

Westworld

Official Newsletter of West of Scotland Housing Association

April 2024 Edition



WSHA: helping you thrive in 2024

Read more inside about just some of the ways our teams can support you, our latest homes, key business priorities for the coming year and news from around our communities



West of
Scotland
Housing
Association

Welcome



In the first months of 2024 WSHA continues to look forwards, working to allow more people than ever to gain access to an affordable home and finding new opportunities to support our existing communities in ways that

really make a difference.

Inside this issue of Westworld you will find stories from across our communities of different ways our teams at WSHA and Willowacre Trust have supported our tenants, in everything from accessing the benefits they're entitled to, to learning new ways to take care of their mental and physical health, to using digital technologies to track down their family tree.

We continue to build, and at the turn of the year we were very proud to welcome the first tenants to our new affordable homes in Greenan, Ayrshire and our very first mid-market rent tenants to our new Mid-market rent homes in Dundashill, Glasgow.

Our regular Housing Services update includes more details on how to prevent Legionella in your home and, if you're a Glasgow tenant thinking of downsizing, you can find out more about help you may be able to access from Glasgow City Council to make this move a bit easier.

Our friendly Customer Service team are the first point of call for any questions or enquiries, so if there's anything you would like help or advice about related to your home, please give them a call on 0141 550 5600 or email customerservice@westscot.co.uk

Best Wishes,

Brian Gannon
Chief Executive

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Having your say



What you told us during our annual Rent Consultation

Each year we consult with our tenants about the rent to be charged for the year ahead. In the past we have communicated with tenants the December before about our proposed increase, and asked tenants for their feedback.

This year we wanted to do things a bit differently and rather than have a one-off consultation we wanted to engage with tenants throughout the year about rents and services, and what the impact of any decisions would mean. We held a series of in-person and online events giving tenants the opportunity to hear from our CEO about:

- Our cost of living survey, its results, and the steps we were taking to support our tenants through this crisis
- Our considerations when determining what rent increase to apply, including affordability for tenants, keeping the business viable (as inflation goes up our costs increase), and how our rents compare to other social landlords
- Where our income comes from and key areas of expenditure
- The implications of not increasing our rents and what this would mean for services and investment in tenants' homes

As well as the above, we wanted to find out from you what your priorities were in terms of service quality against lower costs. As part of our annual survey we asked 900 tenants for their views on this. The survey showed that the majority of tenants wanted us to consider both, but more tenants were interested in higher quality services than lower rents.

Based on this, we were asked by our Board to seek tenant's views on whether they agreed with a proposal to increase rents by 5.6%, which would allow continued investment in our homes with no reduction in services. We received around 250 responses to our survey and just over 70% agreed that we had been clear about the reasons for a rent increase matching inflation.

Getting the best close cleaning contract for you

Across our communities we have several different contractors in place to deliver a close cleaning service, each working to different specifications of cleaning. With current contracts coming to an end, we wanted tenants' views on a new close cleaning specification, looking to ensure a more consistent service across communities and greater tenant knowledge around the contractor's responsibilities.

Our Housing and Estates teams have gathered information from customers and analysed complaints to identify what sort of specification would meet tenants' needs. We are also mindful of the significant increase in the costs that contractors are likely to face when bidding for the work.

Our proposed specification includes the following key themes:

- Moving from a weekly to fortnightly service with more for the contractor to do when on-site
- Greater clarity on the tasks that the contractor should be undertaking – for both tenants and the contractors
- Introducing an annual 'deep clean' of each close

The specification for our amenity and retirement sites would be detailed to each site depending on what was required. We met with residents from each of these sites to gather their views and the survey findings were as follows (270 respondents):

- More tenants wanted a higher quality close cleaning service than reduced costs
- 74% of tenants felt the proposed specification met their requirements
- 69% of respondents felt a 2 weekly cycle was appropriate, with 20% thinking a weekly cycle was required
- 89% of tenants felt that an annual deep clean would be beneficial

We have reflected this feedback in the revised specification and will shortly undertake a procurement exercise to secure a new contractor. We will ensure that all tenants are aware of the new specification, and Estates staff will be better placed to respond to concerns expressed by tenants when standards are not being achieved. We hope to have this contract in place by August 2024.

