

GPHC



Garrion People's Housing Co-operative Ltd

Spring Edition Newsletter 2025

Spring Into Action...

Fresh Updates and
Exciting News!



See back page for Office
Closure – Public Holidays

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Prefer Paperless?

Did you know you can receive this newsletter by email?

Going paperless is better for our planet and helps us to keep costs down.

We want to make sure that we are providing you with the best value for money. Email kevin@gphc.org.uk to make the switch today.

Rent Consultation 2025/26

Listening to you.....thank you to everyone who shared their views

We want to thank all tenants who participated in the Rent Consultation Survey and attended the Rent Review Focus Group meeting in January. Your feedback was invaluable in shaping our final decision.

From the responses we received, 75% (3) agreed with the rent increase and 25% (1) disagreed.

The responses were discussed at the Rent Focus Group held in January where all members unanimously agreed with the rent increase proposals.

WHAT DID YOU SAY?

A total of
4 responses

1.6% of our tenants responded to the survey

Prize Draw Winners!

Congratulations to Victoria Dallas and Patryk Topolski who are our two lucky prize draw winners who participated in our Rent Consultation Survey.

New Rent Charges

After carefully considering your responses and feedback, our Management Committee decided to implement the 3.3% rent increase, as supported by the majority, with the exception of an increase of 2.3% for all 3 bedroomed newbuild properties. This increase taking effect from 1 April 2025.

We understand that any change in rent can be a concern, and we remain committed to supporting our tenants that is why we kept the increase as low as we can.

Everyone will have received their letter confirming their new rent charge from 1 April 2025. The Co-operative has a number of ways in which tenant can pay their rent so everyone should find a way that suits them best.

Change of Rent Charge from 4 Weekly to Monthly

Consultation was also held on the way we charge our rents with a proposal to change from 4 weekly to monthly with effect from 1 April 2025.

We asked for your feedback on this during the consultation process. No objections were raised to changing your rent charge to monthly.

This change makes no difference to the way you choose to pay i.e. weekly, fortnightly, four weekly or monthly. You can continue to pay the way that suits you best and will result in 12 monthly charges in the year instead of 13 four weekly charges.

Important Notice!

You should have received a letter with an appointment to call at the office and sign a document to alter the terms of your Tenancy Agreement. If you have not already done so, please get in touch with your Housing Officer to arrange this.

Rent Increase from 1 April 2025 – Changes you may need to make.....

Do you receive Housing Benefit?

Should you receive housing benefit we will have notified North Lanarkshire Council, Housing Benefit Department of your new 4 weekly rent charge. They will in turn revise your claim with your new rent charge and you will receive a letter from them advising of your new award.

Do you claim Universal Credit?

When your rent increases from 1 April 2025 you will need to change the rent amount on your Universal Credit account. To do this, you will have to report any change to the Department of Work and Pension (DWP). You can do this via your online Universal Credit account/journal. You should receive a "To-Do" notification requesting you to advise them of any change of housing cost. Please follow the necessary steps to ensure your new rent charge is updated on your journal. This will ensure

the amount you receive in Universal Credit will continue to cover the cost of your rent.

Do you pay by standing order?

If you pay by standing order you **must** contact your bank to increase your payments from 1 April 2025 as this will not be done automatically.

Do you pay by other payment methods?

If you pay by any other method, please ensure you pay the correct amount to prevent your rent account going into arrears. You can refer to the "Paying Your Rent & Ways To Pay Leaflet" that was sent along with your rent increase letter or you can find details of this at <https://gphc.org.uk/your-rent/10.pay-your-rent>

For information, help and support or if you are having difficulty paying your rent, please contact Joanna by email joanna@gphc.org.uk or phone on **077339 19333**.

How to pay...

We offer a variety methods for you to pay your rent which are:-

Register online -

@ www.allpayments.net using the 19 digit number on your Allpay card. You can pay free of charge using your debit or credit card.



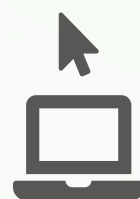
Virtual Payment -

Using your debit or credit card you can make a payment over the phone by calling a member of staff at the Co-operative.

