



WILLIAMSBURGH
HOUSING ASSOCIATION

Annual Report 2021/22

This report also contains information relating to the Association's performance against the Scottish Social Housing Charter standards for 2021/22



WILLIAMSBURGH
HOUSING ASSOCIATION

“ Our aim is to provide and develop high quality affordable homes and to maintain our commitment to continuous improvement in service delivery and the regeneration of our communities ”

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Who regulates us?

The Association is regulated by the Scottish Housing Regulator. WWW.SCOTTISHHOUSINGREGULATOR.GOV.UK As a charity, the Association is regulated by the Office of the Scottish Charity Regulator. WWW.OSCR.ORG.UK The Housing (Scotland) Act 2010 introduced the Scottish Housing Charter, which sets out the standards that all housing organisations should achieve



A MESSAGE FROM OUR CHAIR PERSON

I am delighted to offer you my welcome to Williamsburgh Housing Association's Annual Report for 2021/2022, which also includes details of how we have performed in the last year in relation to the Scottish Social Housing Charter.



I'd like to begin by telling you that in March 2022, we appointed a new Chief Executive Officer, Jonathan Grant.

Jonathan has many years' experience working within social housing and also the Scottish Housing Regulator. We are delighted to welcome him to Williamsburgh and I'm sure you will join me in wishing him well in continuing the good work of the Association.

Despite the pandemic we still managed to progress the key objectives contained within our Business Plan. A major feature of which was the progression of our new housing building programme which saw us progress with the new 42 unit development at Albert Road, Renfrew.

While our Planned Maintenance programme was severely affected by the pandemic, we were still able to progress with many other programmes including vital tenant safety



works for fire detection.

Finally, I would like to draw your attention to our reported financial performance and our performance against the outcomes required by the Scottish Social Housing Charter, later in this report.

Whilst we are satisfied with our overall performance, we are also always looking for, and have identified, areas for improvement.

The charter indicators help us to target our resources correctly in order to provide an even better service to our customers.

I hope you enjoy reading our annual report and report on our performance against the Scottish Social Housing Charter for 2021/2022.

As the Chairperson of the Association, I would like to express my thanks to the other members of the Management Committee and the staff for all of their hard work in providing a dedicated service to our customers across our communities.

If you could take a moment of your time to give us some feedback on the report, it would be greatly appreciated

Susan James

Chairperson



ABOUT US AND WHAT WE'VE BEEN DOING

About us

Williamsburgh Housing Association is a provider of affordable housing to those in housing need. We own and manage more than 1,600 homes and factor almost 600 more. We are committed to building even more housing for rent and improving the

communities we work in. We are also a registered Scottish charity, which means every penny of our surplus is used to improve our homes and services and to build new housing for rent to those in need.

Our Vision

To be a leading and innovative provider of quality homes and housing services.

Our Mission Statement

To provide and develop high quality affordable homes and to maintain our commitment to continuous improvement in service delivery and the regeneration of our communities.

Get involved

The Association is a non-profit making organisation, registered with the Scottish Government and is a recognised Scottish charity. We are managed by a Management Committee of volunteers and are always looking to hear the views of local residents.

This can be done in several ways:

- Taking part in surveys (paper or electronic)

- Reviewing policies
- Attending local residents meetings
- Joining our Management Committee

If you would like to find out more, please email admin@willilamsburghha.co.uk and a member of staff will contact you.



ABOUT US AND WHAT WE'VE BEEN DOING

As ever, our Estates Team have been out and about making improvements to keep our areas pretty places to live.



Violet Street Planters before and after



Violet Street Tree works



Weed brush work at McKerrell Street, Broomlands Lane and Love Street



Overgrown bushes at 100 Renfrew Road



ABOUT US AND WHAT WE'VE BEEN DOING

Our IT Department have been working hard to make it easier for you, our customers, to access our services, including:



You can apply for housing using our **online application form**



We introduced a **Mobile App**



We now use **CXFeedback** directly to your mobile phone to obtain your views and gather information



We introduced our **Near Me portal** – this can be used if you don't have Teams or Zoom



You can access additional forms available from our website **ONLINE SERVICES** (williamsburghha.co.uk)



Our **Social Media** platforms and Website are constantly updated

You can text **BALANCE** to **07520 647562** to receive your rent account balance.

Our Tenancy Team have also been working hard, checking our properties, back courts and gardens, helping our new tenants settle into their homes, and also dealing effectively with anti social behaviour.

Every one of our properties has received 6 routine visits during the year beating our target of 4 visits.



124 new tenants received a settling in visit and a further visit 6 months later to check on them, provide advice and assistance.



Our benefits team secured a total of **£144,640** in financial benefits and grants for our tenants.



If, during an inspection the property is found to be unsatisfactory, further inspections will be carried out until it is found to be an acceptable standard.

In tackling anti social behaviour;

- we converted a tenancy to a Short Scottish Secure Tenancy which makes taking further action easier to do.
- We were granted an Interim Anti Social Behaviour Order against a disruptive and nuisance tenant, making eviction easier to progress
- We were also granted a Decree at Paisley Sheriff Court for another, making eviction the next step.



