

Westworld

Official Newsletter of West of Scotland Housing Association

July 2024 Edition

Sustainability to help save the climate and save you money



Also inside: New homes in Glasgow and South Lanarkshire, updates on our Cost of Living action plan, support available from Willowacre Trust and money advice to help you stay in control of your finances over the summer.



West of
Scotland
Housing
Association

Welcome



This summer we're looking back on the first year of WSHA's sustainability action plan, and some of the ways we've been working to reduce the carbon footprint of our organisation.

In the last 12 months these measures have not only helped reduce our carbon output by 18% but saved WSHA over £33000 in utility costs. This is all money that we can use to support our properties and our tenants as we move forward, future-proofing our homes and making them safer and more cost-effective to run.

In this issue you can read more about our sustainability work, including energy efficient new homes in Glasgow and South Lanarkshire; Willowacre Trust's upcycling and energy advice services, and how we're supporting our older tenants get into growing their own fruit, veg and flowers. There is also more on our cost of living action plan, and an invitation to let us know your thoughts on our Customer Care Charter.

As ever, 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.

Best Wishes,

Brian Gannon
Chief Executive

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Having your say

Review of WSHA's Customer Care Charter

Our Customer Care Charter has been in place since 2021. It outlines our values and the standards customers can expect when interacting with WSHA staff. You can read it here: <https://shorturl.at/bclNP> We've recently been undertaking a review of the Charter and have been collecting the views of both our customers and staff to help us make any changes. Detailed below are the proposed changes so far:

Charter section	Proposed change
NEW SECTION How can I help?	Our starting point for customer care will be "How can I help?" We will listen closely to what you are saying and look to identify solutions to the issue you are facing rather than look for a reason to say no.
NEW SECTION Communication	Additional section to the Charter in respect of communication with tenants and keeping them updated in respect of their query.
Equalities	Added line to say we are still collecting equalities data to assist us in ensuring our services are accessible to all
Method of Contact – Social Media	Clarify that this response time is during opening hours and we are not available on social media outwith these hours.
Method of Contact	Customer App added to method of contact and response times detailed.
Community & Support Services	Section to be added in respect of response times, e.g. referrals.
Repairs	Add in requirement for customers to contact us if they need to change an appointment. Add in info re. repairs appointments being available evenings and weekends if required.
Monitoring & Reporting	Added line in respect of reporting to tenants (quarterly) and the Board (Annually) on WSHA's performance against Charter.

Reporting on Charter performance

The recommendation from our recent Customer Service Audit is to develop a Customer Care reporting dashboard to help us track our performance against Customer Care Charter standards. This will be in place for Quarter 1 of 2024/25 and we will report on this quarterly to our customers.

Launch of revised Customer Care Charter

Following approval of the changes to the Charter by our Board of Management in August, we will launch the Customer Care Charter through our social media channels and by email. We will also introduce a Values in Action Recognition Scheme whereby tenants can nominate a staff member for an award if they think a staff member has gone above and beyond in demonstrating our values.

If you have any further feedback on our Charter, you can still have your say before the revised Charter goes to our Board in August. Please contact haveyoursay@westscot.co.uk or call 0141 550 5600.

Cost of Living – supporting you, in 2024 and beyond

Early in 2023, in response to the ongoing cost of living crisis, we undertook a survey of all our tenants to better understand the issues they were struggling with and where WSHA could provide support. Over 700 tenants responded to this survey – the largest ever response rate to a WSHA survey.

These responses helped us to create an action plan of immediate and longer term support we could provide to best meet our tenants' needs. This action plan involved our entire organisation, particularly our Community and Support Services team, based within our charitable arm, Willowacre Trust.

In the succeeding year we put this plan into action, reaching out individually to tenants who had contacted us via the survey, and creating a support programme for all our residents. Here are just some of the actions we took:

Money Advice	86	15.69%
Food Support	63	11.50%
Handyperson	39	7.12%
Starter packs	2	0.36%
Tenancy support	56	10.22%
Digital support	44	8.03%
Older person support	1	0.18%
Energy support	168	30.66%
Upcycling	9	1.64%
WSHA / WT Groups e.g. health and wellbeing/ ASN /women's	4	0.73%
WSHA / WT activities – e.g. bus trip / panto	9	1.64%
Other WSHA / WT support	20	3.65%
Referrals to other organisations	29	5.29%
Income Maximisation	1	0.18%
Housing Support	2	0.36%
Welfare Rights	15	2.74%
Total number of types of support provided*	548	100.00%

The full report on our Cost of Living action plan will be available on westscot.co.uk soon.

