

news Action

WINTER 2020

THE NEWSLETTER OF WHITEINCH & SCOTSTOUN HOUSING ASSOCIATION LTD.

Say goodbye
to our old
logo...



WHITEINCH & SCOTSTOUN
HOUSING ASSOCIATION LTD

...and hello to our new
one (and website) -
details, inside.



Whiteinch & Scotstoun
Housing Association

Covid-19: the Continuing Situation

From the start of the original lockdown in March until the current situation, the Association has been continuing to operate, with all staff working remotely from home in line with government instruction and guidance. This is not ideal, of course, but we have managed, on some level, to continue those services necessary to supporting all tenants, particularly though the extra challenges thrown up by the pandemic. And as everyone now knows, this can change at any time, Level 4 Lockdown having been introduced for the City at time of writing.

Recent changes in the Scottish government and the UK-wide approach now point to longer periods of restrictions on all our lives so we are now working on the basis that this will continue up until March 2021 at least. Inside this edition of our newsletter you

can read about this and our work in some more detail (see page 2) while it should be noted that anyone requiring the Association's services can access them in any of the following ways:

Telephone us on

0141 959 2552 during normal Office hours staff will pick up your calls while our out-of-hours service will respond in evenings, at weekends and during holidays.

By e-mail or through our Website (www.wsha.org.uk)

You can report a repair, download an application pack, leave a comment or make a general enquiry using our website. You can also contact the Association by e-mail at wsha_admin@wshe.org.uk.

By letter although the Office is closed, mail is picked up two or three times a week.

"Office" Closing

Of course, during the pandemic the Office cannot be open but Staff are available, working remotely but please note, they will be unavailable due to meetings and events or will not be working on the following dates due to the festive break:

**Wednesday 2nd December
from 9.00 am – 2.00 pm**

**Friday 18th December from
12.30 pm**

**Thursday 24 December from
1.00 pm – Wednesday 6
January at 9.00 am.**

The Association's out-of-hours answering service will be in operation at all these times – simply call the Office number, 0141 959 2552, and you will be connected.

Aiming for High Quality Homes in a Desirable Environment

A Charity Registered in Scotland SC035633

Working Under the Virus

This is the first newsletter we have issued since the virus pandemic took over our lives and lockdown was originally implemented. The reason we have not produced something so far is that for the past few months it was hoped that we would be able to advise how we were starting to return operations to the Office and begin normalising face-to-face contact with tenants and other residents as much as possible. However, as everyone is only too aware, at every turn where it seemed that things might be opening up for such activities, this repeatedly did not happen until we got to the point of virtual lockdown again, which even then changed as we were about to publish to Level 4! So, with the introduction of the government's 5-tier approach, all indications would suggest that staff working from home is going to have to remain the norm for some time to come.

So, despite the Association planning and preparing for partial operations to resume from the Office, we are now having to take the view that this is highly unlikely, at least for this calendar year and perhaps some months beyond. It is appreciated that it is perhaps unhelpful to speculate on when this might be but, nevertheless, it seems prudent to assume that the current approach to operations will remain as remote for at least the rest of the financial year (one indicator being the Chancellor's extension of

the furlough scheme), that is until the end of March 2021.

We would like to thank tenants for their understanding of how staff have to operate under such constraints; in delivering services to tenants and other customers everything tends to be slower and more drawn out but we can assure everyone that all staff are continuing to be as responsive as possible under these unique circumstances. At first only emergency repairs were carried out but now, with contractors taking adequate precautions, we were able to offer the full service, but this is again withdrawn when the Government's Level 4 restrictions are in place. Estate services, such as close and backcourt cleaning, had to be suspended for a while although an emergency service was maintained (which had to be called upon on several occasions). These though are now once again up and fully running following a period when additional works and extensive cleans had to be

employed to catch up after the lockdown.

There will be some activity from the Office as well now, with individual staff members working, on occasion, in the building, when particular duties can only be carried out from there. For example, the Office needs to be used as a base for allocations, something which we are now starting up again with a new safe, socially distanced approach in place. We will continue to look closely at government advice and instructions and, if possible, would seek to develop a method of conducting safe, face-to-face meetings but, if feasible, we have to be clear that this will be on a strict appointment basis only. We are also trying out a system using video contact and, if successful we would ask that, where appropriate, tenants help us by using this method of communication being as near to face-to-face contact as we can manage.

And despite hopes for an early roll-out of a vaccine, the Office, for the foreseeable future will, unfortunately, have to remain closed to public access.

Contact can still be made through the Office telephone number (including our out-of-hours call handling service), by email or by post (which is checked several times a week). As things continue in the current vein, we can only encourage everyone to remain safe by following all government guidance and instructions.



Our New Website and Logo

As indicated in a previous newsletter, the Association has developed a new website and, indeed, this has gone live recently. We believe that it is more attractive but, more importantly, easier to navigate and use. It is also suitable for use on smartphones, which many people now use for their web-based communications. We would encourage everyone who can to have look at the website and to use it when they want to know something about the Association or to get in touch with us be it for a complaint, a compliment, to report a repair or to find out how to get advice, pay your rent or apply for a house. Your comments on the website will also be welcome and we would like to hear from you about what you think of it.

At the same time, we also took the opportunity to update our logo. We know that a lot of people were quite attached to the original design, which has served the Association for more than forty years, but in its depiction of a traditional sandstone tenement, it was recognised that this did not represent the type of housing for a large number of tenants. What we have tried to do, simply, and a little more brightly, is to indicate all the house types we now have. This incorporates the original tenements, our own new build housing and a range



of properties transferred to us over the years from Scottish Homes and the GHA. This now includes the tower at 64 Curle Street, as well as a variety of buildings that cover a number of styles from pre-1919, to inter-war, to sixties and seventies build types up to our most recent new builds. We hope that all tenants see themselves covered by the new logo. The design also tips a nod to the river and industrial heritage that borders the Association's housing.

