



WILLIAMSBURGH
HOUSING ASSOCIATION

Annual Report 2022/23

This report also contains information relating to the Association's performance against the Scottish Social Housing Charter standards for 2022/23



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.

”

INSIDE YOUR ANNUAL REPORT

A message from our Chairperson Page 4

About us and What We've Been Doing Pages 5-8

Property Assets & Maintenance Page 8

Our Finances Pages 9-12

Complaints Handling Performance Page 13

ANNUAL REPORT ON THE SCOTTISH SOCIAL HOUSING CHARTER

What is the Scottish Social Housing Charter? Pages 14

Our Properties & Rent.....Pages 15-16

Housing Quality and MaintenancePages 17 - 18

Neighbourhood and Community Page 19

Access to Housing and SupportPages 19-20

Management Committee & Staff throughout the year..... Pages 21 & 22

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 chairperson

It has been another fantastic year for the Association as we made progress to deliver the objectives contained within our Business Plan. Getting service delivery right was even more important this year as we dealt with the challenges and impact of the cost of living crisis.

A major success was the completion of our new houses at Albert Road in Renfrew. The 42 new spacious and warm homes were fully occupied in March this year. Feedback from the new residents has been very positive.

This year we asked you about the rent increase in a different way. We wanted to hear more views – and we did – with over 30% of you responding – a fantastic result.

This significant response helped the Association to decide on the rent increase, balancing the need to pay for investment with the need to keep rents affordable. We continue to have some of the lowest rents in Renfrewshire and across Scotland.

Thanks to the agreed rent increase the Association was able to progress the following investment programmes:

- 1) Delivery of replacement Kitchen, Bathroom and Boiler programmes;
- 2) Delivery of vital tenant safety work, and;
- 3) Approval of a large window replacement programme comprising state of the art, triple glazed windows that will cut energy bills and last for 50 years.

This excellent work has resulted in our properties achieving an improved score of 99% compliance with the Scottish Housing Quality Standard.

I would also like to highlight some good news on our service performance:

- 1) We continue to achieve high levels of customer satisfaction, with 93% satisfied overall;
- 2) 98% of you feel that we are good at keeping you informed, and;
- 3) We resolved 100% of complaints received.

Our staff have been working hard to contact you to ensure you have the financial support you are entitled to. They have and continue to assist you claim thousands of pounds in benefits, such as:

- 1) Universal Credit;
- 2) Fuel Support Payments;
- 3) School Clothing Grants, and;
- 4) Emergency Food Vouchers.

Finally, we have approved the recruitment of a Tenant Participation Officer to facilitate our ability to work even closer with you. This will allow us to improve our understanding and prioritise your needs across the communities we serve.

Watch this space as tenant participation initiatives develop.

In closing, I would like to thank our fantastic staff team and my fellow committee members. Their commitment, dedication and hard work has and continues to drive forward the excellent service you all deserve. Take care and very best wishes.

John Scott,
Chairperson, 5th October 2023



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

- Joining our Resident Focus Group
- Attending local residents meeting
- Accompany staff on inspections in your area
- 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 our areas, making things safe and desirable places to live.

Play park repairs



Clearing fly tipping at Birch Way



To improve health and safety we have been changing mortice locks to slip bolts across our tenemental stock.



Replacing damaged or missing bin lids.



Power washing in New Sneddon Street



Vandalism at Albion Street



Graffiti removal



ABOUT US AND WHAT WE'VE BEEN DOING

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



Asking for feedback on our **Tenant Engagement and Participation Strategy**



Asking for volunteers to **work with us on our inspections** of your local areas



Asking for volunteers to work with us on **local focus groups**



Getting feedback from new tenants regarding **our allocations process** and standard of property.

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 during the year beating our target of 4 visits.

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.



All **85** new tenants received a visit to see how they were settling in to their home.



We are committed to tackling anti-social behaviour and using the powers available to us, have taken court action against those tenants whose anti-social behaviour is not acceptable.

The Housing Scotland Act 2014 gives provision to raise action for eviction if the tenant, or someone in the household has been convicted of serious anti-social or criminal behaviour in the property or the locality. The Association has carried out 2 evictions during the year using this ground for recovery. One case was in relation to a serious assault and the other case was regarding a serious drugs offence.

In another case of serious anti-social behaviour that was passed for Court Action the Association were initially issued with an

Interim Anti-Social Behaviour Order. The behaviour continued and we returned to Court where a Full Anti-Social Behaviour Order was issued. The Association then issued a Notice of Proceedings for Recovery of Possession, and an Eviction order was granted and implemented.