The societal challenges we are all facing aren't going away. Please be assured our support is ongoing, and we will always work to support our tenants in any way we can.

If you would like to be in touch about accessing any of these services, or have comments on our support plan, please be in contact with customer.service@westscot.co.uk or 0141 550 5600.

How our Energy Advice team (and a Smart Meter) can help you stay on top of your energy

Affordable energy was one of our respondents' most urgent concerns in last year's Cost of Living survey and continues to be an issue as we work towards making all of our homes more energy efficient. Luckily, support and advice is just a phone call away, via Willowacre Trust's Energy Advice Service. Here's how we helped one tenant cut down their bills and take charge of their energy use:

"I had no idea that this could be so easy to use. The in-home display on the mantle allows me to see the balance at any time and the app means it is so easy to top up with. I had been sceptical about smart meters but I have had absolutely no problems. I've even convinced some other family members to get a smart meter installed too. They're brilliant!"



We received a referral via a member of the housing team asking for assistance on behalf of a tenant regarding their energy supply, which had been capped due to insufficient funds in their meter preventing the annual gas safety check being carried out.

Through conversation with the tenant we discovered that they still used a traditional pre-payment meter with supplier British Gas. Their change from PayPoint to Payzone a couple of years ago meant the tenant had to travel quite far to top up their credit balance, which they found difficult due to health issues. We arranged a home visit to collect all meter information and signed permission to act on behalf of tenant in all communications with British Gas.

At the home visit, we identified that the gas supply was off and that emergency credit had been exhausted. The 3rd setting showed a balance owed of £132.68, but further checks showed that there was no other debt or recovery rate on the meter. The tenant confirmed that they didn't have a topup card for the gas meter. Through discussion with the tenant our Team agreed on a 3 stage approach to getting him back on track:

1. We would contact British Gas to reset the meter and restart the repayment plan at the lowest possible weekly repayment rate to repay the debt. We would also get a code to enable us to pick up a new top-up card from the nearest Post Office or Payzone vendor.
2. Once the reset was completed on the gas meter, we would arrange for an emergency top up voucher through a partnership with charity (Money Matters). This top-up would enable us to arrange for contractors to come out, carry out the safety check and uncap the gas supply.
3. Finally, we would make arrangements to have the meters changed over to Smart meters and work with the tenant to set up their mobile device with the British Gas App to enable them to top up from the comfort of their home.

The outcome for the tenant has been transformative. They are now able to independently top up their accounts from the comfort of their home and so no longer have to rely on family and friends to help. This has boosted their self-esteem and confidence.

The tenant has now also engaged with other departments within the housing association and receiving help using digital devices. Our welfare rights and housing teams have liaised with occupational health workers to get some minor adaptations installed in their home and has also worked with our money advice team to review their finances.

If you would like some free, expert advice to help you get in control of your energy usage, contact Energy Advice Officer Kevin Bonaccorsi on kevin.bonaccorsi@westscot.co.uk or call 0141 550 5600 (option 3).

Sustainability that serves you

One year of WSHA's Sustainability Action Plan

In June 2024 the West of Scotland HA Board approved our Sustainability Strategy. This document puts us at the forefront of housing associations who are considering Green and Sustainability issues in their business operations.

Our current Sustainability Strategy https://westscot.co.uk/upload/download_document/4aa4378b-1a4a-11ee-a71e-005056a3/file.pdf is a two-year strategy which set targets to reduce our Carbon Footprint by 50% by 2030 (i.e. reducing our greenhouse gas emissions and reduce waste).



All departments across WSHA are working together to make changes to all aspects of our work, beginning with tackling the energy-efficiency of our own day-to-day operations and expanding out to include the sustainability of our current housing stock and beyond into our plans for the future.

