

ENGLISH	TRADITIONAL CHINESE
<i>stage 1</i>	第一階段
CONSULTATION NOTICE	諮詢通知
All the information you need about the proposed transfer to West of Scotland Association as we officially begin the formal tenant consultation.	我們將正式展開正規租客諮詢，以下是就建議轉移至 West of Scotland 協會您需知道的所有資訊。
IMPORTANT	重要要資訊
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.	此建議會影響您的租約 發佈此第一階段諮詢通知代表正規租客諮詢程序正式展開，您可在 2022 年 4 月 4 日前發表意見。
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 Charing Cross 租客支持轉移，並在期望於數個月後進行的投票中投「贊成」票，我們為租客、保理業主和職員爭取到可觀的福利。West of Scotland 特別承諾會提供此文件中描述的轉移福利，而這些福利均以主要的本地租客優先考慮為基礎。因此您可以仔細地查看這些資訊，我們也同時說明了如果轉移無法進行和我們保持獨立時 Charing Cross 將有什麼轉變。
Transfer Priorities	轉移優先考慮
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.	確保租金更可負擔。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。
A Message from Charing Cross Housing Association	Charing Cross 房屋協會的話

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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>這是 Charing Cross 房屋協會 (Charing Cross) 把服務轉移至 West of Scotland 房屋協會 (West of Scotland) 的正規建議書。這份通知是法定諮詢的一部分，列明了服務轉移對您的影響，以及轉移可帶來的好處。</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>您可能已從我們的轉移消息出版物中得知，我們建議與 West of Scotland 進行一項刺激的合作計劃，這將可為租客帶來更多福利，包括更物有所值、更可負擔的租金，在居所和本地環境中進行更多更快的投資項目，以及多種不同支援服務。</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>這項合作計劃涉及 Charing Cross 把我們的利益 (包括您的租約和居所) 轉移至 West of Scotland。這稱為服務轉移。如果轉移落實進行，West of Scotland 將成為您的房東，而我們目前提供的居所和服務都將會由其負責。而他們亦會成為我們混合租約樓宇的保理管理員。</p>
<p>Our staff team employed by Charing Cross at the transfer date would also all become employees of West of Scotland.</p>	<p>在轉移日時由 Charing Cross 聘用的職員團隊也會全部成為 West of Scotland 的僱員。</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>這份第一階段諮詢通知訂明了建議內容、作為租客的您可獲得的好處，以及您參與諮詢並發表意見的方法。我們同時提供了 West of Scotland 及他們所做工作的資料，以便您可在舉行租客投票時作出知情決定。</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>我們邀請您閱讀這些建議內容，同時在 2022 年 3 月 31 日星期四前發表您對建議轉移的意見。</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>我們計劃在 2022 年 5 月開始進行正式投票，最終是否落實轉移將由您透過投票決定。我們致力推行公開諮詢程序，並會為您提供資訊、支援和指引。這包括透過您的獨立租客顧問－租客資訊服務 (TIS) 免費獲得有關建議的中立意見。</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>我們的管理委員會有信心可以為租客和職員爭取到非常吸引的福利。我們全力支持轉移至 West of Scotland，同時會為我們的租客、保理業主和職員提供最好的將來。</p>
<p>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.</p>	<p>請緊記，我們需要您的支持才能作出轉變，請在舉行投票時以投下「贊成」票，以支持轉移至 West of Scotland。</p>