Our benefits team secured a total of **£163,768** in financial benefits and grants for our tenants.

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.

- Year 1 of the 5 year cyclical paintwork programme has been completed in properties in Caledonia Street, Kilside and Seedhill Roads.
- Year 2 is currently underway in Bank, Cochran, Howard, Lang Streets, Crossflat Crescent, Moorpark Square, Paisley and Seedhill Roads and Victoria Drive East.



Community Regeneration

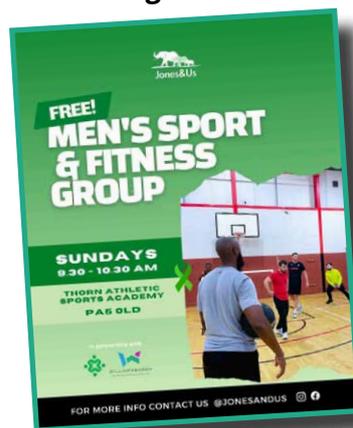
During 2022-23 we had a lot of our tenants and their families get in touch to talk about their very real worries and concerns about paying for heating and eating. We were fortunate to access over £30,000 in funding from the National Lottery Community Fund and the Scottish federation of Housing Associations. This funding enabled us to put in place the type of support that would benefit our tenants.

We provided vouchers for fuel bills or to buy food to over 200 families across Renfrewshire. We offered carpets to 40 households that could not afford new ones. We provided 40 new air fryers as well as winter warmer packs. What difference did this all make? Here are just some of our tenants telling us.

"Also just to say the voucher I received was very helpful as both my gas & electricity are pay as you go and both often run out. To have a £50 credit helped to take my mind off worrying about it running out that week!"

"The help with the £49 text saved me that day I got it, I didn't have any money for electric to have a bath, do dishes and cleaning!"

We have also been successful in accessing £15,000 in funding from Engage Renfrewshire's Community Health and Wellbeing Fund. With this funding we set up different projects with community partner organisations across Renfrewshire. Film nights & fishing trips in



Johnstone. Men's keep fit sessions in Johnstone and Paisley. Drop-in chats in Kilbarchan, and cooking and tasting sessions in Renfrew.

Working with Evolve and Rig Arts there have been a number of really well attended fun days in and around Seedhill. There are also the mural and community mapping projects. The mural project has already seen some amazing work designed and then painted onto walls by the young people of Seedhill. This will hopefully finish with a mural being painted onto the gable end of a building, similar to those murals around Paisley town centre.



We also recently placed a community notice board in Kilside Road. This is a great way to find out what is happening in Seedhill. If you would like to put information on this then please get in touch with us here at Williamsburgh.



FINANCIAL STATEMENT

All of WHA's surplus is reinvested back into the association. Ongoing financial strength allows WHA not only to continue to deliver low and affordable rents but to continue with investments in both our current homes and newbuild programmes.

We are pleased to report an operating surplus for the year of £1.4m, accumulated reserves of

£35.7m, net housing assets of £70.9m and net current assets of £6.8m. This level of financial performance has ensured that our financial targets are met as well as demonstrating financial strength and long term viability. The association, like all organisations, has been impacted this year by inflation pressures on our costs however we have been able to continue with boiler, kitchen & bathroom replacement projects.

Statement of Comprehensive Income for the Years ended 31st March 2023 and 2022

	2023	2022	
	£'000s	£'000s	Guide
Turnover	8,612	8,278	Income, mainly from rents, service charges, agency services and grant funding
Less: Operating expenditure	(7,216)	(6,572)	Deduct salaries, housing/maintenance costs, depreciation and office overheads
Operating surplus	1,396	1,706	Which leaves this amount
Gain on disposal of property plant and equipment	3	0	Add the net (cost)/gain on fixed asset disposals
Interest receivable and other income	85	6	Add interest on monies invested
Interest payable and similar charges	0	(29)	Deduct interest payments on other financing costs
Surplus for the year	1,484	1,683	Leaving this amount to reinvest in our stock
Other comprehensive income			
Actuarial gain/(loss) in respect of pension scheme	(541)	1,230	In-year movement in pension liability
Total comprehensive income for the year	943	2,913	

