

ENGLISH	TARGET LANGUAGE
<i>stage 1</i>	第 1 阶段
CONSULTATION NOTICE	磋商公告
All the information you need about the proposed transfer to West of Scotland Association as we officially begin the formal tenant consultation.	当我们正式开始正式的租户磋商时，关于转让到西苏格兰住房协会的提案您所需要的所有信息。
IMPORTANT	重要
THIS PROPOSAL AFFECTS YOUR TENANCY THE PUBLICATION OF THIS STAGE 1 CONSULTATION NOTICE MARKS THE START OF THE FORMAL TENANT CONSULTATION PROCESS AND YOU HAVE UNTIL 4 th APRIL 2022 TO GIVE YOUR VIEWS.	该提案将影响到您的租赁，公布此第 1 阶段磋商公告标志着正式租户磋商过程的开始，您可以在 2022 年 4 月 4 日之前提出您的意见。
If Charing Cross tenants support the transfer and vote 'Yes' when the ballot takes place hopefully in a few months' time, we have negotiated an excellent package of benefits for our tenants, factored owners and our staff. Specifically, West of Scotland promise to deliver the transfer benefits outlined in this document that are based on key local tenant priorities. So that you can take an informed view, we have also shown what would happen to Charing Cross if the transfer did not go ahead and we stayed independent.	如果查林十字住房协会的租户赞成转让，并在几个月后的投票中投赞成票，我们已经为租户、分摊物业费的业主和我们的员工商定了一套极佳的惠益方案。具体来说，基于当地租户的关键优先事项，西苏格兰住房协会承诺交付本文件中概述的转让惠益。这样，您可以做出知情的决定，同时我们也展示了如果不进行转让，我们依旧保持独立，查林十字住房协会将会发生什么。
Transfer Priorities	转让优先事项
Ensuring rents are more affordable. Ensuring service charges are necessary, clear and transparent and contractors are effectively managed to deliver good services that are value for money.	确保租金更便宜。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。
A Message from Charing Cross Housing Association	来自查林十字住房协会的通报

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<p>This is the formal proposal for the Transfer of Engagements of Charing Cross Housing Association (Charing Cross) to West of Scotland Housing Association (West of Scotland). This Notice is part of the legal consultation, and it sets out how a transfer would affect you and the benefits that the transfer would bring you support it.</p>	<p>这是查林十字住房协会(下文简称, 查林十字)向西苏格兰住房协会(下文简称, 西苏格兰)业务转让的正式提案。本公告是法律磋商的一部分, 它阐述了转让将如何影响到您, 以及如果您赞成转让将会给您带来的利益。</p>
<p>As you will be aware from our Transfer News publications, we are proposing an exciting partnership with West of Scotland that would bring much more for tenants – more affordable rents offering greater value money, increased and faster investment in your homes and the local environment and access to a wide range of support services.</p>	<p>您会从我们的转让新闻公布中了解到, 我们正在提议与西苏格兰建立一个令人兴奋的伙伴关系, 这将为租户带来更多的利益——更便宜的租金、提供更多为物有所值的服务、对您的家和当地环境提供更多更快的投资并获得更广泛的支持服务。</p>
<p>The partnership will involve Charing Cross transferring our interests, including your tenancy and home, to West of Scotland. This is known as a Transfer of Engagements. If the transfer takes place, West of Scotland would become your landlord and be responsible for the homes and services that we currently provide. It would become the factor for our mixed tenure blocks.</p>	<p>该合作伙伴关系包括查林十字将我们的权益, 包括您的租约和房屋, 转让到西苏格兰。这被称为业务转让。如果转让发生, 西苏格兰将成为您的房东, 并负责我们目前提供的住房和服务。该协会将提供我们混合所有权住房区的物业管理。</p>
<p>Our staff team employed by Charing Cross at the transfer date would also all become employees of West of Scotland.</p>	<p>查林十字聘用的员工团队在转让日也将全部成为西苏格兰的员工。</p>
<p>This Stage 1 Consultation Notice sets out what the proposal involves, the benefits being offered to you as a tenant, and how you can get involved and have your views heard. We've also included some information about West of Scotland and the work they do so you can make an informed decision when it comes to the tenant ballot.</p>	<p>第1阶段磋商公告载列该提案的相关内容、作为租户可获得的利益, 以及您可以如何参与及提出意见。我们还提供了一些关于西苏格兰和他们所做的工作的信息, 所以当涉及到租户投票时, 您可以做出知情的决定。</p>
<p>We are inviting you to read through these proposals and let us know what you think about the proposed transfer by Thursday 31 March 2022.</p>	<p>我们邀请您阅读这些提案, 并在 2022 年 3 月 31 日星期四之前让我们知道您对拟议转让的看法。</p>
<p>The final decision on whether the transfer goes ahead will be yours when you cast your vote in the formal ballot planned to start in May 2022. We are committed to an open consultation process and will provide you with information, support and guidance. This includes free access to impartial advice about the proposal through the Tenants Information Service (TIS), your independent tenant advisor.</p>	<p>当您在计划于 2022 年 5 月开始的正式投票中投您的一票时, 是否进行转让的最终决定将由您决定。我们致力于公开的磋商过程, 并将为您提供信息、支持和指导。这包括通过您的独立租户顾问——即, 租户信息服务局(TIS), 免费获得有关该提案的无偏见的中立建议。</p>
<p>Our Management Committee is confident that we have secured a very attractive package of benefits for tenants and staff. We fully support the transfer to West of Scotland and will provide the best future for our tenants, factored owners and staff.</p>	<p>我们的管理委员会深信, 我们为租户和员工提供了一套极具吸引力的惠益。我们完全支持向西苏格兰的转让, 并将为我们的租户、物业费分摊业主和员工提供最佳的未来。</p>