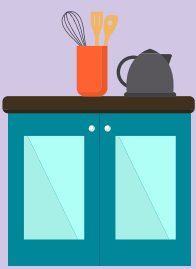
ABOUT US AND WHAT WE'VE BEEN DOING

Our factored owners have continued to receive a dedicated service in relation to property inspections, customer service and consultation where repair costs are in excess of £200 per owner.



Property Assets and Maintenance

In very challenging times, our team still managed to:



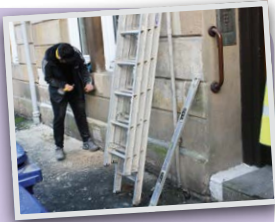
Replace **53 kitchens** at a cost of **£154,000**

Replace **55 bathrooms** at a cost of **£125,000**



Replace **21 boilers/heating** at a cost of **£44,000**

Carry out **stone repairs** in 5 closes totalling **£14,000**



Carry out **1,920 gas services**

Complete **26 medical adaptations** totalling **£49,000**



Total investment spent on our properties - £780,000



As we begin to return to more normal ways of life, there was an #Evolveseedhill session with artist, Indie McCue. Local children created stained treasure maps and also their own monster hand puppets. They even had a go at drawing some pirate ships and mermaids!



FINANCIAL STATEMENT

As can be seen from our main financial statements, the Association's financial strength continues to be a key factor in our ability to deliver low and affordable rents whilst making considerable investment in our housing stock. The surplus is reinvested back into the Association to pay and provide for improvements to our properties and investment in the future of our housing areas.

We are pleased to report an operating surplus

for the year of £1.7m, accumulated reserves of £34.8m, net housing assets of £69.5m and net current assets of £8.3m. This level of financial performance has ensured that our financial targets are met as well as demonstrating our financial strength and long term financial viability. These results provide a strong position from which to respond to financial challenges caused by the current cost of living crisis, as well as being able to progress in our more immediate business objectives for the coming year.

Statement of Comprehensive Income for the Years ended 31st March 2022 and 2021

| | 2022 | 2021 | |
|--|---------|---------|---|
| | £'000s | £'000s | Guide |
| Turnover | 8,278 | 8,269 | Income, mainly from rents, service charges, agency services and grant funding |
| Less: Operating expenditure | (6,572) | (6,789) | Deduct salaries, housing/maintenance costs, depreciation and office overheads |
| Operating surplus | 1,706 | 1,480 | Which leaves this amount |
| Gain on disposal of property plant and equipment | 0 | 0 | Add the net (cost)/gain on fixed asset disposals |
| Interest receivable and other income | 6 | 19 | Add interest on monies invested |
| Interest payable and similar charges | (29) | (1) | Deduct interest payments on loans and other financing costs |
| Surplus for the year | 1,683 | 1,498 | Leaving this amount to reinvest in our stock |
| Other comprehensive income | | | |
| Actuarial gain/(loss) in respect of pension scheme | 1,230 | (1,682) | In-year movement in pension liability |
| Total comprehensive income for the year | 2,913 | (184) | |

STATEMENT OF FINANCIAL POSITION

at 31st March 2022 and 2021

Statements of Financial Position at 31st March 2022 and 2021

| | 2022 £'000s | 2021 £'000s | Guide |
|---|----------------|----------------|--|
| Tangible Fixed Assets | | | |
| Housing properties | 69,528 | 68,481 | depreciated cost of building and improving our properties |
| Other fixed assets | 318 | 272 | depreciated cost of our offices, vehicle, furniture and equipment |
| Total fixed assets | 69,846 | 68,753 | |
| Current Assets | | | |
| Debtors | 274 | 256 | money owed to us |
| Cash & Cash Equivalents | 3,475 | 209 | operational bank accounts |
| Investments | 8,020 | 9,204 | funds on deposit |
| Total current assets | 11,769 | 9,669 | |
| Current Liabilities | | | |
| Creditors: due within one year | (3,422) | (2,579) | money we owe to others, (due within one year) |
| Net current assets | 8,347 | 7,090 | current assets less current liabilities |
| Total Assets less Current Liabilities | 78,193 | 75,843 | |
| Creditors: amounts falling due after one year | (43,356) | (42,553) | loans due and grant received for building and rehabilitating our properties |
| Pension - defined benefit liability | (59) | (1,425) | share of pension liability |
| Net assets | 34,778 | 31,865 | |
| Reserves | | | |
| Revenue reserves | 34,778 | 31,865 | reserves built up from current and previous years for the future maintenance of our properties |
| Total Reserves | 34,778 | 31,865 | |

