

Westworld

Official Newsletter of West of Scotland Housing Association

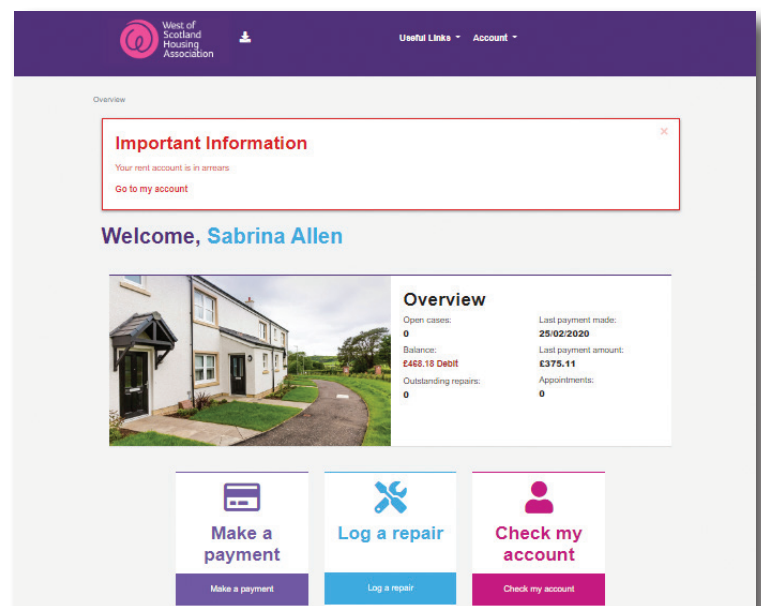
Summer 2020 Edition

New Tenant Portal Launched

Our new Tenant Portal is now live which gives you 24/7 access to your tenancy information and request a number of services such as viewing rent balance and transactions, reporting a non-emergency repair and paying your rent.

The creation of the Tenant Portal is one of the key priorities of our Digital & IT strategy which sets out how we will invest in digital & IT infrastructure to help drive unnecessary costs from our business and use digital services and processes to increase efficiency, while at the same time maximising our residents' access to the internet through supporting and encouraging them to go online.

We are sure tenants will find the Portal a very useful resource and we tested it with members of our Tenants Advisory Group to ensure it meets the needs of tenants.



How to register

To register you will need your own unique activation code and tenancy reference. You can get this information by completing an online form on our website www.westscot.co.uk or you can also contact us on tenant.portal@westscot.co.uk or 0141 550 5600.

You can access the Tenant Portal at <https://tp.westscot.co.uk> using any device that has a connection to the internet.

Win a £50 Amazon Voucher!

Register for our Tenant Portal and be in with a chance of winning a £50 Amazon voucher. All tenants registered before 30th October will be entered into a prize draw to win one of four vouchers. **Please note that tenants who are already registered will be automatically entered.**

Welcome



Welcome to the latest Edition of our tenant newsletter. As you will know our office remains closed however, I am pleased that since our last newsletter we are now able to provide the majority of our services whilst following government guidance. You will also read about the extra support, such as wellbeing calls and food parcels, we have been able to provide since the end of March.

Whilst our staff have been working from home, we have continued to make progress with our corporate business objectives which you can find out more about on page 3. A key priority has been the launch of our Tenant Portal and I hope you will take the opportunity to register. If you require any support accessing the Portal please do not hesitate to contact us.

We have started a review of our rent setting policy and I would encourage you to find out more about this on page 10 and get in touch to give us your views.

I would like to remind you all that we continue to provide a range of support services to tenants and if you feel you need any extra help at all then please do not hesitate to contact us and we will do our very best to help.

We will continue to provide regular updates and you can find latest information on our website www.westscot.co.uk/tenants/coronavirus/.

Once again would like to thank you for your patience and understanding at this very challenging time.

Remember you can also hear our latest news on our Facebook page (WSHAScotland).

Best Wishes,

Brian Gannon
Chief Executive

Keep in Touch

Whilst our staff continue to work from home, you can still contact us as normal. Our staff phones are diverted and should be answered as normal however please let us know if you are having any difficulty getting in touch.

