

# Westworld

Official Newsletter of West of Scotland Housing Association

March 2023 Edition

## WSHA in Bloom

Are you daft about your daffodils and proud of your peonies? Then take part in our 2023 Garden Competition. The competition, which is sponsored by our grounds maintenance contractor, Idverde, will see three winners picked from each of our three areas – Glasgow, Ayrshire and Lanarkshire with the top prize being a £50 B&Q Voucher.

To nominate your garden please contact Alistair Reid on 0141 550 5600 or email [Alistair.reid@westscot.co.uk](mailto:Alistair.reid@westscot.co.uk) by Friday 12th May.

Our judges will then visit your garden mid-August. Good luck and happy gardening!



### Do you want to be involved in our decision making? Passionate about your community? Join our Board!

Being part of our Board is an excellent opportunity to be involved in making a real difference to your community. It is important to us that our tenants shape our direction and activities and we ensure this by having tenant members as the majority of our Board.

Your role as a Board member will involve attendance at meetings, attending training sessions, and contributing to decision making.

#### How to apply

For an informal chat and to find out more, please contact Jennifer Cairns, Director of Corporate Services on 0141 550 5600 or [Jennifer.cairns@westscot.co.uk](mailto:Jennifer.cairns@westscot.co.uk)



West of  
Scotland  
Housing  
Association

# Welcome



Welcome to the latest edition of our tenant newsletter, Westworld. I hope you find this newsletter a useful way of finding out more about our work and services.

In this issue you will read about our key business objectives for 2023/24. These were confirmed after consultation with tenants and I hope you feel they reflect what you think should be the priorities for us in the year ahead.

We are looking for new Board Members across all of our areas and I would encourage you to find out more. This is a great way to be a part of how we make decisions about how we deliver services. Being part of our Board is also an excellent opportunity to be involved in making a real difference to your community.

If not done so already, I would encourage you to sign up for our Customer App. This really is a fantastic online tool that gives you 24/7 access to some of our services including checking your rent balance and requesting a repair.

Finally, we are pleased to see the return of our Garden Competition which was always a hit with so many of you. If you have a green space and have green fingers, it would be great for you to nominate your garden.

Remember you can also hear our latest news and updates on our Facebook page (WSHAScotland).

Best Wishes,

*Brian Gannon*  
Chief Executive

## Competition

Sign up for our new Customer App by 30th April 2023 and you will be entered into a prize draw to win an Air Fryer!

Our Customer App gives you 24/7 access to your tenancy information and request a number of services such as viewing rent balance and transactions, reporting a non-emergency repair and paying your rent. Feedback from tenants has been positive with one saying it is "Great and very easy to use."



How to register

To register you will need a reference number which is your rent account reference.

You can find this on your rent statement or contact us on 0141 550 5600 or [customer.service@westscot.co.uk](mailto:customer.service@westscot.co.uk)

Search 'West of Scotland Housing' on your App Store or Google Play to download the app.

We have also created video and written guidance on how to download and register for the App which you can find at <https://westscot.co.uk/customer-app/>



## Key Highlights

Our priorities for year ahead 3

Rent Consultation Update 6

The return of Rate your Estate 8

Taking action on Dampness & Mould 14

# Our priorities for year ahead

**Every year we review our Corporate Business Plan which details our key priorities (Key Business Objectives) and how we deliver services to customers. Before our Board agreed our 2023/24 Key Business Objectives, we carried out tenant consultation and asked for your views in a survey and also spoke to our Tenant Advisory Group. Thank you to all of those who responded and we hope you welcome the final objectives.**

After a period where all organisations have gone through some unprecedented challenges (a pandemic, the impact of Brexit and the war in Ukraine on the economy) we have focused on two main themes for our Key Business Objectives for 2023/24:

- Supporting our communities with a Cost of Living Crisis
- Ensuring that we provide the best possible core services to customers in the most effective and efficient way.