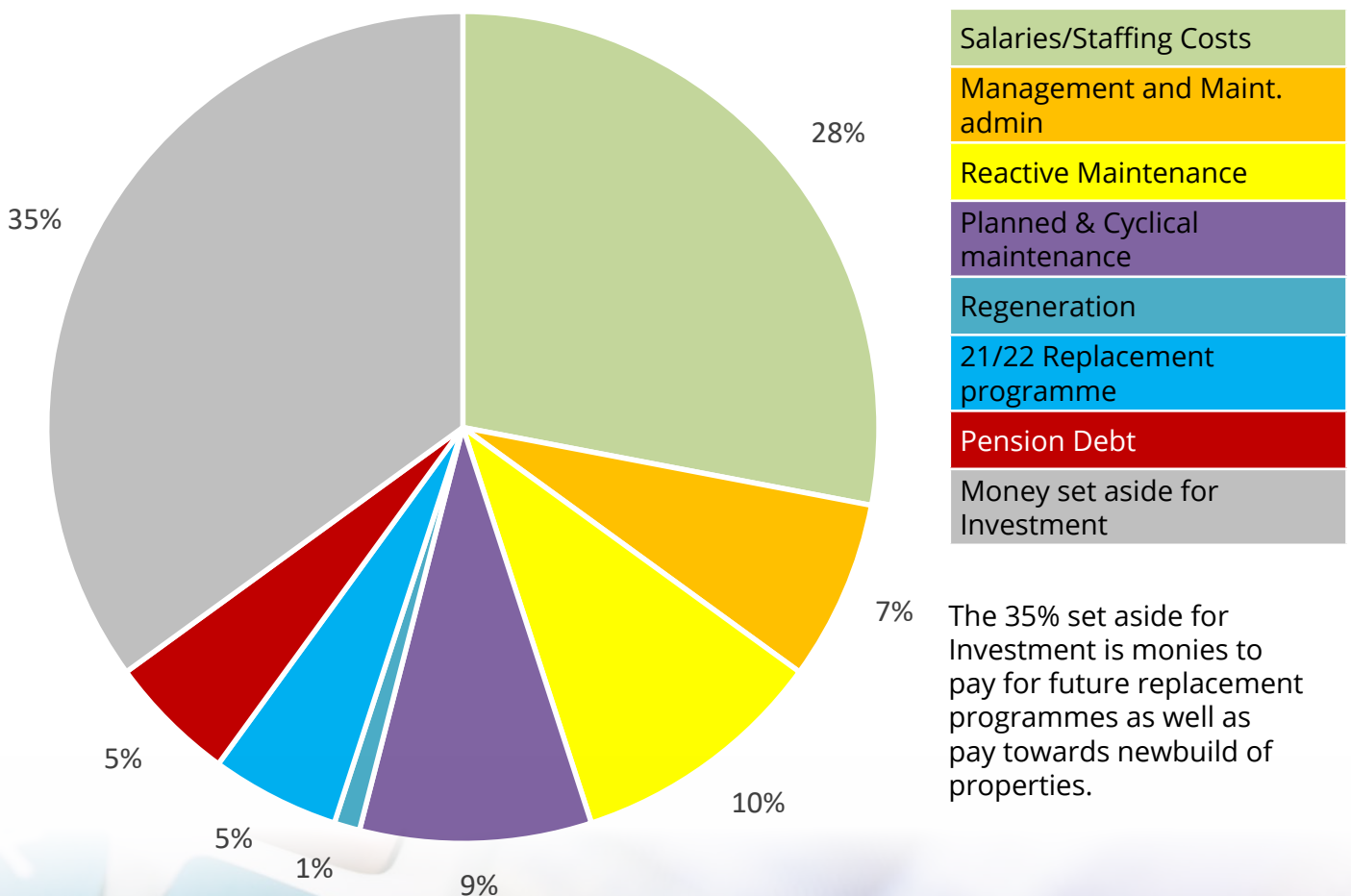
How your rent money is being spent

Williamsburgh aims to be as transparent as possible. Our annual audited accounts are available on our website. During the twelve months from April 2021 to March 2022, Income received was **£8.3m** and from this, the expenditure incurred to deliver our service was **£6.6m**.



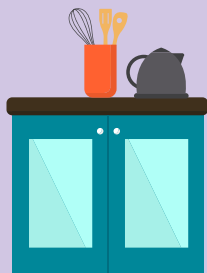
Value for Money

This is how your rent has been spent over these twelve months.



Replacement programmes

Each year we have a planned replacement programme, 21/22 we spent £328k. In the year ahead we have planned to spend £939k as follows:



Kitchens

2021/22

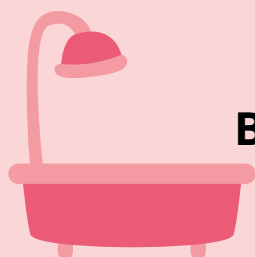
Number: 53

£'s: £154,000

2022/23

Number: 913

£'s: £343,000



Bathrooms

2021/22

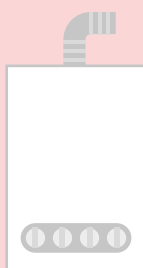
Number: 55

£'s: £235,000

2022/23

Number: 139

£'s: £292,000



Boilers/ Heating

2021/22

Number: 21

£'s: £49,000

2022/23

Number: 130

£'s: £304,000

Total

2021/22

£328,000

2022/23

£939,000

COMPLAINTS PERFORMANCE

We welcome complaints as we believe that we can learn and improve what we do and how we do it, from any complaints received.

We operate a two-stage process within the Scottish Public Services Ombudsman (SPSO) model "Complaints Handling Procedure".

We aim to resolve your complaint at Stage 1 - Frontline. If, however, the complaint is of a more complex nature, or you are dissatisfied with the Stage 1 – Frontline decision, the complaint will be categorised as Stage 2 – Investigation.



96 We received 96 service complaints from 1st April 2021 to 31st March 2022.

Lessons Learned

Service

Various issues reported about contractor performance.

Complaint regarding member of staff.

Complaint regarding lack of communication between the Association and a contractor.

Outcome

Discussion with contractor undertaken, and additional monitoring put in place.

Training implemented.

Internal procedure amended.

