

news Action

CHRISTMAS/
NEW YEAR 2022

THE NEWSLETTER OF WHITEINCH & SCOTSTOUN HOUSING ASSOCIATION LTD.

WSHA Office Open to the Public 2023

Whiteinch and Scotstoun Housing Association are delighted to confirm that we will be opening our office to the public again from the **9th January 2023**.

The last 2 and half years have seen a lot of changes in how WSHA deliver services and it has allowed us to consider what the best way forward is for our tenants, staff and the local community.

The WSHA office opening hours from January 2023 will be:

Monday – Thursday
9.30am – 4pm

Friday – WSHA Office will be closed to the public. However, a full service will be available via phones, email and other WSHA communication channels.

Tenants looking to speak to Housing Officers or access services such as Welfare Advice, Money Advice and Energy

Advice will be asked to make appointments to ensure that they get the dedicated time they require to discuss and progress matters with the support of WSHA staff.

All the staff at WSHA are excited to welcome the community through our doors again and work with you to provide the support you need.

Office Closing

staff will not be working for the festive period, the office will be closed on the following dates:

Christmas/New Year:
Closing at 1pm on Friday
23rd December 2022,
reopening on Thursday 5th
January 2023.

During the office Christmas closure period emergency and urgent repairs only should be reported as normal to our emergency out of hours service on 0141 959 2552. All other routine repairs will be dealt with when staff return to the office on the 5th of January 2023

Aiming for High Quality Homes in a Desirable Environment

A Charity Registered in Scotland SC035633

CEO Statement – Christmas Newsletter 2022

Whiteinch and Scotstoun Housing Association is an established community based housing association with a rich history locally and nationally across the housing sector. This history and the reputation of the Association were the main attractions for me when I accepted the role as CEO.

I am fortunate to have inherited a staff team who are hugely experienced and most importantly committed to developing the services offered by WSHA to our tenants and the wider community.

Now more than ever our tenants are being affected by the most severe economic crisis in a generation. The effects of this are being seen now as households are having to make difficult choices,

despite the support that has been announced by the Scottish and UK Governments. WSHA will work tirelessly to identify all funding available to support our tenants in the coming months and will communicate all opportunities to our tenants if support becomes available. More information on other services and support available can be found at <https://costofliving.campaign.gov.scot/>.

Our priorities in 2023 will be focussed on 4 key areas:

- HOMES
- PEOPLE
- COMMUNITIES
- PARTNERSHIPS

WSHA wants every customer to

feel safe and supported to sustain their home and our communities to be inclusive places to live, play, work and grow. I look forward to working with everyone to make Whiteinch and Scotstoun a great place to live and be part of the community.

The management committee, myself and the staff team at WSHA would like to extend our warmest wishes to each of you and your families for Christmas and we hope that the New Year brings better times for us all.

Christmas Wishes
James Ward

Get involved in shaping the future

WSHA is planning to develop a new Customer Advisory Panel in early 2023 to help develop a framework for ongoing conversations and consultations with tenants on the key topics such as rent consultation, services, investment in our properties and our communities. If you would like to participate in this new initiative, then please contact us on 0141 959 2552 or email us on: wsha_admin@wsha.org.uk.



All change at WSHA

Alan Clark Housing Officer is retiring

We will be saying a fond farewell to Alan on 16th December. He has been with the Association for 16 years, starting as a Housing Assistant and then moving into Projects for a while, before becoming a Housing Officer. He has been covering Curle Street, part of Dumbarton Road, Edzell Street, Ferryden Court, Northinch Court, Northinch Street and Victoria Park South in his role.

All of us here at WSHA are going to miss Alan but we wish him a long and happy retirement.

He will be replaced by Ann Gow who was the Housing Officer for the Scotstoun area. She in turn will be replaced by Angela Ben Gamra who has most recently been a temporary Tenancy Sustainment officer.



New Staff

Ali Dowlatshah – Repairs Officer – joined on 30th May 2022

Louise Irving – Senior Housing Officer – joined on 27th July 2022

James Ward – Chief Executive – joined on 27th September 2022

Leavers

Val Kelly – Senior Housing Officer – retired on 24th August 2022

Ian Morrison – Chief Executive – retired on 26th September 2022

Douglas McAndrew – Senior Welfare Rights Officer – left on 10th November 2022

Alan Clark – retires on 20th December 2022

“Your Chance to Tell Us” Prize Draw

We received 24 responses and the winners drawn on Saturday at the Christmas Event were:

Mrs Aktar – Earl Street - won £50.00
Sainsbury's Vouchers

Ms DM May – Dumbarton Road – won £75.00
Sainsbury's Vouchers

Ms J Brown – Northinch Street – won £100.00
Sainsbury's Vouchers



Christmas Event and 45th Anniversary Celebration

Whiteinch & Scotstoun Housing Association had its origins in two local community groups: the Whiteinch Housing Action Group and Scotfore. These two bodies formed the basis of the original membership of the Housing Association which was formally constituted late in 1977.

