



**West  
Granton**

HOUSING CO-OPERATIVE  
Rebuilding a Community

AUTUMN 2017

newsletter



# West Granton Housing Co-op's Annual General Meeting

Our 27th Annual General Meeting was held at the Prentice Centre on Monday 4th September 2017. With 22 Members attending together with the 21 Proxy forms submitted, we had over the minimum number of members needed to make the meeting valid.

The Auditor, Phil Morrice, from Alexander Sloan Auditors briefly discussed the WGHC audited accounts and described it as financially stable and secure.

Lorna Brown, Chair, thanked staff for their hard work and in particular paid special thanks to Gerry Gillies (CEO) as this was his last AGM with the Co-op. Sadly for WGHC, Gerry will be retiring in 2018.

Gerry was next to speak and told members how WGHC had performed over the last year. He touched on some of the problems encountered with the boiler and kitchen installation program in Area 2. He spoke about how WGHC continued to be one of the top performing social landlords in Scotland. With this being his last AGM, Gerry thanked the Committee, tenants and staff for making the Co-op strong and viable.

# Kitchen replacement program continues



This year we are carrying out £700,000 of planned maintenance in Granton Mill. Boiler replacements have been completed and kitchen replacements are now progressing well after some initial problems.

Pictured above is a new kitchen in a one bedroom flat. New flooring, worktops, units and tiled splashback were included. The programme is due to complete by December 2017.

**SATURDAY**

**21**

**OCTOBER**

**10.30am - 12.30pm**



the  
prentice  
centre

**OPEN DAY**

**FREE  
ENTRY**

**Come along to our Open Day and support your local community centre.**

- |                       |                   |                   |
|-----------------------|-------------------|-------------------|
| * Home Baking *       | * Tombola *       | * Face Painting * |
| * Hair braiding *     | * Bouncy Castle * | * Nail Painting * |
| * Nearly New Stalls * | * Hot Food *      | * Tea & Coffee *  |

**Many prizes to be won plus much more to see and do.**

**Prentice Centre, 1 Granton Mains Ave, Edinburgh EH4 4GA  
Tel: 0131 552 0485 Email: prenticecentre@hotmail.com**

# Civil service strollers under 13's football team

In April 2017, the Civil Service Strollers contacted WGHC seeking a donation for their under 13s football team. The Committee agreed to a donation of £250 towards the team's Match Day Strips and Training Kits. The Strollers acknowledged the contribution by putting WGHC's logo on the strips. We wish the team all the best and every success for the future.



## Complaints

**There were six complaints in the quarter April to June 2017: five frontline (stage 1) complaints and one investigation (Stage 2) complaint.**



Two of the five frontline complaints involved rent accounting errors. Both were upheld. The remaining three were concerned with the quality of stair cleaning (which was upheld), the tidiness of a Contractor before a job had been completed (not upheld) and a tenant who was unhappy they were unable to speak to a senior staff member each time they had a query concerning a basic tenancy issue (not upheld).

The one investigation (Stage 2) complaint was from a tenant who had not been

informed they had rent arrears until sometime after they had arisen. The Housing Manager met with the tenant and investigated the complaint. The complaint was upheld and an apology was given.

Of the six complaints received, five were resolved within target times. One was unable to be resolved within target as staff were unable to make successful contact with the complainant which delayed the resolution period.

## Congratulations

### Eilidh Moohan

After successfully completing her Modern Apprenticeship in Housing and the Chartered Institute of Housing Certificate in Housing Practice (Level 2) Eilidh Moohan has accepted a permanent position with WGHC. We are delighted to welcome Eilidh as our new full time Housing Administration Assistant from 1st October 2017.





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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)

Since the last Newsletter our Committee has met twice, in August and September 2017. We also had our Annual General Meeting on 4th September.

In August Committee approved a draft budget and agreed to consult tenants about a proposed 2.6% rent increase. Members also discussed a performance report, training priorities, maintenance projects and estate management. Committee also authorised the CEO to fill a permanent administration assistant post and to recruit a replacement for our finance assistant who retires later this year.

22 tenants attended our AGM with another 21 represented by proxy. As well as the formal business, there was prize bingo and prize draws. A third of the Committee retire each year but the three retiring committee

members were all re-elected and one new member was elected. This gives us a total of 11 members for the year ahead.

At the committee meeting later in September Lorna Brown was re-elected as Chair, Jim Hemphill as Vice Chair and Marilyn Dickson as Treasurer. Committee training dates were agreed. Other business included treasury management; current building contracts; and the Scottish Housing Regulator's latest landlord report. WGHC scores very highly across all indicators, especially tenant satisfaction.

There will be three training sessions for committee in October and November on their role as committee members, finance and succession planning. The latter is to help them start preparing to replace the CEO who will retire in 2018. The training sessions are in addition to the regular meetings so it will be a particularly busy time over the next few months.

## Farewell

### Marian Paluchowski

It is with both sadness and fondness that we wish Marian Paluchowski (Assistant Finance Officer) a happy forthcoming retirement at the end of November 2017. Marian started working for WGHC in 2008 and has put in many hours of hard work over the years. We would like to thank Marian for her commitment to the Co-op and wish her the best of health and happiness in this new chapter in her life.