Annual Assurance Statement

Each year we publish on our website our Annual Assurance Statement. This provides assurance to our Management Committee that we are compliant with the various requirements of the Scottish Housing Regulator. We are happy to receive your comments or answer any questions you may have – admin@williamsburghha.co.uk

2021-22 Annual Report on the Scottish Social Housing Charter

This section of our Annual Report provides you with information on how we performed over the last year, 2021/2022, in relation to the outcomes within the Scottish Social Housing Charter. It helps us to improve the quality and value of the services that we provide.

Not only does this section highlight our performance, but provides details of the Scottish Average, and for comparison

information, the performance of Renfrewshire Council and our neighbour, Linstone Housing Association.

Performance information for all social landlords, including local authorities, is available from the Scottish Housing Regulator's website –

www.scottishhousingregulator.gov.uk.

OUR PROPERTIES AND RENT



1639 properties

At 31st March 2022, WHA owned 1,639 properties, 1634 of which were lettable units. The remaining 5 are small properties that are used for storage, and one is our community flat.



£6,485,000 rent due

The total rent due for the year 2021-2022 - £6,485,164.89



£6,425,000 rent collected

The total rent collected - £6,425,178.17



0.67%

Percentage of rent lost during the year through properties being empty – 0.67%

Scottish average 1.4%

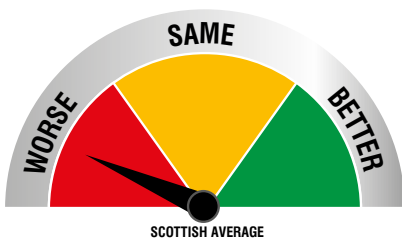


3% Rent Increase

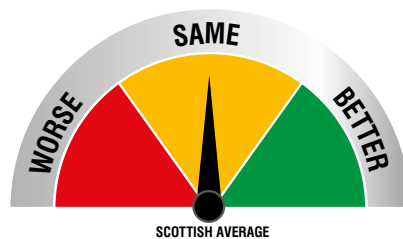
On 28th March 2022 our rents increased by 3%

| Size of home | Number | WHA Average weekly rent (£) 2021/22 | Linstone Average weekly rent (£) 2021/22 | Renfrewshire Council Average weekly rent (£) 2021/22 | Scottish Average weekly rent (£) 2021/22 |
|--------------|--------|-------------------------------------|--|--|--|
| 1 apt | 4 | £58.19 | £57.93 | £64.48 | £75.95 |
| 2apt | 788 | £70.51 | £74.67 | £72.84 | £81.32 |
| 3 apt | 561 | £79.55 | £84.89 | £82.37 | £84.18 |
| 4 apt | 249 | £88.84 | £90.82 | £92.06 | £91.48 |
| 5 + apt | 32 | £101.14 | £107.89 | £98.94 | £100.74 |
| Total | 1634 | £76.98 | £84.16 | £80.94 | £85.36 |

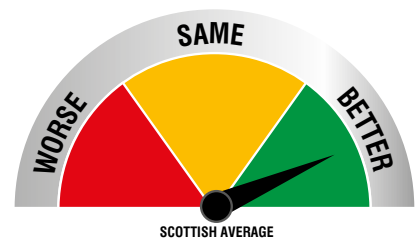
Scottish Social Charter Indicators



Performance is below Scottish Average



Performance is the same as Scottish Average



Performance is better than Scottish Average

Outcome 1: Equalities

Social landlords perform all aspects of their housing services so that:

“every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services”

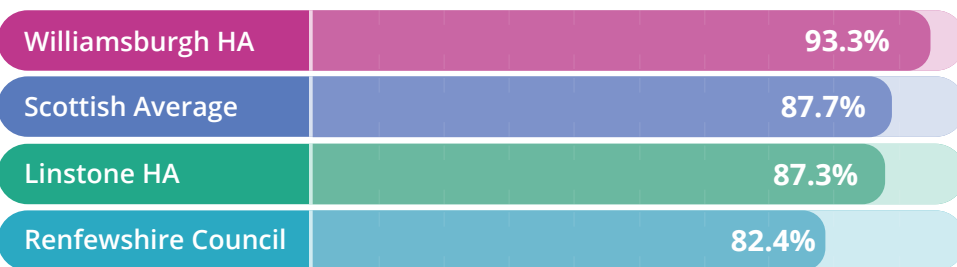
Outcome 2: Communication

“tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides”

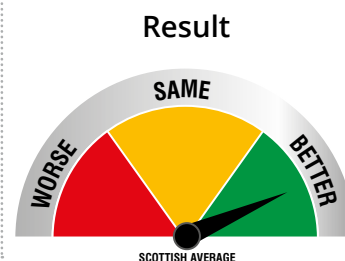
Outcome 3: Participation

“tenants and other customers find it easy to participate in and influence their landlord’s decisions at a level they feel comfortable with.”

