

Pre-ballot NOTICE	投票前公告
All the information you need about the proposed transfer to West of Scotland Housing Association as we move to the ballot stage.	随着我们进入投票阶段，您所需的关于拟议转让给西苏格兰住房协会的全部信息。
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，查林十字住房协会(下文简称，查林十字)正在提议转让给西苏格兰住房协会(下文简称，西苏格兰)，这将带来更实惠的租金，增加对您住房的投资，并改善对当地租户提供的服务。
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.	是否进行转让的最终决定将由您通过独立投票做出。租户投票将于 2022 年 5 月 6 日开始。这是我们在投票开始前最后一次提醒您转让的提议。
Please look out for your ballot paper arriving directly from Civica Election Services, the independent body who will run the ballot.	请注意您的选票，会直接从负责投票的选举独立机构‘民康选举服务中心(Civica Election Services)’寄来。
Voting YES means:	投赞成票意味着：
Improving Rent Affordability	提高租金负担能力
Rent freeze for all tenants for 2023-24, followed by a maximum of CPI inflation only increases thereafter.	所有租户在 2023 年- 2024 年租金冻结，此后租金涨幅仅等同于消费者物价指数(CPI)最高通胀值。
Review of all service charges immediately after transfer with changes to be in place for April 2023.	在转让后立即对所有的服务收费进行全面审查，收费变化将于 2023 年 4 月生效。
Freeze in Factor Management Fees for all owners for 2023-24.	2023 年-2024 年冻结所有业主的物业管理费。
Provide quality homes in an attractive environment	在有吸引力的环境中提供高质量的住宅
Investment of up to £9.5m by the end of March 2027 including new double-glazed windows for the majority of houses.	到 2027 年 3 月底之前，进行高达 950 万英镑的投资，包括为大多数房屋安装新的双层玻璃窗。
A £100,000 kick-start local budget to support partnership projects to improve the wider environment.	启动 10 万英镑的地方启动预算，以支持改善更广泛环境的合作项目。
Provision of a high quality, well managed, modern repairs service.	提供优质、管理完善、现代化的维修服务。
Deliver excellent and culturally sensitive services and greater opportunities	提供优秀的、具有文化敏感性的服务和更多的机会
Staff will transfer to West of Scotland and the local office will be kept with expanded services.	员工将被调到西苏格兰住房协会，当地办事处将继续保留在扩展的服务中。
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.	在发展和提供服务时，应认识到并顾及不同社群的需要。 获得一系列更广泛的支持服务，包括家庭维修、用能和财务建议和数字技术的支持。

Customer App which gives 24/7 access to online services and make service requests.	客户应用程序 7 天 24 小时可以取得网上服务并提出一系列服务请求。
Strong Governance and Financial Strength	强大的治理和财务实力
An estimated £300,000 of savings per year which will be used to maintain lower rents.	据估计每年节省下来的 30 万英镑将用于维持较低的租金。
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.	转让后 30 年业务商务计划是解决查林十字住房协会现有计划的不足之处，并表明将如何实现所有的转让承诺。
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.	一个新的居民协会来代表伍德兰兹 (Woodlands) 和石榴山 (Garnethill) 社区，并增加查林十字租户参与决策的机会和 监控转让的承诺。
Strong and skilled Management Board at West of Scotland that will ensure full compliance with Regulatory Standards, good governance, scrutiny, and robust decision making.	西苏格兰具有强大和熟练的管理委员会，将确保完全遵守监管标准、良好的治理、审查和强有力的决策能力。
A clear focus on value for money to support efficiency and delivering more for tenants.	注重物有所值，提高效率，为租户提供更多的服务。
Developing our People	发展我们的团队
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.	西苏格兰内部强有力的领导团队以及一系列的专家支持团队来帮助员工提供优秀的客户服务——要符合西苏格兰的价值观和客户关怀宪章。
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!	只有您对转让到西苏格兰投‘赞成票’，这些好处才能得以实现。投票时间为 2022 年 5 月 6 日(星期五)至 2022 年 6 月 6 日(星期一)下午 5 点。 当您拿到选票时…请不要拖延，马上投票！
Transfer Promises	转让承诺
Ensuring rents are more affordable.	确保租金更实惠。
Ensuring service charges are necessary, clear and transparent and contractors are effectively managed to deliver good services that are value for money.	确保服务收费是必要的、清晰和透明的，并确保承办商能有效地提供物有所值的优质服务。
Accelerating and improving the investment programme (new kitchens, windows etc) to deliver much needed work in our homes.	加快并改进投资方案(新建厨房、窗户等)为我们的住房提供急需的改善工作。
Working with others to improve the management and physical condition of the external environment.	与他人合作，改善外部环境的管理和实际条件。
Ensuring a strong and positive culture focused on customer excellence.	确保专注客户卓越的强大和积极的文化。
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).	在时间、地点和接触方式上获得员工支持和服务更为便利，以满足租户和分摊物业费的业主的需求(提供新的在线服务)。