STATEMENT OF FINANCIAL POSITION

at 31st March 2023 and 2022

Statement of Financial Position at 31st March 2023 and 2022

	2023 £'000s	2022 £'000s	Guide
Tangible Fixed Assets			
Housing properties	70,594	69,528	Depreciated cost of building and improving our properties
Other fixed assets	336	318	Depreciated cost of our offices, vehicle, furniture and equipment
Total fixed assets	70,930	69,846	
Current Assets			
Debtors	352	274	Money owed to us
Cash & Cash Equivalents	2,619	3,475	Operational bank accounts
Investments	7,090	8,020	Funds on deposit
Total current assets	10,061	11,769	
Current Liabilities			
Creditors: due within one year	(3,296)	(3,422)	Money we owe to others, (due within one year)
Net current assets	6,765	8,347	Current assets less current liabilities
Total Assets less Current Liabilities	77,695	78,193	
Creditors: amounts falling due after one year	(41,588)	(43,356)	Loans due and grant received for building and rehabilitating our properties
Pension - defined benefit liability	(386)	(59)	Share of pension liability
Net assets	35,721	34,778	
Reserves			
Revenue reserves	35,721	34,778	Reserves built up from current and previous years for the future maintenance of our properties
Total Reserves	35,721	34,778	

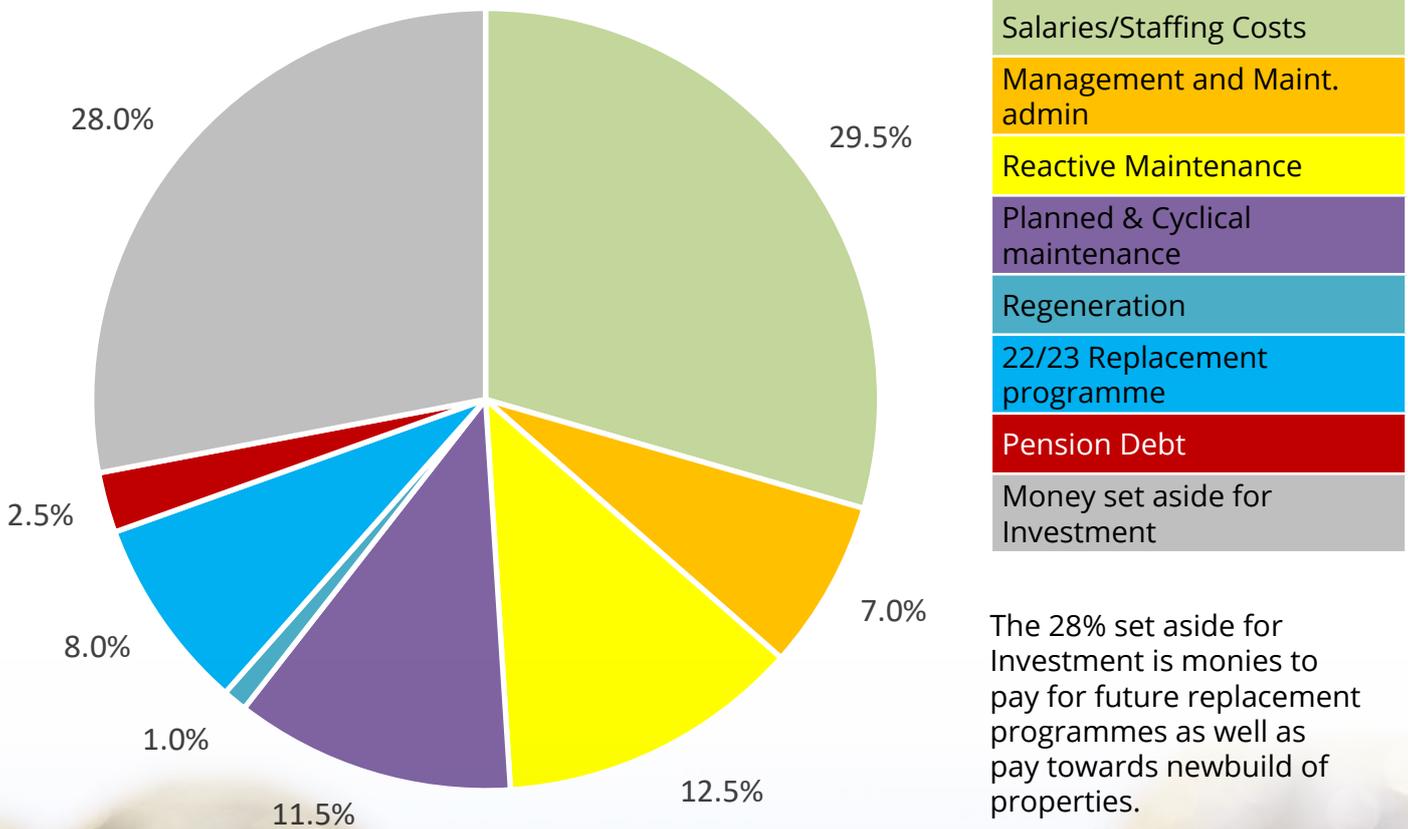
How your rent money is being spent

Williamsburgh aims to be as transparent as possible. Our annual audited accounts are available on our website. During the twelve months from April 2022 to March 2023, Income received was **£8.6m** and from this, the expenditure incurred to deliver our service was **£6.8m**.



