



WILLIAMSBURGH
HOUSING ASSOCIATION



Annual Report 2023/24

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. ”

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.

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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.



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.

Get involved



The Association is a non-profit organization registered with the Scottish Government and recognized as a Scottish charity. We're managed by a dedicated team of volunteers on our Management Committee, and we're always eager to hear the thoughts and opinions of local residents.

This can be done in several ways:

- Joining our Tenants Action Group
- Joining our Owners Action Group
- 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.

A message from our chairperson

It has been another fantastic year for the Association as we continued to make progress on delivering the objectives contained within our Business Plan. As the cost-of-living crisis continued to impact we strived to make sure that we were supportive, offering to help and assist where we could.

We continue to build new homes with a development commenced recently at Cartha Crescent in Paisley. We will keep you updated on this development as it progresses.

We were also determined to keep rents as low as possible. We had another great response to our rent consultation and this was extremely useful in assisting the Committee decide on the rent increase to apply while making sure we balanced the needs for investment with your needs to improve your home the way you want. Thank you for taking the time to respond.

We continue and are very proud to have some of the lowest and most affordable 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 of Kitchens, Bathrooms and Boilers;
2. Delivery of vital tenant safety work, and;
3. Continued delivery of 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.



Our staff have also been working hard to contact you to ensure you have the financial support you are entitled to through, Universal Credit, Fuel Support Payments, School Clothing Grants, and Emergency Food Vouchers.

Our dedicated team has unlocked over £600,000 in funding over the last 12 months.

Finally, our Tenant Engagement Officer has been out and about to facilitate working even closer with you. With your help and input this will over time allow us to improve our understanding and prioritise your needs across the communities we serve.

Watch this space as tenant engagement initiatives develop in your community. Make sure your voice is heard by participating where you can.

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

Take care and very best wishes.

John Scott,
Chairperson, 6th October 2024

ABOUT US AND WHAT WE'VE BEEN DOING

This year has been incredibly productive for our Estates team! They've been hard at work, performing routine inspections of play areas, handling maintenance, and taking care of those small but important repairs. Their efforts help make sure our properties and spaces remain places people are proud to call home.

The team also went the extra mile, clearing out fly-tipping from nearby waste land, making a huge difference in the area.

A standout project involved teaming up with specialist contractors to revitalize Mckerrell Street. The team cleared overgrown shrubs, removed waste from planters, and even added fresh soil, laying the groundwork for exciting future projects with local community groups.



Tenancy Team

Our Tenancy team has been working tirelessly this year! They've been busy checking properties, back courts, and gardens, helping new tenants settle into their homes, and efficiently addressing any issues with anti-social behaviour.

Every one of our properties has undergone six routine inspections throughout the year. If any issues were found, additional follow-ups were carried out until everything met the required standards.

To help our new tenants feel at home, we visited them within their first month of moving in, and again six months later to make sure they're settling in comfortably and are able to maintain their tenancies.



Addressing anti-social behaviour is a top priority for the Tenancy team. By partnering with Renfrewshire Council's Community Safety Partnership, we've been able to successfully resolve some of the most serious cases, making our communities better for everyone.



ABOUT US AND WHAT WE'VE BEEN DOING

Here are just a few examples of the great work being done in our communities.



If you have any ideas on how we could improve your area or backcourt, we'd love to hear from you! Just give the office a call and speak with your Housing Assistant.

Financial Wellbeing and Tenancy Support

Our Benefits team achieved an incredible milestone this year, securing a total of £555,000 in financial benefits and grants for our tenants! On top of that, our Tenancy Support team brought in an impressive £61,000 in additional benefits and grants.

Some of the benefits secured included:

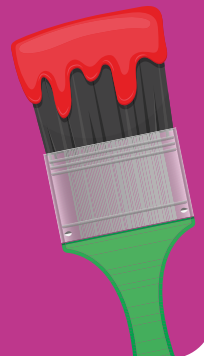
- Adult Disability Payment
- Child Benefit Backdates
- Council Tax Reduction Backdates
- Housing Benefit Backdates
- Pension Credit Backdates
- Community Care Grants
- Fuel Vouchers



Factoring

Our factored owners have continued to benefit from a dedicated service, including property inspections, excellent customer service, and ongoing consultations.

We're now in year 3 of our 5-year cyclical paintwork contract, with work currently underway at Albion Street, Love Street, Clarence Street, and Porterfield Road.



Property Services

We continued to deliver the planned maintenance programmes, including replacing kitchens, bathrooms and windows in our tenants homes:

We fitted new triple glazed, energy efficient Alu Clad windows in 79 homes.

We fitted new bathrooms in 62 of our tenants homes.

13 common closes benefitted from fitting new double-glazed windows to maintain the condition of the common close areas.

New kitchens were fitted in 75 properties.

We continued to deliver an excellent repairs service, with 463 emergency repairs completed at an average of 1 hour 42 minutes against our own target of 2 hours.

We also carried out 4,046 non-emergency repairs, at an average of only 4.5 days against our target time of 10 working days.

Health and Safety continues to be a high priority for us. We maintained 100% success in accessing tenants' homes to carry out the essential Gas Service and Maintenance visits.

In addition, we also continued to deliver the electrical testing programme in tenanted properties which is a 5 year programme to ensure electrical installations are safe and meet current regulations.