Providing a quality factoring service that demonstrates value for money.	提供优质的物业管理服务，证明服务物有所值。
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.	提供一系列更广泛的支持服务，协助租户改善生活机会，并满足他们及社区不断变化的需要。
Consulting with you...	和您磋商...
During March we consulted with Charing Cross tenants on the proposed transfer to West of Scotland.	在3月，我们就拟议转让到西苏格兰咨询了查林十字的租户。
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:	我们与94%的租户谈了话，很高兴听到他们对拟议中的转让感到振奋，并告诉了我们他们下述的期待：
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.	租金冻结 ——西苏格兰承诺一年租金冻结和未來更低的涨幅，这是一个非常受欢迎的消息，租户们表示，从长远来看，这将让他们的租金更负担得起——考虑到许多人由于生活成本上升而面临的财务挑战，这对他们来说很重要。
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.	对住宅注入更多投资 ——西苏格兰承诺对租户住宅进行重大投资，包括为大多数住户安装新窗户，租户认为这是非常必要的。
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.	对当地社区注入更多投资 ——租户们表示，他们希望自己房子的周围环境能像住房一样得到很好的照顾，他们很高兴看到西苏格兰承诺投资改善当地环境。
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.	提供支持服务 ——租户们很喜欢西苏格兰提供的一系列额外支持服务，比如家庭维修、用能建议。
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	在面临经济压力下，我很高兴听到明年如果我们投票支持西苏格兰，租金将冻结的承诺。
Great to hear that West of Scotland are keeping the local office open and that the staff jobs are safe.	很高兴听到西苏格兰继续开放当地办事处，员工的职位是有保障的。
I'm keen to get involved in the new Residents Group that West of Scotland will set up to help shape local services.	我非常希望加入西苏格兰即将成立的新居民小组，以帮助塑造当地的服务。
The promise of new double glazed windows will make such a difference to me and my family!	新双层玻璃窗的承诺将给我和我全家带来特别大的改变！
Frequently Asked Questions	常见问题
How do we know West of Scotland will do what they have promised?	我们怎么知道西苏格兰会兑现他们的承诺？

<p>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.</p>	<p>西苏格兰将成立‘居民协会’，负责监督转让承诺的实施进展，并定期与租户进行沟通。应要求西苏格兰也要向苏格兰住房监管局及其董事会报告进展情况。</p>
<p>What happens if not enough tenants vote "yes" in the ballot?</p>	<p>如果没有足够的租户在投票中投赞成票，会发生什么？</p>
<p>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.</p>	<p>要想进行转让，大多数投票的租户必须投赞成票。如果租户不支持自愿转让到西苏格兰，查林十字将继续面临严重和紧迫的挑战，因为不符合苏格兰住房监管局 (SHR) 的监管标准。这意味着西苏格兰将不再是转让商业伙伴，所有已同意的转让承诺将不再有效。住房投资和未来租金上涨将由查林十字的商业计划决定，可是该计划已经面临压力。</p>
<p>How would West of Scotland overcome conservation area restrictions in providing double glazed windows?</p>	<p>西苏格兰如何克服房屋保护区对提供双层玻璃窗的限制？</p>
<p>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.</p>	<p>目前，西苏格兰正在与格拉斯哥市议会 (GCC) 讨论如何提供符合格拉斯哥市议会政策要求的双层玻璃窗。他们相信能够找到一个解决方案，让所有需要更换窗户的住家安装双层玻璃窗。</p>
<p>Will the Charing Cross staff be kept?</p>	<p>会保留查林十字的员工吗？</p>
<p>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</p>	<p>查林十字的员工将调到西苏格兰，成为他们的员工团队的一部分。他们将由西苏格兰的领导团队领导，并获得培训和资源，以帮助他们为租户和其他客户提供优秀的客户服务标准。西苏格兰全体员工都要以体现他们价值观的方式行事，您可以在他们的网站 www.westscot.co.uk 上找到相关信息。</p>
<p>Do you need to sign a new tenancy agreement?</p>	<p>您需要签新的租赁协议吗？</p>
<p>Your tenancy will be automatically transferred to West of Scotland and all of your rights will be protected.</p>	<p>您的租约将自动转移到西苏格兰，而且您的所有权利将受到保护。</p>
<p>How will West of Scotland provide information to ensure tenants are clear on the new arrangements?</p>	<p>西苏格兰将如何提供信息，以确保租户明确了解新的安排？</p>