This year is our 45th Anniversary and we were keen to combine this milestone with a celebration for our tenants and the local community. On the 3rd December we hosted a Christmas Event for the local community which was free for everyone who attended. Our tenants and our local community are so important to our continued success as a landlord and community anchor and WSHA wanted to celebrate this milestone with everyone.

On the day everyone was able to enjoy a range of activities, competitions, food and get to meet Santa. It was fantastic to see how we could bring all areas of the community together on one afternoon to celebrate everything that is great about Whiteinch and Scotstoun.

In the space of 3 hours we had in excess of **750 individuals** visit the event. On the whole it was a fabulous day bringing the community together and

spreading some Christmas cheer at a time when everyone is finding it difficult to escape all the cost of living challenges. Some of the key parts of the event were:

- **374** Children Under 16 and tenants of WSHA received vouchers for Christmas
- **250** Christmas Books were distributed to children
- **250** Selection Boxes were distributed to Children on the day
- **100** Selection boxes donated to local schools
- **80** Craft packs donated to local nurseries
- Free Pizzas distributed to over **300** people in the community
- **100** Winners in the Christmas Treasure Hunt
- £500 raised for Macmillan

A short video capturing the Christmas Event can be viewed on the WSHA website.

WSHA are looking forward to the future and also planning more community events which we hope will be as well received by the local community.

Thanks for your continued support .

Christmas Raffle Donations

- | | | |
|-------------------------------|---------------------------------|-----------------|
| • D G Kennedy Joiners (Tommy) | • Wildthings Florist | • Morag Ross |
| • DRM Electrical (David) | • Clyde Auto Repairs | • Kirsten Szulc |
| • Timetra | • Premier Convenience Whiteinch | • Mandy Maxwell |
| • Sainsbury (Steven) | • Tesco Whiteinch | • Pat Rooney |

Thank you to all of the individuals, businesses and partners of WSHA who supported the Christmas Event. It would not have been possible without your generosity.

Celebrate the Festive Season Safely

It's the season to be jolly but please stay safe and enjoy your Christmas and New Year.

- Ensure that exit door keys are kept readily available and/or exit doors can be opened from the inside in the event of fire or emergency.
- Take care of older people, children and those who may find it difficult to react quickly and safely if there is a fire.
- Check your smoke alarm weekly and report any faults immediately to the Association
- Make sure your family and/or visitors know what action to take in the event of fire or actuation of smoke/heat alarms in your home.
- Smoking is the main cause of death from fire in the home. If people are smoking in your home provide a sufficient number of ashtrays.
- Stub out cigarettes properly – make sure there's no smoke.
- Pour water on cigar and cigarette ends before putting in a bin.
- Consuming even a moderate amount of alcohol can greatly increase the risk of fire and injury.
- Leaving cooking unattended or being distracted while cooking is the most frequent cause of fire in the home. Never cook hot food while under the influence of alcohol or drugs.
- Make sure your festive lights conform to British Standards and are always switched off when going to bed or leaving your house or flat, even for a short period.
- Never be tempted to overload electrical sockets.
- Make sure the fuse in the plug of any electrical appliance is the correct rating.
- Keep festive decorations away from lights and heat.
- If celebrating with fireworks remember that they are explosives. Store them safely out of the reach of children and always follow the fireworks code.
- Never leave lit candles unattended.

Christmas is a special time for celebration and should not end in tragedy because of the extra hazards that are present at this time of year. So when you're 'decking the halls' please follow our simple advice and stay safe.

Paying your rent

If you are having difficulty in paying your rent, whether due to a change in your financial circumstances or for any other reason, please contact us immediately in order that we can help you as soon as possible. We are committed to helping you with any difficulties you may be having with your rent payments. This includes giving you advice and assistance with things like welfare benefits, money and debt advice and energy advice (including problems you may be having paying your energy bills).

However tempting it is, don't ignore problems you are having with your rent payments or 'bury your head in the sand'. This this will only make any problems associated with non-payment of rent more difficult to resolve in the longer term.

It is always best to get in early with problems, you

will be met with a listening and understanding ear and feel so much better once you know what help is available and how we can help.