SCOTTISH CHILD PAYMENT IS NOW OPEN FOR APPLICATIONS

Scottish Child Payment is a new payment for families on tax credits or certain benefits to help towards the costs of looking after a child. It's £40 paid every four weeks for each child under six.

The payment starts on Monday 15 February 2021, with first payments made from the end of February onwards, but Social Security Scotland is taking applications now to help manage demand.

You can apply if your child will be under six on 15 February 2021.

The qualifying benefits are:

- Child Tax Credit
- Income Support
- Pension Credit
- Working Tax Credit

- Universal Credit
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)

Social Security Scotland will ask for evidence that the person applying is responsible for a child under six, usually through the child being named on a benefit claim form.

If more than one person applies for the same child, there's a process for deciding who gets the payment - prioritising the person who the child lives with most of the time.

Scottish Child Payment will not be taken into account for UK benefit and tax credit assessments and there is no cap on the amount of

children this payment can support.

First payments will be made from late February onwards. When someone gets paid will depend on how many applications are received and the process each individual application goes through.

If someone applied before Monday 15 February 2021, this will be the date that their payment will be calculated from. If they apply after this date, it will be calculated from the date that they applied.

Payments will be made every four weeks following the first payment.

Find out more information and apply at mygov.scot/scottish-child-payment or call Social Security Scotland on 0800 182 2222.

Bulk Uplift

Since the start of lockdown, the Council has made clear that there is currently no bulk uplift service and that no bulk should be left out. Unfortunately, some residents are totally ignoring this and are irresponsibly depositing large items in backcourts and on pavements. The situation is exacerbated by what appears to be an increase in fly-tipping on pavements and at gable-ends, grassed areas, etc. It is impossible for the Association to ascertain who is responsible from amongst residents, let alone possible outsiders who are fly-tipping.

WS Estate Services have been removing this, a service that is being provided to the whole community. This has great benefits for all, as the Council have not taken bins when they cannot get to them due to obstructing bulk items (with obvious potential health risks that attach to uncollected garbage) and it removes the potential for vandalism to items left on pavements, notably being set on fire. It should be noted that this is not part of the service for which WSES is contracted and has been carried out since lockdown.

This has been provided free, so far (as there has been no cost from the Council for depositing items at the waste centre at Dawsholm but this does not take into account the cost of labour and transport borne by WS Estate Services). We understand that this situation is extremely frustrating for many of you but it has to be made clear that the Association, through its subsidiary, is helping deal with a problem not of our making; the Council chose to suspend a service they provided and individuals have been choosing to leave bulk out despite being asked not to do so. Disappointingly, some residents have taken this frustration out on Association staff and this is unacceptable, especially as this organisation is the one doing something positive about it. We would ask that you direct your concerns to the Council, their staff or one of your Councillors, as the Association is also doing.



The Council is asking that all residents do not leave bulk out and either remove it themselves or arrange for re-use or recycling where possible. They are also asking that consideration is given to ensuring that the right items are placed in the correct bins, noting that sometimes these include what should be bulk. They have also advised the Association that leaving bulk on pavements is essentially fly-tipping and anyone found to be doing this could be subject to fines. If you witness fly tipping please report it to Glasgow City Council Environmental Task Force by phone on 0300 343 7027, on line through the Glasgow City Council website or by downloading the Council's smartphone app MyGlasgow.

The Council has also made clear that early next year it is intended to start a charging scheme for bulk uplift (as it is not a statutory function covered by Council Tax). An appointment system is being introduced, initially free, it is understood, but costing £35.00 per uplift from February. Consideration will be given as to the implications for tenants and the Association. In the meantime, we do not think that this is a good idea for Whiteinch & Scotstoun and the City, generally and we will be making this known to our Councillors.

Missed Bin Collections

We appreciate there have been difficulties for the Council in running the service during lockdown and with continuing Covid restrictions. However, it is our understanding that the service should be running as normal but despite this we have been alerted to a number of missed collections. Should this happen, you should do the following while also alerting the Association as noted below.

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 autumn turns into winter, 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.

1. Do not leave anything in the back court that might be used as a nest.
2. Make sure all household waste is placed in the bins and lids shut.
3. Do not throw out bread for birds as this is a free meal for vermin.



4. If you notice new holes appearing the back court let us know and we will fill them in.
5. 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.
6. Sweep up crumbs and spilt food as this may attract vermin.
7. Do not leave any food out, and in cupboards store food in containers, metal ones if possible.
8. 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.
9. 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.
10. 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.**

Owners can contact Glasgow City Council's Pest Control section if they have vermin issues on 0141 287 1509.

ANTISOCIAL BEHAVIOUR

We have all been living through difficult, worrying times due to the COVID-19 Pandemic that has placed major restrictions on how we live and what we can and cannot do. This makes it more important than ever that we behave responsibly and avoid causing nuisance and alarm towards those living around us. We are confident that the vast majority of Association tenants have indeed acted in a responsible manner throughout the period of full and then limited lockdown in an attempt to maintain a peaceful environment in which they and their neighbours can live.

Unfortunately, however, the Association has received a number of reports of antisocial behaviour where some tenants and/or their friends and family have caused noise, nuisance, or annoyance and in some cases alarm to other local residents.

The Association investigates all reports of antisocial behaviour and where we are satisfied that the complaint is justified will take appropriate action under the terms of our Antisocial Behaviour Policy. Depending on the nature and seriousness of the antisocial behaviour, action can range from written warnings, conversion of a full tenancy to a Short Scottish Secure Tenancy through to court

action to apply for an ASBO to be served on the perpetrator, or, in the most extreme cases, we may request a decree for eviction.