Key Highlights of progress made to date include:

- Leasing two electric pool cars for our staff to use and installing the necessary EV charging infrastructure at our office
- Brought a derelict site in Barrowfield, Glasgow used for fly-tipping back in to community use, increasing biodiversity and encouraging community spirit
- Establishing Willowacre Trust's Upcycling service, recycling furniture and white goods from our void properties and re-distributing these items free of charge to other tenants with a need (find out more on page 7)
- Fitting PV solar panels to roof of WSHA Office, resulting in our office energy use now frequently being "off-grid"
- Closing WSHA Camlachie office on a Friday to significantly reduce office energy use
- Developing a Sustainable Staff Transport Plan, encouraging and enabling our staff to make use of more sustainable transport methods on their business
- Developing an Office Energy Action Plan
- Successful funding application for bicycle storage in 4 communities, enabling bike use around local areas
- Applying thermal window films to Camlachie House office windows to reduce heat loss and improve solar gain
- Moving to digital sign-up packs for all tenancies, reducing paper use significantly
- Converting communal gas heating at Arlington Street Sheltered Housing Complex to "net-zero" non-gas heating system
- Piloting new infra-red wallpaper heating systems as a suggested alternative to gas heating that can be retrofitted in our existing housing stock

Reducing our Carbon Footprint isn't just better for the planet – making all these changes has led to significant reductions in our expenditure which in turn helps us minimise our annual rent increases.

As part of our Sustainability work we're also very keen to work with our communities to support residents to become more sustainable. We believe that becoming more sustainable is not only good for the planet but can also help households reduce living costs during a cost of living crisis.

If you have ideas that would help your community become more sustainable or would like to work with West of Scotland on sustainable projects, please contact the Customer Service team in the first instance, who will be able to pass you on to the relevant person or department. Give us a call on 0141 550 5600 or email customer.service@westscot.co.uk.

Willowacre Trust – supporting you

Helping Barrowfield residents get on their bikes!

Getting on your bike isn't just better for the planet – it can also be an instant money-saving alternative to taking the car or public transport. If you tend to walk, it's great for upping your exercise levels and getting you where you need to be faster, particularly as the sunshine starts to shine.

Barrowfield is perfectly placed for budding cyclists in Glasgow, with cycle routes now extending from London Road South, towards Govanhill, and West, towards the City Centre.

Barrowfield Community Centre's Thriving Places volunteers have recently completed their silver Velotech training and have been busy repairing bikes! Not only are they carrying out free bike repairs, they are also refurbishing bikes that have been donated so that these can be given out to local community members to use. The Velotech Silver award is an industry-recognised qualification, focusing on the fit and repair of common bicycle components, so our volunteers are excellently equipped to help you out with any issues you might be having with your bike. If you have a bike you need repaired, or if you need to borrow a bike, pop along to the Barrowfield Community Centre on Wednesday afternoons 1-3pm and our team can help you out.



The volunteers will be completing their cycle leader training soon so that they can offer free led cycle groups for those who would benefit from a little bit of a confidence boost before they get on their bike. Until they have completed their training, Sunny Cycles, based in Glasgow Green, are on hand to offer support and free led cycle sessions to help familiarise people with the cycle routes, and know how to respond to different situations out on the road. Find them here <https://sunnycycles.org.uk>

For more activities in the Barrowfield area, follow Thriving Places on Facebook @ThrivingPlacesPDC.

Can you make use of our upcycling service?

You might remember the old slogan Reduce, Re-use, Recycle? Using less and reusing items instead of buying new is one of the easiest ways to make your lifestyle more environmentally friendly – not to mention the money you could save.

Willowacre Trust's Upcycling Service reclaims items in good condition left behind after a previous WSHA tenant has left their home, which are then added to the store of items available to help another tenant in need.

Items Willowacre Trust upcycle include:

- Washing machines
- Fridges and freezers
- Microwaves, toasters and other small appliances
- Furniture
- Soft furnishings & accessories
- Ornaments, mirrors & artwork

If you're a WSHA tenant and would like to donate an item or pick up something upcycled for your own home, you can read more about the service and make an enquiry over on our website: <https://westscot.co.uk/willowacre/upcycling-service/>

Our upcycling storage is based in Glasgow, but please do get in touch if you live outwith the area if you would like to donate to the scheme or are in need of something, as we will be able to send you photos of what we have in stock and perhaps arrange transport.

