

# news Action

CHRISTMAS/  
NEW YEAR 2020

THE NEWSLETTER OF WHITEINCH & SCOTSTOUN HOUSING ASSOCIATION LTD.

## Rent Review 2021/22



Normally, in our Christmas Newsletter or in a special, early New Year edition, we would be seeking your views on rent proposals for the year ahead. However, times are far from normal and this year the Association is taking a different approach.

Last year, you should be aware, the Committee decided to freeze the rent but this was not without some risks, the greatest being that either planned works would have to be delayed or high increases would be needed in future years or perhaps even a combination of both. As it happened, the Covid-19 pandemic struck and with it delays to works followed including planned replacements as well as non-emergency and urgent repairs. The result of this is that the intended expenditure planned by the Association did not take place, so-much-so that a surplus has been generated when a controlled deficit was planned.

This has allowed the Association to once again maintain rent at the current levels, and not impose an increase this coming year. As such, it is believed that a

consultation exercise would not be required. However, we would ask that all tenants realise that, again, such a course is not without some risk. While we do not believe that works expenditure will start to rise significantly until later next year, there is an element of speculation in this and if spend starts to go up sooner or higher than expected this will have an effect on future rent rises. And it is unsustainable to carry on without increases, so while low inflation currently may be a helpful factor, we have to be aware that we will have to reintroduce rent rises in future.

The Association is also very aware of how precarious the financial situation is for a lot of people and are concerned how this might affect many tenants following the ending of the government's

furlough scheme. At the same time, as lockdowns and restrictions continue, the effects on the economy for all are likely to prove difficult. For these reasons and given the positive effects on the Association's cash flow for this year, it is considered the fairest approach that can be applied at this time, even though it is not entirely without risk.

### Emergency Calls

Staff will not be working throughout the festive season (from lunchtime on 24<sup>th</sup> December until 5<sup>th</sup> January, starting back on 6<sup>th</sup> January) but for emergency repairs or, indeed other emergencies, just call the Office number 0141 959 2552 and our out-of-hours call-handling service will respond.

*Aiming for High Quality Homes in a Desirable Environment*

A Charity Registered in Scotland SC035633

# Paying Your Rent...

We know that Christmastime demands a lot from everyone's household budget but we are bound to remind everyone that they must pay their rent. The Association offers welfare, money and financial advice and our dedicated staff will be back at work early in the New Year if you are having difficulties.

As ever, though, we have in place a range of methods by which you can pay your rent during the holiday period in order to make it as easy and convenient as possible for you as follows:

1. Payment by allpay Payment Card at Post Office or 'PayPoint' Outlet (i.e. local shop or garage displaying 'PayPoint' sign) - **Always retain your receipt as proof of payment**
2. Online to allpay at [www.allpayments.net](http://www.allpayments.net)
3. By phone to allpay on 0844 557 8321
4. By Standing Order
5. By Direct Debit
6. By downloading the allpay Payment App onto your mobile phone

# Cash-for-Kids

As we advised in our last Newsletter, this year, the charity Cash-for-Kids was not able to provide toys for children in difficult circumstances. The Association was, however, able to step in and with assistance of volunteers from the Salvation Army, St Vincent de Paul and the Whiteinch Centre we have been able to get presents distributed to over 75 children and young people ranging from the smallest babies to 17-year olds.



So our thanks go to the Association's advice team staff, Caroline, Karen and Craig and to Aily from the Whiteinch Centre.

# WS Estate Services

WS Estate Services is the Association's subsidiary that provides your close cleaning, window cleaning and backcourt cleaning services. This year the only changes due to how holidays fall affect close cleaning.

If your close was due to be cleaned on Friday, 25<sup>th</sup> December, this will now be done on Tuesday, 22<sup>nd</sup> December.

If your close was due to be cleaned on Friday, 1<sup>st</sup> January, this will now be done on Tuesday, 29<sup>th</sup> December.

# Bulk Uplift

In our recent newsletter we informed you that the Council were moving to a new, charged service for bulk uplift. A fee is not currently being applied until the New Year but in the meantime the Council has advised that the service will operate, as follows.

From 10th December there will be a "by-request-only" service for bulk uplifts from residents in flats and main door properties. A request-only service means the council will no longer be collecting bulky waste from designated pick-up points on 'bulk day'.

Residents can place a request for a maximum of 10 items on MyGlasgow App or by using the Council's online form. You will receive an email acknowledgement and once your request has been

processed you will receive a further email with your Collection Date. You should present your bulky waste on the day before your Collection Date. Place it within the grounds of your property (e.g. a backcourt or garden) and ensure it does not obstruct bins or common pathways. Just leaving items on the street or in a back lane will be regarded as fly-tipping and the people responsible will be open to enforcement action.

If you have any bulk items which need removed over the festive period, the Association will deal with these while we consider how best to address the Council's new system. If you wish anything removed, you will have to leave it neatly in backcourt areas, ensuring that it does not impede access for anyone to drying areas or bins or the close entrance. WS Estate Services will collect such items on Tuesday, 12th and Wednesday 13th January, so please try to leave any items out as close to these dates as possible.



WS Property Management Ltd (WSPM) is the trading subsidiary of Whiteinch & Scotstoun Housing Association Ltd which provides factoring services to almost 600 residential and commercial owners, mostly in the Whiteinch and Scotstoun area. As a small company we depend on customers paying their invoices timeously in order that we can continue to provide an effective factoring service and to ensure the financial viability of the business.