ENGLISH	TRADITIONAL CHINESE
With our best wishes,	敬祝生活安康！
Ian McLean	Ian McLean
Chairperson, on behalf of the Charing Cross Management Committee	主席，代表 Charing Cross 管理委員會
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.	蘇格蘭房屋管理局 (SHR) 負責規管蘇格蘭內房屋協會的工作及本地議會所提供的住屋服務。其目的是保障和促進目前和未來社會房東租客的利益。
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.	SHR 已審查業務個案和此通知，並確認相關內容符合他們的規管和諮詢要求。
A Message from West of Scotland Housing Association	West of Scotland 房屋協會的話
“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.”	「Woodlands 和 Garnethill 是市內的歷史地區，值得擁有最佳的服務和投資。如果您將您的居所和社區有最好的將來，為轉移至 West of Scotland 投下贊成票將有助更快為您的居所和環境帶來所需的改善。這也可確保租金更相宜，並提供更多和更佳的現代化服務。」
Brian Gannon,	Brian Gannon ,
Chief Executive Officer,	行政總裁，
West of Scotland Housing Association	West of Scotland 房屋協會
About West of Scotland Housing Association	關於 West of Scotland 房屋協會
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 . West of Scotland	West of Scotland 於 1965 年成立，致力超越房東的一般服務。West of Scotland 與眾不同之處在於努力改善租客的生活，並透過創新方式回應租客不斷變化的需求。這些服務主要透過附屬機構 Willowacre Trust 提供。
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.	West of Scotland 在蘇格蘭西部各地提供約 3,600 個居所，同時承諾致力提供讓租客可稱之為家的住屋。與 Charing Cross 一樣，West of Scotland 為註冊社會房東及慈善機構，其組成架構可確保鞏固每個社區內的強健社群聲音，從而塑造稱心的本地服務，並以社群聲音作為未來優先考慮。
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.	West of Scotland 一直擁有良好的監管聲譽，最近在充分監管保證方面更獲得內部審計人員的最高評級。

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Following detailed assessment, West of Scotland have submitted a 'Fully Compliant' Assurance Statement to the Scottish Housing Regulator (SHR) for the past two years.	經過詳細評估後，West of Scotland 在過去兩年均向蘇格蘭房屋管理局 (SHR) 提交了「完全合規」保證聲明。
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.	West of Scotland 同時是一個財務穩健的機構，其財務可支援在未來 5 年提供另外 700 個新居所。機構致力開源節流，以把租金上調減至最低，同時在居所、社區和服務上作出種種投資。
Transfer Objective	轉移目標
West of Scotland Promise – a YES vote means...	West of Scotland 承諾—如您投下「贊成」票...
Charing Cross without transfer – a NO vote means...	Charing Cross 不轉移—如您投下「反對」票...
Improving Rent Affordability	令租金更可負擔
A rent freeze guarantee for all Charing Cross tenants for 2023- 24, followed by a maximum of CPI inflation only increases thereafter.	保證所有 Charing Cross 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。
A comprehensive review of all Charing Cross service charges immediately after transfer with changes to be in place for April 2023.	在轉移後立即全面檢討所有 Charing Cross 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。
Charing Cross rents would need to increase by CPI plus 2% for the next 5 years and CPI thereafter.	在未來 5 年 Charing Cross 租金將需上調 CPI + 2%，其後按照 CPI 增幅上調。
With current inflation rates, this level of increase would create intense pressure on households in terms of affordability.	按照現時的通漲率，這個租金上調水平將對住戶的經濟負擔做成沉重壓力。
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.	部分住戶對目前的服務費有持續憂慮並感到沮喪，Charing Cross 無法應付這些疑慮。
Provide quality homes in an attractive environment	在吸引的環境中提供優質居所
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.	在 2027 年 3 月底前提供主要加速預期投資計劃，涉及金額達 950 萬英鎊 。這將比 Charing Cross 預計投資金額多 3 倍 。
Planned and cyclical investment plan of just £3.67m . Tenants will have to wait far longer for much needed improvements.	預期和周期性投資計劃僅為 367 萬英鎊 。租客將需等待較長時間才能獲得所需改善。
A £100,000 kick-start local budget to support partnership projects to improve the wider environment including streetscaping.	以 100,000 英鎊 的初步本地預算資金支援合作夥伴項目，改善街道景觀等更廣泛環境。
No planned environmental improvement works in the Charing Cross area.	沒有計劃在 Charing Cross 範圍內進行環境改善工作。
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 。