Online banking -

Using your unique rent reference number and the Co-operative's bank details:

Virgin Money/
Sort code 82-68-28/
Account number 60248083.



Phone App -

Use Allpay payment App. Download for free with Apple & Android smart phone. For more info www.allpay.net/app.



Bank Payment -

(standing order) - You can download and complete a form at www.gphc.org.uk or set up via your online banking using our bank details (as above).



By Phone -

Dial **0330 041 6497** for Allpay's automated phone payment service using debit or credit card.



At the **Post Office** by using your Allpay card. You can pay by cash/debit/credit card.



Paypoint - Using your Allpay card at any PayPoint outlet.

For further details look on the "Rent" section of our website www.gphc.org.uk

Our Advice for Tenants and Residents (AFTAR) Project

Should you need support and advice on budgeting skills or help to maximise your income, provide money advice or assist with debt issues, then please contact the Co-operative to make an appointment with Jodie McBride our Income/Money Advisor.



AFTAR DIGITAL

Need help with Digital Skills?.....come along to sessions with Rachel from our AFTAR Project starting week commencing 14 April 2025.

DIGITAL SKILLS
WELCOME TO ALL LEVELS!

GARRION PEOPLE'S HOUSING CO-OPERATIVE

70 Smith Avenue
Wishaw, ML2 0LD

EVERY WEDNESDAY
1:30 PM - 2:30 PM

DROP-INS WELCOME!

citizens advice bureau

Learn new skills:

- INTRODUCTION TO COMPUTERS/PHONES
- SETTING UP AND USING EMAILS
- ONLINE SAFETY/SCAM AWARENESS
- SOCIAL MEDIA
- BUILD YOUR DIGITAL CV/HELP WITH JOB APPLICATIONS

Free Independent Impartial Confidential

Motherwell & Wishaw Citizens Advice Bureau

To find out more, please call Rachel on 07741735454 or email rachel.mclean@motherwellcab.casonline.org.uk

Are you raising a disabled or seriously ill child?

Grants available now

Scan me

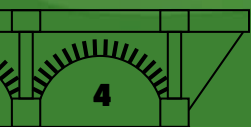
Check you're eligible and apply online today

Family Fund
Helping disabled children

What grant item could your family apply for?

Whether you need a fridge, cooker or washing machine; clothing and bedding; sensory or play equipment; technology for your child, or a much-needed family break, we're here to help.

www.familyfund.org.uk/apply-now-in-scotland



Have you received a Universal Credit Migration Notice?

The Department of Work and Pensions (DWP) are moving people who are currently claiming legacy benefits such as Tax Credits, Income Support, Housing Benefit and Employment Support Allowance onto Universal Credit.

If you are affected, you will receive a letter called a "Universal Credit Migration Notice" and follow the instructions in your letter before the deadline. Please respond as your tax credit will stop after the 3-month time limit if you haven't made a claim for Universal Credit.

Should you wish assistance with this please contact your Housing Officer and they can make an appointment with our AFTAR advisor or for more information, visit <https://www.gov.uk/universal-credit>

Getting support before you claim Universal Credit

You should contact your Housing Officer, who can make an appointment with our AFTAR Advisor, Jodie McBride. She will check your circumstances to confirm your benefits are maximised before you move to Universal Credit. This will ensure you receive the maximum amount of transitional protection.

What happens if you don't claim Universal Credit by the deadline date on your letter?


- Your legacy benefits will stop immediately from your deadline date;
- You are not able to get transitional protection and you could be financially worse off;

- Your Universal Credit will not be backdated.



IMPORTANT!

Please do not ignore a Universal Credit Migration Notice! Contact your Housing Officer to seek advice as soon as you receive your Universal Credit Migration Notice and they will make an appointment with Jodie McBride, our Income/Money Advisor via our AFTAR Project.



Discretionary Housing Benefit Payments

You may also get extra help from North Lanarkshire Council called a '**discretionary housing payment**' if your housing benefit doesn't cover your rent.

