

Westworld

Official Newsletter of West of Scotland Housing Association Group

Summer 2026 edition

The next five years with WSHA



Inside: our 2026-31 Business Plan, including ambitious new plans for building and looking after our homes; new partnership with Rutherglen & Cambuslang Housing Association and summer news and events from across our neighbourhoods.



West of
Scotland
Housing
Association

Welcome



Following WSHA's 60th anniversary last year, in 2026 we have been looking towards the future and making long-term plans for building and looking after our homes. Read more about how we plan to grow and

sustain this fantastic Association and our communities from page 3.

In this issue you can also catch up on news from across the organisation, including: 49 new energy-efficient homes for South Lanarkshire; our new support services partnership with Rutherglen and Cambuslang Housing Association, and the launch of our in-house Estates Team, who will be out and about in our neighbourhoods helping to keep the places you call home clean, tidy and well-maintained.

As well as this, we recognise colleagues brand new and long-serving, welcoming our 2026 Irene Robertson intern Jenna to the team, and celebrating our incredible Income Maximisation team leader Eleanor, who marks 40 years with WSHA this year.

As ever, if you have any queries about any of our services our AI 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

A handwritten signature in black ink, appearing to be 'S Fitzpatrick'.

Chief Executive

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News from around the Association

Ambition and Understanding: WSHA's 2026-31 Business Plan

After celebrating our 60th anniversary in 2025, West of Scotland Housing Association group has launched a new business plan to guide us through the next five years and beyond.

The plan responds to two big challenges: homelessness and the rising cost of living. It sets out how we will keep supporting tenants, build more affordable and sustainable homes, help our neighbourhoods stay great places to live, and work towards being the best employer in the housing sector.

Here are the main points:

We will continue our ambitious new-build programme, with new affordable homes planned in Glasgow and South Lanarkshire. We will continue our ambitious new-build programme, with new affordable homes planned in Glasgow, South Lanarkshire and South Ayrshire

We will strengthen the role of our Tenant Scrutiny Group, so tenants can help shape our services and keep tenant voices at the heart of what we do.

We will invest in our in-house estate management services to help our neighbourhoods look great.

We are exploring opportunities to work with Glasgow City Council to design a service that uses the private rented sector to help improve the housing emergency.

We will keep using AI in safe and sensible ways to help us work more efficiently and improve customer service.

We will put more focus on Tenancy Sustainment, with a dedicated team helping people get the right support so they can stay in their homes for longer.

We will grow our Property Management services, offering excellent service and bringing in income that can be used to support core WSHA services.

You can read more details of the 2026-31 Business Plan on our website here <https://westscot.co.uk/strategies-and-policies/>

49 new homes on the way for South Lanarkshire

In February, we broke ground on our first new development of the year: 21 affordable, highly energy-efficient homes for Larkhall town centre. Local elected members Imogen Walker MP and Davy Russell MSP joined WSHA and our construction partners, Building Craftsmen Dumfries Ltd, to find out more about the site and warm up with a much-needed cup of tea. The new homes will be built on the former Coalyard Tearooms site, on the corner of Raploch Street and Caledonian Road. The project will turn derelict land into 21 highly energy efficient, zero-carbon, one and two-bedroom homes.

“Projects like this are exactly what we need in Larkhall. Time and again, constituents speak to me about the lack of affordable, warm, modern housing. In terms of absolute numbers and absolute need, it is the most pressing issue, so it is great to see work underway here.” – Davy Russell, MSP for Hamilton, Larkhall and Stonehouse

Funded by the Scottish Government, South Lanarkshire Council and WSHA, the project is due to complete in summer 2027.



We've also recently been progressing proposals to develop 28 new 2-bedroom affordable homes on Ladyacre Road in Lanark Town Centre, with planning consent and building warrant now in place. All going to plan with funding, we will be on site this Autumn, alongside our partners Zoom Developments.

Having already built a community of over 800 homes across South Lanarkshire, we're really pleased to be able to provide even more affordable housing across the authority with these two new, much-needed developments.

New Estates Team kicks off! After listening to tenant feedback from our latest Rent Consultation, WSHA is testing a new Estates Team this year.

The team will help with small environmental jobs in some of our neighbourhoods. The new in-house team will have three full-time employees. They will respond to issues such as litter, bulk uplifts, weeds and problem graffiti. This extra help will support our year-round grounds maintenance service from Idverde and help keep our neighbourhoods safe, clean and welcoming.

The service will start small and run for 18 months in specific communities: Camlachie, Springburn and Dalnarnock in Glasgow. These areas were chosen because issues such as bulk littering are currently costing the organisation a lot to manage. Starting small means we can keep a close eye on how the team is working. It will help us understand whether the service is making a real difference and giving good value for money before we decide whether to roll it out more widely. If you live in one of the trial areas, we will already have contacted you with more information.

