

news Action

SPRING 2025

THE NEWSLETTER OF WHITEINCH & SCOTSTOUN HOUSING ASSOCIATION LTD.

Welcome to your Spring Newsletter!

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Sustaining and Supporting the Creation of Equitable, Secure and Thriving Communities

A Charity Registered in Scotland SC035633

Welcome

The Association has welcomed a new Director of Housing and Communities – Mareta Greig.

Mareta joined the team in February 2025 and brings with her a wealth of knowledge and experience in the housing sector, having previously served in senior positions at Forth Housing Association and Atrium Homes.

In her new post with WSHA, Mareta is a member of the Executive Team and will help contribute to the strategic objectives of the Association whilst ensuring the continuous provision of high-quality customer and community services. A key element of Mareta's role will be to shape WSHA's approach to delivering a customer-centric housing service.



"I am thrilled to have joined the amazing team at Whiteinch & Scotstoun Housing Association. They've done incredible work so far, always focusing on putting tenants first. I'm excited to be part of the team as we approach the 50th anniversary in 2027 and to help build on the success so far."

If you see Mareta either in the office or out with staff, please come and say hello.

Staff News

Over the last few months the Association has bid farewell to a few well known members of staff. This has allowed us to offer positions to new colleagues who we warmly welcome aboard.

Our new staff include:

Housing and Communities

- Mareta Greig, Director of Housing and Communities
- Debs Allan, Communities Manager
- Angela Molloy, Community Services Officer
- Gillian Grimason, Housing Assistant

Property Services

- Chris McVicar, Property Services Officer (Repairs and Voids)
- Victoria Campbell, Trainee Property Services Officer
- Yvonne Jones, Property Services Administrator (Temp)

Corporate Services

- Millie O'Donnell, Receptionist

We hope that our new staff members will enjoy working at WSHA!

Facebook

We've now got a WSHA Facebook page so please check us out and hit the follow button!

www.facebook.com/whiteinchscotstounhousing/

We'll keep the page up to date with everything that's going on from the Association's point of view and also share what's on in the community.

If you have any queries about our new Facebook page, please email us at **socialmedia@wsa.org.uk**.



Get Involved!



Have you ever thought about getting involved in the running of Whiteinch and Scotstoun Housing Association? There are several ways you can join in!

Why not become a **shareholding member**?

Membership of the Association costs only £1 and entitles a person to vote at the Annual General Meeting and any Special/Extraordinary General Meetings that may occur.

It is the shareholders who elect the Management Committee - the body that oversees the running of the Association. Our Committee is made up of tenant representatives and others who are elected because they have some specialist knowledge that assists the Association to be well governed.

Becoming a shareholder gives you the opportunity to join our Management Committee to help make decisions on how we operate. If you are interested in becoming a shareholder, contact us on **0141 959 2552** or send an email to **wsha_admin@wsha.org.uk**.

As well as the Management Committee, we also have a tenant **Customer Advisory Panel (CAP)** who meet to discuss general housing issues and give their opinion on how new plans and policies will affect those who live in the local community.

2024-25 was a busy year for the WSHA Customer Advisory Panel.

The group held 4 meetings supported by a representative from the Tenants Information Service (TIS) and achieved the following outcomes:

- Agreed and signed up to a Code of Conduct and Terms of Reference
- Agreed a plan for what CAP would look at in 2024-25
- Reviewed the Housing Management Policy
- Reviewed the Rental Income Policy
- Designed a Customer Advisory Panel approved stamp that will go on all policies/documents that the group review and approve



2025-26 will be another busy year for the group as they will be reviewing the Allocations Policy, the Estate Management Policy and looking further at the customer experience which will help to streamline processes by gaining and sharing views on the community.

If you are a WSHA tenant and want to make a difference, we would love to hear from you. Please contact Angela Molloy (Community Services Officer) on **0141 959 2552** or email **CAP@wsha.org.uk** for more information or an informal chat to find out more.

Are you passionate about making a difference in your community? Do you want to be part of a team that works together to create positive change? If so, **volunteering with The Whiteinch Centre (TWC)** may be the perfect opportunity for you!

Why volunteer with TWC?

