

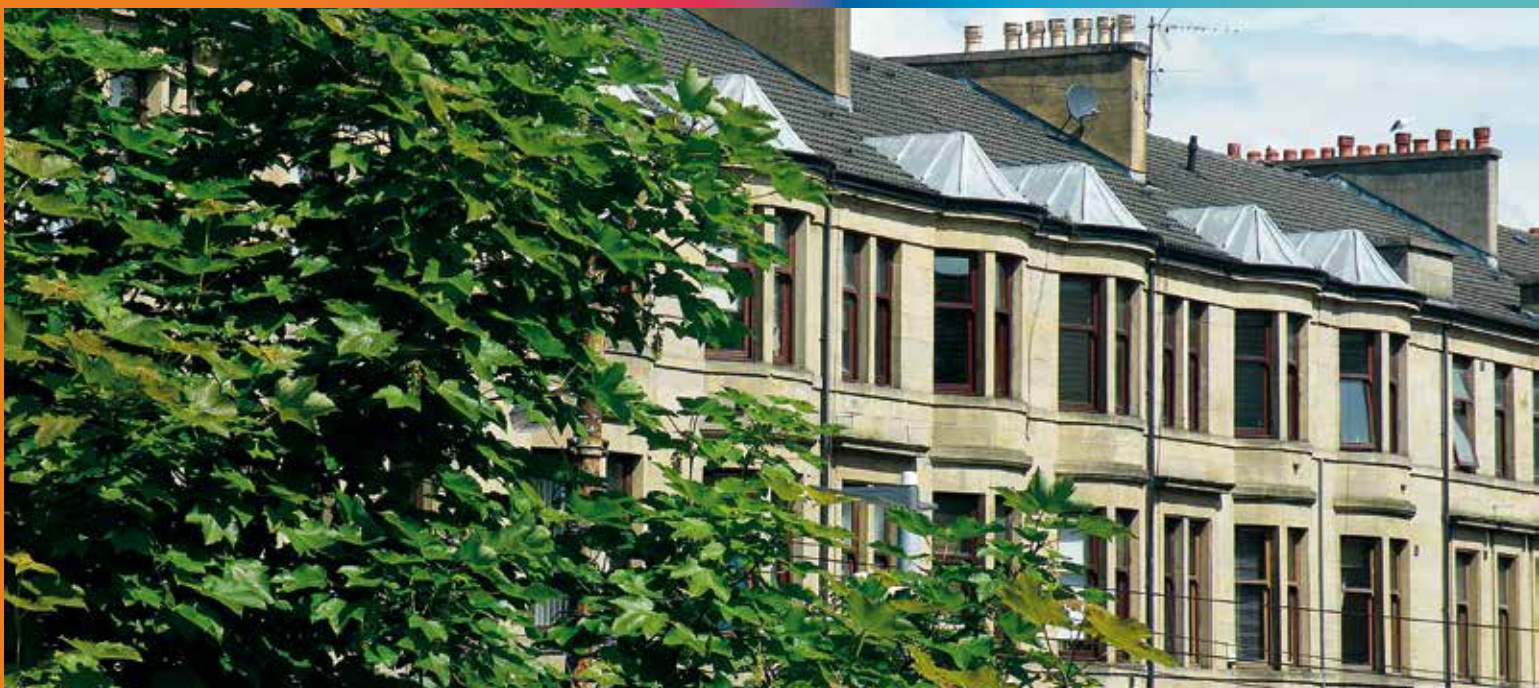


WHITEINCH & SCOTSTOUN
HOUSING ASSOCIATION LTD



Whiteinch & Scotstoun
Housing Association

Annual Report 2019-20



Aiming for High Quality Homes in a Desirable Environment

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Mission Statement:

At Whiteinch & Scotstoun Housing Association, we aim to provide and maintain the highest quality rented housing and environment. We also aim to support this with quality services and associated activities for the betterment of our community.

Aims:

- To seek achievable development opportunities to extend the range of affordable quality housing choices within the area.
- To provide responsive, quality services which reflect the identified needs and demands of our community.
- To assess, plan, fund and carry out long-term maintenance and replacement requirements.
- To continuously support and develop our staff to enable them to maximise their personal potential and to better deliver services.
- To contribute to and participate in the social, economic, cultural and environmental regeneration of the area.
- To openly and actively work in partnership with whatever groups or organisations can assist the realisation of these aims.

Annual Assurance Statement 2020

The Committee of Management for Whiteinch & Scotstoun Housing Association Ltd, at its Virtual Meeting of 25th November 2020, is satisfied that the Housing Association complies with:

- the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Regulatory Framework;
- all relevant standards and outcomes in the Scottish Social Housing Charter;
- all relevant legislative duties; and the Standards of Governance and Financial Management

while no areas have been identified where the Association does not materially comply.

