

Westworld

Official Newsletter of West of Scotland Housing Association Group

November 2023 Edition

Wintertime support available from WSHA



Read more inside about how our teams at WSHA and Willowacre Trust can help support you this winter.



West of
Scotland
Housing
Association

Welcome



At West of Scotland, we've always worked to be more than a landlord. This wintertime, as the cost of living crisis continues to affect many of us, we want to support you where we can, and have many advice and support services and initiatives in place so

that you can turn to us when circumstances feel difficult.

After our cost of living survey earlier this year, we put in place an action plan of immediate and longer term actions we would take to support you. You can read about the progress we've made on implementing this plan on page 4. On page 5, meet our Income Maximisation and Welfare Rights teams, who are always on hand to help make sure you're getting the benefits you're entitled to and to work with you to manage your rent account. Willowacre Trust, our charitable subsidiary, have been supporting WSHA tenants for over 50 years, and this winter we've expanded the team so we have more people on the ground to help support you with expert energy and money advice. There are also details of how to get involved in our popular free panto ticket ballot (page 14).

An important part of our tenant engagement activities, the first results of our annual Tenant Satisfaction Survey are available on page 3. There are also details of our upcoming consultation event, focused around rents, which takes place on Thursday 30th November.

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

Best Wishes,

Brian Gannon
Chief Executive

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Having your say | Your priorities for your homes



Since our last issue, West of Scotland have been consulting with our tenants to hear what your priorities are for your homes in terms of rental costs, services provided and ongoing investment.

It's understandable that housing associations have been under pressure to keep rents low during the ongoing cost of living crisis. But we want our tenants to have all the information you need to best understand what impact lower rents have on the services you receive.

The table below shows that the main impact on tenants in 2022/23 hasn't been rents. Rather, it's the unprecedented increase in food and energy bills that has had the most significant impact.

Although we always want to make sure our rents are affordable for our tenants, it is important to understand what would happen if we had lower rents than planned. As a non-profit business, all rental income covers our current and future expenditure (you can find a full summary of our financial information for 2022/23 in our recently published Annual Charter Report).

In simple terms, lower rents – coupled with increased business costs resulting from the cost of living crisis— would mean we would need to reduce our expenditure. This would have a direct impact on you, our tenants, as we would have to cut back on services and reduce investment in your homes so that we spend less. There are some tenant campaigning organisations that say HAs should freeze rents and improve services. They are arguing for something that is not possible. In simple terms, very low rents are not compatible with the highest quality services and investment.

What you've told us so far

We asked tenants in our latest annual tenant satisfaction survey what was a priority for them by asking them to rank (on a scale of 1 to 7) their priorities in respect of lower rents versus higher quality services and homes. The table below shows that most tenants prefer us to maintain current plans for rent increases and services and investment. More tenants also wanted higher rents (if it meant better quality services and faster investment) than lower rents, 31% compared to 15%.

Tenant Priorities Survey	% of tenants who said this is a priority
Prioritise lower rents over service quality	15%
Keep to planned rent increases and maintain current service & investment commitments	54%
Prefer higher rents and higher quality homes and services and faster investment	31%

Engagement with our tenants is incredibly important to us, and we thank everyone who has come along to an event or given their views and feedback on the issue of rents, services and investments thus far. We will feed back to our Board on tenants' views before they decide on our proposed rent increase for April 2024.

Household cost 2022/23	Price inflation
Rents	5.9%
Food	20%
Gas	36%
Electricity	17%

There's still time to tell us your views – join us at our online consultation event, 30th November 2023

If you would still like to take part in this consultation, please join us for our final rent consultation event online on Thursday 30th November, where you will be able to hear more about the process and put your questions and comments to WSHA Chief Executive Officer Brian Gannon. To register your interest and gain access to the event, please email Alistair.reid@westscot.co.uk or call 0141 550 5060.

Cost of living crisis action plan update

As the cost of living crisis continues, we want to do all we can to support you through this particularly difficult time. Our support services are free and available to all WSHA tenants, and we really encourage you to be in contact and take advantage of the many ways we can support you. We will always do our very best to help.

Below you can find a brief overview of what WSHA, and our charitable subsidiary Willowacre Trust, are doing to support tenants with the cost of living crisis. Many of these actions are a direct result of the responses to our tenant survey earlier this year, which aimed to better understand how the crisis was affecting our tenants and their households. Thank you again to everyone who responded.