To report an issue to the Estates Team, please contact your Housing Officer. If you do not know who your Housing Officer is, you can check here: <https://westscot.co.uk/find-my-housing-officer/>. If you have any other questions about the Estates Team trial, please call Customer Service on 0141 550 5600.



Meet Jenna, our new Irene Robertson Fund intern



"I applied for the Irene Robertson Fund internship because I'd like to make a difference in people's lives and help those who may be struggling... This is such a great opportunity for me." – Jenna Robertson

Welcome, Jenna! Earlier this year, Jenna Robertson, 19, from Barrowfield, was chosen as WSHA's 2026 Irene Robertson Qualification Fund intern. The Fund supports one young person from a WSHA neighbourhood each year to work with our team and take their first steps into a career in housing.

The Irene Robertson Qualification Fund was set up in memory of our much-loved, long-serving colleague Irene, who passed away unexpectedly in 2024. It gives interns the chance to gain both a qualification and practical work experience.

During her six months with WSHA, Jenna will complete a fully funded Introduction to Housing qualification from the Chartered Institute of Housing. She will also spend 16 weeks at WSHA's head office in Barrowfield, Glasgow, learning from colleagues across the Association and finding out more about the different careers available in the housing sector.

Initial work begins on transforming long-derelict Melrose Street flats

Another Glasgow project we are working on is the refurbishment of the B-listed building at 4-6 Melrose Street, in the Charing Cross area.

The building has been derelict for many years, so the first stage of work will focus on essential repairs and maintenance. This includes replacing the roof and carrying out fabric and structural repairs to stop the building getting worse. After that, WSHA will look at options for a larger refurbishment to bring the properties back into use.

Over £7300 raised for Alzheimer Scotland in 2025 – and already over £3000 raised for CHAS in 2026!

In 2025, our staff-chosen corporate charity was Alzheimer Scotland. At the start of the year, we were proud to present the team at Alzheimer Scotland's Glasgow hub with a cheque for more than £7,395. This money will help support people affected by dementia, as well as their families and carers.

For 2026, WSHA staff have chosen to fundraise for CHAS, Children's Hospices Across Scotland. We have lots of fun and energetic fundraising events planned throughout the year. So far, teams have abseiled, taken part in the Kiltwalk and line danced to raise money. We have already raised more than £3,000 for this great cause.

You can read more about CHAS' More Than A Hospice appeal, which aims to raise £20 million to refurbish the essential facilities at Rachel House and Robin House. This will help make sure every family gets the support they need at the hardest of times:

<https://www.chas.org.uk/more-than-a-hospice>

Thank you to everyone who has donated over the last year and a half to these brilliant causes – every little helps!



Scottish Home Awards nomination for Hill Road, Cumbernauld

We were delighted to be shortlisted with our partner Warmworks in the Community Contribution category at the 2026 Scottish Home Awards. The nomination was for our Renewable Heat Project at the Hill Road retirement complex in Cumbernauld.

Although WSHA did not win the award, we were very pleased to be recognised for the project. It upgraded 36 homes at Hill Road with air source heat pumps, solar panels and battery storage.

“It’s wonderful. It’s a lovely heat and the house isn’t damp anymore. I would highly recommend it; it’s been great.” – Mrs G, Hill Road tenant

Congratulations to all the other finalists!

Over 850 tenants reached in the next 3 years via new partnership with Rutherglen & Cambuslang HA



A new partnership between WSHA and Rutherglen & Cambuslang Housing Association launched in April. Through the Advice in Accessible Settings project, funded by Advice UK, we expect to reach around 850 tenants over the next three years.

This support will be delivered through our expanded Willowacre Trust team. It will focus on families and cover three main areas: money and debt, welfare rights, and wellbeing support.

Angela Spence, CEO of Rutherglen & Cambuslang HA, said: **“I am delighted on behalf of Rutherglen and Cambuslang Housing Association to commence partnership working with West of Scotland HA and Willowacre Trust to deliver targeted support for our families who are often struggling to make ends meet within our communities. This three year project allows the Association to enhance its wider role provision and deliver on our mission statement of ‘Providing a home, not just a house’. WSHA and Willowacre Trust are long established and as a neighbouring Association, are an excellent strategic fit for expanding the services we provide to our customers.”**

If you would like to know more, please call customer service on 0141 550 5600 and choose option 3 to speak to the Willowacre Trust team.

Barrowfield Festival

From 6-10 July, Glasgow artist Kevin Barry Brannigan and Willowacre Trust hosted the five-day Barrowfield Festival extravaganza.

The event was part of the official Glasgow 2026 Festival and brought hundreds from the community together with live music, theatre, sport, food and plenty of fun in the celebrational spirit of the Commonwealth Games.