It is noted, though, in line with working under the constraints imposed by the current pandemic crisis, this has largely been based on evidence produced by an independent auditor, in the previous year. However, even within this situation, while seeking to ensure the continued provision of services, this has

been backed up by continuous reporting to the Committee, an ongoing internal audit programme and the consideration and approval of the Annual Return on the Charter, which suggest, as indicated, no material failure to comply.

The Committee will continue to recognise the Regulatory Standards and, whilst prioritising the safety and provision of services to tenants and residents, will work, as previously planned, to more comprehensively evidence compliance, as soon as the prevailing circumstances allow.

As Chairperson, I was authorised by the Committee of Management at the Virtual Meeting of 25th November 2020 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

Christ Watson

Chairperson.

Chairperson's Report

This is my first report after taking up the position of Chairperson again. Last year, I had to step down in accordance with the Rules, having served five consecutive terms. And I would like to extend my thanks and those of the Committee to Sharon Flynn who took on the role of Chairperson last year. Unfortunately, Sharon has since had to step down from the Committee altogether after serving the Association for the past 5 years and our best wishes go with her for the future.

It has to be said that it is the strangest time for us all and while everyone is well aware of how the Covid-19 crisis is affecting them personally, it also impacts upon the Association, how staff work and how we as Committee Members can continue to exercise our governance responsibilities.

Normally, I would be focussing on the past year's performance, that is, up to the end of March 2020 and while the Report will do that, as the virus hit at the tail-end of that period, it is unavoidable that I have to dwell upon how it has affected everything since, including the production of this Report. For a start everything is slower and invariably delayed; normally, this Report would be produced in October, once all our statutory data had been finalised and compiled, but this year, for example, our annual accounts were only approved at the end of November when we usually have this done by early June! This year's Annual General Meeting was also radically different. We usually hold it in June and meet in the Whiteinch Centre but, of course, lockdown and social distancing made this impossible. Instead, it was held virtually, in September, using Zoom with a small attendance, as could probably be expected. While far from ideal, it did allow us to satisfy the constitutional requirements we are bound to observe and our thanks go to those members who were able to participate and support the Association in this way. The Committee has continued to meet virtually (with some occasional hiccups that seem to come with the technology) although flexibility has been required, with meetings having to be arranged when decisions are needed rather than working to a formal timetable.

Despite the Office having to close as the first lockdown was announced, as we hope everyone is aware, we were successful in arranging for all staff to be able to work from home to ensure

that services continue to be provided remotely, as far as possible. As the situation has thereafter ebbed and flowed some staff have, on occasion, operated from the office when it was impossible, or so much less effective to do otherwise, while all services are being delivered as far as government restrictions allow at any given time. So, I would extend the thanks of the Committee to our staff, continuing to work so well under such restrictive conditions that make their jobs so much more difficult.

At time of writing the country seems to be on the verge of commencing a programme of vaccinations that might, hopefully, see the constraints that come with the virus start to recede. However, all indications are that this will take a considerable time and it is not envisaged that we will return to any form of "normal" working soon. Consequently, we expect that working from home will be in place for some months yet and that the Office will have to remain closed in line with this. Rest assured, however, that all at the Association will be working to deliver as near normal a service as possible.

The remainder of this year's Annual Report follows the usual format, covering the work and financial position of the Association up to the end of March, this year. It also includes, as usual the Scottish Housing Regulator's Landlord Report, covering areas of performance that we are bound to report to tenants. This year we are also publishing the second Annual Assurance Statement, a pronouncement the Regulator now expects from each social landlord in the country to verify compliance with their expected Regulatory Standards.

Chris Watson

Chairperson

A Word from the Chief Executive

The Annual Report while always reflecting the year financial year ending in March is not produced until the Annual Accounts and the Regulator's Landlord Report are produced, usually meaning publication in October. As this is half-way through the following financial year it can sometimes feel a bit strange to be reflecting on what has been done as we are in the middle of the following accounting period. This year, though is particularly strange as the Report is being developed in December due, of course, to the Covid situation.

And it has been a strange year for all at the Association, working remotely and conducting Committee Meetings through virtual video sessions, in order to try to keep work progressing as near as normal and ensure that services are delivered. I would therefore like to record my thanks to our Members and all staff whose efforts during these times have ensured that as much "business as usual" has been carried out successfully despite all the constraints and the challenges of remote, home working.