In addition to the ongoing work of our existing Welfare Rights and tenancy support teams, we have:

- Contacted all those who left details on the survey and beginning to provide individualised support.
- Applied for and received grant funding for two new posts - Wellbeing Advisor and Energy Advice Assistant – to increase our ability to support our tenants. Two Social Work placement students are also assisting staff, while growing their own learning and practice. All these staff members are now in post.
- Received funding to promote Smart Meter take-ups – a great way to help you take control of your energy usage
- Been funded in a UK-wide scheme to purchase fuel vouchers for tenants. We will inform tenants when this scheme launches and how they can apply
- Put in place a befriending scheme for tenants
- Provided free access to our Tenant Support and Wellbeing service, which includes free, 24/7 counselling, advice and support.

We know we can't solve the cost of living crisis – but the measures above show the significant efforts we are undertaking to mitigate the worst of it for our tenants and their households.

To find out more or access any of the services or schemes mentioned above, please give our Customer Service team a call in the first instance on 0141 550 5600 or email customer.service@westscot.co.uk and they will be able to direct you on.

Winter break office opening hours and emergency contact numbers

WSHA offices will be closed over the Christmas break between 4.30pm Friday 22nd December 2023 and 9am Thursday 4th January 2024.

If you need an emergency repair during this time you will be able to contact our emergency line on 0141 550 5600 and you will be transferred to our out-of-hours service.

How we can support you | Our teams in income maximisation and welfare rights

With the holidays approaching, and the twin pressures of the ongoing cost of living crisis and expected celebrations, we know some in our communities are experiencing tough decisions in prioritising payments to essential household bills.

With the pressures on household incomes, we know that prioritising and maintaining rent payments can be difficult. If you're worried about being able to afford your rent or pay your rent on time, please be in contact with our friendly Income Maximisation and Welfare Rights teams as soon as possible. We are here to help and will always do our best to find a solution that works for you.



Your rent is due on the 28th day of each month, in advance, and WSHA have procedures in place to monitor this. Please do not stop or reduce payments as this will result in debt which will need to be repaid. With the ongoing cost of living crisis affecting us all, please remember that any debt you find yourself in at this time of year may be more difficult to overcome in the new year than you expect.

Who are the Income Maximisation and Welfare Rights teams?

These two teams work together to help make sure WSHA tenants are receiving all the benefits they're entitled to, and that their rent accounts remain clear.

The role of the **Income Maximisation** team is to help tenants keep their rent accounts clear by providing advice, referring tenants for assistance and working out manageable, individualised repayment plans.

You can contact our Income Maximisation team via IncomeMax@westscot.co.uk, or by direct dial on 0141 550 5059.

Our **Welfare Rights** team offer tenants advice and information relating to welfare benefits administered by Social Security Scotland, HMRC, DWP and local authorities and help make sure you are receiving the benefits you're entitled to. **You can contact our Welfare Rights team by email at welfare.rights@westscot.co.uk or by direct dial on 0141 550 5662.**

Sign up to our tenant app to check your rent balance 24/7 at the touch of a button

The easiest and fastest way to get in touch with us is through the WSHA customer app. All you need to sign up is your rent account reference number. Once on your phone, you can use the app to check your rent balance, pay your rent, request repairs and contact the team. If you need a bit of help to get the app installed on your phone, please give our Customer Service team a call on 0141 550 5600 or speak to our dedicated Digital Participation Officer, Simon Freeburn on simon.freeburn@westscot.co.uk or 07985 200055.



How our team helped one tenant get back in control of her finances

Earlier this year, a tenant was in touch with our Customer Service team to say that she was struggling. Her gas meter had been capped in the summer after she was unable to pay her bills. Now with the colder weather coming in, the tenant and her six children were mostly living in one room using portable electric fires to stay warm. Recognising the urgency of the tenant's situation, the WSHA team worked across departments to make sure she got all the help she was entitled to.

One of WSHA's Income Max Officer's investigated the tenants' situation with the Housing Benefit office and found a large credit attached to her account - over £2500. Housing Benefit confirmed this was not an overpayment and advised this could be passed on to tenant. The Income Max Officer then spoke to the tenant and let her know that in addition to this credit, she was still entitled to apply for a Discretionary Housing Payment, alongside an Adult Disability Payment, providing her GP surgery provided evidence. Our Welfare Rights Team would provide support and assistance to make this claim and, if successful, the tenant's benefit cap should be voided and her ADP payment, alongside her Universal Credit, could be backdated to May.