Cyclical programmes of work were also delivered to maintain properties and common blocks to a high standard. This includes gutter cleaning, roof anchor testing, external painting services and water storage tank cleaning in common loft areas.

ABOUT US AND WHAT WE'VE BEEN DOING

Developing and Building New Homes

During 2023/24 we have worked with our construction partners to develop plans for our latest new build development at Cartha Crescent, Paisley. The development of 33 new, energy efficient, 3, 4 and 5 person family homes, with gardens will be made possible by working in partnership with Renfrewshire Council and a grant of £3.2 million from The Scottish Government's Affordable Housing Supply Programme.

Our contractor, McTaggart Construction, started on site in April 2024 and it is anticipated that all homes will be completed by summer 2025. We are not taking applications for the new properties at this time but will provide updates via our website and social media channels as the site progresses and the new homes near completion.



Tenant Participation and Engagement

It's been great to see so many of you getting involved in the activities we've been promoting! Check out some of the photos below and on page 8!



Litterpick in the Seedhill area of Paisley.



Grow your own event held in our office, Ralston House.

Good garden competition winner of 2024 – 7 Seedhill Road, Paisley

ABOUT US AND WHAT WE'VE BEEN DOING



Our Tea and Tech event – providing people aged 65 and over with digital skills to prevent exclusion.



Our Drop In event held in our Community Flat

During our estate walkabout in Johnstone, residents pointed out this spot as a great place to sit and enjoy time together. We're planning to add some potted plants next year to brighten things up and bring a bit of cheer!



If you would like to find out more about what we are doing, or join our Tenant or Owners Action Group, please contact **Sarah MacLeod – 0141 847 6710 or sarah.macleod@williamsburgha.co.uk**

Community Regeneration

In 2023-24, the cost of living crisis continued, but we were fortunate to secure additional funding that allowed us to provide fuel vouchers for our tenants. We accessed £18,500 from the Scottish Federation for Housing Associations, which enabled us to distribute £49 fuel vouchers to around 350 households across Renfrewshire.

Initiatives that we have worked on:

We received £16,000 from Cycle Scotland to buy and place in our communities 3 bike hangers, each holding 6 bicycles.

Black History Month - in conjunction with BAME charity Pachedu, we accessed funding from Engage Renfrewshire to run some activities with young BAME people across Renfrewshire.

Evolve 2/Rig Arts - Working with Anchor Mill Childcare, Rig Arts came up with a project that would include art and growing, involving local children.

Some of the organisations we have worked with this year.

- Evolve2-Rig Arts
- Engage Renfrewshire
- Pachedu
- Jones & Us
- KIPCO
- Renfrewshire Council
- Impact arts
- Williamsburgh Primary School.
- Johnstone Dementia Friendly Group.
- Shopmobility
- Sherwood Church



Value for Money

Providing great value for money in all our services is really important to us, this applies to all services that apply to tenants and factored owners.

This year, we re-procured our Close Cleaning Service, which led to an annual saving of £26,000 for our residents! As a result, starting 1st July 2024, everyone's monthly service charge dropped from £9.88 to £8.16.

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 £1.8m, accumulated reserves of

£37.1m, net housing assets of £70.8m and net current assets of £8.8m. 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 by the ongoing market pressures on our costs however we have been able to continue with windows, boiler, kitchen & bathroom replacement projects.

Statement of Comprehensive Income for the Years ended 31st March 2024 and 2023

	2024	2023	
	£'000s	£'000s	Guide
Turnover	9,066	8,612	Income, mainly from rents, service charges +and grant funding
Less: Operating expenditure	(7,227)	(7,216)	Deduct salaries, housing/ maintenance costs, depreciation and office overheads
Operating surplus	1,839	1,396	Which leaves this amount
Gain on disposal of property plant and equipment	0	3	Add the net (cost)/gain on fixed asset disposals
Interest receivable and other income	288	85	Add interest on monies invested
Interest payable and similar charges	(17)	0	Deduct interest payments on other financing costs
Surplus for the year	2,110	1,484	Leaving this amount to reinvest in our stock
Other comprehensive income			
Actuarial gain/(loss) in respect of pension scheme	(753)	(541)	In-year movement in pension liability
Total comprehensive income for the year	1,357	943	

STATEMENT OF FINANCIAL POSITION

at 31st March 2024 and 2023

	2024 £'000s	2023 £'000s	Guide
Tangible Fixed Assets			
Housing properties	70,422	70,594	Depreciated cost of building and improving our properties
Other fixed assets	347	336	Depreciated cost of our offices, vehicle, furniture and equipment
Total fixed assets	70,769	70,930	
Current Assets			
Debtors	633	352	Money owed to us
Cash & Cash Equivalents	3,637	2,620	Operational bank accounts
Investments	8,111	7,089	Funds on deposit
Total current assets	12,381	10,061	
Current Liabilities			
Creditors: due within one year	(3,631)	(3,296)	Money we owe to others, (due within one year)
Net current assets	8,750	6,765	Current assets less current liabilities
Total Assets less Current Liabilities	79,519	77,695	
Creditors: amounts falling due after one year	(41,362)	(41,588)	Loans due and grant received for building and rehabilitating our properties
Pension - defined benefit liability	(1,079)	(386)	Share of pension liability
Net assets	37,078	35,721	
Reserves			
Revenue reserves	37,078	35,721	Reserves built up from current and previous years for the future maintenance of our properties
Total Reserves	37,078	35,721	