You can call the office on 0141 959 2552 to make an appointment at one of our 'surgeries' or email advice@wsha.org.uk.

The times we have available for appointments is

Tuesday – 10.00 to 12.30 Welfare Rights

Tuesday – 1.30 to 3.30 Energy Advice

Thursday – 2.00 to 4.30 Welfare Rights

We also offer 'virtual' appointments via video or can come and meet with you in your home. Just let us know which you prefer when you contact us and we will do our best to accommodate when you are available.



Complaints Handling Procedure

The Association always aims to deliver the best service that we can, however, we realise that sometimes things can go wrong or that a customer may not be satisfied with the service that they have received. We therefore have a Complaints Handling procedure in place. This deals with complaints about our services. It is not about complaints about tenants' or residents' behaviour which would be dealt with through our Antisocial Behaviour Policy.

Our aim is to learn from mistakes and improve how we deal with matters going forward. If you feel that you have a complaint, firstly raise the matter with the member of staff responsible, who will try to deal with it as quickly and informally as possible. The target for dealing with complaints at this level is five working days, although in more complex cases this may be extended to ten working days.

If you are still not satisfied after this, you can raise your concerns to the second stage, called the investigation stage. This is when a senior member of staff will be appointed to look into the matter on your behalf. The target timescale for this stage is twenty working days, although once again a longer

timescale may be agreed if the matter is complex.

If a complainant is still not happy after the investigation stage, they have the right to take the matter to the Scottish Public Services Ombudsman. Please note that the Ombudsman will not consider any complaint until the investigation has been carried out.

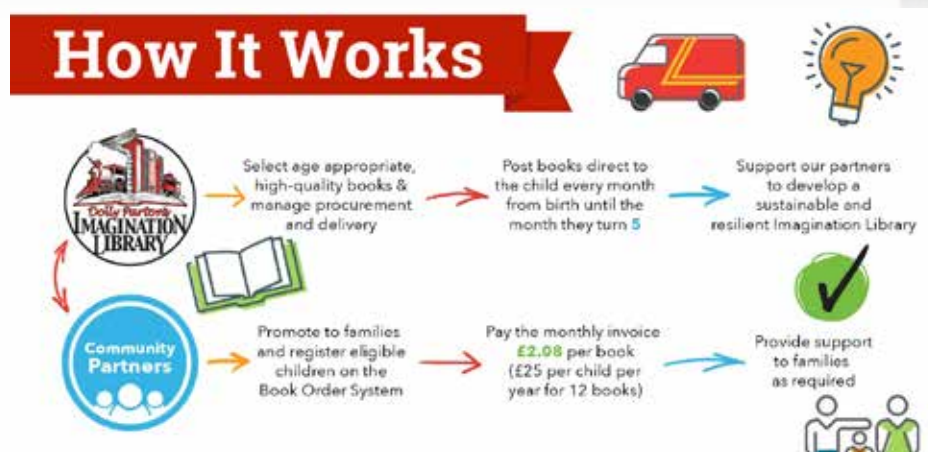
Complaints will normally only be taken if they are received within six months of the event that is being complained about, or within six months of finding out that there is a reason to complain, but no longer than a year after the event itself.

Our Policy follows the model laid out by the Ombudsman but we are always looking at ways in which we can deal with complaints and to strive to improve our service delivery.

Finally, if anyone has a complaint about a Committee Member, this should be directed to the Chief Executive. Likewise, if there is a complaint about the Chief Executive, this should be addressed to the Chairperson. In either case the complaint will be dealt with in confidence and may involve the Scottish Housing Regulator if appropriate.



For over 25 years, **Dolly Parton's Imagination Library** has inspired a lifelong love of reading by partnering with thousands of local organisations to deliver a free book every month to children from **birth to age five**.



The demand for the Imagination Library is exploding in Scotland and WSHA have signed up as partner to make this available to all our tenants who have children aged between **birth and aged five**.

WSHA share the dream for every family in Scotland to experience

the magic of Dolly Parton's Imagination Library. If you are interested in your children being part of this amazing project and receiving a free book each month if they meet the age criteria please contact us on wsha_admin@wsha.org.uk or 0141 959 2552.

Condensation

What is Condensation?

Condensation primarily results from water droplets suspended in the air, even if you cannot always see it. If the air temperature cools or warm moist air contacts a cold surface such as a window or wall the air releases the water vapour condenses and turns back into a liquid and this is most noticeable on windows on cold days.



When does condensation occur?

Condensation can appear on colder wall, ceiling or window surfaces and in places where there is little movement of air, such as behind beds, within or behind wardrobes and in the corners of rooms.