While this was being organised and processed, the team at our charitable subsidiary, Willowacre Trust, became involved. A food parcel was delivered to the tenant and her gas meter topped up so the meter could be uncapped and a service carried out, arranged by our Assets Management department. Finance and Management agreed to putting through a same-day payment for the tenant considering her urgent circumstances.

Working across departments, WSHA helped this tenant get the help and support she was entitled to, organising heating and hot water and food for her children and very quickly getting money in her bank to help her going forward.

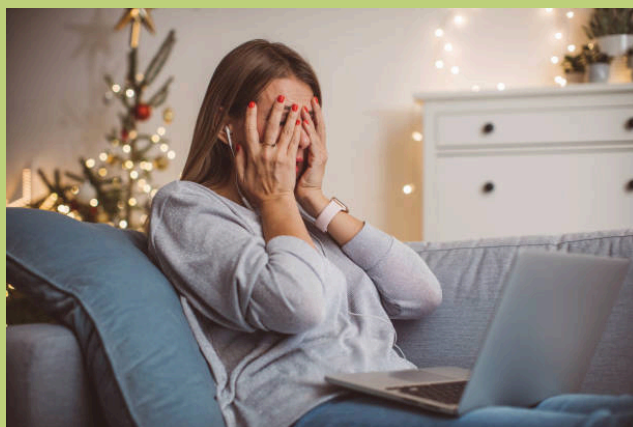
If you find yourself in difficult circumstances, we will always do our best to help. Contact our Customer Service team on 0140 550 6600 in a first instance, and they will be able to pass you onto the department most able to help.

We know Christmas isn't always easy

There's a lot of pressure for Christmas to be magical, but the reality is that for many people it can be a very difficult or lonely time of year. If you find yourself struggling or needing someone to talk to, you can call our free Tenant Support and Wellbeing service. Their phonelines are open 24/7 - even over Christmastime - and are staffed by trained counsellors. Even if you're not in crisis, having someone to share your thoughts and worries with can make them easier to manage at a stressful time of the year.

Find more details on our website at

<https://westscot.co.uk/tenant-support-wellbeing-service/>.



Some other organisations that can help:

Samaritans: 116 123 / www.samaritans.org

Breathing Space: 0800 83 85 87 / www.breathingspace.scot

Childline: 0800 1111 / www.childline.org.uk

Telephone friendships from Age UK: www.ageuk.org.uk/services/befriending-services

Benefits and welfare updates

Cost of living payments

The Department of Work and Pensions will make the second 2023 Cost of Living payment of £300 to eligible claimants between 31 October and 19 November. This is the second of three payments over the financial year, totalling up to £900.

Eligible pensioner households will also receive a further £300 payment later this year as an addition to the Winter Fuel payment.

Eligible tax credits-only customers who do not qualify for a payment from DWP will receive £300 from HMRC between 10 and 19 November.

Claimants will receive the payments automatically. They do not need to contact DWP or do anything to receive the payment.

The full list of benefit recipients that qualify for the upcoming Cost of Living payment are those who receive:

- Universal Credit
- Income-based Jobseekers Allowance
- Income-related Employment and Support Allowance
- Income Support
- Working Tax Credit
- Child Tax Credit
- Pension Credit

The qualifying period for this payment is between 18 August to 17 September 2023.

Winter heating payment 2023/24

This is a one-off payment of £55.05 from Social Security Scotland and replaces the cold weather payment. It is paid automatically to those in receipt of a qualifying benefit for the period 6th to 12th November 2023 and who meet one other specific requirement of their qualifying benefit i.e. disability element, child element or limited capability for work element. Please visit <https://www.mygov.scot/winter-heating-payment> for the full list of qualifying elements.

The payment rollout will begin mid-December 2023 and will not affect any other benefits you receive. You will receive a letter from Social Security Scotland before they make the payment.

Qualifying benefits:

- Universal Credit
- Pension Credit
- Income Support
- Income based Jobseeker's Allowance
- Income Related Employment Support Allowance
- Support for Mortgage Interest

A winter heating payment eligibility checker is available on <https://www.mygov.scot/winter-heating-payment/check-eligibility-for-whp>.

How we can support you | Willowacre Trust

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.

The cost of living crisis has meant an exceptionally challenging year for our tenants, but Willowacre aims to be a compassionate and knowledgeable support service to turn to, whatever your needs.