Volunteering with TWC is a fantastic way to get involved in local projects and initiatives that matter to you. Whether you're supporting community groups, connecting with residents, helping with community food provision, or enhancing community services, your efforts can truly make a difference.

How can you help?

Share Your Skills: Everyone has something valuable to offer. Whether you're good at organising events, have a talent for cooking, or are a whiz with numbers, your skills can help us achieve our goals.

Be a Voice for the Community: As a volunteer, you'll have the opportunity to share your ideas and feedback, helping to shape the future of our community.

Build Connections and Skills: Volunteering is a great way to meet new people, make friends and build a strong network within the community. Plus, you'll have the chance to learn new skills and receive valuable training along the way.

Get involved today!

Joining the TWC Volunteer team is easy. Simply reach out to us through the TWC website (**www.whiteinchcentre.org.uk**), pop in to visit us, or contact us on **reception@whiteinchcentre.org.uk**. Your time and effort can make a significant difference and together we can create a thriving, vibrant community.

Our Management Committee

Each year the shareholding members of Whiteinch and Scotstoun Housing Association elect up to 15 people to form the governing body known as the Management Committee. The Committee meets around 10 times a year and approves the strategic plans for the Association.

Members of the Management Committee come from a diverse background: some are tenants who understand the issues of living in this locality very well, whilst others come from

specialist backgrounds and are elected to assist in the oversight of the business.

No matter what their background, Management Committee members all share a passion for improving the quality of housing that is offered.

At last year's Annual General Meeting the following members were either elected or re-elected to the Committee:-

- | | |
|-------------------|------------|
| • Linda Stevenson | Chair |
| • John Haughey | Vice-Chair |

- Maureen Burke
- Suzanne Conlin
- Emily Dorrian
- Emma Howat
- Gavin Johnston
- Debbie Keaveney
- Emma McShane
- Linda Mimmagh
- Lana Reid-McConnell
- Jennifer Simon
- Rory Brown

WSHA is extremely grateful to the members of the Management Committee and the organisation benefits greatly from their expertise and guidance.

Rent increase from 1st April 2025

All letters notifying tenants of the new rent payment from 1st April 2025 have now been hand delivered to each property. The rent increase was 5.5% for most tenants but for those who are part of the harmonisation process it is 5.5% plus an additional amount to continue to bring the rents in line with target rent.

If you are currently claiming **Universal Credit** (UC) for your housing costs, you need to update UC about the change in rent to ensure that full housing costs are paid. This should be done on your journal under 'reporting a change to housing costs' if you have an online claim or call UC on 0800 328 5644 if you have a telephone claim.

If you claim **Housing Benefit**, we will update Glasgow City Council. If this changes the amount of entitlement, Glasgow City Council will issue a revised award notice directly to you.

If you pay by **direct debit**, we will automatically adjust this and nothing requires to be done.

If you pay by **standing order** you will need to increase this using your online banking or by visiting or calling your branch directly.

Please note that your rent payment amount and method of payment should be increased in **March** for the April increase as your rent is due monthly in advance.

If you want to discuss any of the above, please contact **0141 959 2552** and speak directly to your Housing Officer.



Cyclical & Servicing Works

Close Cleaning & Bulk Uplift

The Close Cleaning & Bulk Uplift Contract is undertaken by **WS Estate Services**. If you have any queries or comments on the service being provided you should contact Jose Migue (Property Services Officer) on **0141 959 2552**.



Grounds Maintenance

WS Estate Services carry out the Association's Grounds Maintenance Contract and will soon commence their 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 Migue (Property Services Officer) on **0141 959 2552**.



Internal Close Redecoration

WS Estate Services are now entering year 3 of the 7 year internal close redecoration contract and this year's works will commence on site at the start of May. 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 Migue (Property Services Officer) on **0141 959 2552**.



Electrical Inspection Contract

We carry out Electrical Installation Condition Reports (EICR) in your property every 5 years and this work will be carried out by our Electrical Contractor: **Fortress**. These inspections are undertaken to ensure that the electrical system in your home is 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 and carbon monoxide detectors to comply with the Scottish Government's fire safety legislation, which require 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 properties that are electrically heated only, a Gateway module will be installed which will allow the Association to remotely monitor the smoke and 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 both 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 Miguez** (Property Services Officer) on **0141 959 2552**.

