

news Action

CHRISTMAS/
NEW YEAR 2021

THE NEWSLETTER OF WHITEINCH & SCOTSTOUN HOUSING ASSOCIATION LTD.

Season's Greetings

*& A Happy New Year
To All Our Readers*

Covid-19 Update

As with everyone else, at time of writing, the Association can only continue to watch the situation as more is learned of the new, so-called, Omicron Covid variant and await to see how this might change government guidance, if at all. So, for now at least, operations are continuing as they were, observing the government's expectation that home-working should continue unless impractical to do so.

This means that some staff are on occasion operating from the Office but on a strictly limited basis so as to ensure that social distancing can be observed. However, in some instances staff or contractors will need to visit you in your home, and we need to ask that distancing is observed and necessary precautions taken as requested. Despite the Office only being partially and/or occasionally manned you can still contact us in a variety of 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.



Online, through our Website (wsha.org.uk) report a repair, request a housing application form, leave a comment or make a general enquiry, etc by emailing wsha_admin@wsha.org.uk.



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



**Rent
Restructure**
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"Office Closing"

As with a "normal" festive season, staff will not be working for the period, as though the Office was closed, on the following dates:

Friday, 24th December
from 1:00 pm – Thursday
6th January at 9:00 am

The Association's out-of-hours service will be in operation at these times – simply call the Office Number, 0141 959 2552.

Aiming for High Quality Homes in a Desirable Environment

Missed Bin Collections

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

Household Rubbish – Green Bins

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

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

Vermin

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

- Do not leave anything in the back court that might be used as a nest.
- Make sure all household waste is placed in the bins and lids shut.
- Do not throw out bread for birds as this is a free meal for vermin.
- If you notice new holes appearing the back court let us know and we will fill them in.
- In your home make sure that it is kept tidy regularly checking and moving items in cupboards to prevent vermin using items stored there as nests.

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.

- Sweep up crumbs and spilt food as this may attract vermin.
- Do not leave any food out, and in cupboards store food in containers, metal ones if possible.
- If you have a spare room that you do not use make a habit of going in there and moving things about as pests hate to be disturbed.
- If you have a leak in your kitchen, bathroom or at radiators, report all leaks to the Association, as rats need water and this could be a source.
- If you notice any new holes in your home, let us know and we will assess for rats and fill them with vermin-proof materials.

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

WS Estate Services

As Christmas Day and Boxing Day fall on the weekend, this year, WSES are off on the Monday 27th and Tuesday 28th December.

The close schedule for that week will therefore see Monday's run completed on the Wednesday 29th as will the usual Wednesday run with the rest of the week continuing

as normal. Tuesday's backcourt and binstore work will be completed on Wednesday 29th by the bulk team as will the bulk collections for the Monday and Tuesday and Wednesday bulk also. Normal service will then follow for the rest of the week.

The same days will apply at the start of the New Year.

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. Under current restrictions, of course, payments cannot be made at the Office, however, card payments can be taken 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:

1. Payment by allpay Payment Card at Post Office or 'PayPoint' Outlet (i.e. local shop or garage displaying 'PayPoint' sign) - Always retain your receipt as proof of payment
 2. Online to allpay at www.allpayments.net
 3. By phone to allpay on 0844 557 8321
 4. By Standing Order
 5. By Direct Debit
 6. By phone to the Association using your bank account debit card
 7. 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.



Annual General Meeting/Committee of Management



This year's Annual General Meeting again took place virtually, on 29th 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, Betty Macdonald left the Committee for personal reasons. All other Members continued with Alan Bruce, also leaving at the time of the AGM, again for personal reasons. Both are thanked for their years of service to the organisation and the community and leave with our best wishes for the future. Two tenant members

joined, John Haughey and Jan Carmichael (who returned after a break of two years).

The Committee for 2021/22 is therefore Chris Watson (Chairperson), Linda Stevenson (Vice-chairperson), Claudia Ennemoser (Chair of the Audit Subcommittee), Jan Carmichael (Chair of the Staffing Subcommittee), Roslyn Carrigan, John Haughey, Rod Hunter, Debbie Keaveney, Siobhan Leighton, and Linda Mimnagh.

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

In our last newsletter, we told you about the retirement of our long-serving Deputy Chief Executive, Karen McQueen. It has been decided to replace the position temporarily for now, so as to allow time to consider the future and continuing shape of the senior management team of the Association. So, we can

now announce that Peter Latham has taken up the post of Director of Corporate Services for at least the next year. Peter joins us with a range of experience both working for other housing associations as well as a number of corporate roles in several third sector organisations. We are sure that Peter will be a positive addition to the Association and we are happy to welcome him to the business.

