



**West  
Granton**

Housing Co-op  
sustaining and championing  
the co-operative way

AUTUMN 2019

# newsletter



## Door & Window Replacement

WGHC recently completed a very successful £700,000 door and window replacement programme to 144 properties in Granton Mains. Sidey are a well known contractor specialising in these types of contracts and carried out the work using high end specification products. The PVC doors and windows have an external Rosewood finish with a white interior to maximise brightness. Each property was completed within 1 day with minimal disruption for tenants and the contract took 5 months overall to complete.

Tenants were overwhelmingly satisfied with the attitude and cleanliness of the contractors. All tenants who responded to the contract satisfaction survey were either fairly or very satisfied with the product. Tenant Donna Anderson says 'The contractors were very quick and professional and I'm delighted with the new appearance'.

If you have noticed any niggling faults since the end of the contract, please contact the Maintenance Team at the office.

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## 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 4666**



# Complaints Report April to September 2019



In total, WGHC received 17 complaints in the period 1st April 2019 to 30 September 2019.

## Stage 1

- 15 of the 16 complaints were resolved within the target of 5 working days.
- 1 complaint was not resolved within target as a number of issues were raised requiring a co-ordinated response from various staff.

## Stage 2

- There was 1 Stage 2 complaint this period which was partially upheld and responded to within target.

## SCOTTISH PUBLIC SERVICES OMBUDSMAN (SPSO)

There were no complaints referred to the Ombudsman during this period.

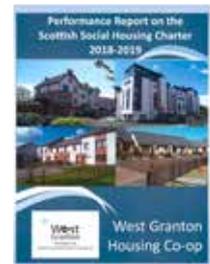
# Landlord Report on the Scottish Social Housing Charter 2018-19

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 2018-19. A copy can also be found on WGHC's website at [www.westgrantonhousing.coop](http://www.westgrantonhousing.coop).

We are always looking for ways to improve how we communicate this information to tenants so any feedback about content or format/style would be greatly appreciated.



# Rent Consultation Reminder

Please remember that you have until 22 November to register your views on WGHC's proposed 2% rent increase for the year beginning April 2020. Our rents are among the lowest in Edinburgh. We try to achieve value for money and to minimise any rent increases but our rents need to cover our costs. Our costs include repairs

and maintenance, staffing, interest on loans and a range of other overheads and services. Most of these costs are subject to inflation. You can respond by using the form and freepost envelope we sent to you, via email [mail@westgrantonhc.co.uk](mailto:mail@westgrantonhc.co.uk) or through our website [www.westgrantonhousing.coop](http://www.westgrantonhousing.coop)

# Freedom of information



The **Freedom of Information (Scotland) Act 2002** gives everyone a right of access to information held by Scottish public authorities.

From 11th November 2019, West Granton Housing Co-op has been designated as a Scottish Public Authority under this Act. The aim of the Act is to increase openness and transparency by allowing people to access information about how decisions are taken and how public services are delivered.

We have taken on the services of a professional Data Protection Officer (DPO), David Mills, from a company called RDGP to help us prepare for the introduction to the Act and to act as WGHC's DPO moving forward. We have also been busy updating our website – [www.westgrantonhousing.coop/freedom-of-information](http://www.westgrantonhousing.coop/freedom-of-information) to include as much information as possible in preparation for 11th November 2019 deadline.

## Make a Stand

WGHC recently signed a pledge supporting the **'Make a Stand'** campaign.

The campaign seeks to tackle domestic abuse by asking housing associations to sign a pledge meaning they are committed to taking action on domestic abuse.

WGHC believe that everyone has the right to a home they feel safe in and we want to do everything we can to tackle domestic abuse and to support any of our customers or staff who may be experiencing it.

If you are experiencing domestic abuse or are worried about someone or their behaviour, there is support available for you.



You can contact Fiona McIntosh, Tenancy Manager at our office who can offer advice, support and guidance.

Find out more about Make a Stand by visiting: [www.cih.org/makeastand](http://www.cih.org/makeastand) or visit our website [www.westgrantonhousing.coop](http://www.westgrantonhousing.coop)

## Book Club reminder

Please remember, WGHC have partnered with Dolly Parton's Imagination Library which is a book-gifting charity for young children aged 0-5. 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 5 years.



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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).

The last few months have again been very busy for Committee.

In July, the Committee attended their Strategy Away Day. This is when Committee have specific conversations about the future direction of the Co-op. It was felt when looking back, that the Co-op had achieved its goal of “rebuilding a community”. The Committee now want to focus on the future and decided that the best way to communicate this was to come up with a new mission statement. And so, “Sustaining and championing the co-operative way” was adopted. In addition to the new mission statement, the Committee also wanted the values of the Co-operative reinforced and so top of the list is that “Tenants are paramount in everything we do”. The new mission statement is reflected in the changing of the wording of the WGHC logo. The new Business Plan is currently being worked on and will incorporate the new mission statement and the new set of values drawn up by Committee. The new Business Plan is expected to be published in December 2019.

There were also Committee meetings in August, September and October. Over the course of these three meetings Committee approved the appointment of an Internal

Auditor to help WGHC with the process of self-assessment and concentrate on the new Assurance Statement which each social landlord must now publish and submit to the Scottish Housing Regulator each year. WGHC's Assurance Statement can be found on our website at:

[www.westgrantonhousing.coop](http://www.westgrantonhousing.coop)  
in the About WGHC-Publications Page.

For more Committee news, you can now view minutes of all the Committee Meetings from April 2019 on our website at [www.westgrantonhousing.coop](http://www.westgrantonhousing.coop) in the About WGHC – Minutes of Committee Meetings section.

## WGHC AGM

WGHC 29th AGM took place in the Prentice Centre on 2nd September. The event was well attended by 31 members who enjoyed bingo before the event proper and the event finished with a prize raffle. Alexander Sloan were again appointed as WGHC's external financial auditor. No new members were elected at the AGM.

Please report any illegally parked vehicles to CEC which can be done using this online form – [www.edinburgh.gov.uk/forms/form/482/en/report\\_illegally\\_parked\\_vehicles](http://www.edinburgh.gov.uk/forms/form/482/en/report_illegally_parked_vehicles)