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Improvements required to our existing repairs services and limited options available for tenants to access the service.	現有維修服務需要改善，租客在使用服務時選項有限。
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
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.	目前 Charing Cross 辦公室以社區中心方式營運和發展，West of Scotland 和其他機構可在此提供本地社區服務以滿足租客和居民的需求。
Development and delivery of services in a way that recognises and embraces the needs of the diverse communities.	以確認並包容多元社區需要的方式發展和提供服務。
Charing Cross unable to expand service provision given its lack of partnership working to date and the financial pressures it faces.	由於目前缺乏合作夥伴工作和所面對的財務壓力，Charing Cross 無法擴展所提供的服務。
Lack of expertise and scale to embrace and respond to matters of diversity.	缺乏專業知識和規模，難以容納和回應多元需求。
Tenants will have access to range of wider support services including Handy Person, Energy and Money Advice and Digital support.	租客將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。
Limited ability to modernise the service or introduce digital services to tenants and staff.	令服務現代化或為租客及職員提供數碼服務的能力有限。
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.	租客可透過顧客應用程式使用服務，以便全天候 24 小時使用網上服務並提出要求。保理業主將可透過應用程式使用和 request 相關服務。
Transfer Objective	轉移目標
West of Scotland Promise – a YES vote means...	West of Scotland 承諾—如您投下「贊成」票...
Charing Cross without transfer – a NO vote means...	Charing Cross 不轉移—如您投下「反對」票...
Strong Governance and Financial Strength	強健的監管和財務優勢
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.	全新的轉移後 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。
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.	將需透過新借貸來作出投資，雖然假設租金上調水平會較高，但 Charing Cross 仍需探索其他提高效率的方法。
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.	設立新的居民協會以代表 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。
Continued frustration with the lack of ability for Charing Cross tenants to address their concerns.	Charing Cross 租客因其疑慮無法獲處理而持續感到沮喪。

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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.	West of Scotland 擁有強健和富有專業技能的管理委員會，由多種類型的租客和公眾人士組成，將會確保完全符合規管標準、良好監管、審查和穩健的決策。
Difficulties in recruiting and retaining Management Committee members with the right skills mix to provide strong and effective governance.	難以招募和保留擁有合適技能的管理委員會成員以提供強健和有效的監管。
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.	透過轉移至 West of Scotland，預計每年可節省 300,000 英鎊，該筆資金將用於減低租金上調幅度，並加快在租客的居所落實更多投資。
Continued non-compliance with Regulatory Standards and ongoing Scottish Housing Regulator Intervention.	持續無法符合規管標準，蘇格蘭房屋管理局持續介入。
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，以提升效率並為租客提供更多服務。
Limited options to create efficiencies that can be reinvested to benefit Charing Cross tenants.	在提升效率上的選項有限，難以重新投資並為 Charing Cross 租客帶來好處。
Developing our People	員工發展
Provision of strong leadership as well as access to a range of specialist support teams within	提供強健領導，同時獲得多種專家支援團隊的協助
West of Scotland Improved learning and development opportunities provided for team members, helping them to achieve their best.	West of Scotland 改善為團隊成員提供的學習與發展機會，幫助員工發展所長。
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.	財務資源、技能或在員工身上作出投資的能力有限，難以應付不斷轉變的需求以及租客和其他顧客的期望。
Ongoing challenges in balancing operational needs with learning and development activities.	在平衡營運需要和學習及發展活動上持續面對挑戰。
Transfer Promises – what they mean for you	轉移承諾 – 對您的影響
Improving Rent Affordability	令租金更可負擔
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.	West of Scotland 承諾為 Charing Cross 租客提供更可負擔的租金，同時確保租金收入依然強健並足以提供所有轉移承諾，包括主要五年投資計劃。
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).	這將包括所有居所在 2023/24 年可享租金凍結，之後最高只按 CPI 增長率上調 (消費物價指數量度不同時間消費者就服務所支付金額的平均轉變。這是用來量度通漲的最廣泛使用方法)。
West of Scotland will also improve affordability by conducting a comprehensive review all	West of Scotland 亦將透過在轉移後立即對所有
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.	Charing Cross 服務收費進行全面檢討以提升租客的負擔能力，轉變將於 2023 年 4 月落實執行。計劃同時確保所有服務收費均合法、適用、清晰和透明。