Be part of our Tenant Scrutiny Group

Did you know we have a tenant scrutiny group? This group of tenants works with us to identify improvements in how we deliver services to tenants and other customers. They have in the past undertaken activities looking at our customer care standards, our Estate Management processes and our approach to tackling damp and mould in tenants' homes.

The Group are aware that one of the most important services that tenants receive from us as a landlord is our day-to-day repairs service. They are about to undertake an exercise reviewing the service from the moment a tenant reports a repair, to a repair being completed and invoices paid.

If you have any experiences about the repairs service that you want to share with the group, or would be interested in getting involved in this activity, please email us at haveyoursay@westscot.co.uk or phone Alistair Reid Customer Service and Engagement Team Leader on 0141 550 5600. If you would prefer a conversation with a tenant member of the group, Alistair can arrange this for you.

Making your homes more energy efficient

Improving the energy efficiency of our homes is a priority for WSHA. Energy efficiency isn't only about reducing our carbon footprint and contributing to greener living, but more energy efficient homes have a direct impact on tenants' quality of life, making sure homes are comfortable living spaces with energy costs that remain affordable.

What is the new Social Housing Net Zero Standard?

WSHA, along with the wider housing sector, has been in consultation with The Scottish Government around proposals for a new Social Housing Net Zero Standard (SHNZS). Net Zero means achieving a balance between the carbon emitted into the atmosphere, and the carbon removed from it. This balance – or net zero – will happen when the amount of carbon we add to the atmosphere is no more than the amount removed. Although the outcome of this consultation may not be fully known until mid-2025, the consultation represents an important step towards providing clarity on future energy efficiency targets for all social landlords.

The new Standard aims to align with both the Government's net zero and fuel poverty targets. It will have two key components:

- 1) A new way of measuring a building's 'fabric efficiency' - the amount of energy for heat consumed by a property - measured in kWh/m²/year
- 2) A requirement to replace 'direct emissions heating' systems - such as traditional gas boilers - with a "clean heating" (emits no gas) alternative by 2045.

The new Standard will set out requirements for how the social housing sector ensures the energy efficiency of its homes - both new builds and existing stock. These requirements will be reviewed 2045.

How we're working to meet the new Standard

Meeting the current Social Housing Net Zero Standard is a massive challenge for WSHA and the wider sector, but one we are being proactive about tackling. We have partnered with Warmworks, who we will work with long term to help us deliver the requirements of the new standards across our homes – both existing stock and upcoming developments. We are committed to making the best use of the available funding and have been successful in securing funds to replace gas boilers with air source heat pumps, new double-glazed windows and fabric improvements for specific developments.

We hope to soon make use of Energy Company Obligations (ECO) funding to improve the energy efficiency of current stock with higher EPC ratings (D-F rated). These energy efficiency upgrades are a key priority for our technical teams over the short to medium term. However, we've worked hard to reshape our internal teams and processes to be sure WSHA's established programme of investment in your homes (kitchens, bathrooms, windows etc) continues as planned.

Some ways we have already started ensuring the energy efficiency of our homes

- A £5.7 million upgrade to properties in the Charing Cross area of Glasgow, replacing single glazed windows with specialist sash-and-case style double-glazing.
- First trials of new 'electric wallpaper' heating system in homes in Kirkfieldbank, Lanarkshire – results coming this summer
- Completion of Passivhaus-certified new build developments in Dalmarnock and Springfield Cross, Glasgow. Passivhaus is the European 'Platinum standard' in energy efficiency.
- Secured funding from the Social Housing Net Zero Heat Fund for fabric improvements to Arlington Street sheltered housing complex

If you would like to know more about our commitments to energy efficiency and sustainability across our business, you can view our Sustainability Strategy on our website at <https://westscot.co.uk/strategies/>.