Discretionary Housing Payments (DHPs) provide financial support to help with rent or housing costs. They may also be awarded if you have a shortfall in your housing costs due to requiring additional bedroom(s).

If you are already receiving this assistance and you migrate to Universal Credit, you will need to ensure you re-apply for this additional support. This may not automatically be awarded to make up the shortfall of your rent charge.

Should you require assistance with this please contact your Housing Officer.



URGENT ACTION REQUIRED!

ATTENTION ALL RESIDENTS AT HEATHFIELD AND SMITH AVENUEif you have not already made the change with your meter you will still have the Radio Teleswitch Service (RTS) meter.... Please act now!!

The Radio Teleswitch Service (RTS), which supports your electric storage heating and hot water system operation, will be turned off on the **30th of June 2025** and will affect your supply.

It is vital that you contact your supplier **immediately** to arrange for your meter upgrade.

RADIO TELESWITCH SERVICE (RTS)

citizens advice bureau

TIME TO CHECK YOUR METER!

RTS is a radio signal which tells older-style electricity meters to switch between peak and off-peak rates. This is being switched off on 30th June 2025.

Do you have one?

- You may have an RTS label on your meter
- Your property is heated by electricity or storage heaters
- You get cheaper energy at different times of the day

Risks of not switching:

- Meters may act unpredictably, which may cause heating and hot water to fail
- Possibility of continued peak pricing

Contact your energy supplier

Your electricity supplier needs your permission to change the meter. Ask your supplier to replace your meter before the deadline and discuss your tariff options!



SCAN ME

Interesting in Getting Involved

Your voice matters – let's make a difference together.....

We value your input and invite you to take an active role in shaping our services and community you live in.

We are looking for tenants to:

- ✓ Join our Tenant Focus Group;
- ✓ Take part in our Estate Walkabouts;
- ✓ Respond to Satisfaction Surveys or Consultations;

- ✓ Be included on a Consultation / Volunteer Register;
- ✓ Joining our Management Committee;
- ✓ Join staff in our Community Volunteer Day.

By participating, you can:

- ✓ Share your ideas and feedback;

- ✓ Help improve services for all tenants and the community;
- ✓ Meet others in your community;
- ✓ Gain valuable skills and experience.

Whether you can commit regularly or just want to contribute occasionally, we would love to hear from you!



Estate Management Walkabout....

By working together, we can keep our areas clean & tidy

Do you have any ideas how to improve the area?

If you have a spare hour or two, why not come along to our next Estate Walkabout and join our Estate Management Focus Group on a walk around your estate.

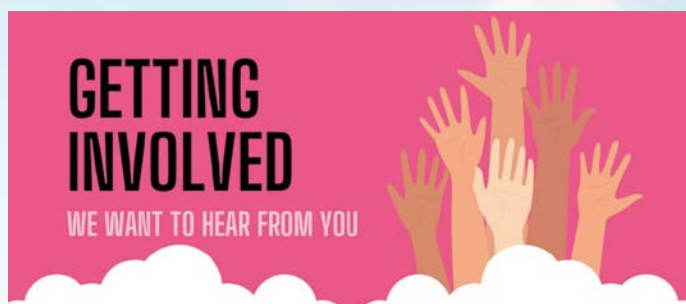
Being part of this Focus Group allows you to highlight any improvements you think could

enhance the area and have influence in any decisions we make.

During the walkabouts you can look out for anything that might appear untidy or unsafe in your community.

Our next walkabout will be on **Thursday 24 April 2025 at 11am.**

If you would like to come along, or if you are unable to do so but would still like to be involved, contact Laura on **01698 687222.**



We would love to hear from you if you are interested in becoming a Management Committee member. We are particularly keen to hear from tenants who have an interest in helping and improving the local community.

CALL US ON 01698 687222

The Committee are responsible for the strategic direction of the Co-operative. They meet once a month to monitor performance, set standards and ensure compliance against the Scottish Housing Regulator's Regulatory Framework. This is a voluntary, unpaid position but we offer Management Committee members a training programme and encourage them to develop their knowledge and skill set.

