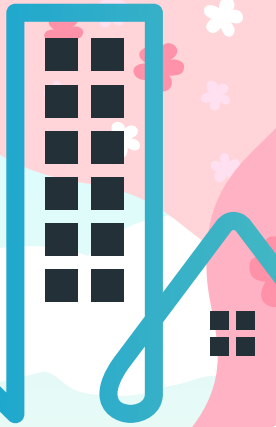


# news Action

THE NEWSLETTER OF WHITEINCH & SCOTSTOUN HOUSING ASSOCIATION LTD.



# Welcome to your Spring Newsletter!

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*Sustaining and Supporting the Creation of Equitable, Secure and Thriving Communities*



## Staff News

Due to a recent service re-design in our Housing Services Team, WSHA are delighted to announce that Lauren Cadwallender and Lisa Wards have both been promoted to the post of Senior Housing Officer. Lisa's promotion has resulted in Gillian Grimason being successful in applying for the role of Housing Officer and, in turn, this has meant that Katherine Stewart will shortly join the Housing Team as Housing Assistant.

In Corporate Services, Nicola Adams was successful in applying for the promoted post of Senior Corporate Services Officer, and in the Finance team, Dianne McGill has been successful in securing the role of Finance Officer.



Congratulations to all involved.

Our long-standing Housing Officer, Ann Gow, has decided to retire after 22 years at WSHA. Ann leaves in June with our thanks and best wishes for the future.

## Housing Team Update

WSHA's Housing & Communities team would like to let you know about some changes to how our service will operate. These improvements came into effect from 1 April 2026.

### What's changing?

Previously, tenants had a dedicated Housing Officer for your area. We have now moved to a new team-based approach, where different specialists will support you depending on your query.

Our housing service will now be delivered by two specialist teams. Each team will include Housing Officers and a Housing Assistant, led by a Senior Housing Officer:

- **Team 1 – Income & Estates Team** – specialising in rent accounts, arrears, former tenant arrears, rechargeable repairs, and estate management.

**Senior Housing Officer** – Lauren Cadwallender

**Housing Officers** – Ann Gow, Diane Calderwood & Angela Ben Gamra

**Housing Assistant** – Nicola McArthur

- **Team 2 – Tenancy Support Team** – specialising in allocations, anti-social behaviour (ASB), and helping tenants to sustain their tenancies.

**Senior Housing Officer** – Lisa Wards

**Housing Officers** – Fiona McNamee & Gillian Grimason

**Housing Assistant** – Katherine Stewart

We are also excited to announce we have Annette Matthews as our new **Energy Adviser** on a fixed term period from now until December 2027.

### What this means for you

You will no longer have a single dedicated Housing Officer.

When you contact us, you will

be supported by the team best placed to help with your enquiry.

Our teams will have full access to your information, so you will continue to receive consistent information/support.

### What's staying the same?

Our Communities team and the Welfare Rights service will continue to operate as they do now.

### Why we're making this change

This redesign is informed by feedback from customers and staff and supports our aim to improve efficiency and deliver high-quality customer service.

We're committed to making this transition as smooth as possible and ensuring you continue to receive a high standard of customer service.

If you have any questions or need support, please don't hesitate to get in touch.





## Committee Recruitment

As many of you will know, Whiteinch & Scotstoun Housing Association is overseen by a voluntary Management Committee comprising tenants and other members who have particular skills that benefit the Association.

Recently, Katy McGregor joined the Committee, filling a casual vacancy until the Annual General Meeting in August. Katy works for a Housing Association. We have another person interested in becoming a committee member who also has a housing background. However, we would welcome any tenants who may be interested in joining the Management Committee to ensure that WSHA

remains rooted in putting tenants at the centre of all that we do.

Currently, the Management Committee meet nine times a year and the meetings generally last for an hour and a half, although members are requested to read over the committee papers in advance of each meeting.

If you would be interested in helping to play a part in the running of your housing association please contact James Ward (Chief Executive) at [jward@wsha.org.uk](mailto:jward@wsha.org.uk) who will be happy to provide further details on what is required for Committee membership.

## Tenant Satisfaction Survey

Every year, we ask our tenants for feedback on the services we provide as your landlord. This is done on our behalf by Research Resource, who carry out one-to-one interviews with a wide range of tenants. Your feedback helps us understand what's working well and where we need to improve.

They key areas raised were:

Housing & Communities	Property Services
Allocations	Reactive Repairs
Communication	Cyclical Maintenance
Anti-Social Behaviour	Adaptations
Estate Management	Work undertaken by WSES
Rents	

Over the past 12 months, the Housing & Communities team has updated several key policies, including Allocations, ASB, Estate Management and Income Management. We've also changed the way the team works so staff now specialise in specific areas. ASB cases are now handled in-house, which helps us respond faster and provide a stronger, more consistent service.

We also launched a new Tenant Engagement & Participation Strategy. This sets out how we will communicate with you, the different ways you can get involved, and what you can expect from us as your landlord.

Within Property Services, we are developing a new Asset Management Strategy. This will include detailed information about each property, such as the expected lifespan of kitchens and bathrooms, maintenance needs, sustainability, and future demand. This helps us plan repairs and improvements more effectively.

For Adaptations, referrals are still required, but our staff are now working more closely together to gather information from other sources (not just Occupational Therapists) where possible. This helps speed up the process for tenants who need adaptations.

WSES is currently being reviewed. Once this is complete, it will lead to higher standards and closer monitoring to make sure the service meets expectations.

The next Tenant Satisfaction Survey will take place in summer 2026. We hope the changes made over the past year show that we listen to your feedback and use it to make real improvements to our services.

