



**West  
Granton**

HOUSING CO-OPERATIVE  
Rebuilding a Community

WINTER 2018

# newsletter



WGHC would like to wish you all a  
**Merry Christmas and Happy New Year**

The office will be closed from 4.00pm on Friday 22nd December 2018  
and will re-open at 10.00am on Thursday 3rd January 2019

## Refuse Collection over the Festive Period

For dates about refuse collections over Christmas and New Year please refer to the Council's Bin Calendar. If you don't have a Bin Calendar log onto the Council website at [www.edinburgh.gov.uk](http://www.edinburgh.gov.uk) and search their online directory for household rubbish and recycling collections.

Christmas trees can be picked up for recycling. Again, check the Council website to see when your garden waste is due to be collected. You can either present your Christmas tree at the kerbside by 6am on the next collection day.

## Emergency Repairs over the Festive Period

Whilst the office is closed please telephone your emergency repairs through to **Hanover Telecare** on **0800 917 8039**.

**Please remember to only report emergency repairs over the holiday period.**



**Gas Emergencies**  
**Lothian Gas on 0131 440 4666**

# Complaints Report April to September 2018

## Definition of Stage 1 & Stage 2 Complaints

### → STAGE 1 Complaints

This is a frontline complaint. It is usually minor in nature and generally 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 12 complaints in the period 1st April 2018 to 30th June 2018.

#### STAGE 1

WGHC received 11 x stage 1 complaints within the period.

10 out of the 11 were resolved within the target of 5 working days.

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

#### STAGE 2

There was only one Stage 2 complaint within this 6 month period. This was resolved within the target of 20 working days.

#### SCOTTISH PUBLIC SERVICES OMBUDSMAN (SPSO)

There were no complaints referred to the Ombudsman this quarter.

## What you should find inside this Newsletter

- A copy of Quids In magazine
- a Guide to Universal Credit and
- the WGHC Christmas Card.

## WGHC help Craigroyston Boys Football Club

In October, Committee were proud to donate £300 to the local **Craigroyston Boys Football Club**. This was in response to the club looking to raise funds to buy a replacement battery for their life saving defibrillator.



## Prentice Centre Open on Christmas Day

Do you have any plans for Christmas Day?

If not, pop into the **Prentice Centre** for a mince pie and some Christmas Cheer!

The Centre will be open from **11am to 2pm** on **Christmas Day**. They would love to see you!

Reserve your free ticket on **0131 552 0485**.



## Best Start Grant available from December

Are you 24 weeks pregnant or is your baby less than 6 months old? Call **Social Security Scotland** on **0800 182 2222** to find out if you are eligible for the Pregnancy and Baby Payment. #BestStartGrant #SocialSecurityScotland

# Think you need to claim Universal Credit? Get advice first!

Universal Credit full service was introduced in Edinburgh on 28th November 2018.

A change of your circumstances from when Universal Credit (UC) full service was introduced on 28th November 2018 could mean that you are moved from Housing Benefit onto UC. **OR** you may have a change of circumstances that allows you to stay on your old benefit.

These are the benefits affected:

- Child Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Working Tax Credit

But how do you know what is best for you? **Seek advice first** on your choices as moving to Universal Credit may make you worse off. Once you are on UC, you can no longer claim any of the older benefits. **WGHC can book you an appointment to see a Welfare Rights Advisor** at the Prentice Centre on a Tuesday afternoon. Simply call **0131 551 5035** and ask a member of staff to make you an appointment.

## REMEMBER

If you do claim Universal Credit you will also have to make a claim for Council Tax Reduction (previously known as Council Tax Benefit). Remember to tick the box on the UC Claim form when it asks if you would like to claim Council Tax Reduction (CTR). Alternatively you can make a claim for CTR at [www.edinburgh.gov.uk](http://www.edinburgh.gov.uk)

# New Housing & Corporate Services Manager

WGHC welcomed **Alan McKee** to the team on 3rd December 2018. Alan joins WGHC as the new Housing & Corporate Services Manager. As well as being depute to the CEO, he has overall management responsibility for the Housing Management Team.



## Tenant Satisfaction Surveys

In February 2019, Research Resource will be conducting face to face surveys with WGHC tenants. It is a requirement of the Scottish Housing Regulator that social landlords survey their tenants at least every three years. A letter will be sent out to all tenants nearer the time with further details.

## Joint Working Benefit Advice Appointments

WGHC are joint working with **Granton Information Centre** and the **Prentice Centre** to provide benefit advice to the local community. WGHC's Committee approved 6 months funding for the project which commenced on 6th November 2018. Anyone is free to access this independent and confidential advice service. Appointments with a Welfare Rights Advisor are being offered between 1.30pm and 4pm every Tuesday over the 6 month period. So if you need a benefit check, want to know if you're better off in work, looking for debt advice or need to find out how Universal Credit might affect you call the WGHC Office on **0131 551 5035** or Granton Information Centre on **0131 551 2459** to make an appointment. All appointments will be held in the Prentice Centre.



GRANTON  
INFORMATION  
CENTRE





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Granton**

HOUSING CO-OPERATIVE  
Rebuilding a Community

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e mail@westgrantonhc.co.uk

w www.westgrantonhousing.coop

**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). The last newsletter detailed Committee news up to the end of September 2018.

The Meeting on 10th October 2018 was a busy one. Committee discussed staffing and noted changes to future financial accounting requirements. Committee discussed WGHC's Performance Report on the Scottish Social Housing Charter for 2017-18 and approved the publication to be published on the WGHC website and to be sent out to all tenants. A review of WGHC's performance and strategies was undertaken and some new priorities and objectives were approved by Committee including an agreement to improve and upgrade fire safety systems, to look again at WGHC's Mission Statement in 2019-20. WGHC are due to carry out a replacement of doors and windows in some of its stock in 2019, however, this project

may have to be delayed until the fire door situation is resolved. Finally, Committee approved a donation to Craigroyston Football Club to help them purchase a replacement battery for their defibrillator and to sponsor a Welfare Rights Advisor from Granton Information Centre to hold surgeries within the local Prentice Centre.

At the Meeting on 14th November 2018 Committee considered and approved the Quarterly Performance Reports. They also looked at staffing and approved a review of current staffing carried out by the CEO, which has resulted in some new positions within the organisation as detailed in the inside of this Newsletter. Committee agreed to remove an existing contractor and add a new contractor to its Approved Contractor List. A presentation was given by the Scottish Procurement Alliance on how WGHC will procure from their framework for the window and door contract due to be carried out in Area 1 in 2019-20.

## Staff Changes at WGHC

In addition to welcoming Alan McKee on board as our new Housing & Corporate Services Manager, **Fiona McIntosh** has been promoted to Tenancy Manager as from 1st December 2018.

**Jiewen Gao** has been promoted to our Assistant Finance Officer and **Kirsteen Panther**,

our Property Assistant, has enjoyed an upgrading in her post to reflect the increased responsibilities she has taken on over the past year.