One change that has taken place during the period since the financial year-end is the launch of our new website and logo. The new website is hopefully more attractive, comprehensive and easier to use than the old one and can be used on smartphones. The logo is now intended to represent the area and all of the house types we now have, as the original one was restricted to a design reflecting only the traditional tenements that made up the original stock of the Association. However, as this Report covers a period when the old logo was in place and published in the era of our new symbol both have been used as we bid a fond farewell to our old image.

As usual, though, the Annual Report contains performance information based upon the data we send to the Regulator in what is known as the Annual Return on the Charter (ARC, for short), which itself is based upon the Scottish Social Housing Charter (the Scottish Government's statement of the standards and outcomes we are expected to achieve). The Regulator can check the veracity of this data at any time to ensure that landlords are accurately reporting

on their performance to their tenants. They then publish the results of the ARC, for all housing associations in Scotland, on their website. This will allow anyone who is interested to compare our performance with any other landlord in the country.

However, it should be noted that this gives just the bare figures and no context or detail; while outcomes for any given landlord may appear better or worse than any other, there are often a number of justifiable reasons for the differences. For example, even though many organisations may appear similar, housing associations across the country can differ in many ways which can affect these outcomes – they can be rural or city based, large or small (from even less than 100 houses to the Glasgow Housing Association with over 40,000), young or mature, mainstream or specialist, operating in relatively affluent areas or areas of multiple deprivation, etc., etc. In short, simple comparisons are difficult without a full knowledge of each landlord included. And this is without even considering the range of differences between most housing associations and local authority landlords! Whatever, at this Association we are happy to discuss our performance outcomes with anyone who asks.

And, as usual, please use the comments form to let us know what you think of the Report, the performance information or any other matter relevant to our services.

Ian Morrison

Chief Executive

Landlord Report

The Scottish Social Housing Charter, produced by the Scottish Government, sets out the standards and outcomes that Registered Social Landlords should achieve. This is the third year that the Scottish Housing Regulator is requiring all such landlords to report on their performance against the Charter.

Throughout this Report we will tell you how we have done over a number of performance and satisfaction measures. However, this section deals solely with “what matters most [to tenants] when it comes to their landlord’s performance” (as advised by the Regulator).

All figures refer either to the financial year, 1st April 2019 – 31st March 2020, or the point in time at the end of that year.



Homes & Rents

As at 31st March 2020, the total number of houses in Association ownership was 1,297. The total rent due for the year was £6,123,547.

The Association applied an average weekly rent increase of 0.0% from the previous year.

Average weekly rents for the year were as follows:

Size of home	Number owned	WSHA	Scottish Average (all landlords)	Difference
1 Apartment	19	£81.22	£73.47	10.5%
2 Apartment	644	£88.30	£78.02	13.2%
3 Apartment	452	£95.52	£80.10	19.3%
4 Apartment	168	£106.34	£87.08	22.1%
5 Apartment +	14	£118.85	£96.18	23.6%

However, these comparisons do not account for differences between seemingly similar housing associations, let alone between housing associations and local authorities, with floor area, actual type of property, location, etc., as well as the relative numbers

of each type of house making comparative evaluations problematic.

The Scottish Housing Regulator’s website contains data, which allows a comparison of the average rents for each Registered Social Landlord.

Tenant Satisfaction

The Scottish Housing Regulator is very prescriptive about how we ask for tenants' opinions, strictly dictating the questions actually posed. We choose to gather data by employing an independent firm to conduct doorstep surveys on a continuous basis throughout the year, an approach we have discussed with the Regulator.

This is done by our consultants seeking to contact at least 82 households every quarter, requesting face-to-face interviews from each. The result is that over a three-year period we reach 75% of tenants, building up a view of how our performance is perceived. However, the Regulator wish us to only use the figures collected within the year, thus reducing the sample size to only 25% for annual reporting purposes. This gives the following returns (based on responses from 349 tenants in 2019/20) with the previous two years' figures and Scottish Average also shown for comparison.

	17/18 WSHA	18/19 WSHA	19/20 WSHA	19/20 Scottish Average
Satisfaction with overall service	93.4%	93.1%	94.0%	89.2%
Tenants who feel they are kept informed	97.4%	96.6%	92.3%	91.6%
Tenants satisfied with opportunities to participate	97.4%	94.8%	94.0%	87.2%

Quality and maintenance of homes

96.8% **96.8%** of our homes met the **Scottish Housing Quality Standard** (Scottish Average 94.4%)

2.4 hours The average time we took to complete **emergency repairs** was **2.4 hours** (Scottish Average 3.6 hours)

5.3 days The average time to complete **non-emergency repairs** was **5.3 days** (Scottish average 6.4 days)

92.8% We completed **92.8%** of **reactive repairs 'right first time'** (Scottish Average 92.4%)