*Thank you for taking the time to have your say – it really does make a difference.*

## Thank You for Taking Part in Our Rent Consultation

As part of our 2026/27 rent consultation, we would like to say a big thank you to everyone who took the time to complete the rent consultation survey. As a small token of our appreciation, all participants were entered into a prize draw to win one of two £50 Amazon vouchers.

We are delighted to announce that the two lucky winners are **Moira Campbell** and **Peter Boyle**. Peter was over the moon to hear the news, telling us he has never won anything before and is now thinking about putting the lottery on!

Thank you once again to everyone who took part in the consultation this year. Your time, views and feedback are incredibly valuable and play an important role in shaping the decisions we make about rents and services.



Lisa Wards, Senior Housing Officer & Moira Campbell (one of our winners)



## Housing (Scotland) Act 2025 – Domestic Abuse

**The Housing (Scotland) Act 2025 brings in new rules to better protect people who are experiencing domestic abuse. The main aim of the law is to help people stay safe in their homes and to prevent homelessness.**

Because of this, housing associations now have a stronger responsibility to support tenants who are affected by domestic abuse.

Due to this, we have introduced a new Domestic Abuse Policy. This explains how we:

- Recognise domestic abuse
- Support tenants, applicants and staff
- Help keep people safe

Domestic abuse is now officially recognised as a reason someone may become homeless. This means we must take it into account when making housing decisions.

Our priority is to help people remain safely housed wherever possible, rather than being forced to leave their home.

Additionally, we understand that domestic abuse can lead to money worries. If rent arrears have happened because of abuse, we will:

- Take this into account
- Focus on offering support and advice
- Avoid enforcement action where possible

If you have a Scottish Secure Tenancy and are in a joint tenancy with someone who is abusive, WSHA can apply to the court to end the abusive person's right to the tenancy. This can allow you to remain in the home without needing the other person's agreement.

If you want to stay in your home, we will support you to do so wherever possible.

WSHA will also offer **1x free 30-minute appointment with the Association's solicitor.**

This gives you the chance to talk through your situation and understand your options.

If you are experiencing domestic abuse, you don't have to deal with it alone. Our staff are trained to listen, offer support and help you contact specialist support organisations.

You can speak to us in confidence, and we will do our best to help.

# Housing (Scotland) Act 2025 – A Simple Guide for Tenants

The Housing (Scotland) Act 2025 brings in changes to help make renting fairer, safer and more supportive. These changes will be rolled out gradually over the next year or so.

Here's a quick and straightforward look at what it means for you.

## Better Support if You're Experiencing Domestic Abuse

One of the biggest changes is around supporting people affected by domestic abuse. Housing associations are now expected to take this into account when making housing decisions and to offer help where it's needed.

The law makes it clear that no one should be treated unfairly or forced out of their home because of abuse. It also recognises all types of abuse, not just physical harm. Wherever possible, people should be supported to stay safely in their home.

## Asking to Keep a Pet

There are also changes coming around pets. Tenants will soon have a new right to ask permission to keep a pet. Requests will need to be made in writing, and landlords must reply within one month. They won't be able to refuse a request without a good reason, and if no reply is given in time, permission may be treated as agreed.

This change recognises how important pets can be for wellbeing, while still allowing reasonable rules where needed.

## More Security for Household Members

The rules around taking over a tenancy after someone dies are also changing. People living in the property will now only need to have lived there for six months, rather than a year, to succeed a tenancy. This offers more security and better reflects modern family and living arrangements.

## Help Before Homelessness Becomes a Crisis

Public services now have a stronger responsibility to spot warning signs of homelessness earlier and offer help sooner. The idea is to step in before problems grow bigger and provide support when it's first needed.

## What Happens Next?

Not all of these changes will happen at once. Many will be introduced gradually through 2026 and beyond, and we'll keep tenants updated as things move forward.

Overall, the Housing (Scotland) Act 2025 is about keeping people safe in their homes, supporting wellbeing, and making sure tenants are treated fairly and with respect. We'll continue to share updates and explain what these changes mean for you as they come into effect.

# Rent in Advance

**Paying your rent on time is an important part of maintaining your tenancy, and we'd like to remind everyone about how our rent in advance system works.**

At WSHA, rent is charged in advance, which means your payment is due on the 1st of each month for the month ahead as per your tenancy agreement. Staying in advance helps keep your account in good standing and can prevent arrears from building up.

For new tenants, a payment will continue to be required at the point of sign-up to ensure accounts start in advance. If you're an existing tenant and your account isn't quite up to date yet, even small

additional payments on top of your usual rent can make a big difference over time in bringing your balance into advance. We will continue to contact all tenants who are not in advance to discuss payment arrangements.

We understand that circumstances can change, and managing household finances isn't always easy. If you're finding it difficult to keep up with payments, please don't wait—get in touch with us as soon as possible. Our team is here to offer support, discuss your options, and help you find a manageable solution.

You can contact the office on **0141 959 2552** to speak to a member of our team.



## Rent Charge from 1<sup>st</sup> April 2026

All letters notifying tenants of the new rent payment from 1st April 2026 have now been hand delivered to each property. The rent increase was 5.5% for most tenants but for those who are part of the harmonisation process it is 5.5% plus an additional amount to continue to bring the rents in line with target rent.

If you are currently claiming Universal Credit (UC) for your housing costs, you need to update UC about the change in rent to ensure that full housing costs are paid. This should be done on your journal under 'reporting a change to housing costs' if you have an online claim or call UC on **0800 328 5644** if you have a telephone claim.

