Once the results have been processed and are ready for



presenting to us by Research Resource we will review what we can do to make improvements. We will feed back the results to you and let you know what actions we have taken in the winter newsletter.

If you have any concerns about the survey please call the office 0141 9592552 and speak to any member of staff.

As a small thank you for giving up your time, everyone who takes part in the survey will be entered into a prize draw and will have the chance of winning one of 10 prizes of £25 shopping voucher.



**Free
Vodafone
Sim**

Get your free Vodafone sim card at WSHA! Don't miss out on 20gb of data and unlimited calls & texts free for 6 months! Contact Craig on 0141 959 2552.

Avoiding Scam Calls

Scam calls and texts are carried out by criminals who are trying to encourage you to hand over money, personal or financial information.

The scammers are becoming more sophisticated in how they operate and it can sometimes be hard to tell if you're receiving a legitimate call or text.

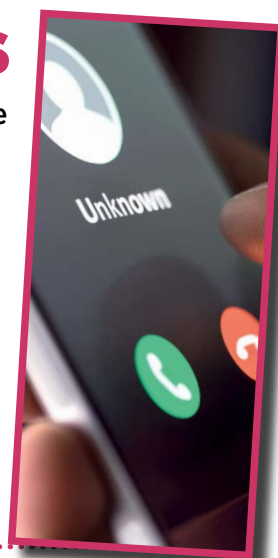
Sometimes scammers might pretend to be calling you from your bank, building society, or even your housing association.

Fortunately, there are things you can do to help avoid falling victim to a scam by following this advice:

If you receive a suspicious text or phone call:

- Read the text carefully and look for any details that don't seem right.
- Don't click on any links
- Don't give out any personal or bank details.
- Hang up and call the company they claim to be from to check if it is a scam.
- Report anything suspicious to the police on 101.

Call the office on **0141 959 2552** to check if a call from Whiteinch & Scotstoun Housing Association is genuine and legitimate.



Dolly Parton's Imagination Library

Are you a tenant with a child(ren) under 5?

If so, Dolly Parton's Imagination Library could help your child to build their very own library!

Whiteinch & Scotstoun HA has partnered with **Dolly Parton's Imagination Library** to provide free books for tenants' children who are eligible under the scheme. If you have a child under the age of 5, all you need to do is contact us and you will get one free book for your child every month until their 5th birthday.



If you have any questions or would like to find out if you are eligible for the scheme, email us on housingmanagement@wsha.org.uk or call the office **0141 959 2552** and ask to speak to someone in Housing Management.

Sub letting

If you are going away from home for a short time and do not want to leave your house empty, you have the right to sub-let it, provided we give our permission.

If we approve your sub-let, you will still be responsible for the tenancy including paying the rent and the behaviour of your sub tenant. We normally allow a sublet for 6 months but we may agree to extend this to 12 months.

If you want to sub-let or are thinking about sub-letting, please call the office and speak to your Housing Officer **0141 9592552** or email housingmanagement@wsha.org.uk

We will then send you two forms:

- You complete the first form giving details of the person you want to sub-let to
- The person you want to sub-let to completes the second form and they are both returned to us.



We have 28 days to get back to you with our decision.

If we grant permission, it is subject to terms and conditions that you and the person you are sub-letting to must adhere to and are detailed in the approval letter.

If we refuse permission, we'll let you know why. You have a right to appeal and how to do this will be in the refusal letter.

If you sublet your home without our permission we will take legal action against you and you could end up losing your home.

Welfare Advice Corner

Increases to Universal Credit childcare payments

The amount low-earning parents on Universal Credit can claim for childcare costs has increased by **almost 50%**. Parents can now claim up to £951 per month for one child or £1,630 for two or more children. There is also further support available to help parents who are moving into work or increasing their hours cover the costs of the first month of childcare. Eligible parents are now entitled to receive up to 85% of childcare costs back before their next month's bills

are due, meaning they should have money to pay one month in advance going forward.

These changes are designed to support low earning parents to progress in their careers and boost their finances.

What's also really important to note here is - no corresponding change to Working Tax Credit figures were announced. Meaning working family's paying for child care will be much better off on UC. Get in touch with Advice

Services who can complete a benefit check to check if you would be better off on UC.



Low income benefits and tax credits Cost of Living Payment

You may be entitled to up to 3 Cost of Living Payments of £301, £300 and £299 if you get any of the following benefits or tax credits on certain dates:

- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Income Support
- Pension Credit
- Universal Credit
- Child Tax Credit
- Working Tax Credit

The payment will be made separately from your benefit payments.



You will not get a payment if you are only getting New Style ESA, contributory ESA, or New Style JSA.

<https://www.gov.uk/guidance/cost-of-living-payment#low-income-benefits-and-tax-credits-cost-of-living-payment>

Pre-Payment Meter customer update

From the 1st of July prepayment meter households will no longer pay more on average for their energy than direct debit customers, as the government scraps the unfair charge.