- **Calling – 0141 550 5600**
(please note if you are contacting your Housing Officer you can contact them using their direct dial number which is found on our website)
- **Email – info@westscot.co.uk**
- **Facebook – WSHAScotland**
- **Twitter – WSHAScotland**

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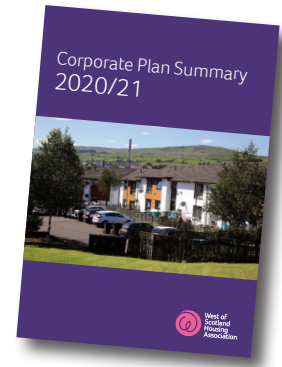
Corporate Business Plan

Our Corporate Business Plan is our key strategic document which communicates the vision and objectives of the West of Scotland Housing Association Group. It is central to the strategic and operational decisions of the housing association and its subsidiaries.

The summary document provides an overview of the full 2020-2025 Corporate Business Plan and focuses on 2020/21.

Our Key aims for 2020/21 are:

- Improving our governance & culture
- Becoming more efficient/reducing costs
- Digital transformation of WSHA
- Our response to a climate emergency
- Meeting changing demand/needs from our older tenants
- Being clearer about our strategy for growth & consolidation
- Preparing for delivery of mid-market rent
- Our response to a wider homelessness and tenancy sustainment agenda
- Undertake an options appraisal on delivery of our reactive and void repairs service



Our Corporate Business Plan has an accompanying Action Plan which details specific tasks we plan to complete during the timescales of the Plan. In addition to our Key Business Objectives for 2020/21, priorities which will underpin our activity throughout the 5-year plan are:

- Keeping rent increases as low as possible
- Maximising our income
- Bringing our costs to be more in line with our Peer RSLs
- Continuing to support vulnerable people in our communities
- Pre-1919 tenement investment delivery plan
- Delivering more new build housing in our communities
- Digital transformation of systems and services
- Developing and improving our culture and people

You can find the summary and full Plan on our website at www.westscot.co.uk

Charter report

We have now published our Scottish Social Housing Charter and Annual Report for 2019/20. This report highlights how we performed in relation to the outcomes from the Scottish Housing Regulator.

We are pleased to see improvements in most areas which reflects our focus on improving services in key areas such as our repairs service. However, we recognise there are still improvements to be made and we have aimed to address these within our Corporate Business Plan 2020-2025.

You can find the report at www.westscot-ha-charter.co.uk



Service Delivery Update

Since our last update we are pleased that we have been able to restart most of our services, including non-emergency repairs, whilst following government guidance and implementing a range of safety protocols.

The safety and wellbeing of our tenants, staff and contractors is a priority and we have put in place some procedures that must be followed when attending a visit in your home. We are currently developing guidance to be shared with you before any scheduled appointments however this includes cleaning any contact points and staying in another room when our staff or contractors are in your home.

In the coming weeks we are looking to see if we can carry out essential home visits whilst following government safety guidance. We are also hoping to restart our Handy Person Service to carry out external works such as garden tidy-up and fence painting.

We are now able to restart the delivery of our financial advice services including arrears, money, energy and welfare rights support. This can be done in person when it is not possible to provide the service over the phone however to ensure we follow government advice, this will operate on an appointment only basis at our office. Before your visit, staff will outline the steps you need to follow including a temperature check on arrival and maintaining a safe distance.

We will continue to keep you up to date with any changes to our service delivery and you can find current information on our website

www.westscot.co.uk



Your Neighbourhood

Whilst in some circumstances our frontline staff may not be able to physically visit you during this time. You can still report any general estate management issues to us and we will try our best to resolve these via the phone and email. If you would like to contact your Housing Officer you can find their direct contact details at **www.westscot.co.uk/about-us/staff/housing-officers/**

Paying your Rent

You should continue to pay your rent as normal and you can do this in a number of ways:

- Via link on Tenant Portal
<https://tp.westscot.co.uk>
- Direct Debit
- By using your swipe card at any Post Office
- At any shop or garage which has a Pay Point terminal
- By telephone on **0141 550 5600**
Card payments only
- Online at **www.allpayments.net/Allpayments/Signin.aspx?ReturnUrl=%2fallpayments%2f**

If you feel you will have difficulties paying your rent then please contact us so we can assist you.

Welfare Benefits Advice

We know that these are increasingly worrying and stressful times for tenants and families and we are continuing to monitor the situation and identify relevant advice and support to share with tenants. We have our own in-house Welfare Rights Team who can give you advice and support.

You can contact them on **0141 550 5600** or **welfarerights@westscot.co.uk**

WSHA Secures £73k Scottish Government Funding to Support Tenants during Coronavirus Crisis

In May we received £73k from the Scottish Government Supporting Communities Fund to continue to deliver vital support services to our tenants. The funding allowed us to expand the delivery of a comprehensive package of support. This includes food parcels, fuel and data top-ups, hot meals and wellbeing calls for tenants who are experiencing negative impacts as a result of the Coronavirus crisis.