If you claim Housing Benefit, we will update Glasgow City

Council. If this changes the amount of entitlement, Glasgow City Council will issue a revised award notice directly to you. If you pay by direct debit, we will automatically adjust this, and nothing requires to be done. If you pay by standing order you will need to increase this using your online banking or by visiting or calling your branch directly.

Please note that your rent payment amount and method of payment should be increased each year in March for the April increase as your rent is due monthly in advance.

If you want to discuss any of the above, please contact **0141 959 2552** and speak directly to our Income Maximisation team.



## Scottish Carers Benefit



From March 2026, the Scottish Government plan to replace Carer's Allowance Supplement with Scottish Carer Supplement for carers receiving Carer Support Payment.

The change means carers will receive the extra support more consistently and regularly.

Instead of 2 x payments in June and December each year, claimants will now receive an additional payment alongside their Carer Support Payment.

Payments will be £11.70 p/w.

## Missed Universal Credit Managed Migration Deadline

DWP has now issued all Universal Credit Managed Migration notices. Legacy benefits will end on 31st March 2026 and no further payments of these will be made after this date.



If you have received a migration notice and have not made a claim, it may not be too late. You may still be able to claim Universal Credit and keep your transitional protection if you have a reason for missing the deadline date. The DWP can allow extra time. You need to contact DWP as soon as possible to explain why you missed the deadline and request an extension.

### What is transitional protection?

If your Universal Credit income is less than the benefits you are currently receiving under the old benefits system, you will be entitled to Transitional Protection. This is paid on top of your Universal Credit to ensure that you are not worse off in the short term.

To receive the transitional element, you must have received a migration notice and claimed Universal Credit within the deadline stated on your notice or the extension period.



## LCWRA changes and new regulations

From 6<sup>th</sup> April 2026 there will be two different rates of the LCWRA (Limited Capability for Work-Related Element):

- A new rate of £217.26
- A protected LCWRA amount of £423.27 (rising to £429.80 from 1<sup>st</sup> April)

The new lower rate will be for anyone who becomes entitled to LCWRA element in their UC award from an assessment period that begins on or after 6<sup>th</sup> April 2026, unless they meet the criteria for the protected LCWRA amount.

The protected LCWRA amount will be for:

- Pre 2026 claimants
- Severe conditions claimants
- Terminally ill claimants

## Two child limit & the benefit cap

The government announced that the Two Child Limit will be lifted from April 2026 for Assessment Periods starting on or after 6th April 2026.

Whilst many families currently on Universal Credit with three or more children will benefit from this change, some will not. There are other families that may not currently be entitled to Universal Credit who will become entitled from 6th April because of this change.

Tenants with three or more children may now be eligible for the additional child element of Universal Credit. However, this entitlement may be affected by the benefit cap.

The Scottish Government mitigates the benefit cap, and as a result Glasgow City Council (GCC) can award a Discretionary Housing Payment (DHP) to cover the capped amount.

### What you need to do:

If you are affected by the benefit cap:

- You must complete a **DHP application online**
- On the form, **tick "Benefit Cap"** as the reason

**You do not need to provide income or expenditure details**

You will only need to provide **your bank details**

Once approved, the DHP will be awarded to cover the capped amount.

GCC can backdate DHP payments for up to 12 months.

If you think this applies to you, please apply as soon as possible to avoid missing out on support. If you want to discuss how this or any of the above information will affect you, please make an appointment with Lisa our Welfare Rights Officer on **0141 959 2552**.



# Estate Management

At WSHA, we believe that good estate management plays a vital role in creating safe, welcoming places where people enjoy living.

Our aim is to look after our homes and shared areas to a high standard by providing a responsive, efficient, and customer focused estate management service for everyone. We are committed to keeping our properties and communal spaces clean, safe, and well maintained — helping to create attractive neighbourhoods that residents can feel proud of.

While this article outlines the key parts of how we will manage estate management, a full version of the policy is available to view on request. Our staff also work to clear, detailed procedures to ensure estate management is carried out consistently, fairly, and effectively across all our properties.

## Our Objectives

We aim to:

- Make sure all tenants and residents can live in a safe, clean, and well managed environment.
- Help tenants and residents understand their responsibilities for looking after their home and surrounding areas.
- Be clear about WSHA's responsibilities for estate management and deliver these efficiently, providing good value for money.
- Deal with estate management issues promptly, so problems are resolved as early as possible.
- Work in partnership with tenants and owners to find solutions that support



strong, positive, and thriving communities.

## Management of Communal Areas

WSHA is responsible for maintaining shared outdoor and indoor spaces, including:

- Common backcourts and open spaces (grass cutting, shrub pruning, and repairs).
- Bulk uplift services and backcourt cleaning for tenants.
- Cleaning of communal closes, stairs, and windows.

The cost of these services is included in tenants' rent through a service charge. Owner occupiers will be invoiced separately for their share of these costs.

## Keeping Communal Areas Safe and Clear

For fire safety and to reduce the risk of accidents, WSHA operates a clear close policy at all times.

No items may be stored in common closes, including:

- Bikes, scooters, prams.

- Medical aids or equipment.
- Decorative items such as planters.
- Household items, including shoes.
- A doormat is the only item permitted outside individual properties in a common close.
- E bikes and e scooters are not allowed in common closes or inside properties, due to the increased fire risk.

If items that pose a danger are identified, they may be removed immediately and without notice.

## Drying Areas and Storage

- Drying areas are not storage areas.
- If items are found in drying areas, all residents will be notified and given time to remove them.
- Items not removed within the stated timescale will be disposed of.
- Where responsibility can be identified, the cost of removal and disposal will be recharged.