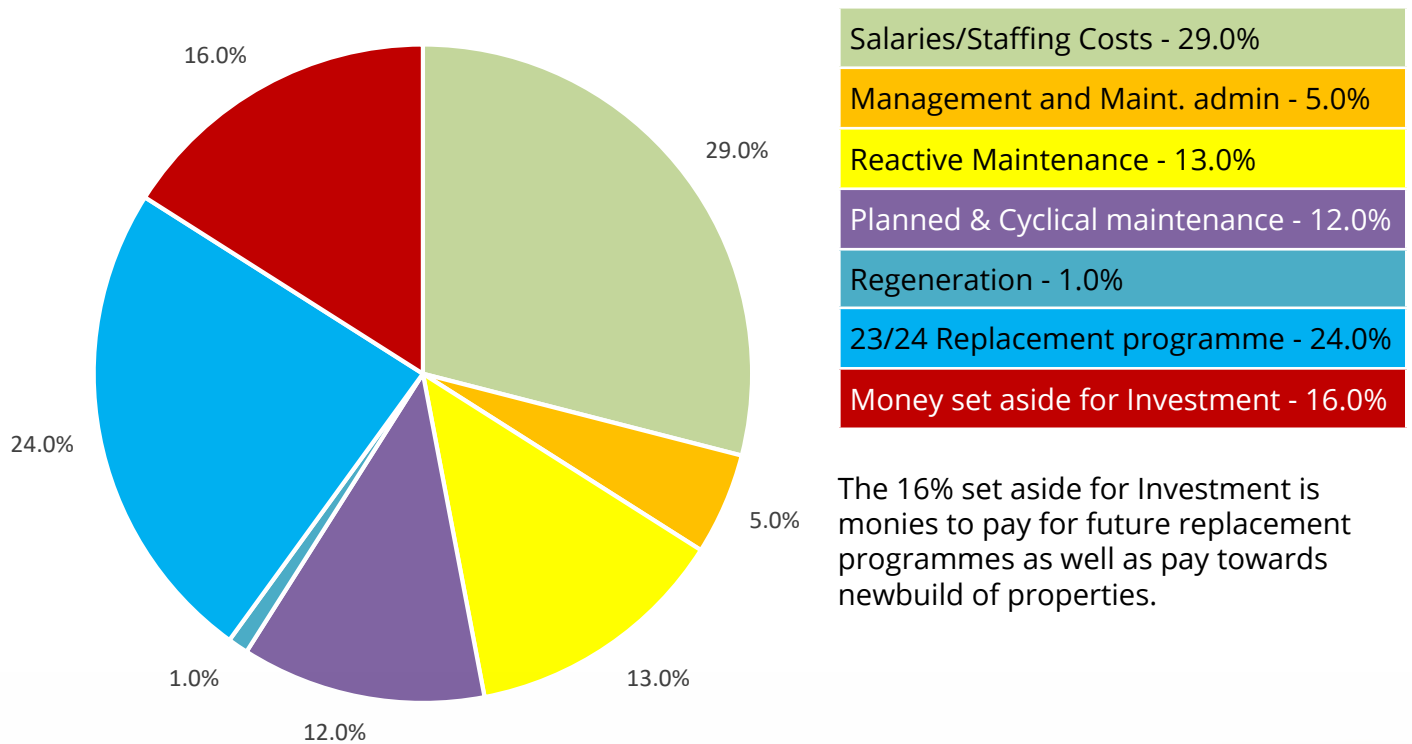
How your rent money is being spent

Williamsburgh aims to be as transparent as possible. Our annual audited accounts are available on our website. During the twelve months from April 2023 to March 2024, Income received was **£9.1m** and from this, the expenditure incurred to deliver our service was **£7.2m**.



Value for Money

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




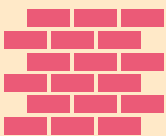



The 16% set aside for Investment is monies to pay for future replacement programmes as well as pay towards newbuild of properties.



Replacement programmes

Each year we have a planned replacement programme, in 23/24 we spent £1,771k. In the year ahead we have planned to spend £2.5m as follows:

	Kitchens	2023/24 Number: 73 £'s: £278,000	2024/25 Number: 105 £'s: £441,000
	Bathrooms	2023/24 Number: 76 £'s: £255,000	2024/25 Number: 130 £'s: £495,000
	Boilers/ Heating	2023/24 Number: 13 £'s: £33,000	2024/25 Number: 10 £'s: £19,000
	Windows	2023/24 Number: 79 £'s: £946,000	2024/25 Number: 123 £'s: £1,329,000
	Internal Wall Insulation	2023/24 Number: 1 £'s: £9,000	2024/25 £'s: £84,000
	Other	2023/24 £'s: £250,000	2024/25 £'s: £157,000
Total		2023/24 £1,771,000	2024/25 £2,525,000

COMPLAINTS PERFORMANCE

We truly welcome complaints, as they give us the opportunity to learn and improve our services. We follow a two-stage process based on the Scottish Public Services Ombudsman (SPSO) model for our "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.



Lessons Learned

Service

Various issues reported about contractor performance.

