

Pre-ballot NOTICE	投票前通知
All the information you need about the proposed transfer to West of Scotland Housing Association as we move to the ballot stage.	我們將進行投票階段，以下是就建議轉移至 West of Scotland 房屋協會您需知道的所有資訊。
As you will know, Charing Cross Housing Association is proposing a transfer to West of Scotland Housing Association that would bring more affordable rents, increased investment in your homes and improved services for local tenants.	如您所知，Charing Cross 房屋協會正建議轉移至 West of Scotland 房屋協會，這將帶來更可負擔的租金、增加對您居所進行的投資，同時改善向本地租客提供的服務。
The final decision on whether the transfer goes ahead is yours through an independent ballot. The tenant ballot will commence shortly on 6th May 2022. This is our last opportunity to remind you of the transfer offer before the ballot gets underway.	會否落實轉移的最終決策，將由您透過獨立投票決定。租客投票即將在 2022 年 5 月 6 日開始。這是我們在投票開始前提醒您轉移建議詳情的最終機會。
Please look out for your ballot paper arriving directly from Civica Election Services, the independent body who will run the ballot.	請留意由負責統籌投票之獨立組織 Civica Election Services 向您直接寄出的投票卡。
Voting YES means:	投「贊成」票意味著：
Improving Rent Affordability	令租金更可負擔
Rent freeze for all tenants for 2023-24, followed by a maximum of CPI inflation only increases thereafter.	所有租客在 2023 – 24 年可享租金凍結，之後租金上調最高為 CPI 通漲率增幅。
Review of all service charges immediately after transfer with changes to be in place for April 2023.	在轉移後立即檢討所有服務收費，新收費將於 2023 年 4 月實行。
Freeze in Factor Management Fees for all owners for 2023-24.	在 2023 – 24 年所有業主可享保理物業管理費凍結。
Provide quality homes in an attractive environment	在吸引的環境中提供優質居所
Investment of up to £9.5m by the end of March 2027 including new double-glazed windows for the majority of houses.	在 2027 年 3 月底前投資高達 950 萬英鎊，包括大部分房屋的新雙層窗戶。
A £100,000 kick-start local budget to support partnership projects to improve the wider environment.	以 100,000 英鎊的初步本地預算資金支援合作夥伴項目，改善廣泛環境。
Provision of a high quality, well managed, modern repairs service.	提供優質、管理良好的現代化維修服務。
Deliver excellent and culturally sensitive services and greater opportunities	提供優質並具文化敏感度的服務和更大機會
Staff will transfer to West of Scotland and the local office will be kept with expanded services.	職員將轉移至 West of Scotland，而本地辦事處將繼續用於擴展的服務。
Development and delivery of services in a way that recognises and embraces the needs of the diverse communities. Access to range of wider support services including Handy Person, Energy and Money Advice and Digital support.	以確認並包容多元社區需要的方式發展和提供服務。 可使用多種廣泛的支援服務，包括修理工、能源和財務建議及數碼支援。

Customer App which gives 24/7 access to online services and make service requests.	提供顧客應用程式，讓所有人可 24 小時全天候使用網上服務並提出服務要求。
Strong Governance and Financial Strength	強健的監管和財務優勢
An estimated £300,000 of savings per year which will be used to maintain lower rents.	預計每年節省 300,000 英鎊，將用於維持較低租金。
Post transfer 30-year business plan that addresses the gaps in Charing Cross's current plan and shows how all of the transfer promises will be delivered.	轉移後 30 年業務計劃將應付 Charing Cross 目前計劃的空隙，同時展示如何履行所有轉移承諾。
A new residents association representing the Woodlands and Garnethill communities and increased opportunities for Charing Cross tenants to participate in decision making and monitor transfer promises.	新的居民協會代表 Woodlands 和 Garnethill 社區，Charing Cross 租客將可有更多機會參與決策並 監察轉移承諾 。
Strong and skilled Management Board at West of Scotland that will ensure full compliance with Regulatory Standards, good governance, scrutiny, and robust decision making.	West of Scotland 擁有強健和富有專業技能的管理委員會，將會確保完全符合規管標準、良好監管、審查和穩健的決策。
A clear focus on value for money to support efficiency and delivering more for tenants.	以物有所值為清晰目標，提升效率並為租客提供更多服務。
Developing our People	員工發展
Strong leadership as well as access to a range of specialist support teams within West of Scotland to help staff provide excellent customer service - in line with West of Scotland's Values and Customer Care Charter.	透過強健領導以及 West of Scotland 的多個專家支援團隊，幫助職員提供優質顧客服務，這將符合 West of Scotland 的價值和顧客護理約章。
