



**West
Granton**

Housing Co-op

Our tenants are paramount
in everything we do

SUMMER 2023

newsletter



– SAVE THE DATE –

WGHC Annual General Meeting

Our Annual General Meeting has been traditionally held during an evening, commencing at 6.30pm. We understand this can coincide with 'tea time' and adds to a long day after work (or before a night shift).

For the first time, ever, the Annual General Meeting will be held on a Saturday morning. It will be held at the Prentice Centre on **Saturday 9th September 2023** at 11am (doors open at 10am for bacon rolls and tea & coffee!). For the AGM to take place, we need **40 members** to attend. This is YOUR Co-op. YOU are all members. Please, please, can you make an effort to spare 2 hours to attend the AGM – **it's only once a year!** Without your support, the Co-op could fail.

The main purpose of the AGM is to present West Granton Housing Co-op's financial position at the end of the year and our future plans to all our members. There is also a question and answer session at the end of the meeting where members can ask staff about our work and pass on their comments or suggestions. All tenants are members and are invited to the AGM. Members are eligible to vote in the Board elections and can stand for election to the Board themselves.

Out of Hours Emergency Contact: Aquarius on 0131 608 1447

WGHC's new Energy Advice Officer

WGHC in partnership with other Edinburgh Landlords have provided funding to secure the services of an Energy Advice Officer for WGHC tenants. A message from Kenny McKaig is as follows:

"Hi, I'm Kenny, the new Energy Advice Officer, working with WGHC and six other social landlords in Edinburgh. I have been a qualified energy advisor for many years and I am ready to help with any energy issues or energy advice you might need.

Many people are going through very tough times at present, with the cost of living and large energy rate rises. Now more than ever good advice is needed on energy savings or help with energy debts that have crept up and are now a worry. I look forward to helping you soon."

Below is a list of some of the issues Kenny can help with:

- Struggling with energy debt and/or prepayment topping up?
- Have a complaint about your energy supplier?
- Is your fixed energy tariff ending?
- Is your direct debit increasing by a large amount?
- Would you benefit from energy advice?
- Do you need help to apply for the Warm Home Discount?



Please contact our office, **0131 551 5035**, if you would like help from Kenny.

What work is planned over the coming 2 years?

In addition to ongoing cyclical maintenance (grass cutting, gutter cleaning, weed spraying etc.) and reactive maintenance (dealing with emergencies, broken windows, boiler breakdowns, leaks, etc) WGHC has a rolling programme of component replacements undertaken within various areas of our estate linked to the age and build of the property, the defined life cycle of the component and the budget of the Co-op.

Component replacements constitute things such as: kitchen replacements, bathroom replacements, boiler and radiator replacements etc.

Over the coming 24 months, there is a programme of works to upgrade the boilers and radiators within 155 of our properties. The gas mains pipework from the gas meter to the boiler within these properties are now 30 years old. During this time, gas installation standards have changed as well as the specification

of replacement central heating boilers. As such, this will mean the gas main pipework will need to be upgraded to comply with current standards. This will require the temporary movement of furniture and the uplift of flooring to accommodate the new gas pipework.

We are also replacing kitchens within 54 properties during the coming 24 months.

The above programme represents investment of approximately £1.2million to the homes of 198 WGHC tenants. This planned investment spend is in addition to both ongoing cyclical and reactive maintenance that will also take place.

Letters will be sent to tenants in due course indicating arrangements for surveys and proposed implementation dates. Should you require further information, please contact the office.



Looking after your garden/driveway



WGHC strives to keep our homes and the surrounding estate areas looking good giving all WGHC tenants a clean, green and pleasant area in which to live. We spend time making the 3 play parks friendly areas in which families, children and visitors can spend their time. We regularly report issues to the local Council for areas that they have adopted or accepted responsibility, i.e. the main roads, pavements and kerbsides etc.

We have instructed our landscaper, Kerax, to weed spray all driveways to assist tenants and the courtyard areas within Craigmuir Place and Ferry Road Avenue. This should be completed over the Summer months.

During the warmer months grass cutting and upkeep of gardens is important and we would like to remind

all tenants with responsibility for a garden area to regularly cut the grass and remove weeds. It is a responsibility under your tenant agreement (your contract) with WGHC.