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West of Scotland provides a number of other services which help to address poverty and income inequality:	West of Scotland 提供多種其他服務，以幫助處理貧困和收入不平等問題：
Energy Advisor who will support Charing Cross tenants with accessing affordable energy.	能源諮詢員可支援 Charing Cross 租客使用更可負擔的能源服務。
Welfare Rights Team and Money/Energy Advice will support Charing Cross tenants with benefit claims, debt, fuel poverty and money worries.	福利權益團隊和財務/能源諮詢將為 Charing Cross 租客提供有關申領福利、債務、燃料貧窮和金錢憂慮方面的支援。
Digital Participation Officer to support tenants that lack the confidence or skills with digital technology to get online and access devices.	數碼參與員將為對數碼科技缺乏信心或技能的租客提供支援，以協助使用網上服務和各種裝置。
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Provide quality homes in an attractive environment	在吸引的環境中提供優質居所
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.	在轉移後的首 5 年，West of Scotland 將為您的居所提供高達 950 萬英鎊的主要加速預期投資計劃，同時透過 100,000 英鎊的初步本地預算資金支援合作夥伴項目，以改善包括街道景觀等廣泛環境。
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).	West of Scotland 承諾在首 5 年間為租客的居所和 Charing Cross 的本地環境提供額外和加速投資。他們建議的投資計劃將由資金充裕的業務計劃支持，確保可為 Charing Cross 的租客提供更佳的住屋質素和居住環境 (這比 Charing Cross 計劃的預期時間更短)。
Key investment includes:	主要投資包括：
3 Completing the window renewal programme across at a cost of	完成窗戶翻新計劃，成本為
£2.65million (393 homes).	265 萬英鎊 (393 個單位)。
3 Bringing forward a major programme of kitchen renewal at a cost of	推行廚房翻新主要計劃，成本為
£1.77million (495 homes) including an additional £1.05million into the first 3 years.	177 萬英鎊 (495 個單位)，包括在首 3 年投資額外 105 萬英鎊。
3 Around £1million of bathroom	約 100 萬英鎊的浴室
improvements (393 homes).	改善工程 (393 個單位)。
3 Investment of £1.08million in cyclical maintenance	周期性維修投資共 108 萬英鎊
3 Accelerating £600,000 of works on central heating renewals/upgrades to support an overall programme of £1.33million	加速 600,000 英鎊的中央暖氣翻新/升級工程，以支援 133 萬英鎊的整體項目
(473/278 homes).	(473/278 個單位)。
3 The stock condition survey has identified upwards of £400,000 for rewiring of	庫存狀況調查識別都需要 400,000 英鎊進行
homes and this work will be undertaken by West of Scotland as required.	居所電線重鋪工程，此工作將按需要由 West of Scotland 進行。
3 Investment in closes and common areas	在封閉及共用範圍進行投資，