88.8% **88.8%** of tenants who said they had repairs or maintenance carried out in the last twelve-months were **satisfied with the service** they received (Scottish Average 91.3%)

Neighbourhoods

100% **100%** of antisocial behaviour cases were resolved (Scottish average 94.1%)

Value for money

99.3% The amount of money we collected for current and past rent was equal to **99.3%** of the **total rent** for the year (Scottish Average 99.3%)

0.6% We did not collect **0.6%** of rent due because **homes were empty** (Scottish Average 1.2%)

19.7 days It took an average of **19.7 days** to **re-let homes** (Scottish Average 31.8 days)

Finding out more

The Scottish Housing Regulator has also published this information on their website, offering the opportunity to compare performance with all Registered Social Landlords in Scotland. The Regulator's website can be found at www.scottishhousingregulator.gov.uk

Property Services

Under the direction of Property Services Manager, Jim Gordon, this section of the organisation comprises two divisions. The Projects Team covers potential development of new build housing and the comprehensive refurbishment of our existing stock while also being responsible for delivering the Association's asset management services. This includes planned replacements, Stage 3 medical adaptations (see below) and gas safety checks and cyclical and servicing maintenance programmes (including close redecoration, electrical, lift and water management inspections, grounds maintenance and close cleaning). The Repairs Team deal with the co-ordination and delivery of day-to-day maintenance, including the turnaround of void properties.

This year, the section was responsible for

- carrying out 4,140 reactive repairs, slightly down from 4,347, last year;
- ensuring that of 1,008 properties requiring a gas safety record these were in place by the anniversary date;
- with grant funding of £53K carrying out 22 “medical adaptations” to help tenants’ with changing needs to stay in their homes (by fitting walk-in showers, hand rails, etc.);
- upgrading smoke and heat detection in 848 properties to meet new legislative fire safety standards to be achieved by February 2021;
- replacing gas central heating and boilers at 36 properties;
- replacing kitchens at 38 properties;
- replacing bathrooms at 50 properties;
- awarding the contract to replace lifts at 6 and 8 Methil Street;
- and, as usual, carrying out programmes of gutter cleaning, legionella water management, grounds maintenance, electrical inspections, close cleaning, bulk uplift and lifts maintenance.

All social landlords are expected to have met what is called the **Scottish Housing Quality Standard**; this covers the standards that all landlords are expected to achieve in the quality of their housing.

96.84% of our houses met the standard. This was slightly down from 97.15% last year due to four additional properties that were identified as failing SHQS; in some properties, we fell short because of:

- houses where tenants have not allowed us access to carry out works (these will be done in future when the houses become empty); and
- some houses which are exempt because it is physically impossible to fully achieve the published storage space standards, e.g. in galley kitchens)

both of which are reasons fully accepted by the Scottish Housing Regulator.

Social landlords have to report on the **Energy Efficiency Standard for Social Housing** (known as the EESSH) which has to be met for all properties by December 2020. We are currently recording a compliance of 98.8% of our properties, up slightly from 98% last year. Current and proposed works are intended to improve our properties to meet the standard by the deadline date but this is subject to tenants allowing access to their homes.

In terms of reactive repairs, this year's performance was as follows (with each of the previous two years shown for comparison:

	2017/18	2018/19	2019/20
Reactive repairs carried out in the year	3,451	4,347	4,140
Average number of repairs per property	2.7	3.3	3.2
Emergency repairs	722	1,045	1,077
Non-emergency repairs	2,819	3,302	3,036
Number of repairs done "right first time"	2,732 (out of 2,676)	3,001 (out of 3,128)	2,813 (out of 3,032)
Total Cost of Reactive Repairs	£661,570	£890,448	£984,052

Information on tenant satisfaction with the repairs service can be found in the Landlord Report section of this document.

Planned Maintenance Investment

The property services section has been validating and updating the information required for the planned maintenance module introduced in the housing management IT system, which will eventually hold all of our stock condition information in a single database. This information will determine the future investment priorities for the planned maintenance renewal programmes, for items such as roofs, windows, kitchens and bathrooms. This is ongoing and will help us to

better plan future works with the aim of being more cost-effective in how we do these. The Association is aiming to invest £12M during the next five years through the planned maintenance programme, commencing this year, although subject to Covid delays.

Jim Gordon

Property Services Manager

Executive Office

Prior to lockdown at the end of March, work had begun on developing a new logo for the Association to more truly reflect the Association today. The old logo which had served the Association well for over 40 years depicted a tenement roof, but over the years our stock profile had changed as we developed new homes and received transfers. The new logo reflects the River Clyde as it flows through our stock with the single high rise and other low rise buildings. Over time we will introduce the new logo to all our documents.