Outcome

Discussion with contractor undertaken, and additional monitoring put in place. In addition, we have made improvements to our service provision, wherever possible.

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

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, 2023/2024, 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, Govan Housing Association and our neighbour, Paisley 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



1685 properties

At 31st March 2024, WHA owned 1,685 properties.



**£7,325,280
rent due**

The total rent due for the year 2023-2024 - £7,325,280



**£7,357,106
rent collected**

The total rent collected for the year 2023-2024 - £7,357,106



0.53%

Percentage of rent lost during the year through properties being empty – 0.53%

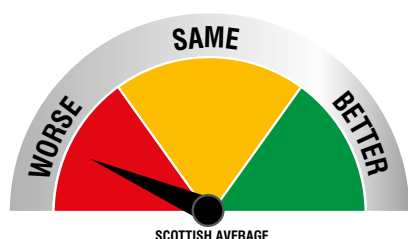


5.5% Rent Increase

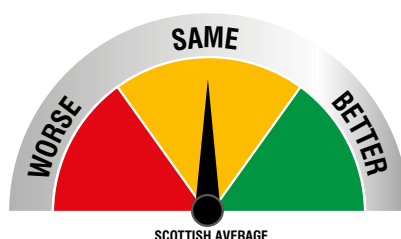
This is the amount that our rents increased by on 28th March 2024

Size of home	Number	WHA Average weekly rent (£) 2023/24	Govan Average weekly rent (£) 2023/24	Paisley Average weekly rent (£) 2023/24	Renfrewshire Council Average weekly rent (£) 2023/24	Scottish Average weekly rent (£) 2023/24
1 apt	4	£66.71	£77.85	£77.05	£67.46	£82.24
2apt	790	£78.65	£83.25	£97.27	£78.62	£87.87
3 apt	573	£88.72	£96.22	£104.84	£91.75	£90.29
4 apt	278	£98.68	£106.87	£113.41	£105.12	£98.30
5 + apt	32	£110.33	£120.15	£121.98	£113.82	£108.29
Total	1677	£85.99	£91.89	£104.38	£89.89	£91.81

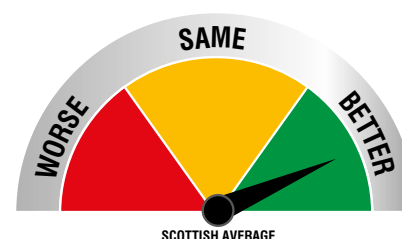
Scottish Social Charter Indicators



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”

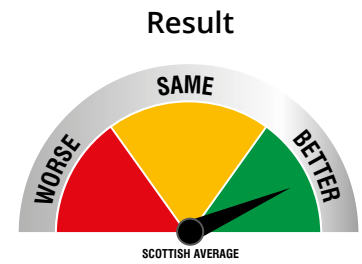
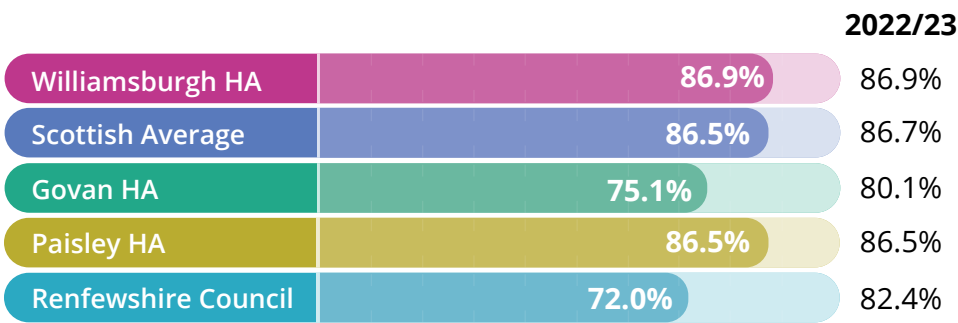
Outcome 2: Communication

“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”

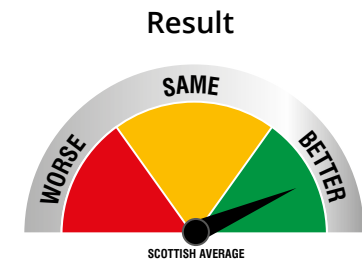
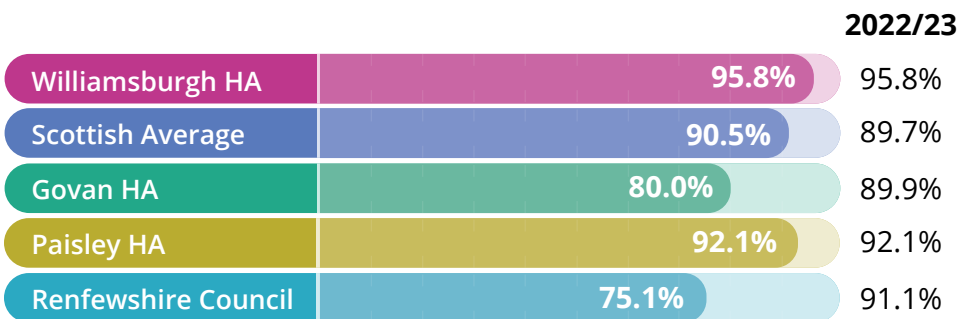
Outcome 3: Participation