Due to Government regulations, Association staff have been working from home since March. Similarly, the Community Relations Officers employed by Neighbourhoods and Sustainability, the Council department that deals with anti-social behaviour complaints on the Association's behalf, have also required to work from home over the same period. Unfortunately, this has limited the action we would normally take to investigate reports of antisocial behaviour, for example, in terms of achieving target timescales and the fact that face-to-face interviews have not been possible. However, we can assure you that the Association, in conjunction with Neighbourhoods and Sustainability, has recorded all complaints of anti-social behaviour received during lockdown and, where possible, taken appropriate action against the perpetrators. In some instances, this has included the

conversion of a tenancy to a Short Scottish Secure Tenancy and in others preparing for court action to apply for an ASBO.

We would also stress that in cases of more serious instances of antisocial behaviour, for example, loud music or threatening behaviour, you should always report this immediately to the Police in order that they can deal with the matter there and then. Please then follow this up with a report to the Association at the earliest opportunity in order that we can take appropriate action in terms of any breach of tenancy.

We would also take this opportunity to make you aware that following your initial report of antisocial behaviour to Association staff, your main contact on the matter thereafter will be the Community Relations Officer (CRO) from Neighbourhoods and Sustainability allocated to deal with the case. The CRO will contact you as part of their investigation, and provide you with their contact details. To ensure that matters are dealt with as effectively as possible, we would stress that any subsequent reports of antisocial behaviour you wish to make in relation to an open or ongoing case, should be made directly to the CRO rather than Association staff.



Lettings Re-Commence



In common with virtually all landlords when the COVID-19 lockdown commenced in late March of this year, the Association had to stop letting

houses. However, we are now updating our Housing List to incorporate new applications and any information relevant to existing applications and have started to re-let properties, as indicated earlier in the newsletter.

In doing this, we have to ensure the safety of applicants, tenants and staff, which will include complying with Government guidelines on social distancing and the use of appropriate Personal Protective Equipment (PPE). We have therefore developed a system to ensure the process meets all requirements and all prospective tenants called to viewings will be given clear and explicit guidelines to follow throughout the process. Failure to abide by these will mean that a viewing will be cancelled.

New benefit launched for people starting work

A new benefit to support young people living in Scotland into work opened for applications this summer.

Job Start Payment is a new benefit to help 16 to 24 year olds who have been unemployed and receiving certain benefits for 6 months or more with the costs of starting a new job. Care leavers in Scotland are able to apply for this payment from the age of 16 to 25 and they do not need to be on a qualifying benefit for a set period of time; as long as they are on a qualifying benefit they can apply.

It is a one-off payment of £250, or £400 if the person has responsibility for a child.

This money can be spent on anything for starting work, like clothing, tools or travel costs.

You can apply online for Job

Start Payment by visiting www.mygov.scot/benefits or by calling for free on 0800 182 2222 to apply over the phone or request a paper form.



Paying Your Rent...

If you are having difficulty in paying your rent, be it due to a change in your financial circumstances as a result of the pandemic or for any other reason, please contact the Association immediately in order that we can help you as soon as possible. Association staff are committed to helping you with any difficulties you may be having with your rent payments, which includes giving you advice and assistance on a number of matters such as welfare benefits, money and debt advice and energy advice (including problems you may be having paying your energy bills).

Please do not be tempted to do nothing about problems you are having with your rent payments and, essentially, 'bury your head in the sand' as this

will only make any problems associated with non-payment of rent worse and more difficult to resolve in the longer term.

Remember that, although our office is currently closed due to Government guidance, our phone lines remain open to take your calls and staff are working from home, dealing with all tenancy related matters as best they can.

You may also occasionally see Association staff in the area as they sometimes will have to carry out essential 'doorstep' visits where it is safe to do so, taking account of Government guidance on social distancing and wearing appropriate personal protective equipment (PPE).

...and Ways to Pay Your Rent

The Association provides a range of methods by which you can pay your rent in order to make it as easy and convenient as possible for you. This includes a facility to pay at the Office - using a bank debit card, not cash. Or you could pay this way over the phone. There is a payment App for those of you with smartphones. We can also take Direct Debits for those of you who would find this more convenient. The full range of methods are as follows:

- By phone to the Association using your bank account debit card
- By downloading the allpay Payment App onto your mobile phone

If you require further information on any of the above please do not hesitate to contact the Association where a member of staff will answer your query.

- Payment by allpay Payment Card at 'PayPoint' Outlet (i.e. local shop or garage displaying 'PayPoint' sign) - Always retain your receipt as proof of payment
- Online to allpay at www.allpayments.net
- By phone to allpay on 0844 557 8321
- By Standing Order
- By Direct Debit



Christmas

PRESENT

appeal

Could you help us make Christmas special for those who may have little or nothing under the tree on Christmas morning?

If so, please leave your new, unwrapped gifts at our
Christmas present appeal donation point
at: The Salvation Army - Glasgow West
105-107 Medwyn Street, Whiteinch, Glasgow, G14 9QJ
on: Tuesdays 10am-2pm or Thursdays 10am-12pm
by: Tuesday 15 December 2020

You can also support us through



[Justgiving.com/fundraising/GlasgowWestSA](https://www.justgiving.com/fundraising/GlasgowWestSA)



Registered Charity No. 214779, and in Scotland SC009359 Social Trust: Registered Charity
No. 215174, and in Scotland SC037691 Republic of Ireland: Registered Charity No. CHY6399

Annual General Meeting

This year's Annual General Meeting took place virtually on 23rd September by way of a Zoom meeting. While this is recognised as far from ideal, the government has made clear that it is perfectly acceptable within the current situation as it serves to ensure that the expectations of the Rules and the Association's public accountability are still met.

During the course of the year, Sharon Flynn, the former Chairperson, and Amanda McLean had to resign from the Committee for personal reasons. All other Members were able to continue with three having to put themselves forward for re-election under the terms of the Rules (Alan Bruce, Roslyn Carrigan,

and Linda Stevenson). There were no other nominations received so those Members were recognised as being duly elected

The Committee for 2020/21 is therefore Chris Watson (Chairperson), Claudia Ennemoser (Chair of the Audit Subcommittee), Alan Bruce, Roslyn Carrigan, Rod Hunter,

Debbie Keaveney, Siobhan Leighton, Betty MacDonald, Linda Mimmagh and Linda Stevenson.