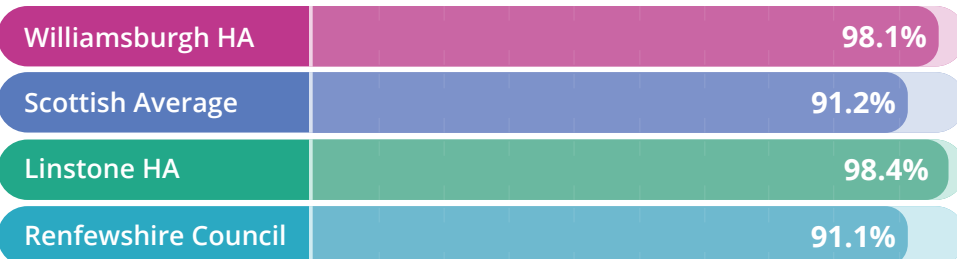
% of tenants satisfied with the overall service provided by their landlord



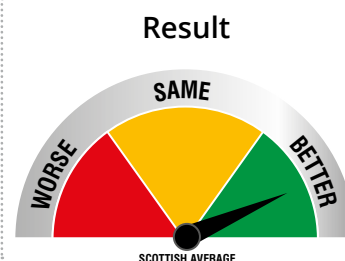
↔ WHA Performance 2020-21 89.0%



% of tenants who feel their landlord is good at keeping them informed about their services and decisions



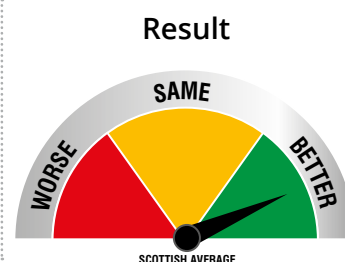
↔ WHA Performance 2020-21 98.1%



% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making process



↔ WHA Performance 2020-21 99.0%



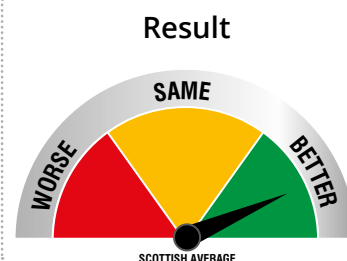
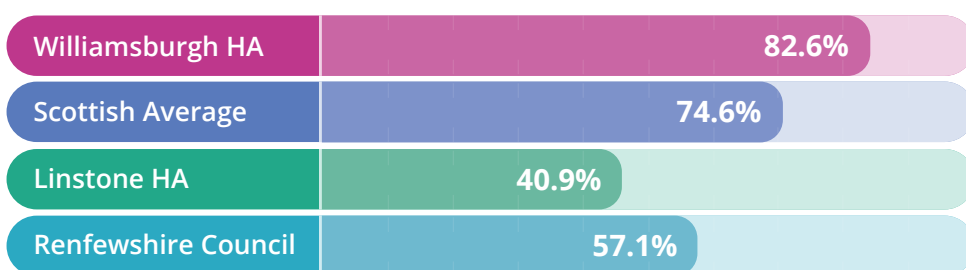
Remember...there are lots of ways you can become involved in our work....for more information email admin@williamsburgha.co.uk

HOUSING QUALITY AND MAINTENANCE

Outcome 4: Quality of Housing

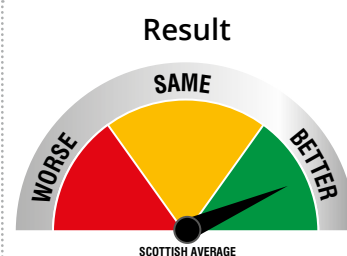
"tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020"

Percentage of homes meeting the Scottish Housing Quality Standard



↔ WHA Performance 2020-21 99.9%

Percentage of Tenants Satisfied with the quality of their home

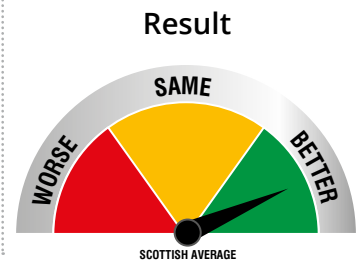
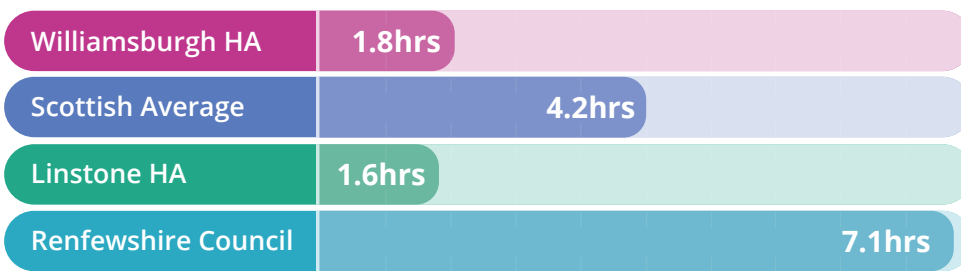


↔ WHA Performance 2020-21 92.0%

Outcome 5 : Repairs, Maintenance and Improvements

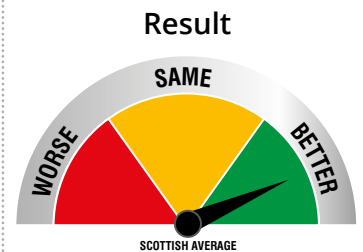
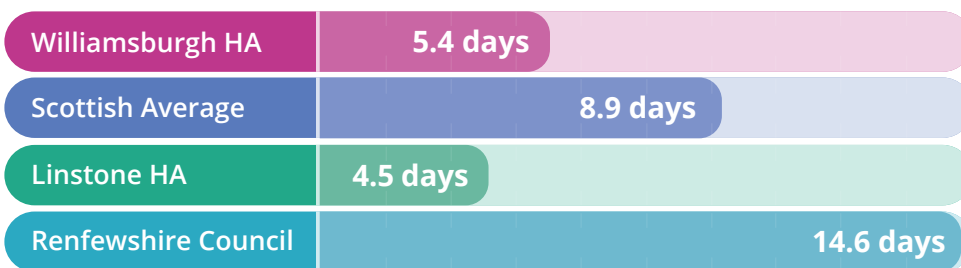
"tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done."

