



## WGHC's Energy Advice Officer – extended for 2 years

Leith's biggest social landlord, Harbour Homes, has made a successful bid for funding from the Energy Redress Scheme. The £172,089 grant will cover the cost of two Energy Advisors to continue providing a service to tenants of seven registered social landlords in Edinburgh for a further two years. WGHC is one of the 7 social landlords receiving the service as part of the ARCHIE agreement which has been in place for the past 4 years.

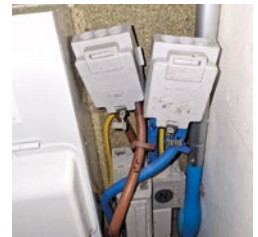
The service will help households to address fuel poverty and increase energy efficiency. This can include assisting with applications for subsidies and funding to help with bills. The Energy Advisors may also liaise with energy providers to ensure the best deal and help resolve any disputes on the customer's behalf.

One of the Energy Advisors, Kenny McKaig passes on a (true) story that involved a WGHC tenant:

**“A wee update from the complaint with Scottish power I sent you late last year. This has taken 10 months to push a lorry up a hill, but your tenant is now fully sorted and very grateful – what chance would anyone have resolving this on their own! All resolved! £6,317.10 written off!**

**In summary I met with WGHC tenant in June 2021, they had no electric meter and had 4 wires going into 2 choc blocs! Electric had been removed**

**as faulty, but they had no replacement and promised to return in a few days ... 2 years later! still no meter!**



**An emergency call out unravelled the work done as they could only take out the gas prepay meter and put a credit meter back in ... it then took until February 2024 to get gas prepay reinstalled and payment card to arrive.**

**Whilst this was all going on they kept saying the tenant was over £5,500 in debt (£6,314.10 to be exact) to the point where Face2Face debt collectors turned up at the door. They quickly confirmed the meters serial numbers were wrong and left saying they would tell Scottish power.**

**With our help: All debt written off £6,317.10 (confirmed by email) with £33.96 credit being sent to the electric meter. In fairness the £34 may seem low but they have also included the £6,317.10 written off any of their usage from 2021 until prepay meters went in.”**

If you are struggling with your energy providers, are in debt, struggling to understand your bill or can't see a way of resolving an issue, Kenny and the other energy advisor are here to help you. Call our office today on **0131 551 5035** and ask for a referral.

# WGHC AGM – Saturday 7th September 2024



**O**ur 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). Following the success last year of holding the AGM on a Saturday, the Annual General Meeting will be held at the Prentice Centre on **Saturday 7th September 2024** at 11am (doors open at 10am for complimentary breakfast 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. Further details, along with how you can join the Committee, will be sent out early Summer.

## It's your Community. Speak up. Stay Safe.



**W**GHC is a fully mutual co-operative. Only WGHC tenants can be members and this membership is confirmed with a shareholder certificate. All tenants 'own' a 372th share of the Co-operative.

The office have recently been receiving an increased number of comments from tenants regarding anti-social behaviour. It's upsetting to hear some of these comments like: "Is the estate returning to the 'old' West Granton?"

Remember, these streets are your streets, the flats and houses are your homes. The estate and what it stands for, is your local community. We can only act if incidents are reported to us. We have new staff on the Housing Management team and you can

contact them to report or voice any concerns, even anonymously.

WGHC staff have access to The Criminal Justice Secure Email (CJSM) system and this enables the communication of sensitive information between WGHC and other organisations in the criminal justice system. However, you can also **ANONYMOUSLY** report any incidents to Crimestoppers.

Last year alone, Crimestoppers received **16,328** pieces of anonymous information that were sent to Police Scotland & other law enforcement agencies for them to investigate. As a result of that information, **357** criminals were arrested and charged, five with murder/unlawful killings.

**CrimeStoppers.**  
Speak up. Stay safe.

**0800 555 111**  
100% anonymous. Always.

# What work is planned over the coming 5 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, budgets have been approved by Committee that allow for the following component replacement works, to make your homes better, warmer and a nicer place to live:

<b>Summer 2024</b>	<b>65 x Boiler &amp; Radiator Replacement programme Granton Mains area</b>
<b>Summer 2024</b>	<b>45 x Boiler Replacement Programme Forthquarter area</b>
<b>Summer 2024</b>	<b>43 x Kitchen Replacements within the Forthquarter area</b>
<b>Summer 2025</b>	<b>50% of Kitchen Replacement within Granton Mains area</b>
<b>Summer 2026</b>	<b>50% of Kitchen Replacement within Granton Mains area</b>
<b>Summer 2026</b>	<b>33% of Bathroom Replacement within Area 4*</b>
<b>Summer 2027</b>	<b>33% of Bathroom Replacement within Area 4*</b>
<b>Summer 2028</b>	<b>34% of Bathroom Replacement within Area 4*</b>

\*Area 4 is West Pilton Park, Craigmuir Place and Ferry Road Avenue

In the period 2027 to 2029 (3 years) a major window replacement programme will also be carried out costing just under £1million.