## **our Key Business Objectives for 2023/24**

- To support our communities through a Cost of Living Crisis and mitigate the impact on our organisation.
- To work in partnership with our reactive repairs contractor to improve service delivery and optimise business efficiencies
- To deliver our Charing Cross Housing Association Transfer Promises for 2023/24
- To Implement a plan to robustly address issues of dampness & mould in our homes
- To implement our New Allocation Policy & improve our processing of housing applications.
- To deliver effective IT solutions to achieve long-term efficiencies and support business objectives
- To deliver our Sustainability Strategy
- To implement our People & Culture Strategy to be a good employer and embed our values.

## **How our Key Business Objectives will address our main challenges as an organisation:**

Improving our IT infrastructure and services is key to delivering more efficient processes and services and we are determined to continue to deliver improvements in our Maintenance and Letting Services that will not only benefit our customers but also bring about cost and time efficiencies for the organisation. Keeping costs low helps keep future rent increases to a minimum.

We also aim to take a sustainable approach to every aspect of our business and community work and our new Sustainability Strategy will have a range of actions which will help the organisation lower our “carbon footprint”. A significant part of that footprint are the carbon emissions from our homes and we will identify the solutions and investment required to bring our properties to an appropriate energy efficient rating.

The Transfer of over 500 often poorly insulated homes from Charing Cross Housing Association was a key challenge and we are committed to delivering on all our investment and services promises made to tenants who voted overwhelming for the Transfer. To achieve all of this we need to support our staff to be the best they can be and our new People & Culture Strategy will help ensure that we provide the necessary support for all our colleagues and deliver services to our customers in line with their expectations and our values.



# Delivering our Promises

## Update on Transfer Promises

In August 2022, around 600 tenants of Charing Cross Housing Association became tenants of WSHA after 96% of them voted in favour of this change. What persuaded so many to vote in favour of this transfer, were the Promises we made during the consultation period.

The table below summarises some of the excellent progress we have made in delivering on those promises:

Service/Investment Promise	Update as of February 2023
Establish a new residents association representing the Woodlands and Garnethill communities that will be the focus of local tenant/resident involvement, participation and engagement arrangements post transfer including monitoring the delivery of transfer promises.	First General Meeting held of new Woodlands & Garnethill Resident Association in February 2023 (see page 5).
A Minute of Agreement will be created with WSHA that will clearly set out how the new resident association will shape local decision making.	Minute of Agreement approved by WSHA's Board on 22/2/23.
Over the first 5 years from transfer, WSHA has budget provision to support the delivery of a £9.5m major accelerated planned investment programme on the transferring Charing Cross properties	99 tenants in Charing Cross have had new windows, kitchens, bathrooms or boilers installed by WSHA since August 2022. A further 291 tenants will have installations in their home in 2023/24.
Tenants will be able to access our self-service tenant portal and/or app 24/7 to be able to report repairs and see their repair history.	All tenants in Woodlands & Garnethill have access to our portal and app and we have promoted the online services on a regular basis. Tenants can find out more at <a href="https://westscot.co.uk/customer-app/">https://westscot.co.uk/customer-app/</a>
Appointment service for all non-emergency repairs to ensure that the repair is completed at the tenant's convenience	Since Dec 2022 tenants have been able to book appointments (2 hour slots) with our main repairs contractor Everwarm.
We will keep the current Charing Cross office as a community Hub where WSHA and other agencies can deliver local community services to meet the needs of tenants and residents	Community Hub in Ashley Street can now take bookings from community groups.
Charing Cross tenants would have access to all of our Community Support/Wider Action services delivered via our subsidiary - Willowacre Trust	71 tenants in Woodlands & Garnethill have accessed support from our Energy, Money & Digital Advice officers.
Glasgow City Council and WSHA have agreed to replicate the approach taken in other similar areas in Glasgow for tackling tenemental disrepair and property management failures in Woodlands and Garnethill through measures such as purchasing and investing in poorly managed properties	GCC agreed in February 2023 to work in partnership with WSHA

# to Charing Cross

## Meet our new Woodlands & Garnethill Residents Association!

As mentioned on page 4, it was a key priority for us to establish a new residents association in Woodlands & Garnethill after the transfer from Charing Cross Housing Association. This was important to us because we know we make better decisions when we take account of the needs and preferences of local residents.