# Housing and Communities

## Safety and Cleanliness

Any spillages must be cleaned up immediately by the person responsible to prevent accidents.

When a bulk uplift is arranged by WS Estate Services (WSES):

- Items must be placed at the

rear of the building or where allocated for bulk.

- Bulk items left at the front of the building will not be collected.

You can find bulk uplift collection

dates on our website or by contacting our office. Please make sure bulk items are put out the night before your scheduled uplift to ensure they are collected.

Please note that WSHA **does not** investigate car parking issues.

## Monitoring of Estates

To help maintain high standards, some properties and areas will be monitored on a fortnightly, monthly, or quarterly basis. These arrangements may change depending on requirements.

### Fortnightly Visits

Ferryden Court
Haylynn Street
Henrietta Street
Methil Street
Primrose Street

### Monthly Visits

Curle Street
Dumbarton Road 1060, 1188, 1184, 1195, 1199
Dumbarton Road 1221-1285, 1333
Dumbarton Road 1151 -1175
Dumbarton Road 1343 - 1427
Earl Street
Fore Street
Harland Street
Medwyn Street 59-73
Northinch Court 1A, 98
Northinch Street 98 -108
Scotstoun Street



### Quarterly Visits

Balshagray Crescent
Byron Street
Dumbarton Road 1477 - 1513
Edzell Court
Edzell Place
Edzell Street (even numbers)
Edzell Street (odd numbers)
Glendore Street (even numbers)
Glendore Street (odd numbers)
Haldane Street
Harmsworth Street
Medwyn Street 77-127
Northinch Court 2 - 10
Northinch Street 133 - 147
Northinch Street 80-96
Palladium Place
Primrose Court
Victoria Park Drive South 13



## Items for Bulk Uplift

We offer a free weekly bulk uplift service for tenants.

Items for bulk uplift should be placed in designated areas beside the bin stores. Items for bulk items left on the street will not be uplifted by WSHA.

**Please note household waste / items in black bags will not be uplifted.**

For more information, please contact the office on **0141 959 2552**.



## Fly Tipping

If you notice any instances of fly tipping in the area, please report this to Glasgow City Council. Glasgow City Council are responsible for the uplift of fly tipping, not WSHA.

Reports can be made online ([www.glasgow.gov.uk/article/4250/Report-Environmental-Issues](http://www.glasgow.gov.uk/article/4250/Report-Environmental-Issues)) or via phone: **0141 287 1058**.

# A Change to How We Deal With ASB Complaints

We'd like to let tenants know about a change in how we manage neighbour complaints and reports of Anti-Social Behaviour (ASB).

Up until now, these cases were handled for us by Glasgow City Council's Community Relations Unit (CRU). From 31 March 2026, this arrangement has ended, and all ASB complaints involving our tenants are now being dealt with directly by our Housing Services team.

We'd like to take this opportunity to thank the CRU team for their support over the years.

## What Is Anti-Social Behaviour?

Anti-Social Behaviour can have a big impact on people's quality of life and how safe they feel in their home. It's defined in law as behaviour that causes alarm, distress or nuisance, or stops someone from enjoying their home or neighbourhood. This could be a one-off serious incident or behaviour that happens repeatedly over time.

Examples include ongoing loud noise, harassment or intimidation, vandalism, misuse of shared areas, drug-related activity, or regular nuisance from vehicles or pets. Everyday living noise — like children playing or the odd social gathering — isn't usually classed as ASB unless it's happening frequently, very late at night, and causes distress.

## How We Deal With ASB

We take reports of Anti-Social Behaviour seriously. Our aim is to deal with issues fairly, sensitively



and confidentially, while keeping our communities safe and helping people remain in their homes wherever possible.

Every report is carefully looked into. Depending on what's happening, we may start with informal steps such as offering advice, issuing warnings, or arranging mediation. If behaviour continues or becomes more serious, formal action may be taken. Legal action is always a last resort.

We also understand that Anti-Social behaviour can sometimes be linked to other challenges, such as mental health issues, substance misuse, or difficult personal circumstances. Where needed, we work with other organisations like Police Scotland, social work services, health services and support agencies to try to address the wider issues and find long-term solutions.

## Reporting ASB and Getting Help

If you're affected by Anti-Social

Behaviour, please contact us as soon as you can and give as much detail as possible. Keeping a simple diary of what's happening and encouraging other affected neighbours to report issues can really help us take action.

If the behaviour is criminal, threatening, or puts anyone at immediate risk, you should contact Police Scotland straight away:

- 999 in an emergency
- 101 for non-emergency situations

Support is also available from organisations such as Victim Support Glasgow and Crimestoppers.

## Working Together

We want to work alongside tenants and partner agencies to deal with Anti-Social Behaviour and keep our neighbourhoods safe and welcoming. If something is affecting your home or wellbeing, please don't hesitate to get in touch — the earlier we know, the sooner we can help.



# Well at Home: Checking in With You - Our Annual Tenant Visits

Over the coming year, our teams will be carrying out annual tenant visits, known as **Well at Home: Checking in With You**.

These visits give us the opportunity to check in with tenants, make sure their homes are safe and well maintained, and strengthen relationships by being more present and accessible.