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.

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 Property Services 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**

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. For 2024 - 2025 we were awarded an allocation of £60,000 to carry out medical adaptations.

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.

Installation Of Environmental Sensors Project

The Association's Electrical Contractors - DRM Electrical & Fortress - have been appointed to install Environmental Sensors within our properties and a small programme will be undertaken by the Association. We would be grateful if the properties involved could provide access for these works.

The sensors installed 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 also be able to monitor these devices with a smart phone or other internet enabled device.



Planned Investment Programme for 2025-26 (Phase 5)

£1.95 million will be spent on properties this year (2025/26), with installations commencing in May to carry out fitting:

 **87 boilers**

 **53 bathrooms**

 **179 kitchens**

 **60 windows**

Surveys for the next phase of our planned investment programme (Phase 5) have started and will run through until the end of May. Tenants will be able to make their choices regarding bathroom and kitchen options at this stage as the surveyor will have a laptop with them to allow tenants to visualise their kitchen selection.

Upgrades will be carried out by CCG who will provide direct contact details should tenants wish to ask any questions during the works.

The installations of the kitchens, bathroom and boilers etc. will start at the beginning of May, with the window installation starting later in the year.

If you miss your survey, please contact David McCormack (Property Services Officer) on **0141 959 2552** who will be able to assist in getting this re-arranged for you.

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 30th June 2025 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.

To reiterate, if you currently don't have a smart meter and your home only has electricity for providing heating and hot water then you may have a meter that relies on radio teleswitching.

You should be able to tell if your meter relies on a 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 in regards from switching over to a smart meter in time for the planned shutdown. **We would recommend contacting your utility provider to discuss this as soon as possible.**

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 then it would be best to contact your energy supplier in the first instance.

Tenant Health and Safety Handbook to be Published this Year!



Keep an eye out for the Association's new **Tenant Health and Safety Handbook** which will be published later in the year and a copy provided to each home.

The handbook will provide useful information regarding various elements of health and safety. It will explain what the Association is responsible for in ensuring you, and your home, are kept safe. In

addition to this it will also provide helpful advice on what you can do to keep yourself safe within the home.

The handbook will cover subjects such as:

- Fire Safety
- Gas Safety
- Electrical Safety
- Mould and Damp

- Water Safety
- How to avoid accidents in the home
- Safety in communal areas
- Pest Control

We hope that you will find the information within the handbook useful.

Close Inspections and Fire Risk Assessments

The Association's close inspection programme will continue for the 2025-26 year. In addition to these checks, the Association will be carrying out Fire Risk Assessments at each close. In advance of this, please make every effort to keep closes clear of personal possessions as these are hazards that could contribute to a fire. Keeping communal spaces clear of hazards reduces ignition risks and allows for safe escape should it be required. Thank you for your assistance in this matter.



Water Risk Assessments and Attic Tank Cleans

The Association will continue its Water Risk Assessment programme to get a better understanding of water safety in your home. If you are contacted about getting a Water Risk Assessment, please make every effort to allow access by the Equans engineer, so this can be checked.

Further to this, the Association will be commencing a programme to clean communal attic tanks.



Stone Work Repairs

The Association will be commencing a stone repairs programme for the year 2025-26. It is important to keep the stone that makes up our tenement blocks in a good state of repair as it is a natural material and degrades over time with it being exposed to the elements. By carrying out these vital repairs, it will help ensure that your home and communal spaces remain wind and watertight.

New Response Repairs Contracts

The Association's existing response repairs contracts are coming to completion at the end of March 2025, having been in place since 2019. The procurement process for these new contracts is now complete, with the most competitive contracts being selected for the works. Some of the contractors you will already know, and others are working with the Association for the first time. Please see the table below for full details of the new contracts and contractors:

Lot Number	Successful Contractors
Lot 1 - Joiner	Timetra & DG Kennedy
Lot 2 - Electrical	Fortress and DRM electrical
Lot 3 - Plumbing	Timetra & Valley Group
Lot 4 - OOH	Timetra
Lot 5 - Roofing	Latto Roofing & Evana
Lot 6 - Gas Servicing	City Technical Services
Lot 7 - Voids Works	Timetra and McGregor Projects Ltd
Lot 8 - Lift Servicing and Maintenance	Scotec Lifts

Who is my Housing Officer?