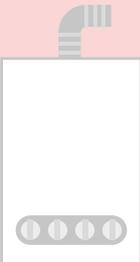
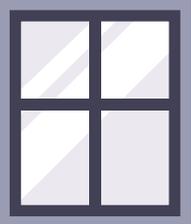
Value for Money

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



Replacement programmes

Each year we have a planned replacement programme, 22/23 we spent £571k. In the year ahead we have planned to spend £1.8m as follows:

	Kitchens	2022/23 Number: 34 £'s: £112,000	2023/24 Number: 126 £'s: £529,000
	Bathrooms	2022/23 Number: 84 £'s: £212,000	2023/24 Number: 89 £'s: £293,000
	Boilers/ Heating	2022/23 Number: 116 £'s: £247,000	2023/24 Number: 10 £'s: £19,000
	Windows		2023/24 Number: 90 £'s: £972,000
Total		2022/23 £571,000	2023/24 £1,813,000

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.



28

We received 28 service complaints from 1st April 2022 to 31st March 2023 and are delighted to report that this is 68 less than we received in the previous reporting year.

Lessons Learned

Service

Various issues reported about contractor performance.

Complaint regarding members of staff.

Outcome

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

Training implemented.

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

2022-23 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, 2022/2023, 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



1680 properties

At 31st March 2023, WHA owned 1,680 properties.



**£6,636,138
rent due**

The total rent due for the year 2022 - 2023 -
£6,636,138



**£6,648,112
rent collected**

The total rent collected -
£6,648,11



0.81%

Percentage of rent lost during the year through properties being empty – 0.81%

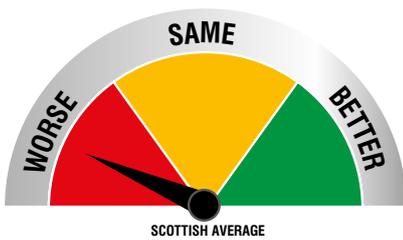


**5.5% Rent
Increase**

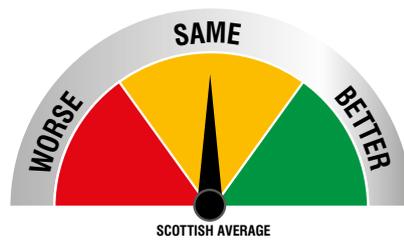
On 28th March 2023 our rents increased by 5.5%

Size of home	Number	WHA Average weekly rent (£) 2022/23	Linstone Average weekly rent (£) 2022/23	Renfrewshire Council Average weekly rent (£) 2022/23	Scottish Average weekly rent (£) 2022/23
1 apt	4	£60.39	£60.36	£65.43	£78.26
2apt	787	£72.77	£77.81	£75.85	£83.46
3 apt	574	£82.30	£88.46	£88.19	£86.28
4 apt	278	£92.23	£94.63	£100.16	£93.96
5 + apt	32	£104.17	£112.42	£108.38	£103.72
Total	1675	£79.84	£87.71	£86.29	£85.59

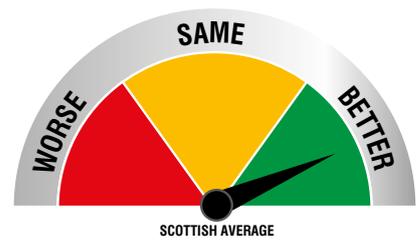
Scottish Social Charter Indicators



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”

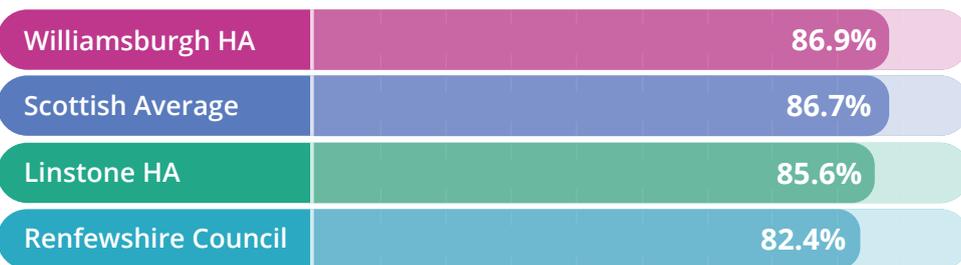
Outcome 2: Communication

“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”