If you think you might be interested in participating on the Committee, please contact the Office and the Chief Executive, Ian Morrison, will be happy to discuss what is involved.



Staff News

Just before lockdown, Graeme Dutch, who was temporary Repairs Officer left the organisation to take up a post with another Housing Association and our best wishes go with him. At the time, the post had just been confirmed as permanent and, in September, Stuart McBroom started with us as our new Repairs Officer with responsibility for voids. Stuart comes with a building surveying qualification and a range of experience across planned, cyclical, repairs and void works gained through working within a number of different departments in the housing sector.

At the end of June, Tom Kelly one of our Projects Officers retired (for the second time, having previously taken retirement when working with another housing association). All at the Association wish Tom well with his "second

attempt!" Replacing Tom is David McCormack who many of you will know as he previously worked for the Association, carrying out our stock condition surveys. David will be assisting Senior Projects Officer, Jim Burns, in delivering the Association's planned replacement works.



Age Scotland – Friendship Line

Being on your own can be difficult for lots of people, particularly if you are older, and especially so in these troubled times. If you have access to a telephone, Age Scotland runs a service that allows you to talk to someone who can help, give some support or even just pass some of the time with you in a friendly conversation. Age Scotland Say:

Our free #friendshipline is a place for older people who are feeling isolated and lonely during these difficult times. If you need support and reassurance, or just to hear a friendly voice, give us a call today. We're here for you. 0800 12 44 222.



Each year at Christmas, the Association has managed to access support from Radio Clyde's annual Cash-for-Kids initiative. This charity sees Christmas presents distributed to children who otherwise might not receive much, if anything at

all. Unfortunately, this year, we have been informed that due to the Covid-19 pandemic, Cash-for-Kids is not operating.

Whilst this is disappointing news, working in co-operation with partner organisations in the community the Association is able to assist, providing some funding, for this year, which will allow for a limited number of small gifts to those who are in need at this time. So thanks to our colleagues in the Salvation Army, at St Vincent de Paul and staff and volunteers at

the Whiteinch Centre, who are helping with the purchase and distribution of toys..

Application forms have been distributed and were due to be returned to the Association's office by Wednesday 2nd December.

In case we miss anyone or if you know of someone who might benefit, please get in touch with the Office, asking for Caroline, Karen (Auld) or Craig. And if you have missed the date, still get in touch and we will see if there is anything we can do.



Complaints Handling Procedure

The Association is always aiming to deliver the best service we can. However, we realise that things may not go as intended or that someone receiving the service is not satisfied with it. We therefore have in place a Complaints Handling Procedure. This deals with complaints people might have about the service we offer and seek to deliver (it is not about complaints about other tenants' or residents' behaviour which are dealt with through our Antisocial Behaviour Policy).

If you feel you have a complaint, firstly raise the matter with the responsible staff member 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 up to ten working days).

If you are still dissatisfied after this, you can raise your concerns to what is called the investigation stage. A senior member of staff, possibly the Chief Executive, depending on the nature of the complaint will deal with this. The target timescale for this stage is twenty

working days (or, if particularly complex, to a longer timescale that is agreed as reasonable).

After this stage, if a complainant is still dissatisfied, they have the right to take the matter to the Scottish Public Services Ombudsman (who will not consider any complaint until this stage has been carried out).

Complaints will normally only be taken if they are received within six months of the event 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.

And, if anyone has a complaint about a Committee Member, this should be directed to the Chief Executive, who will deal with it in confidence and may involve the Scottish Housing Regulator, if appropriate. Likewise, if there is a complaint about the Chief Executive, this should be addressed to the Chairperson, who will also apply full confidentiality in dealing with it and will also approach the Scottish Housing Regulator if required.



Insuring the Contents of Your Home

Imagine you had your keys stolen and needed replacement locks? What about the destruction a fire would cause to your furniture? It is your responsibility as a tenant or owner to insure the contents of your home so how would you cover the cost?

Home contents insurance covers loss or damage to all the things in your home which are not part of the structure of the building, such as furniture, decoration, electrical goods and clothing.

The Association is responsible for insuring the fabric of the building you live in; the roof, the walls etc. If you are a tenant we will do this automatically through the 'block' insurance policy. If you are an owner we will charge you a share of the 'block' policy unless you provide us with details of an appropriate policy you have arranged yourself if your Deeds allow you to do so. If you suffer, for example, water ingress from a leaking roof, we will repair the roof, ceiling and walls but not

your damaged furniture and fittings.

The Association does not endorse any particular scheme. Our Money Advice and Financial Inclusion Officer can assist you to source insurance cover and provide details of schemes available to tenants with costs ranging from £1.54 per month depending on your circumstances. For further information contact Karen Auld on 0141 959 2552

Tenant Participation Does It Interest You?

The Association is committed to tenant participation; this can take many forms but, we would argue, is best practiced by joining the Committee of Management. However, true tenant participation is what you, as tenants, want.

From past tenant surveys the greater majority of tenants told us that they preferred to receive information through newsletters, like this one, or individually addressed letters covering specific issues (in fact, 97% of tenants asked). However, the Association would support any other form of participation that people requested.

Unfortunately, under the current Covid restrictions, the Association is limited in what it can do. This means that, realistically, holding public meetings or setting up focus groups, tenant scrutiny panels or registered tenant organisations are not likely to be able to happen until we come out of the other side of the pandemic. Nevertheless, if anyone is interested in any of these things, or indeed any form of tenant participation, please get in contact and we can at least discuss this with you for a time when we will be able to meet up again.



This article has been prepared by Scotstoun Community Council.

A voice for your street, your home, your community, for you!