## What is “Checking in With You”?

It’s a planned, friendly visit to every tenant at least once a year. It’s not an inspection; it’s a chance to:

- Check the condition and safety of your home
- Identify and address any repair issues early
- Check in on your wellbeing and offer support or signposting if needed
- Get to know our tenants better and an opportunity to get to know our staff better

## Why are we doing this?

Our homes are more than bricks and mortar — they are where people live, grow, and feel secure. **Checking in With You** helps us to:

- Spot problems before they become bigger issues
- Support tenants who may be struggling or need extra help
- Improve communication and trust

- Make sure we are delivering the best possible services which are shaped around who our tenant are
- Regular contact helps us understand what matters most to our tenants and how we can better support them

## What to expect

- Visits will be arranged in advance
- A member of our team will attend and introduce themselves

- The visit will be relaxed and respectful
- Any actions or repairs identified will be followed up

Tenants are always welcome to ask questions, raise concerns, or share feedback during the visit.

These visits reflect our commitment to putting people first and ensuring everyone feels supported in their home. We look forward to meeting tenants throughout the year and continuing to build strong, positive relationships in our communities.



# Support With Your Energy Bills and Home Energy Use

Our Energy Advice Service is here to help you understand, reduce, and manage your energy use with confidence.

We provide free, impartial, and practical advice to help households:

- Keep energy costs under control
- Improve energy efficiency at home
- Make informed choices about heating, electricity, and energy-saving measures

Whether you're keeping an eye on your energy costs, concerned about rising prices, or exploring ways to make your home more energy-efficient, our advisor can offer personalised guidance tailored to your situation.

## What We Can Help With

- Understanding your gas and electricity bills
- Reducing energy use while staying warm and comfortable
- Improving home energy efficiency (including insulation, heating, and lighting)
- Switching tariffs or suppliers and checking eligibility for additional support
- Advice on grants, schemes, and financial assistance
- Extra support for vulnerable households and help to prevent fuel poverty



## How the Service Works

Advice is available in a way that suits you, including:

- Weekly drop in at TWC
- One-to-one appointments
- Telephone support
- Online advice
- Home visits (where appropriate)

Our aim is to help tenants stay warm, save money, and live comfortably.

## Get in Touch

To speak with Annette, our Energy Advisor, or to arrange support:

- Request an appointment: Energy Advisor Appointment Request
- Call: **0141 959 2522**
- Email: [energyadvice@wsha.org.uk](mailto:energyadvice@wsha.org.uk)
- Drop-in sessions: Tuesdays and Wednesdays, 3-4pm at TWC



## Tenant Voice Panel Update

Our Tenant Voice Panel has been busy over the past year, helping shape how we work and ensuring tenant experience stays at the centre of our decisions. Members have reviewed new and existing policies, attended meetings with staff, and shared valuable insight that's already helping us improve our services.

The Tenant Voice Panel has contributed to several key areas including:

### Reviewing new and existing policies

Panel members have provided thoughtful, practical feedback on a range of policies including: Domestic Abuse Policy, Pets Policy, Tenancy Sustainment Policy, Estate Management, Recharge Repairs Policy, Allocations Policy, Anti-Social Behaviour Policy, Tenant Participation and Engagement Strategy, Income Maximisation and the Community Investment Strategy. This helps us ensure our documents are fair, accessible, and reflective of real tenant experiences.

### Attending meetings with staff and leadership

Members have taken part in discussions with different teams across the organisation offering insight into how proposed changes may affect tenants and suggesting improvements.

### Acting as a bridge between tenants and the organisation

By sharing lived experience and raising issues that matter to the wider community, the panel helps us stay connected and accountable.

We are incredibly grateful for their time, honesty and commitment – their feedback genuinely makes a difference.

### Want to Get Involved?

We are looking for new members to join the panel. If you'd like to help influence how our services are delivered, share your views, or represent your community, we'd love to hear from you. You can take part by attending meetings or simply give feedback by email, telephone or an in-person chat – whatever suits you.

If you're interested in joining or want to know more, telephone the office to speak to Angela Molloy on **0141 959 2552** or email us at **communities@wsha.org.uk**

### Community Voice Panel: Supporting TWC, Strengthening our Community

Our Community Voice Panel has been supporting the work of the Whiteinch Centre by sharing by sharing ideas, feedback and lived experience. Their involvement helps ensure TWC continues to reflect what matters most to our community.

Part of their work this year included reviewing the Communities Project Fund – 8 of the projects were successful with the funding applications and we look forward to them delivering their projects in The Centre or local community.

## New Customer Portal Coming Soon

Later this year, we will be launching a new customer portal designed to make it easier for tenants to engage with us online. Alongside this, we are also developing a new website which will work hand-in-hand with the portal.

The customer portal will give tenants the option to manage many services digitally, including:

- Viewing rent statements
- Reporting repairs
- Submitting complaints or

compliments

- Completing required forms
- Viewing household details
- Accessing important documents such as your tenancy agreement

The portal is there to support tenants who prefer to communicate with us online. However, if you prefer to continue receiving letters by post, nothing will change – this option will remain available.

The portal is simply to give tenants more choice and flexibility, and to

make it easier to access information or services without needing to call or visit the office, if you don't wish to.

We will keep tenants informed and share further details once a launch date for the website and customer portal has been confirmed. We will also offer support sessions for anyone who would like help using the portal or would like a demonstration of how it works.

Keep your eyes peeled for updates in the coming months!



## What's Happening at TWC

TWC is your friendly local space where tenants and local people can meet others, enjoy activities, and feel part of the community.

We run a range of activities throughout the week, including social sessions, wellbeing activities, creative groups, and practical support. Many of these are free or very low cost, so it's easy to pop along, try something new,

or simply enjoy a cuppa and a chat without worrying about the cost.