Condensation usually occurs when a lot of moisture has been generated and it is unable to readily escape to the outside, for example from cooking, bathing or showering, washing and drying clothes.

In some circumstances condensation may lead to mould forming on cold surfaces particularly where there is poor air circulation in corners of rooms, ceilings and in cupboards. It's important to report any issues involving condensation or mould, so that a Repairs Officer can inspect and arrange for any appropriate remedial works and provide advice on how to limit the impact of condensation during the winter months

How to minimise or avoid condensation

Condensation is more problematic during the colder winter months and here are some simple steps on how you can help keep it to a minimum and reduce the risks from condensation and associated mould growth.

You can reduce the amount of steam that is produced from cooking by covering pans and only boil sufficient water for what is necessary

Where possible do not dry washing indoors and in particular avoid drying clothes on radiators. If drying inside, only use a room that can be closed off and ventilated, such as the bathroom or kitchen.

Increase ventilation where possible by opening a window to help remove any moisture being generated

Keep doors closed in the kitchen and bathroom to prevent moist air circulating throughout your home and ensure fans where installed are switched on and

working

Providing an even heat throughout your home will reduce the risk of condensation, as it is less likely to occur when your home is kept warm. Avoid only heating one or two rooms, as these unheated cold areas will become highly susceptible to condensation.

The three key steps to reducing condensation in your home are:

1. Minimise the source of moisture,
2. Adequately heat your home and
3. Ventilate your home to remove the excess moisture.

Please note that you can report an issue of condensation or mould or indeed any repair by reporting it via our website, by phone on 0141 959 2552 or by emailing the repairs team at repairs@wsha.org.uk



Missed Bin Collections

Outside of any industrial action, should bin collections be missed you should do the following while also alerting the Association as noted below. However, we would advise that if you can, you should check the Council website as bin collections, as we know, have been somewhat disrupted this year.

Household Rubbish – Green Bins

If you are experiencing problems with Glasgow City Council not uplifting household rubbish, please call them to report this on **0141 287 9700**.

Should you have a problem of rubbish not being uplifted and it persists for two weeks or more or is happening on a regular basis – please contact the Association to make us aware of this.

Recycling Bins – Blue Bins

If you are experiencing problems with Glasgow City Council not uplifting the blue recycling bins, please call them to report this on **0141 287 9700**.

Should you require a BLUE recycling bin to be replaced, please contact Glasgow City Council on **0141 287 9700** to arrange this.

Should you have a problem of recycling not being uplifted and it persists for two weeks or more or is happening on a regular basis – please contact the Association to make us aware of this.



Vermin

Unfortunately vermin is a fact of life in an urban environment and we do try hard to reduce the incidence of vermin and as winter takes hold, rats and other pests are looking for nice warm lodgings with a handy food source and water supply. To reduce the chance of getting unwanted lodgers make sure that you follow the guidance below.

- Do not leave anything in the back court that might be used as a nest.
- Make sure all household waste is placed in the bins and lids shut.
- Do not throw out bread for birds as this is a free meal for vermin.
- If you notice new holes appearing the back court let us know and we will fill them in.
- In your home make sure that it is kept tidy regularly checking and moving items in cupboards to prevent vermin using items stored there as nests.
- Sweep up crumbs and spilt food as this may attract vermin.
- Do not leave any food out, and in cupboards store food in containers, metal ones if possible.
- If you have a spare room that you do not use make a habit of going in there and moving things about as pests hate to be disturbed.
- If you have a leak in your kitchen, bathroom or at radiators, report all leaks to the



Association, as rats need water and this could be a source.

- If you notice any new holes in your home, let us know and we will assess for rats and fill them with vermin-proof materials.

By following the above guidance you can reduce your chance of being affected. **If you think that you might have an issue with rats please advise the Association immediately and allow for the full treatment to take place by our pest control contractor and work with us to deal with them.**



Planned Programme Works 2022/23



The Association continues to invest and improve its stock and Phase 2 of the major repairs project commenced on the 4th May 2022 and as at December 2022 **CCG** have completed the following installations:

- 98 Kitchen replacements and partial rewiring
- 49 bathrooms including fitting over bath showers
- 56 Energy efficient boilers
- Installation of new windows to 14 properties

The Association would ask that you allow the Contractor access to your property to carry out the works as failure to do so may lead to significant

deterioration of the components in your property, resulting in your house failing to meet compliance with the Scottish Housing Quality Standards.



