

Westworld

Official Newsletter of West of Scotland Housing Association

Summer 2025 edition

Then and now: more than a landlord for over 60 years



Inside: Find out more about 60th anniversary competitions, events and activities in your area PLUS our all-day celebration event!



West of
Scotland
Housing
Association

Welcome



This summer we're marking WSHA's incredible six decades of providing brilliant homes across the west of Scotland with activities across our neighbourhoods, culminating in our special 'Building the

Future' event on Tuesday 16th September. This day will be a celebration of what we've achieved so far, and how WSHA are looking to the future. We hope as many of you as possible will be able to join us, and we will be in touch with more details very soon!

In this issue you can catch up on news about the work we have been doing - including the launch of our new Mitchell Court development in Hamilton, completion of refurbishment work in our homes in Charing Cross and Cumbernauld, and the opening of the new Cowlares & Springburn Community Flat.

As well as this, you can meet some fresh faces at WSHA, and we are especially excited to welcome Tia Coutts to the team as the very first recipient of the Irene Robertson Qualification Fund, taking her first steps into a career in housing.

If you have any queries, then our digital assistant Westy can help you on our website, and if you need to speak to someone in person you can call our friendly Customer Service Team on 0141 550 5600.

Simon Fitzpatrick

Chief Executive

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Happy anniversary WSHA!

Join us on Tuesday 16th September for our **Building the Future** celebration!

Celebrating our communities then, now, and showcasing plans and innovation as we look forward to the next six decades. WSHA Members are also invited to join us for our Annual General Meeting, which will take place at 10am on the day – breakfast rolls and tea/coffee provided!

Look out for all the details coming your way every soon.



Get involved with our 60th celebrations

Times have changed, but we've always been more than a landlord for our tenants.

Saturday 10th May was WSHA's official 60th birthday and this summer we'll be sharing this Diamond year with you – the people who make our communities what they are. Keep an eye out for activities happening in your area soon!

We also hope to see as many of you as possible at our Building the Future event on Tuesday 16th September (see page 3), marking more than half a century of serving communities around the West of Scotland – and looking forward to the next six decades.

We also have some exciting ways for you to get involved with our celebrations. Read on for more...



We want your memories!

We'd love to hear your memories of WSHA homes and communities through the years. If you have stories or photographs that you'd like to share with us, contact the team on communications@westscot.co.uk or call 0141 550 5600.



Anniversary afternoon teas



Throughout August we're going to be hosting afternoon teas throughout our communities – a chance for you to enjoy a cuppa and some cake, meet up with your neighbours and chat to the WSHA team about what matters in your neighbourhood.

Look out for more info about your local event soon!

Do you know a 'Diamond' Tenant?

To celebrate West of Scotland Housing Association's 60th anniversary we want to recognise an outstanding tenant who embodies our values and has made a really positive impact in their neighbourhood.

Who can be nominated?:

- Nominees must be a current tenant of West of Scotland Housing Association who has held their tenancy for a minimum of five years
- Nominations can be submitted by neighbours, staff or community members or the person themselves



There can be lots of ways someone can be a Diamond Tenant: maybe they show great community spirit by organising local groups or events, or go out of their way to show kindness and empathy to their neighbours. Do they make a point of always coming along to tenants' consultations and events to make sure their community's voice is heard? Or perhaps they have a gorgeous garden that makes everyone smile.

How to nominate:

If you know someone you think deserves Diamond Tenant recognition, you can nominate them by filling out the quick online form at <https://forms.office.com/e/eFhLk4mQ8r>.

You can also nominate someone by calling our Customer Service Team on 0141 550 5600 or emailing customer.service@westscot.co.uk. Closing date is Sunday 3rd August.

What can you win?

The recognised tenant will win a Diamond Tenant trophy and a £100 gift voucher, recognising their outstanding contribution to the WSHA community.

The winner will be announced at the beginning of September and invited to an award presentation at our Building the Future event on Tuesday 16th September.

Read more about the competition over on our website:
<https://westscot.co.uk/do-you-know-a-diamond-tenant-/>

Good luck!!



Young people in Primaries 4-7!

Can you design a poster for our 60th birthday? Create an A4 image of what you love about your community and win up to £20 of Smiggle goodies and get your design on WSHA's official 60th birthday card!