Alongside our weekly timetable, we also host monthly community meals, breakfasts, and special events, offering a relaxed and welcoming environment for people of all ages. Whether you come every week or just now and again, you'll always be made to feel welcome.

### Come Along and Say Hello

If you're looking for something to do, a chance to meet new people, or simply a warm and friendly place to spend some time, we'd love to see you. Drop into the Centre, have a chat with the team, or check the What's On at Whiteinch information for details of activities, days, and times.

TWC is your space - everyone is welcome.

### Weekly Activities



#### Monday

- Upcyclers, 10am-12pm
- IT Drop In, 12pm-2pm
- Jo Jingles Kids Movement and Music, 1pm-2pm
- 365 Essentials, 6pm-8pm
- Knitting Club, 7pm-9pm
- Get Dancing, 7pm-9pm



#### Tuesday

- The Whiteinch Community Shop, 12pm-7pm
- Vamos Spanish Class, 12pm-1:30pm
- Man's Club, 12pm-2pm
- Chair Yoga, 1pm-2pm
- Adult Violin lessons, 5:30pm-7:15pm

Contact: [reception@whiteinchcentre.org.uk](mailto:reception@whiteinchcentre.org.uk) to join the community shop



#### Wednesday

- The Whiteinch Community Shop, 10am-6pm
- Tai-Chi, 10:30am-11:30am
- Chair Yoga, 1pm-2pm
- UKTC Taekwondo, 6pm-8pm
- DIY for beginners, 6pm-7pm
- Vamos Spanish Class, 6pm-8pm



#### Thursday

- NHS Vaccination Centre, 9am-8pm
- Digital AI course, 5pm-7pm

\*Please contact the NHS' vaccination hotline to change appointments\*



#### Friday

- Digital Skills for ESOL, 10am-12pm
- Sewing Class, 10am-12pm
- Chair Yoga, 1pm-2pm
- UKTC Taekwondo, 6pm-8pm

\*Please note that dates/times/programme may be subject to change\*

Did you know that we offer lots of activities FREE to tenants?

If you see the low cost / no cost logo then it's Free for you!



### Monthly Activities

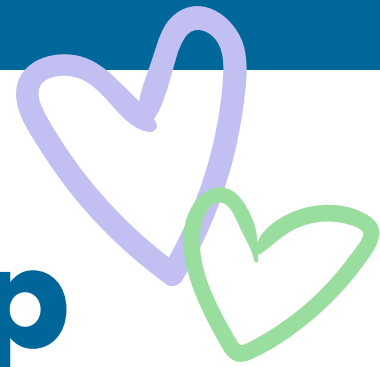


Rise & Shine Breakfast 1 morning every month  
Whiteinch Community Meal 1 lunch every month

Whether you're looking for activities for children and young people, an adult looking to further your education, or simply looking for a safe place to 'break bread' with others in your community. **We've got something for everyone!**



# The Whiteinch Community Shop



The Whiteinch Community Shop is a valued part of our community, offering local people access to affordable food in a warm, welcoming space built on dignity, choice, and respect.

Members can choose their own food, helping people feel comfortable and independent. Over the past year, the Shop supported 5,387 individual shopping visits and distributed more than 64,000 food items, showing just how important this service continues to be for our community.

Like many services, costs have increased, and following positive feedback from members, the weekly shop price is now £3.50. This helps keep the Shop well-stocked and sustainable for the future.

### Did you know?

WSHA tenants receive their annual Community Shop membership free of charge, thanks to support from WSHA.

### How to Join

Joining the Community Shop is simple. Just pop into The Whiteinch Centre, speak to a member of the team, and they'll talk you through the membership and sign-up process

The Whiteinch Community Shop is there for people who need it - if it would be useful to you, come along and find out more.

## Turning Old Clothes into Community Support

Thanks to your support, our textile recycling bin, provided through the Lintel Trust "Reduce, Reuse and Raise Funds" initiative, is already making a real difference in our community.

So far, residents have donated over 5 tonnes of unwanted clothing, shoes, and textiles. Not only has this helped reduce waste and support more sustainable recycling, it has also resulted in £1,000 of funding awarded to TWC, which is being used to support community meals for local people.

This is a fantastic example of how simple, everyday actions - like clearing out a wardrobe - can help protect the environment and support people locally.

### Where Is the Recycling Bin?

The textile recycling bin is located at:

Path between TWC and Dumbarton Road.

### How You Can Get Involved

If you have clean, reusable clothing, shoes, or household textiles you no longer need, please consider donating them to the textile recycling bin.

Every bag donated helps reduce waste, raise funds, and support our community meals - let's keep it going!

## Planned Investment Works

The KBR capital investment programme for kitchens, bathrooms, boilers and rewires concluded in March 2026, with only the window replacement programme continuing until July 2026. The Association will install new windows in approximately 80 properties between April and July 2026.

Over the next two years, the Association plans to replace the communal heating systems in 46 properties on Northinch Street, Dumbarton Road and Methil Street with individual electric wet systems. If you have any queries or comments on the service being provided you should contact David McCormack, Property Services Officer.



## INSTALLATION OF ENVIRONMENTAL SENSORS

The Association's Electrical Contractors DRM Electrical & Fortress have been appointed to install Environmental Sensors within our properties. The Association is currently sitting with 70% of our properties fitted with these sensors. A small programme will be undertaken to complete the remaining 30% and we would be grateful if the properties not connected could provide access for these works.



The sensors will interlink with the existing LD2 smoke and heat alarms within your property and will monitor the temperature, humidity and air quality within your home. You will be able to monitor these devices with a smart phone or other internet enabled device.