We quickly recognised the impact that the Coronavirus crisis would have on our tenants and expanded existing in-house services to cope with increased demand as well as developing new services such as a hot meal delivery to older tenants in sheltered housing and wellbeing calls. You can find out more on page 6 about the support we have given since March.

This support has been a lifeline for many such as Mary from Springburn, Glasgow who commented **“I don’t hear from anyone else so I look forward to your call.”** The provision of food parcels has been essential for some tenants with one tenant, Mark from Glasgow, highlighting, **“Thank you so much, didn’t think I would be as happy to see a packet of pasta.”**



Brian Gannon, Chief Executive of WSHA, commented: **“This funding from the Scottish Government is crucial to allow us to expand delivery of key support to ensure we can help some of our most vulnerable tenants during this extremely stressful and challenging time. This is a worldwide health crisis that has had a severe detrimental impact on many of our tenants with regards to income, isolation, restrictions on social contact and even the ability to buy food. Our staff have been working tirelessly since March to ensure that we are here for our tenants when they need us the most.”**

Glasgow and West of Scotland Housing Forum said: **“We are delighted to see so many of our members receive funding from the Scottish Government’s Supporting Communities Fund. The Fund recognises the crucial role of community anchor organisations in helping to mitigate the impact of Covid-19 on individuals and communities. We know that the work that community controlled housing associations are doing, along with other partners, is crucial; and is providing real, tangible support where it’s needed most.”**

Supporting you and your community



We know this continues to be a worrying and confusing time and we have a number of support service tenants can use such as:

- Wellbeing Telephone Support
- Food Parcel
- Welfare Benefits Advice
- Money Advice (Personal Debt)

- Energy Advice and Fuel Top ups (Smart Meters Only)
- Mobile Phone Top Up
- Housing and Rent Advice

To access one of these services please phone **0141 550 5664** or you can complete a form on our website www.westscot.co.uk/tenants/coronavirus/

“ I am so glad that you called me – it is a lonely time just now and you calling me really lifts me ”

(Tenant, Ayrshire)

“ This is what the kids look forward to every week, Tuesday is the highlight of their week. ”

(Tenant, Glasgow)

Our staff have been delivering a comprehensive package of support and at the time of going to print the key milestones were:

• **13,637** wellbeing telephone calls made to those over 65.

• **1,485** lunches have been delivered to families with children as part of a summer holiday programme within Glasgow East.

• **4,187** hot cooked meals delivered to tenants in our Sheltered Housing sites.

• **488** hot meals have been provided to older people and families within the community.

• **366** families were offered support in the form of a supermarket gift voucher to support additional costs within the household

• **755** food shopping parcels have been delivered.

• **1050** referrals for support with welfare benefits since the end of March.

• **137** tenants have been supported with fuel or data top-ups

“ Grateful to the Staff for delivering the Meals and putting themselves at the forefront ”

(Tenant, North Lanarkshire)

“ I can't tell you how grateful I am for your help it couldn't have come at a better time ”

(Tenant, South Lanarkshire)

Life During Lockdown – Kathleen’s Story



Many of our tenants have faced increased isolation since March when the country went into Lockdown. Below you can hear more about Kathleen’s, aged 78, story and how we were able to help.

“I have been a tenant of WSHA since 2011 and pre-coronavirus I had a daily routine of going to the local shop for my lunch then going to the bingo which I loved. I had to shield which meant I wasn’t able to see my family so I felt very lonely and isolated.

During lockdown WSHA provide me with a daily wellbeing call which has been such a lifeline. It is Stuart who calls me and he is so positive and makes me feel safe. He has really helped me through some of my darkest days. It was great to have a recent call using WhatsApp video and I was near tears when I thanked him for everything he has done over the last few months. My daughter thanked him too as I have told her how much I have benefitted from our calls – it is like he is part of the family! I can’t wait to meet Stuart in person when this is all over to thank him in person. I am so grateful to WSHA for organising the calls which have helped me through this very lonely time.

Older Person’s Survey

WSHA and Willowacre Trust are in the process of developing our Older Peoples Strategy.

A key part in the development of this Strategy will be gathering the views of our Older Tenants and to assist us with this we have asked Research Resource to undertake a telephone survey of our older tenants. Research Resource are an independent market research company and information you provide to them will remain anonymous unless you indicate otherwise. They will be contacting a number of our tenants in late August and September. If you have any questions or concerns regarding this please contact us on 0141 550 5600.