WSHA have five Housing Officers who cover the Whiteinch & Scotstoun area. Each Housing Officer is responsible for approximately 260 properties.

Housing Officers work to allocate empty properties, resolve neighbour & anti-social behaviour complaints, pursue and recover rent arrears and ensure a high level of tenancy sustainment. If you have a problem or query you would like to discuss then please call your Housing Officer. Staff aim to ensure all queries and complaints are answered to your satisfaction, however

if you want to discuss an issue that isn't a housing issue, staff will signpost you onto another department or external agency who can help.

The Housing Officers are supported by two Housing Assistants: Gillian & Nicola. As well as supporting the Housing Officers, the Housing Assistants maintain and update the housing waiting list, sign up new tenants and undertake estate management inspections.

All staff can be contacted on **0141 959 2552** or can be contacted via email as noted below.

Area 1 - Diane Calderwood • dcalderwood@wsa.org.uk

Dumbarton Road 1060, 1188,
1184, 1195, 1199, 1224-1285, 1333

Palladium Place

Edzell Street (even numbers)

Edzell Court

Edzell Place

Haldane Street

Northinch Street 98-108

Northinch Court 1A 98

Medwyn Street 77 - 127

Glendore Street (odd
numbers)

Victoria Park DS 13

Housing Assistant

**Gillian Grimason/Nicola
McArthur**

Area 2 - Lisa Wards • lwards@wsa.org.uk

Dumbarton Road 1343-1427

Methil Street

Primrose Court

Fore Street

Scotstoun Street

Primrose Street

Housing Assistant

Gillian Grimason

Area 3 - Angela Ben Gamra • abengamra@wsa.org.uk

Dumbarton Road 1447-1513

Earl Street

Harland Street

Henrietta Street

Housing Assistant

Gillian Grimason

Area 4- Ann Gow • agow@wsa.org.uk

Dumbarton Road 1151-1175

Curle Street

Northinch Street 133-147

Northinch Court 2-10

Northinch Street 80-96

Edzell Street (odd numbers)

Housing Assistant

Nicola McArthur

Area 5- Fiona McNamee • fmcnamee@wsa.org.uk

Dumbarton Road 785 -1046

Byron Street

Harmsworth Street

Balshagray Crescent

Victoria Park DS 7-9

Haylynn Street

Medwyn Street 59-73

Glendore Street (even numbers)

Ferryden Court

Housing Assistant

Nicola McArthur

Rent in Advance



Did you know that your rent is due monthly in advance?

The terms of your tenancy agreement outline in section 1.5 that your rent is due every calendar month in advance, on or before the 1st day of each month.

The Association has not previously enforced this strictly but in the coming months, this will be something which will be discussed with you with a view to ensuring your rent account is one month in advance.

This applies across all Scottish Secure Tenancies even if you are in receipt of full housing costs from Universal Credit or Housing Benefit.

This is because generally the Department of Work and Pensions (DWP) and Housing Benefit pay monthly in arrears. So, whilst they are paying your

ongoing rent liability, they are not doing this in line with the Scottish Secure Tenancy Agreement (SST) that you have signed. It is important to note, these departments do not owe this rent in advance payment as they are paying from the beginning of your tenancy in most cases, but their payment cycle means your rent is received in arrears.

If you would like to begin making rent in advance payments, you can telephone or email the office and agree a payment plan to bring your account into line with your tenancy agreement. You can do this by contacting your Housing Officer on **0141 959 2552** or via email to **housingmanagement@wsha.org.uk**.

Rent in advance will apply to all new tenants who sign up now and existing tenants will be contacted in due course to discuss their account in the same way.

Universal Credit Managed Migration

DWP have now begun sending Migration Notices to people receiving income-related ESA.

When you receive your Migration Notice, it's important that you apply for Universal Credit by the deadline in your letter. This will not be done automatically, so it's important to follow the instructions in the letter, otherwise your benefits will stop by the deadline in your letter.