As well as cutting the grass, it is important not to leave rubbish (black bags, old furniture etc) in your garden or to leave food out for birds/animals as this can attract vermin. We can help with the uplifting of furniture for removal (a rechargeable service) the cost of which can be spread over an agreed time period.

There are foxes and rats in the area, but you are not likely to see them in your garden unless there is a source of food available for them. If you are struggling to maintain your garden or have any concerns about vermin, please contact our office.

How are we doing?

We are required by the Scottish Housing Regulator and the Scottish Public Services Ombudsman (SPSO) to provide you, our tenants, with information about the Complaints we have received (please note this excludes neighbour disputes or issues of anti-social behaviour). Complaints are linked to the levels of service provided by WGHC staff, contractors engaged by WGHC to work in your home or as a failure by us to respond to a reasonable request from you (subsequently leading to a complaint).

There are two levels of complaints and they have to be resolved within different timescales, stage 1 within 5 working days and stage 2 within 20 working days. If not resolved within these timescales or to an acceptable level of satisfaction, tenants can then escalate their complaint to the SPSO who can investigate and implement sanctions accordingly.

During the reporting year of 01 April 2022 thru 31 March 2023, WGHC received 22 complaints.

- **16 were stage 1 and were resolved within an average time of 2.88 days.**
- **6 were stage 2 and were resolved within an average time of 15.5 days.**
- **100% were settled within the SPSO timescales.**
- **11 were 'resolved' i.e. to the satisfaction of the complainant.**
- **3 were partially upheld, i.e. the complainant was found to have sufficient grounds for complaint and the decision was in their favour.**
- **6 were not upheld, i.e. the complainant was found to have insufficient grounds for complaint and the decision was not in their favour.**





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e mail@westgrantonhc.co.uk

w www.westgrantonhousing.coop

Out-of-office emergencies: 0131 608 1447

Committee Matters

Remember, you can find a copy of the minutes from the Committee Meetings on our website
www.westgrantonhousing.coop/about-wghc/work-of-the-committee/

Your Committee of Management

Colin Fraser (Chairperson)
George Thomson (Vice Chair)
Wendy Riordan (2nd Vice Chair)
Amanda Aitchison
Liz Robertson

Jim Hemphill
Morag Orr
Lynn Jameson (casual vacancy)
Billy Maloney (co-optee)
James Matthews (co-optee)

Your Committee needs you

WGHHC is a fully mutual co-operative. This means we have to abide by a constitution and set of rules. Only WGHC tenants can be members and membership is confirmed with a shareholder certificate. All tenants 'own' a 372th share of the Co-operative. Only first named tenant members can apply and be elected to the Committee. (Other tenants can join the Committee but on a co-optee basis, which removes certain voting rights).

The Committee **MUST** have between 7 and 15 fully elected members. The Committee had 12 members until recently and this has now dropped to 7. The Committee are key to the success of the Co-op – your Co-op, the Co-op of which **you are all** members.

If Committee member numbers drop below 7 we are required to report this as a Notifiable Event to the Scottish Housing Regulator. Thereafter there is only one order of business that can be undertaken by the Committee and that is to acquire further members. To allow for occasional periods of sickness and taking holidays, the Co-op really needs a Committee of 10 or more members.

More than ever, we need some more tenants, as members and shareholders of the Co-op, to volunteer and apply for election to the Committee.

Committee receive training, so no experience is necessary. We ask that you commit to approximately 4 hours a month – a 2 hour Committee meeting once a month, usually, on the third Wednesday evening of the month commencing at 6.15pm and finishing by 8.15pm. The other 2 hours are used for training in various elements: strategy, finance, corporate governance etc.

All of the current Committee members are from the Granton Mains area (Avenue, Vale, Court, Wynd and Gait) or Granton Mill area (Drive) of the WGHC estate. We welcome further applications from those areas but are actively inviting applications from WGHC tenants in all other areas of our estate, i.e. Waterfront Park, Colonsay Close, Ferry Road Avenue, Craigmuir Place and/or West Pilton Park and West Pilton Bank.

Committee business is not stuffy and neither is it complicated – but it serves an absolute and fundamental role in the running and success of the Co-op. **Your Co-op. Your Committee needs you!** **Your Co-op needs you!** For further information, some videos and an application pack visit www.westgrantonhousing.coop

Applications should be received at the WGHC office no later than 10th August 2023.