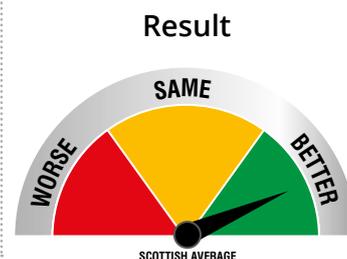
Outcome 3: Participation

“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



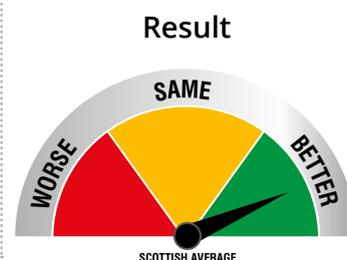
↔ WHA Performance 2021-22 93.3%



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



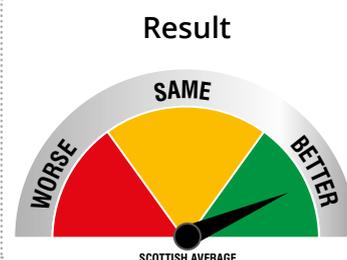
↔ WHA Performance 2021-22 98.1%



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



↔ WHA Performance 2021-22 99.0%



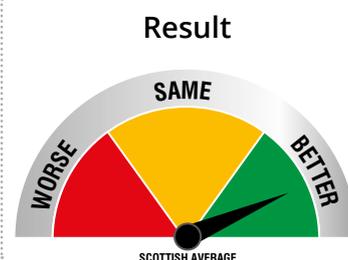
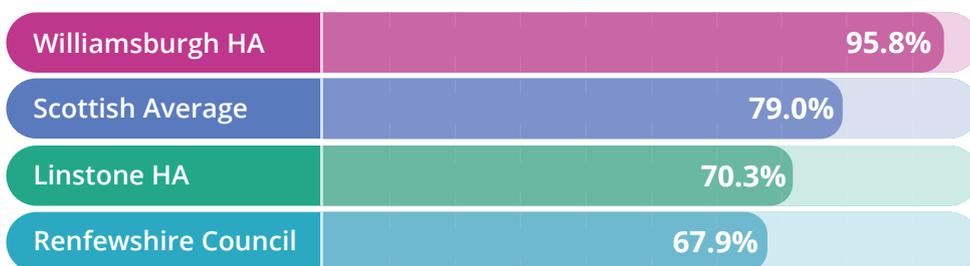
Remember...there are lots of ways you can become involved in our work....for more information email admin@williamsburghha.co.uk

HOUSING QUALITY AND MAINTENANCE

Outcome 4: Quality of Housing

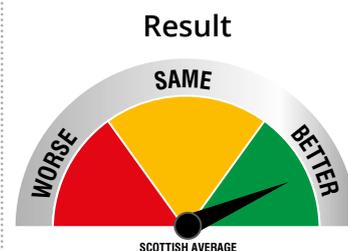
"tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020"

Percentage of homes meeting the Scottish Housing Quality Standard



↔ WHA Performance 2021-22 82.6%

Percentage of Tenants Satisfied with the quality of their home

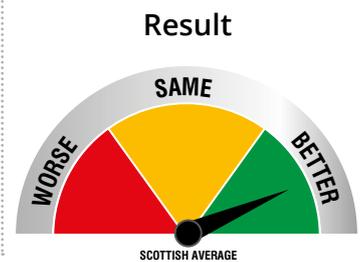
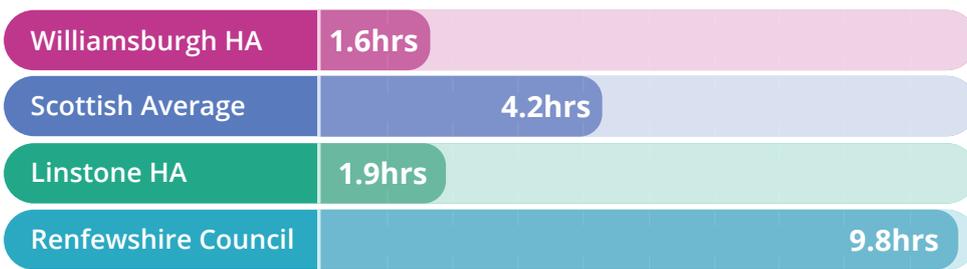