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Remember, we need your support for the changes to happen so please vote 'Yes' to transfer to West of Scotland when the ballot is held.	请记住，我们需要您的支持才能实现这些改变，所以请在投票时投‘赞成’转让到西苏格兰。
With our best wishes,	致以我们最美好的祝愿，
Ian McLean	伊恩·马克林
Chairperson, on behalf of the Charing Cross Management Committee	主席，谨代表查林十字管理委员会
The Scottish Housing Regulator (SHR) is responsible for regulating the work of Scotland's housing associations and the housing services provided by local authorities. Its objective is to safeguard and promote the interests of current and future tenants of social landlords.	苏格兰住房监管局(SHR)负责监管苏格兰住房协会的工作和地方政府提供的住房服务。其目标是维护和促进社会型住房房东当前和未来租户的利益。
The SHR has reviewed the Business Case and this Notice and have confirmed that they are satisfied that we are meeting their regulatory and consultation requirements.	苏格兰住房监管局已经审查了业务案例和本公告，并确认满足其监管和磋商要求并对此感到满意。
A Message from West of Scotland Housing Association	来自西苏格兰住房协会的通告
“Woodlands and Garnethill are historic areas of the city that deserve the best in terms of service delivery and investment. If you want the best future for your home and community, a Yes vote in favour of a transfer to West of Scotland will much more quickly deliver the improvements to your home and environment that are needed. It will also ensure more affordable rents and a bigger and better range of modern services.”	“伍德兰兹(Woodlands)和石榴山(Garnethill)是我们城市具有历史性的地区，值得最佳的服务交付和投资。如果您想让您的家庭和社区拥有最美好的未来，请投赞成票，支持转让给西苏格兰，这将会更快地实现您的住家和环境所需的改善。这还将确保租金更合理，以及范围更广、更佳的现代化服务。
Brian Gannon,	布莱恩·盖能，
Chief Executive Officer,	首席执行官
West of Scotland Housing Association	西苏格兰住房协会
About West of Scotland Housing Association	西苏格兰住房协会介绍
Founded in 1965, West of Scotland strives to be more than just a landlord. What sets West of Scotland apart is the way in which it goes further to improve the lives of its tenants and innovatively responding to their changing needs.. Much of this is delivered through their subsidiary Willowacre Trust .	成立于1965年，西苏格兰不只致力于成为房东。西苏格兰的与众不同之处在于，它进一步改善了居民的生活，并以创新的方式响应了不断变化的需求。其中大部分的业务是通过他们的子公司 柳树英亩(Willowacre Trust) 提供的。
West of Scotland provide around 3,600 homes across the West of Scotland and they proudly pledge to go further to provide housing that its tenants can call home. They are a Registered Social Landlord and charity just like Charing Cross. They are structured to ensure a strong community voice in each of its communities to shape local service and future priorities.	西苏格兰住房协会在整个苏格兰西部提供了大约3600套住房，他们自豪地承诺为租户提供他们可以称之为家的住房。就像查林十字一样，他们是注册社会型住房房东和慈善机构。他们的架构是为了确保在每个社区都有一个强大的社区声音，以塑造当地服务和未来的优先事项。

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West of Scotland has a strong reputation for good governance and recently received the highest rating of Substantial Assurance on Governance from their internal auditors.	西苏格兰因治理良好而享有盛誉，最近获得了内部审计人员对其治理实质保证的最高评级。
Following detailed assessment, West of Scotland have submitted a 'Fully Compliant' Assurance Statement to the Scottish Housing Regulator (SHR) for the past two years.	经过详细的评估，在过去的两年里，西苏格兰已向苏格兰住房监管局 (SHR) 提交了一份‘完全合规’保证声明。
They are a financially strong organisation, and their finances support the delivery of another 700 new homes over the next five years. They are committed to reducing costs and maximising income to help keep rent increases as low as possible whilst investing in their homes, communities and services.	他们是一个财力雄厚的机构，他们的资金支持在未来 5 年里再交付 700 套新住房。他们致力于降低成本和收入最大化，以帮助保持租金涨幅尽可能低，同时投资于他们的住房、社区和服务。
Transfer Objective	转让目标
West of Scotland Promise – a YES vote means...	西苏格兰住房协会的承诺——投赞成票意味着……
Charing Cross without transfer – a NO vote means...	查林十字住房协会不转让——投反对票意味着……
Improving Rent Affordability	提高租金负担能力
A rent freeze guarantee for all Charing Cross tenants for 2023- 24, followed by a maximum of CPI inflation only increases thereafter.	查林十字的所有租户在 2023 年- 2024 年租金冻结保证，此后租金涨幅仅等同于消费者物价指数 (CPI) 最高通胀值。
A comprehensive review of all Charing Cross service charges immediately after transfer with changes to be in place for April 2023.	在转让后立即对查林十字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。
Charing Cross rents would need to increase by CPI plus 2% for the next 5 years and CPI thereafter.	查林十字的租金需要在未来 5 年里依据消费者物价指数上涨再另加 2% 的升幅，此后需要依据消费者物价指数上涨。
With current inflation rates, this level of increase would create intense pressure on households in terms of affordability.	根据目前的通货膨胀率，这种水平的上涨将在家庭负担能力方面造成巨大压力。
Continued concerns and frustration at the current service charge arrangements for some homes and the lack of ability for Charing Cross to address these concerns.	对一些家庭目前的服务收费标准的持续担忧和失望以及查林十字缺乏解决问题的能力。
Provide quality homes in an attractive environment	在有吸引力的环境中提供高质量的住宅
Delivery of a major accelerated planned investment programme of up to £9.5m by the end of March 2027. This is close to 3 times more than Charing Cross had planned.	到 2027 年 3 月底之前，交付一项规模高达 950 万英镑 的关键加速投资计划。 这几乎是查林十字计划投资的三倍。
Planned and cyclical investment plan of just £3.67m . Tenants will have to wait far longer for much needed improvements.	计划和周期投资计划仅为 367 万英镑 。租户们需要等待更长的时间才能得到急需的改善。
A £100,000 kick-start local budget to support partnership projects to improve the wider environment including streetscaping.	启动 10 万英镑 的地方启动预算，以支持改善包括街道景观在内的更广泛环境的合作项目。