Keeping our promises to former Charing Cross Housing Association tenants

In summer 2022, Charing Cross Housing Association tenants became tenants of WSHA after they voted overwhelmingly in favour of a transfer. Tenants had been asked to vote for the transfer after WSHA made a series of service delivery & investment Promises or commitments.

We are delighted to report that **83%** of WSHA's Transfer Promises have now been delivered. Most of the promises still outstanding are investment promises which we have agreed would be delivered over a five-year period.



In terms of Investment Promises, the table below summarises what we have delivered to date and what we plan to deliver in 2024/25:

Investment component	No. of properties where component has been renewed by WSHA	Total cost to date	No of properties with replacements planned for 2024/25
Windows	31	£196,350.30	253
Kitchens	81	£366,518.43	14
Bathrooms	162	£458,948.30	3
Boilers/Heating systems	88	£206,074	37
TOTALS	263	£757,471.30	2

Tell us YOUR priorities for the Woodlands & Garnethill community

Our progress with Transfer Promises are monitored by the Woodlands & Garnethill Residents Association. The W&G RA are a group of volunteers with a strong investment in their community, who we work with to help steer our activity and investment in the area. If you are interested in joining this group (if you are a tenant or Factored Owner of WSHA/Westscot Living), please contact our Customer Engagement Team Leader, Alistair Reid at alistair.reid@westscot.co.uk or 0141 550 5600. The Residents Association are particularly interested in increasing representation from Garnethill.

One of our Transfer Promises to former Charing Cross tenants was to set aside a £20k annual provision to kick-start projects related to environmental improvements in Woodlands and Garnethill.

This Promise is very much led by residents, so if you are aware of a problematic site in either Woodlands or Garnethill, please get in touch with Alistair Reid (details above), who will raise it at the next W&G Residents Association meeting for consideration.

Woodlands & Garnethill
Residents' Association

How Willowacre Trust can support you

Willowacre Trust is West of Scotland Housing Association's charitable subsidiary, and it is through this dedicated team that we can provide much needed advice and practical help and support to our tenants.

All WSHA tenants can access Willowacre Trust's support services, including free money and energy advice, our tenancy sustainment services, or digital help from our Digital Participation Officer.

You can find out more about just some of the services the team offer below and read more over on the website at <https://westscot.co.uk/willowacre/willowacre-home/>.



Handyperson service for all your odd jobs

Willowacre Trust's handyperson service is available for all WSHA tenants over 60 to make use of, with our team ready to help you out with any small jobs you need done around the house, such as hanging pictures or curtains, assembling flat pack furniture, or small painting jobs.

Tenant Mrs Boyle, who recently had the team in to paint for her, said,

"I am over the moon with the work the guys have carried out, it was a pleasure to have them working in my home, they have done a wonderful job and cannot believe how lucky we are to have this service".

Isabel Cushley, a Lanarkshire tenant who had the team in to paint and wallpaper her bedroom, said:

"I cannot thank Jimmy and Davy enough for the absolutely brilliant job they have done. The handyperson service is a brilliant service for elderly people who struggle to complete tasks, this is an amazing service from WSHA."

If you'd like to have a handyperson pop round and help you out, please fill in the referral form over on our website at <https://westscot.co.uk/willowacre/handyperson-service/>, or give the team a call on 0141 550 5600 (option 3).

How our Tenancy Sustainment service can help you get the support you need

Our Tenancy Sustainment team work to help tenants find the support they need to keep them feeling safe and secure in their home, whatever this might look like. One example is tenant Mr A., who was finding life hard in a flat that wasn't best suited for his needs. This is how the Tenancy Sustainment Assistant helped him out:

Mr. A is retirement age. He transferred from another social landlord to live in an accessible ground floor flat with WSHA. There were compromises due to health issues as the flat had a bath, the kitchen cabinets were inaccessible and he could not hear the front door intercom due to its location. Mr. A has good family support but felt isolated in the new area.