Becoming a Member of the Co-operative

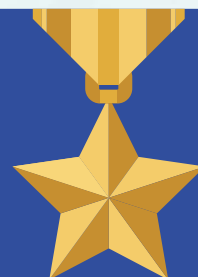


Would you be interested in becoming a member of Garrion People's Housing Co-operative?

If you would like to become a member, we can send you an application form, for £1 you can become a lifetime member. Membership provides the opportunity to stand for election at the Annual General Meeting and vote for members of the Management Committee.

For more information contact Paul Murphy, paulm@gphc.org.uk or telephone the office on **01698 687222.**

Come along to our Veterans Meeting



Anyone who is a Veteran is welcome to come along to our Veteran Meetings. They are held on the last Thursday of every month from 11am to 1pm at CentrePoint. Come along and you can catch up with other local Veterans.

Celebrating our Garden Competition Winners 2024

We are delighted to announce the winners of last year's Garden Competition. A huge congratulations to the following winners whose beautiful gardens impressed the judges with the creativity, vibrant flowers, and stunning efforts.

A big thanks to our Landscapers, Murray Landscapes who kindly donated the prizes to our winners.

Thank you to everyone – you made our communities greener and more beautiful!



Overall Winner:
Irene Conn

Runner up:
Pamela Hill

Law View
Mr & Mrs
Murphy

Calling for New Entries for our 2025 Garden Competition....

It's time to get ready for this year's competition!

Whether you have a private garden, shared or communal garden, we want to see your hard work come to life.

The categories for the garden competition this year will be an "overall winner" and a "runner up" with a separate "overall winner" at our retirement complex at Law View.

You can nominate your own garden or a neighbour's garden. If you think one of your neighbours have put a lot of effort into maintaining their garden or common area, please nominate them by emailing

enquiries@gphc.org.uk providing your name, address, phone number and a photograph.

All entries must be submitted to the Co-operative by 31 July 2025.

The judging will take place in August 2025. All entries will be judged by our landscapers, Murray Landscapes.

In addition to this, we will also be carrying out a walk round of all our estates within July to identify any gardens we will enter into the garden competition.

Get your gardening gloves on – we can't wait to see your entries!

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Landscape Maintenance

As the growing season is upon us the landscape contractor, Murray Landscapes has commenced with the cutting of the grass in all our communal areas and is scheduled to be cut every fortnight.

Attention all dog owners!!

The contractor will not cut any grass where dog foul has been left lying. It is essential that all dog owners clear up any mess to allow the landscapers to attend all areas.



Extensive Fencing Damage

We want to apologise for the delay in completing fencing repairs across our properties. Unfortunately, the recent severe storm caused extensive damage around our estates resulting in a high level of fencing repairs being required.

Additionally, our long-standing contractor, JM Fencing has retired due to his health not allowing him to be able to cope with the extensive damage and repair work required.

This unfortunately, added to the delay as we worked to secure a reliable replacement.

As you can imagine this was not a quick fix due to the demand for fencing contractors due to the extensive damaged caused throughout the country.

We understand this may be frustrating, and we sincerely appreciate your patience. Please be assured that we are in the process of working through the fencing repairs within our estates.

Thank you for your patience, understanding and co-operation.

Alternative Formats

We are striving to make this newsletter as accessible as possible for everyone. Should you require a copy in large print, audio or in another language, please contact our office on **01698 687222** where our staff will be happy to assist.

Compliments and Complaints

We value customer feedback (good or bad) as it allows us to shape the service we deliver to you. You can get in touch in person, by text, in writing, by email or by our website.

COMMUNITY TEAM UPDATE

Once again, it's been a busy Winter for the Community Team.

Our ASN group for adults, called 'Crafts and Laughs' takes places on Tuesday's at 11am and is proving popular.



Our Men's Model Making Group is now run weekly as is our Garden Sessions and Line Dancing.

At Law View, we had a lovely pie & bean night.



Looking forward, we have a mixture of new and exciting activities/events. We will also be continuing some of regular activities, so make sure you check out our Facebook page or visit the CentrePoint to find out more.