Housing Services Restructure

Our Housing Services teams cover a range of issues including tenancy management, welfare rights and income recovery, letting our homes, dealing with anti-social behaviour, and the management of the common areas in and around your home. In July we implemented a new structure as a result of a comprehensive review.

A new Income Maximisation Team has been established to provide enhanced support to tenants struggling with their income and who need help paying their rent, led by Team Leader, Eleanor Falconer. Claire Robertson is the new Team Leader for other housing services in East/North/South Ayrshire and parts of Glasgow, and Jim Hetherington is the new Team Leader for North/South Lanarkshire and parts of Glasgow. The Housing Services Teams will be managed by Brendan McGeever. You can see details opposite of which Housing Services staff cover your area.

Contact our Housing Team

You can contact our Housing Team by using the numbers below or their direct dial number.

- **Glasgow/Lanarkshire Housing Team - 0141 550 5660**
- **Glasgow/Ayrshire Housing Team - 0141 550 5603**
- **Income Maximisation Team - 0141 550 5059**
- **General Number – 0141 550 5600**
- **Email - info@westscot.co.uk**

Remember you can also access our new Tenant Portal for a range of services. More information can be found at <https://westscot.co.uk/tenants/tenant-portal/>

Income Maximisation Team

Ayrshire / Glasgow	South Lanarkshire	Glasgow North / North Lanarkshire	Glasgow East / South
Ayr Mossblown Ardrossan Prestwick Monkton Symington Troon Kilmarnock Irvine Yoker/Anniesland Gallowgate	Blackwood Lanark Kirkfieldbank Uddingston Law Stonehouse East Kilbride Kirkmuirhill Strathaven Westcraigs / Blantyre Halfway Fernhill Hamilton Hillhead Partick Maryhill	North Lanarkshire Dispersed Cumbernauld Moodiesburn Kilsty Airdrie Queenzieburn Bellshill Motherwell Coatbridge Royston Authentoshan Springburn The Point / Possil	Camlachie Dalmarnock (Games Village) Tollcross Broomhouse Barrachnie Easterhouse Pollokshields Govan Crookston
Irene Simpson 	Suzanne Quigley 	Ashley Burns 	Irene Robertson 
0140 550 5073	0141 550 5647	0141 550 5066	0141 550 5633

Housing Officer Information

South Lanarkshire	North Lanarkshire / Glasgow North	South Lanarkshire / Glasgow West	North Lanarkshire / Glasgow North
Blackwood Lanark Uddingston East Kilbride Law Kirkfieldbank Stonehouse Kirkmuirhill Strathaven	Cumbernauld Kilsyth Moodiesburn Queenzieburn Springburn (Keppochhill Rd)	Blantyre Westcraigs Fernhill Halfway Hamilton Hillhead Glasgow West dispersed Glasgow N/E dispersed	Airdrie Auchentoshan Bellshill Motherwell Coatbridge Royston Springburn (excluding Keppochhill Rd) The Point/Possil
Sharon Cowan	Heather MacKenzie	Karen Wright	Lynette Baillie
			
0140 550 5609	0141 550 5075	0141 550 5624	0141 550 5632
Ayrshire / Glasgow	South Ayrshire	Glasgow East / South	Glasgow East
Troon Kilmarnock Irvine Ardrossan Yoker / Anniesland Gallowgate	Ayr Mossblown Prestwick Symington Monkton	Camlachie Pollokshields Govan Rd Govan / Elderspark Crookston	Camlachie Dalmarnock (Games Village) Broomhouse Barrachnie Tollcross Easterhouse
Jennifer Milligan	Susan Greenan	Yaw Frempong	Nadine di Rienzo
			
0141 550 5069	0141 550 5607	0141 550 5626	0141 550 5610

Tenant Consultation –

Background

We collect around £15.7 million in rent and service charges each year. This allows us to pay for the services we deliver to tenants and other customers, and to invest in improving our homes upgrading bathrooms, kitchens, windows and heating systems on a cyclical basis. It also allows us to provide a day to day repairs service, our welfare rights service, and contributes to the range of services provided by Willowacre Trust.

As you will know we consult with our tenants each year about our proposed rent increase and use the feedback to inform our Board who make the final decision on the following year's rent charge. Over the last number of years we have had feedback from tenants who feel that the way we set our rents is not fair or transparent. This particularly applied to those tenants whose rents were subject to the 'new build supplement' that was introduced in 2018.

Based on this feedback we committed to our Tenant Advisory Group that we would undertake a review of our Rent Setting Policy this year.