These benefits will only be delivered if tenants vote 'Yes' for the transfer to West of Scotland. The ballot will be open between Friday 6th May 2022 and 5pm on Monday 6th June 2022. WHEN YOU GET YOUR VOTING PAPER... DON'T DELAY, VOTE RIGHT AWAY!	只有在租客投票「贊成」轉移至 West of Scotland，才能獲得這些好處。投票將在 2022 年 5 月 6 日星期五開始，並於 2022 年 6 月 6 日星期一下午 5 時結束。 當您收到投票卡..... 請勿遲疑，立即投票！
Transfer Promises	轉移承諾
Ensuring rents are more affordable.	確保租金更可負擔。
Ensuring service charges are necessary, clear and transparent and contractors are effectively managed to deliver good services that are value for money.	確保服務費符合所需、清晰和透明，同時有效地管理合約商以提供物有所值的優質服務。
Accelerating and improving the investment programme (new kitchens, windows etc) to deliver much needed work in our homes.	加速並改善投資計劃 (新廚房、窗戶等)，以在我們的居所提供必須的改善工程。
Working with others to improve the management and physical condition of the external environment.	與其他人合作改善管理和外部環境的實際狀況。
Ensuring a strong and positive culture focused on customer excellence.	確保有著重優質顧客體驗的強健正面文化。

Greater access to staff and services at a time, place, and manner to suit the needs of tenants and factored owners (providing new online services).	以適合租客和保理業主的時間、地點和方式，讓使用者更易接觸到職員並使用服務(提供新的網上服務)。
Providing a quality factoring service that demonstrates value for money.	提供物有所值的優質保理服務。
Offering a range of wider support services to help support tenants to improve life opportunities and to meet their own and their community's changing needs.	提供多種不同支援服務，幫助支援租客提升生活機會，以應付自己和社群不斷轉變的需要。
Consulting with you...	向您諮詢.....
During March we consulted with Charing Cross tenants on the proposed transfer to West of Scotland.	在 3 月時我們就建議轉移至 West of Scotland 向 Charing Cross 租客進行諮詢。
We spoke to 94% of households and it was great to hear that they are excited about the proposed transfer and tell us what they are looking forward to:	我們接觸了 94% 的住戶，並很高興知道大家對建議轉移充滿期待，並告訴我們他們希望見到的好處：
Rent Freeze – one year rent freeze and lower increases in the future promised by West of Scotland have been really welcome news with tenants saying that it will make their rents more affordable in the longer term – something that is important to them given the financial challenges many face due to cost of living increasing.	租金凍結 – West of Scotland 承諾的一年租金凍結及未來降低租金加幅很受租客歡迎，租客指這將讓他們的租金長遠變得更可負擔。由於生活成本上漲，很多人面對財務挑戰，這項好處對他們非常重要。
More investment in homes – West of Scotland has promised a significant investment in tenants' homes including new windows for most homes and tenants felt this was much needed.	對居所作出更多投資 – West of Scotland 承諾對租客的居所進行重大投資，包括大部分房屋的新窗戶，租客認為這項投資非常有必要。
More investment in the local community - tenants say they want to feel the area around their homes is well looked after as the homes they live in, and they were pleased to see West of Scotland's promise to invest in improving the local environment.	在本地社區進行更多投資 – 租客指他們希望居所附近環境有良好打理，樂意看到 West of Scotland 承諾投票改善本地環境。
Providing support services – tenants liked the idea of the range of extra support services provided by West of Scotland such as Handy Person and Energy Advice.	提供支援服務 – 租客喜歡 West of Scotland 提供多種額外支援服務的構思，包括修理工和能源建議。
With the pressure on my finances, I was delighted to hear about the rent freeze promise next year if we vote for West of Scotland	我面對財務壓力，很高興聽到如果我們投票支持 West of Scotland，下年度可以有租金凍結承諾。
Great to hear that West of Scotland are keeping the local office open and that the staff jobs are safe.	我很高興聽到 West of Scotland 將保持本地辦事處運作，所有職員的工作都可保持。
I'm keen to get involved in the new Residents Group that West of Scotland will set up to help shape local services.	我很熱衷參與 West of Scotland 將會設立的新居民小組，以幫助決定本地服務方向。
The promise of new double glazed windows will make such a difference to me and my family!	新雙層窗戶的承諾將對我和我的家人有重大影響！

Frequently Asked Questions	常見問題
How do we know West of Scotland will do what they have promised?	我們怎樣知道 West of Scotland 會履行承諾？