We continue to support volunteering within the Gowkthrapple Community to deliver a monthly Bingo Session.



COMMUNITY TEAM UPDATE

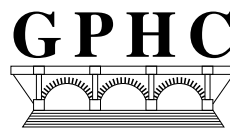
VOLUNTEERS WANTED

We are looking to start a Volunteer Group, if you are interested in volunteering, please contact Richard or Karin for more information.

Community Team Contact

For more information please contact:

Richard Bolton
Community Development Officer
community@gphc.org.uk
07495 549 065
01698 687222



Office for lease

CentrePoint, 70 Smith Avenue, Wishaw, ML2 0LD

Centre
Point



This modern office space is well located for North and South Lanarkshire. This independent office space consists of 73 square metres (785 square feet) including a small kitchen, WC and secure parking facilities. Ideal space for social enterprise, third sector organisations or a small business.



For more information Contact Richard Bolton, Community Development Officer
richard@gphc.org.uk / 01698 687 222 / 07495 549 065

Garden waste charge to be introduced by North Lanarkshire Council

An annual charge of £40 to dispose of garden waste will be introduced by North Lanarkshire Council from 1 June 2025.

Residents who want to continue using the kerbside garden waste service must purchase a permit for each brown bin containing garden waste.

Food waste will continue to be collected free of charge.

Residents who choose not to purchase a permit for garden waste can continue to place food waste only

in the brown bin after 1st June. From that date, any bins that contain garden waste but do not have a permit will not be emptied.

Residents can dispose of garden waste free of charge at your local Household Waste Recycling Centre.

Before the change is introduced, all residents who have a brown bin should receive a letter from North Lanarkshire Council with information about how the new scheme will operate.



Fly Tipping

It is the responsibility of tenants to arrange the safe disposal of their own household rubbish in the bins provided or for any bulk items to be taken to your nearest recycling centre, which is located within Netherton Industrial Estate, Netherton, Wishaw, ML2 0JG

As you are aware we instruct a contractor, Cameron Cleaning on an ad hoc basis to carry out our kerb side / bulk uplifts within our estates.

Due to the increase in the cost of this service we are currently monitoring the spend on this. We would encourage any tenants who can, to

take any bulk items to the local recycling centre.

If you are unable to dispose of bulk items yourself,

you should call Northline on **0345 143 0015**. There is currently a charge for this service and details of this can be obtained from <https://www.northlanarkshire.gov.uk/bins-and-recycling/request-special-uplift>



What Can I Be Re-Charged For?

Lost Keys & Gaining Entry



If you lose your keys and require assistance to gain entry to your home, please be aware there will be a charge for the cost of replacement keys and/or lock changes. This is to cover the cost of material and labour involved.

To avoid unnecessary costs and inconvenience, we recommend leaving one with a trusted friend or family member. If you do lose your keys, please contact us as soon as possible to discuss your options.

Missed Repair Appointments

If you have requested a **routine or emergency** repair, it is important that you provide access to the contractor at the scheduled time.



If a contractor is called out and unable to gain access, this results in wasted time and additional costs.

Please be aware, if access is not provided, and the visit is unsuccessful, you may be recharged for the cost of the missed appointment. This can be expensive particularly, if the repair is an emergency call out. To avoid this, we would ask that you:

- ✓ Ensure someone is at home at the agreed time;
- ✓ Contact us as soon as possible if you need to reschedule;
- ✓ Provide an alternative contact if necessary.

Your co-operation is necessary to enable us to carry out repairs efficiently.

Before Reporting a Fault to Saltire... some things to consider



The Co-operative has been charged for several call-outs tenants have made that were not covered in the contract we have with Saltire (maintenance and breakdown of gas boilers/ central heating).

Examples of these are meters not having credit, or meter issues. We appreciate tenants may not know if they have a meter issue, but before calling Saltire out, it would be worth looking at your gas meter and if a message shows that there is a fault, or there is no credit, you will need to either contact your supplier or ensure the meter is topped up with credit.