We would also like to extend a welcome to Angela Ben Gamra, who has joined us for a temporary period as a Housing Officer with specific responsibility for lettings. This is an area of our work that has been severely disrupted over the last twenty months and it



Peter Latham

continues to be a challenge as our processes have to reflect Covid-safety and are proving slower to allocate houses at the same time as many more are coming up for letting. Angela has a wealth of experience in this area with another Registered Social Landlord and we are sure that she will deliver a positive contribution to the housing management team that will see the rate of allocations increase over the next few months.

And, finally, we will have to say goodbye to our Senior Repairs Officer, Kevin McGhee, who is leaving to take up a post with a major Scottish charity, at the beginning of the New Year. We will shortly be recruiting for the post but for now we would wish Kevin all the best for his future career.



Angela Ben Gamra



Kevin McGhee





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.

Our Policy has recently been reviewed and follows a new model prepared by the Ombudsman. Essentially, the approach is the same in the revised version but we will be looking at ways in which we can better present the outcomes of complaints and advise of lessons learned or improvements to services where applicable.

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.



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 and Factoring Assistant, Ann Marie Bordone, continuing to deliver 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.



Your Rent is changing – Rent Restructure

Since WSHA formed in 1978, a complex structure of charging rent has evolved which sees tenants paying different rents for a similar type of property. Earlier this year we appointed a specialist to help us to make our rents less complicated and more transparent. As part of this review we asked you how we could introduce a fairer way of charging rent, and reduce the 354 different rents across our stock. We then used your responses to create a new rent structure, which was approved by our Management Committee in June. Our rents will be changing to reflect what you asked us to do, with the new rents starting to take effect from 1st April 2022.

[SEE OVER >](#)



Rent Restructure Special

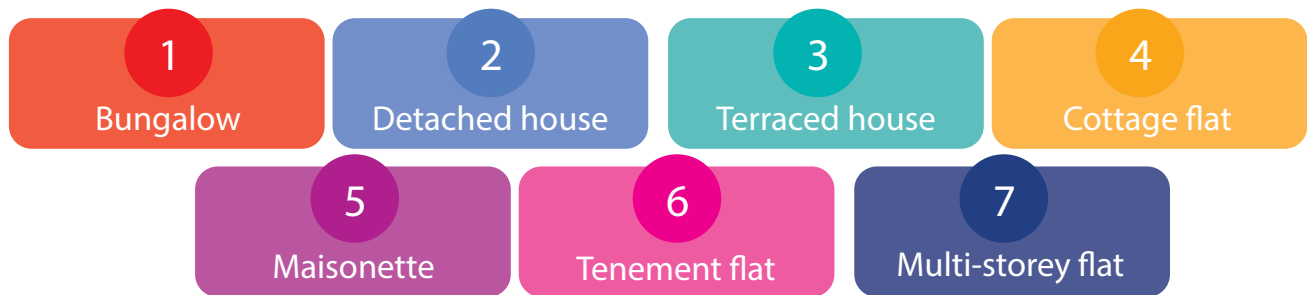


What does the rent money pay for?

We need to collect around £6.4 million in rent each year. We spend most of it delivering direct services including:

- Supporting tenants with a huge range of housing queries and issues.
- Providing a high quality repairs service.
- Home improvements such as new windows, kitchens, bathrooms, heating and hot water systems, close upgrades.
- Improving and maintaining common areas and neighbourhoods.
- Keeping properties and neighbourhoods clean and safe.
- Expert money, welfare benefits, tenancy sustainment and fuel advice.

During the consultation with tenants, the majority of those who responded felt a rent structure based on property size (82%) and type (87%) was easier to understand and fairer than the existing structure. You told us that the most popular property types, in order of preference, are:



You also told us that some other relevant property features should be included in rent setting:



To make our rents fairer these are the things that will be taken into account, and all our rents will now be based on the same rent setting policy.

What will the changes mean?

Rent charges for some homes will increase, while others will be frozen at current levels until they reach the 'target' rent. This will help to soften the impact for those who will pay a higher rent to give a fairer and clearer rent structure, with 56 different rent levels, instead of 354. All rent charges will be changed to reflect the property, type, size, age and the relevant property features and this will be known as the 'target rent'.

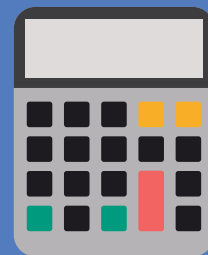
Any increases will be capped to no more than £25.00 per month (excluding our usual once-a-year increase).