The Tenancy Sustainment Assistant visited and completed an assessment and helped put new support and referrals in place to make Mr A feel more comfortable in his home. An Occupational Therapist assessed Mr A's home and instructed WSHA in the necessary adaptations, accessing the local authority's medical adaptations budget.

Mr. A was also passed on to the WSHA Welfare Rights team, who helped him access new awards he was entitled to in addition to his Disability Benefit. To combat his feelings of isolation, Mr. A was interested in learning to use digital devices to help him connect with his community, family and friends and was referred to our Digital Participation Officer, who helped him with digital learning and provided him with a tablet from our digital learning library scheme. As Mr. A is over 60, he was entitled to use our handyperson service, who came along to hang shelves in his new home.

The tenancy sustainment service was able to identify the support required and worked with the tenant to refer him on to external and internal services to make his tenancy more comfortable. The combination of this support has resulted in the property meeting Mr. A's needs and he is now feeling more settled in his new home.

If you'd like to chat to the tenancy sustainment team, contact Lynn Walsh, Tenancy Sustainment Assistant on 0141 550 5600 or lynn.walsh@westscot.co.uk.

Using digital to uncover the history of Glasgow's weavers

Learning how to use new technology can be intimidating – that's why Willowacre Trust have a fulltime Digital Participation Officer whose role it is to support our tenants in learning how to use their phones, tablets and laptops and get the most out of going online.

Our service is totally bespoke, and no question is too big or too small. Here's just one example of how we recently helped a tenant use digital tech to get more involved with Glasgow 'Friends of the Weavers' project.

This tenant reached out to our Digital Participation Officer looking to borrow a device from our digital lending library. We chatted to her about her needs and she told us about a project she wanted to get involved with called the 'Friends of the Weavers' project, dedicated to highlighting the history of Glasgow's weavers.

To support her in her research, we equipped her with a laptop complete with Microsoft Office and our Digital Participation Officer will be providing ongoing one-to-one support to ensure she has the skills and confidence needed to make the most of her new device.

You can read more about the Digital Support service over on our website at <https://westscot.co.uk/willowacre/digital-support/>, or give Digital Participation Officer Simon Freeburn a call on 07985 200055 or email simon.freeburn@westscot.co.uk.

Do you have knowledge about Glasgow's weavers? Or have ancestors associated with weaving? If you do, please contact our Digital Officer who will pass your info on to our tenant who will add it to her research.

Housing services updates

New Rents & Service Charges



By now, if your rent and service charges are changing as of April 2024 you will have received a rent notification letter. This letter will confirm what the Board-approved changes to WSHA's rents and service charges are for the coming financial year. This follows our conversations with customers over the summer and autumn last year, and responses to our consultation during December and January.

We received feedback from 900 tenants last year on our approach to rent setting, with 85% saying that investment in their homes and consistent, robust services are more important to them than low rents. 281 tenants responded to our final survey in December, with 69% of respondents saying they understood why we have proposed the increases. The changes will let the Association continue to do all that it can to invest in your home and provide the best services possible.

If you are unsure of your new charges, or need help with anything related to your rent or other charges, please contact our Customer Service team via phone 0141 550 5600 or email customer.service@westscot.co.uk and a member of staff will be happy to assist.

Downsizing in Glasgow? We can help you move to a smaller property

Are you a Glasgow-based tenant looking to move to a smaller property that suits your needs in an area you want?