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No planned environmental improvement works in the Charing Cross area.	查林十字未规划进行环境改善的工程。
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。
Improvements required to our existing repairs services and limited options available for tenants to access the service.	我们需要对现有的维修服务进行改进，并为租户提供有限的服务选择。
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
Current Charing Cross office kept and developed as a community Hub where West of Scotland and other agencies can deliver local community services to meet the needs of tenants and residents.	保留目前的查林十字办公室并开发成为一个社区中心，西苏格兰和其他代理机构可以提供当地社区服务，以满足租户和居民的需求。
Development and delivery of services in a way that recognises and embraces the needs of the diverse communities.	在发展和提供服务时，应顾及不同社群的需要。
Charing Cross unable to expand service provision given its lack of partnership working to date and the financial pressures it faces.	由于缺乏合作伙伴以及面临的财务压力，查林十字迄今为止无法扩大服务供应。
Lack of expertise and scale to embrace and respond to matters of diversity.	缺乏专业知识和规模，无法接纳和应对多元化问题。
Tenants will have access to range of wider support services including Handy Person, Energy and Money Advice and Digital support.	租户将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。
Limited ability to modernise the service or introduce digital services to tenants and staff.	将服务现代化或向租户和员工引入数字化服务的能力有限。
Tenants can access services using a Customer App which gives 24/7 access online services and make requests. Factored Owners will have access to the app to access and request relevant services.	租户可以使用客户应用程序访问服务，该应用程序提供 7 天 24 小时的在线服务并提出服务请求。分摊物业费的业主将可以使用该应用程序，并请求相关服务。
Transfer Objective	转让目标
West of Scotland Promise – a YES vote means...	西苏格兰住房协会的承诺——投赞成票意味着……
Charing Cross without transfer – a NO vote means...	查林十字住房协会不转让——投反对票意味着……
Strong Governance and Financial Strength	强大的治理和财务实力
A new 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.	一份在转让后 30 年业务的新商务计划，该计划要解决查林十字目前的计划中存在的差距，并展示所有的转让承诺都将如何实现。
New borrowing would be required to deliver investment and despite the already higher rent increase assumption, Charing Cross would need to look at further efficiencies.	为了进行投资，将需要新的借贷，尽管有租金上涨更多的假设，查林十字仍需要考虑进一步提高其效率。
Establish 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.	建立一个代表伍德兰兹(Woodlands)和石榴山(Garnethill)社区的新居民协会，增加查林十字租户参与决策和监督转让承诺的机会。

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Continued frustration with the lack of ability for Charing Cross tenants to address their concerns.	因查林十字缺乏为租户解决问题的能力而带来的持续困扰。
Strong and skilled Management Board at West of Scotland with a mix of tenants and general members 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，具有租户和一般成员的混合，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。
Difficulties in recruiting and retaining Management Committee members with the right skills mix to provide strong and effective governance.	在招募和保留管理委员会成员时遇到困难，这些成员具备适当的技能组合，以提供强有力和有效的治理。
An estimated £300,000 of savings per year through a transfer to West of Scotland which will be used to support lower rent increases and faster and more investment in tenants' homes.	据估计，通过转让到西苏格兰每年会省下 30 万英镑，可用于支持降低租金上涨，并用于更快和更多的租户住宅投资。
Continued non-compliance with Regulatory Standards and ongoing Scottish Housing Regulator Intervention.	继续不遵守监管标准和苏格兰住房监管局的持续干预。
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。
Limited options to create efficiencies that can be reinvested to benefit Charing Cross tenants.	创造效率的选择受限，这些资金本可再投资于查林十字的租户。
Developing our People	发展我们的团队
Provision of strong leadership as well as access to a range of specialist support teams within	提供强有力的领导团队以及一系列的西苏格兰专家支持团队
West of Scotland Improved learning and development opportunities provided for team members, helping them to achieve their best.	为团队成员提供更好的学习和发展机会，帮助他们达到最佳状态。
Limited financial resources, skills or capacity to invest in people that is required to meet the changing needs and expectations of tenants and other customers.	为满足租户和其他客户不断变化的需求和期望而对人员进行投资的财务资源、技能或能力有限。
Ongoing challenges in balancing operational needs with learning and development activities.	持续面临权衡运营需求与学习和开发活动的挑战。
Transfer Promises – what they mean for you	转让承诺——这对您意味着什么
Improving Rent Affordability	提高租金负担能力
West of Scotland is committed to improving rent affordability for Charing Cross tenants whilst ensuring that rental income is still strong enough to deliver all of its transfer promises including the major five year investment plans.	西苏格兰致力于提高查林十字租户的租金负担能力，同时确保租金收入仍然足够强劲，以兑现其所有转让承诺，包括主要的五年投资计划。
This will involve a rent freeze for all homes in 2023/24 then increases by a maximum of CPI only thereafter (the Consumer Price Index measures the average change in prices over time that consumers pay for services. It is the most widely used measure of inflation).	这涉及到所有住家在 2023 年- 2024 年冻结租金，此后租金涨幅仅等同于消费者物价指数最高通胀值 (消费者物价指数衡量的是消费者为服务支付的价格随时间的平均变化。它是使用最为广泛的通货膨胀的衡量标准)。