We set up a Steering Group in August 2022 involving some residents that had come along to our Transfer Consultation sessions. The Steering Group have met on seven occasions to discuss WSHA service delivery, investment in tenant's homes and community projects.

In January 2023, the Steering Group agreed a constitution for a Woodlands & Garnethill Residents Association and then held their First General Meeting on the 16th February 2023 where the constitution was adopted and the first Management of Committee of the Residents Association was formed.



The group said: “Since WSHA took over from Charing Cross and supported the creation of our new tenants group, we feel that together we have the potential to be a force for positive changes in these two areas. Our voices are being heard as we are now part of the decision making process and we are working in partnership to bring life back into our communities. We are bursting with really proactive ideas to get people interested in how they can be part of it all. Woodlands & Garnethill can be a great example of what residents can achieve when working in partnership with organisations like WSHA.”

We want the group to reflect our community, so if you would like to become a member of the Management Committee or just become a member of the Residents Association without joining the Management Committee, please contact Alistair Reid on [alistiar.reid@westscot.co.uk](mailto:alistiar.reid@westscot.co.uk) or 0141 550 5600.

**You can become a member of the Residents Association if you live in a property in Woodlands or Garnethill where WSHA is the landlord or provides a factoring service to your home.**

# Having your say

## Rent Consultation Update

**You will have received our rent consultation briefing that was sent to all tenants in January which outlined our proposed rent increase to apply from 1st April 2023. The paper gave the background to our proposal, including the inflationary pressures we face, and the need for increased income to fund our continued investment programmes.**

Thank you to those of you who took the time to respond. Where you made a specific comment and provided your contact details a member of staff will be in touch to discuss this with you.

We proposed an increase half the rate of inflation and our Board approved the increase of 5.9% at their February meeting. All tenants have now received letters showing what their new rent payment will be from 1st April 2023.



### Upcoming consultations

In the coming months we have a number of policies and strategies that we will be reviewing including:

- Acceptable Behaviour Policy
- Value for Money Strategy
- Repairs and Maintenance Policy
- Complaints Procedure

We will publish the draft versions on our website with a link to a short survey for you to provide your feedback. We will also publicise the consultations on our Facebook page @WSHAScotland

# Results Of Cycle Storage Survey

We recently issued a survey to all tenants to get views on bike use and storage in our communities. We received over 250 responses with the survey results showing there is a very strong interest across all our communities for us to support tenants with cycling and better storage of bikes. We will use the results to help with funding applications we make to help us to provide external bike storage.

The table below summarises the results across all 3 main areas of operation in Glasgow, Lanarkshire and Ayrshire.

If you would like any more information please contact Alistair Reid on [alistair.reid@westscot.co.uk](mailto:alistair.reid@westscot.co.uk) or 0141 550 5600.