We have received invoices because some tenants have

adjusted thermostats or radiator valves (TRVs) and when the engineer has called, they have only had to adjust.

Again, because it is not a typical breakdown issue, we are being sent bills for £55 + VAT, which is effectively paid for by all tenants.

One other issue can be tenants continually topping up pressure themselves and if this is happening, there is a drop in pressure therefore a water leak in the gas central heating system somewhere, and this should be followed up by the Co-operative. You will need to contact us so that we can investigate the issue. This may not necessarily be recharged

to tenants, but it is important we know if you feel the need to keep topping up the pressure on your boiler.

We have recharged tenants where there is clearly an issue on their part (like no money in the meter) but may have to send out future rechargeable repair bills if we find that the issue lay with the tenant and could have been avoided if appropriate action was taken prior to calling out Saltire.

Please refer to the flow chart on our website <https://gphc.org.uk/news/441.When-to-Contact-Saltire/>. This will help guide you through the checks to make before reporting a fault to Saltire.

Fire Safety In Closes – Keep them Clear!

All residents are reminded the common close is not an extension of your home to store items.

Please ensure bikes, prams, household rubbish and any other items are not stored within the close area. Primarily this is to ensure a clear escape route in the event of a fire for anyone living or visiting your property.

We appreciate that you may think a few items stored in your close may not appear to pose a risk. However, in a smoke-filled area, any items could help fire to spread and also cause a hazard which prevents a safe escape.



You can help keep everyone safe by making sure nothing is left in your close or communal area at any time and utilise any stores should you have one.

Bike Storage

The cycle storage facilities within the rear court at Nos. 94-156 Heathfield have now been fitted. This cycle storage is currently provided for the use of all tenants and the Housing Officer will oversee the allocation of the bike spaces within them. Those who have already registered an interest will be treated with priority.

The funding from Cycling Scotland has made it possible to provide secure and accessible storage, making it easier for residents to safely store their bikes and encourage sustainable travel.

A huge thank you to Cycle Scotland for their support!

This is a pilot scheme and if the uptake is great, we can go back to Cycling Scotland and submit a further funding request.



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"It's Test it Tuesday"

Making sure you have working smoke and heat alarms could save your life.....

Your safety is our top priority, and smoke alarms play a vital role in protecting you and your home.

Regular routine testing and maintenance of your smoke, heat and carbon monoxide alarms are very important to ensure they are working properly.

By taking a few minutes of your time every week by using the integral test button on the alarms helps keep you and your family safe.....

Test them today!



Never remove your smoke and heat alarms. It has been noticed during gas and general maintenance inspections that smoke and heat alarms have been removed by tenants. We kindly remind all tenants not to remove, disconnect, or tamper with smoke alarms in their property. These alarms are essential for early fire detection and could save lives.

If these alarms are removed or damage by you, tenants may be charged for the cost of replacing them.

If you have any missing or faulty smoke, heat or carbon monoxide alarms, or require assistance with testing your alarms, please contact our office on **01698 687222**.

Thank you for helping keep our community safe!

WINNER

Winner of Repairs Satisfaction Surveys

We are thrilled to announce the winners of the latest Repair Satisfaction Survey. We asked you for valuable feedback on the quality, efficiency, and service from our repairs service.

Your feedback helps us recognise any outstanding performances and assists us to continually improve our services.

This quarter's winner is Magdalena Szamlewska Well Done and enjoy your prize!

Planned Maintenance 2025

Kitchen Replacement Contract at Law View

We are thrilled to share our updates with you on the kitchen replacement contract at our retirement complex at Law View.

We are in the process of going through the tender process for this contract and aiming to complete this by the end of April. Thereafter, we can arrange a pre-start meeting with the contractor who has been awarded the contract.

When a date for the contract to commence has been agreed we will contact you. It is likely however this contract will take place early Summer.

We will keep you advised with timelines, design options and what to expect during the installation when a date is agreed with the successful contractor.

Stock Condition Survey

Every few years the Co-operative undertakes a stock condition survey to help assess the condition of our homes and plan when components are requiring renewed.

