

Committee Matters

WGHC's Committee of Management is the board of directors of the company and takes the major decisions including rent setting and budgets. Unlike most landlords, our board is entirely made up of tenants.

Since the last newsletter the Committee has met just once, on 10th February.

At the meeting Committee received a report from an independent consultant who had been appointed to look into a number of complaints made by one of our tenants. The consultant reported that there was no basis for the complaints. She also recommended that Committee adopt an "Unacceptable Actions Policy" to address the problems which can arise when an individual repeatedly makes false accusations or unreasonable demands.

There will be a feature on complaints and the new policy in the next issue. Meantime this issue contains a summary of complaints responded to from April to December 2015 (page 3).

We believe WGHC receives relatively low numbers of complaints. Hopefully that reflects high levels of satisfaction. We'll find out when we get the results of this year's tenant satisfaction survey (also page 3).

Committee also reviewed the performance of the Co-operative from April to December 2015 in relation to budgets, performance benchmarks and objectives.

Overall performance was as expected or better than expected across all areas. There were some savings on budget and the financial position of the Co-operative continues to be strong.

Committee also agreed to renew the contracts with MenCo for landscape maintenance.

The financial year runs from April to March. In most years the new financial year sees an uplift in rents. However, as previously reported, Committee agreed some time ago that there will be no increase in April 2016. The decision was taken because inflation is relatively low and because of possible cuts to benefits.

Committee have already approved a Business Plan for next "year": April 2016 to March 2017. Major projects will include beginning to replace boilers and kitchens in "Area 2" which means the 100 houses completed in 2002 by Wimpey in parts of Granton Mill and Granton Mains.

More news of that next time.



WGHC NEWS



Spring Edition 2016

March 2016



PUBLIC MEETING BEING HELD The Prentice Centre is Under Threat of Closure



1 Granton Mains Avenue

WEDNESDAY 9TH MARCH 2016 at 7PM
All Welcome

Please come along to the meeting which will be attended by our local politicians.

It is important that we let them know how we feel about the centre which was built to be part of our community.

EMERGENCY REPAIRS ONLY

If you require an emergency repair during out of office hours please telephone HANOVER TELECARE on 0800 917 8039



USEFUL TELEPHONE NUMBERS

Council North Office	529 5050
CEC Environmental	529 3030
Edindex	529 5080
Emergency Social Work	529 5093
Emergency Gas Leak	0800 111 999
Faulty Street Lights	200 2000
Granton Info Centre	552 0458
Housing Benefit	469 5000
Noise Team	101
NHS 24	111
Police Scotland (non emergency)	101
Social Care Direct	200 2324

Council Online Services (Pay, Report or Request)
www.edinburgh.gov.uk



WEST GRANTON HOUSING CO-OP

26 Granton Mill Crescent
Edinburgh EH4 4UT

Telephone 0131 551 5035
Fax: 0131 551 7235

Email: mail@westgrantonhc.co.uk



No Rent Increase 2016/17



Committee of Management took the decision **NOT** to increase the rent for our tenants in 2016/17.

WGHC's budget to manage, maintain and improve its houses comes from the rent that tenants pay, so if you are experiencing

Public Holidays 2016

OFFICE CLOSED
The WGHC Office will be closed on:

- FRIDAY 25th March 2016
- MONDAY 28th March 2016
- MONDAY 2nd May 2016

Happy Easter!

Local Childcare Service



Are you struggling with childcare after school or during the school holidays ?

North Edinburgh Childcare have childcare places available in their out of school clubs for children attending :

- ◆ Ferryhill
- ◆ Forthview
- ◆ Granton and
- ◆ St David's Primary Schools.

Their clubs provide after school care from bell time to 5.45pm each day Monday to Friday during school term times and full day care from 8.00am to 5.45pm during school holidays. For more details including fees people should contact Kieran

New Staff Member



Our new Apprentice Housing Assistant Eilidh Moohan started work with us in January 2016.

She will be working at the front counter, helping tenants with their queries, answering the phone and taking rent payments for the first month or so then she will be working with different members of staff to get an insight into the variety of work that staff in a housing co-operative do.

We would like to welcome Eilidh and know that our tenants will make her welcome.

Grass Cutting Service

Since 2013 Committee has approved the running of our own grass cutting service for eligible tenants.



We would like to invite any tenants who think they may be eligible to apply for this service.

To qualify for WGHC Garden Aid you must meet the following conditions:

1. You must have a disability or health condition which prevents you from maintaining your garden;
2. There is no-one living in the household over 16 years of age who does not have a disability or health condition which prevents them maintaining the garden for you; and
3. No other garden assistance is being received (e.g. The Council's Garden Aid Scheme).

It may be necessary for you to provide us with a letter from a health professional advising of your disabilities which prevent you from being able to cut your grass.

If you meet the above criteria and are interested in applying please contact Lyn West on 0131 551 5035

Complaints Report

17 complaints were received by WGHC during the period 1st April to 31st December 2015.

Stage One Complaints = 14
 Stage Two Complaints = 3
 Escalated to the SPSO = 0

⇒ 15 of the complaints received were from tenants
 ⇒ 1 complaint was from a WGHC Contractor and
 ⇒ 1 was from a Membership Applicant

A summary of the complaints received to date are shown in the table below:

Category of Complaint Received	Stage 1 (frontline complaint)	Stage 2 (investigation complaint)
Tenant Direct Debit not cancelled despite end of tenancy	1	0
Contractor not happy with WGHC	0	1
Garden Aid Service	4	0
Stair Cleaning Service	1	0
Central Heating (contractor brought wrong radiator)	1	0
Conduct of Contractor (damage caused)	2	0
Tenant dis-satisfied in relation to various issues	0	1
Tenant expected emergency response for a routine repair	1	0
Repair appointment letter delivered to the wrong address	1	0
Tenant unhappy with the tone of letter re: no access	1	0
Contractor did not attend at arrange appointment time	1	0
Conduct of Staff Member	0	1
Membership Application referred to Committee	1	0
Totals	14	3

Ten of the Stage 1 complaints were upheld and apologies were issued and in most cases remedial action was taken; the remaining four were not upheld (rejected). All three Stage 2 complaints were not upheld.

Tenant Satisfaction Surveys



With Committee approval, WGHC commissioned an independent company to carry out its annual tenant satisfaction surveys.

This work has now been completed. A big thank you to all those who took part. Your views and feedback are very important to WGHC.

The results of the surveys will be reported back to all tenants later this year through the Annual Report on the Charter.

Tenants Handbook



We are in the process of updating the Tenants Handbook and this should be ready early this year. All tenants will receive a copy of the revised version.

Apart from tips on how to report repairs and manage your tenancy it will also provide information about your Scottish Secure Tenancy Agreement.