If you need support to make the application, please call and book appointment with Lauren or Lisa in our Welfare Rights Team on **0141 959 2552**.

UC Universal
Credit

Tax Credit Service closes on 5 April

No more payments for Child Tax Credit or Working Tax Credit will be made after 5th April 2025. Universal Credit will be the main benefit for people who need financial support.

Most people getting Tax Credits should have already received a migration notice and been invited to apply for Universal Credit.

It's important that you apply for Universal Credit by the date in your Migration Notice to ensure you keep getting financial support.

If you need support to make the application, please call and book appointment with Lauren or Lisa in our Welfare Rights Team on **0141 959 2552**.

Attendance Allowance to Pension Age Disability

Social Security Scotland will begin the process of transferring people from Attendance Allowance to the new Scottish benefit, Pension Age Disability Payment.

This new benefit will be a 'like-for-like' with Attendance Allowance and there will be no gaps in payment. The transfer will be automatic and you will not have to apply for Pension Age Disability Payment.

Pension Age Disability Payment is currently only available in certain areas and will be rolled out across Scotland in April 2025.



When the process starts you will receive a 'goodbye' letter from the Department for Work and Pensions (DWP) and an introduction letter from Social Security Scotland.

The DWP will continue to pay you Attendance Allowance until Social Security Scotland start to pay you. You do not need to contact DWP to have your benefit stopped.

If you need support with any Welfare Right issues, please contact Lisa or Lauren on **0141 959 2552** or send an email to adviceservices@wsha.org.uk.

Tenancy Support Fund

WSHA has a Tenant Support Fund that we can access and utilise on behalf of tenants in need. This can be for new or existing tenants. The fund can be used if a tenant does not qualify for help from other external organisations or agencies.

The fund is set up to offer a wide range of items including white goods or furniture.

Additionally, the fund is in place to provide books for children between 0-5 years old who live within a WSHA home. Each month the child will receive a book from the Dolly Parton Imagination Library. This is achieved by WSHA covering the cost of the postage and the Dolly Parton Imagination Library supplying the book.

Please contact your Housing Officer on **0141 959 2552** if you need assistance and we can look at funding options for you.

Between 01/04/24 and 31/12/24 we have provided tenants with the following items:

What we provided	Number
Beds	3
Blinds	4
Carpets	30
Cooker	16
Fridge	9
Starter Pack	9
Washing Machine	18
Removals	1
Misc furniture	3
Vouchers	2
Dolly Parton Imagination Library	121 books

Tenant Satisfaction

10 tenants asked what to do if their home wasn't suitable for their needs:

Question	Answer
My home is too big/too small/doesn't now meet my medical needs/I don't like the area, how do I get a move?	As a WSHA tenant you have a couple of options open to you. You can apply for a transfer to a bigger or smaller home by completing a transfer application. You can do this online at https://wsha.org.uk/apply-for-a-house/, visit our office and collect a form or we can post a form out to you. If you require help to complete the form, then just let us know and we will organise to do this with you. Your application is then assessed and pointed. If you have a medical condition that would be more manageable by a move to another property you can fill in a medical form. This will be assessed separately, and you may have additional points awarded in line with our Allocations Policy. Alternatively, you can apply for a Mutual Exchange – this is where you swap with another WSHA tenant or a tenant of another Housing Association/Local Authority. You can register online for this at www.homeswapper.co.uk. If you find someone to swap with you then you need to apply for permission. Please do not swap homes until you have permission from the landlord of both parties.

5 tenants wanted more information communicated to them:

Question	Answer
How do I get a newsletter?	We send out a hard copy of our newsletters to all tenants and also have a link to an electronic version on our website and Facebook page. We're always looking for articles for the newsletter so if there is something you would like to see, please get in touch by telephoning the office on 0141 959 2552 or by emailing wsha_admin@wsha.org.uk .
How can WSHA communicate with me?	We want to communicate with you in the way that suits you best. We have a range of ways we can communicate with you including letter, email, text, telephone or via video links. However, sometimes we need to communicate in writing. You can sign up for paperless communication, however there are still letters including the rent increase letter which will be posted out as a hard copy. If you have any communication issues, we can arrange for translation services or for any communication or contact you have with us to be in a format that best suits your needs including braille or via sign language. You can telephone the office between 9:30am and 4:00pm Monday - Friday or email us at wsha_admin@wsha.org.uk anytime. You can also visit the office in person Monday – Thursday 9:30 am – 4:00pm, where staff will be more than happy to assist you.