This is an important part of the Co-operative's planning and investment programme which revolves around the information we gather during our stock condition surveys.

We have appointed JMP Construction & Property Consultants to carry out condition surveys to approximately 40% of our properties.

These surveys are anticipated to take place in the coming months. We will contact you in the near future to provide further information on this.

The survey should take up to 30 minutes for a flat and up to 60 minutes for a house.

Ideally, we will need access to all rooms in your home, and some photos may be taken during the survey but not of your personal possessions.

This survey does not collect information on any outstanding repairs to your home. If you need to report a repair, please do this in the normal way.

Thank you in advance for your co-operation.



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Be Considerate of Your neighbours

Everyone deserves a safe, secure home and community to live in.

The Co-operative believes you have the right to peaceful enjoyment of your home, free from disturbance, intimidation and noise nuisance. We are therefore committed to tackling anti-social behaviour that impacts the wellbeing of our communities.

We would ask that you be respectful of your neighbour so all our tenants and residents within the community enjoy their home.

Your tenancy could be put at risk if you commit anti-social behaviour.

If you need to contact us, please contact your Housing Officer, Joanna McNally on **077339 19333**.

Should you experience any anti-social behaviour you can also contact:

Police Scotland

Telephone **101**, or visit **www.scotland.police.uk/contact-us** or call 999 if the incident is severe or life threatening

Crimestoppers

To report crime information anonymously you can contact Crime stoppers by **telephoning 0800 555 111** or going online **www.crimestoppers-uk.org**. Crimestoppers **DO NOT** ask for your name or address.

Anti-Social Response Team

During working hours, you should contact your Housing Officer and they will give advice, investigate the complaint, speak to the person who is causing the problem and take the appropriate action.

Should the anti-social behaviour occur when the Co-operative's offices are closed you can contact North Lanarkshire Council's Anti-Social Response Team on **0300 123 1382**.

During specific days of the week the service has a Night Time Response Team available and they will be available to help residents who are experiencing anti-social behaviour.

If necessary, they can provide a witnessing service and take the required action. The details of the call will then be passed to the Co-operative by means of a report. This

report will enable your Housing Officer to follow up the complaint and take the necessary action against the perpetrator.

Please remember, if there is an immediate danger or you think that a crime is being committed you should always call the Police in the first instance on 999 emergencies and 101 for non-emergencies.



Save Money with Housing Perks



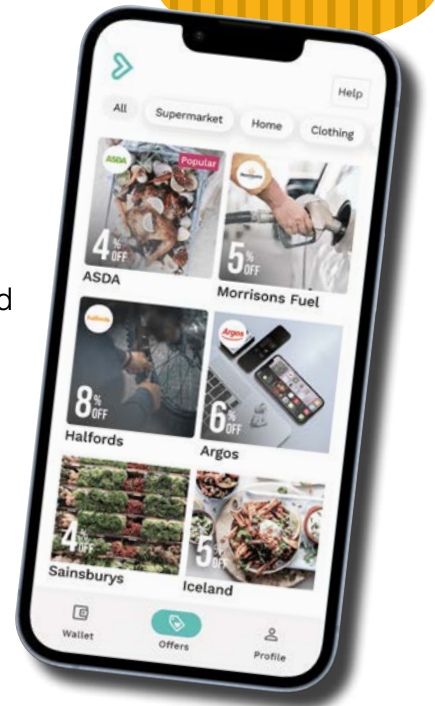
We've joined forces with Housing Perks to find new ways to help you save money.

You should have received a text by now with details of the Housing Perks app along with your own unique reference number. If you have not received this, please contact the office and we will send this onto you.

This app offers discounts at over 100 national retailers such as Sainsbury's, ASDA, B&M, Sports Direct, Argos and many more.

It is free to use for our tenants and the exclusive discounts can offer savings of between 4% and 18%.

You can obtain details on this app from our website - <https://www.gphc.org.uk/news/425.Housing-Perks/> on how to sign up and how it works....



Why is it important to have Home Insurance?

Your home is one of your most valuable possessions. It contains all your belongings, memories and comforts.