The above programme represents investment of approx. **£3.3million** to the homes of 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 indicating arrangements for surveys and proposed implementation dates. Should you require further information, please contact the office.



Once the programmes are confirmed and streets or order of works agreed, further and more detailed information will be posted on the WGHC website.



# WGHC Tenants have their say



Last year WGHC engaged the Tenant Information Service (TIS), to write out to all tenants seeking volunteers to come to a Tenant Forum and provide their views and insights as to how WGHC staff service levels are perceived and what might be done to make improvements. From these forums, the WGHC Tenant

Service Charter was created. We'd like to extend a huge thank you to all those tenants who took part in this project, and we are proud to present to all WGHC tenants, their new Charter which was formally implemented on 1st May 2024.

## West Granton Housing Co-operative Tenant Service Charter

### Respect

- Communicate with tenants in a polite and friendly manner
- Listen to tenants and respect their views
- Behave respectfully and professionally

### Inclusive

- Be approachable, welcoming and friendly with everyone
- Ensure that everyone we engage with feels respected
- Take time to listen and get to know tenants and their needs
- Ensure that information is accessible, such as the provision of interpreters, large print, etc
- Provide access to translation and/or interpretation services on request
- Be aware of and understand our communities cultures and beliefs

### Integrity

- Speak honestly and be open
- Help wherever possible
- Do the right thing, even if it is not the easiest thing to do
- Take responsibility and proactively resolve any issues
- Do what we say we are going to do, and take the time to communicate updates
- Ensure any information you share with WGHC will be treated in a confidential manner
- Take pride in the work that we do and recognise we are doing it for our tenants

### Improvement

- Be committed to providing good quality homes and working with tenants to make West Granton an attractive place for people to live with good quality housing and local environments, as well as deliver services that meet tenants needs
- Seek to do our best with excellence as our standard
- Strive to improve what we do for our tenants
- Listen to you and take positive action to improve our services
- Look for ways to make a positive difference through the work that we do

### Support

- Have a "how can I help" approach
- Show consideration and understanding
- Listen to tenants concerns and help resolve issues wherever possible

## West Granton Housing Co-operative Tenant Service Charter

### Telephone

- Answer calls promptly **within five rings** when the office is open
- Tell you who you are speaking to
- Respond to telephone messages you leave on our voicemail, when the office is closed or calls are diverted to voicemail for other reasons, within one working day of message being left
- Call you back, if you have asked us to, **within two working days**. If you want to speak to a specific person who is not available, we will let you know when you can expect a call back or offer an alternative

### Email

- Acknowledge receipt of email **within one working day**
- Reply **within five working days**
- Provide an immediate out of office message advising when we will return or offer an alternative contact email
- Ensure the name and job title of the staff member you have contacted or has contacted you, is included in our return emails, along with the office telephone number

### Letter or Written Correspondence

- Acknowledge receipt of letter **within two working days** by letter, telephone, or email
- Reply to letters **within five working days**
- Ensure our letters to you are clear, easy to understand and provide information on what to do next, if required
- Include a contact name, telephone number, and any other information needed

### Home Visits

- Treat your home with respect
- Let you know why we are visiting
- Arrive promptly for a pre-arranged appointment, telephone, or text to advise of any change
- Tell you in advance if we need to reschedule a visit
- Leave a calling card when contact has not been possible to let you know how to rearrange your appointment
- Confirm in writing any agreed actions from meetings **within five working days**

### Appointments

- Arrange to discuss personal information in a quiet and confidential space in the office
- Arrange a suitable time and place to meet with you if nowhere is available at the time
- Provide an alternative appointment if the staff member you want to speak to is not available or there is no other member of staff who can help
- Meet you **within fifteen minutes of the agreed time** or a pre-arranged appointment
- If you do not have an appointment, we will let you know how long you will wait to speak to a member of staff

# Your Housing Perks



WGHC has worked in partnership with 7 other RSLs to increase our “buying power” to enable us to provide you with an app called “your housing perks”.

**YourHousingPerks** is a mobile phone app currently being used by thousands of social housing tenants. Once the social landlord signs up, tenants are able to access a wide range of discounts on everyday essentials such as groceries, petrol and clothing.

The app was set up with the aim to help tenants with the rising cost of living. No personal information is

shared with Housing Perks, tenants simply sign up using their code with a smart phone so the only information passed over is the tenants’ mobile phone number.

The Scottish Housing Co-ops Support Group recently attended a meeting with Housing Perks and as a result, have agreed to sign up to a collaborative agreement between all 6 Housing Co-ops.

The table below shows the annual cost to each Co-op for this collaborative agreement:

Name of Housing Co-op	No. of Properties	Cost
West Granton Housing Co-op	372	£365
West Whitlawburn Housing Co-op	686	£671
Forgewood Housing Co-op	215	£210
Garrion Peoples Housing Co-op	252	£247
Lister Housing Co-op	185	£181
Hawthorn Housing Co-op	364	£357
Drumchapel Housing Co-op	479	£469
<b>Totals</b>	<b>2,554</b>	<b>£2,500</b>

WGHC will be writing to all tenants in due course with their unique reference number that will be required to be used when signing up to the service. The Co-op has paid for this service for the benefit of all WGHC tenants.