↔ WHA Performance 2021-22 92.0%

Outcome 5 : Repairs, Maintenance and Improvements

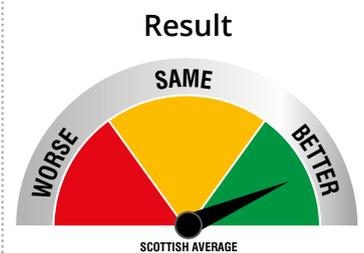
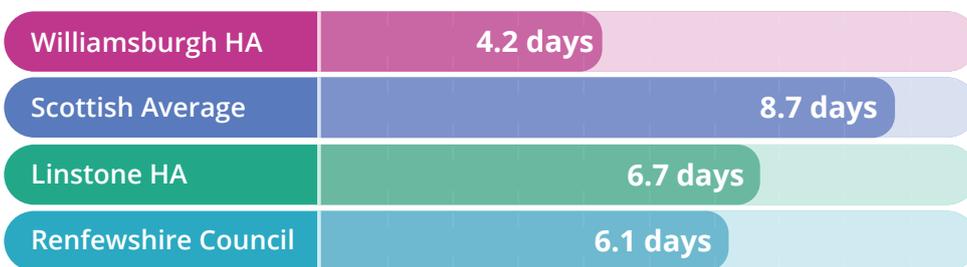
"tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done."

Average number of hours taken to complete emergency repairs



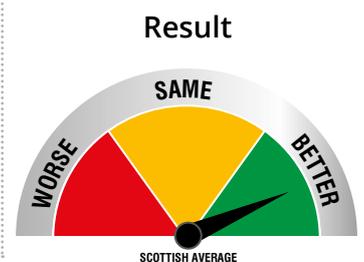
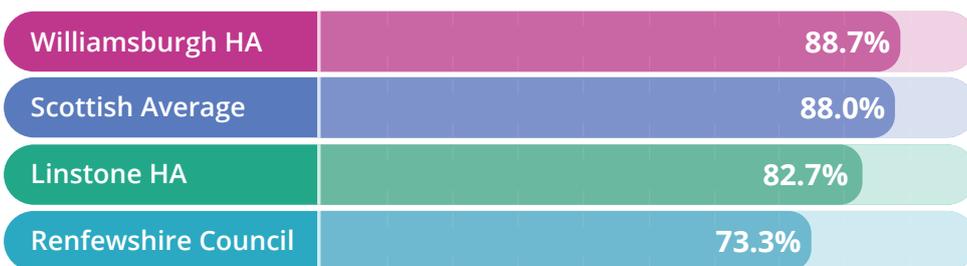
↔ WHA Performance 2021-22 1.8 hours

Average number of days taken to complete non-emergency repairs



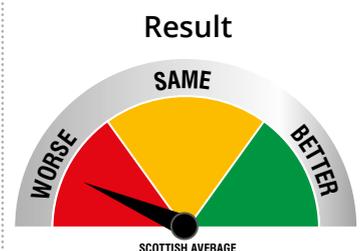
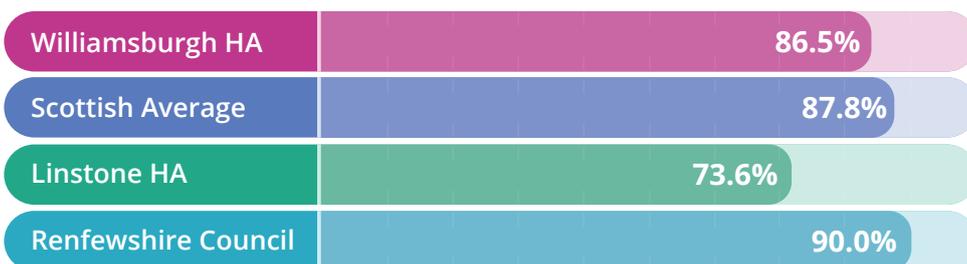
↔ WHA Performance 2021-22 5.4 days