Survey FAQ

A number of tenants who took part in the Tenant Satisfaction Survey had some follow-on questions, so we thought we'd share the most frequently asked ones with you along with the answers.

5 tenants have issues with their neighbours and want to know what to do:

Question	Answer
My neighbour is anti-social what can I do?	Contact your Housing Officer and tell them about the issues you are experiencing. If your neighbour is threatening or causing damage to your property you need to telephone the police on 101 for non-emergencies or 999 in an emergency situation. Your Housing Officer will investigate any Anti-Social Behaviour complaint you have and will discuss various options for resolving the complaint. Staff will also discuss the support available during this process. Call 0141 959 2552 or email housingmanagement@wsha.org.uk to discuss any Anti-Social Behaviour complaints.

13 tenants are having issues paying their rent:

Question	Answer
I am struggling to pay my rent what can I do?	Please speak to your Housing Officer in the first instance if you are struggling with your rent payment. We will discuss your difficulties, your household income & expenditure, your housing options and more. Your Housing Officer can be contacted on 0141 959 2552 or via email at housingmanagement@wsha.org.uk. Additionally, we have two Welfare Rights Officers who you can speak to. They can check to see if you are receiving the correct benefit and financial help you are entitled to. You can have a face-to-face, telephone or video appointment with them. The Welfare Rights Team can be contacted on 0141 959 2552 or via email at adviceservices@wsha.org.uk.

1 tenant had an issue with dog fouling:

Question	Answer
There is a problem with dog owners allowing their dogs to foul everywhere and not picking it up, what can be done?	If this is happening in a common area of the close and the owner of the dog is a tenant, we can do something about this. This can include asking for the dog to be removed from the property as a last resort. Contact your Housing Officer for more information on what we can do on 0141 959 2552. If this happens on the pavements/streets the matter needs to be reported to Glasgow City Council on 0141 287 2000. Alternatively, you can report it online using this link - www.glasgow.gov.uk/article/9538/Report-dog-fouling-in-a-public-place

TWC News

- A Hub of Activity and Community Spirit



It's been a busy few months at the Whiteinch Centre (TWC)! We are proud to continue offering a wide range of services, opportunities and activities to meet the needs of our local community. Everything we do is FOR the community, WITH the community. Here's a glimpse of what's been happening at TWC:

Language Classes and Conversation Club

Our weekly sessions for people learning English as a second language (ESOL) have been thriving. We offer accredited lessons through local colleges and our own volunteer-led sessions like the Conversation Club. Recently, the club celebrated Burns Night with Austin's rendition of "Address to the Haggis" and marked the Lunar New Year with great enthusiasm.

Community Room

Thanks to sponsorship from WSHA, our community room is a vibrant space for local clubs and social activities. Regular groups like the Men's Club, Knitters group, and Up-cyclers have made great use of this welcoming space.

Digital Inclusion

We're making strides in digital inclusion as a distribution centre for SIM cards and data through the Good Things Foundation. Our digital Lending Library allows community members to borrow devices, and our weekly IT drop-in sessions help with basic computer issues. Our Digital ESOL sessions are also supporting New Scots in their journey. With ten volunteers now trained as digital champions, we're excited to roll out more IT sessions soon.

Volunteering and Events

Volunteers are the heart of TWC, with 27 registered volunteers and 3 work placement students contributing their time and energy. Our events have been a hit, including "The Wizard of Oz" panto, which drew over 200 locals, the "Forgotten Orchard" play attended by 47 school children, and our "Cosy Connections" weekday drop-in for a friendly chat. These activities wouldn't be possible without our dedicated volunteers.