Below you can learn more about some of the ways Willowacre Trust can support you this winter.

New additions to the team



Caitlin Smith – Wellbeing Advisor

“Hello, my name is Caitlin. I am the new Wellbeing Advisor.

My role was created as a direct result of the Cost of Living tenant survey earlier this year. 748 households responded to the survey, with 86% reporting they are worse off now than in the previous year. Within my role, my aim is to support our tenants to be independent with their finances, and I'll be looking at all types of funding sources, such as welfare benefits, employability support and other grants. My main goal is to reduce debt and make our tenants feel more control in their everyday lives. I am very aware of the toll money worries can take on mental health and this is why I applied for the position of Wellbeing Officer. I really do want to be there for anyone needing extra support and advice, and I believe I can do this whilst working with WSHA.”

You can contact Caitlin via email on caitlin.smith@westscot.co.uk or 07939 996303.



Gemma Butler – Energy Advice Assistant

“Hello, my name is Gemma. I am the new energy advice assistant.

My role was created as a direct result of the cost of living crisis and the increasing need for energy support and advice over the recent months. My main goal within this role is to provide support and help to tenants where possible regarding their energy use. In my spare time I like to travel and go on walks with my Pomeranian, Poppy.”

You can contact Gemma via email on gemma.butler@westscot.co.uk or 0141 550 5067.

Ways we can support you

There are many ways WSHA can support you if you're worried about money matters, getting into debt, fuel bills or paying for Christmas time. Our charitable subsidiary, Willowacre Trust, exists to provide support to all our tenants with a range of easy to access services such as:



Energy advice



Fuel top-ups



Food parcels



Digital Learning Library



Money & Debt Advice

We want to help you, so please do be in touch with us. It's never too early or too late to ask for support and advice, we will always help wherever we can. The earlier you contact us, the quicker we can assist you.

Contact customer service on 0141 550 5600 or customer.service@westscot.co.uk

Get Smart with your energy use

If you are worried about paying for gas and/or electricity, or concerned that your supply could be disconnected, or just need some general energy advice, Willowacre Trust's Energy Advisor, Kevin Bonaccorsi is on hand to help. Kevin provides free 1-to-1 support via telephone, WhatsApp and Zoom, in person at our offices or he can visit you at home.



A great way to get smarter about your energy use is by installing a smart meter – currently being installed free of charge in homes across the country. Smart meters measure how much energy you're using, as well as what it's costing you and displays it on a handy in-home monitor.

Energy use information is sent to your supplier regularly via the monitor which means there's no need to submit meter readings and you will receive accurate, up to date billing.

Because energy usage is displayed and easily accessible it encourages smart meter users to keep track of when and how they're using energy and supports them to manage their usage, creating healthier energy habits – you could save money!

Smart meters in pre-payment mode are much easier to manage and top-up than traditional meters. The in-home display shows your balance in near real time and you can top up from the comfort of your home through your supplier's website/app or over the phone 24/7 – no more running to the shop in the rain when your balance is running low.

“Smart meters have made it much easier for me to manage my gas and electricity. After you showed me how to use the app, I now can top up my supply whenever I want and don't need to rely on family running to the shops for me.” – WSHA tenant

For more about how to get a Smart Meter installed in your home, or if you'd like advice around energy use, contact our Energy Advice Officer by phone: 0776 496 9427/0141 550 5600 (option 3) or send an email to kevin.bonaccorsi@westscot.co.uk

Governance and tenant scrutiny updates

Governance improvement plan

At the Board meeting on 25th October 2023, the Board signed off their assurance statement for submission to the Scottish Housing Regulator.

Every Housing Association must compile and submit an assurance statement to the Scottish Housing Regulator every year. The purpose of the assurance statement is for the Board to provide the SHR with assurance that their organisation complies with the Regulatory Framework including standards of governance and financial management. If they find that they do not comply, they must include in this in their assurance statement.

We are pleased to advise you that the Board signed off WSHA's fully compliant assurance statement which can be found on our website at <https://westscot.co.uk/assurance-statement/>.

While we have assessed ourselves as fully compliant, we are keen to continue with a continuous improvement approach and have identified some areas whereby we could improve and enhance what we do. Our Governance Improvement Plan can also be found at <https://westscot.co.uk/assurance-statement/>.