Current Policy

Our current policy sets a rental value for our homes based on the following factors:

- The type of property (flat, mid or end terraced home, detached or semi-detached home)
- The number of bedrooms in the home
- The age of the property

We have a base rent that applies to every property, then for mid or end terraced, and semi-detached homes an additional rent charge applies. The same applies for the number of rooms – for every additional bedroom an extra charge applies. Finally, we amend the rent based on the age of the property. For those homes built since 2002 an additional 'new build charge' is applied. For those 1-bedroom properties built pre-1919 we reduce the rent charge.



We will charge more for energy efficient properties and deduct rent for less efficient homes.



Rent Setting Policy



Issues

Tenant feedback has indicated that some tenants don't feel the new build supplement is fair, particularly those tenants in homes built between 2002 and 2012, which generally will not have the increased energy efficiency rating that newer properties have.

More broadly we regularly receive feedback that indicates our process for setting our rents is not clear and easy to understand.

The final issue relates to the affordability of our homes. When we undertook our first affordability assessment last year, it was evident that for single people living in our one-bedroom properties the rent is slightly above the threshold used by housing organisations to define affordability. This is something we want our new policy to address.

Proposed Policy

The key principles of the proposed policy will be:

- Affordability – ensuring current and future tenants can afford the rent we charge
- Transparent and easy to understand method of setting rents
- Allow us to achieve our Business Plan Objectives including the ongoing maintenance and investment in our homes
- Supports the needs of our new build programme

We are proposing that the rent charge you pay for your home will be based on the following factors:

- Type of property - any property other than a flat with a communal entrance will pay additional rent depending on the type of home.
- Size of property (based on number of bedspaces – a 4 person 3 apartment would pay more than a 3 person 3 apartment)
- If you have additional rooms (such as extra WC, shower room, utility room)
- The Energy Efficiency rating of your home (this impacts on how much you pay for your gas or electricity e.g. your rent will be reduced if your home is less efficient.
- Whether your home benefits from communal WiFi

We feel that if approved the policy would support us to achieve all of the principles set out above.

We currently base our increases each year on inflation plus 1% but the hope is that future increases, will eventually be based on inflation only. It may take a few years to achieve this aim but it is important to say that this Rent Policy review, inflationary increases aside, is not intended to increase the total rental income we expect to receive.

We want your views

We are looking for feedback from tenants about our proposals. We are keen on your views overall but would particularly like feedback on the following questions:

- Do you agree with the proposed principles of our new policy?
- Do you agree with the criteria we are proposing to set our rent levels?
- Are there any areas that you think we have missed?

You can give your views in a number of ways

Online Survey - <https://www.surveymonkey.co.uk/r/WSHArentpolicy2020>

Email haveyoursay@westscot.co.uk

Phone **0141 550 5060**

Letter **40 Barrowfield Drive,
Glasgow, G40 3QH**

The deadline for responses is the 18th September, to allow us to prepare a report for our Board to consider in October. Subject to its approval, we hope to implement the new policy in April 2021.

If our proposals are accepted by tenants, and approved by our Board we will phase the changes in so that no tenants face a significant one off increase.

Tenant and Customer Engagement

It has been a challenging few months in terms of tenant engagement as I am sure you can appreciate. That said we have continued to gather feedback from tenants on a number of issues and held our first virtual meeting with our Tenants Advisory Group (TAG) in July. We hope to continue holding meetings and gathering feedback this way in the months ahead until some sort of normality returns. There are a number of important issues we want feedback from tenants about – including gathering views on how services can be delivered once the restrictions relating to Coronavirus are lifted, and also tenants' priorities for the year ahead in relation to investment in our homes.



Tenant Advisory Group Annual Report

We are pleased to say that our TAG have produced their third Annual Report which can now be read on our website or by contacting us to request a hard copy.

The report outlines some of the positive work the Group has undertaken to help improve how we deliver services to tenants. The Group has been involved in providing feedback on a number of policies over the past year, and has continued to monitor how we perform against the targets within our Business Plan.

We remain grateful to the volunteers who give up their time to support TAG, and as always if you are interested in joining then do please get in touch with Alistair Reid our Tenant Engagement Officer – see details below.

Youth Group – we want to engage with our younger tenants to gather their views on a range of issues. As we progress with our digital strategy we hope this will give some of our younger tenants increased opportunities to get involved using a variety of methods such as video conferences, increased use of online surveys, and where possible face to face meetings.