At the end of March we had also begun to develop a New Website for the Association which was finally launched in the autumn. We would welcome feedback from our tenants and other service users on the new site which aims to provide a 'go to' for everything you need to know about our work.

Internal Audit Services

As a result of a competitive tender exercise, in October 2019 the Association appointed new internal audit providers, BDO LLP. In this their first audit year, a three year plan was prepared and fieldwork carried out in the areas of risk management, rent arrears and succession planning and exit strategies, as well as following up on the work from previous years.

Karen McQueen

Deputy Chief Executive

Housing Management

The Housing Management Section continued its work through the year, letting houses, dealing with arrears, providing welfare benefits advice,

etc., etc. Further to the Landlord Report, other relevant performance indicators and statistics are as follows.

We re-let 125 houses, down from the 146 re-lets in the previous year.

Letting Source	Number	Percentage
Transfers (existing tenants)	29	23%
Housing list	69	55%
Section 5 (statutory homeless referrals)	27	22%
Other sources	0	0%
Total	125	100%

Other Housing management performance Indicators:

Empty properties at year-end (March 2020)	10 (of which none had been empty for more than six months)
Number of evictions in the year	5 (all for rent arrears)
Number of abandoned properties in the year	7
Percentage of new tenancies lasting for more than one year (by source of let)	Transfers (existing tenants): 100% Housing list: 93% Section 5 (homeless referrals): 96%
Number of Antisocial Behaviour Cases in the year	Reported: 85 Resolved: 85 Resolved within target timescale: 83
Rent & Arrears	Total rent due: £6,158,081 Arrears at year-end: £401,065 (6.5%) (Scottish average 4.4%) Former tenant arrears write-off: £84,412 (52.2%)
Percentage of tenants satisfied with rent as "Value-for-Money"	84% (Scottish average 83.5%)

Jim Calderwood

Housing Manager

Regeneration/Wider Action

At Whiteinch & Scotstoun Housing Association we have had a long tradition of being involved in more than “bricks & mortar” and housing management; such involvement is an expectation of both the Scottish government and, on the basis of surveys, the community we serve. Wider Action (as it is known) and regeneration projects and initiatives continue to feature as an aspect of our work, and include our estate

services subsidiary which is a social enterprise. On top of this, we have continued to support the activities of the Whiteinch Centre as well as continuing specific projects directed at supporting our tenants and the wider community.

This year, the Association once again employed the services of John Gordon, a consultant specialising in regeneration. And John’s work was key in helping us to deliver **Money**

Advice & Financial Inclusion Advice and Energy Advice, the former through the services of our employee Karen Auld, with energy advice now provided by Ronnie Neil of G-Heat (following the departure of Aran Morrison, last year). We have managed to continue these services thanks to gift aid funding provided by our subsidiaries while we seek further grant support as a means of extending their provision.

WS Property Management Ltd

Run by our Factoring Manager, Bob Innes, WS Property Management Ltd continues to deliver all of our factoring business to the owners of 507 residential properties, 95 commercials, 1 workshop and 1 office. Most of these properties are in or attached to closes where the Housing Association owns and lets at least one property.

WS Estate Services Ltd

WS Estate Services, now entering its third year, continues to deliver our close cleaning service, our back court maintenance and tends to our gardens and grounds, as well as clearing and cleaning our void properties and delivering a caretaking service at our MSF. Our services were disrupted due to lockdown but are now, in the mains, back on track with the exception of bulk waste management where we continue to try to work with the City Council in the best interest of residents.

Governance

Committee of Management

Committee Key performance Indicators	Target	Outturn
Average Meeting Attendance	85%	91%
Meetings Quorate	100%	100%
Committee Members	13	11

Equal Opportunities Monitoring

Members of the Management Committee

	Gender	Ethnic Origin	Disability
At 31st March 2020	Male 3	White: Scottish 10	No 7
	Female 7	Unknown 1	Yes 3
	Unknown 1		Unkown 1

Staff Members (including WS Property Services and WS Estate Services)

	Gender	Ethnic Origin	Disability
At 31 st March 2020	Male 26	White: Scottish 44	No 42
	Female 21	Other British 1 Irish 1 Chinese 1	Yes 5