We will apply the change very gradually, so it will take around 7 years before all rent charges reflect the new structure.

Rent Restructure Special

Your new rent will be the sum of:

Base Monthly Rent that all tenants pay regardless of property type/size 2021/2021 figure (this does not include the annual uplift which will be consulted on in January 2022) - £290



+ Property Size: (figures based on 2020/2021 rent figures)



Bedsit £0



One Bed £28.42



Two Bed/2P £42.36
Two Bed/3P £56.83
Two Bed/4P £56.83



Three Bed/3P £71.04
Three Bed/4P £85.25
Three Bed/5P £99.46
Three Bed/6P £99.46



Four Bed/6P £113.67
Four Bed/7P £113.67
Four Bed/8P £113.67



Five Bed/8P
£142.09

+ Property Type: (figures based on 2020/2021 rent figures)

Multi-Storey
£28.42

Tenement
£56.83

Maisonette
£85.25

Cottage Flat
£113.67

House
(not detached)
£142.09

Detached House
£170.50

Bungalow
£170.50

+ Age of Property:



Pre-1919
£0



1919 - 1944
£0



1945 - 1964
£0



1965 - 1982
£0



1983 - 2002
£16.24



Post 2002
£32.48

+ Kitchen Type:



Small Kitchen
£0



Dining Kitchen
£8.12



Standard
Kitchen £4.06

+ Additional WC £4.06

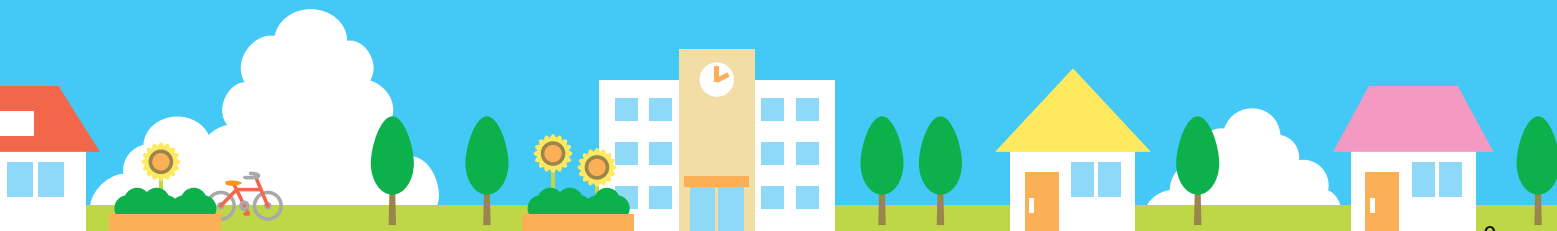


Example (based on 2021/2022 rent):

2 bedroom house suitable for 3 people
built 1996 with additional toilet:

Base rent + 2 bedrooms + detached house
+ age of house + standard kitchen + extra
WC

£290 + £56.83 + £170.50 + £16.24 + £4.06
+ £4.06 = £541.69



Rent Restructure Special

What does this mean for me?

Around two thirds of tenants' rents will be frozen for a year or more. Some tenants whose rents are set by the Rent Officer will see no change through the restructure process. There are 46 of these older tenancies.

You will be sent a letter before the changes are due to start next year. If you are one of the tenants whose rent will go up as part of the rent restructure next year and need help to manage, you will be encouraged to speak with our Welfare Rights Team or our Money Advice & Financial Inclusion Officer. They will make sure you are receiving all the financial help you are entitled to and, where possible, help you manage your budget.

Other costs and the annual rent increase

The rent restructure is separate from our annual rent setting process. Rents will continue to be reviewed once-a-year taking account of inflation and our business plan and improvements we need to make.

You will be consulted at the beginning of the New Year on the proposed annual increase from 1st April 2022.

The rent restructure does not affect the cost of providing services, e.g close cleaning. These are charged on the basis of the cost of actually providing the service and what we pay for it.

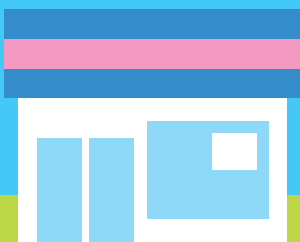
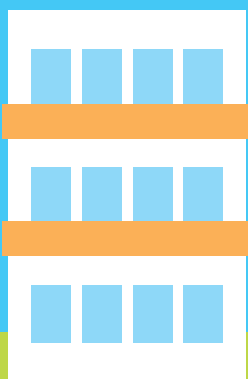
How We Will Make the Changes

We had a number of options and the Management Committee agreed to take the shortest time suggested to implement the change, which was 7 years. The majority of our tenants will not be affected by an increase through the rent restructure. Those that are will see the increase happen slowly over the 7 years. In addition, as properties become empty and are re-let, the new rent structure will be applied.