Making houses into homes

Tenants delighted with new kitchens installed by Everwarm



Recently we visited some tenants who had new bathrooms and kitchens installed by our repairs and assets contractor Everwarm.

The ongoing kitchen and bathroom replacement investment programme ensures that all our properties remain as modern as possible. Depending on when these were last replaced, your components i.e kitchen, bathroom, boiler etc may be scheduled for replacement at different points.

For these tenants in Fernhill, their lovely new kitchens were installed as part of a 15-year cycle replacement cycle.

Tenant Mrs Chalmers had nothing but good words about her new kitchen and the Everwarm team: **‘Absolutely delighted with the work Everwarm carried out. Excellent from start to finish. It was a very positive experience. The team worked so well together: professional, prompt, clean and tidy and I was really impressed by how quickly they worked – can’t sing their praises enough! The work itself is such high quality, I love it, I had to pinch myself – it’s better than I could ever have hoped for!’**

While around the corner, Mrs Pettigrew said: **‘Absolutely delighted with my new kitchen and the workmen were lovely, very decent and well-mannered, not noisy or nothing. They’ve done a great job’.**

Keeping our promises to former Charing Cross Housing Association residents

On 1st August 2022, WSHA became the landlord to over 500 former Charing Cross HA tenants and Property Factor to around 800 owned properties. This transfer took place because CXHA recognised it couldn't continue and needed another Social Landlord to take over and provide the investment that their homes needed. 94% of Tenants voted in favour of the transfer based on extensive consultation including a series of Promises we made to them. Since August 2022 we have been working to deliver those Transfer Promises, and we're proud that as of June '24, 80% of those promises are complete. You can find more details in the table below:

Key transfer promises to Charing Cross HA

Transfer promise	Status
Setting up a new Residents Association for Woodlands & Garnethill with a Minute of Agreement with WSHA	Complete
Keeping the Ashley Street office open as a Community Hub	Complete
A Rent Freeze for the first year and then inflation only increases thereafter	Complete
A Review of Service Charges	Complete
New Tenancy Support Services for Woodlands & Garnethill tenants (energy and money advice, handyperson service, digital participation officer, welfare rights support etc)	Complete
A new Kick Start Fund of £100k for local environmental projects	Complete
A Tenant Customer App	Complete
Set up an Online Factored Owner's Forum	Complete
New Close Cleaning Contracts	Tender being issued in June 24
£9.5m of investments in the first 5 years to bring all properties up to necessary Quality Standards	See table on page 10

Woodlands & Garnethill Residents Association AGM 10th June 2024

One of the key ways that we engage with our tenants is to work with local residents' associations. No-one knows the positives and challenges of your area better than you do. Working in this way ensures we make decisions that are good for both WSHA and local residents.

With this in mind, after the transfer to West of Scotland HA in August 2022, a new residents' association was set up to represent West of Scotland tenants and factored owners in Woodlands & Garnethill. Staff at WSHA come along to every W&GRA Management Committee meeting to support the Group with their aims, update the meeting on our progress with Transfer Promises and help with the administration of meetings.

We have a formal Minute of Agreement in place with W&GRA which sets out our commitment to the Residents Association and how we must consult with the Group on policies, strategies and significant changes to service delivery.

One year on from formation, the W&GRA Residents Association held their first AGM on 10th June 2024. This was a chance to reflect on the progress that has been made over the last year and also provided an opportunity for WSHA to set out what they felt were priority issues for the Residents Association to tackle with other partners. We also began discussions around what our priorities would be for the area in the coming year.

We would love more residents to be involved in the Woodlands and Garnethill Residents' Group – we are particularly keen to increase membership amongst Garnethill residents. If you're passionate about your area and would like to become a member, please contact Alistair Reid, Customer Service and Tenant Engagement Team Leader on Alistair.reid@westscot.co.uk or 0141 550 5060 .