## Tenant Health & Safety

The Tenant Health & Safety Handbook is available which provides useful information regarding various elements of health & safety. It will explain what the Association is responsible for in your home and provides helpful tips and advice on areas such as:

- Fire Safety
- Gas Safety
- Electrical Safety
- Damp & Mould
- Legionella
- Asbestos
- How to Avoid Accidents

Tenant Health and Safety Handbook



## Water Risk Assessments & Tank Cleans

The Association will continue to carry out regular water safety inspections and water treatment works throughout the year. If you are contacted about getting these works carried out, please make every effort to allow access. If you have any queries or comments on the service being provided you should contact Stuart McBroom, Senior Property Services Officer.



## Electrical Inspection Contract

We carry out Electrical Installation Condition Reports (EICR) in your property every 5 years. This work will be carried out by our Electrical Contractor. These inspections are undertaken to ensure that the electrical system in your home is, and continues to be, maintained in a safe condition.

As part of this inspection, the electrician may be required to carry out essential electrical repairs, when identified. This work may also include the upgrading of smoke, heat & carbon monoxide detectors to comply with the Scottish Government's fire safety legislation, which requires all homes to have the following:

- One smoke alarm installed in the room most frequently used for general daytime living purposes;
- One smoke alarm in every circulation space on each storey, such as hallways and landings;
- One heat alarm installed in every kitchen;



- All smoke and heat alarms to be ceiling mounted; and
- All smoke and heat alarms to be interlinked.

Specified types of sealed long-life battery alarms or mains-wired alarms are permitted, with a maximum lifespan of 10 years.

These standards will bring all existing homes up to the standard for fire and smoke alarms required in new build homes. In our properties that are electrically heated only, a Gateway module will be installed, which will allow the Association to remotely monitor the smoke & heat alarms and ensure that they are working correctly.

## Electrical Safety is *your* responsibility as well as *ours!*

The Scottish Housing Regulator has introduced rules in relation to electrical safety and both the Association and our tenants have a joint responsibility for ensuring electrical safety. As a tenant you must provide us with reasonable access to carry out a 5 yearly inspection and as a Landlord we must make every effort to ensure that this check is carried out, including forcing entry when necessary.

We take this responsibility **very** seriously.

Unfortunately, we still find it difficult to gain access to some of our properties. This means that staff are contacting some tenants a significant number of times to try and encourage them to provide access and we have also had to arrange an increasing number of forced accesses. This is time consuming for staff and is also inconvenient for tenants.

It is therefore important that you work with us to make the inspection as simple as possible by providing access when requested or by offering an alternative date within the 5 year timescale.

You should be aware that if we do have to arrange a forced access, **you will be re-charged all associated costs** even if we don't have to force access to your home on the day.

It is essential that you allow access for this work to be carried out as it not only protects you and your family but also your neighbours, should any serious electrical issues occur. If you have any queries about these inspections, please contact Jose Miguez, Property Services Officer.

# Annual Gas Safety Checks

Gas servicing is **your** responsibility as well as ***ours!***

We have a joint responsibility for your gas safety. As a tenant you must provide us with reasonable access to carry out an Annual Gas Safety check and as a Landlord we must make every effort to ensure that this check is carried out.

We take this responsibility **very** seriously.

Unfortunately we still find it difficult to get access to some of our properties. This means that staff are contacting some tenants a significant number of times to try and encourage them to provide access and we have also had to arrange a number of forced accesses. This is time consuming for staff and is also inconvenient for tenants.

It is therefore important that you work with us to make the Service as simple as possible by providing access when requested or by offering an alternative date within the 12 month timescale.

You should be aware that if we do have to arrange a forced access, you will be re-charged all associated costs even if we don't have to force access to your home on the day.

## Gas cookers - a few things to remember

### Changing your gas cooker or gas hob

If you are installing a new gas cooker you must ensure that it is connected and disconnected by a Gas Safe registered engineer.

### Changing your electric cooker to a gas cooker

If you have an existing gas bayonet and decide to change your electric cooker to a gas cooker you must ensure that it is connected by a Gas Safe registered engineer.

**You must also alert the Association to this change by contacting either Yvonne Jones or Jose Migues from Property Services.**

### Stabilising your cooker

Please ensure that your gas cooker is fitted with a stability bracket. If you do not do this it should be recorded on the Gas Safety certificate issued to you during the annual gas inspection. The Association must remind all tenants that it is in their interests to have a stability bracket fitted to ensure that their cooker remains safe and securely in place.

## Gas! issues that you need to consider

### If you smell gas:

Turn off all gas appliances and turn off the supply at the gas meter.

Put out all cigarettes and do not light any matches or switch electrical switches as any spark could cause a fire.

Open doors and windows to let gas escape.

Phone Scottish Gas Network on **0800 111 999**

### Gas leaks

Never try to deal with a gas leak yourself.

A gas leak should also be reported to Scottish Gas Network on **0800 111 999**



## Medical Adaptations

The Association receives an annual grant allocation from the Scottish Government for Medical Adaptations, to help make it easier for tenants to live within their property. The Association receives an average of £60,000 per annum for these works.

Should a tenant wish to apply for a Medical Adaptation, in the first instance, they will have to contact a local Occupational Therapist (OT), either through their doctor or health centre.

The Occupational Therapist will then arrange to visit the tenant and determine what adaptations are

required and then submit a referral advising the Association.

Once the Association receives a referral, provided the Property Services Officer and the Housing Officer are satisfied with the adaptation request, and funds are still available within the budget, the Association will then contact their specialist to survey the work required for the adaptation, along with the Association's Property Services Officer and provide a quote.