If you would like a hard copy of our assurance statement and Governance Improvement Plan please contact Jennifer Cairns on Jennifer.cairns@westscot.co.uk or 07815 875 649.

Tenant scrutiny group update

This year, our Tenant Scrutiny Group reconvened following the pandemic and have since undertaken three activities reviewing different service areas across WSHA.

Members of the Tenant Scrutiny Group make detailed, independent reviews of services offered by WSHA. They do this in different ways, with access to a range of different information provided by the Association and via activities such as tenant surveys, reviewing complaints, visiting homes and development sites, engaging with staff and reviewing our policies.

In the last year the Scrutiny Group have reviewed:

- How well WSHA are meeting our Customer Care standards
- How well WSHA manage their estates
- WSHA's approach to damp and mould problems in tenants homes

For each activity the group agree how they are going to assess the service area and identify what activities will help them understand how the service is actually being delivered. They use their findings to come up with recommendations which are then presented to the WSHA Board. Together, Scrutiny Group and the WSHA Board agree any changes and timescales for when these will be made.

You can read the full 2023 Scrutiny Group report on the West of Scotland website:

<https://westscot.co.uk/scrutiny-groups/>

If the Tenant Scrutiny Group sounds like something you would be interested in being involved in, please get in touch with Alistair Reid on 0141 550 5600 who will be happy to talk through opportunities to get involved.



Our progress on key business objectives 2023/24

Every year our Board agree what our priorities should be for the next financial year (our Key Business Objectives). We are currently consulting on what our Key Business Objectives should be for 2024/25. We will shortly issue an online survey to tenants get your views on the proposed Objectives before our Board finalises them in February 2024.

We feel that the proposed objectives reflect what you tell us are your priorities, such as helping with the cost of living crisis, investing in your homes and providing high quality value for money services that meet your needs and preferences.

We will shortly be sending out a digital survey to all tenants allowing you to feedback your thoughts on the objectives below.

	Proposed Key Business Objective	Purpose of the Objective
1.	To continue to support our communities through a cost of living crisis	The current cost of living crisis has 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.
2.	Deliver Asset Management Strategy objectives for 2024/25	To ensure that we deliver on the objectives and outputs of our new Asset Management Strategy, undertaking the necessary investment in our homes to ensure they meet modern standards.
3.	Continue to deliver improved Reactive Repairs Performance and achieve value for money	To ensure we have a high performing and efficient reactive repair service for our customers.
4.	Review the impact of delivering Factoring and Mid Market Rent Services through our commercial subsidiary company Westscot Living and consider future growth of the company.	To establish what impact these services have on our customers and business and identify future opportunities for growth.
5.	Review our Digital & IT Strategy to deliver effective IT solutions to meet staff needs, achieve efficiencies and support business objectives	To ensure that our core IT systems are effectively and efficiently supporting staff in their roles across the organisation and delivering Value for Money for customers.
6.	Review Mission Statement & Strategic Aims following Strategic Options Appraisal	To ensure that we remain focused on the priorities of our customers and strategic stakeholders.
7.	Develop and implement a plan for creating a strong culture of celebrating and recognising staff and team successes and achievements	To ensure that continue to develop a culture whereby staff feel valued and are encouraged to recognise and encourage success and achievements and improve staff engagement



Get ready for winter weather

Winter weather can cause all kinds of disruption and damage to your home. Find some tips on how to prevent common issues, keep your home safe and prepare for an emergency.

- Keep your home as warm as you can – warmth offers the best protection against frozen pipes. In severe weather, or if severe weather is forecast, you should leave your heating on day and night at a low temperature, especially if you are going to be away from home for a length of time.
- Do checks on your heating and hot water system now - don't wait until a cold snap. Locate your stop-cock and check that it shuts off your water and hasn't seized up.
- Frozen water from overflows can be very hazardous. Report water leaks from overflows as soon as you notice them and provide access to our team for repair.
- If your neighbours do not have a key for your home, make sure they have contact details for someone who does, in case of an emergency, or ask a friend or relative to visit your home every day if you are going away. This will mean if you do suffer a burst pipe, it will be noticed as soon as possible and any damage will be minimised. Alternatively, if you are going away for a long period of time you should turn off your water supply and drain the system – contact our repairs team for more details on how to do this.
- Make a list of emergency contact numbers to keep to hand. These might be friends and family who can come and help if you have a problem at home, or the number for WSHA's out-of-hours emergency repairs service. Try and keep a paper copy of these numbers in case you don't have access to your mobile phone.
- If you have medicines that you take on a regular basis make sure you have enough supply should you be unable to go to the pharmacist for a few days. Over the festive season it is also important to know when your GP will be open.
- Ensure you have access to a shovel and salt or grit, for clearing snow and ice from paths and driveways.
- Make sure there's an ice-scraper in your car and you have de-icer in the house in case the car doors are frozen shut.
- Be a good neighbour. When cold weather hits, keep an eye out for your neighbours, especially the frail, elderly and disabled.