Question	Glasgow	Ayrshire	Lanarkshire
If you do not own a bike would you consider purchasing one?	61% yes	66% yes	59% yes
How often do you currently travel by bike?	Daily – 14% 4 – 6 days – 8% 1 – 3 days – 16% Few times – 18% Less than this – 5% Never – 40%	Daily – 6% 4 – 6 days – 11% 1 – 3 days – 17% Few times – 13% Less than this – 10% Never – 44%	Daily – 6% 4 – 6 days – 0% 1 – 3 days – 18% Few times – 13% Less than this – 10% Never – 52%
How would this change if you had access to a secure bike shelter?	A little – 16% A lot – 53% No change – 31%	A little – 26% A lot – 43% No change – 31%	A little – 18% A lot – 43% No change – 39%
What additional support would encourage you to cycle at all or more often?	Cycle Lanes – 48% Low Traffic Zones – 29% Secure Parking – 58% A free bike health check – 38%	Cycle Lanes – 43% Low Traffic Zones – 30% Secure Parking – 46% A free bike health check – 35%	Cycle Lanes – 22% Low Traffic Zones – 20% Secure Parking – 39% A free bike health check – 30%
How do you store your bike?	Rented bike shelter – 1% Own Bike Shelter – 3% Inside a close – 11% In home/ flat – 51% Outside – 12% Other – 4%	Rented bike shelter – 2% Own Bike Shelter – 22% Inside a close – 6% In home/ flat – 44% Outside – 20% Other – 6%	Rented bike shelter – 3% Own Bike Shelter – 11% Inside a close – 11% In home/ flat – 47% Outside – 21% Other – 13%
How likely are you to make use of a secure cycle shelter outside your home?	Likely – 71% Unlikely – 23% Neither – 6%	Likely – 71% Unlikely – 33% Neither – 17%	Likely – 57% Unlikely – 35% Neither – 7%
Would you be willing to pay to rent a bike storage space?	56% would	30% would	37% would

# Getting Involved

## Building a strong community in Cowlairs

**We have over 400 tenants living in Cowlairs in Springburn, Glasgow which represents around 10% of our total number of tenants. It is therefore a very important community for WSHA and we want to make sure that we address the needs and preferences of that community.**

We plan to do that in two ways:

1. We have already made good progress by setting up a Working Group of staff to review what the service and investment priorities are for the homes.
2. To share the information we have gathered with local tenants by re-starting the Cowlairs Community Development Trust. We will shortly be in touch with all former members of the Trust to arrange the first meeting where we can share ideas and plans for Cowlairs.

We will keep all tenants in Cowlairs updated on our progress either through Westworld or a separate newsletter specifically for Cowlairs residents.

If you were not previously involved in the Cowlairs Community Development Trust but are interested in hearing more about it, please contact Alistair Reid on [Alistair.reid@westscot.co.uk](mailto:Alistair.reid@westscot.co.uk) or 0141 550 5600.

## Digital Rate Your Estate

**We are pleased to announce that we have resumed our Rate Your Estate inspections. These inspections are undertaken by a group of tenant inspectors who carry out an estate walkabout and identify any issues within areas and highlight required improvements. They then give feedback to us and we will identify any actions that need to be completed.**

Before the covid pandemic, the group of tenants would identify the areas they wished to visit however going forward we want all of our tenants to be able to identify areas requiring inspection. If you feel that within your estate there are improvements that we could or should be taking, or just generally feel unhappy with the condition of your estate – then we want to know.

You can send us an email with images of areas that concern you to [haveyoursay@westscot.co.uk](mailto:haveyoursay@westscot.co.uk) and our panel of inspectors will use this information to prioritise areas for inspection. They will also let you know when they are visiting your area so you can join in with the inspection should you wish.

If the Group are unable to schedule an inspection in your area they will pass your enquiry onto our housing team who will follow up with a visit. We will also provide feedback of inspection findings on a regular basis.

You can read more on our website: <https://westscot.co.uk/rate-your-estate/>

## Tenant Scrutiny Group

**In previous editions of Westworld we have shared that our tenant scrutiny group has been meeting again. Scrutiny activities allow tenants to undertake a detailed review of different policies and procedures that we have. The purpose of scrutiny activities is to identify any improvements that could be implemented that would make it easier for staff to follow, or to deliver improvements for tenants.**

The Group have undertaken and concluded one activity in relation to Customer Care and are currently working through an activity in relation to management of estates. The Group are moving on to looking at how we manage reports of dampness and mould.