The change will help around three million households using prepayment meters across Great Britain - bringing their bills in line with those who pay by direct debit, with the government stepping in to cover the difference.

Currently, households on the pay-as-you-go meters pay more on average than direct debit customers, as it costs suppliers more to service their homes - such as collecting payments or giving out vouchers - with the charges passed onto consumers.

Summary of Changes

Benefit Sanctions

In relation to sanctions, the DWP announced that parts of the sanctions process were to be automated via a computer. In addition, the human face of a jobcentre – its work coaches – are to receive training on the “effective implementation” of sanctions.

On 15th March 2023: the government is to strengthen “the way the sanctions regime is

applied, by automating parts of the process to improve efficiency and reduce error, and ensuring that work coaches have the tools and training to implement sanctions as effectively as possible, including for failing to take up a job”.

If you feel you have been unfairly sanctioned – get advice, we can help you appeal the decision.

Universal Credit – Managed Migration

Managed Migration is the final phase of the roll out of Universal Credit.

It is where those claiming one or more of the ‘legacy’ benefits that Universal Credit is replacing are ‘invited’ to claim Universal Credit instead.

If you receive a legacy benefit such as Employment & Support Allowance, Housing Benefit,

Income Support, Jobseeker’s Allowance or Tax Credits when it is your turn to move onto Universal Credit the DWP will send you a ‘Migration Notice’.

This is a letter notifying you that your legacy benefit entitlement is due to end and inviting you to claim Universal Credit instead.

You don’t need to do anything until you receive your Migration Notice.

UC *Universal Credit*

If you do receive one - don’t ignore it. Your ‘legacy’ benefits will end.

If you want some help with the migration process please call the office and ask for an appointment with our Welfare Rights Officers 0141 9592552 or email them at AdviceServices@wsha.org.uk

Remember, if you aren’t sure if you are entitled to any welfare benefits or need help with any claims you are already making, you can make an appointment to see one of our Welfare Rights Officers, Lauren and Brian by calling 0141 9592552 or email AdVICEServices@wsha.org.uk



Let us know...

Do you have any comments to make on what you've read in this Newsletter, perhaps on some of the specific areas where we've asked for your views? Do you have any comments to make on our service in general? Do you want to get more involved in our work? If the answer to any of these questions is 'yes', then please share your comments on the tear off slip below and return it to the address below.

Please make your comments on the tear off slip below to: -

Corporate Services, Whiteinch & Scotstoun Housing Association Ltd. The Whiteinch Centre, 1 Northinch Court, Glasgow G14 0UG

Or e-mail your comments to wsha_admin@wsha.org.uk.

Name:

Address:

Note your comments here: -

Cantonese

如果你需要這份不同語言版本的簡訊，請聯絡WSHA辦事處 Corporate Services (地址: The Whiteinch Centre, 1 Northinch Court), 或致電 0141 959 2552, 或電郵 wsha_admin@wsha.org.uk

Gaelic

Cuiribh fios gu Corporate Services aig oifis WSHA aig Ionad Whiteinch, 1 Northinch Court, neo air a fòn aig 0141 959 2552, neo air post-dealain aig wsha_admin@wsha.org.uk ma tha thu ag iarraidh dreach dhan iris-naidheachd ann an cànan eile.

Mandarin

如果您需要此报纸的其他语种译本，请与位于Whiteinch中心，1 Northinch Court WSHA 办公室的 Corporate Services 联系，或者致电 01419592552，或者发电子邮件至 wsha_admin@wsha.org.uk

Polish

Jeżeli chcieliby Państwo otrzymać tłumaczenie niniejszego biuletynu, prosimy o kontakt z Corporate Services w biurze WSHA w Whiteinch Centre, 1 Northinch Court lub telefonicznie pod numerem 0141 959 2552 lub na adres e-mailowy: wsha_admin@wsha.org.uk

Urdu

اگر آپ اس نیوز لیٹر کو کسی مختلف زبان میں حاصل کرنا چاہتے ہوں تو براہ مہربانی
”وائٹ انچ سینٹر“
1 نارتنہ انچ کورٹ میں واقع ”ڈبلیو ایس ایچ اے“ کے دفتر میں Corporate Services سے
”کیرن میک ایون“
ٹیلیفون نمبر 0141 959 2552 کے wsha_admin@wsha.org.uk کے ذریعے رابطہ کریں۔
ذریعے یا ای میل

A Charity Registered in Scotland No. SC035633

As with all of the Association's policies and procedure, this newsletter, in full and in part, can be made available in summary, on tape, and in translation into most other languages. It can also be downloaded from the website at www.wsha.org.uk

Please contact Corporate Services at the office at the Whiteinch Centre, 1 Northinch Court, or by telephone on 0141 959 2552, or by e-mail at: wsha_admin@wsha.org.uk if you would like a version in a different format.