ENGLISH	TRADITIONAL CHINESE
to include windows, doors, door entry systems and painting of £165,000.	包括窗戶、大門、門禁系統和油漆工程，共 165,000 英鎊。
Opposite is a summary of the main areas of accelerated investment showing West	右方所示為主要加速投資範疇，
Summary Totals of Investment (2022-2027)	投資總額一覽 (2022 至 2027 年)
Charing Cross	Charing Cross
West of Scotland	West of Scotland
Kitchens	廚房
£727k	727,000 英鎊
£1.777m	177.7 萬英鎊
Boilers and radiators	熱水爐及暖氣片
£733k	733,000 英鎊
£1.333m	133.3 萬英鎊
Bathrooms	浴室
£797k	797,000 英鎊
£997k	997,000 英鎊
Windows	窗戶
£2.455m	245.5 萬英鎊
£2.655m	265.5 萬英鎊
TOTAL	總計
£4.712m	471.2 萬英鎊
£6.762m	676.2 萬英鎊
of Scotland proposals compared to Charing Cross current investment plans.	顯示 West of Scotland 的建議與 Charing Cross 目前投資計劃的比較。
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.	West of Scotland 將以 100,000 英鎊的初步投資作為起步基金，用以在 2027 年 3 月 31 日前的 5 年時間內改善本地的室外環境。這是一項新的額外開支，因為 Charing Cross 目前未有計劃投資進行室外環境改善工程。
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.	West of Scotland 將與新的 Woodlands 及 Garnethill 居民協會合作收集居民意見，了解如何令本地環境更吸引，以及聯合格拉斯哥市議會及本地合作夥伴和資金來源改善本地環境管理 (街道景觀/活躍出行方式)。
West of Scotland will provide a high-quality and responsive repairs service to Charing Cross	West of Scotland 將為 Charing Cross 租客和顧客提供
tenants and customers. They will have access to West of Scotland's self-service Customer App	優質及回應迅速的維修服務。租客和顧客將可使用 West of Scotland 的自助服務顧客應用程式，
which they can access 24/7 to report repairs and view repairs history.	全天候 24 小時報告維修並查看維修歷史。

ENGLISH	TRADITIONAL CHINESE
Target response times for repairs based on the following key performance indicators:	根據以下主要表現指標的各項維修目標回應時間：
3 Emergency – 4 hours	緊急 – 4 小時
3 Non-Emergency – 6 days	非緊急 – 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). 7	West of Scotland 為所有非緊急維修提供預約服務，確保可在方便租客的時間完成維修 (包括星期四傍晚和星期六早上的預約)。7
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
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.	West of Scotland 將提供確認和包容租客與顧客需要的服務。這將包括為 Charing Cross 租客和保理服務顧客實行現代化的服務安排，讓您可成為服務中心，並為租客提供多種支援服務。
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:	West of Scotland 致力以全新的顧客主導方法來提供服務。Charing Cross 租客和保理服務顧客在使用服務時可以有更多選擇和更大彈性，包括：
A specialist Customer Service Team to manage all enquiries made by telephone, email or social media.	專家顧客服務團隊，以管理所有透過電話、電郵或社交媒體提出的查詢。
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.	使用 West of Scotland 的顧客應用程式，全天候 24 小時查看重要的租約資訊，並可提出多種服務要求。
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	West of Scotland 將保持現有的 Charing Cross 辦公室並作為社區中心，West of Scotland 和其他機構可在此提供本地社區服務以應付租客和
and residents.	居民的需要。
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:	Charing Cross 租客將可免費獲得 West of Scotland 的社區支援和租客支援服務，包括以下各項：
Older Persons Service including Retirement Assistants	長者服務，包括退休助理
Handy Persons service to assist with small repairs and jobs around	修理工服務，協助家居小型維修
the home	及工作
Energy and Money Advice	能源及財務諮詢
Starter packs for new tenants	新租客的迎新套包
Furniture upcycling service	傢俱升級再用服務
A digital device lending library and digital support	數碼裝置借用及數碼支援
8	8
Strong Governance and Financial Strength	強健的監管和財務優勢