Summary of Investment in former Charing Cross HA homes since Aug '22

Investment Component	No. of properties where component has been renewed by WSHA	Total cost to date	No. of properties where 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
TOTAL			284

Other notable WSHA activity since August 2022

WSHA activity in Woodlands & Garnethill
Submitted a feasibility study to Glasgow City Council for the redevelopment of Melrose Street tenement
Obtained funding from Cycling Scotland to fund bike shelters for tenants in Woodlands & Garnethill
Successful net zero funding bid from Scottish Government to make homes in Arlington Street more energy efficient
Successful funding for two wellbeing programmes culminating in support to take up volunteering opportunities within the community
WSHA contractor installed a plinth for Friends of Garnethill Green Spaces



New homes leading the way in energy efficiency



Energy-efficiency and tackling fuel poverty for tenants key as we launch our first ever Mid-Market Rent homes

In March we were thrilled to launch our first ever MMR homes, located in Dundashill, North Glasgow and managed by our commercial subsidiary, Westscot Living. Supporting our sustainability aims and contributing to the city's drive towards Net Zero, energy-efficiency has been a priority throughout the design and construction of these homes, making sure tenants will feel the benefit when it comes to their energy bills.

Mid-market rent (or MMR) is an initiative from the Scottish Government to provide quality, affordable homes for low to moderate income households. MMR tenants are typically those who would not qualify for social housing but cannot afford to pay market rent or buy a property.

The homes have been built to Passivhaus Classic standard – the European ‘platinum standard’ for energy efficiency – making use of a super-insulated building fabric designed to create a high level of comfort and using very little energy for heating and cooling which in turn means very low energy consumption. Solar panels on the roof connect directly to each flat, further offsetting tenants’ energy costs, whilst innovative air-source heat pump technology for hot water and space heating requirements reduces the whole building’s carbon footprint.

A travel pack was issued to all residents to encourage use of active travel and public transport. Four electric vehicle (EV) charging points have been provided for tenants and an EV car club space has been identified: once 20 residents have registered, Enterprise will provide an electric vehicle for shared use. A car club is a cheaper option than owning your own car and is ideal for a “big shop” or family outing. Each car club car replaces up to 12 private cars, reducing pollution, parking pressure and congestion in the city.

The building also features raised beds that give space for growing flowers, fruit and veg. The Dundashill development consists of a mix of 90 1-to-3-bedroom flats for individuals and families, and features high quality contemporary landscaping, an urban play area and amazing views looking out over the canal and the city.

Find out more about Westscot Living and our Mid-Market homes over on our website:
<https://westscot.co.uk/westscot-living/mmr-info/>

Twelve new energy-efficient affordable homes for Hamilton, South Lanarkshire

Sustainable living and energy-efficiency is also embedded in the design and construction of our latest affordable housing project in Hamilton, South Lanarkshire.

WSHA are working with local contractor Procast to create 12 high demand, spacious two-bedroom cottage flats in a new development situated in the town’s Alness Street. The development includes innovative, energy-efficient features including solar panels and 12 associated parking spaces enabled with EV charging points. Residents will also be able to enjoy a secured communal garden, encouraging community-building and giving space to grow flowers, fruit and veg of all kinds.

The Alness Street site – which will be known as Mitchell Court upon completion – follows the completion in 2023 of WSHA’s redevelopment of the former St Andrews Church site in Hamilton which is a short walk from Alness Street and the town centre.

New social homes and MMR homes for Dalmarnock

A further 114 energy-efficient homes were handed over to tenants early this March/April in Glasgow's East End, completed to the highly energy-efficient Glasgow standard.

The homes, a mix of one-to-five bedroom social rented and mid-market rent homes, are situated adjacent to Dalmarnock train station, making greener transport easy and convenient for tenants.

The development has been designed and constructed to be highly energy efficient, with a mechanical ventilation heat recovery system that recirculates heat generated by householders back into the property, making a real impact on running costs for tenants.

Keeping your home safe and secure

Gas and electrical safety

West of Scotland Housing Association has a legal obligation (Regulation 36 of The Gas Safety (Installation and Use) Regulations 1998 (GSIUR)) to ensure that all properties within our stock have a valid Gas Safety certificate every year. 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 reduce any such risks to you, your neighbours and your appliance(s).