West of Scotland will establish a Resident's Association that will monitor progress with the transfer promises and send regular communication to tenants. West of Scotland will also be required to report to the Scottish Housing Regulator and their Board on progress made.	West of Scotland 將設立居民協會，負責監察轉移承諾進度，同時向租客提供定期通訊。West of Scotland 也需要向蘇格蘭房屋管理局和董事會匯報進度。
What happens if not enough tenants vote "yes" in the ballot?	如果在投票時沒有足夠租客投「贊成」票，那會怎樣？
For the transfer to go ahead, the majority of tenants that vote, have to vote YES. If tenants do not support the voluntary transfer to West of Scotland, Charing Cross would continue to face serious and urgent challenges as it does not comply with the Scottish Housing Regulator's (SHR) Regulatory Standards. This would mean that West of Scotland would not be the transfer partner and all of the agreed transfer promises would no longer be available. Investment in homes and future rent increases would be determined by the Charing Cross business plan which is already under strain.	如要落實轉移，我們需要大部分參與投票的租客投「贊成」票。如果租客不支持自動轉移至 West of Scotland，Charing Cross 將繼續面對嚴重和緊急的挑戰，因為目前協會並未能符合蘇格蘭房屋管理局 (SHR) 的規管標準。這將表示 West of Scotland 將不會成為轉移合作夥伴，同時無法再提供所有協議的轉移承諾。在居所中進行投資和未來租金加幅將由 Charing Cross 業務計劃決定，而該業務計劃早已備受壓力。
How would West of Scotland overcome conservation area restrictions in providing double glazed windows?	West of Scotland 在提供雙層窗戶上將如何克服保育區限制？
West of Scotland are already in discussions with Glasgow City Council (GCC) about how they can provide double glazed windows that meet the requirements of GCC's policies. They are confident of being able to find a solution that will allow double glazed windows to be installed in all homes due for replacement windows.	West of Scotland 已就提供雙層窗戶的方法和格拉斯哥市議會 (GCC) 展開討論，以符合 GCC 的政策要求。他們有信心可以找到解決方法，讓他們在所有需要更換窗戶的居所中裝設雙層窗戶。
Will the Charing Cross staff be kept?	將可保留 Charing Cross 職員嗎？
Charing Cross staff will transfer to West of Scotland and become part of their staff team. They will be led by West of Scotland's Leadership Team and have access to training and resources to help them deliver excellent standards of customer service to tenants and other customers. All staff at West of Scotland are expected to behave in a way that reflects their values which you can find out about on their website www.westscot.co.uk	Charing Cross 職員將會轉移至 West of Scotland，並成為他們員工團隊的一部分。他們將由 West of Scotland 領導團隊帶領，並可使用各種培訓和資源，以協助他們向租客和其他顧客提供優質顧客服務。我們期望所有 West of Scotland 職員的服務都能反映他們的價值，您可以在他們的網站： www.westscot.co.uk 上瞭解詳情。
Do you need to sign a new tenancy agreement?	您需要簽訂新租約嗎？
Your tenancy will be automatically transferred to West of Scotland and all of your rights will be protected.	您的租約將會自動轉移至 West of Scotland，所有權益將獲得保護。

How will West of Scotland provide information to ensure tenants are clear on the new arrangements?	West of Scotland 將如何提供資訊，確保租客知悉新安排？
West of Scotland will issue a welcome pack with all relevant information to all tenants which will be followed up by a welcome visit by a member of staff.	West of Scotland 將向所有租客提供一個帶有所有相關資訊的歡迎文件包，之後會由職員進行歡迎家訪跟進。
What happens if you are on the transfer list with Charing Cross and the transfer goes ahead?	如果您在 Charing Cross 的轉屋清單上，而轉移最終落實，那會怎樣？
You will be automatically added to the transfer list of West of Scotland and a member of their Customer Service Team will be in touch to discuss your housing needs. This will mean you have access to the much wider range of stock across Glasgow, Lanarkshire and Ayrshire including West of Scotland's new build housing with 700 new homes to be created by the end of 2026.	您將會自動加入 West of Scotland 的轉屋清單，他們顧客服務團隊的成員會與您接觸並討論您的住屋需要。這將表示您可以接觸到格拉斯哥、聯立郡和愛爾郡內更多住屋，包括 West of Scotland 的新建房屋，當中在 2026 年底前會提供 700 個新住所。
Will the Management Committee of Charing Cross continue to exist?	Charing Cross 的管理委員會是否會繼續存在？