Prizes:

Three runners-up will receive £10 in Smiggle vouchers

One overall winner will receive £20 Smiggle vouchers and their design will be printed on WSHA's official 60th anniversary birthday card.

Send your entry in the post in an A4 envelope, or email it to communications@westscot.co.uk.

Closing date 10th August!

Read more about the competition over on our website:
<https://westscot.co.uk/i-heartmy-home-childrens-art-competition>

News from around the Association

Major repair & refurbishment project completed at Park Road

'The quality of workmanship for the renovation is exemplary and the attention to detail is notable. The close decoration is of a very high standard, as is the pointing on the sandstone. I'm delighted with the result.' – Ms Grace, Park Road tenant,

Refurbishing a listed building can be complicated, but we're very pleased to have completed major repairs and refurbishments on 90-94 Park Road, a 'C' listed, mixed tenure block in the Charing Cross area of Glasgow.

The project completed on time and to budget at the end of March 2025, making the building fully weatherproof once more using materials that complement the original period fabric, including natural stone and lime/sand mortars for the stonework, and natural slate and lead on the roof.



12 new energy-efficient homes for Hamilton

'First of all I would like to say a big thank you for all your help and for making it such an easy process. Myself and Ellie will be very happy in our new home.' – Mr Connell new Mitchell Court tenant,

In April we welcomed the first tenants to our new development of 12 energy-efficient homes in the town centre of Hamilton.



The modern, 2-bed homes on Alness Street – now renamed Mitchell Court – are kitted-out with sustainable features, including solar panels and EV-enabled parking spaces. They're the latest addition to over 170 WSHA affordable homes in Hamilton, 700 across South Lanarkshire, confirming our commitment to providing high-quality, energy-efficient housing options for South Lanarkshire residents.

Tributes to dedicated and long-serving Board Member Elaine Davidson

We have been paying tribute to our much-loved, long-serving tenant and board member Elaine Davidson, who passed away peacefully on 23rd February this year.

Elaine had a long history with WSHA and was a popular, proactive and positive-minded member of the WSHA community. A tenant of the Association since 1991, Elaine had been a keen volunteer in her community for a number of years and served on both the WSHA Board and Willowacre Trust Board, as well as the Tenant Advisory Group.

To honour Elaine's contributions, we will be establishing a memorial for Elaine in the area where she lived and that she cared about so deeply.



Energy efficiency upgrades completed for sheltered housing tenants in Cumbernauld

“I’m really pleased with the new heating system, I prefer this to the old Thermaflow heating that I had, and the savings on the running costs are quite considerable.” – Hill Road tenant

We’re working hard to make all of our homes as sustainable as possible – not only to help reduce our carbon footprint, but also to help you save money through your fuel bills. In March, our team completed the installation of new air source heat pumps, solar panels and battery storage equipment to 36 properties at our sheltered complex at Hill Road, Cumbernauld, using £570,000 in Net Zero funding awarded last year from the Scottish Government.



New community space for Cowlairs and Springburn

Also in March we officially launched a new community space for the Cowlairs and Springburn community – a new Community Flat, located at 250 Keppochhill Road. In the last few months we’ve been running a number of courses from the flat, including our Beginners’ Gardening Course (brightening up the Molly Weir Garden for the summer!) with much more planned for the autumn.

Every second Tuesday (from 12th June) a WSHA staff member will be in the Cowlairs & Springburn community flat between 10am–12noon to answer any tenant enquiries.

At the moment the flat is only open for organised bookings, courses and events run by our team, but we’d love this space to be used for groups in and around the local community. If you have a group or event that might want to use the space, please contact Sam Ross on 07977 579093 or sam.ross@Westscot.co.uk.

Meet your new AI assistant, Westy!

Have you seen this wee guy around our website? This is Westy, our new web-based AI assistant. Westy's designed to make finding the answers you need on our website quicker and easier.

To use, simply type your question to Westy and he'll fetch you the answer quick as a flash! With access to all the info on the Westscot website (no access to personal data), Westy can answer both simple and more complex queries from customers about our services, our homes and our organisation, 'learning' from each interaction to improve its answers.



Meet our first Irene Robertson Qualification Fund intern

Meet Tia, the very first recipient of our Irene Robertson Qualification Fund grant!