If you are interested in getting involved with the Scrutiny group or have any views you want to share about Estate Management or how we tackle dampness or mould within our homes please get in touch with Alistair Reid at [Alistair.reid@westscot.co.uk](mailto:Alistair.reid@westscot.co.uk) or 0141 550 5600





# WSHA raises thousands to help support those affected by suicide

**Our staff have raised £5,565 for Chris's House. Chris's House, based in Wishaw, offers a safe environment where people in, or approaching, suicidal crisis can have a safe place to go and get professional support. It was founded by Anne Rowan who established the centre in memory of her son Chris, whom she lost to suicide in 2011.**

During 2022, kind-hearted WSHA staff fundraised for Chris's House in a number of ways including taking part in the Walk of Hope organised by Chris's House, charity auctions and donations from contractors.



Brian Gannon, Chief Executive Officer of WSHA said: “Everyone at WSHA is delighted to have raised this fantastic amount for an organisation that provides such vital services to those in crisis. Once again, our staff went the extra mile to raise funds for the charity to help to make a positive difference and enhance the services Chris's House provides.”

Anne Rowan, Chief Executive and Founder of Chris's House, added: “On behalf of Chris's House, we want to extend our deepest gratitude for the donation that WSHA has made to the charity. Every donation we receive helps us to provide vital services to people in crisis and those who have been affected by suicide. The donation will have a significant impact on changing lives.”

During 2023, WSHA staff have chosen to fundraise for Duchenne UK which is the UK's leading Duchenne muscular dystrophy (DMD) charity.

# WSHA secures funding to provide homes for displaced Ukrainians

We have successfully secured £449,805 funding to provide much-needed housing for Ukrainian people displaced by the tragic war.

The funding from the Scottish Government's Ukraine Longer-Term Resettlement Fund will enable us to refurbish 15 empty homes in Glasgow to temporarily rehouse Ukrainians for a period of up to 3 years. The homes chosen need extensive investment and the funding will ensure that each of the properties are brought back to a lettable standard and, for some, additional improvements will be included such as energy efficiency measures.

Working in partnership with the local authority, the homes will be leased to Glasgow City Council who will in turn use them to provide shelter to Ukrainians displaced by the war and provide them with support.

Brian Gannon, Chief Executive of WSHA commented: “We are proud to play a small part in supporting those that are unsettled from Ukraine due to the conflict taking place in their home country. This funding from the Scottish Government gives us the opportunity to work with Glasgow City Council to provide a more stable living environment to those that have already faced so much uncertainty.”

Minister with special responsibility for Refugees from Ukraine Neil Gray said: “We have created the Ukraine Longer Term Resettlement Fund supported by up to £50 million from the Scottish Government, which allows local authorities and registered social landlords to apply for funding to bring void properties back into use. The Scottish Government has provided almost £450,000 of grant funding to West of Scotland Housing Association to bring 15 properties back into use as much needed longer-term accommodation for people who have had to flee the war against Ukraine. I am grateful to West of Scotland Housing Association for their bid and look forward to seeing all their work to make these properties a home for displaced people from Ukraine.”

# The importance of Gas Servicing

## Why do I need to get my gas equipment serviced?

We have a legal obligation to ensure that all of our homes have a valid Gas Safety certificate every 12 months. The servicing of your gas equipment is extremely important for your health and safety, and to others who share the building. The risk of carbon monoxide poisoning, or a gas explosion is a real threat, and an annual service is the most effective solution to greatly reduces any such risks to you and your appliance(s).

We are committed to visit all homes typically within 10-12 months after the previous inspection was carried out, although we may require to attend more frequently on some occasions.

## Do I need to give the contractor access?

We appreciate your cooperation in helping our contractor carry out these checks. As it is legal requirement for tenants to give us access, we may be required to force access to the property where access arrangements haven't been achieved and any related costs will be recharged to tenant.

City Technical Services Ltd are our appointed Gas contractor who are responsible for all servicing and repairs. City Technical Services Ltd will send an appointment via letter to confirm when an engineer will attend your property, the letter holds City Technical's contact details in case the appointment is not suitable, and you require to rearrange the appointment.