Factored Owners Forum – we provide factoring services to over 400 owners, and we are keen to work with this group to better understand how we can improve the services that we deliver to them. We are looking to develop an appropriate vehicle to gather feedback and to progress an action plan that will set out how and when these improvements can be implemented.

Readers Panel – we want to continue to provide opportunities to give us their views without having to attend meetings. We have developed a 'readers panel' that allows tenants to provide feedback on publications that we provide. If you think you can spare some time to assist with this please email haveyoursay@westscot.co.uk and we will send an information pack out to you.

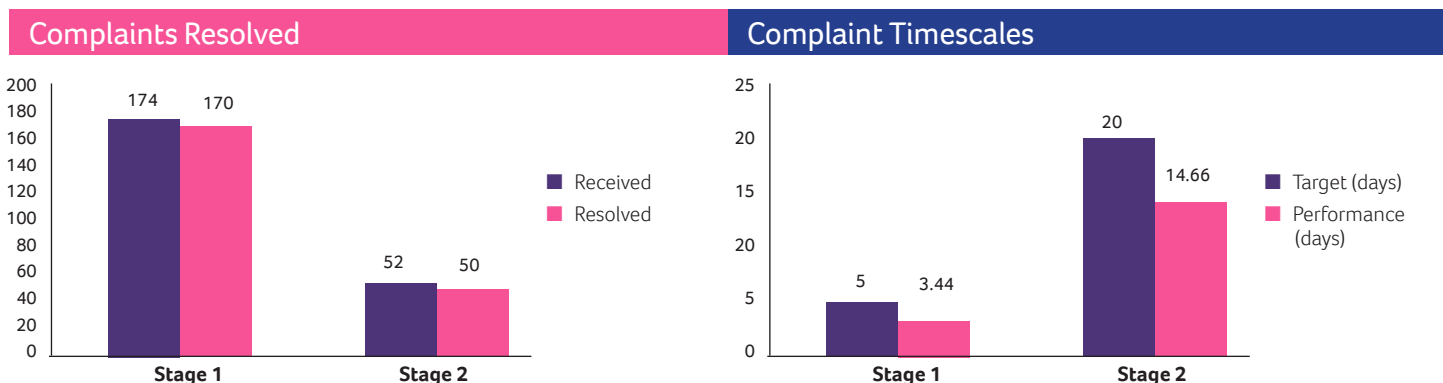
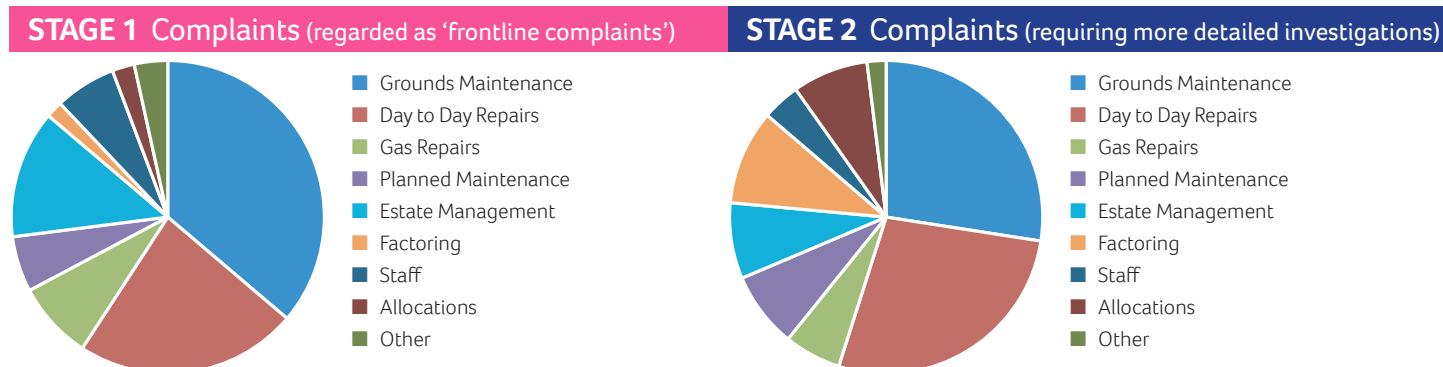
If you are interested in finding out more about any of the above opportunities or joining our Tenant Advisory Group, please get in touch with Alistair Reid, Tenant Engagement Officer on 0141 550 5060, or at haveyoursay@westscot.co.uk

Annual Complaints Report

Our complaints procedures allow us to gather feedback from tenants and other customers about how well we, and contractors working on our behalf, are delivering services across the communities where we work. The information below relates to how we performed against our targets throughout 2019/20 and sets out some of the changes that we will make to support staff to improve how we manage and record complaints.