Installations will stop for the Christmas period on the December 16th 2022 and will recommence on Monday 9th January 2023. If you have had your installation carried out pre Christmas and have any emergency issues regarding the works carried out in your property, contact **CCG on 0141 643 3744**.

Winter readiness

Ready Scotland aim to make Scotland more resilient to emergencies.

They know that disruptions can happen at any time and they are here to help.

They have tips on the small steps you can take to prepare your home, your family, and your business for the unexpected.

And when emergencies do occur, they have advice on how you can best respond, keep yourself safe and help others in your community.

Whatever comes along - whether local disruption or global events - together, we can make sure that Scotland is ready for anything.

Emergency Kit and Household Plans

We recommend that all households build a small 'emergency kit' as part of their home emergency plan. The following toolkit also contains a link to the

Ready Scotland home emergency plan template and emergency kit checklist available to download as a PDF or print - [Home Emergency Toolkit](#)

Winter Readiness

Ready Scotland have prepared advice and guidance to make sure everyone has the help and support they need for all weather conditions -

Severe Weather Preparedness

Loss of Power

Make sure you know how to stay safe at home if severe weather causes a loss of power or other utilities.

Did you know you can call 105 free of charge to report or get information about power cuts in your area? You can also call 105 if you spot damage to electricity power lines and substations - Loss of Utilities

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.

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 may be re-charged all associated costs which are currently estimated to be in the region of £200 even if we don't have to force access to your home on the day.

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 Migueles or Paul Hughes from the Projects Section on 0141 959 2552.



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





WS Estate Services office / staff holidays

WSES will be closed on the following dates during the festive period:

- WSES closes on 23rd December 2022 with services resuming on the 28th December 2022.
- WSES closes on 30th December 2022 with services resuming on the 4th January 2023

Close Cleaning and Bulk Uplifts

- Monday and Wednesday schedules will be completed on the 28th December 2022.

- Thursday and Friday schedules will be completed as normal.
- Bins will be presented to the kerbside as normal at Earl Street.
- Monday and Wednesday schedules will be completed on the 4th January 2023.
- Bulk uplifts will be completed on the 28th December 2022 and 4th January 2023.
- Normal services will resume from the week commencing 9th January 2023.

Electrical Periodic Inspection Contract 2018-23

The Association is required by the Scottish Housing Regulator to carry out periodic electrical inspections in your home every 5 years to maintain compliance with the Scottish Housing Quality Standard (SHQS). These five yearly inspections are undertaken to ensure that the electrical system in your home is, and continues to be maintained in a safe condition and as part of this inspection our electrical contractors may be required to carry out essential electrical repairs. Where identified this work may also include upgrading of smoke, heat & carbon monoxide detectors in your home to ensure compliance with the Scottish Governments new mandatory fire safety legislation.

It is therefore 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. Our contractors Fortress and DRM Electrical will write to you advising a proposed date for inspections and you are strongly advised not to ignore this request for access. If you are unavailable, it is essential that you contact the contractor and rearrange a convenient appointment. Currently, the Association has a valid inspection report for 98.4% of its properties and plans to be 100% compliant by the 31st March 2023.

Tenants should be aware, that the Associations Committee has approved new forced access



procedures for these essential health and safety requirements, similar to those already in place for ensuring compliance with gas safety regulations.

You should note that if forced access is organised you may be recharged the associated costs which are currently estimated to be in the region of £200, even if we don't actually have to force access to your home on the arranged day. If you have any queries about these inspections, please contact Jose Migues, Projects Officer on 0141 959 2552, or email jmigues@wsa.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: -

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

Or e-mail your comments to
wsa_admin@wsa.org.uk.

Name:

Address:

Note your comments here: -

Cantonese
如果你需要這份不同語言版本的通訊 請聯絡WSHA辦事處 Kirsten Szulc (地址: The Whiteinch Centre, 1 Northinch Court), 或致電 0141 959 2552, 或電郵 wsa_admin@wsa.org.uk

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

Polish
Jeżeli chcieliby Państwo otrzymać tłumaczenie niniejszego biuletynu, prosimy o kontakt z Kirsten Szulc w biurze WSHA w Whiteinch Centre, 1 Northinch Court lub telefonicznie pod numerem 0141 959 2552 lub na adres e-mailowy: wsa_admin@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 نارتنہ انچ کورٹ میں واقع ”ڈبلیو ایس ایچ اے“ کے دفتر میں (Kirsten Szulc) سے
”کیرن میک ایون“
ٹیلیفون نمبر 0141 959 2552 کے wsa_admin@wsa.org.uk کے ذریعے رابطہ کریں۔
ذریعے یا ای میل

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.wsa.org.uk

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