Hello My name is Tia; I am doing an internship through the Irene Robertson Qualification Fund, which I am so grateful to be a part of. In the last few weeks I have been working with different teams within the housing association to get a taste of what it's like to work here and help me figure out what team I would like to be a part of for my future career in housing. Alongside this practical work, I'm completing a level 2 qualification in Housing with Chartered Institute Housing. In my spare time I enjoy going to the gym to keep fit and healthy and I love to read books, my head is always stuck in to a book!



Established after the sad passing of our long-serving and much-loved colleague Irene Robertson last year, the fund will allow one young person from our communities every year to undertake a sponsored Housing qualification from Chartered Institute of Housing, alongside a 16-week work placement with WSHA, the first step into a career in Housing.

Storm Eowyn repairs update

We continue to work hard to repair the damage caused by January's Storm Eowyn. The majority of the over 300 fences reported damaged to us after the storm have now been surveyed by our contractor and work instructed. Due to the volume of fences needing repaired and replaced, we estimate it will take around 6 months to complete all the works.

We are committed to getting the works completed as quickly as we can and really appreciate your patience during this time.

Help us create services and communications that serve you better

It's important that the services and communications we deliver are inclusive and accessible. To help us with this, and to meet the Scottish Housing Regulator's requirements, we need to collect equalities data for our tenants, which includes your:



- ethnicity
- preferred language
- gender
- sexual orientation
- accessibility needs
- communications preference

Holding this data helps us make decisions, and deliver and communicate our services in a way that is inclusive to all tenants.

Over the coming months, we will be in touch either by phone or by issuing a survey to collect this data from you, if we don't already have it. Don't worry: this info will be held and processed securely and in line with our Tenant Data Protection Statement which can be found here: <https://shorturl.at/SMMvU>.

Thank you for your help.

Willowacre Trust – supporting you

Ways we can support you

Willowacre Trust is WSHA'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.

You have easy access to a range of free services such as:



Energy advice



Fuel top-ups



Food parcels



Digital Lending Library and advice



Money & Debt Advice

If you find yourself in difficult circumstances, we will always do our best to help.

Contact our Customer Service team in the first instance on 0141 550 5600 or customer.service@westscot.co.uk and they will be able to pass you on to the person most able to help you out.

Find out more about Willowacre Trust at <https://westscot.co.uk/willowacre/willowacre-home/>.



Coming up in your community

Barrowfield, Glasgow

Employability Sessions – Helping Our Community Get into Work with Jobs & Business Glasgow

Barrowfield Community Hub, 67 Yate Street

Every Monday, 9am – 3pm

Free one-to-one support right at the Barrowfield Community Hub and Community Hub at 31 Ashley Street Hub. Whether you're looking for a job, thinking about a new career, or need help with your CV or interview prep – this support is available locally, and it's completely free. Drop-in or book in advance (Call 0300 123 2898 or visit jbg.org.uk)



Cowlairs, Glasgow



Gardening Group at the Molly Weir Garden, Endrick Street

Every Tuesday, 10am – 12noon

We kicked off our Beginners' Gardening course back in March, and have made loads of progress working with our participants to grow their skills – along with the plants!

The course was designed for total beginners upwards and included learning and practical work around tasks like planting from seed, identifying weeds and growing fruit, vegetables, and herbs. The garden is looking great, and the group are continuing to meet weekly with

support from our community gardener. If this sounds like something you'd like to get involved with, come and join us on a Tuesday morning, no experience needed. It's a great way to look after the environment and get outside, meet some new people, and gain some new skills.

Charing Cross, Glasgow

Woodlands and Garnethill Women's Wellbeing Group

WSHA Community Hub, 31 Ashley Street, G3 6RD

Every Thursday 10am-12 noon (starting 28th August)

Open to all women living in the area, this weekly group is a great chance to come together and socialise. Every week we'll explore a different activity that can improve health and wellbeing – everything from stress management to creative writing. We also welcome community members to come along who are happy to share their skills with the group and help out at sessions.

12-week Digital Photography Course in partnership with Glasgow Kelvin College

WSHA Community Hub, 31 Ashley Street, G3 6RD

12 week course, every Wednesday 10am-12noon (starting 27th August)

Learn how to take amazing photographs! We're excited to run this popular course again this autumn. Previous classes have been really enjoyed by all those taking part, and participants have produced some amazing photographs. If you're interested in joining us please contact us to book, as places are free but limited.