Performance

Throughout 2019/20 we received 226 complaints, with 174 considered under stage one and 52 as stage two complaints. The breakdown of the service areas complained about is as follows:



Overview

We resolved 97% of our stage one complaints and 96% of our stage two complaints over the year. Those complaints that were not resolved carried over into the next reporting year.

We continued to receive a large number of complaints around our Grounds Maintenance service in the main relating to missed or delayed cuts. We continue to work with our contractor to identify how we can deliver improvements to this service area.

The other service area that received a high number of complaints related to our day to day repairs service. The majority of these complaints related to poorer communication than we would expect. It is worth noting that satisfaction with our repairs service remains high based on our continuous customer satisfaction surveys, and that we undertake around 11,000 repairs each year, so the total of 64 complaints represents only 0.6% of those carried out.

For both stage one and stage two complaints we resolved complaints on average within the targets set out in our complaints procedures, at 3.44 days for stage one, and 14.66 days for stage two respectively. Though the average figure is below target disappointingly we did fail to meet our target in around a fifth of complaints, which is an area we will address in the year ahead.

Changes going forward

We have adopted the new Model Complaints Handling Procedure published by the Scottish Public Sector Ombudsman, which can be found on our website <https://westscot.co.uk/tenants/complaints-feedback/>. This will result in some changes into how complaints are managed, such as improving contact with those who complain at stage two. We will introduce training for all staff so that they are familiar with the new procedure, and we will improve how we monitor complaints so that we resolve more complaints within the target.

New Homes Update

Greenan

In February 2020 work began on site with the Mactaggart and Mickel Group to deliver 61 new 2- and 3-bedroom homes at our second phase of development in Greenan, South Ayrshire. The project will build upon the strong partnership formed with Mactaggart & Mickel to deliver 61 high quality energy efficient homes to new and existing tenants. The anticipated completion date, following delays as a result of the coronavirus pandemic, is the end of 2021.

Glasgow

Dalmarnock Station

In March 2020 work began onsite to deliver WSHA's ambitious 114-unit new build development in partnership with Springfield Properties site located beside Dalmarnock Train Station in Glasgow's East End. The project will deliver a mix of 60 social rented and 54 mid-market homes ranging from 1 to 5 bedrooms, including wheelchair adaptable homes. The first social rented homes are expected to arrive early 2022 with the mid-market rent homes following shortly after in summer 2022. The project will meet the Glasgow Standard, which sets out the ambition to deliver attractive, high quality, sustainable homes in the city.



Fielden Street

McTaggart Construction is making good progress on site to deliver 52 new homes, despite delays caused as a result of the coronavirus pandemic. The homes will be the 11th phase of development in WSHA's existing community of Barrowfield in Glasgow's East End and will include 1 to 5 bedroom flats and 3 storey townhouses, with wheelchair adaptable homes. The first homes are expected to be ready in winter 2020 with site completion in spring 2021.

Springfield Cross

The development is located at the junction of London Road/Springfield Road and comprises of 36 one, two and three bed flats over 6 storeys. The homes will be created to meet Passivhaus Standard which reduces the building's carbon footprint meaning the flats will require little energy use for heating or cooling resulting in low fuel bills for tenants.



We received planning consent from Glasgow City Council in May 2020 and following the relaxation of Covid-19 restrictions, early site works were able to commence on 20th July with completion expected during the Summer/Autumn 2021.

Dundashill

At the end of March 2020, we were awarded £7.87m of grant funding to support 75 flats for Mid-Market Rent. The remaining units are subject to redesign which we aim to finalise by the end of the Summer. Planning consent remains outstanding which may impact on the proposed site start date of October. The development is being designed to Passivhaus standard and will benefit from renewable technology to provide low cost heating and hot water to each property. The flats will also have a sprinkler system and private balconies overlooking Glasgow City Centre.

Mid-Market Rent

Mid-market rent (or MMR) is an initiative from the Scottish Government to provide quality, affordable homes for low to moderate income households. Prospective tenants should have the means to pay rent without claiming benefits and should be individuals or households on low/modest gross annual incomes. Mid Market Rents are usually higher than social housing rents but lower than private sector rents.

If moving to a MMR property is of interest to you or your family, please contact us on 0141 550 5600 to register your interest. Further information on the qualifying and income criteria for the MMR properties will be published in future editions of Westworld.