ENGLISH	TRADITIONAL CHINESE
West of Scotland's transfer promise will ensure that the combined organisation will be a	West of Scotland 的轉移承諾將確保組合後的機構將成為一個
well-managed and governed and financially strong housing association that delivers best value for tenants.	有良好管理和監管而且財務穩健的房屋協會，為租客帶來最佳價值。
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.	Charing Cross 目前由自己管理委員會進行監管。如果落實轉移，West of Scotland 將負責所有居所和服務。West of Scotland 擁有強健和富有專業技能的管理委員會，由多種類型的租客和公眾人士組成，確保完全符合規管標準、良好監管、審查和穩健的決策。West of Scotland 執行完善和有效的監管安排，將會符合所有法定和規管要求，包括在蘇格蘭房屋管理局規管框架下訂明的標準。
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.	West of Scotland 致力與本地居民緊密合作，並將設立代表 Woodlands 和 Garnethill 社區的全新居民協助，讓 Charing Cross 租客有更多機會參與決策。Charing Cross 租客也將有機會加入 West of Scotland 的租客諮詢小組。
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.	West of Scotland 是一個財務穩健和適應力強的機構，而強健有效的財務管理也持續輔助財務優勢，成為了達至業務計劃目標的基礎。透過服務轉移，組合後的機構將可善用 West of Scotland 的監管系統和財務優勢，在未來帶來強健合規的監管和長期財務支持。組合兩個協會有機會減低成本，這將可帶來更佳價值，並可把資源用於大部分租客最關注的問題。
Developing our People	員工發展
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.	West of Scotland 轉移承諾包括確保本地團隊獲得良好管理和支援，以為您和本地社區帶來最佳服務。轉移至 West of Scotland 將可帶來富有經驗和技能的管理團隊，領導本地 Charing Cross 團隊提供優越服務並確保長期成功。

ENGLISH	TRADITIONAL CHINESE
<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>Charing Cross 的小型員工團隊也將可透過轉移獲得更多機會，包括著重幫助員工發展所長的廣泛學習活動。Charing Cross 團隊成員將可接觸到廣泛的內部專家業務支援服務，以幫助他們提供本地服務。為本地員工團隊提供現代化資訊科技器材也有助他們更靈活地提供更多社區服務。</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>West of Scotland 已訂明了新價值並定下價值框架，貫穿 West of Scotland 的所有活動。這個價值框架成為了全新顧客護理約章的基礎，幫助確保所有顧客都能獲得優質服務，包括訂明顧客在接觸 West of Scotland 或要求服務時可期望的回應時間。</p>
<p>You can view the Charter at www.westscot.co.uk.</p>	<p>您可在 www.westscot.co.uk 查看約章。</p>
<p>http://www.westscot.co.uk/</p>	<p>http://www.westscot.co.uk/</p>
<p>9</p>	<p>9</p>
<p>What Happens Next?</p>	<p>之後會怎樣？</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>發佈這個第一階段諮詢通知標示著正規租客諮詢程序正式展開。諮詢過程有三個主要階段：</p>
<p>STAGE 1</p>	<p>第一階段</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</p>	<p>在未來一個月，我們將邀請您就轉移計劃和 West of Scotland 的建議分享自己的意見。</p>
<p>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>您有權在這段時間內發表意見並就計劃提供任何反饋。您應在 2022 年 4 月 4 日星期一前告訴我們您對建議的看法。</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>我們計劃直接聯絡每位租客以瞭解他們對轉移建議的看法，Charing Cross 和 West of Scotland 的職員將在未來數星期探訪租客。如果在我們探訪時您不在家，我們會致電聯絡。如果目前您不想我們探訪您，請致電 0141 333 0404 或電郵至 transfer@cxha.org.uk 通知我們。</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>您、您家人和我們職員的安全是我們的優先考慮，任何與租客的面對面接觸都將遵從蘇格蘭政府的 COVID 指引。</p>
<p>STAGE 2</p>	<p>第一階段</p>