Average number of hours taken to complete emergency repairs



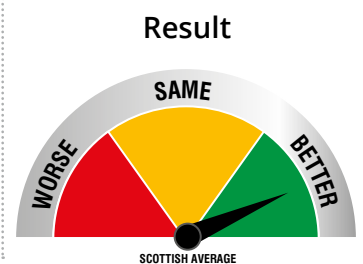
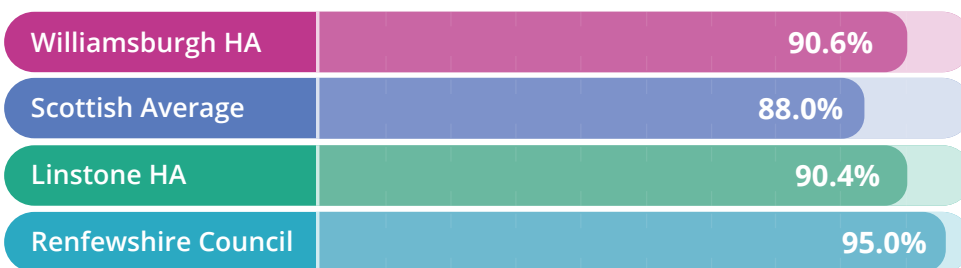
↔ WHA Performance 2020-21 1.8 hours

Average number of days taken to complete non-emergency repairs



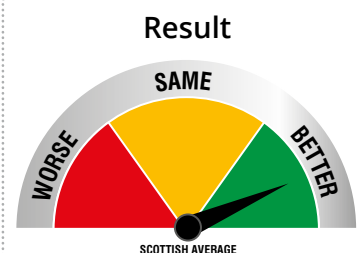
↔ WHA Performance 2020-21 2.3 days

Percentage of tenants who have had repairs or maintenance carried out in the last 12 months who were satisfied with the repairs and maintenance service



↔ WHA Performance 2020-21 90.4%

Percentage of reactive repairs carried out in the last year completed right first time



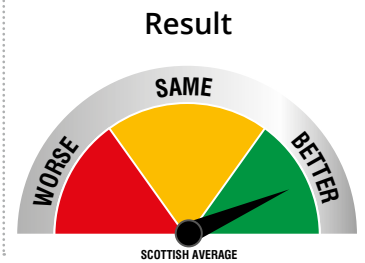
↔ WHA Performance 2020-21 91.2%

NEIGHBOURHOOD AND COMMUNITY

Outcome 6 : Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

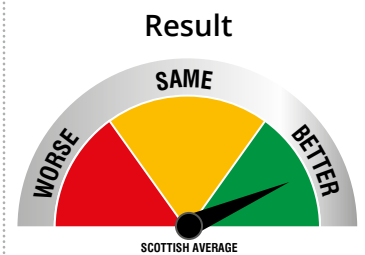
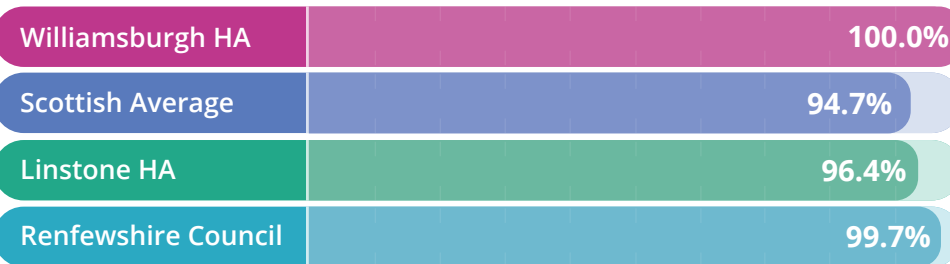
"tenants and other customers live in well-maintained neighbourhoods where they feel safe"

Percentage of Tenants Satisfied with the landlords contribution to the management of the neighbourhood they live in



↔ WHA Performance 2020-21 89.4%

Percentage of anti-social behaviour cases reported in last year which were resolved



↔ WHA Performance 2020-21 100%

ACCESS TO HOUSING AND SUPPORT

Outcomes 7, 8 and 9 : Housing options

"people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them"

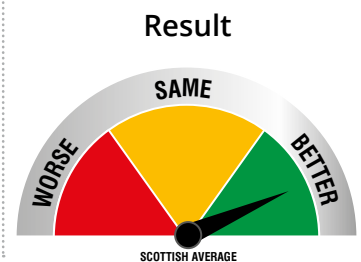
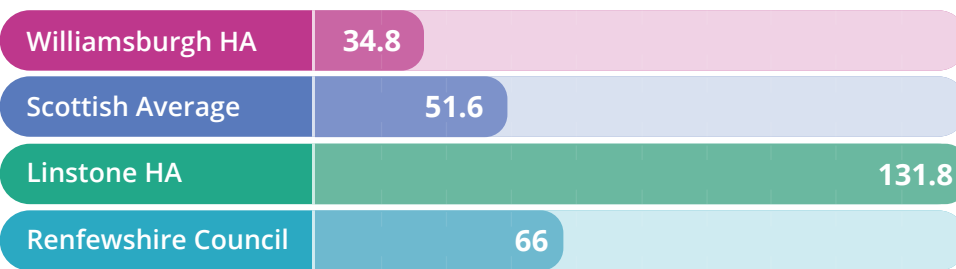
"tenants and people on housing lists can review their housing options"