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

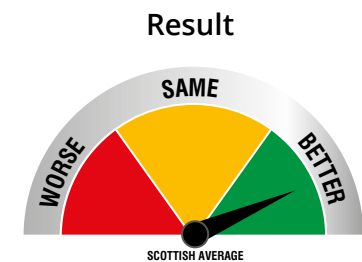
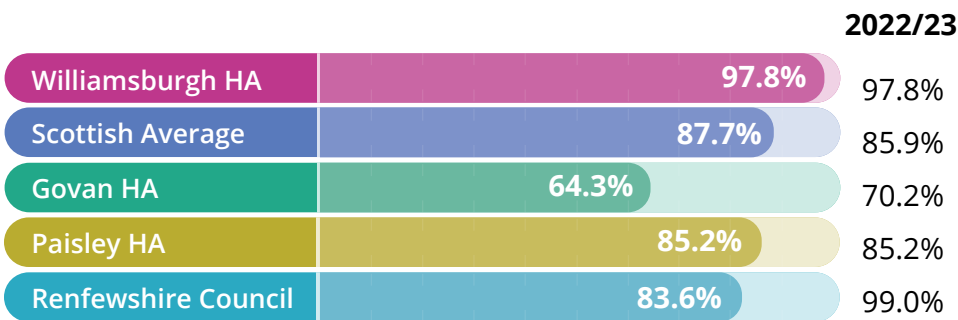
% of tenants satisfied with the overall service provided by their landlord



Percentage of tenants who felt their landlord is good at keeping them informed about their services and outcomes



Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making



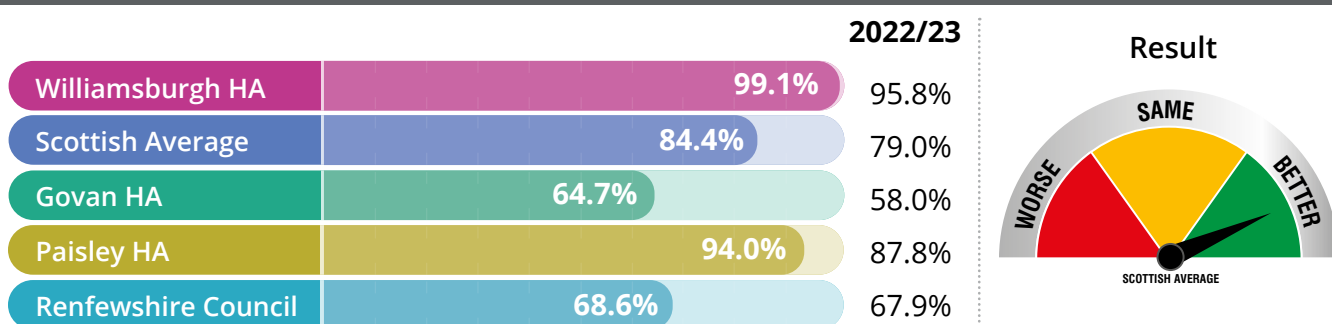
Remember...there are lots of ways you can become involved in our work....for more information email admin@williamsburghha.co.uk

HOUSING QUALITY AND MAINTENANCE

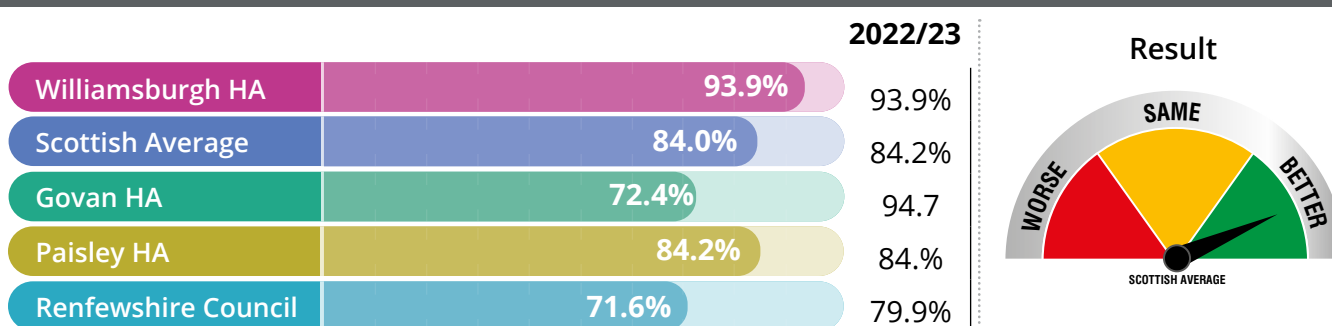
Outcome 4: Quality of Housing

“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 (EESH) by December 2020”