Service charge review

We have been undertaking a review of our service charges for tenants. Service Charges are those charges covering costs which relate specifically to a particular property, as opposed to the rent charge, which covers the costs which apply to all our tenants no matter the type of property they live in.

Because we have previously capped the amount service charges can increase by each year at £13, we have been under-charging and under-recovering our costs for seven of the last eight years. We have also been under-recovering costs because utility costs, for example, have been so much higher than predicted. This is impacting on the amount of money across the Association available to support tenants, provide quality services and invest in your home.

If you have a service charge you will be advised of your new charge alongside your rent increase in February 2024. The cap on the service charge maximum increase will now be £50 per month instead of £13.

We base your service charge amount on our actual costs for the previous year. Inflation at October will be added to this amount to ensure that charges reflect up to date costs.

Charing Cross tenants will already know from our consultation last year that we have removed a number of charges that Charing Cross HA

applied in the past. However, we are also applying new charges such as utility costs, grounds maintenance and administration from 1st April 2024 for tenants who receive this service but have not been charged for it in the past. All Charing Cross tenants were advised of this as part of the rent increase consultation earlier this year. This change brings Charing Cross tenants in line with all other West of Scotland tenants.

We understand that the cost of living is making it difficult for a lot of people and we will be contacting tenants with the highest service charge increases to check if there is anything we can do to assist them in managing the increase. Once you receive your new charge, feel free to contact us directly if you have any questions or need assistance on 0141 550 5600 or customer.service@westscot.co.uk.



News from around our communities



Christmas Pantomimes

Ho! Ho! Ho! Christmas is fast approaching and we have a limited number of tickets available for pantomimes in your area!

Our tenants can apply for up to 4 free tickets per household, which will be allocated by ballot.

- Cinderella, Gaiety Theatre, Ayr, Thursday 14th December @ 6.30pm
- Jack and the Beanstalk, Ravenscraig Regional Sports Facility, Motherwell, Sunday 17th December @ 7pm
- Treasure Island – Pavilion Theatre, Glasgow, Wednesday 6th December @ 7.30pm

If you wish to be included in the ballot, please register your interest and state your preferred location /performance and any access requirements. You can do this in a number of ways:

- Visit our website www.westscot.co.uk and complete the WSHA Panto Referral Form
-  Send us a private message via Facebook to @WSHAScotland
-  – customer.service@westscot.co.uk

Applications must be received by **Friday 1st December 2023** to be included in the ballot. Successful applicants will be notified by telephone, including arrangements to collect tickets.

We understand that some tenants feel disappointed if not selected and we would love to support more households to experience the magic of theatre at Christmas, however, funding is limited.

Please be assured that the ballot is open to all tenants and conducted under free and fair conditions.

TERMS AND CONDITIONS

- Under 16s must be accompanied by an adult
- Tickets are very limited and will be allocated once household details are verified - all attendees must live within the WSHA household - no tickets will be allocated to people outwith the property (e.g. grandchildren who do not live within the property, family friends, etc).
- You can request extra tickets on your referral form if you require a carer to attend with you or if you live within a larger (more than 4) household, however, this cannot always be guaranteed.
- Please apply for one show only
- Accessible seating is limited - please state whether accessible seating is required
- Only successful applicants will be notified

Keeping our promises to former Charing Cross HA tenants

At the beginning of September we marked a year since the transfer of tenancies from Charing Cross Housing Association to WSHA. On 6th September we invited our Woodlands and Garnethill residents to the John Paton centre and had the chance to spend a few hours talking with them around the investments we're making in their homes. Our Assets team were on hand with demonstrations of the new bathroom and kitchen interiors and new windows; our charitable arm, Willowacre Trust, spoke more about the support services they can offer tenants, and there was the chance for tenants and factored owners to meet members of the newly-formed Woodlands and Garnethill Residents' Group. Thank you to everyone who joined us.