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West of Scotland will also improve affordability by conducting a comprehensive review all Charing Cross service charges immediately after transfer with changes to be in place for April 2023. The aim will be to ensure all service charges are legal, applicable, clear, and transparent.	为了提高负担能力，在转让后西苏格兰将立即对查林十字服务收费进行全面评估，收费变化将于2023年4月生效。其目的是确保所有服务收费是合法、适用、清晰和透明的。
West of Scotland provides a number of other services which help to address poverty and income inequality:	西苏格兰还提供其他一些服务，帮助解决贫困和收入不平等问题：
Energy Advisor who will support Charing Cross tenants with accessing affordable energy.	用能咨询员将支持查林十字租户获得可负担的电气煤气能源。
Welfare Rights Team and Money/Energy Advice will support Charing Cross tenants with benefit claims, debt, fuel poverty and money worries.	福利权力小组和财务/用能建议小组将支持查林十字租户的福利要求、债务、燃料贫困和财务担忧。
Digital Participation Officer to support tenants that lack the confidence or skills with digital technology to get online and access devices.	数字化参与工作员，为缺乏信心或缺乏数字化技术技能的租户提供支持，让他们上网和使用设备。
6	第6页
Provide quality homes in an attractive environment	在有吸引力的环境中提供高质量的住宅
During the first 5 years from transfer, West of Scotland will deliver a major accelerated planned investment programme of up to £9.5 million on your homes and a £100,000 kick-start local budget to support partnership projects to improve the wider environment including streetscaping.	在转让后的最初五年里，西苏格兰将实施一项重大的加速投资计划，为您的住房提供高达950万英镑的投资，并启动10万英镑的地方预算，以支持改善包括街道景观在内的更广泛环境的合作项目。
West of Scotland has committed to provide additional and accelerated investment over the first five years in tenants' homes and the local environment in Charing Cross. Their proposed investment plans supported by its well-funded business plan, will ensure improved housing quality and living conditions for Charing Cross tenants (in a reduced timeframe compared to Charing Cross's plan).	西苏格兰已承诺在最初五年为查林十字租户住宅和当地环境提供额外以及加速的投资。他们提出的投资计划得到了资金充足的商业计划的支持，将确保查林十字租户改善住房质量和生活条件(与查林十字的计划相比，将在更短的时间内交付)。
Key investment includes:	主要投资包括:
3 Completing the window renewal programme across at a cost of £2.65million (393 homes).	√完成窗户更新计划，费用为265万英镑(393户)。
3 Bringing forward a major programme of kitchen renewal at a cost of £1.77million (495 homes) including an additional £1.05million into the first 3 years.	√提出了一个厨房更新的重大的计划，造价为177万英镑(495户)，其中最初3年新增投入105万英镑。
3 Around £1million of bathroom improvements (393 homes).	√大约100万英镑的浴室改进(393户)。
3 Investment of £1.08million in cyclical maintenance	√周期性维护投资108万英镑
3 Accelerating £600,000 of works on central heating renewals/upgrades to support an overall programme of £1.33million (473/278 homes).	√加快投入60万英镑集中用于供暖更新/升级工程，以支持一套造价为133万英镑的整体方案(473/278户)。

ENGLISH	TARGET LANGUAGE
3 The stock condition survey has identified upwards of £400,000 for rewiring of homes and this work will be undertaken by West of Scotland as required.	√房屋状况鉴定已经确定需要投入 40 多万英镑，为住户重新布线，这项工作将根据需要由西苏格兰进行。
3 Investment in closes and common areas to include windows, doors, door entry systems and painting of £165,000.	√对楼道和公共区域投资 16.5 万英镑，包括窗、门、门入口系统和油漆。
Opposite is a summary of the main areas of accelerated investment showing West of Scotland proposals compared to Charing Cross current investment plans.	对面表格是对加速投资的主要领域的总结，展示西苏格兰的提案与查林十字当前投资计划的比较。
Summary Totals of Investment (2022-2027)	投资总额概述(2022 年-2027 年)
Charing Cross	查林十字
West of Scotland	西苏格兰
Kitchens	厨房
£727k	72.7 万英镑
£1.777m	177.7 万英镑
Boilers and radiators	热水器和暖气片
£733k	73.3 万英镑
£1.333m	133.3 万英镑
Bathrooms	浴室
£797k	79.7 万英镑
£997k	99.7 万英镑
Windows	窗户
£2.455m	245.5 万英镑
£2.655m	265.5 万英镑
TOTAL	总额
£4.712m	471.2 万英镑
£6.762m	676.2 万英镑
West of Scotland will make an initial investment of £100,000 in a kick-start fund to improve the local external environment in the five years to 31 March 2027. This is new additional expenditure as Charing Cross do not currently have plans to invest in external environmental improvements.	西苏格兰将在 2027 年 3 月 31 日之前的 5 年时间里，投资 10 万英镑启动基金改善当地外部环境。这是新的额外支出，因为查林十字目前没有投资于外部环境改善的计划。
West of Scotland will work with the new Woodlands and Garnethill Residents Association to gather views on how to improve the attractiveness and management of the local environment (streetscape/active travel initiatives) in partnership with Glasgow City Council and local partners and funders.	西苏格兰将与新的伍德兰兹和石榴山居民协会合作，就如何与格拉斯哥市政府和当地合作伙伴和资助者一起提高当地环境的吸引力和管理(街道景观/主动交通措施)来收集意见。
West of Scotland will provide a high-quality and responsive repairs service to Charing Cross tenants and customers.	西苏格兰将为查林十字的租户和客户提供高质量和快速回应的维修服务。