There's new funding in place to help assist tenants looking to downsize in the Glasgow area. Glasgow City Council is promoting this scheme as there is a real shortage of larger family housing in the city. Downsizing can be a great option: you could save money on energy bills and there are a wide range of incentives to help you move, including:

- Assistance with current rent arrears
- Removal costs, decoration and floor coverings paid for your new home
- Practical assistance with the move
- A location nearer your family member or friends
- Broadband paid for a year

If you live in a 3 bedroom or larger property and want to find out more about a move to a smaller property please **contact the Customer Service team on 0141 550 5600 and we can talk you through your options and any support that might be available for you.**

Home Health and Safety: preventing Legionnaires' disease

Legionella is a type of bacteria found naturally in freshwater environments, like lakes and streams. It can become a health concern when it grows and spreads in indoor plumbing, in places like showerheads, taps, hot water tanks and heaters. Breathing in small droplets of water containing Legionella bacteria can lead to you contracting Legionnaires' disease, a type of lung infection. Although it's uncommon to contract Legionnaires' at home, the disease can make you very ill.



Can I catch Legionnaires' disease?

There are some simple steps you can take when looking after your home to decrease the risk of catching Legionnaires' even further.

1) Flush out your plumbing

If you move into a new home or your home has been lying empty for at least a week— i.e, if you've been on holiday or gradually moving in - then you should flush out your plumbing.

- Run the water in all showers, baths, wash basins, sinks and taps continuously for at least two minutes, beginning with the sink taps. You must do both hot and cold taps. When turning taps on, turn them on slowly so that you don't splash water, as this might release water droplets into the air.
- When flushing showers, remove the shower head and lower the hose into the bath if possible. This minimises spray that you could inhale. If you're unable to remove the head, wrap it in a towel or facecloth.
- If you aren't using showers or taps regularly, make sure you flush them through at least once a week.

2) Clean and descale all taps and showerheads

- Legionella can grow and multiply on grime, scale, algae and rust. Clean and descale all your taps and showerhead every three months or when there is an obvious build-up by using a nylon brush or diluted bleach.

3) Set your hot water tank temperature to 60°C

- 60°C is too hot for bacteria to survive. This does not apply to combi boiler systems that provide instant hot water.

How WSHA prevent and tackle Legionella

WSHA employ a water hygiene company to assess certain communal water systems across our buildings. Where necessary, and in line with legal requirements, we'll regularly inspect and monitor water systems within certain buildings to make sure they are clean and the water is safe to use. WSHA will continue to inspect, monitor the water systems and fulfil any repairs identified. But to ensure your property continues to be safe from Legionella, please continue to follow the simple steps above.

If you have any further questions or wish to know more, please visit our website or be in contact with the Customer Service team via 0141 550 5600 or customer.service@westscot.co.uk.

Income maximisation and welfare rights updates

Moving to Universal Credit

If you receive Working Tax Credit, Child Tax Credit, Income-based Jobseekers allowance, Income Support or Housing Benefit, look out for a letter called a Universal Credit Migration Notice from the DWP, explaining what you'll need to do and by when to move to Universal Credit.

You won't be automatically moved to Universal Credit, so it's essential to act quickly and follow the instructions in the letter, otherwise your benefits will stop. To continue receiving financial support, you must claim UC by the deadline stated in your letter, even if you have just renewed your tax credit claim.

If you need assistance or advice with this, please contact the WSHA Welfare Rights Team on 0141 550 5662 and we will be happy to help. Read more how Universal Credit will work on the government website at <https://www.gov.uk/universal-credit>.



An example of how we can help you get all the benefits you're entitled to...

Recently, we were contacted by a 34-year-old tenant in a single adult household. They were in employment but had a low income and this – alongside poor literacy skills – made managing household bills a struggle.

The tenant soon built up rent arrears and, nervous about the process, didn't engage with our Income Max Officer or the Welfare Rights Team when they reached out. Eventually, when the tenant's case was reaching Court, they turned to the WSHA Wellbeing Advisor and Welfare Rights Team.

Immediately we carried out a benefits and financial wellbeing check to prevent potential homelessness. We discovered that the tenant had become unemployed and was feeling overwhelmed by their financial circumstances, which was impacting their mental wellbeing, with no family or friends giving support. Our first actions were to make contact with a support worker at the tenant's local authority's Homeless Person Team, who signposted the tenant for a support assessment. Our Income Maximisation Officer also applied for a Discretionary Housing Payment on behalf of the tenant, citing financial hardship.