Throughout the pandemic, the Community Council has continued to meet virtually. Check our noticeboards and Website for up to date information or contact us on scotscco@gmail.com

Whiteinch Community Council

Whiteinch Community Council comprises a group of voluntary members who care about the Whiteinch community. Their focus is on issues that affect Whiteinch residents. They aim to work with local communities, councillors and other community councils to improve the local area.

The Community Council meets on the last Tuesday of every month **at 7pm** and has continued to meet virtually (via Zoom) since April 2020. The meetings are open to members of the public. Anyone interested in attending should send a message via the

website indicating their interest in attending a meeting and any issues they would like to raise at the meeting. The virtual meetings will not last longer than 1 hour and you will be sent a Zoom invitation in advance <http://www.community-council.org.uk/whiteinch/feedback.asp>

The feedback form can also be used to contact the Community Council with any questions. Please get in touch if you are interested in attending a meeting, or would like to get involved. We would love to hear from you!



[These articles have been prepared by Whiteinch Community Council]

Our area

Is within two Glasgow City Council wards: Victoria Park Ward 12 (from the Clyde Tunnel to Primrose Street) and Scotstounhill and Garscadden Ward 13 (back of Primrose Street to the middle of Henrietta Street).

Planned Investment Programme 2020 - 2025

The investment program was due to commence earlier this year, however the impact of the Covid 19 pandemic has unfortunately delayed the contract and the start of the program. As the UK and Scottish Government have begun to ease restrictions and now permit construction work to take place in individual occupied properties, it is now felt that with the appropriate health and safety measures in place to minimise the risk from the corona virus that the Association can begin planning and commence the investment program.

At the time of writing the Scottish Government has moved Glasgow into Level 4 until the 11th December 2020 (this date may change) and the Association as a result has had to temporarily postpone the planned investment works until the New Year. All tenants affected in the initial pilot have been contacted and advised of this further delay. The planned programme will recommence as soon as the Covid 19 restrictions allow non-essential work in tenants homes and tenants will be subsequently contacted to arrange for the works to be carried out when safe to do so.

Campbell Construction Group (CCG) have been appointed as the main contractor to carry out the works, which is valued at £8.5 million over a 5- year period and includes replacement kitchens, bathrooms, boilers, partial rewires & windows, where appropriate.

All tenants who are part of the Year 1 programme should have received letters from WSHA & CCG, highlighting when the initial inspections will take place and on completion of the surveys, CCG will then prepare a package of works for each property. Due to the pandemic some materials are subject to delay and once CCG have been able to confirm availability and delivery dates for the required materials, you will then receive a second letter from CCG providing you with

an installation date. You should receive this letter at least 2 weeks before the installation date to allow time to empty kitchen cupboards.

Prior to works commencing in your home, tenants are strongly advised to contact your home contents insurer of and let them know about the type of works that are planned within flat.

CCG have assessed the impact of the pandemic and have produced updated Risk and Method statements to mitigate and minimise the risks to our tenants when carrying out the works.

The Association are aware that some tenants will be anxious about having works carried out in their home therefore we will consult with each tenant and try to allay any fears or concerns that they may have at this difficult time. Ultimately, if a tenant does not wish to have the works carried out at this time, we will respect their wishes and delay their improvement works until a later phase in the contract at a time that is acceptable to them.

Due to the ongoing nature of the virus, the planned program may be subject to short notice changes and works may be delayed or possibly brought forward to ensure continuity of works on site. Tenants will be given as much notice as possible and the Association, Consultants and Contractor will closely monitor and manage the impact of any changes throughout the length of the contract.

We thank you for your patience and understanding during these difficult times.

If you have any queries about the Planned Programme works, please contact

Jim Burns, Senior Project Officer or David McCormack, Projects Officer on 0141 959 2552.

Stage 3 Adaptations.

Medical adaptations are alterations made to our properties to suit the changing needs of tenants and works can range from the provision of grab rails to wet floor shower rooms. In April Whiteinch and Scotstoun Housing Association received a grant of £40,000 to undertake Stage 3 medical adaptations during the

2020/21 financial year. Over 42% of the budget has been allocated to adaptations up to the end of September 2020.

If you think, you need an adaptation in your home you will normally need to be referred by an Occupational Therapist. If you would like to discuss how to go about progressing a referral please contact Paul Hughes, Senior Projects Officer on 0141 959 2552.



Planned & Cyclical Maintenance Update

Lift Renewals at 6 & 8 Methil St

Due to the current Covid-19 pandemic WSHA had to temporarily postpone the programmed Lift Replacement work at 6 and 8 Methil Street due to lockdown period that began on the 23rd March 2020. The decision to delay the work was taken in line with UK and Scottish Government safety guidelines requiring all non-essential construction work to cease as part of the strategy to tackle the Corona virus outbreak and protect our residents, tenants, staff and contractors.

As the UK and Scottish Government now permit construction work to take place, Consult Lifts assessed the impact of the pandemic and produced updated Risk and Method statements to mitigate and minimise the risks to our tenants when carrying out the works in the close.

We are pleased to announce that the lift replacement at 6 Methil Street was completed and the feedback we have received from the tenants has been positive.

And at time of writing, the second lift replacement works at 8 Methil Street have been completed before the end of November 2020.

We apologise for any inconvenience these delays and installation works may have caused and thank you for your patience and understanding during these difficult times.

If you have any queries about the Lift Replacement works at 6 & 8 Methil Street, please contact

Jim Burns, Senior Project Officer.

Cyclical & Servicing Works

Close Cleaning & Bulk Uplift 2019-20

The Close Cleaning & Bulk Uplift Contracts undertaken by WS Estate Services Ltd, were temporarily suspended during the lockdown in March 2020 as a direct result of the pandemic and Governmental restrictions that were imposed during that time. Some essential and emergency services continued to be provided throughout this period until services recommenced during June when the restrictions were eased. If you have any queries or comments on the service which is being provided you should contact the office on 0141 959 2552 and you will be put through to the staff member who deals with the contract.