Most of our tenants accept that keeping their home safe is a responsibility that is shared between the Association and themselves, and services are carried out with little inconvenience. However, in some cases we are required to force access to the property to undertake our legal obligations to the occupier. This is mainly because our repeated efforts to contact the householder to arrange access has not been responded to. This costs us time and resource that could be used elsewhere. In these circumstances, our Gas Safety Policy allows us to recharge a minimum of £50 to the householder.

To avoid having to force entry and avoid you incurring a minimum recharge fee of £50, we wanted to reiterate our gas safety inspection processes here so all tenants are aware of them.

- City Technical Services Ltd are the current 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 please contact them or ourselves.
- 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. WSHA 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 defects will be made clear to you and, where the appliance is found to be at risk, the engineer will disconnect it from the main gas supply as a safety precaution. It is then tenants' responsibility to arrange a Gas Safe Registered engineer attends to repair any identified defect to their own gas appliance.
- To ensure WSHA are continuing to deliver servicing to our expected standard, Amber Gas have been appointed inspect a random 10% of services carried out. If your property has been selected for this inspection, Corgi Technical Services will contact you to arrange a suitable appointment for access.
- All Gas engineers will carry identification cards to confirm who they are. 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.

If you have any questions or queries around this process, please give our team a call on 0141 550 5600 or email customer.service@westscot.co.uk.

Do you own a bike? Do you have nowhere you can securely store it?

West of Scotland Housing Association are in the process of installing four covered bike shelters in the following communities in Glasgow, supported by Cycling Scotland:

Woodlands

Garnethill

Cowlairs

Camlachie

The annual cost of renting a space in the shelters will be £12 per bicycle (Glasgow City council currently charge £72 per year for their shelters). If you are successful in being allocated a space we also have some bike locks which can be hired for a £10 deposit.

If you would like to add your name to a waiting list for a space in one of these shelters, please be in contact with our Customer Service team in the first instance who will be able to supply you with an application form. Email customer.service@westscot.co.uk or call 0141 550 5600.



Do you want to be a voice for your community?



Are you a WSHA tenant in Ayrshire or Lanarkshire with a passion for your community? You might be just who we're looking for to be our new Tenant Board Member. We're looking for new Board members from Lanarkshire or Ayrshire who share our values and:

Have a genuine passion for social housing and commitment to helping tenants and communities. The ability to actively participate and contribute their views on Board matters. The ability to represent tenants and communities to the Board in relation to strategic issues.

If this is something you'd like to know more about, contact Jennifer Cairns for an informal chat about the role and to ask any questions you have on jennifer.cairns@westscot.co.uk or 07815 875 649.

You can also read more on our website: <https://westscot.co.uk/tenant-board-member-recruitment/>

Money worries? We can help



Don't let money worries ruin your summer – we're here to help you stay in control of your finances

We understand that the summer holidays can be expensive, with the extra cost of days out, keeping the kids occupied, travel and childcare. Our Income Maximisation and Welfare Rights teams are here to help you if money worries are stopping you enjoying the summer.

As a social landlord our main source of income (77%) is rent and service charge income from our tenants. This income is what we use to maintain our tenants' homes, and provide the high level of support and services you expect.

In our customer consultations last year, we asked you what your priorities were in terms of service quality against lower rents. Understandably, tenants wanted us to consider both; but respondents told us they were more interested in maintaining higher quality services than lower rents. To be able to provide this, it's important that all tenants pay their rent on time and in full. There are no rent-free periods and not paying your rent constitutes a breach of your tenancy agreement.

However, we understand that everyone can experience difficult circumstances and we are here to help in whatever way we can. If you are worried that you can't pay your rent, please don't simply stop paying. Be in contact with us as soon as possible and we will work with you to be sure you're receiving all the benefits and support you're entitled to and, if needed, put a payment plan in place to help you manage your rent and other outgoings in a way that puts you back in control. We will also be able to signpost you to other support services, both within WSHA and externally.

It is always better to be in contact sooner rather than later, as there will be more support options available to you.

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 team most able to help you out.