Community Right to Buy

Is there land or buildings in your area that are lying derelict?



Many communities often suffer from the blight of land and buildings that lie derelict because the owner has no intention or is unable to develop the site. In the past there was nothing that local communities could do about this. Well now there is!

The Scottish Government recognised the impact this has on communities by introducing legislation that offers routes to communities taking on the ownership of land or buildings lying derelict. It is called Community Right to Buy.

There are two main ways currently that communities can take ownership:

1. Through a Part 2 (of the Land Reform Act) application to the Scottish Government. This allows the local community to prevent the current owner selling the land or asset to anyone else for a period of 5 years, with the aim of persuading the owner to sell the land to a local Community Body (who will develop the land or asset for sustainable community use), or
2. Through a Part 3A (of the Land Reform Act) application to the Scottish Government. This forces an owner to sell his land to a Community Body (again for sustainable community use) because the land is derelict or abandoned.
3. Through a Part 5 application where The Right to Buy Land to Further Sustainable Development (Scotland) Regulations 2020 will give community bodies another right to buy land if they can demonstrate that the main purpose of the community body is consistent with furthering the achievement of sustainable development. If successful in their application, the community body would be granted an absolute right to buy, even if the land is not for sale, meaning landowners could be forced to sell.

These are not easy processes but with a strong local community supporting the acquisition of the land or building, it is achievable. The Scottish Land Fund can also provide funding for the local community to acquire land or assets.

A community in Castlemilk in Glasgow is one recent example where they have been successful in their Part 2 application which means the owner cannot sell the land to anyone other the local community. The local community plan to develop out the site for a community shop, growing space and play area.

Do you have an area of land, or building next to your home that is a local eyesore? Let us know and staff at WSHA will work with local community representatives to investigate whether a Community Right to Buy application might be the way forward.

Performance and Complaints

Complaints and Customer Satisfaction

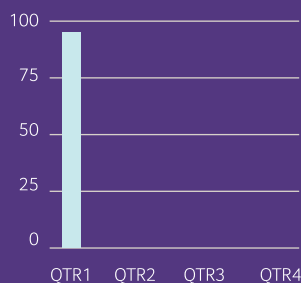
We are committed to listening to your views so we can deliver services more effectively, or where we can do more things that you want us to do. To support us to do this we regularly monitor the complaints we receive, and also have an independent company Research Resource undertake monthly satisfaction surveys. Where an issue comes up as part of a complaint, or is fed back to us by Research Resource we will look to make changes to how we work.

Complaints Update

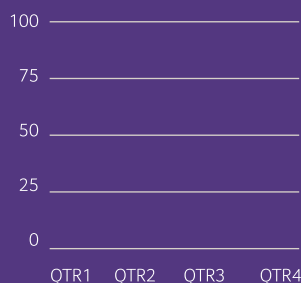
Over the first quarter of the year we saw a reduction in the number of complaints received as compared with the same period last year. We received 30 complaints at stage one and 2 at stage 2. The majority of complaints received related to our Grounds Maintenance and Close Cleaning services in the period when they were not being delivered due to Covid restrictions.

WSHA Customer Satisfaction 2020/21

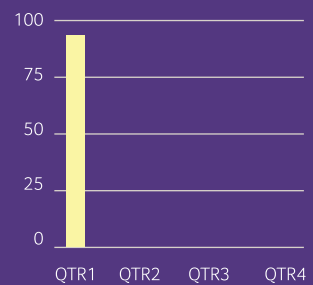
Overall, how satisfied were you with the repairs and maintenance service received?



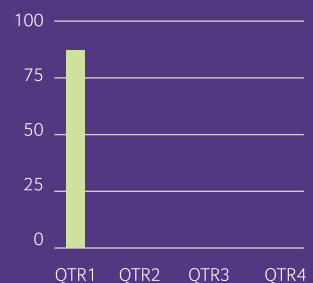
% of tenants satisfied with planned maintenance



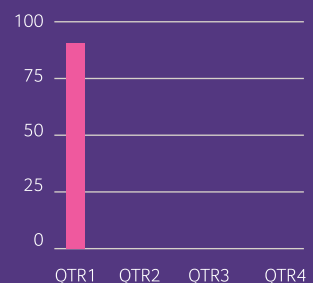
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by West of Scotland Housing Association?



Overall, how satisfied or dissatisfied are you with the landlords' management of the neighbourhood you live in?



Taking into account the accommodation and services your landlord provides, do you think your rent for this property represents good value for money?



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**West of
Scotland
Housing
Association**