Community Celebrations

Our Ceilidh event, part of Glasgow's Celtic Connections Festival, was a fantastic success. We welcomed 82 enthusiastic dancers, including 17 pupils from Whiteinch Primary, and enjoyed a Burns Supper afterwards. We also hosted local historian Sandra Malcolm, who shared fascinating stories about Whiteinch's history.

TWC is your community hub, right at the heart of Whiteinch. Check out our What's On leaflet via the QR code, or pop in. We look forward to welcoming you soon!



Community Investment: Building a Better Future Together

What is Community Investment?

Community investment is all about putting resources like time, money and expertise into local activities that make our community a better place to live. This can mean anything from funding affordable housing and supporting local businesses to improving community spaces and providing essential services like education and healthcare.

Having a clear strategy for community investment is super important. Here's why:

- **Focused Impact:** A strategy helps us prioritise projects that really matter to our community, making sure our efforts are effective.
- **Community Engagement:** A strategy encourages everyone to get involved, encouraging a sense of ownership and collaboration.
- **Measurable Outcomes:** With clear goals, we can track our progress and see the real impact of our activities.

How Can You Be Involved?

There are plenty of ways you can get involved with community investment efforts at Whiteinch and Scotstoun Housing Association:

- **Join the Customer Advisory Panel (CAP):** This panel is all about improving tenant and customer

experiences. By joining, you can help review services and policies, get involved in consultations, and support tenant engagement activities.

- **Participate in the TWC Community Advisory Group (TWC AG):** This group focuses on community projects and initiatives. Your input can help shape the future of delivery at TWC.
- **Volunteer Your Time:** Get involved in local projects and events. Your skills and enthusiasm can make a big difference.
- **Share Your Ideas:** Attend community meetings and share your thoughts on how to improve the area. Your input is valuable in shaping our strategy.
- **Support Local Businesses:** Shop locally and support businesses that contribute to the community's economic health.
- **Stay Informed:** Keep up to date with the latest community investment projects and initiatives through our newsletters and website.

Together, we can create a thriving, vibrant community that benefits everyone.

To get involved and contribute to the success of your community, call **0141 959 2552** or email **wsha_admin@wsha.org.uk**.

Community Projects Funding 2024/25

In 2024/25, Gift Aid from our subsidiaries **WS Estate Services** and **WS Property Management** funded 10 community projects worth £14,419. Participatory Budgeting enables local people to have a say about what they want the money to be spent on in their area. This is the process we used to select the Community Projects. Thanks to everyone who voted online and in person. The projects we funded included:

- Walking groups
- G14 newspaper. If you don't have a copy, pick it up at The Whiteinch Centre or view online: www.glasgowecotruster.org.uk/news/whats-on-g14
- Jo Jingles - Parent & Toddler Activities
- Summer activities for young people
- Summer ESOL classes and Conversation Club
- Wellbeing Toolkit for Parents

- Art Sessions
- Urban Sports Games – Parkour, Skateboarding and Ninja Movement

Through these projects participants increased their confidence, increased connections with other people, noticed improvements in their fitness levels and got involved in volunteering. Additionally, participants in the 'English for Speakers of Other Languages' (ESOL) classes described feeling more confident in speaking English in their everyday lives.

Thank you for all your hard work to the people who deliver these sessions in our local community.

We are excited to let you know that we are in the second year of Community Projects Funding and we look forward to sharing the successful projects with you in the near future.

The Whiteinch Community Shop: A Year of Growth & Looking Ahead



As The Whiteinch Community Shop approaches its first anniversary, the past year has been one of remarkable growth, community support and meaningful impact.

Since opening in May 2024, the shop has become a vital resource for local residents, offering affordable food, volunteer opportunities and strengthened partnerships.

Over the past year, 3,629 customers have accessed affordable food through the shop, helping to address food insecurity in the community.

Volunteers have played a key role in the shop's success, with fourteen individuals dedicating their time to keep operations running smoothly. In recognition of their hard work and dedication, five volunteers have progressed into paid sessional staff positions, demonstrating the shop's commitment to personal development and community engagement.

Since October, the shop has served 2,025 customers, nearly half of whom—974 individuals—are tenants of Whiteinch & Scotstoun Housing Association (WSHA). This strong connection with local housing residents highlights the shop's role in providing essential support to those in need.