Ethnic Category	Existing Tenants	Applicants on Housing List	New Tenants
White Scottish	659	230	89
White Other British	198	18	10
White Irish	4	2	0
White Gypsy/Traveller	0	0	0
White Polish	16	11	5
Other White Background	12	14	0
Mixed or Multiple Ethnic Background	3	0	2
Indian	1	1	1
Pakistani	11	8	2
Bangladeshi	4	0	0
Chinese	3	3	3
Other Asian Background	11	13	1
Black Caribbean	3	3	1
Black African	22	29	4
Other Black Background	7	2	1
Arab, Arab Scottish, Arab British	12	58	3
Other Group	70	39	0
Unknown	242	292	3
Total	1278	723	125
Indicating Disability	0	21	29

Finance

As usual, in order to assist in understanding the Association's financial information, it is presented in a way that we hope makes it more readable, particularly to those unfamiliar with accounting terminology and jargon. We have therefore presented our Statement of Comprehensive Income (perhaps better known to people as an Income & Expenditure Account and our Statement of Financial Position (the Balance Sheet) with simple guides to help explain what each element is.

However, what is important is to realise that Housing Associations are required to use this approach in presenting their financial figures, but, at the same time, it is recognised that without a full understanding of financial requirements and

practices these can be easily misunderstood.

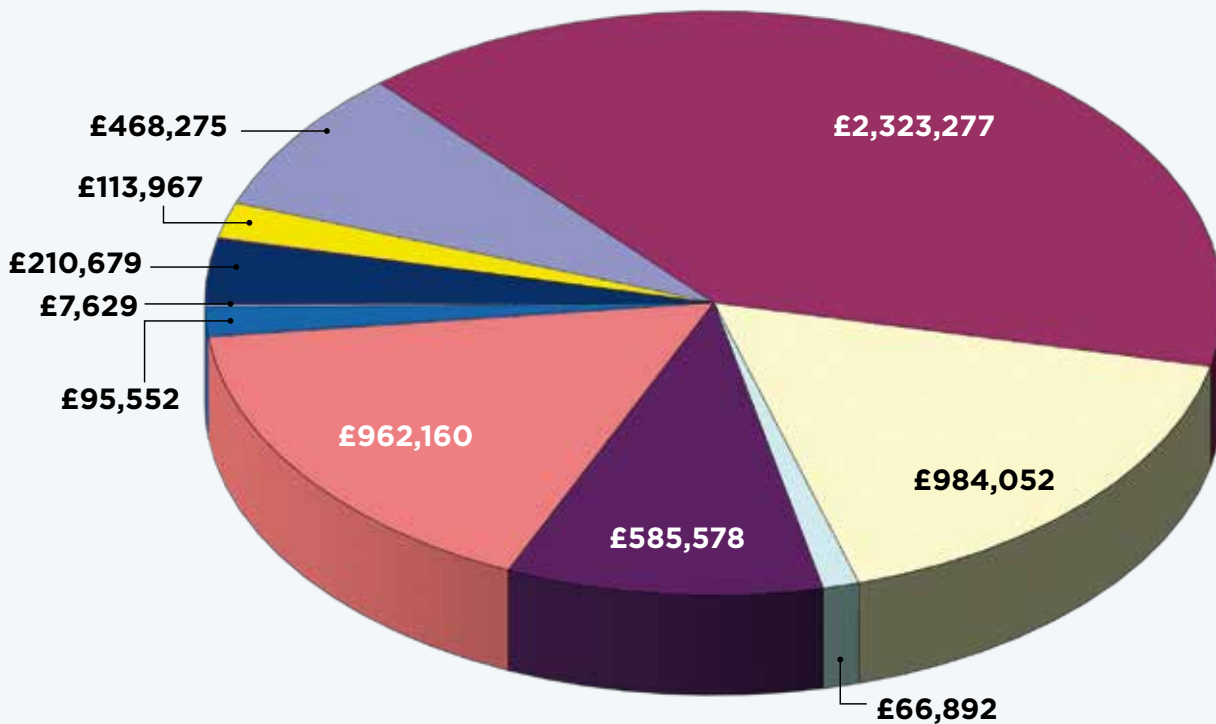
It is important to understand that while the Statement of Financial Position shows "reserves" of £30.28 million this is, in reality, the value of the Association's properties and not cash that can be realised at any given point. In other words, even if we could and wanted to access this amount, we would have to sell all of our organisation's houses, something that will never happen.

And, as with every Annual Report, we use pie charts to help display what we take in and what we spent, in the past year.

