



Record Numbers attend WGHC's 33rd AGM

WGHC held its 33rd Annual General Meeting on Saturday 9th September 2023 in the function hall of The Action Group local office (formerly the Prentice Centre). The rules of WGHC state that at least 10% of tenant members must attend for the meeting to proceed. In previous years, WGHC staff have had to 'knock doors' in a last ditch effort to ensure enough members attend. This year, however, we had a record attendance of **23%** of the membership. **A huge 'thank you' to all the WGHC tenant members** who supported their Co-op by attending and to all those who organised proxies on their behalf.

A special thank you to Sienna Thomson, our resident champion boxer, who came along to show us her

Gold Medals. WGHC has proudly supported Sienna through sponsorship and she is now officially training to qualify for the Commonwealth Games. We all wish Sienna the very best with her boxing career.

WGHC is your co-op. You are the members. You are the 'owners'. It has now been proven that, with some effort, the AGM can be an event for members to show their support for the co-op. This has enthused us to encourage and entice even more members to attend next year's AGM. Aside from the statutory requirements that are fulfilled during the AGM, your new Committee was elected. WGHC now has the largest elected Committee it has had for many years.

Out of Hours Emergency Contact: Aquarius on 0131 608 1447



Your newly elected Committee members are:

Colin Fraser (Chair)	Wendy Riordan (Vice Chair)	Jim Hemphill (Vice Chair)
George Thomson	Liz Robertson	Amanda Aitchison
Morag Orr	Lynn Jameson	Cameron Durance
Alan Lamont	Elizabeth Stewart	Mary Fergus

This year we are delighted that our Committee are more representative of WGHC as we welcome 5 new members from different areas such as West Pilton Park, Craigmuir Place and Granton Mill Crescent.

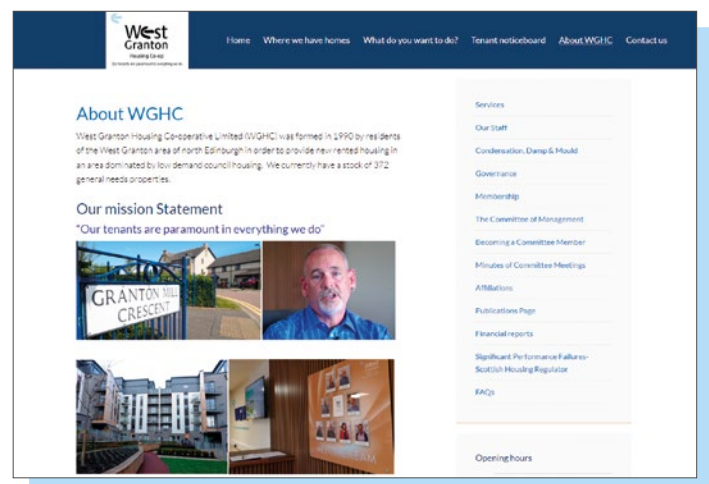
The WGHC staff look forward to working in support of the Committee and all WGHC members in the year ahead. Minutes of all Meetings are on our website.

Did you know WGHC has a website?

At the AGM on Saturday 9th September 2023, some members told us they didn't know "WGHC has a website?". We've had a website for over 10 years.

What's more, we use the website to communicate with tenants and it is regularly updated with all our latest news. The website address is: <https://www.westgrantonhousing.coop> or simply type "West Granton Housing Co-operative" into Google. It can be viewed on a computer, tablet or mobile phone.

The website explains who we are, where we are, what we do and why we do it. We post news articles and updates. You will also find details about our Committee and our staff, various contact telephone numbers, emergency contact details, whether we have any available properties, all our publicly available policies & certifications, previous newsletters and minutes of Committee meetings. You can also use



it to report complaints, damp and mould or to ask for help with debt advice, gas and electricity help and much, much, more!

Please take a look and tell your neighbours too – spread the word!

WGHC goes 'Solar'



In respect of the cost-of-living crisis and existing plans for component replacement (bathrooms, kitchens, boilers etc.) within the WGHC housing stock, the Government still has targets to reduce carbon emissions in support of 'net zero'. WGHC will be required to comply with these targets over the coming years. Banks and other lenders will have a further requirement from social landlords in relation to new Environmental, Social & Governance (ESG) standards and our performance in these areas will have bearing on future loan applications.