Grounds Maintenance 2019/20

WS Estates Services Continue to deliver the Grounds Maintenance contract, which was temporarily suspended due the pandemic lockdown period and since restrictions have eased they have caught up with the summer grounds maintenance programme which involves grass cutting, pruning, rubbish and moss removal and generally keeping gardens and backcourts tidy during the summer months. If you have any queries or comments on the service being provided you should contact Jose Migues, Projects Officer.



Electrical Inspection Contract 2019-24

We carry out periodic electrical inspections 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, and continues to be in a safe condition. As part of this inspection, the electrician may require to carry out essential

electrical repairs where identified. This will also include upgrading of smoke, heat & carbon monoxide detectors in line with the Scottish Governments new fire safety legislation.

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. Those tenants involved in each year of the programme will be advised in writing by the Association to confirm when the inspection is due and thereafter you will receive a letter from Fortress. If you have any queries about these inspections, please contact Jose Migues, Projects Officer.

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.

Gas safety inspections have been classed by the Government as essential work and it is therefore important during the ongoing pandemic that you continue to provide access to our gas engineers when requested. We understand that some people may be anxious during these uncertain times but these essential works will be carried out using covid safe measures to minimise the risk to both you and our operatives of contracting the virus.

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 either Julie Law, Jose Migueis or Paul Hughes from the Projects Section.**

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**

Upgrade to Fire and Smoke Alarms Standards Update.

Following a consultation at the end of 2017, the Scottish Government had initially confirmed that all existing homes in Scotland will be required to meet a new standard for fire safety by February 2021 but due to the ongoing pandemic this deadline has now been extended until February 2022.

The new standard will require that every home has:

- 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.

These new standards are compulsory and compliance will be monitored by annual returns to the Scottish Housing Regulator (ARC).

Whilst the deadline date has been extended to complete the works, the Association is nevertheless aiming to complete these essential works by February 2021 and encourages all tenants to provide access when requested to carry these important fire safety works to improve fire protection to both you, your family and neighbours.

The Association will take every opportunity to upgrade the smoke alarms whilst carrying out various contracts or works, such as the five year electrical inspection, annual gas safety inspection, during a void, during major repair works to kitchen, bathrooms and electrical rewires or when faulty smoke alarm is reported.

AVOIDING BOGUS CALLERS

Bogus callers, sometimes known as conmen or women, or doorstep thieves, are people who trick their way into people's homes with the intention of stealing money or property. This is bad enough at any time of year but it is best to be vigilant at this time when people are perhaps traditionally more relaxed.

These people often work in teams of two or more and they usually prey on older or vulnerable people. Bogus callers can use many different guises to gain entry to your home, often pretending to be workmen. If you are in any doubt about the person on your doorstep, follow this advice:

Always

- ask to see the caller's identity card and check it thoroughly. If you feel unsure ask the caller to wait on the doorstep while you phone the company to check
- lock the door while you go to use the telephone and don't open the door until you are totally convinced. Anyone who is genuine will not mind you doing this
- ask the caller to return at an agreed day and time when you have someone with you. Don't let callers put pressure on you to let them in



- if in doubt - keep them out
- if you are suspicious - ring the police

Be careful, we have been advised of suspicious people in the area.

Contractors in Your Home during the Pandemic

The Association employs contractors to carry out repairs in your homes. When you report a repair in your home one the Association's approved contractors will call to carry out the work. Most of our contractors have worked with the Association for a while, some dating back to almost when the Association started, some more recently. During these difficult times, our contractors are still expected to provide a quality service and to treat all tenants and other residents they encounter with respect and courtesy at all times. If you ever feel that they fail to do this then you are entitled to use the Association's Complaints Procedure (details of which can be found elsewhere in this Newsletter).

During the initial lockdown period which started during March 2020, our contractors were only able to provide an emergency service with a very limited workforce due to restrictions that were implemented by the Scottish and UK Government. From October as the governmental restrictions were eased the contractors have been able to provide a near normal service, however this is subject to operatives remaining Covid free and any subsequent restrictions that may be introduced. The Scottish Government moved Glasgow on the 20th November 2020 until 11th December 2020 into level 4 and the Association

is only permitted to allow tradespeople into a house in a Level 4 area to carry out or deliver essential work or services such as repairs and maintenance that would otherwise threaten the households health and safety. Residents should visit the Scottish Government web site for up to date information. If an operative is required to self-isolate or contracts the virus, this may impact on the resources available to deliver the repairs service and mean that appointments and response times may sometimes be missed. We ask that tenants are patient and bear with us during these difficult times.

In order to maintain the repair service, it is important that we know if you have the virus or symptoms or are self-isolating, when you report a repair and you will be asked for information on your current Covid 19 status. If the repair is a routine repair (when these are permitted) and not scheduled to be carried out until the following week, the tradesmen before he attends may ask for a further update on your covid status before he arrives or before he will enter your property. If you have a repair organised and you subsequently contract Covid 19 or begin to display symptoms please advise the Association as a matter of urgency.

When reporting a repair

you will be asked for access arrangements for the contractor to call, so it is good idea to think when you will be available to give the tradesmen access. The contractor will contact you to firm up on the arrangement unless a specific date or time has already agreed. If the repair you report is an emergency then you must be able to give access during the next 6 hours after you contact us as the contractor may not be in position to phone ahead.

Most of the contractor's operatives are operating individually although on the odd occasion they may need another trade present. The operative will take appropriate action to ensure your and their own safety and if they ask you to stay in another room while they carry out the repair, please respect this request.

If you are working and unable to take time off, or only limited time off and as a result the tradesmen are left alone in your home, it should be noted that this a personal arrangement you have with the contractor and the Association cannot promote this arrangement or be involved in any way, especially if keys are left with the contractor.



Get a LIFT onto the Property Ladder

Do you want to buy a home but don't think you can afford the full price? If you are a local authority or housing association tenant, you could be eligible for funding of up to 40% towards the cost of a home through the Scottish Government's LIFT scheme.