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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.	在聆聽並考慮租客對建議的意見後，我們將決定建議是否因租客意見而有任何重大變更，同時會作出相關通知。
TENANT BALLOT	租客投票
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.	如果租客在第一階段的意見正面，我們將邀請所有租客參與獨立投票，為期最少 28 天。我們希望可在 2022 年 5 月開始投票。在接近投票階段時，您將透過郵件收到投票前通知，以及投票和有關不同投票方式的資訊。
Your views are very important so please read this leaflet carefully and on the back page you can	您的意見非常重要，因此請仔細閱讀此單張，
find out how you can get involved. Please get in touch with us by Monday 4th April to give us your feedback.	並可在背頁找到參與決策的方法。請在 4 月 4 日星期一前聯絡我們以提供意見。
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.	在開始投票後，我們鼓勵您就轉移至 West of Scotland 投下「贊成」一票。只有在大部分租客投票支持時才會落實轉移。這是您的選擇，您的一票舉足輕重。
10	10
'HaveYour Say' Tenant Consultation Events	「發表意見」租客諮詢活動
Consultation Events	諮詢活動
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.	我們計劃了一些諮詢活動，讓您可以和其他租客聚首並進一步瞭解建議轉移計劃和轉移承諾，同時可提出問題並發表意見。
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.	我們希望能在以下活動中見到您並聆聽您的意見。在街站展覽中您可聆聽 Brian Gannon (West of Scotland 行政總裁)、Mags Lightbody (合作夥伴顧問) 及 TIS 代表 Ilene Campbell 講解建議。在諮詢環節中，Charing Cross 和 West of Scotland 的職員將會到場解答問題，任何租客均可隨時加入並就建議轉移和對租客的好處進行輕鬆的非正式諮詢。
If you cannot attend the below or would prefer an online meeting please let us know and we will get in touch with you.	如果您無法出席以下活動，或者希望在網上會面，請告訴我們以便我們聯絡您。
Roadshow – Presentation and Q&A Session	街站展覽 – 匯報及問答環境
Drop-in session – informal chance for tenants to drop in and ask any questions with staff.	諮詢環節 – 非正式諮詢，讓租客可隨時加入並向職員查詢任何問題。
If you need any help or assistance to attend the consultation event including an interpreter – just let us know.	如果您需要任何協助以出席諮詢活動 (包括口譯員)，請隨時向我們提出。
To book a place at one of our Roadshows please call 0141 333 0404 or email transfer@cxha.org.uk	如要預約出席我們的街站展覽活動，請致電 0141 333 0404 或電郵至 transfer@cxha.org.uk。

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transfer@cxha.org.uk	transfer@cxha.org.uk
Date	日期
Format	形式
Time	時間
Location	地點
Tuesday 22nd March 2022	2022 年 3 月 22 日星期二
Roadshows	街站展覽
1pm – 1.45pm 3.45pm – 4.30pm	下午 1:00 至 1:45 , 3:45 至 4:30
The Albany Conference and Events Centre, 44 Ashley Street, G3 6DS	Albany 會展中心 , 44 Ashley Street, G3 6DS
Drop In	諮詢環節
2pm – 3.30pm	下午 2:00 至 3:30
Roadshow	街站展覽
5pm – 6pm	下午 5:00 至 6:00
Fred Paton Day Centre 19 Carrington St, G4 9AJ	Fred Paton 日間中心 , 19 Carrington St, G4 9AJ
Drop In	諮詢環節
6pm – 7pm	下午 6:00 至 7:00
Friday 25th March 2022	2022 年 3 月 25 日星期五
Roadshows	街站展覽
1.30pm -2.15pm 4pm – 4.45pm	下午 1:00 至 2:15 , 4:00 至 4:45
Garnethill Multi-Cultural Centre, 21 Rose St, G3 6RE	Garnethill 多文化中心 , 21 Rose St, G3 6RE
Drop Ins	諮詢環節
2.30pm – 3.30pm	下午 2:30 至 3:30
Independent Advice FromTIS TheTenants Information Service	TIS 提供的獨立建議 租客資訊服務
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.	租客資訊服務 (TIS) 獲委任為您的免費獨立顧問 , 以確保您可獲得所需的資訊和支援。
They have independently assessed the Business Case that underpins this proposal and have worked with tenants to shape the transfer proposal.	他們已對這項建議的業務個案進行獨立評估 , 並與租客合作改善轉移建議。
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.	TIS 從一開始已與 Charing Cross 租客合作發展此建議。TIS 鼓勵每位租客仔細閱讀此小冊子 , 並把握機會發表自己的想法和意見。
You can get it touch with TIS during office hours on: 0800 488 0982 or email info@TIS.org	您可在辦公時間內致電 : 0800 488 0982 或電郵至 : info@TIS.org 聯絡 TIS 。
info@TIS.org	info@TIS.org
11	