One of the shop's most significant initiatives this past year has been the introduction of halal food options. Strengthening its partnership with House of Halal, the shop invested £1,575 in essential halal food items which were included in festive food packs. This initiative not only ensured inclusivity for the diverse

Whiteinch community but also supported a local business and our circular economy initiative.

Food distribution has remained a priority with more than 36,060 food items provided since the shop's opening. During the festive season, 104 community members received holiday food packs containing halal chicken, butter and a variety of tinned vegetables and sauces, ensuring that families could enjoy a nourishing meal during the holidays.

As the shop moves into its second year, exciting changes are on the horizon. Beginning in May 2025 the shop will extend its hours to include Thursdays, providing more flexibility for customers.

In recognition of WSHA's continued support, tenants will no longer be required to pay the annual membership fee starting in April 2025. Additionally, a new booking app is being developed to offer customers a more convenient way to schedule visits and access shop services.

The shop is also gathering feedback on the Scottish Pantry Network's PrepMate ready meal kits, which, if well received, could become a valuable addition to the shop's offerings.

As The Whiteinch Community Shop reflects on a successful first year, it remains committed to growth, innovation and community impact. With the continued support of volunteers, partners and customers, the shop looks forward to another year of making a positive difference in Whiteinch.

WS Estate Services Ltd



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

- Weekly close cleaning
- Multi-Storey Flat caretaker 7 days a week: 8am-8pm
- Daily bulk uplift Monday – Friday
- Monthly window cleaning of all tenement buildings
- Daily backcourt and bin store cleaning
- Daily cleaning of WSHA Office & The Whiteinch Centre
- Void clearing, cleaning and decorating
- 7 year cyclical close painting throughout our stock

WSSES are ready to start the spring/summer soft landscaping estate grounds work including grass cutting, pruning and weed/moss killing within the Whiteinch and Scotsoun area.

WS Estate Services are now entering year 3 of the 7 year close painting programme which will start around May. In addition to this, WSES will be providing the facility management service for The Whiteinch Centre, ensuring all areas are well maintained.

Going forward, the team are looking to enhance their services further and will trial a programme to complete all hard landscaping works including painting fences and drying poles, establishing new and existing paths, completing slab repairs and installing and repairing fence slats and posts when required. In addition, the team are looking to trial a bulk uplift service for customers who are terminating their tenancy and will arrange to uplift and dispose of any unwanted items the customer no longer requires during the pre-termination stage.

Thanks to our team.

WS Property Management Ltd

The past few months have been an extremely challenging time for WSPM, following the introduction of a new accounting system on 1 October 2024. This was a major change and staff have been working hard to ensure that the data which came across from our previous system is accurate. Staff are also having to adapt to the new/different processes that come with the changeover. Post-implementation, WSPM has had limited scope to send reminder letters for outstanding sums due by our customers and our quarterly invoices due to be sent on 10 February 2025 were delayed due to technical issues. However, many of these issues have now been resolved and the last of the invoices have been produced. We would wish to take this opportunity to apologise to customers for the delays caused and thank you for your continued patience and understanding while we catch-up with outstanding work.

One of the most useful enhancements available to WSPM now is the ability to send invoices and statements by e-mail. This was previously a manual exercise involving printing and scanning

of documentation, then e-mailing individually to customers. This was extremely time-consuming for staff. Following the recent changeover, over 1/3rd of owners received their latest invoices by e-mail and WSPM will be migrating the remaining customers to paperless billing over the coming weeks. In order to do this, we need to ensure that we have up-to-date e-mail addresses on our system and will carry out an exercise to validate these. If you receive an e-mail asking for confirmation of your e-mail address, we would be grateful if you could respond confirming it to be correct. This will enable us to update your communication preference on your account. Meantime, if you recently received a paper copy of your invoice and would prefer to receive future correspondence electronically, please e-mail WSPM at admin@wspm.org.uk and we will arrange this for you. Moving to paperless billing will help keep our costs down, is better for the environment and will free up time for our staff to give a better service to our customers.



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
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”کیرن میک ایون“
ٹیلیفون نمبر 0141 959 2552 کے wsha_admin@wsha.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.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.