The LIFT (Low-Cost Initiative for First Time Buyers) OMSE (Open Market Shared Equity) scheme helps first-time buyers, and other priority groups, get onto the property ladder by providing an interest-free loan towards the cost of a property. The Scottish Government provides funding of between 10% and 40% of the sale price and gets the same percentage back when the property is sold.

For example, if you find a home for £100,000 and you can afford to contribute £70,000 (through mortgage and deposit), the Scottish Government could provide the remaining 30% (£30,000). When the property is sold, 30% of the sale price would be returned to the Scottish Government.

When buying a home through a shared equity scheme, you own it outright just as you would buying without assistance.

Find out more about the LIFT scheme and apply online: www.linkhousing.org.uk/lift-tenants

Who can apply?

The LIFT scheme was created to help those on low to moderate incomes. Priority for the scheme is given to the following groups:

- First time buyers
- Social tenants
- People with a disability who can demonstrate a housing need
- Members of the armed forces
- Veterans who have left the armed forces within the past two years
- Widows, widowers and other partners of armed forces personnel who have lost their life while serving in the armed forces within the last two years
- People aged over 60 who can demonstrate a housing need



LINKGROUP

What property can I buy?

To be eligible for the scheme, properties must be advertised for sale publicly (e.g. on a website or on social media) and be within the price threshold for the area. Property price thresholds for each area can be found by visiting www.linkhousing.org.uk/lift-tenants

Properties must also be the correct size for your household. The below table provides a guide to the size of property you may be eligible to purchase through the scheme.

2 apartment*	1 – 2 person household
3 apartment	1 – 2 person household
4 apartment	3 person household
5 apartment	4 person household
6 apartment	5 person household

*An apartment is classed as a habitable room including; bedrooms, living rooms, dining rooms, box rooms and sunrooms. Kitchens, bathrooms and conservatories are not classed as apartments.

Link Housing administer the LIFT scheme on behalf of the Scottish Government for the whole of Scotland; applications to the scheme are made through our dedicated LIFT team.

Contact the LIFT team on **0330 303 0125** or visit www.linkhousing.org.uk/lift-tenants for more information and to apply online.

New Addition to the Whiteinch Centre



What's on at the Whiteinch Centre

(These articles have been prepared by the Whiteinch Centre)

While Covid and lockdown has been in full flow, the Board of the Whiteinch Centre has been on the search for a new

Business Development Manager to replace Adrienne McGeechan who moved to pastures new in August. The person appointed is Gordon Keenan.



Gordon commenced his post at the beginning of October and comes to Whiteinch as an ex-Partick resident with a background in a variety of management roles across the local authority, community & social enterprise sectors, including a number of Glasgow-wide community led social businesses

and at the National Housing Federation. He has an interest in community credit unions and sits on the Board of Glasgow Credit Union.

In the last 6 weeks Gordon has a had bit of whirlwind look around the area getting to meet as many people as possible and has begun the preparations for a phased re-opening of the Centre as soon as Covid allows. On being asked why he took the job and what he hoped to do, Gordon said "I first of all want to thank the members of the Whiteinch Centre Board for taking the decision to appoint me. I applied for the post because I did know a little bit about the Scotstoun & Whiteinch area and its history. I'm an ex-Partick resident and without giving my age completely away I did previously dip my toes in the old Whiteinch swimming baths. I have always

been struck by the amount of activities going on in the area and the community spirit that exists as seen in the number of volunteers and users the Centre had before Covid came knocking."

"My aim in the near future is to hear from as many people as possible and over the next 6 months to work with the staff team, volunteers and sessional workers to help re-establish and build upon the level and quality of community services, training, employment and social opportunities on offer."

I've given my email address below and if anyone would like to email me I'd be delighted to meet and hear from everyone and to reopening as much of the centre as we can in the coming months.

You can contact Gordon at gkeenan@whiteinchcentre.org.uk

Festive Cheer!

Want to help us spread a wee bit of festive cheer in our community? As we are unable to get together in the festive season this year, The Whiteinch Centre are connecting with people through their windows! We are asking people in the community to decorate a window in their home with Christmas decorations that they can make themselves at home.

Don't have any decorations? Not sure how to make your own? We are going to be sending out FREE creative packs that have materials and

instructions of how to make them at home. We will also be running a series of workshops on Zoom that you can also take part in for free. No previous crafty skills needed and all ages welcome. We look forward to lighting up Whiteinch's Winter Windows!

If you want to take part, or just want to find out more, send over an email to elenaharris@whiteinchcentre.org.uk or call 0141 950 4434 and leave a message!



WS Property Management Ltd (WSPM) is the trading subsidiary of Whiteinch & Scotstoun Housing Association Ltd which provides factoring services to almost 600 owners in the Whiteinch and Scotstoun area. As a small company we depend on customers paying their invoices timeously in order that we can continue to provide an effective factoring service and to ensure the financial viability of the business.

Throughout the pandemic, WSPM has continued to operate, with Factoring Manager, Bob Innes, continuing to the service remotely from home, as with the Association staff. So, as with the parent organisation, contact can be made by email, telephone or letter.

During the Covid restrictions the number to call for WSPM is 0141 959 2552.

Some Useful Numbers

As highlighted in previous newsletters, the Association often receives enquiries or complaints about problems in the area for which we do not have responsibility or the ability to resolve. Whilst we are happy to provide appropriate advice and assistance where we can, including referring complaints to the appropriate organisation, it will often be easier, quicker and perhaps more satisfactory for you to contact directly those who can deal with the issue concerned.