What next?

We will carry out the usual rent increase consultation very early 2022, which will take inflation into account. Once we know the rent increase figure we will be able to tell you what your rent will be for the period from the 1st April 2022 – 31 March 2023 and will write to you to confirm what you must pay, including any service charges, from 1st April 2022.

Please remember,
we can help if you have any concerns or difficulty paying your rent. Get in touch and we will connect you with colleagues who can help you manage your money, claim all of the benefits you are due and help you make sure you have the best deal possible for your fuel.



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.

Planned & Cyclical Maintenance Update



Electrical Periodic Inspection Contract 2018-23

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

It is therefore essential that you allow access for this work to be carried out as it not only protects you and your family but also your neighbours, should any serious electrical issues occur. Our contractors Fortress and DRM Electrical will write to you advising a proposed date for inspections and you are strongly advised not to ignore this request for access. If you are unavailable, it is essential that you contact the contractor and rearrange a convenient appointment.

Tenants should be aware, that the Associations Committee recently approved new forced access procedures for these essential health and safety requirements, similar to those already in place for ensuring compliance with gas safety



regulations. You should note that if forced access is arranged you will be recharged the associated costs which are currently estimated to be in the region of £200, even if we don't actually have to force access to your home on the arranged day. If you have any queries about these inspections, please contact Jose Migues, Projects Officer.

Condensation

What is Condensation?

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

When does condensation occur?

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

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



How to minimise or avoid condensation

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

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

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

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

Keep doors closed in the kitchen and bathroom to prevent moist air circulating throughout your home

and ensure fans where installed are switched on and working

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

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

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

If you would like further information or advice regarding condensation and associated problems please do not hesitate to contact our Repairs Team on 0141 959 2552.



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



FIRE SAFETY in 64 Curle Street Hi-rise Flats



The hi-rise flats at 64 Curle Street have been constructed using materials and fittings that are specifically designed with fire safety as a priority, to prevent fire and the spread of smoke. The flats walls, doors and floors are designed to stop fire and smoke from spreading to other areas of the building, but this relies on the fire doors being kept shut and the communal landings and staircase kept free from clutter.

Additional fire safety is provided within the flats and fire doors are fitted within your flat to the living room in a two bed flat and to both the living room and kitchen doors in a one bed flat. These doors are fitted with a self-closing hinges and must be kept closed at all times and under no circumstances should they be removed or renewed with a non-fire resisting door. If any of these fire doors within your flat are defective or not closing properly you must contact the Repairs team immediately.

If a fire occurs in your flat the smoke alarms should give you early warning in order to escape to safety. Warn others in the flat and please ensure that you close the doors behind you as you escape, to prevent smoke and fire spread. Don't return to the flat and don't use the lifts; always take the stairs to exit the building. Once you get to a safe location call the Fire and Rescue Service.

If the fire is not in your flat, it is safer to stay in your flat and keep the front door closed. Only leave the safety of your flat if you're affected by heat or smoke, or if you're told to leave by firefighters or the Police.

Whiteinch and Scotstoun Housing Association laisses with the Scottish Fire and Rescue Service to keep you safe and if you have any concerns regarding fire safety in your home, please contact the Fire Service to book a FREE HOME FIRE SAFETY VISIT by calling 0800 0731 999 or texting 'FIRE' to 80800 or by visiting www.firescotland.gov.uk

AVOIDING BOGUS CALLERS

Bogus callers, sometimes known as conmen 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





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



Let us know...

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

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

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

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



Name:

Address:

Note your comments here: -

Cantonese

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

Gaelic

Cuiribh fios gu Kirsten Szulc aig oifis WSHA aig Ionad Whiteinch, 1 Northinch Court, neo air a fòn aig 0141 959 2552, neo air post-dealain aig 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 Kirsten Szulc 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 Kirsten Szulc w biurze WSHA w Whiteinch Centre, 1 Northinch Court lub telefonicznie pod numerem 0141 959 2552 lub na adres e-mailowy: wsha_admin@wsha.org.uk

Urdu

اگر آپ اس نیوز لیٹر کو کسی مختلف زبان میں حاصل کرنا چاہتے ہوں تو براہ مہربانی
”وائٹ انچ سینٹر“
1 نارٹھ انچ کورٹ میں واقع ”ڈبلیو ایس ایچ اے“ کے دفتر میں (Kirsten Szulc) سے
”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 Kirsten Szulc 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.