Andrew Reid
Financial Services Manager

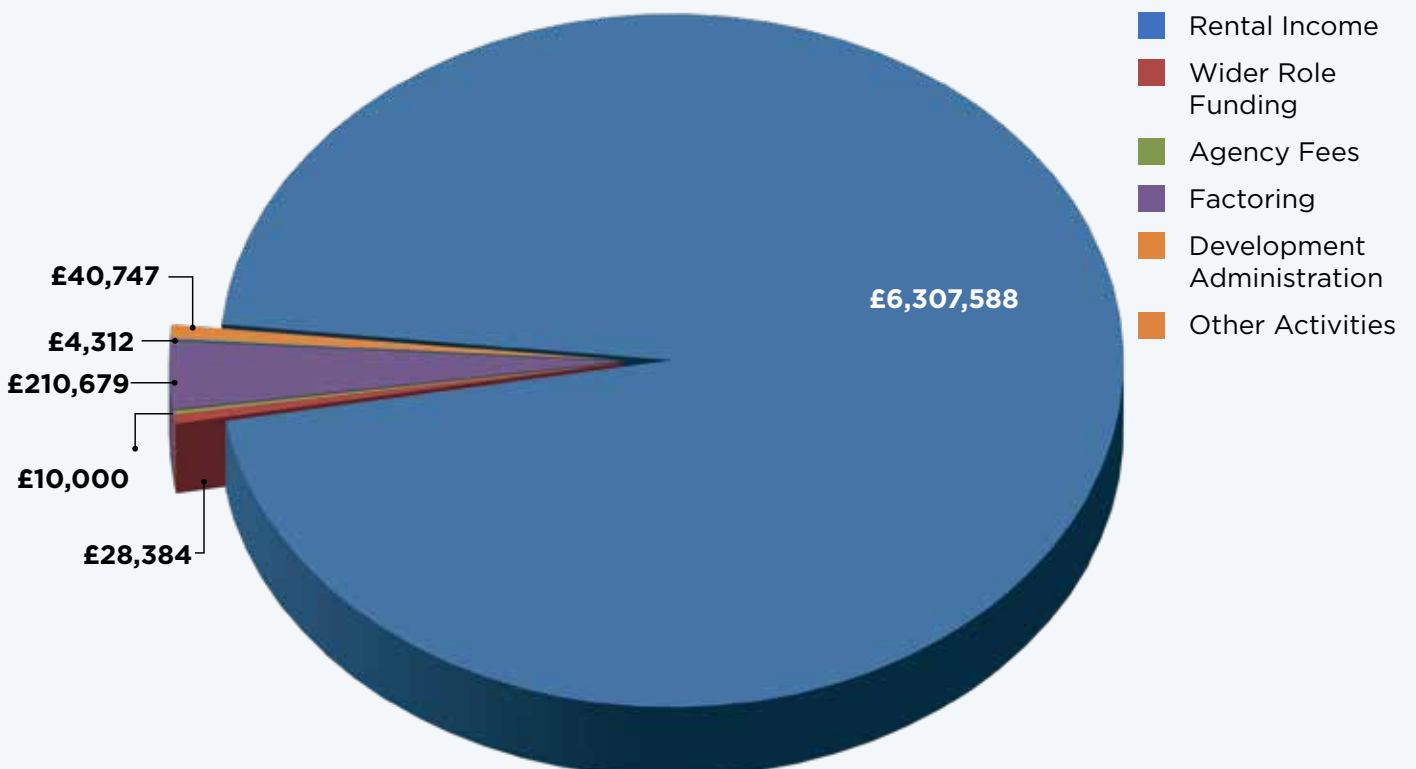
Analysis of Expenditure 2019-20

WHERE EVERY £ WAS SPENT



- Services
- Major Repairs and Cyclical Expenditure
- Factororing
- Management and Maintenance Administration Costs
- Property Depreciation
- Development
- Routine Maintenance
- Wider Role
- Interest Payable
- Rent Loss from Bad Debts
- Agency

Analysis of Income 2019-20



STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2020			A Non - Accountants Guide to the Accounts
	2020	2019	
	£	£	
Turnover	6,601,709	6,703,527	Rental and Other Operating Income
Less: Operating costs	-5,708,406	-6,125,987	Costs of providing the Association's services
Operating surplus	893,303	577,540	
Profit on sale of fixed assets	67585	0	Surplus on Property Sales
Finance income	18,948	18,201	Interest earned on Cash Balances invested
Finance charges	-113,967	-116,520	Interest Paid on mortgage finance
Surplus on ordinary activities before tax	865,869	479,221	
Taxation	0	0	
Surplus for the Year	865,869	479,221	
Other Comprehensive Income			
Initial recognition of multi-employer DB scheme	0	9,748	
Actuarial losses in respect of pension schemes	683,000	-405,000	
Surplus for the year	£1,548,869	£83,969	