"people at risk of losing their homes get advice on preventing Homelessness"

Outcome 10 : Access to social housing

"people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects of being housed"

Average length of time in days taken to re-let homes in the last year

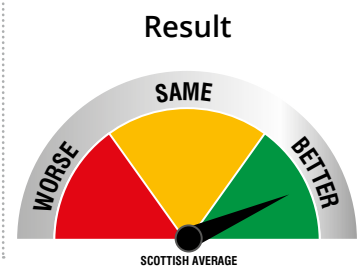
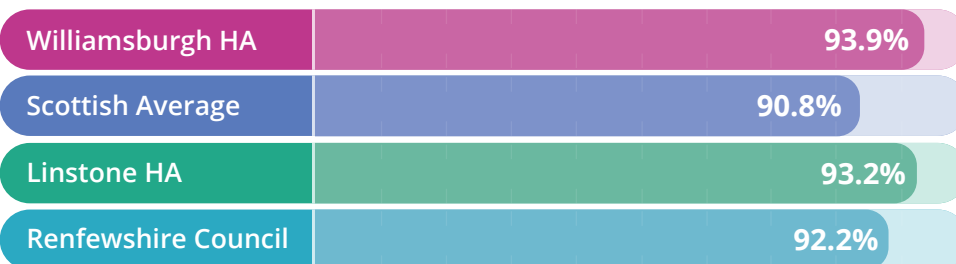


↔ WHA Performance 2020-21 46.36 dys

Outcome 10 : Tenancy Sustainment

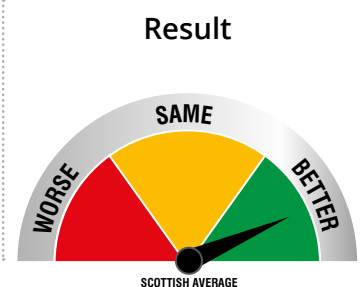
"tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations"

Percentage of new tenancies sustained for more than a year



↔ WHA Performance 2020-21 98.6%

Percentage of tenants who feel that the rent for their property represents value for money



↔ WHA Performance 2020-21 92.3%

STAFF MEMBERS THROUGHOUT 2021/22

Chief Executive

Jonathan Grant

Housing Management

| | |
|-------------------|-----------------------------|
| Lesley Ferrie | Head of Housing Services |
| Louise McDonald | Housing Manager |
| Sandra Doherty | Housing Officer |
| Elaine Hannigan | Housing Officer |
| Suzanne McLeary | Housing Officer |
| Lorna Duffy | Housing Assistant |
| Amanda McGoldrick | Housing Assistant |
| Sam McNealy | Area Housing Assistant |
| Amanda Ewing | Area Housing Assistant |
| Fiona Kirk | Area Housing Assistant |
| Sarah McLeod | Area Housing Assistant |
| Willie McKee | Area Housing Assistant |
| Karen Wilson | Area Housing Assistant |
| Paula Cunningham | Area Housing Assistant |
| Karen Johnstone | Financial Support Assistant |
| Shaneela Afzal | Benefits Advisor |

Maintenance

| | |
|----------------|-----------------------|
| Owen McMillan | Maintenance Manager |
| Jimmy Usher | Maintenance Officer |
| Gordon Russell | Clerk of Works |
| Julie Healy | Maintenance Assistant |
| Fraser McLean | Maintenance Assistant |
| Robert McCann | Maintenance Assistant |

Customer Services Team

| | |
|-------------------|------------------------------------|
| Heather Wilson | Senior Customer Services Assistant |
| Kimberley Sweeney | Customer Services Assistant |
| Lindsay McMahan | Customer Services Assistant |
| Karen Wilson | Customer Services Assistant |
| Paula Loughlin | Customer Services Assistant |

Corporate Services

| | |
|-----------------|--------------------------------------|
| Lynne Ramsay | Head of Finance & Corporate Services |
| Helen Burns | Finance Officer |
| Leanne McGarvey | Finance Assistant |
| John Kelly | IT and Systems Officer |
| Roni Gallacher | IT Assistant |
| Deborah Quinn | Digital Assistant |
| Gaynor Corry | Corporate Admin Assistant |
| Lesley Adie | Corporate Admin Assistant |

Development and Estates

| | |
|---------------|---------------------------------|
| Graham Scott | Development Manager |
| Stuart Miller | Community Regeneration Officer |
| Stephen Duffy | Estates & Development Assistant |
| Jamie Hayes | Estates Team Supervisor |
| David Reeves | Estates Team Operative |