We also use Amber Gas to carry out quality checks on 10% of the servicing carried out by City Technical so we can ensure all work is completed to a high standard.

## What happens at the servicing appointment?

During the service, the engineer will carry out a service on your central heating system (boiler) to ensure that it is safe, and any identified faults are repaired in a timely manner.

We are unable to carry out servicing on tenants' own appliances such as gas fires or cookers, although during the services the engineer will visually check over the appliance to determine it is safe to use; any found issues will be made aware to you and where the appliance is found to be at risk the engineer will disconnect the appliance from the main gas supply as a safety precaution.

It is tenants' responsibility to ensure that a Gas Safe Registered engineer attends to repair any identified defect to their own gas appliance.

## How do I know the engineer is a genuine visitor?

All Gas engineers will carry identification cards to confirm who they are, that they work with either City Technical Services Ltd or Amber Gas and display their Gas Safe registration number to confirm that they are qualified to carry out the service. **You should not let anyone into your home without asking for identification first. If you are in any doubt, please contact our office on 0141 550 5600 as soon as possible and our staff will be able to verify that the engineer is working on our behalf.**



# Using Lithium-ion Batteries Safely

There has been a rise in fires caused by unsafe e-bike and e-scooter batteries and chargers. According to Freedom of Information data, obtained by the insurer Zurich, the number of fires caused by batteries has surged almost 150% in the last year.

The fires have been linked to non-complaint lithium-ion batteries, which are being imported by businesses and fail to meet UK product safety laws. As a result, consumers are being warned to only buy e-bikes and e-scooters from reputable retailers. These vehicles will display a valid UKCA or CE mark.

If you are thinking about buying an e-scooter or e-bike you should be certain the product is coming from a reputable shop and that you use the right charger with the right battery.

For more information on how to safely use Lithium-ion Batteries visit [www.electricalsafetyfirst.org.uk/](http://www.electricalsafetyfirst.org.uk/)



## Investment in your homes

We continue to invest in our existing homes as we know that this can make a big difference to how tenants feel about their home. In 2023/24, we plan to spend over £5.1m for investments in windows, boilers, kitchens and bathrooms.

The biggest area of spend will be for windows at over £2.1m and we have plans to begin replacing windows in the Woodlands and Barrowfield area of Glasgow, Coatbridge and Prestwick.

We are also looking to replace kitchens in a number of locations across our communities in Airdrie, Blackwood, Kilmarnock, Kilsyth, Uddingston and in Glasgow in Garnethill, Hillhead, Woodlands and Camlachie.

We will also invest close to £1m in bathrooms in some locations in Cumbernauld, Uddingston and Garnethill, Springburn, Woodlands and Barrowfield in Glasgow. We will also replace and upgrade a number of heating systems and boilers at a cost of over £750k in Uddingston and a number of communities within Glasgow.

Our team will be in touch during the year if your home is having any of this work done. We will initially undertake a survey of the property and we can give you a better idea of any installation date at this time. There is no need for you to do anything until we have been in touch.



# Benefits and Welfare

We fully recognise the ongoing impact that the increase in cost of living is having on our customers and communities. However, it is also important that you continue to pay your rent, on time, each month and should you be experiencing difficulty in doing so, please contact our Income Maximisation Team on 0141 550 5059 or Welfare Rights Team on 0141 550 5662 who can arrange to see you in our office, Hub or at home to carry out a benefits check in order to maximise you income. Our Money Advisor Darren Foy can offer advice with any other debts you are struggling to pay and you can contact him on 0141 550 5664.

## Do you receive Universal Credit?

Please make sure you updated your journal with your new rent charge from 1st April 2023.

### Cost of Living Support 2023

The following support has been announced for 2023:

£900 cost of living payment will be paid to people who receive the following benefits:

- Universal credit
- Income-based jobseeker's allowance
- Income-related employment and support allowance
- Income support
- Pension credit
- Working tax credit
- Child tax credit

The money will be paid in three separate payments over the course of the financial year, starting in the spring. Claimants who are eligible for any of the payments and receive tax credits, and no other means-tested benefits, will receive payment from HMRC shortly after DWP payments are issued.