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2020			
	2020	2019	
	£	£	
Property, Plant & Equipment			
Housing properties	28,094,209	28,506,395	The cost of building the houses owned by the Association
Other Fixed Assets	579,236	608,414	Association Offices and Office Equipment costs
	28,673,445	29,114,809	
Current Assets			
Debtors	437,896	497,836	Money owed to the Association
Cash at hand and in bank	5,113,146	3,745,604	Money in the bank
	5,551,042	4,243,440	
Current Liabilities			
Creditors due within one year	-952,996	-647,864	Money owed to others
Creditors due after one year	-2,751,101	-2,796,554	Outstanding loan balances that are secured against specific charges on the Association's properties and repaid at varying rates of interest and over varying periods of time
Pensions -Defined Benefit Net Liability	-292,462	-1,234,769	Pension Liabilities
Net Assets	30,227,928	28,679,062	
Capital and Reserves			
Share capital	69	72	Represents Members Shares at £1 each
Reserves	30,227,859	28,678,990	Reserves set aside for current and future Major Renewals costs
	30,227,928	28,679,062	

Staff Changes 2019/20

In July 2019, we said farewell to Amanda Hunter who had been providing maternity cover in Reception and Bill Black, our Senior Projects Officer of 5 years who left to join another Housing Association. In December 2019, the Association's longest serving staff member, Margot Strang, took well-earned retirement after 41 years in the Chief Executive's Office. A major milestone indeed! In March 2020, Graeme Dutch who had been working on a temporary basis in our Repairs Team left having secured a permanent role elsewhere, and from October to February we employed our former modern

apprentice, Rhys Atkinson, in Projects to fill a resource gap. In October 2019 we welcomed back Paul Hughes to the Association in the role of Senior Projects Officer and in December 2019 we were joined by Kirsten Szulc in the role of HR and Support Services Officer. In February 2020, Craig McGarry joined us in a temporary capacity as Tenancy Sustainment Officer while Caroline O'Toole was ill. We wish all our leavers good health and happiness in the future and to our joiners, welcome and we hope you enjoy working with us over the coming months and years.

Committee and Staff

Committee

Immediately following the Annual General Meeting, 23rd September 2020, the Committee of the Housing Association were as follows:

Office Bearers

Chairperson Chris Watson
Assistant Vice-Chair
(Audit) Claudia Ennemoser
Association Secretary Karen McQueen
(Deputy Chief Executive)

Committee Members

Alan Bruce, Roslyn Carrigan, Rod Hunter, Debbie Keaveney, Siobhan Leighton, Betty MacDonald, Linda Mimmagh, Linda Stevenson.

Staff Members

Whiteinch & Scotstoun Housing Association Ltd. at 31st March 2020

Staff Executive Team

Chief Executive Ian Morrison
Deputy Chief Executive
& Secretary Karen McQueen
Financial Services
Manager Andrew Reid
Housing Manager Jim Calderwood
Property Services Manager Jim Gordon

Staff Members (continued)

Finance

Morag Ross
Alison Park
Leanne Molloy
Julie Watson

Property Services

Projects

Jim Burns
Paul Hughes
Tom Kelly (retired June 2020)
Julie Law
Jose (Pepe) Miguez

Repairs

Mary Fyfe
Brendan Quinn
June Henderson

Housing Management

Housing

Valerie Kelly
Diane Calderwood
Alan Clark
Tracy DeMarco
Ann Gow
Liz McLellan (retired April 2020)
Lizzy McCulloch
Fiona McNamee

Welfare Rights

Douglas McAndrew
Brian McGinlay

Advice Service

(based at 1A Northinch Court)

Karen Auld (fixed term funded post)
Ronnie Neill (in partnership with GHeat)
Caroline O'Toole
Craig McGarry (temp)

Support Services

Kirsten Szulc
Nicola McArthur
Jade Macdonald
Jan Scott

WS Property Management Ltd.

Bob Innes

WS Estate Services Ltd.

Steven McLaughlin
Graham Banks
Brian McPhee
Glen Doyle
Garry Fyfe
Evann-Sean Gorrie
Shawn Lim
Martin McGinley
Robert Mckechnie
Daniel McKinnie

As with all of the Associations policies and procedures, this Annual Report, 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: Karen McQueen at the office at the Whiteinch Centre, 1 Northinch Court, or by telephone on: 0141 959 2552, or by e-mail at: kmcqueen@wsa.org.uk if you would like a version in a different format.

Cantonese

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

Gaelic

Cuiribh fios gu Karen McQueen aig oifis WSHA aig Ionad Whiteinch, 1 Northinch Court, neo air a fòn aig 0141 959 2552, neo air post-dealain aig kmcqueen@wsa.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 Karen McQueen 联系，或者致电 01419592552，或者发电子邮件至 kmcqueen@wsa.org.uk。

Polish

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

Urdu

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



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