With support from WSHA Welfare Rights and the Wellbeing Advisor, the tenant completed a claim for Universal Credit. Now, their full housing costs are covered via alternative Payment Arrangements. The tenant also received an additional DHP award of £2k, which has prevented eviction action. Willowacre Trust – WSHA's community support team – also provided food parcel and fuel vouchers to the tenant.

If you find yourself in difficult circumstances, our Income Maximisation and Welfare Rights teams will always do our best to help. Contact our Customer Service team on 0141 550 5600 in a first instance, and they will be able to pass you onto the department most able to help.

The latest on our new homes

New homes completed in Greenan, South Ayrshire

“Our new house is so much bigger than our previous one: we had been living in a two bed property with five boys so it is now great to have all the extra space. Our new house is very warm and has amazing views. We love the area and the move to our new house has changed our lives”.

We are so pleased to announce the completion of our final six properties at the Greenan Views development in South Ayrshire, providing high demand family homes for social rent to the local community.

The six properties, constructed with our partners CALA Homes, are our final phase of affordable housing within the larger mixed-tenure development. WSHA

have a total of 123 properties (25% of the properties in the development) at Greenan Views, representing an investment of £18.2 million over 10 years, funded by the Scottish Government Housing Association grant and WSHA private finance. These homes address an established need for family homes in the area and include terraces, semi-detached houses, cottage flats and wheelchair adapted homes. The first tenants in the new properties have been thrilled.

“I absolutely love my new house and the location. I love the fact that the house has a downstairs w.c. and a great garden. The move has been life changing, I sometimes feel that when I wake up that it has all been a dream”.



First Westscot Living MMR tenants welcomed to their new homes



In December we were very pleased to welcome our very first mid market rent tenants to our new properties in Dundashill, Glasgow.

Mid Market rent housing is an initiative from the Scottish Government to provide quality, affordable homes for low to moderate income households. MMR homes are generally aimed at those on a low to moderate income who wouldn't qualify for social housing but can't afford to pay market rent or buy a property. Rents are higher than for social housing, but still lower than for private lets and MMR tenants enjoy the security of being part of a Housing Association community, with access to a repairs service, support services and with their white goods and flooring supplied.

The landlord for our Mid-Market Rent properties is Westscot Living, a subsidiary of WSHA, and WSHA manage the homes as Letting Agent on their behalf. You can find out more about our mid market rent homes over on our website at: <https://westscot.co.uk/westscot-living/mmr-info/>.

Business updates

Our business priorities for 2024/25

Our Board and our Leadership Team met in September 2023 to consider what our Key Business Objectives should be for the next financial year (2024/25). This session was extremely helpful for both the Board and Staff to develop a clear understanding of what our immediate priorities should be. We also asked our Tenant Advisory Group for their views on these priorities.

Our Board have now approved our six new Key Business Objectives, and these will be the Association's priorities for 2024/25. The Objectives and our reasoning behind them are set out below.

