

Our local plan at WLHP for the next five years

Boghall, Bathgate, Broxburn, Blackburn, Livingston, Stoneyburn
and West Calder



WLHP's new five-year strategy, 'Investing In Our Futures', has been shaped by listening to feedback from our tenants about what is important to them.

This leaflet tells you what this means for you and your local area between now and 2020. It sets out what local people told us their priorities are and what we plan to do in your community over the next five years.

This leaflet covers the communities of Boghall, Bathgate, Broxburn, Blackburn, Livingston, Stoneyburn and West Calder.

What you told us



As part of the development of this local plan we asked tenants about their priorities during our customer conversations and at our 'Meet and Greet, Right In Your Street' roadshows. We also talked to people at community events and met with local groups who operate within the area.

Better homes, better lives

We heard feedback on the need for more homes of the right sizes within their area, including family homes and appropriate housing for older people. Many people who already live and work within our communities are struggling to find suitable housing they can afford.

Although our properties are relatively new and in good condition, tenants also told us about their priorities for continued investment in their current homes and living environments.

People told us that more support is needed for vulnerable customers. Tackling issues around financial inclusion, fuel poverty, low income, unemployment and debt was important to them.

Other priorities included continuing to improve the repairs service and opportunities to have their say.

What we plan to do

Excellent services

We aim to exceed customer expectations in everything we do. We will provide customers with more choice, control and flexibility on how they interact with us and design a range of services based on an in-depth understanding of their needs and aspirations.

We will make it easy and more convenient for people to request services and make payments online or, if they prefer, on the phone to our Customer Service Centre 24/7.

We will develop opportunities to help our customers move to online services, if they choose to, through access to the right skills and tools.

An excellent repairs service is a top priority for customers. That's why we'll work closely with our repairs contractor to improve the repairs experience. For example, we'll focus on keeping customers informed, keeping to agreed response times, quality workmanship and good value for money.

We will help tenants to help themselves and build their resilience to welfare reforms by maximising the use of our wraparound services, including welfare benefits advice, fuel advice and access to My Great Start, our Tenancy Support Service and employability opportunities.

We will continue to speak face to face to people who would not usually participate in formal governance structures, to understand their views on how we are delivering our services.

We will also work with schools and attend community events such as gala days and tenant-led inspections. We will develop a local tenants' group and introduce community forums.

We will look at becoming a member of West Lothian Council's Common Housing Register to make it easier for local people to access our homes.

Investing in your homes

Over the next five years we will invest over £1million on improving existing homes to meet tenants' needs and expectations. We will focus on what you have told us is important to you.

This will include:

- Boghall - installation of new kitchens and showers, and a boiler replacement programme
- Rowan / Elm Terrace - installation of new kitchens and showers, and a boiler replacement programme
- Stoneyburn – installation of new kitchens and showers, and a boiler replacement programme
- Perth Street, Craigshill – installation of new kitchens and a boiler replacement programme
- Gowanlea Court, West Calder– environmental works and renewal of flooring in common areas
- Broxburn –environmental works
- Bridgend Court – environmental works and installation of additional kitchen units
- Leyland Road – environmental works and renewal of flooring in common areas
- Elm Court – environmental works.

Improving the living environment

We will work with customers to make sure all our communities are places where people are proud to live. We will:

- investigate solutions for garden drainage issues
- work with the Council to make sure we have a coordinated approach to the maintenance of open spaces
- work with West Lothian Council to encourage responsible dog ownership and reduce dog fouling
- continue to integrate our Neighbourhood Environmental Team with the housing team to achieve high standards within our communal areas and open spaces.

New-build

WLHP will widen the housing choices available to our customers, investing £40million to build 400 affordable homes in West Lothian.

The first new homes to be built will include 55 for social rent in Winchburgh, which are expected to be ready in 2017. Approval has also been given for our first 44 Mid-Market properties at Jarvie Street, Bathgate.

Better homes, better lives

We will continue to identify suitable sites for new affordable housing for social and mid-market rent, particularly in Winchburgh, Armadale, Livingston and Broxburn. This will help to address local housing needs, including downsizing and family housing in the right places.

Transforming lives

We will make sure the needs of our existing tenants are met and work to anticipate their changing needs as they get older. We will work in partnership to give our tenants access to support that is flexible to their changing needs, so that vulnerable older people and people with long-term conditions are able to live well in their homes for longer, rather than going into institutional care.

Measuring success

The West Lothian Housing Partnership Board will monitor how well we are doing against the local commitments outlined in this leaflet. Our plans will be reviewed and refreshed annually to make sure they continue to reflect local priorities.

Tell us what you think

Customer feedback is important to us and shapes how we deliver and prioritise our services. We offer a range of ways our customers can engage with us and express their views.

Please don't hesitate to get in touch. We're happy to talk. You'll find contact numbers at the end of this leaflet.

How can I find out more?

We will keep you updated as our plans progress, but if you have any questions, or would like more information, please get in touch. You can phone us on 01506 416 438 or email enquiries@wlhp.org

You can also pop in to see us in our office at 62 North Bridge Street, Bathgate, West Lothian EH48 4LD.