Kevin approached Willowacre Trust with his bold and exciting new vision for the Barrowfield Festival and Kevin and the team at Barrowfield Community Centre got to work straight away. **'Teamwork makes the dream work'** Kevin says, **'and what a brilliant team I got to work alongside to deliver something positive our area will never forget.'**

Kevin's love for Barrowfield, where he grew up, is only matched by his love for the arts, performance and writing. Over the years, Kevin has consistently contributed to Barrowfield through his comedy and with the help of his stage alter-ego, Big Angie. **'Barrowfield is a diamond mine'** says Kevin. **'I love seeing its people shine.'**

'The Festival brought a sense of unity and local pride to people, it was fabulous to see everybody in their element and having a great time – me and the team included. Barrowfield now has so many dyed-in-the-wool community workers employed to deliver the best to Barrowfield now. I'm excited for the future.'



Supporting you

NEW Information, Advice and Wellbeing Support service

Willowacre Trust's new Information, Advice and Wellbeing Support service is now available. It offers friendly, practical support for families with children under 16 in our neighbourhoods.

Here are some of the things we can help with:

- Advice on benefits and welfare rights
- Help with application forms and signing up for services
- Fuel and energy advice
- Money and budgeting support
- Access to financial help
- Housing and tenancy support
- Wellbeing support
- Referrals to other agencies and services



To find out more or be referred to the team, contact WSHA Customer Service via 0141 550 5600 or customer.service@westscot.co.uk.

NEW More support for children with additional needs

Are you caring for a child with additional needs or a serious illness? Willowacre Trust may be able to help you find support.

If you would like to know more about funding and other support, please complete the short form here: <https://shorturl.at/MlufF>. We will then contact you, check if you are eligible, and help you complete an application.



Do you know a spot in Charing Cross that could use some investment? Apply now to the Charing Cross Environmental Kick-start fund.

In 2022, WSHA promised former Charing Cross HA tenants a dedicated £100,000 kick-start fund to improve outdoor spaces around Charing Cross. Since then, we have been working with residents to turn ideas into action.

So far, we have worked with local residents to:

- Install new lighting and carry out repairs at Millennium Park
- Repair the gate at Willowbank Lane
- Clear overgrown plants at 145 Hill Street, Garnethill
- Set up new Willowacre Trust gardening and environmental groups

There is still much more we can do. You know your area better than anyone, and you may know the small changes that could make a big difference.

You can read more and submit your project ideas to the fund online at <https://shorturl.at/rS6t1>

Volunteer with our Handyperson service

Would you like volunteering experience to help you get into work? Or would you like to build practical skills? We have received new funding to take on volunteers for our popular Handyperson team. The team helps WSHA tenants with small jobs around their homes and makes a real difference to people's lives.

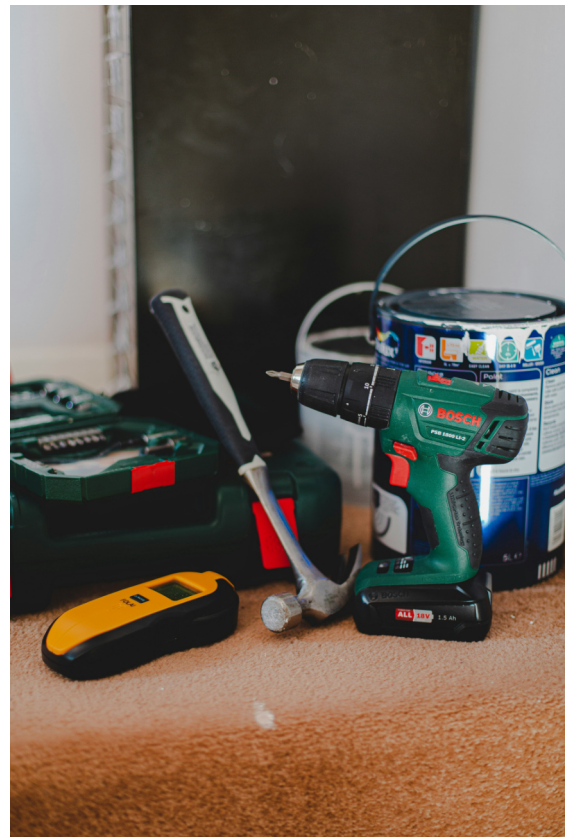
Volunteering is flexible and can fit around the commitments you already have. Just let us know what works for you.

Due to funding constraints, the volunteer role is only open to those with caring responsibilities who live in the Calton ward of Glasgow.

Read more about the handyperson team here:

<https://westscot.co.uk/willowacre/handyperson-service/>

You can find the full volunteer role description and how to apply here: <https://shorturl.at/q5Ghd>



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

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

Coming up in your neighbourhood

Barrowfield, Glasgow

Sign Up to Our Community Development Course!