# Rights Update



**A £150 disability payment** will be made in summer 2023 and awarded to people who receive any of the following:

- Disability living allowance
- Personal independence payment
- Attendance allowance
- Scottish disability benefits
- Armed Forces independence payment
- Constant attendance allowance

DWP is extending the **£300 boost to the winter fuel payment** that was issued in 2022. It will be paid in winter 2023-24.

The winter fuel payment, also referred to as a “heating allowance”, is an annual tax-free payment from the DWP for older people.

Anyone who is eligible normally receives £100-£300 each year. The amount you get depends on when you were born, your living situation and the type of benefits you receive. The £300 comes on top of this.

You don't typically have to apply for the winter fuel payment if you are eligible. You should receive the money automatically.

If you have not had the payment before, you will need to claim if any of the following apply:

- You do not get benefits or a state pension
- You only get housing benefit, council tax reduction, child benefit or universal credit
- You get benefits or a state pension but live in Switzerland or a European Economic Area country
- You get an adult disability payment from the Scottish Government

## Benefit cap mitigation

In February, the Scottish Government announced increased funding to mitigate the benefit cap through Discretionary Housing Payments (DHPs). Discretionary Housing Payments are administered by Local Authorities to support with housing and living costs. It is important that tenants affected by the benefit cap apply to their local authority as soon as possible and ask for a backdate to the beginning of this year. Information on how to apply is usually available on local authorities' websites.

**If you have any questions about the above or need help with your welfare benefits then please contact our Welfare Rights Team on 0141 550 5662.**

# Taking action on Dampness & Mould

**We take reports of excessive condensation, dampness and mould very seriously and we will take action to fix any issues in our buildings that are identified as being a factor in causing these problems. We will also support tenants by providing advice and information about what action they can take to help address these issues. If we have provided advice or carried out work then we will check with tenants to ensure the issue has improved.**

Our commitment to these issues is shown by our involvement in a trial scheme which involves 15 of our pre-1919 tenemental flats being fitted with sensors. The sensors record temperature and humidity levels within the properties. They are monitored remotely by a member of staff and if a red warning shows for a sustained period of time then we will contact the tenant to discuss how we can work together to resolve the issue. If this trial is successful we will consider options to fit sensors to other homes that have similar problems.

We are also currently drafting a Mould and Dampness policy which will outline how we will treat and deal with reports of excessive condensation, dampness and mould. This policy is in addition to our existing Repairs and Maintenance Policy. We are also in the process of developing an information leaflet for tenants about the simple things that can be done to help reduce condensation and mould. Our Technical Officers have also taken part in training to increase their knowledge of how to deal with condensation, mould and damp issues.

If you have any of these problems in your home you should contact our repairs team on 0141 5505600 option 1. Our team will then decide what action we require to take which will normally be to arrange for a Technical Officer to visit your home and undertake an inspection.



# Tackling anti-social behaviour

**We know that anti-social behaviour (ASB) can be a genuine worry for local communities and when it occurs we have a responsibility to deal with it effectively. This means working closely with others such as the police and also the local community. If anyone does provide us with information, we will respect your requirements for confidentiality. Early intervention is a key factor in tackling ASB. When we decide the behaviour is anti-social, we will begin an investigation and take action, if appropriate. We need corroboration and evidence to take formal action on ASB complaints.**

**Examples of the type of behaviour we may consider to be antisocial include:**

- Vandalism
- Unreasonable or persistent noise
- Verbal abuse and offensive behaviour
- Hate crimes
- Criminal behaviour
- Harassment
- Threats of violence towards another.