We have previously listed various phone numbers that you can call to report your concerns on a variety of matters but thought it would do no harm to do so again:

- **Graffiti, fly tipping and fly posting removal** – 0300 343 7027
- **Needle uplift** – 0141 287 9700
- **Water mains leakage or bursts** - 0845 600 8855
- **Roads and lighting faults** - 0800 37 36 35
- **Police Scotland** - 101
- **Crimestoppers** - 0800 555 111
- **Abandoned cars** - 0141 276 0859
- **Noise Pollution** - 0141 287 6688
- **Community Safety Glasgow (CSG)** – 0800 027 3901
- (if calling from a mobile – 0141 287 1057 or 0141 276 7400)
- **Dog Fouling Team** – 0300 343 7027
- **Vermin Infestation** – 0141 287 1059



FIRE SAFETY

Celebrate the Festive Season Safely

Be 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

Make sure your family and/or visitors know what action to take in the event of fire or actuation of smoke/heat alarms.

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.

Never 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.

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.

Common Close and Stairway

All residents are reminded that the Common Close is not an extension of your home to store items. Please ensure that bikes, prams, household rubbish and any other items are not stored within the common close. Primarily this is to ensure a clear escape route in the event of a fire (see Fire Safety Guidance opposite).

The close is your only way of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your close? It may not necessarily be in your flat! A fire started in a common close could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close. Items left in a close are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



You can make an appointment with any of these services through the contact details below.

Whiteinch & Scotstoun Housing Association Limited
The Whiteinch Centre, 1 Northinch Court, Glasgow G14 0UG

Telephone: 0141 959 2552
Fax: 0141 950 4432
www.wsha.org.uk

Authorised and regulated by the Financial Conduct Authority

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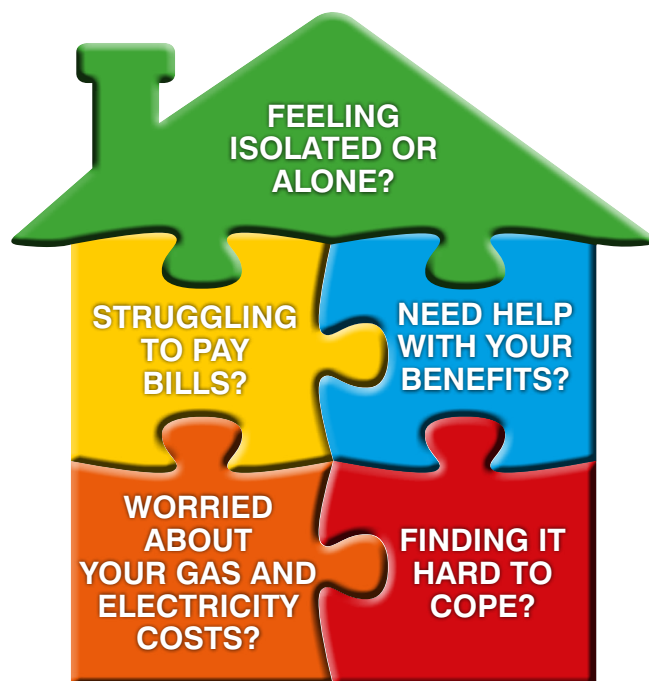
Registered under the Industrial and Provident Societies Act 1965 (register no. 1931 R(s))

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Registered Office: The Whiteinch Centre, 1 Northinch Court, Glasgow G14 0UG

VAT Reg No. 135570027 Member of the Scottish Association of Housing Associations

Tenant Advice Services



Welfare Rights Service

Whiteinch & Scotstoun Housing Association has two Welfare Rights Officers. They provide advice and assistance with all matters concerning our tenant's Social Security benefits. Some of the services provided include:

- Maximising benefit income
- Assisting tenants to make appropriate benefit claims
- Help tenants to manage changes in their circumstances
- Assist tenants to challenge unfavourable benefit decisions by reconsideration and appeal
- Arrange representation for benefit Tribunal Hearings
- Transferring to UNIVERSAL CREDIT

Tenancy Sustainment Service

Whiteinch & Scotstoun Housing Association has a Tenancy Sustainment Officer who offers practical assistance to new and existing tenants.

The Tenancy Sustainment Service can help you access the support you need to manage your tenancy and to integrate into the wider community. Some of the services provided include:

- Applying for the Scottish Welfare Fund for goods & crisis grants
- Assisting with correspondence
- Helping you to access support from agencies, such as Quarriers Youth Housing Support, Social Work, COPE
- Filling out forms
- Making referrals to Occupational Therapist Service if your physical needs change
- Transferring to UNIVERSAL CREDIT

Money Advice and Financial Inclusion Service

Whiteinch & Scotstoun Housing Association has Money Advice and Financial Inclusion Officer who provides advice and assistance to tenants on managing their money. Assistance can also be given with problematic debt, accessing services to save you money, protect your goods and prepare for any changes you are going through or may face in future. Some of the services provided include:

- Assisting with problematic debt
- Helping with budgeting
- Discussing savings options
- Advising on affordable credit
- Helping open or change bank accounts
- Advising on appropriate home contents insurance
- Help getting online or with IT skills
- Transferring to UNIVERSAL CREDIT

Energy Advice Service

Whiteinch & Scotstoun Housing Association has an Energy Advice Officer who knows that understanding electricity and gas costs can be hard and talking to your energy supplier when something has gone wrong even more difficult. Some of the services provided include:

- Get the best deal for your electricity and gas
- Understand your costs and bills
- Lower your energy use to lower costs
- Manage your heating system to suit your lifestyle
- Arrange debt repayment plans
- Apply for grants
- Talk to your energy supplier with you or on your behalf
- Stay warm, cosy & comfortable

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: -

Karen McQueen, Deputy Chief Executive & Secretary,
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通訊，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@wsha.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@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 Karen McQueen 联系，或者致电 01419592552，或者发电子邮件至 kmcqueen@wsha.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@wsha.org.uk.

Urdu

اگر آپ اس نیوز لیٹر کو کسی مختلف زبان میں حاصل کرنا چاہتے ہوں تو براہ مہربانی
”وائٹ انچ سینٹر“،
1 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@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 Karen McQueen 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.