NEW Community Development course, every Tuesday from 25th August

Do you want to make a positive difference in your community?

Join our FREE Introduction to Community Development course, taught by Glasgow Kelvin College tutor, and gain the skills, confidence, and knowledge to help create positive change where you are!

Find out more and secure your place by giving the Barrowfield Community Centre a call on 0141 550 0036.

The Barrowfield Community Centre cafe re-opens

Good news for Barrowfield residents: the Barrowfield Community Centre cafe is open again. The team from A&A Bakers is there from 8.30am to 3pm, serving breakfast, lunch, hot and cold drinks and, of course, delicious cakes..

Bringing employability support closer to home

Jobs & Business Glasgow offers free one-to-one employability support sessions from our community hub in Barrowfield, in the East End of Glasgow.

- Sessions run every second Monday at Barrowfield Community Centre, from Monday 28 June, 9am to 3pm, at 67 Yate Street, Camlachie, Glasgow, G31 4AQ.

You can drop in on the day or book in advance.

For more details, give Jobs & Business Glasgow a call on 0300 123 2898 or visit jbq.org.uk



Cowlairs, Glasgow

Summer activities in Cowlairs

Join us for summer fun on 6th & 7th August with fun, free activities for all ages at the multi-use games area on Gourlay Street, Cowlairs. Join in with activities including:

- Mini zoo
- Arts & crafts
- Games
- Refreshments

More info coming soon!

If you would like more information about Willowacre Trust's Cowlairs Community Flat & Garden, search Cowlairs Flat + Garden on Facebook, call 07958759804 or email community.development@westscot.co.uk

FAMILY SUMMER ACTIVITIES COWLAIRS COMMUNITY



Getting to know...

Eleanor Falconer, Income Max and Welfare Rights Team Leader

Many of you probably know Eleanor – she's our longest-serving team member here at WSHA, having celebrated her 40th year with the organisation in February 2026! Despite 'falling into' a Housing career at 18 (her words!) she is passionate about fighting inequality and helping our tenants feel in control of their income, their home and their lives.

• How long have you worked for WSHA?

It was 40 years on 3rd February 2026!

• Can you give us a brief rundown of your career? What bits have you loved and what could you happily never do again?

I started at age 18 as a part-time telephonist/typist when the Association was around 15 staff, then moved into the housing team as a Housing Assistant – I loved this job because it was so varied and I got to work across all the teams within the organisation. My move to Welfare Rights was a random opportunity – when the department was set up WSHA shared our welfare rights office with three other social landlords. The service very quickly made a positive impact on tenants' lives and WSHA made the decision to employ their own full time Welfare Rights Officer – me! So although I fell into it, I loved the role and job satisfaction that came with it. Welfare Rights quickly became a passion for me and still is.

WSHA supported me to improve my skills and education by sending me to college and university – National Certificate in Housing and Higher National Certificate in Housing from Glasgow College of Commerce, Housing Diploma for Glasgow University and Post Grad Diploma from Stirling University in Welfare Benefit and Long Term Medical Conditions – not bad for a person who left school with three O'levels!

I was the only Welfare Rights worker for over twenty years. Nowadays the team is much larger, but I am still overseeing it, and we are reaching more households in need. There is nothing that I wouldn't do again as experiences teach you life lessons and forms the person you are.

What's kept you here so long?!

Passion. I love what I do and it would have been very difficult for me to walk away from it. Over the years, I've been lucky to work alongside other social landlords and related agencies and quite honestly, none have the culture and forward thinking of WSHA. The other part is of course the people. I've been so lucky to work with some amazing, generous people over the years and have had fantastic opportunities to develop both professionally and personally.

• What kind of skills do you think are most important for working in Housing?

Communication and interpersonal skills, empathy, problem solving, numerical skills (not necessarily excel spreadsheets, thank god!) IT proficiency, knowledge of legislation and resilience in buckets!

• Biggest achievement?

Becoming a team leader with focus on the wellbeing of my folks alongside supporting them to do their roles to the best of their abilities. Also being supported and trusted to develop the service over all these years, which is so rewarding.

• What is the Housing problem you wish we could solve?

Inequality.

Eleanor heads up the Welfare Rights and Income Maximisation teams at WSHA, who support our tenants to get back in control of their finances and make sure they receive all the benefits they're entitled to.

If you'd like to speak to the team about getting some support, give the office a call on 0141 550 5600 and Customer Service will be able to direct you through to the team most able to help.



Find your Housing Officer

Together our Housing Officers support over 4500 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	Susan Greenan	Sharon Cowan	Stuart Cole	
				
07786 263764	0141 550 5600	07880 711039	07764969452	

 For more information please contact:

t: 0141 550 5600

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