



**West  
Granton**

HOUSING CO-OPERATIVE  
Rebuilding a Community

SUMMER 2019

# newsletter



## Dolly Parton's Imagination Library

Dolly Parton's Imagination Library is a book-gifting charity for young children aged 0-5. Dolly wants to guarantee access to books, inspire a lifelong love of reading and help children reach their full potential.

The Imagination Library sends a carefully selected, age appropriate book in the post, every month, to all registered children

from birth until their 5th birthday. The books are addressed to each child, and over 900,000 children worldwide are part of the Imagination Library!

WGHC working in partnership with the Imagination Library means there is no cost to our tenants so please contact the office to register any of your children under 5yrs.

### Emergency Repairs

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 when the office is closed.**



**Gas Emergencies Lothian Gas on 0131 440 4667**

## Your Local Pantry

The Cyrenians, in partnership with Fareshare, are setting up a local pantry at the Granton Hub. The Pantry is designed to provide affordable access to good quality foods. It will run on a fortnightly basis, and will provide a selection of fresh fruit and vegetables, chilled foods and ambient foods.

The Pantry will be membership based, with members then being able to choose up to 10 items per visit. The membership fee is set at £1, and it will also be £1 per shop. You can also enjoy a free hot meal during your visit!

To become a member, or for further information, please contact Michelle Dennis on **0131 554 3900**, or email [michelledennis@cyrenians.scot](mailto:michelledennis@cyrenians.scot) The first Pantry will start on the 12th June and will be open 11am – 1.00pm.

## Complaints Report

In the year 2018-19, we received 21 complaints

**20** of these complaints were frontline **Stage 1** complaints, **18** of which were quickly resolved and within the required timescale of 5 working days. Two fell outwith the target due to problems making contact with the complainant. 13 of these complaints were upheld.

One of the complaints required more detailed investigation and was dealt with under Stage 2 of our Procedure. The complaint centred around the poor performance of a contractor leading to damage to the property and the tenants possessions. The complaint was upheld, compensation paid and the contractor was removed from our Approved List.

No complaints were referred to the Complaints Ombudsman.

## Best Start Grant

From 3 June, the Best Start Grant has replaced the Sure Start Maternity Grant in Scotland and consists 3 cash payments that you can apply for if you're a parent or a carer.

These are: **Pregnancy and Baby Payment** (£600); **Early Learning Payment** (£250 per child); **School Age Payment** (£250 per child).

You can apply online at [www.mygov.scot/benefits/best-start/](http://www.mygov.scot/benefits/best-start/), call **0800 182 2222**, or contact Citizens' Advice Scotland

## EU Settlement Scheme (EUSS)

EU Citizens (except Irish) need to apply to the EUSS to be granted settled status to remain in the UK. You can find a step by step guide at [www.gov.uk/settled-status-eu-citizens-families](http://www.gov.uk/settled-status-eu-citizens-families) and there is a support toolkit specifically for Scottish residents available at [www.gov.scot/publications/eu-citizens-staying-in-scotland-package-of-support/](http://www.gov.scot/publications/eu-citizens-staying-in-scotland-package-of-support/) The Scottish Government are also funding Citizens Advice Scotland to provide support – contact the Leith bureau on **0131 554 8144**.

**It is free to apply for EUSS.**

## Letter box Stickers

We have a supply of “No Cold Callers” letterbox stickers in the office for any tenants keen to dissuade sales persons calling at their door unannounced. Door to door selling increases the potential for tenants to get scammed or simply feel obliged buy something they don't want or need.

**Please ask!**

# Tenant Satisfaction Survey

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

This work has now been completed. A big thank you to the 200 tenants who took part and we are delighted to say the results are once again excellent with 99% of tenants stating they were satisfied with the overall service provided by the landlord.

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



Your views and feedback are very important to WGHC.

## SHE Activity Club

SHE Scotland CIC aims to support, inspire, empower, engage girls and women in activities which increase positive self-esteem, confidence, relationships and improve their life chances.

SHE aims to provide activities during school holidays for girls and young women aged 9-14yrs. Their range of activities will also support the development of positive relationships, physical & mental health and provide community cohesion. They also aim to provide an evening workshop which mothers and daughters can participate in together. Physical and create activities will enhance their personal relationships as well as developing positive role models.



SHE will provide activities which include physical activities such as Zumba, basketball and football. Their creative activities will enable girls and young women to create outside seating and garden equipment for the Prentice Centre Creche/ Garden. They aim to provide activities which bring different ages of girls and young women together to share experiences, knowledge and develop a stronger relationship between the participants.

Activities will be delivered at the Prentice Centre and the Community SHED at North Edinburgh Arts during July, August and October 2019. See [www.shescotland.org.uk](http://www.shescotland.org.uk) for details.

## FaceNorth Project

PYCP's FACENorth (Focusing on Alternatives to Crime, Edinburgh North) Project began in 2015 and has had success in engaging with young people known to be at risk of criminal activity and anti-social behaviour. They take time to build relationships and trust with young people which enables them to challenge behaviour without disengagement

and also to achieve personal goals. Currently, the project involves diversionary activities, residential experiences, one to one and family support as well as employability programmes to support young people back into education and into training and work. If you would like more information please call **0131 332 9815** or email [james@pycp.co.uk](mailto:james@pycp.co.uk) / [katie@pycp.co.uk](mailto:katie@pycp.co.uk)



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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).

At the April 2019 Meeting, Committee were advised this year's Financial Audit would start in the week beginning 6th May 2019 and that our Auditor, Alexander Sloan, would present the draft statutory accounts to the entire Committee at their meeting on 12th June 2019.

Committee were advised that WGHC has now received Living Wage Accreditation.

Committee agreed they would have their formal Audit Skills Assessment on 15th May 2019. Finally, Committee approved 3 donations: £850 for the Dolly Parton Book Scheme for all WGHC children aged under 5 years; £1,000 to the Pilton Youth and Children's Project and £1,480 to the local Prentice Centre so they can continue to run their Adult Art classes.

The May meeting was also a very busy one.

The Financial Performance Report for the year was presented in some detail.

WGHC's financial position remains very healthy and this will be reflected in the Statutory accounts.

Research Resource presented the 2019 Tenant Satisfaction Survey Results. The overall satisfaction levels for WGHC are 99%, compared with the Scottish national average of 90%.

After the above presentations, Committee approved the Statistical Return for the Annual Report on the Charter which must be submitted to the Scottish Housing Regulator.

Committee were advised of the outcome of the Annual Health & Safety Audit Assessment. No serious risks were identified. Committee approved the appointment of a Consultant for the 2019 Stock Condition Survey.

Finally, Committee noted that the CEO had met up with Port of Leith HA to discuss the progress of their joint procurement of linked smoke alarms and electric testing through ARCHIE; that the CEO had met up with Hunters Hall Housing Co-op to progress their joint procurement of an internal auditor, and this will go live on the Public Contract Scotland website by 31st May; that the CEO will be attending a meeting with 9 other Scottish Housing Co-operatives at the end of May to discuss areas of mutual interest and how best the Co-operative Housing model can be promoted; and that the Pilton Youth & Children's Project had sent their heartfelt thanks to Committee for their generous donation in April 2019.

## Date for your diary!

**WGHC Annual General Meeting AGM  
– Monday 2nd September at 7pm in  
the Prentice Centre**