Key Business Objective	Rationale
To continue to support our communities with the Cost of Living.	<ul style="list-style-type: none"> The cost of living crisis has had a very significant detrimental impact on our communities. We need to continue to implement our Cost of Living Crisis Action Plan and report on the outputs achieved to establish what difference we are making to the lives of households in our communities
Deliver our Asset Management Strategy objectives for 2024/25	<ul style="list-style-type: none"> To ensure that we deliver on the objectives and outputs of our new Asset Management Strategy To establish how we might begin to deliver on the Scottish Government's new Net Zero Standard for Social Housing.
To review our customer communication in respect of WSHA services.	<ul style="list-style-type: none"> To ensure customers and residents have an improved understanding of our services and how to access them Achieve improved consistency in how WSHA responds to customer enquiries. WSHA achieve an improved understanding of customer dissatisfaction with any of our services
Review the impact of delivering Factoring & Mid Market Rent Services through our commercial subsidiary, Westscot Living, and consider future growth of the company.	<ul style="list-style-type: none"> To establish what impact these services have on our customers and business and Identify future opportunities for growth.
Implement our new Digital & IT Strategy to deliver effective IT solutions to meet staff needs, achieve efficiencies and support business objectives	<ul style="list-style-type: none"> To ensure that our core IT systems are effectively and efficiently supporting staff in their roles across the organisation Develop new systems to support our business objectives Delivering Value for Money for customers Develop and implement a plan to be an employer of choice which also creates a strong culture of celebrating and recognising staff and team successes and achievements. A strong motivated workforce is vital to delivering our key business objectives and excellence in customer service delivery Staff need to feel valued and recognised for all the work they do whether routine or through outstanding achievements.
Develop and implement a plan to be an employer of choice which also creates a strong culture of celebrating and recognising staff and team successes and achievements.	<ul style="list-style-type: none"> A strong motivated workforce is vital to delivering our key business objectives and excellence in customer service delivery. Staff need to feel valued and recognised for all the work they do whether routine or through outstanding achievements.

We welcome new Director of Finance, Valerie Wilson

In February we were pleased to welcome a new Director of Finance, Valerie Wilson, to the Senior team at WSHA. Valerie will be responsible for the development of our strategy, policy and performance in respect of Finance and ensuring the overall financial wellbeing of WSHA and its subsidiaries.

Talking about joining the organisation Valeries said:

“I am delighted to join West of Scotland where the team are passionate about delivering for their customers. WSHA is a forward-thinking organisation ready to push the boundaries and lead in the sector with Passivhaus, sustainability and mid-market rent projects, to name just a few. These are challenging but exciting times for the housing sector and I am really looking forward to working with the team and making a difference across all our communities.”



WSHA Tenant App

Have you downloaded the WSHA tenant app yet? The app can be downloaded to your phone free of charge and is the quickest and easiest way for you to get in touch with the WSHA team 24/7, whenever it's convenient for you. In the app you can:

- View your rent balance
- Pay your rent
- Report issues around anti social behaviour
- Request a visit
- Report a non-emergency repair
- View and update household information
- Make a complaint

It's also a really quick and easy way for us to be in touch with you about any service issues, events or initiatives in your area.

You can download to your phone or tablet via Google Play (Android) or the App Store (Apple). All you need to sign up is a valid email address and your rent account reference number.

Read more and download via our website: <https://westscot.co.uk/customer-app/>

Beatson Cancer charity is WSHA's corporate charity for 2024

Chosen by staff, many of whom have personal connections and stories related to the fantastic work of the charity, we're proud to be fundraising for and promoting Beatson Cancer Charity's work throughout 2024.

The Beatson believe that no-one should face cancer on their own. They support individuals and their families facing a diagnosis with a comprehensive range of wellbeing and specialist services including complementary therapies, specialist health and work support and specialist activities delivered by charity staff and volunteers.

WSHA will be fundraising throughout the year for this great charity, and also hopefully bringing some of the Beatson's services to our communities, so keep your eyes peeled for ways you can get involved.

You can read more about the Beatson and the services they offer at <https://www.beatsoncancercharity.org/>.



Community news

Linthaugh Gardens Sheltered Accommodation celebrates 30 years!

On the 21st February we were lucky enough to join staff and residents in celebrating the 30th anniversary of our Linthaugh Gardens sheltered housing complex, enjoying a lovely afternoon of lunch and entertainment - including this gorgeous cake!

Pictured with the cake is Marie, who transferred from a WSHA Glasgow property to Linthaugh 24 years ago. Thank you everyone for celebrating with us!

Do you have any great stories or photographs about the homes, residents and staff at Linthaugh Gardens? We'd love to hear them. Email communciations@westscot.co.uk and help us celebrate the community's 30th birthday.