Percentage of homes meeting the Scottish Housing Quality Standard



Percentage of Tenants Satisfied with the quality of their home



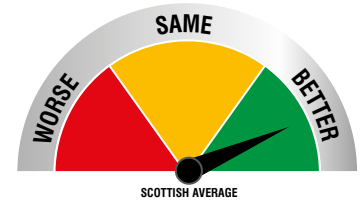
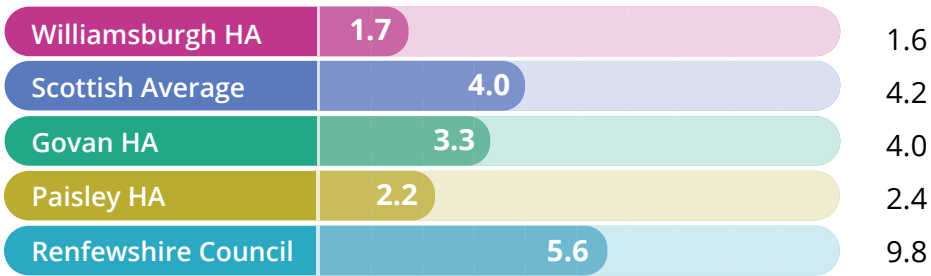
Outcome 5 : Repairs, Maintenance and Improvements

“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

2022/23

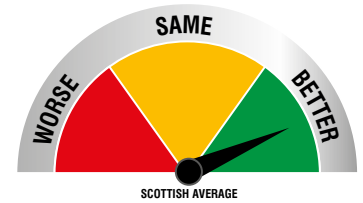
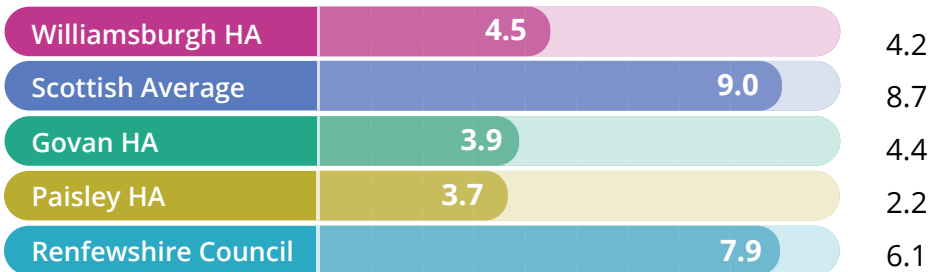
Result



Average number of days taken to complete non-emergency repairs

2022/23

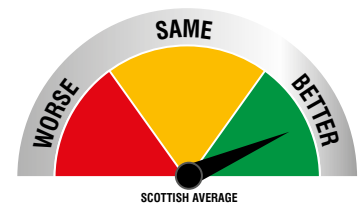
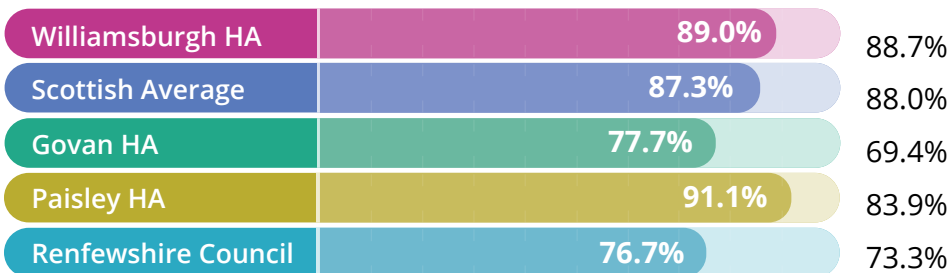
Result



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

2022/23

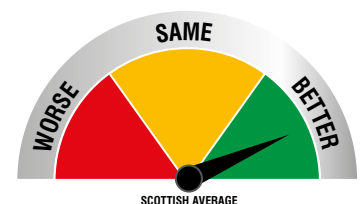
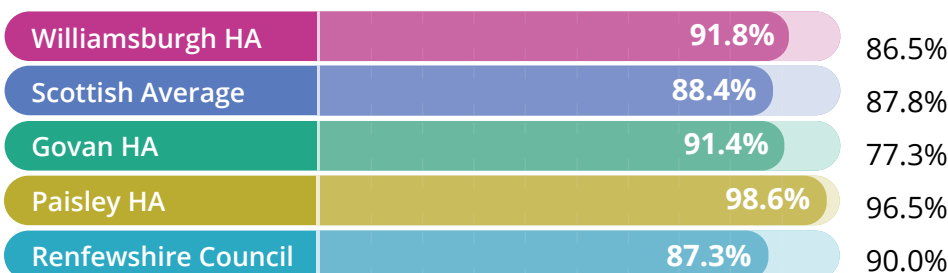
Result