ENGLISH	TARGET LANGUAGE
They will have access to West of Scotland's self-service Customer App which they can access 24/7 to report repairs and view repairs history.	租户和客户可以使用西苏格兰的自助客服应用程序，可以 7 天 24 小时使用该应用程序来报告维修并查看维修历史。
Target response times for repairs based on the following key performance indicators:	根据以下关键绩效指标确定维修的目标回应时间：
3 Emergency – 4 hours	√紧急情况 — 4 个小时
3 Non-Emergency – 6 days	√非紧急情况 — 6 天
West of Scotland operate an appointment service for all non-emergency repairs to ensure that the repair is completed at the tenant's convenience (including Thursday evening and Saturday morning appointments).	西苏格兰为所有非紧急维修提供预约服务，以确保维修在租户方便的时候完成(预约时间包括星期四晚上和星期六上午)。
7	<i>第 7 页</i>
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
West of Scotland will provide services that recognises and embraces the needs of tenants and customers. This will include the implementation of modernised service delivery arrangements for Charing Cross tenants and factoring service customers that will put you at the heart of everything they do and providing a range of support services for tenants.	西苏格兰将提供服务，识别并满足租户和客户的需求。这将包括为查林十字租户和物业服务客户实施现代化的服务交付安排，让您位于他们所做的一切工作的核心，并为租户提供一系列的支持服务。
West of Scotland is committed to implementing a new customer focused approach to providing services. For the tenants and factoring service customers in Charing Cross this will involve greater choice and flexibility in how you access services, including:	西苏格兰致力于实施一种以客户为中心的新方式来提供服务。对于查林十字的租户和物业服务客户来说，这将使您在获取服务方面有更大的选择和灵活性，包括：
A specialist Customer Service Team to manage all enquiries made by telephone, email or social media.	一个专业的客户服务团队，处理所有通过电话、电子邮件或社交媒体提出的询问。
Access to West of Scotland's Customer App which offers 24/7 access to key tenancy information and the ability to request a number of services requests.	可以使用西苏格兰的客户应用程序，该应用程序 7 天 24 小时提供关键租赁信息并可以提出一系列服务请求。
West of Scotland will keep the current Charing Cross office as a community Hub where West of Scotland and other agencies can deliver local community services to meet the needs of tenants and residents.	西苏格兰将保留目前的查林十字办公室作为社区中心，在那里，西苏格兰和其他机构可以提供当地社区服务，以满足租户和居民的需求。
Tenants of Charing Cross will have access to West of Scotland's community support and tenancy support services at no additional cost, including the following:	查林十字的租户将免费获得西苏格兰的社区支持和租赁支持服务，包括以下服务：
Older Persons Service including Retirement Assistants	长者服务，包括退休助理
Handy Persons service to assist with small repairs and jobs around the home	家庭维修服务，以协助小型修理和家周围的小维修
Energy and Money Advice	用能和财务建议
Starter packs for new tenants	新租户的入住信息包

ENGLISH	TARGET LANGUAGE
Furniture upcycling service	家具升级改造服务
A digital device lending library and digital support	数字化设备借阅和数字设备支持
8	第 8 页
Strong Governance and Financial Strength	强大的治理和财务实力
West of Scotland's transfer promise will ensure that the combined organisation will be a well-managed and governed and financially strong housing association that delivers best value for tenants.	西苏格兰的转让承诺将确保合并后的机构将是一个具有良好管理、治理和财务强大的住房协会，为租户提供最佳价值。
Charing Cross is currently governed by its own Management Committee. If the transfer goes ahead West of Scotland will become responsible for the homes and services. West of Scotland has a strong and skilled Management Board with a mix of tenants and general members that will ensure full compliance with regulatory Standards, good governance, scrutiny, and robust decision making. They have comprehensive and effective governance arrangements in place which meet all legal and regulatory requirements, including the standards set out in the Scottish Housing Regulator's Regulatory Framework.	查林十字目前由自己的管理委员会管理。如果进行转让，西苏格兰将负责住房和服务。西苏格兰有一个强大并具管理技巧的管理委员会，由租户和普通成员组成，将确保完全符合监管标准、良好的治理、审查和强有力的决策。管理委员会具有全面和有效的治理安排，满足所有法律和监管要求，包括苏格兰住房监管框架规定的标准。
West of Scotland is committed to working closely with local residents and will establish a new residents association representing the Woodlands and Garnethill communities and increased opportunities for Charing Cross tenants to participate in decision making. Charing Cross tenants will also have the opportunity to join West of Scotland's Tenant Advisory Group.	西苏格兰致力于与当地居民密切合作，并将建立一个新的居民协会来代表伍德兰兹和石榴山社区，并增加查林十字租户参与决策的机会。查林十字租户也将有机会加入西苏格兰的租户咨询小组。
West of Scotland is a financially strong and resilient organisation. Sound ongoing financial management complements this financial strength and underpins the delivery of their business plan objectives. Through the transfer of engagements, West of Scotland's system of governance and financial strength will apply to the combined organisation, providing sound and compliant future governance and long term financial viability. Opportunities to reduce the combined costs of the two Associations will support better value for money and enable resources to be directed more to the issues that matter most to tenants.	西苏格兰是一个财力雄厚、富有韧性的组织。良好的持续财务管理补充了这种财务实力，并支持其业务计划目标的交付。通过业务转让，西苏格兰的治理体系和财务实力将适用于合并后的组织，提供健全和合规的未来治理和长期财务可行性。有机会减少这两家住房协会合并的成本，将有助于提高性价比，并使资源能够更多地用于对租户最重要的问题上。
Developing our People	发展我们的团队
West of Scotland transfer promise involves ensuring the local team is well managed and supported to achieve their best for you and the local community. The transfer to West of Scotland will provide a highly experienced and skilled management team to lead the local Charing Cross team to deliver excellent services and ensure long term success.	西苏格兰的转让承诺包括确保当地团队得到良好的管理和支持，为您和当地社区实现他们的最佳工作业绩。转让到西苏格兰将提供一支经验丰富、技术娴熟的管理团队，带领查林十字本地团队提供卓越的服务，确保长期的成功。

