



**West  
Granton**

HOUSING CO-OPERATIVE  
Rebuilding a Community

AUTUMN 2018

newsletter



## Changes to Your Scottish Secure Tenancy Rights Introduced by The Housing (SCOTLAND) Act 2014

In September 2018 we sent out a letter to all WGHC tenants explaining the changes to Scottish Secure Tenancy rights made by the Housing (Scotland) Act 2014.

To ensure that your tenancy rights are protected it is very important to ensure that we have accurate information about who is living in your house and that you advise us of any changes to your household. You need to advise us of any changes in writing. If you do not tell us that someone is living in your

property they will not be eligible to become a joint tenant nor can they have the tenancy assigned to them or succeed to it if you pass away.

Some of the changes come into effect from 1 May 2019 and others from 1 November 2019. Enclosed with this newsletter is a summary information leaflet about these changes.

If you have any questions please contact a member of our Housing Management Team on **0131 551 5035**.

# Complaints Report April to June 2018

## Definition of Stage 1 & Stage 2 Complaints

### → STAGE 1 Complaints

This is a frontline complaint and is usually resolved on the same day with an “on the spot” apology. We have up to 5 working days to resolve.

### → STAGE 2 Complaints

This is a more serious or complex type of complaint which requires investigation. We have up to 20 working days to resolve.

In total, WGHC received 8 complaints in the period 1st April 2018 to 30th June 2018

### STAGE 1

7 of the 8 complaints were resolved within the target of 5 working days.

1 complaint was not resolved within target due to difficulties contacting with the tenant.

### STAGE 2

There were no Stage 2 complaints this period.

### SCOTTISH PUBLIC SERVICES OMBUDSMAN (SPSO)

There were no complaints referred to the Ombudsman this quarter.

## Landlord Report on the Scottish Social Housing Charter 2017-18

The Scottish Social Housing Charter came into force on 1st April 2013. The Charter is a requirement of the Housing (Scotland) Act 2010 which sets out its functions, powers and duties.

The Charter provides a clear statement of what tenants and other customers can expect from their social landlord. It is used by the Scottish Housing Regulator to monitor and assess each Registered Social Landlords' performance.

Every Scottish social landlord is required to report their tenants how they have performed against the Charter each year. Enclosed within this newsletter is WGHC's Landlord Report on the Scottish Social Housing Charter for 2017-18. A copy can also be found on WGHC's website at [www.westgrantonhousing.coop](http://www.westgrantonhousing.coop)



## Supporting our Tenants

It is a priority for our staff to work closely with tenants to provide advice and guidance to help them overcome problems or barriers that can contribute to their tenancy failing. However, we recognise that the skills of a qualified support worker or the provision of supported accommodation is a very specialised service area and as a small community-based landlord, WGHC is unable to provide these directly. However, we can

still help by making referrals to agencies who can provide that much needed specialised level of support or care. Please speak to a member of our Housing Management Team who will be happy to discuss this further.

Alternatively, you can contact Social Care Direct on **0131 200 2324** to ask for advice or refer someone you know in Edinburgh who may need help due to illness, frailty, disability or concerns about their safety.

# Annual General Meeting

WGHC's 28th AGM took place at the Prentice Centre on Monday 3rd September 2018. Although attendance by members was low, when the numbers of attending and represented members (i.e. those represented by proxy) were added together, it allowed for the meeting to go ahead. This meant retiring Committee members could be re-elected and WGHC could appoint Alexander Sloan as their Auditors for the next year.

If there aren't enough members in attendance, the AGM has to be postponed and called again the following week. WGHC is different from other housing associations

in that it is a fully mutual housing co-operative and all tenants must first become members. The rules of the Co-op state that it is only first members whose attendance can be counted at the AGM. WGHC needs at least 28 members to attend every year to allow the meeting to go ahead. However, year on year WGHC is struggling to achieve this number. The Committee of Management will discuss how to improve members attendance before the next AGM. Meanwhile, if you have any ideas or suggestion to improve attendance at the AGM please let us know. You can email us, write to us or phone. Our contact details are on the back of this newsletter.

## Remember remember...

### Bonfire Night – Monday 5th November 2018



Keeping yourself and others safe is a priority this Bonfire Night.

Where possible, attend an organised display.

Fireworks can be fun but please remember that some people and animals can become distressed by their sounds.

Also, in the run up to Bonfire Night please try and prevent your wheelie bins and recycling

boxes from becoming a target from vandals by making sure, where possible, to keep them stored away and only put them out on collection days.

The City of Edinburgh council have arranged to have cages at various locations for bulk refuse disposal in advance of bonfire night.

We have been informed that they will be at the following locations:

Location	Date	Times
Muirhouse Loan (off Pennywell Gardens)	Tuesday 2nd October 2018	10.00 – 13.00hrs
Cul-de-Sac at Crewe Road Gardens	Thursday 4th October 2018	10.00 – 13.00hrs
High Flats, Ferry Road Drive	Tuesday 9th October 2018	10.00 – 13.00hrs
Wardieburn Street East (location TBC)	Thursday 11th October 2018	10.00 – 13.00hrs

### Have fun this Bonfire night and stay safe!

**Remember, remember...** if you see anyone acting suspiciously or putting others at risk please telephone Police Scotland on **101** or dial **999** in the event of an emergency.



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**Out-of-office emergencies: 0800 917 8039**

# Committee Matters

**The Committee of Management of WGHC is its board of directors. Unlike most social landlords, all WGHC's committee members are tenants.**

As well as this quarterly report in the Newsletter you can also now find a short report after every committee meeting on our web site [www.westgrantonhousing.coop](http://www.westgrantonhousing.coop).

On July 11th Committee received the report of the external auditor who said it was a clean audit with a good, consistent set of accounts, that WGHC was keeping operating costs down and investing in the housing stock. This was the last meeting before the CEO's retirement and Committee appointed Larke Adger acting CEO and Secretary until the post was filled.

On 15th August 2018, Committee received the First Quarter's Financial Performance and Operational Performance Reports for 2018-19, and noted that WGHC's cash position remains strong and overall performance remained very good. Committee agreed that all the members of the board continue to demonstrate their effectiveness, including the four members who have more than 9 years service.

On 27th August 2018, a Special Meeting was held. The Chairperson announced that as

from 1st September 2018, Larke Adger would be appointed as WGHC's new CEO.

On 3rd September 2018, the Annual General Meeting was held in the Prentice Centre. Lorna Brown, George Thomson and James Moir all retired and stood for re-election. Jon Douglas was nominated and elected onto the Committee. This means there are now 12 Committee Members: Lorna Brown, James Hemphill, Marilyn Dickson, George Thomson, Joe Moir, Elizabeth Robertson, Donna Anderson, George Nicol, James Moir, Fiona Marshall, Marlyn Sinclair and Jon Douglas. Alexander Sloan were once again appointed as WGHC's Auditors for the forthcoming year.

At the Committee Meeting on 12th September 2018 Committee elected Lorna Brown as Chairperson, Jim Hemphill as Vice Chair and Marilyn Dickson as Treasurer. Committee also noted that WGHC is now a member of the Scottish Procurement Alliance and that emergency stair lighting is to be installed into all stairs to bring them in line with the stairs in Granton Mill and Forthquarter.

## WGHC appoint new CEO

Lorna Brown, Chairperson of the Committee of Management at West Granton Housing Co-op (WGHC) has announced that Larke Adger was appointed their new CEO as of 1st September 2018. Larke Adger takes over from former Chief Executive, Gerry Gillies, who retired at the end of July 2018.