Employability Sessions – Helping Our Community Get into Work with Jobs & Business Glasgow

WSHA Community Hub, 31 Ashley Street, G3 6RD

Fortnightly Thursdays, 2-4pm

Free one-to-one support right at the Barrowfield Community Hub and Community Hub at 31 Ashley Street Hub. Whether you're looking for a job, thinking about a new career, or need help with your CV or interview prep – this support is available locally, and it's completely free. Drop-in or book in advance (Call 0300 123 2898 or visit jbg.org.uk)

South Ayrshire

Holiday pop-up activities for families

Doonfoot, Ayr, green space adjacent to Inchmarnock Avenue

Tuesday the 22nd July, Tuesday 29th July, Tuesday 5th August

Need a hand keeping the kids occupied over the summer? Ayrshire Thriving Communities will be holding pop-up activities on the Tuesdays above from 1pm onwards.

Join us a tenant board member and help make real change in your community

If you know the things that matter to your neighbours, you're great at speaking up and keen to get involved in decision-making, you could be the perfect addition to WSHA's Board.

Our Board of Directors is made up of 15 people – 8 of these spots are reserved for our tenants, to make sure your voices are heard at the highest level of the Association. We have recently recruited tenant board members from Glasgow and Ayrshire, and we are now hoping to find a new tenant to represent Lanarkshire.

You don't need to have specific qualifications, but you should be a member of one of our communities and:

- Have a genuine passion for social housing and commitment to helping tenants and communities
- Be happy reading through Board papers and be comfortable asking questions and getting involved in discussions
- Be happy to represent tenants and communities on the Board in relation to strategic issues
- Be able to commit to coming along to the majority of monthly Board meetings











If this sounds like you, there are two vacancies currently available to join the WSHA Board as a tenant board member. You can find out more apply on our website:

<https://westscot.co.uk/tenant-board-member-recruitment/>.

Who is my Housing Officer?

Together our Housing Officers support over 5000 tenants across the West of Scotland. Find your Housing Officer in the table below. If you are unsure who your Housing Officer is, please call Customer Service on 0141 550 5600 and they will be able to direct you.

Glasgow	Glasgow	South Lanarkshire/ Glasgow	South Lanarkshire	North Lanarkshire
Charing Cross: Woodlands	Springburn (excl. Keppochhill Road), Royston, The Point/ Possil, Auchentoshan Terrace, Anniesland, Hillhead, Glasgow West dispersed, Glasgow N/E dispersed, Dundashll, (MMR)	East Kilbride, Hamilton, Westcraigs, Fernhill, Halfway, Yoker	Blackwood, Blantyre, Lanark, Uddingston, Law, Kirkfieldbank, Stonehouse, Kirkmuirhill, Strathaven	Cumbernauld, Kilsyth, Moodiesburn, Queenzieburn, Airdrie, Bellshill, Motherwell, Coatbridge
Heather Mackenzie	Katie Caldwell	Yaw Frempong	Karen Wright	Jennifer Milligan
				
0141 550 5075	0141 333 6324	0141 550 5626	0141 550 5624	0141 550 5069
Glasgow	Glasgow	Ayrshire/Glasgow		South Ayrshire/ Glasgow
Camlachie, Easterhouse, Broomhouse	Dalmarnock (MMR) (Inc. Springfield Cross), Barrachnie, Tollcross, Gallowgate, Dennistoun, Haghill, Keppochhill Road (Excl 630)	Ayrshire: Ardrossan, Troon, Irvine, Kilmarnock, Monkton, Symington Glasgow: Pollokshields, Govan, Elderpark, Crookston, Turriff Street		South Ayrshire: Ayr, Mossblown, Prestwick Glasgow: Charing Cross, Garnethill
Lynette Baillie	Nadine Di Rienzo & Susan Greenan		Sharon Cowan	Stuart Cole
				
0141 550 5632	0141 550 5610	0141 550 5600	0141 550 5609	0141 550 5607

 For more information please contact:

t: 0141 550 5600

w. westscot.co.uk

e. customer.service@westscot.co.uk

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