Staff Members who left the Association during the year

| | |
|-----------------|--------------------------------|
| Joe McBride | Chief Executive Officer |
| Helen Collins | Development Officer |
| Bryan Dando | Community Regeneration Officer |
| Kamran Aziz | Area Housing Assistant |
| Paul Carruthers | Maintenance Assistant |
| Tecla Roberts | Customer Services Assistant |
| Suzanne Sweeney | Housing Officer |

The percentage of days through staff sickness absence in the reporting year was 6.94%

Auditors and Professional Advisers 2021-2022

Auditors (Internal)

Alexander Sloan & Co
7th Floor, 180 St Vincent Street,
Glasgow G2 5SG

Auditors (External)

Azets Audit Services
Titanium 1, King's Inch Place, Renfrew PA4 8WF

Bankers

Royal Bank of Scotland
Paisley Chief Office,
1 Moncrieff Street, Paisley PA3 2AW

Solicitors

Cochran Dickie
21 Moss Street, Paisley PA1 1BX

Harper Macleod
The Ca'd'oro, 45 Gordon Street,
Glasgow G1 3PE

MANAGEMENT COMMITTEE AND STAFF

MANAGEMENT COMMITTEE MEMBERS THROUGHOUT 2021/22

Williamsburgh Housing Association is led by our Management Committee to oversee, lead on strategy, and ensure good outcomes for our tenants and other service users. Our Management Committee consists of a broad range of local tenants along with a local Councillor and professionals from banking, housing and other public and private sectors.

Our Management Committee members during 2021/2022 were:

| Name | First Elected to Committee | Designation |
|---------------------|----------------------------|------------------|
| Susan James | 2014 | Chairperson |
| John Kerr | 2016 | Vice Chair |
| Margaret Symons | 2006 | Committee Member |
| Cllr. Mags MacLaren | 2017 | Committee Member |
| John Scott | 2017 | Committee Member |
| Yvonne Robbie | 2017 | Committee Member |
| Elaine McDermott | 2019 | Committee Member |
| Allison Ballantine | 2019 | Committee Member |
| Annie McLaughlin | 2020 | Committee Member |
| Craig Green | 2021 | Committee Member |
| Thomas Thomson | 2021 | Committee Member |

COMMITTEE MEMBERS WHO STEPPED DOWN DURING THE YEAR

Larissa Zotova
Jim Callaghan

SHAREHOLDING MEMBERS

At 31st March 2022 we had 83 Shareholding Members.



FEEDBACK

We would love to receive your feedback about this document. Please email admin@williamsburghha.co.uk headed Annual Report Feedback.

Thank you.



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If you would like this information in another language, in large print, Braille, Easy Read, on tape or disk or in British Sign Language (BSL), please ask us.

You can call us on 0141 887 8613 or email admin@williamsburghha.co.uk

如果您希望将该信息翻译为其他语言、或用大号字体印刷、或盲文、或易读格式、或刻录在磁带或光盘中、或者翻译为英国手语，请联系我们。您可以致电 0141 847 6376 或发邮件到 admin@williamsburghha.co.uk

若欲將該資訊翻譯至其他語言、或用大號字體印刷、或盲文、或易讀格式、或刻錄到磁帶或光碟、或者翻譯為英國手語，請聯繫我們。您可致電 0141 847 6376 或電 admin@williamsburghha.co.uk

على القراءة، وسهلة بريل، وطريقة الكبيرة، الطباعة في أخرى، لغة في المعلومات هذه ترغب كنت إذا على بنالات صال يمكنك منات طلب أن يرجى، (ال إس بي) البري طانية الإشارة لغة في أقرص أو شريط 0141 847 6376 admin@williamsburghha.co.uk الإلا ك تروني البريد أو

Jeśli chcą Państwo uzyskać informacje w innym języku, wielką czcionką, alfabetem Braille'a, w formacie Easy Read, na taśmie lub dysku bądź w Brytyjskim Języku Migowym proszę skontaktować się z nami telefonicznie na numer 0141 847 6376 lub wysłać wiadomość na admin@williamsburghha.co.uk

ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਇਸ ਜਾਣਕਾਰੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ, ਬਰੇਲ, ਆਸਾਨ ਪੜ੍ਹੇ, ਟੇਪ ਜਾਂ ਡਿਸਕ ਤੇ ਜ ਵਿਚ ਬ੍ਰਿਟਿਸ਼ ਸੈਨਤ ਭਾਸ਼ਾ (BSL), ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਪੁੱਛੋ. ਤੁਹਾਨੂੰ 0141 847 6376 ਜ ਈਮੇਲ admin@williamsburghha.co.uk 'ਤੇ ਸਾਡੇ ਨਾਲ ਕਾਲ ਕਰ ਸਕਦੇ ਹੋ

ڈیپ پڑھیں، سے آرام بریل، میں، پرنٹ پڑھے تو، ہے درکار معلومات کی اس میں زبان دو سری کی سی آپ آپ مہربانی پر راہ پر وچھنا ہمیں میں، (BSL) زبان کی ریں ان سائن برطانیوی یا پرنٹ سکی یا 0141 847 6376 admin@williamsburghha.co.uk ای یا



WILLIAMSBURGH
HOUSING ASSOCIATION

Ralston House, Cyril Street, Paisley PA1 1RW
www.williamsburgha.co.uk

Registered as a Scottish Charity No SC 035350
Registered under the Co-operative and Community Benefit Societies Act
Registered as a Social Landlord - HAL 207