If you would like to read more about the investment we're making in our Charing Cross homes please visit our website: <https://westscot.co.uk/charing-cross-progress/>

New owners' forum

In the new year Westscot Living will be holding our first Factored Owners Forum. This will provide an opportunity to hear about our written Statement of Services, an update on your management fee, discuss ideas around ways we can better engage with you, and hear more about our procurement activity around the services we deliver and see a demonstration of the new West of Scotland app for factored owners.

If you're a factored owner with WSHA, we will be in touch early in the new year with details about how you can sign up for this online event.

Du-ing nothing for Duchenne UK!

Duchenne UK is WSHA's corporate charity for 2023, and as part of our fundraising efforts, in November we held a duvet day at our Camlachie head office.

Duchenne Muscular Dystrophy is a genetic disease that causes muscle weakness and wasting. It is the most common and severe form of muscular dystrophy. It is caused by a fault, known as a mutation, on the dystrophin gene. Dystrophin is a protein that protects muscles; without it, muscles are easily damaged, and their strength and function is weakened. It eventually affects all the muscles in the body, including the heart and lungs. DMD almost always affects boys and is typically diagnosed in childhood between the age of three and six.

To raise money, we made our work day a little more comfortable with a dress code of jammies and slippers, with staff making a donation to take part. We also drew a raffle with prizes supplied by many of our brilliant contractors and contacts. Altogether, we raised £817 for Duchenne UK and hope to hold more fundraising events before the end of the year.

Thank you to everyone who supported us and everyone who donated prizes. If you would like to donate to this brilliant charity, please visit <http://www.duchenneuk.org>.



Denmilne Macmillan coffee morning

Organised by wonderful Retirement Assistant Jacqui Stubbs, back in September our tenants at Denmilne Gardens in Easterhouse hosted a Macmillan coffee morning to raise funds in support of the charity's vital work.

Tenants, their friends and family and some WSHA staff also popped along to enjoy the delicious bakes and the morning was a great success, raising a total of £465.70 for Macmillan Cancer Support.

Thank you Jacqui for organising and to everyone who baked and contributed to such a lovely morning.



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.

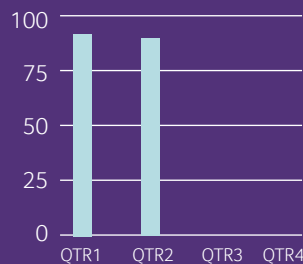
Throughout Quarter 2 (July to September) we received a total of 36 stage one complaints and 6 stage 2 complaints. We resolved stage 1 complaints in an average of 4.92 days, and stage 2 complaints in an average of 11.17 days.

The most common complaints we received in the quarter related to our close cleaning services (7), and our grounds maintenance services (11). We continue to work with contractors to identify improvements in these service areas.

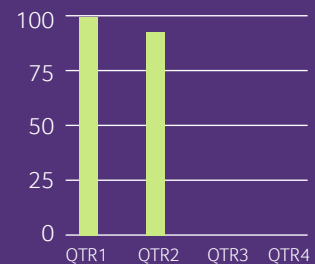
You Said	We Did
<p>A number of complaints in relation to close cleaning mentioned that the contractors were not actually cleaning the close properly</p> <p>Factoring complaints take longer than complaints from tenants to be resolved on average</p>	<p>We have undertaken a pilot exercise in a number of our closes with the contractor being given an improved specification to adhere to. The tenants in this area were very satisfied with the outcome and this will inform our close cleaning specification which will be part of a tender exercise in the new year.</p> <p>We have reviewed how we oversee complaints about factoring where the service is provided by another team to ensure that we meet our target timescales</p>

Our Performance 2022/23

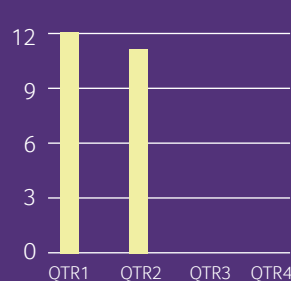
% of tenants satisfied with repairs service



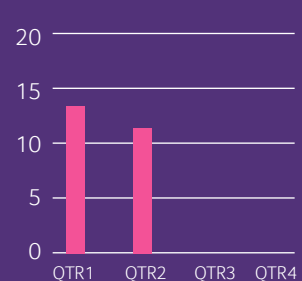
% of tenants satisfied with value for money



% of tenants satisfied with overall service



Average number of days to complete stage 2 repairs



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