Provided the Association is satisfied with the work required and the cost, the contractor will

then be instructed to proceed with the work and the contractor will then contact the tenant to advise them of the date when the work will commence.

Under normal circumstances, once an adaptation referral is approved, the work will be completed within 90 days.

Once the work has been completed, the Association's Property Services Officer will arrange to visit the property, to inspect the work carried out and to ensure the tenant is completely satisfied with the adaptation.

## External Painting Programme and Internal Close Re-decoration

The contract for the external painting works and the internal re-decoration programme are currently out to tender.

The successful contractor will be appointed in June to start a new 7-year cyclical painting programme. Works should commence around July. You will be advised when works are due to start in your area and if you have any queries or comments, you should contact Jose Miguez, Property Services Officer.



## Close Cleaning & Bulk Uplift

The Close Cleaning & Bulk Uplift Contract is undertaken by WS Estate Services Ltd. If you have any queries or comments on the service being provided you should contact Jose Miguez, Property Services Officer.



## Grounds Maintenance

WS Estate Services carry out the Associations Grounds Maintenance Contract and have started their spring/summer grounds maintenance programme. This involves grass cutting, pruning, rubbish and moss removal and generally keeping gardens and backcourts tidy during the summer months. If you have any queries or comments on the service being provided you should contact Jose Miguez, Property Services Officer.

# Get In Touch

If you have any comments on the newsletter, if you want to get more involved or simply want more information on any of the articles, we would love to hear from you!

You can contact us at: **Whiteinch & Scotstoun Housing Association Ltd.,  
The Whiteinch Centre, 1 Northinch Court, Glasgow, G14 0UG**

Phone: **0141 959 2552** • Email: [wsha\\_admin@wsha.org.uk](mailto:wsha_admin@wsha.org.uk)

## Cantonese

如果你需要這份不同語言版本的簡訊，請聯絡WSHA辦事處 Corporate Services (地址: The Whiteinch Centre, 1 Northinch Court), 或致電 0141 959 2552, 或電郵 [wsha\\_admin@wsha.org.uk](mailto:wsha_admin@wsha.org.uk)。

## Gaelic

Cuiribh fios gu Corporate Services aig oifis WSHA aig Ionad Whiteinch, 1 Northinch Court, neo air a fòn aig 0141 959 2552, neo air post-dealain aig [wsha\\_admin@wsha.org.uk](mailto:wsha_admin@wsha.org.uk) ma tha thu ag iarraidh dreach dhan iris-naidheachd ann an cànan eile.

## Mandarin

如果您需要此报纸的其他语种译本，请与位于Whiteinch中心，1 Northinch Court WSHA办公室的 Corporate Services 联系，或者致电 01419592552，或者发电子邮件至 [wsha\\_admin@wsha.org.uk](mailto:wsha_admin@wsha.org.uk)。

## Polish

Jeżeli chcieliby Państwo otrzymać tłumaczenie niniejszego biuletynu, prosimy o kontakt z Corporate Services w biurze WSHA w Whiteinch Centre, 1 Northinch Court lub telefonicznie pod numerem 0141 959 2552 lub na adres e-mailowy: [wsha\\_admin@wsha.org.uk](mailto:wsha_admin@wsha.org.uk)

## Swahili

Ikiwa ungependa toleo katika muundo tofauti, tafadhali wasiliana na Huduma za Biashara kwenye

The Whiteinch Centre, 1 Northinch Court, G14 0UG, kupitia simu kwenye: 0141 959 2552, au kupitia barua pepe kwenye [wsha\\_admin@wsha.org.uk](mailto:wsha_admin@wsha.org.uk)

## Urdu

اگر آپ اس نیوز لیٹر کو کسی مختلف زبان میں حاصل کرنا چاہتے ہوں تو براہ مہربانی "وائٹ انچ سینٹر"، 1 نارتنہ انچ کورٹ میں واقع "ڈبلیو ایس ایچ اے" کے دفتر میں Corporate Services سے "کیرن میک ایون" ٹیلیفون نمبر 0141 959 2552 کے [wsha\\_admin@wsha.org.uk](mailto:wsha_admin@wsha.org.uk) کے ذریعے رابطہ کریں۔ ذریعے یا ای میل

## Arabic

إذا كنت تريدًا نسخةً بتنسيقٍ مختلفٍ، فالرجاء الاتصال بقسم خدمات الشركات "Corporate Services" في 2552 959 0141، عبر الهاتف على الرقم: 0141 959 2552

أو عبر عنوان البريد الإلكتروني [wsha\\_admin@wsha.org.uk](mailto:wsha_admin@wsha.org.uk)

## Farsi

اگر نسخه‌ای با فرمت متفاوت می‌خواهید، لطفاً با خدمات شرکتی به شماره ذیل با شماره زیر تماس بگیرید 2552 959 0141، از طریق تلفن: 0141 959 2552

یا از طریق ایمیل به [wsha\\_admin@wsha.org.uk](mailto:wsha_admin@wsha.org.uk)

As with all of the Associations policies and procedures, this document, in full and in part, can be made available in summary, on tape, and in translation into most other languages. It is available to view and download from the website at [www.wsha.org.uk](http://www.wsha.org.uk).

If you would like a version in a different format, please contact Corporate Services at The Whiteinch Centre, 1 Northinch Court, G14 0UG, by telephone on: **0141 959 2552**, or by e-mail at: [wsha\\_admin@wsha.org.uk](mailto:wsha_admin@wsha.org.uk).