ENGLISH	TARGET LANGUAGE
<p>Opportunities for the small Charing Cross staff team will also improve through the transfer, including wide ranging learning activities that focus on helping them to achieve their best. A wide range of inhouse specialist business support services will be available to Charing Cross Team members to support local service delivery. The provision of modern ICT equipment for the local staff team would also provide them with the flexibility to work more in the community.</p>	<p>通过转让，也有机会改善查林十字的工作小组，包括广泛的学习活动，重点是帮助他们实现最佳绩效。查林十字团队成员有机会取得广泛的内部专业业务支持服务，以支持本地服务的交付。为本地工作人员提供现代化的资讯及通讯科技设备，也可使他们更灵活地工作。</p>
<p>West of Scotland have in place new values and a values framework which is being implemented across West of Scotland's activities. This values framework forms the basis of their new Customer Care Charter which will help ensure all customers receive a high-quality service and includes the timescales customers should expect when contacting West of Scotland or requesting a service.</p>	<p>西苏格兰已经建立了新的价值观和价值观框架，并在整个西苏格兰的活动中实施。这一价值观框架构成了其客户关怀新宪章的基础，该宪章将有助于确保所有客户获得高质量的服务，并包括客户在联系西苏格兰或请求服务时预期的时间长度。</p>
<p>You can view the Charter at www.westscot.co.uk.</p>	<p>您可以在此网页 www.westscot.co.uk 浏览宪章。</p>
<p>http://www.westscot.co.uk/</p>	<p>http://www.westscot.co.uk/</p>
<p>9</p>	<p>第 9 页</p>
<p>What Happens Next?</p>	<p>接下来会发生什么？</p>
<p>The publication of this Stage 1 Consultation Notice marks the start of formal tenant consultation process. There are three main stages involved in the consultation:</p>	<p>本第 1 阶段磋商公告的公布标志着正式的租户磋商程序开始。磋商分为三个主要阶段：</p>
<p>STAGE 1</p>	<p>第 1 阶段</p>
<p>Over the next month we are inviting you to share your views on the transfer plans and West of Scotland's offer. You have a right to make representations and provide any feedback on the plans during this period. It's important that you let us know your thoughts on the proposals by Monday 4th April 2022.</p>	<p>在接下来的一个月里，我们将邀请您分享对转让计划和西苏格兰的提案的看法。您有权就该计划作出正式投诉并提供任何反馈。重要的是请在 2022 年 4 月 4 日 (星期一) 之前让我们知道您对该提案的想法。</p>
<p>We plan to contact every tenant directly to find out their views on the transfer offer and staff from Charing Cross and West of Scotland will be visiting tenants in the coming weeks. If you are not home when we visit, we will give you a call. If you do not want a visit from us at this time, please let us know by phoning 0141 333 0404 or emailing transfer@cxha.org.uk</p>	<p>我们计划直接联系每一个租户，了解他们对转让提案的看法，查林十字和西苏格兰的工作人员将在未来几周拜访租户。如果我们拜访时您不在家，我们会给您打电话。如果您目前不想我们来拜访，请打电话告诉我们 0141 333 0404 或者发电子邮件至 transfer@cxha.org.uk</p>
<p>transfer@cxha.org.uk</p>	<p>transfer@cxha.org.uk</p>
<p><i>The safety of you, your family and our staff is our priority and any face- to-face contact with tenants will be in line with Scottish Government COVID guidance.</i></p>	<p>保证您、您的家人和我们工作人员的安全是我们的首要任务，任何与租户面对面的接触都将按照苏格兰政府的新冠肺炎疫情指导方针进行。</p>
<p>STAGE 2</p>	<p>第 2 阶段</p>