**If you are experiencing any of the above, you should:**

- Make immediate contact with the police at the time of the incident, if appropriate.
- Contact us on the next available day to make a formal complaint about the anti-social behaviour



**We will require the following information to being an investigation:**

- What happened (brief description of events)
- Where and when it happened (was it specific to an address or common area),
- Length of incident
- Who was responsible
- Any witnesses
- How did it affect you
- Details of other organisations contacted at the time,
- Police incident number (if applicable)

Local information about an incident is really important as we need evidence to build a case for taking action against those involved. When we conclude that a WSHA tenant and / or members of the tenants' household or a visitor to the house is responsible, we will intervene. For serious breaches or where the behaviour is continuing, we can remove the protection and security of an existing Scottish Secure Tenancy (SST) by converting to a short Scottish Secure Tenancy (short SST). We can do this when there has been proven antisocial behaviour within the previous 3 years.

There is now no requirement for the matter to have gone to court or for the person to have an actual conviction for anti-social behaviour. We can use our own criteria to decide the type of anti-social behaviour that could result in a prospective or existing tenant being given a short SST. The short SST must be for a minimum term of 12 months which allows a period to monitor the situation and for us to take appropriate action to end the occurrence. Should there be insufficient improvement in the situation and tenancy conditions have been broken, we can seek recovery of the property through court action. We will notify the tenant of our reason for doing so, and the tenant may, within 14 days of the date of the notice, ask the landlord to review its decision.

Unfortunately, there will be some instances where we are unable to take action/ become involved but we will always provide advice on how best to deal with a situation.

**Read our full Anti-Social Behaviour Policy on our website.**

# Performance/Complaints

## Complaints and Customer Satisfaction

We are committed to listening to your views so we can deliver services more effectively, or where we can do more things that you want us to do. Where an issue comes up as part of a complaint, or is fed back to us we will look to make changes to how we work.

We received 31 stage 1 complaints in October - December 2022 and on average we resolved them within 3.38 days. Within this time we also received 3 stage 2 complaints which were resolved within an average of 11.33 days.

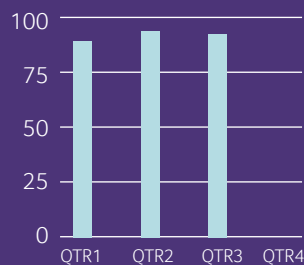


You Said	We Did
Some tenants didn't receive email about our Christmas events	Going forward events will be also be promoted on our social media channels
Lack of communication from maintenance contractor	Improvement plan agreed with main contractors and increased use of appointment system

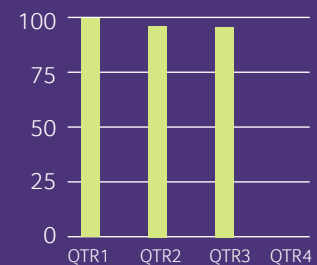
**If you are unhappy with any aspect of our service then you can report a complaint by emailing [haveyoursay@westscot.co.uk](mailto:haveyoursay@westscot.co.uk) or calling 0141 550 5600.**

## Our Performance 2022/23

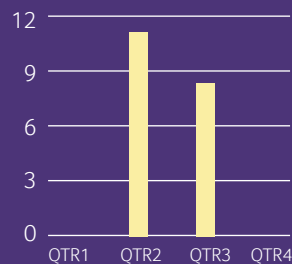
% of Stage 1 complaints responded to in full within SPSO timescale



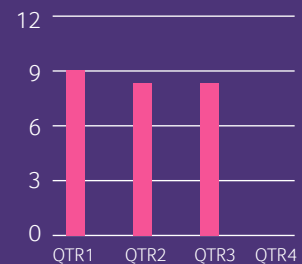
% of tenants satisfied with the standard of their home when moving in?



Average no of days to complete Antisocial behaviour case



Average length of time taken to complete non-emergency repairs (days)



**For more information please contact:**

t: 0141 550 5600

w: [westscot.co.uk](http://westscot.co.uk)

e: [customer.service@westscot.co.uk](mailto:customer.service@westscot.co.uk)

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