Community news

Tenants cultivate green fingers with Jane the Gardener

It's never too late to pick up a new hobby! Tenants at our Denmilne Gardens sheltered complex in Easterhouse, our Hill Road complex in Cumbernauld and our Beil Drive sheltered complex had a lovely time throughout May and June picking up new gardening skills with visiting gardener Jane.

They have learned how to grow potatoes and other vegetables as well as flowers, herbs and spices! Gardening is beneficial in so many ways. It gets us outside – even if the weather's bad! – keeps us moving and keeps us learning. Spending some time doing work in the garden is a popular way to relax and unwind, letting the mind de-stress by focusing in small, repetitive tasks like weeding, watering and repotting. Growing our own food and flowers can also be really rewarding, as we see something bloom because of our care and attention.



Helping wild flowers to grow in the garden are not only lovely to look at, but great for biodiversity, inviting all kinds of essential insects back into housing areas. There's also a real sense of achievement when you put food on the table that you've grown yourself. Popular grow-at-home fruit and veg includes potatoes, onions, carrots, peas, strawberries and raspberries. Growing seasonal fruit and veg can also save you a fortune at the supermarket!

One of the tenants who took part in the sessions said: **"I really enjoyed the gardening group, it reminded me of helping my Dad in the garden."** WSHA also has community gardens in Barrowfield and Cowlares, with plans for more in the future.

Download our Tenant App

Have you downloaded the WSHA tenant app yet? The app is designed to be used easily on any phone or tablet, and makes it easy to contact the WSHA team 24/7.

Download onto your device and you can:

- Send a message to the team
- Report a non-emergency repair
- View and update your household information
- Pay your rent
- View your rent account

...and more, all at the touch of a few buttons, 24/7.

Find out more and download via our website here: <https://westscot.co.uk/customer-app/>, or search 'WSHA' on the App Store (on an Apple phone) or Google Play (on an Android phone).

If you need a bit of help downloading the app or learning your way around it, please give our friendly customer service team a call on 0141 550 5600 and they will get you sorted.

Performance/Complaints

Complaints and Customer Satisfaction

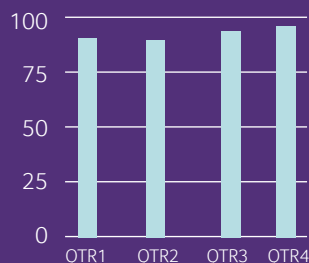
We are committed to listening to your views so we can deliver services more effectively, or where we can, do more things that you want us to do. Where an issue comes up as part of a complaint, or is fed back to us we will look to make changes to how we work.

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 last quarter of 2023/24.

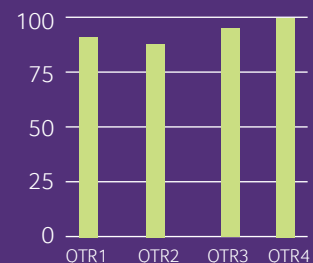
You Said	We Did
We know that a number of our tenants have particular needs relating to their mental health and some tenants have expressed concerns about how staff interact with them, particularly when they are struggling with their mental health.	We are currently developing an action plan with our Mental Health Project Team to improve how we support tenants with mental health issues and ensure we deliver excellent customer service to all customers. The action plan includes staff training, developing an in-house resource to assist tenants and signpost them to support, updating our Customer Care Charter, mandatory staff training and putting in place new processes and guidance to support staff.

Our Performance 2023/24

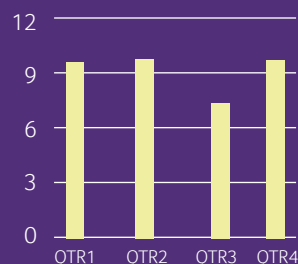
% of stage 1 complaints responded to in full within SPSO timescale



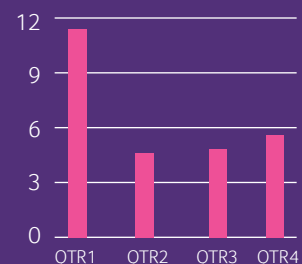
% of tenants satisfied with the standard of their home when moving in



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:

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West of
Scotland
Housing
Association