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 2021-22 90.6%

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



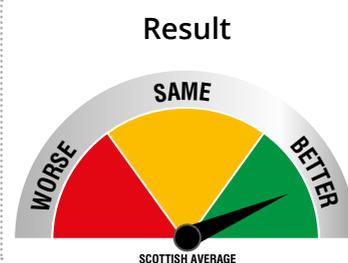
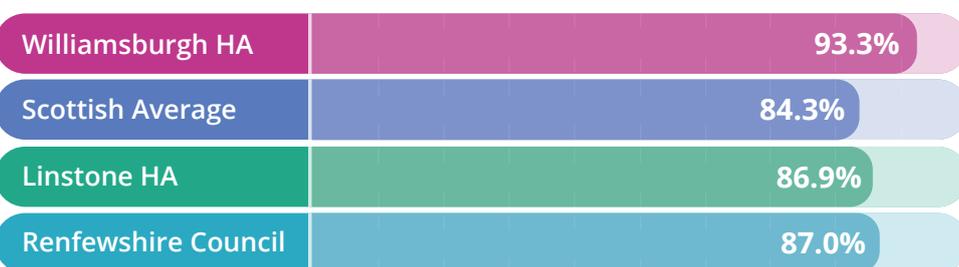
↔ WHA Performance 2021-22 88.4%

NEIGHBOURHOOD AND COMMUNITY

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

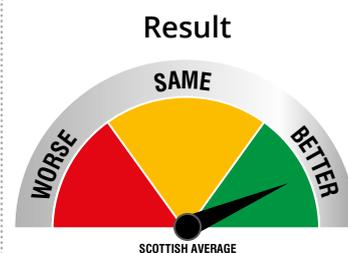
"tenants and other customers live in well-maintained neighbourhoods where they feel safe"

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



↔ WHA Performance 2021-22 89.4%

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



↔ WHA Performance 2021-22 100%

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"

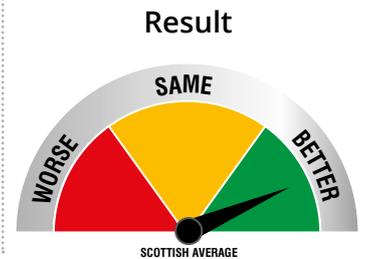
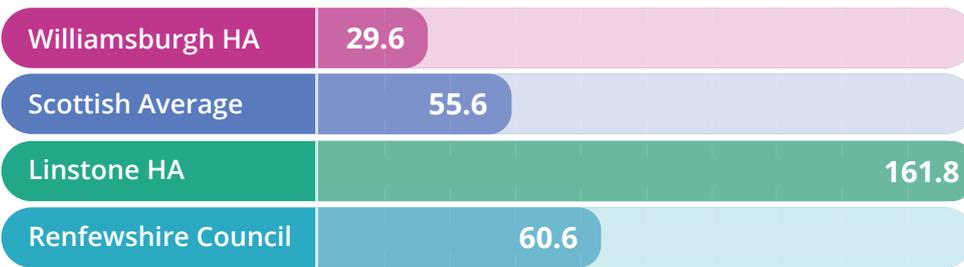
"tenants and people on housing lists can review their housing options"

"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

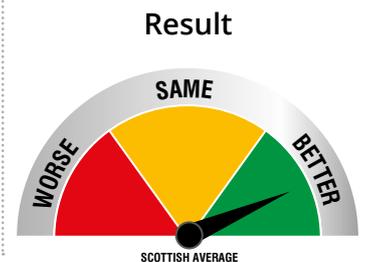
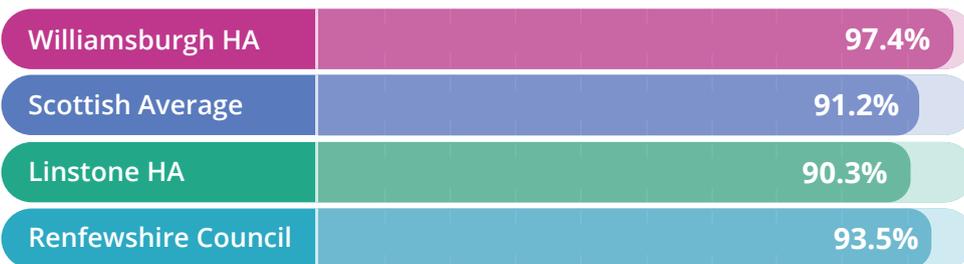


↔ WHA Performance 2021-22 34.8 days

Outcome 10 : Tenancy Sustainment

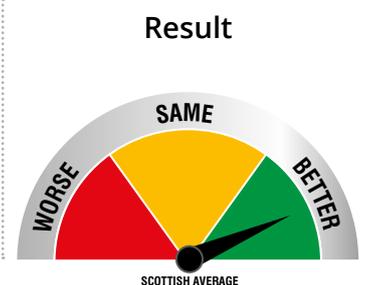
"tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations"