Throughout the pandemic WSPM has continued to operate with Factoring Manager, Bob Innes continuing to the service remotely from home, as with the Association staff. So contact can be made by email to [admin@wspm.org.uk](mailto:admin@wspm.org.uk), telephone on 0141 959 2552 or by letter (although mail is only picked up from the office once or twice a week).

## Contractors in Your Home during the Pandemic

During the festive season, only emergency repairs will be carried out and during the current situation it is important that we know if you have the virus, or symptoms, or are self-isolating. When you report a repair and you will be asked for information on your current Covid 19 status. You must be able to give access during the next 6 hours after you contact us, the target time for carrying out emergency repairs.

Most of the contractor's operatives are working individually although on some occasions they may need another trade present. The operative will take appropriate action to ensure your and their own safety and if they ask you to stay in another room while they carry out the repair, please respect this request.

# Prize Draws

WSPM issues invoices quarterly in the months of February, May, August and November. We hold a quarterly prize draw for customers who have paid their invoices within 14 days of receipt and/or have a clear factoring account at the end of the month in which the invoice is issued.

Two prizes are drawn each quarter and winners are given the choice of a £25 gift card or a £25 credit to their factoring account.

Recent prize winners were:

### November 2019

Mrs Smith, Medwyn Street  
Ms Gallagher & Mr McLaughlin,  
Dumbarton Road

### February 2020

Ms Halligan, Dumbarton Road  
Mr Cruickshank, Victoria Park  
Drive South

### May 2020

Mrs McCallum, Earl Street  
Mr & Mrs Anwar, Earl Street

### August 2020

Ms Skinner, Earl Street  
Ms Irvine, Primrose Street

And our Satisfaction Survey prize draw was won by Ms Callister, Scotstoun Street.

Many customers are finding it easier to budget by paying their fixed factoring charges by monthly standing order.

If you are interested in finding out more about this payment method, please contact Bob Innes our Factoring Manager by phone on 0141 959 2552 or by e-mail at [admin@wspm.org.uk](mailto:admin@wspm.org.uk)

# Some Useful Numbers

As highlighted in previous newsletters, the Association often receives enquiries or complaints about problems in the area for which we do not have responsibility or the ability to resolve. Whilst we are happy to provide appropriate advice and assistance where we can, including referring complaints to the appropriate organisation, it will often be easier, quicker and perhaps more satisfactory for you to contact directly those who can deal with the issue concerned.

We have previously listed various phone numbers that you can call to report your concerns on a variety of matters but thought it would do no harm to do so again:

- Graffiti, fly tipping and fly posting removal - 0300 343 7027
- Needle uplift - 0141 287 9700
- Water mains leakage or bursts - 0845 600 8855
- Roads and lighting faults - 0800 37 36 35
- Police Scotland - 101
- Crimestoppers - 0800 555 111
- Abandoned cars - 0141 276 0859
- Noise Pollution - 0141 287 6688
- Community Safety Glasgow (CSG) - 0800 027 3901
- (if calling from a mobile - 0141 287 1057 or 0141 276 7400)
- Dog Fouling Team - 0300 343 7027
- Vermin Infestation - 0141 287 1059



## Cantonese

如果你需要這份不同語言版本的通訊，請聯絡WSHA辦事處 Karen McQueen (地址: The Whiteinch Centre, 1 Northinch Court) , 或致電 0141 959 2552, 或電郵 [kmcqueen@wsha.org.uk](mailto:kmcqueen@wsha.org.uk).

## Gaelic

Cuiribh fios gu Karen McQueen aig oifis WSHA aig Ionad Whiteinch, 1 Northinch Court, neo air a fòn aig 0141 959 2552, neo air post-dealain aig [kmcqueen@wsha.org.uk](mailto:kmcqueen@wsha.org.uk) ma tha thu ag iarraidh dreach dhan iris-naidheachd ann an cànan eile.

## Mandarin

如果您需要此报纸的其他语种译本，请与位于Whiteinch中心，1 Northinch Court WSHA办公室的 Karen McQueen 联系，或者致电 01419592552，或者发电子邮件至 [kmcqueen@wsha.org.uk](mailto:kmcqueen@wsha.org.uk)。

## Polish

Jeżeli chcieliby Państwo otrzymać tłumaczenie niniejszego biuletynu, prosimy o kontakt z Karen McQueen w biurze WSHA w Whiteinch Centre, 1 Northinch Court lub telefonicznie pod numerem 0141 959 2552 lub na adres e-mailowy: [kmcqueen@wsha.org.uk](mailto:kmcqueen@wsha.org.uk).

## Urdu

اگر آپ اس نیوز لیٹر کو کسی مختلف زبان میں حاصل کرنا چاہتے ہیں تو براہ مہربانی  
”وائٹ انچ سینٹر“،  
1 نارٹھ انچ کورٹ میں واقع ”ڈبلیو ایس ایچ اے“ کے دفتر میں Karen McQueen سے  
”کیرن میک ایون“  
ٹیلیفون نمبر 0141 959 2552 کے [kmcqueen@wsha.org.uk](mailto:kmcqueen@wsha.org.uk) کے ذریعے رابطہ کریں۔  
ذریعے یا ای میل

A Charity Registered in Scotland No. SC035633

As with all of the Association's policies and procedure, this newsletter, in full and in part, can be made available in summary, on tape, and in translation into most other languages. It can also be downloaded from the website at [www.wsha.org.uk](http://www.wsha.org.uk)

Please contact Karen McQueen at the office at the Whiteinch Centre, 1 Northinch Court, or by telephone on 0141 959 2552, or by e-mail at: [wsha\\_admin@wsha.org.uk](mailto:wsha_admin@wsha.org.uk) if you would like a version in a different format.