Genealogy Group sets down roots and branches out at Barrowfield Community Centre



Willowacre Trust has been working with tenants in the Barrowfield area to set up a Genealogy Group – helping tenants learn more about their family history. Over the last two years the group has gone from strength to strength and they'd love to welcome some new members.

Lead volunteer, Angie, is a local tenant of WSHA with skills and experience in family research. With her knowledge she has been able to help all other attendees in their quest to know more about their family history.

"I wanted to start the group as a lot of local residents had been speaking about tracing their tree but didn't know where to start." She said.

We have had some real success stories within the group despite only being under a year old, with members being able to trace lost family members and find out the details of their lives. The peer support within in the group is second to none – everyone wants to help each other, and we are all invested in the outcomes of peoples searches.

The Genealogy group meet every Wednesday at the Barrowfield Community Centre between 5pm and 7.30pm. If you'd like to come along, contact the Willowacre Trust team, or simply pop down.

Wellbeing courses at Charing Cross Hub are a huge success

At the beginning of this year, Willowacre Trust – with funding from Glasgow Communities Mental Health and Wellbeing Fund— ran a short health and wellbeing course at our Charing Cross Hub for tenants and wider community members. The course was all about learning practical ways to look after yourself, build your self-confidence, dip your toe into new activities and make friends.

What some of our participants said:

"Since the start my confidence in myself and my ability in learning new things has grown and it has made me feel better in myself and positive in my future prospects as I am now confident to push myself and learn more new skills. I have made many new friends."

"When I started this course, my self-confidence was taking a bit of a dip. Being able to come every week and have a safe space and stay focused and in the moment was a real blessing. In addition, the socializing with other group members has been really fun."

We hope to hold more health and wellbeing courses throughout the year. Keep an eye on our emails and social media channels for further info.

Performance/Complaints

Complaints and Customer Satisfaction

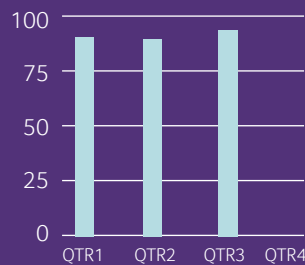
We are committed to listening to your views so we can deliver services more effectively, or where we can, do more things that you want us to do. Where an issue comes up as part of a complaint, or is fed back to us we will look to make changes to how we work.

Below you can see some of the actions we took in response to customer complaints in the previous quarter. You can also see a selection of our performance statistics for the first three quarters of 2023/24.

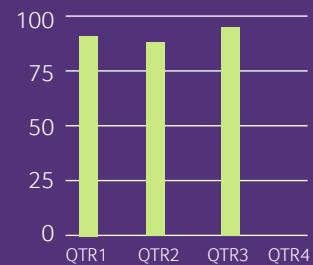
You Said	We Did
A number of our tenants have made us aware over the last few years that they have no showers within their properties. It has always been our intention to install showers when upgrading bathrooms however, in response to rising living costs, calls for upgrade have recently become more urgent.	We have started an installation project of showers in all our homes where they do not have one. We expect this to be completed within the next three years.

Our Performance 2023/24

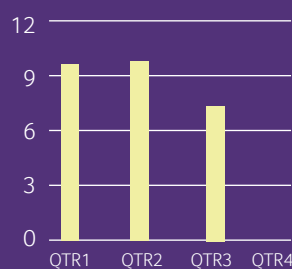
% of stage 1 complaints responded to in full within SPSO timescale



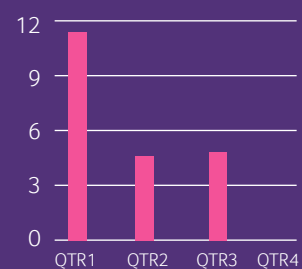
% of tenants satisfied with the standard of their home when moving in



Ave no of days to complete antisocial behaviour case



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



For more information please contact:

t: 0141 550 5600

w: westscot.co.uk

e: customer.service@westscot.co.uk

f WSHAScotland

t WSHAScotland



West of
Scotland
Housing
Association