The vouchers that a tenant receives are designed to work best on a smartphone but all the voucher codes for the participating retailers can be printed off and

used normally. For online shopping the tenant just needs the code on the voucher which can be emailed to them.

The discount vouchers can be used as many times as wanted over a 12 month period.

Current participating retailers are:

<b>B&amp;M</b>	<b>Sainsburys</b>	<b>Iceland</b>	<b>Primark</b>	<b>Screwfix</b>
<b>Asda</b>	<b>Morrisons</b>	<b>Boots</b>	<b>WHSmith</b>	<b>Lidl (soon)</b>
<b>Greggs</b>	<b>Currys</b>	<b>TKMaxx</b>	<b>B&amp;Q</b>	<b>Halfords</b>

Given the cost of living crisis and the fact that this may help save our tenants on everyday items and “one off” big purchase items, the CEO signed the

collaborative agreement with the 5 other Scottish Housing Co-ops, with **YourHousingPerks**. It’s free to use. Use it. Enjoy it.

# WGHC Public Holidays (2024 into 2025)



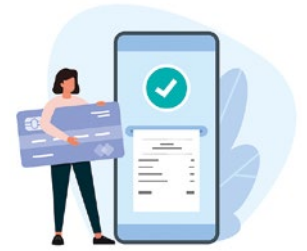
WGHC strives to keep tenants informed and to be available to them and to help as required. Many social landlords in the sector are now either working shorter weeks or a hybrid system (office and home working). We don't see how we can offer the service in accordance with the Tenant Service Charter if we're not all in the office to help you, our tenants.

However, we do take time to re-charge our batteries using Bank Holidays and Annual Leave entitlements. The planned Bank Holiday and office closures are printed here – cut this out and stick it on your fridge! It's also on our website.

September Weekend	
Friday	13 September 2024 – closed
Monday	16 September 2024 – closed
Christmas	
<b>Monday (office open)</b>	<b>23 December 2024 – Normal Working Hours</b>
Xmas Eve, Tuesday	24 December 2024 – closed
Xmas Day, Wednesday	25 December 2024 – closed
Boxing Day, Thursday	26 December 2024 – closed
Friday	27 December 2024 – closed
New Year	
<b>Monday (office open)</b>	<b>30 December 2024 – Normal Working Hours</b>
<b>Tuesday (office open)</b>	<b>31 December 2024 – Normal Working Hours</b>
Wednesday	01 January 2025 – closed
Thursday	02 January 2025 – closed
Friday	03 January 2025 – closed

In the past, the WGHC office has closed over the Christmas / New Year holiday for a period of almost 2 weeks. Because of the way the festive holidays fall this year, we have decided to open our office between Christmas and New Year (days highlighted in blue). Otherwise, it would mean closing our office for nearly 2 ½ weeks.

This is too long a time without providing services to our tenants. The decision was made, therefore, to open the office on the days highlighted in red above, so that tenants can get a hold of us over the festive period if they need to.



# WGHC List of Recharges Repairs Costs for 2024-25

WGHC are sympathetic when deciding whether a recharge for a component or service is due by a tenant. We have a policy that, specifically, identifies situations and scenarios when recharges might be levied to WGHC tenants.

This information can be found on the WGHC website using the link below:

<https://www.westgrantonhousing.coop/wp-content/uploads/2024/05/Debt-Management-Policy-2024.pdf>

The WGHC Committee recently approved the recharge costs for 2024-25, shown below.

Unless payments are made in advance, **tenants will now be asked to sign a form** accepting the cost of the recharge, which will be clearly stated along with the terms on which it is to be repaid.

Type of Repair	Quantity	Recharge 2024-25
Forced entry – during normal working hours		£100
Forced entry – out of hours/weekends		£180
Change Lock		£50
Change two locks		£100
Replacement Fob	<b>Single</b>	£15
Replacement Key	<b>Single</b>	£15
Replace internal door	<b>Per Door</b>	£90
Unblock sinks/baths etc.		£40
Repair Internal Plasterboard Damage		£90
Replace W.C. & cistern		£150
Replace WHB		£75
Internal Transfer (Excessive cleaning/rubbish)		£100
Remove floor coverings (Carpet, laminate, lino etc.)	<b>Per room</b>	£30
Uplift and disposal or re-cycle: cooker, washing machine, dishwasher, tumble dryer	<b>Per item</b>	£25
Uplift and ethical disposal: Fridge, Fridge-Freezer or Freezer	<b>Per item</b>	£80
Bin Bags (General Waste/Rubbish) Minimum £25 charge – up to 10 x bags, additional at £2.50 each	<b>10 x bags</b>	£25
Unbagged/un-binned general waste	<b>Subject to weight/volume</b>	£25
Uplift furniture or other items (TVs/Beds/Mattresses etc.)	<b>Per item</b>	£25