ENGLISH	TARGET LANGUAGE
Once we hear and consider your views on the proposal, we will decide and notify you of any significant changes to the proposals as a result of your feedback.	一旦我们听取和考虑您对建议的意见，我们会根据您的反馈决定并通知您任何对建议的重大更改。
TENANT BALLOT	租户投票
If your feedback from Stage 1 is positive, all tenants will be invited to vote in an independent ballot that will run for at least 28 days. We hope to start the Ballot in May 2022. As we get closer to the ballot phase, you will receive a pre ballot alert and then your ballot paper in the post and information on the different ways you can vote.	如果各位的第 1 阶段反馈是积极的，所有租户将被邀请参加一次独立的投票，投票阶段至少为 28 天。我们希望在 2022 年 5 月开始投票。当我们接近投票阶段时，您会收到一份投票前通知，然后您的选票和有关多种投票方式的信息会通过邮递寄给您。
Your views are very important so please read this leaflet carefully and on the back page you can find out how you can get involved. Please get in touch with us by Monday 4th April to give us your feedback.	您的意见很重要，所以请仔细阅读这份信息册，在背面您可以找到您能参与进来的方法。请于 4 月 4 日(星期一)前与我们联系，并给予反馈。
When the ballot opens, we would encourage you to vote 'Yes' to the transfer to West of Scotland. The transfer will only happen if a majority of tenants vote for it. This is your choice, and your vote really does count.	当投票开始时，我们鼓励您投票赞成转让到西苏格兰。只有大多数租户投票支持，转让才会实现。这是您的选择，您的投票真的很重要。
10	第 10 页
'HaveYour Say' Tenant Consultation Events	“发表您的意见”租户咨询活动
Consultation Events	咨询活动
We have planned consultation events so that you can come together with other tenants and hear more about the proposed transfer and transfer promises, ask questions and have your say.	我们已经计划了咨询活动，这样您就可以和其他租户一起听取更多关于拟议的转让和转让承诺，提出问题，并发表您的意见。
We would love to see you at one of the events below and hear your views. At the Roadshows you will hear from Brian Gannon (CEO, West of Scotland), Mags Lightbody (Partnership Advisor) and Ilene Campbell from TIS on the proposals. At the drop-in sessions staff from Charing Cross and West of Scotland will be available for any tenant who would like to drop in for a more informal chat on the proposed transfer and the benefits for tenants.	在巡回宣传活动中，您将听到来自布莱恩·盖能 (Brian Gannon, 西苏格兰住房协会首席执行官)、麦格丝·莱特博迪(Mags Lightbody, 合作伙伴顾问)和租户信息服务局(TIS)的伊莲·坎贝尔(Ilene Campbell)对提案的意见。在免预约咨询时，有关拟议的转让和对租户的惠益，查林十字和西苏格兰的工作人员可以和租户进行非正式交谈。
If you cannot attend the below or would prefer an online meeting please let us know and we will get in touch with you.	如果您不能参加下面的会议或希望参加在线会议，请告诉我们，我们将与您联系。
Roadshow – Presentation and Q&A Session	巡回宣传——介绍及问答环节
Drop-in session – informal chance for tenants to drop in and ask any questions with staff.	免预约咨询——租户向工作人员提出任何问题的非正式咨询机会。
If you need any help or assistance to attend the consultation event including an interpreter – just let us know.	如果来参加咨询您需要任何帮助或协助，包括需要口译员，请告诉我们。
To book a place at one of our Roadshows please call 0141 333 0404 or email transfer@cxha.org.uk	如要预定参加我们的巡回宣传活动，请给我们打电话 0141 333 0404 或发电子邮件 transfer@cxha.org.uk

ENGLISH	TARGET LANGUAGE
transfer@cxha.org.uk	transfer@cxha.org.uk
Date	日期
Format	活动形式
Time	时间
Location	地点
Tuesday 22nd March 2022	2022年3月22日星期二
Roadshows	巡回宣传
1pm – 1.45pm 3.45pm – 4.30pm	下午1点 – 1点45分 下午3点45分 – 4点30分
The Albany Conference and Events Centre,	The Albany Conference and Events Centre,
44 Ashley Street, G3 6DS	44 Ashley Street, G3 6DS
Drop In	免预约咨询
2pm – 3.30pm	下午2点 – 3点30分
Roadshow	巡回宣传
5pm – 6pm	下午5点 – 6点
Fred Paton Day Centre 19 Carrington St, G4 9AJ	Fred Paton Day Centre 19 Carrington St, G4 9AJ
Drop In	免预约咨询
6pm – 7pm	下午6点 – 7点
Friday 25th March 2022	2022年3月25日星期五
Roadshows	巡回宣传
1.30pm -2.15pm 4pm – 4.45pm	下午1点30分 – 2点15分 下午4点 – 4点45分
Garnethill Multi-Cultural Centre, 21 Rose St,	Garnethill Multi-Cultural Centre, 21 Rose St,
G3 6RE	G3 6RE
Drop Ins	免预约咨询
2.30pm – 3.30pm	下午2点30分 – 3点30分
Independent Advice From TIS The Tenants Information Service	来自租户信息服务局(TIS)的独立建议
The Tenants Information Service (TIS) has been appointed as your free and independent advisor to make sure you have all the information and support you need.	租户信息服务局(TIS)已被指定为您的免费并且独立的顾问, 以确保您掌握所有您需要的信息和支持。
They have independently assessed the Business Case that underpins this proposal and have worked with tenants to shape the transfer proposal.	他们独立评估了构成该提案的业务案例, 并与租户一起制定了转让提案。
TIS have been involved with Charing Cross tenants from the start, helping them shape the proposal. TIS encourages every tenant to carefully read this booklet and take the opportunity to contribute their thoughts and views.	租户信息服务局从一开始就与查林十字的租户接触, 帮助他们制定提案。租户信息服务局鼓励每位租户仔细阅读这本信息册, 并利用这个机会提出他们的想法和观点。