Charing Cross would no longer exist as a housing association so would no longer require a Management Committee. Tenants and other residents could apply for shareholding membership in West of Scotland and could apply to join the Board of West of Scotland if a vacancy becomes available.	Charing Cross 將不會再以房屋協會的身份存在，因此無需再有管理委員會。租客和其他住客可申請成為 West of Scotland 的股東成員，同時可在有空缺時申請加入 West of Scotland 董事會。
What are the benefits for West of Scotland if the transfer goes ahead?	如果轉移落實，對 West of Scotland 有什麼好處？
The ability to spread its costs over a larger number of houses will help West of Scotland minimise rent increases for their existing tenants and help them become more resilient as an organisation.	West of Scotland 將可在更多房屋之間分攤成本，從而幫助他們現有的租客盡量減低租金加幅，也有助整個組織更靈活運作。
What happens next?	之後會怎樣？
REMEMBER – this important decision on whether the transfer goes ahead is yours through the Tenant Ballot. It is really important to ensure that you use your vote.	請緊記－會否落實轉移這個重要決策，將由您透過租客投票決定。 確保您運用投票權非常重要。
Charing Cross Management Committee and staff team encourage tenants to cast your vote as soon as you can and to vote YES for the transfer to West of Scotland.	Charing Cross 管理委員會和職員團隊鼓勵租客盡快投票，同時對轉移至 West of Scotland 投下「贊成」一票。
REMEMBER West of Scotland's transfer promises can only be delivered if tenants vote YES.	請緊記，只有當租客投票「贊成」，West of Scotland 才能兌現轉移承諾。
The Ballot will be conducted by Civica Election Services, the UK's leading provider of independent	投票將由英國領先的獨立投票服務供應商 Civica Election Services 負責進行。投票將

election services. The Ballot will run from Friday 6th May 2022 until 5pm on Monday 6th June 2022.	在 2022 年 5 月 6 日星期五開始，直至 2022 年 6 月 6 日星期一下午 5 時結束。
You'll be sent your voting paper from Civica with detailed information on how to cast your vote. This will include the option to vote online, over the phone, by post or you can drop your ballot paper off at the sealed and secure ballot box in the local Charing Cross Housing Association office.	Civica 將向您寄送投票卡，當中附有如何投票的詳細資料。這將包括網上投票、電話投票、郵寄投票等選項，您也可以把投票卡投入本地 Charing Cross 房屋協會辦事處的密封保密投票箱。
Throughout the period of the ballot, staff from Charing Cross and West of Scotland will be out to visit you to encourage every tenant to have their say by casting your vote. If you have any concerns or don't want staff to visit, just let us know by calling 0141 333 0404 or email us at transfer@cxha.org.uk.	在整個投票期間，Charing Cross 和 West of Scotland 的職員將會進行外訪，鼓勵每位租客透過投票表達自己的聲音。如果您有任何疑慮，或者不希望職員探訪，請致電 0141 333 0404 或電郵至 transfer@cxha.org.uk 告訴我們。
Voting is really simple, but our staff will be available if you need any help. Please just get in touch with us if you don't receive your ballot pack or if you lose or misplace it as we can easily arrange to get a replacement sent to you.	投票非常簡單，但如果您需要任何協助，我們的職員隨時樂意幫忙。如果您未有收到投票資料包，又或者遺失或找不到，請隨時聯絡我們，我們可以簡單地安排補寄。
Also, if you want free independent advice on any aspect of the ballot you can also contact TIS - your independent tenant advisor.	同時，如果您希望就投票任何方面獲得免費獨立建議，可以聯絡您的獨立租客顧問 TIS。
Freephone	免費電話
Get in touch	聯絡我們
If you would like to find out any more information please contact us:	如果您想查詢任何更多資訊，請隨時聯絡我們：
<ul style="list-style-type: none"> • Phone us on 0141 333 0404. 	<ul style="list-style-type: none"> • 致電 0141 333 0404。
<ul style="list-style-type: none"> • Email transfer@cxha.org.uk 	<ul style="list-style-type: none"> • 電郵至 transfer@cxha.org.uk
<ul style="list-style-type: none"> • Facebook - send us a message at www.facebook.com/CharingCrossHA 	<ul style="list-style-type: none"> • Facebook – 在 www.facebook.com/CharingCrossHA 傳送訊息給我們
<ul style="list-style-type: none"> • Contact the Tenants Information Service (TIS), your independent tenant advisors on their FREEPHONE number 0800 488 0982 or by emailing info@tis.org.uk. 	<ul style="list-style-type: none"> • 聯絡您的獨立租客顧問租客資訊服務 (TIS)，他們的免費電話號碼是 0800 488 0982，或電郵至 info@tis.org.uk。
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