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.	西苏格兰会向所有租户发放一份含有所有相关资料的欢迎信息包，随后会有一名员工前来拜访。
What happens if you are on the transfer list with Charing Cross and the transfer goes ahead?	如果您在查林十字的转让名单上而且转让会进行的话，会发生什么？
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.	您将被自动添加到西苏格兰的转让名单上，他们的客户服务小组的成员将与您联系，讨论您的住房需求。这将意味着您可以在格拉斯哥、拉纳克郡和艾尔郡获得更广泛的住房选择，包括西苏格兰在 2026 年底前将建成的 700 个新住房。
Will the Management Committee of Charing Cross continue to exist?	查林十字管理委员会还会存在吗？
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.	查林十字将不再作为一个房屋协会存在，因此也不再需要管理委员会。租户和其他居民可以申请成为西苏格兰的股权会员，如果有空缺，也可以申请加入西苏格兰董事会。
What are the benefits for West of Scotland if the transfer goes ahead?	如果进行转让，对西苏格兰有什么好处？
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.	将成本分摊到更多房屋上的能力会帮助西苏格兰把现有租户的租金增长保持在最低，并有助于成为一个更有弹性的组织。
What happens next?	接下来会发生什么？
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.	请记住——决定是否进行转让是一个重要的决定，要您通过租户投票来决定。确保投您的选票是非常重要的。
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.	查林十字管理委员会和员工团队鼓励租户尽快投票，投票赞成转让到西苏格兰。
REMEMBER West of Scotland's transfer promises can only be delivered if tenants vote YES.	请记住，只有租户投赞成票，西苏格兰的转让承诺才能兑现。
The Ballot will be conducted by Civica Election Services, the UK's leading provider of independent election services. The Ballot will run from Friday 6th May 2022 until 5pm on Monday 6th June 2022.	投票会由英国的首要独立选举机构‘民康选举服务中心 (Civica Election Services)’负责。投票时间为 2022 年 5 月 6 日(星期五)至 2022 年 6 月 6 日(星期一)下午 5 点。

<p>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.</p>	<p>您会从‘民康选举服务中心(Civica)’收到您的选票，上面有如何投票的详细信息。信息包括在线网上投票、电话投票、邮寄投票，或者您可以将选票投到当地查林十字住房协会办事处里密封安全的投票箱。</p>
<p>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.</p>	<p>在整个投票期间，查林十字和西苏格兰的工作人员会去拜访您，鼓励每一位租户通过投票表达自己的意见。如果您有任何顾虑或不希望员工来访，请致电 0141 333 0404 或发电子邮件至 transfer@cxha.org.uk。</p>
<p>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.</p>	<p>投票真的很简单，但如果您需要任何帮助，我们的工作人员会随时待命。请与我们联系，如果您没有收到您的选票包，或如果您丢失或丢失它，我们可以很容易地安排给您发送一个新的。</p>
<p>Also, if you want free independent advice on any aspect of the ballot you can also contact TIS - your independent tenant advisor.</p>	<p>此外，如果您想就投票的任何方面获得免费的独立意见，您也可以联系租户信息服务局(TIS)——您的独立租户顾问。</p>
<p>Freephone</p>	<p>免费电话号码</p>
<p>Get in touch</p>	<p>与我们联系</p>
<p>If you would like to find out any more information please contact us:</p>	<p>如果您想了解更多的信息，请与我们联系：</p>
<ul style="list-style-type: none"> • Phone us on 0141 333 0404. 	<ul style="list-style-type: none"> • 电话联系我们请拨 0141 333 0404
<ul style="list-style-type: none"> • Email transfer@cxha.org.uk 	<ul style="list-style-type: none"> • 电子邮件 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"> • 脸书 - 给我们的讯息请发至 www.facebook.com/CharingCrossHA
<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"> • 联系租户信息服务局(TIS)，即您的租户独立顾问，其免费电话号码为 0800 488 0982 或者发电子邮件至 info@tis.org.uk。
<p>A translated copy of this newsletter in Urdu (اردو), Punjabi (ਪੰਜਾਬੀ), Simplified Chinese (简体中文) and Arabic (العربية) can be obtained from www.cxha.org.uk or by calling 0141 333 0404</p>	<p>如需本简报其他语言的翻译版本，乌尔都语(اردو)、旁遮普语(ਪੰਜਾਬੀ)、简体中文和阿拉伯语(العربية)，请通过网站 www.cxha.org.uk 或致电 0141 333 0404 获取。</p>