David Chapman (He/Him) • 1st
Group Growth and Development Manager at Proc...

Great pilot install for West Granton Housing Cooperative. PV, Battery Storage and domestic EVCP completed this week. Big thanks to the whole team for completing this work over two days. Viridian and Puredrive combination working very well with client and tenant delighted with finished product.



Larke Adger BA PgDip CMCIH
(She/Her) (She/Her) • 1st
CEO at West Granton Housing Co-operat...

A big thanks to David & his team! Incredibly efficient & amazing instal time- 2 days! Can't wait to find out over the first 12 months how this benefits our tenants.

ESG are a set of criteria measuring and assessing how our business practices impact society and the environment. In a bid to start making headway to meet these new standards, WGHC has undertaken its first 'pilot' solar panel and electric vehicle charging point installation. Costing £17k and approved by Committee, a WGHC 4 bedroom family property was chosen for the project. We will measure both performance of the new equipment and savings in electricity spend for the family over the next 12 months and use this information to inform future projects.

The installation was carried over 2 days by ProCast, who specialise in this type of work. Included within the installation is a mobile phone app that enables the tenant to monitor the electricity generated by

the solar panels, the amount of electricity being stored within the batteries, the electricity being used within the home and how much electricity (if "over generated") is being sent back to the grid. Electricity returned to the grid gives real time monetary savings to the tenant as any 'extra' capacity generated is reduced from the tenant's electricity bill.

An electric vehicle charging point was also installed at the WGHC office as part of the project.

This pilot is a fantastic achievement for WGHC, and it will be interesting to see what savings are made which will help define how this programme might be rolled out to other WGHC tenants in the future. Watch this space!

WGHC secures £44,000 in grant funding



Following the unrivalled success of WGHC securing Government funding to the sum of £38,000 last year to help WGHC tenants with the cost of living crisis, we have yet again been successful in securing a further grant of £44,000

for the benefit of WGHC tenant members. The Scottish Federation of Housing Associations (of which WGHC are a member) manages this funding. Keep visiting our website as details of how this could help you will be published shortly!

Ever wanted the opportunity to tell us something?

WGHC have asked TIS to set up a Tenant Feedback Forum

Last year, Committee agreed WGHC's new mission statement:

"Our Tenants are Paramount in Everything We Do".

We proudly publish this on our website, every document we produce, every e-mail we send out and it is the ethos that both the Committee and WGHC staff strive to fulfil. Our core values that support the mission statement are: Customer Service, Consistency and Learning.

However, we recognise that we sometimes get things wrong...

So, to improve our customer service, our consistency in dealing with tenants and any other issues that arise and to ensure we learn from our mistakes, WGHC has engaged the services of TIS (Tenant Information Service) to arrange a one day Tenant Feedback Forum.

We want to hear from tenants about what they think about what we do and how we might do it better.

We want to remove any perceived bias by **not** asking members of the currently elected and serving Committee members to be involved in the TIS research. We are seeking tenants who would like to volunteer by spending half a day with representatives of TIS sharing opinions and having their say.

What are the WGHC staff good at? What are they bad at? What do they do wrong? What could we do better? What lessons need to be learned? What services or attitudes could be improved? What do tenants really need help with? What would make the estate better? What would make your homes better? What could staff do more of to help?

This is an opportunity for tenant members to truly voice their opinions and have their say. TIS are totally independent and so anything about WGHC can be said without fear of recourse or WGHC staff being aware of who said what.

Committee and the WGHC Senior Executive team want WGHC to be a 'model' co-op. A co-op our members are proud to be a part of. A co-op that seeks the truthful views of its members.

TIS will be contacting tenant members shortly to explain how this forum will work. Details will also be published on our website so, again, keep checking this regularly. Have a voice! Have your say! After all, it's **your** co-op and what you think matters to us!



Your experts in housing, community development, and engagement practice

TIS are experts in housing, community development and engaging practice. As a National Membership Organisation, with over 200 community and housing organisation members, we are committed to influencing change and strive for an active, inclusive and a just Scotland, with strong, equitable and sustainable communities.