ENGLISH	TARGET LANGUAGE
You can get it touch with TIS during office hours on: 0800 488 0982 or email info@TIS.org	您可以在办公时间与租户信息服务局取得联系：致电 0800 488 0982 或发电子邮件至 info@TIS.org
info@TIS.org	info@TIS.org
11	第 11 页
We are satisfied that the best option for tenants is to transfer to West of Scotland It will secure a rent freeze for 2023/24 and CPI inflation increases as a maximum thereafter. The next 5 years will also see increased investment in your homes and neighbourhood and improve the way services are delivered and managed.	我们很满意，对于租户来说，最好的选择是转让到西苏格兰。这会保证 2023 年- 2024 年租金冻结，此后租金涨幅最高等同于消费者物价指数 (CPI) 通胀值。未来五年还将增加对住家和社区的投资，改善提供和管理服务的方式。
I would encourage every tenant to carefully read about the proposed transfer and take the opportunity to give your thoughts and ideas.	我鼓励每个租户仔细阅读有关拟议的转让，并抓住机会提出您的想法和想法。
As well as speaking to staff from Charing Cross and West of Scotland, you can also speak to the TIS team for impartial advice on the transfer proposals and what it means for you and your home. We can also help you to get more involved in the process if you'd like too.	除了与查林十字和西苏格兰的工作人员交谈外，您还可以与租户信息服务局团队就转让提案以及这对您和您的家庭意味着什么得到无偏见的中立建议。如果您愿意，我们也可以帮助您更多地参与到此咨询程序中来。
Ilene Campbell, TIS Chief Executive	伊莲·坎贝尔，租户信息服务局首席执行官
Frequently Asked Questions	常见问题
Why can only tenants vote in the ballot?	为什么只有租户才能投票？
The formal consultation and ballot are on the proposed change of the landlord. Legislation sets out that both the formal consultation and ballots are only a matter for tenants (including joint tenants) with a secure tenancy. The Scottish Housing Regulator's guidance on consultation involving a change of landlord can be accessed at www.housingregulator.gov.scot/for-landlords/statutory-guidance/tenant-consultation-and-approval .	正式磋商和投票是关于房东变更的提议。法律规定，正式磋商和投票只针对有安全租约的租户(包括联权租户)。苏格兰住房监管局关于更换房东的磋商指导可在网站上查阅 www.housingregulator.gov.scot/for-landlords/statutory-guidance/tenant-consultation-and-approval 。
http://www.housingregulator.gov.scot/for-	http://www.housingregulator.gov.scot/for-
Do I need to sign a new tenancy agreement if the transfer goes ahead?	如果转让进行的话，我需要签一份新的租赁协议吗？
No, your tenancy agreement would automatically transfer to West of Scotland Housing Association and all of your existing rights would be fully protected.	不，您的租赁协议将自动转让到西苏格兰住房协会，而且您所有的现有权利将得到充分保护。
Will the Charing Cross factoring service be changed?	查林十字物业服务会改变吗？
If tenants vote for the transfer to go ahead then the role of factor would automatically transfer to West of Scotland. Your factoring agreement and all existing rights are protected and any monies owed/due and all liabilities would pass to West of Scotland. If the transfer proceeds there would be a fairly seamless transition of the services you receive to West of Scotland.	如果租户投票同意进行转让，那么物业服务将自动转让到西苏格兰。您的物业协议和所有现有权利将受到保护，任何欠款/到期款项和所有债务将转让到西苏格兰。如果进行转让，服务会相当无缝地过渡到西苏格兰。

ENGLISH	TARGET LANGUAGE
West of Scotland are already a registered property factor and have experience in managing the type of homes that Charing Cross have.	西苏格兰已经是一个注册的物业服务提供机构，并具有管理查林十字拥有的住宅类型的经验。
What happens to my 'membership' of Charing Cross if the transfer goes ahead?	如果进行转让，我的查林十字“会员资格”会发生什么？
If you hold an existing £1 share in Charing Cross this will transfer to West of Scotland who will issue you a new £1 share membership in West of Scotland.	如果您持有查林十字现有的 1 英镑股份，这将转让到西苏格兰，西苏格兰将为您发行一个新的 1 英镑会员资格。
How to Give your Views	如何表达您的观点
Your thoughts and views on the transfer proposal are very important for us.	有关转让提案，您的想法和看法对我们非常重要。
You can let us know what these are in a number of different ways:	您可以用不同的方式告诉我们：
Come along to our Drop-In Sessions (find out more on page 11)	请来参加我们的免预约咨询(更多详情请见第 11 页)
Chat to us when we visit you	当我们探访您时和我们谈话
Phone us on 0141 333 0404	电话联系我们请拨 0141 333 0404
Email transfer@cxha.org.uk	电子邮件 transfer@cxha.org.uk
transfer@cxha.org.uk	transfer@cxha.org.uk
Facebook - send us a message at www.facebook.com/CharingCrossHA	脸书 - 给我们的讯息请发至 www.facebook.com/CharingCrossHA
http://www.facebook.com/CharingCrossHA	http://www.facebook.com/CharingCrossHA
Complete our short survey at www.surveymonkey.co.uk/r/CXHASTG1. You can also phone us to complete this.	填写我们的简短反馈表 www.surveymonkey.co.uk/r/CXHASTG1 。您也可以给我们打电话填写此反馈表。
http://www.surveymonkey.co.uk/r/CXHASTG1	http://www.surveymonkey.co.uk/r/CXHASTG1
Contact the Tenants Information Service (TIS), your independent tenant advisors on their FREEPHONE number 0800 488 0982 or by emailing info@tis.org.uk.	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 。
info@tis.org.uk	info@tis.org.uk
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