ENGLISH	TRADITIONAL CHINESE
We are satisfied that the best option for tenants is to transfer to West of Scotland It will secure a	我們認為租客的最佳選擇是轉移至 West of Scotland ，
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.	這將可確保 2023/24 年租金凍結，並在之後最多只按照 CPI 通漲率上調租金。在未來 5 年，您也會見到居所和鄰舍環境有更多投資，在服務提供和管理上也將有所改善。
I would encourage every tenant to carefully read about the proposed transfer and take the opportunity to give your thoughts and ideas.	我鼓勵每位租客仔細閱讀建議轉移，並把握機會發表意見和想法。
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	除了和 Charing Cross 及 West of Scotland 的職員討論外，您也可以和 TIS 團隊討論以獲得轉移建議的中立意見，
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.	同時瞭解這對您和您的居所將有什麼影響。如果您希望參與，我們也可以幫助您參與整個程序。
Ilene Campbell, TIS Chief Executive	TIS 行政總裁 Ilene Campbell
Frequently Asked Questions	常見問題
Why can only tenants vote in the ballot?	為什麼只有租客可參與投票？
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 .	正規諮詢和投票是建議房東變更的程序之一。法例訂明正規諮詢和投票只與有保障租約的租客 (包括聯合租客) 相關。有關蘇格蘭房屋管理局就房東變更的諮詢指引，請參閱： 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?	如果落實轉移，我需要簽訂新租約協議嗎？
No, your tenancy agreement would automatically transfer to West of Scotland Housing Association and all of your existing rights would be fully protected.	不需要。您的租約協議會自動轉移至 West of Scotland 房屋字會，所有現有的權益將全部獲得保護。
Will the Charing Cross factoring service be changed?	Charing Cross 保理服務會轉變嗎？
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.	如果租客投票支持落實轉移，保理管理員的角色將自動轉移至 West of Scotland。您的保理協議和所有現有權益將獲得保護，任何欠款/到期款項及所有財務義務將歸 West of Scotland 所有。如果落實轉移，您所獲的服務將會盡量無縫地過渡至 West of Scotland。
West of Scotland are already a registered property factor and have experience in managing the type of homes that Charing Cross have.	West of Scotland 現已是註冊的物業保理管理員，在管理 Charing Cross 現有的居所類型上也富有經驗。
What happens to my 'membership' of Charing Cross if the transfer goes ahead?	如果轉移落實，我的 Charing Cross 「會籍」將會怎樣？

ENGLISH	TRADITIONAL CHINESE
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.	如果您在 Charing Cross 持有現有的 1 英鎊股份，這將會轉移至 West of Scotland，您將會獲發 West of Scotland 的新 1 英鎊股份會籍。
How to Give your Views	如何發表意見
Your thoughts and views on the transfer proposal are very important for us.	您對轉移建議的 想法和意見 對我們非常重要。
You can let us know what these are in a number of different ways:	您可以透過多種不同方式發表意見：
Come along to our Drop-In Sessions (find out more on page 11)	出席我們的諮詢環節 (詳情見第 11 頁)
Chat to us when we visit you	在我們探訪您時提供意見
Phone us on 0141 333 0404	致電 0141 333 0404
Email transfer@cxha.org.uk	電郵至 transfer@cxha.org.uk
transfer@cxha.org.uk	transfer@cxha.org.uk
Facebook - send us a message at www.facebook.com/CharingCrossHA	Facebook – 在 www.facebook.com/CharingCrossHA 傳送訊息給我們
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.	在 www.surveymonkey.co.uk/r/CXHASTG1 完成我們的簡短調查。您也可以致電我們完成調查。
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.	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。
info@tis.org.uk	info@tis.org.uk
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