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

2022/23

Result

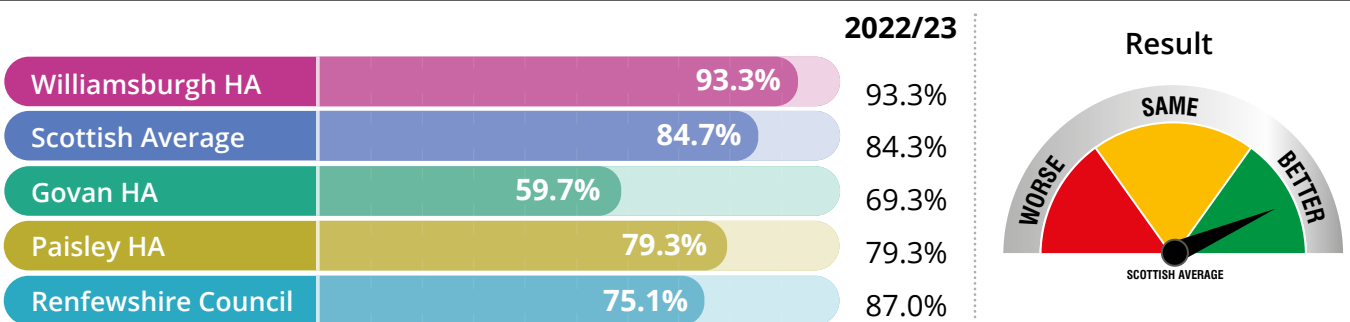


NEIGHBOURHOOD AND COMMUNITY

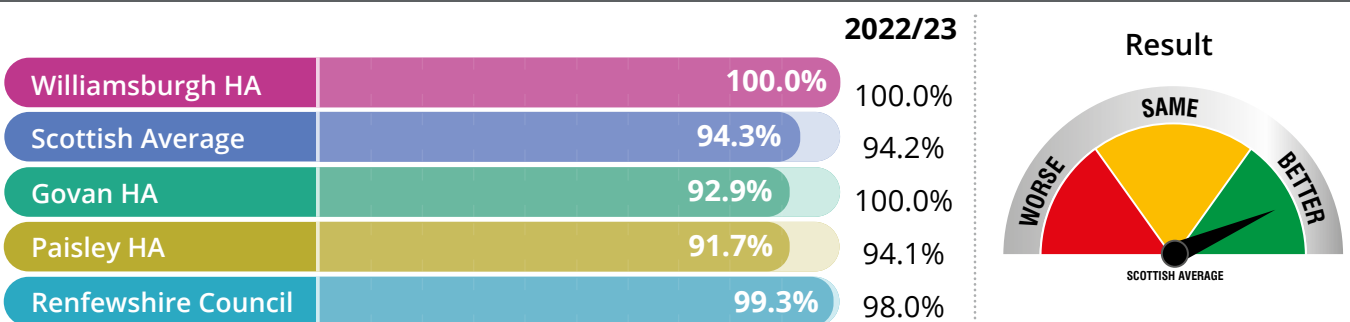
Outcome 6 : Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

"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



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



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"

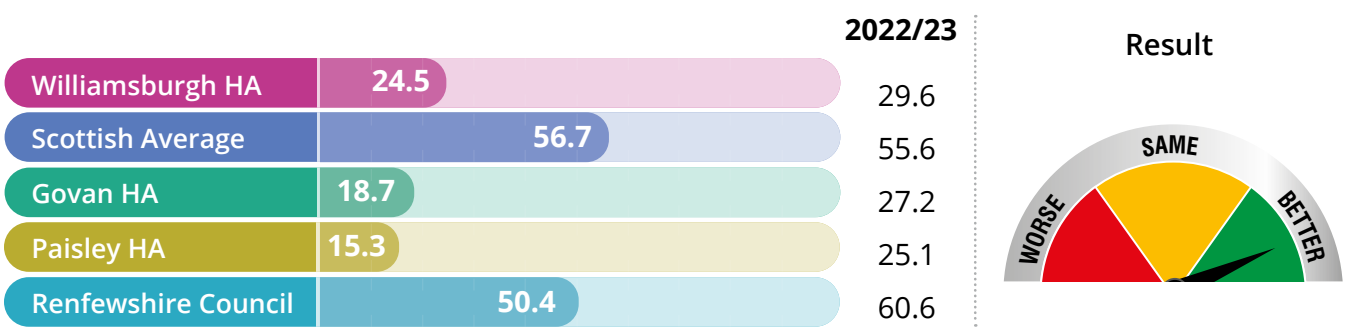
"tenants and people on housing lists can review their housing options"

"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”

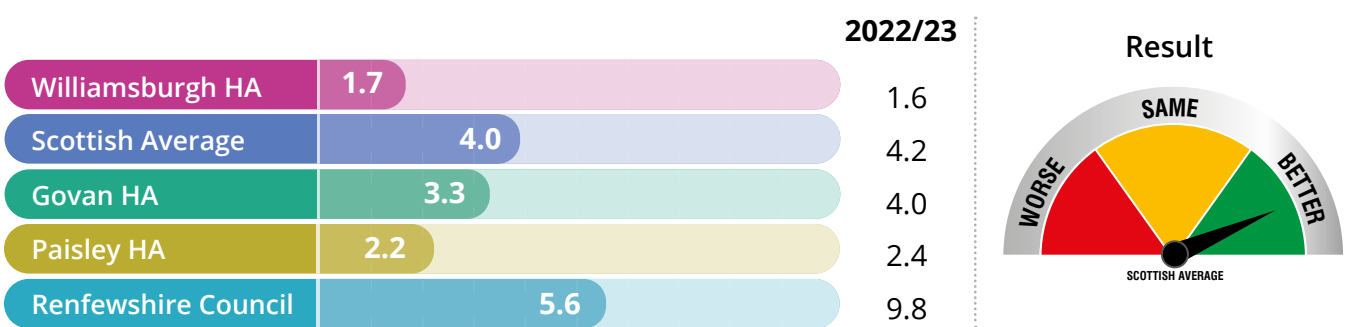
Average length of time in days taken to re-let homes in the last year