Percentage of new tenancies sustained for more than a year



↔ WHA Performance 2021-22 93.9%

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



↔ WHA Performance 2021-22 92.3%

STAFF MEMBERS THROUGHOUT 2022/23

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
Adam Hughes	Housing Assistant
Amanda McGoldrick	Housing Assistant
Sam McNealy	Factoring 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	Tenancy Support Assistant
Jillian Bell	Factoring Assistant
Charlene Shields	Area Housing Assistant
Kamila Feddek	Benefits Advisor

Maintenance

Lisa Reynolds	Head of Property Services
James Usher	Maintenance Manager
Gordon Russell	Clerk of Works
Julie Healy	Maintenance Assistant
Fraser McLean	Maintenance Assistant
Robert McCann	Maintenance Assistant

Customer Services Team

Heather Wilson	Customer Services Manager
Kimberley Sweenie	Customer Services Assistant
Lindsay McMahon	Customer Services Assistant
Karen Wilson	Customer Services Assistant
Paula Loughlin	Customer Services Assistant
Michelle Garrigan	Customer Services Assistant
Martin O'Neill	Customer Services Assistant

Corporate Services

Lynne Ramsay	Head of Finance
Helen Burns	Finance Officer
Leanne McGarvey	Finance Assistant
John Kelly	IT Manager
Roni Gallacher	IT Assistant
Deborah Quinn	Digital Assistant
Lynn Fleeting	HR Manager
Gaynor Corry	Admin Assistant
Lesley Adie	Admin Assistant

Development and Estates

Graham Scott	Head of Development
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

Owen McMillan	Head of Property Services
Lorna Duffy	Housing Assistant
Shaneela Afzal	Benefits Advisor
Amanda Ewing	Area Housing Assistant

Auditors and Professional Advisers 2022-2023

Auditors (Internal)

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

Auditors (External)

Chiene + Tait LLP (Trading as CT)
61 Dublin Street
Edinburgh
EH3 6NL

Bankers

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

Solicitors

Cochran Dickie
21 Moss Street, Paisley PA1 1BX

Harper McLeod
The Ca'doro, 45 Gordon Street,
Glasgow G1 3PE

MANAGEMENT COMMITTEE AND STAFF

MANAGEMENT COMMITTEE MEMBERS THROUGHOUT 2022/23

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 2022/2023 were:

Name	First Elected to Committee	Designation
John Scott	2017	Chairperson
David Eadie	2022	Vice Chair
John Kerr	2016	Committee Member
Margaret Symons	2006	Committee Member
Cllr. Mags MacLaren	2017	Committee Member
Elaine McDermott	2019	Committee Member
Allison Ballantine	2019	Committee Member
Thomas Thomson	2021	Committee Member
Catherine Henry	2022	Committee Member
Ryan Coelho	2023	Committee Member

COMMITTEE MEMBERS WHO STEPPED DOWN DURING THE YEAR

Susan James
Craig Green

Annie McLaughlin
Yvonne Robbie

SHAREHOLDING MEMBERS

At 31st March 2023 we had 85 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.



Want another version of this document?

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، و سهولة بر ايل، وطريفه الك بيره، الط باعة في اخرى، لغة في المعلومات هذه ت رغب ك نت اذا على بالالات صال يمكنك منات طلب أن ي رجي، (ال إس بي) ال بري طانه الإ شارة لغة في أو قرص أو شريط 0141 847 6376 admin@williamsburghha.co.uk الإلا ك تروني ال بري د أو

Jeśli chcą Państwo uzyskać informacje w innym języku, wielką czczeniem, 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 ਜਾਂ ਵਿੱਚ ਬ੍ਰਿਟਿਸ਼ ਸੈਨਤ ਭਾਸ਼ਾ (BSL), ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਪੁੱਛੋ। ਤੁਹਾਨੂੰ 0141 847 6376 ਜਾਂ ਈਮੇਲ admin@williamsburghha.co.uk 'ਤੇ ਸਾਡੇ ਨਾਲ ਕਾਲ ਕਰ ਸਕਦੇ ਹੋ

ڈیپ پڑھیں، سے آرام بر ايل، میں، پر نٹ پڑے تو، ہے درک ارمعلومات 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 پر ڈسک یا 0141 847 6376 admin@williamsburghha.co.uk ای یا



WILLIAMSBURGH
HOUSING ASSOCIATION

Ralston House, Cyril Street, Paisley PA1 1RW
www.williamsburghha.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