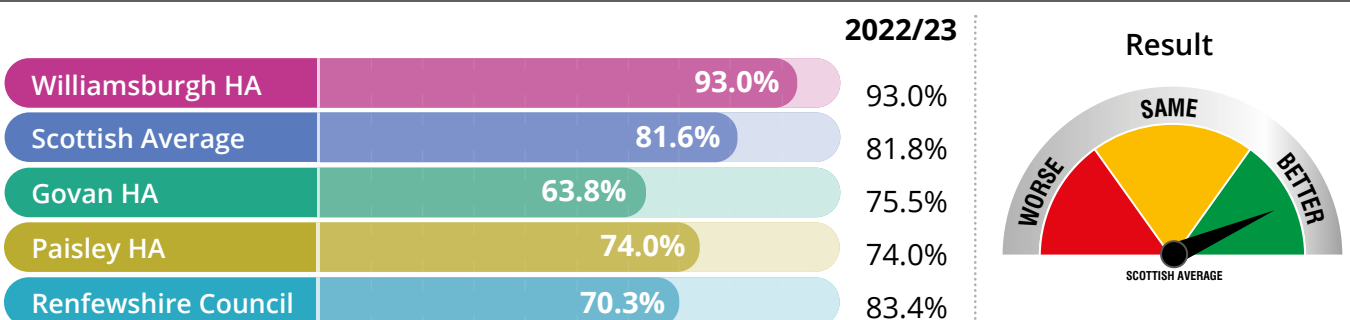
Outcome 10 : Tenancy Sustainment

“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”

Average number of days taken to complete non-emergency repairs



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



MANAGEMENT COMMITTEE AND STAFF

MANAGEMENT COMMITTEE MEMBERS THROUGHOUT 2023/24

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 2023/2024 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
Gift Linda John		Observer
Onyinye Ikeh		Observer
Findlay Stewart		Observer
Lorain MacKinnon		Observer

During the year, no Committee Members stepped down.

SHAREHOLDING MEMBERS

At 31st March 2024 we had 89 Shareholding Members.



STAFF MEMBERS THROUGHOUT 2023/24

Chief Executive Officer

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	Allocations Co-ordinator
Amanda McGoldrick	Housing Assistant
Sam McNealey	Factoring Assistant
Sarah Macleod	Tenant Participation Officer
Willie McKee	Area Housing Assistant
Paula Cunningham	Area Housing Assistant
Kimberley Mackie	Area Housing Assistant
Amanda Syme	Area Housing Assistant
Alana McGuire	Area Housing Assistant
Kimberlay McGinley	Area Housing Assistant
Kira Keaney	Area Housing Assistant
Karen Johnstone	Tenancy Support Assistant
Kamila Feddek	Financial Wellbeing Co-ordinator
Anne Storrie	Financial Wellbeing Assistant

Maintenance/Property Services

Lisa Reynolds	Head of Property Services
Andrew Watson	Maintenance Manager
Gordon Russell	Clerk of Works
Julie Healy	Maintenance Assistant
Robert McCann	Maintenance Assistant
Jamie Hayes	Maintenance Assistant

Customer Services Team

Heather Wilson	Customer Services Manager
Lindsay McMahon	Customer Services Assistant
Karen Wilson	Customer Services Assistant
Paula Loughlin	Customer Services Assistant
Michelle Garrigan	Customer Services Assistant
Heiman Fong	Customer Services Assistant

Finance and Corporate Services

Lynne Ramsay	Head of Finance & Corporate Services
Helen Burns	Finance Officer
Leanne McGarvey	Assistant Finance Officer
Alison Smeaton	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 & Estates

Graham Scott	Head of Development
Stuart Miller	Community Regeneration Officer
Stephen Duffy	Estates Manager
David Reeves	Estates Team Operative
Chris Don	Estates Caretaker Supervisor
William Gattens	Estates Caretaker
Andrew Tarbert	Estates Caretaker

Staff Members who left the Association during the year

James Usher	Maintenance Manager
Jillian Bell	Factoring Assistant
Charlene Shields	Area Housing Assistant
Fraser McLean	Maintenance Assistant
Martin O'Neill	Customer Services Assistant
Fiona Kirk	Area Housing Assistant

Auditors & Professional Advisers 2023/24

Auditors (Internal)

Wgb Services LLP
168 Bath Street
Glasgow
G2 4TP

Auditors (External)

Chiene + Tait LLP (Trading at 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'

T C Young
Merchants House
7 West George Street
Glasgow G2 1BA

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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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، وطريقه الك بيره، الطباعه في اخرى، لغة في المعلومات هذه ت رغب ك نت إذا على بالالات صال يمكنك منات طلب أن ي رجي، (ال إس بي) ال بريطان ية الإشارة لغة في أوقر ص أو شريط 0141 847 6376 الإلا ك تروني ال بر يد أو admin@williamsburghha.co.uk

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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 بریل، میں، پر نٹ بڑے تو، ہے درک معلومات کی اس میں زبان دو سری کی سی آپ آپ مہربانی پر راہ پر وچھنا ہم میں میں، (BSL) زبان کی ریں ان سائن برطانیوی یا پر ڈسک یا ہیں سکتے کے رکال پر ہم admin@williamsburghha.co.uk ای یا 0141 847 6376



WILLIAMSBURGH
HOUSING ASSOCIATION

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www.williamsburgha.co.uk

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