One of the most important things you can do is ensure that you have peace of mind knowing that in the event of Fire, Flood, Theft and accidental damage the contents of your home are covered from the impact of such events.

The Co-operative is responsible for insuring your buildings, but it's your responsibility to insure your **home contents** and **personal belongings**. That's why it's a good idea to consider what a home contents insurance policy covers you for and to build the cost of the insurance premium into your monthly budget outgoings.

If you are interested and would like more information, please contact the office or visit www.thistletenants-scotland.co.uk



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What a Performance.....

The tables below outline how well we are performing within key areas of Housing Management and Maintenance.

EMPTY HOMES (VOID) & ALLOCATION INFORMATION	1/4/23 – 31/12/23 (same period last year)	1/4/24 – 31/12/24	Scottish Average
Number of terminations	21	18	N/A
Rental loss for year as a percentage of annual income	0.15%	0.14%	1.39%
Number of re-lets	21	18 + 1 mutual exchange	N/A
Average number of calendar days void for relets	6.73 days	7.06 days	56.73 days
RENT INFORMATION			
Total rent due (annual)	£1,135,642	£1,189,498	N/A
Gross rent arrears in £	£51,343	£21,868	N/A
Gross rent arrears as a %	4.52%	1.84%	6.74%

REPAIRS	1/10/23 – 31/12/23 (same period last year)	1/10/24 – 31/12/24	Scottish Average
% of gas services done before anniversary date	100%	100%	N/A
No of emergency repairs reported in period	44	43	N/A
Time taken (in hours) to complete emergency repairs	2.6 hrs	2.7 hrs	3.96 hrs
No of jobs failed (not completed in timescale target)	0	0	N/A
No of non-emergency repairs reported in period	130	108	N/A
Time taken (in days) to complete non-emergency repairs	3.2 days	3.4 days	8.95 days
No of jobs failed (not completed in timescale target)	1 (Insurance claim)	0	N/A

Monitoring Complaints 1/4/24 – 31/12/24	Number Received	Resolved	Upheld	Some Upheld (Partially)	Not Upheld	Withdrawn
No of 1st stage complaints responded to in full Stage 1 - (Front line 5 Working Days)	11	7	4	0	0	0
No of 2nd stage complaints responded to in full Stage 2 - (20 Working Days)	0	0	0	0	0	0

Timescales to Resolve

When a complaint is received, we aim to resolve the matter within 5 working days however if the complaint is more complex and requires a full investigation we aim to respond within 20 working days. We responded to 11 of these complaints on time.



Public Holidays – Office Hours

Our office will be closed on the following dates:-

- **Friday 18 April and Monday 21 April**
- **Monday 5 May**
- **Friday 23 May and Monday 26 May**

Useful Numbers

(Including Emergency Contacts)

- » **Saltire Facilities Management Ltd**
Emergency Repair Number **0330 202 0444**
(all gas central heating faults 24 hours)
- » **Saltire Facilities Management Ltd**
Servicing Number **01698 743647**
- » **Rodgers and Johnston** (all other out of hour
EMERGENCY REPAIRS) **0800 999 2520**
- » **North Lanarkshire Council** (housing benefits and
council tax) **01698 403210**
- » **North Line – North Lanarkshire's** **0345 143 0015**
contact centre dealing with Bulk uplift, bins,
roads and lighting, abandoned vehicles, Dog
fouling, dog nuisance, gritting
- » **National Gas Emergency Service** (formerly
Transco)- smell of gas **0800 111 999**
- » **POLICE SCOTLAND 101 (999 EMERGENCY)**
- » **FIRE BRIGADE (999 EMERGENCY)** or text "FIRE"
to **80800** from your mobile phone
- » **SCOTTISH WATER 0800 077 8778** this line is
open 24 hours a day, 7 days a week
- » **ELECTRICAL DAMAGE/POWER OUTAGES** to
electrical supply or network equipment Call **105**
or your own electrical supplier
- » **CRIMESTOPPERS 0800 555 111**
- » **ALLPAY 0330 041 6497**

Staff News

Celebrating 20 & 30 years of dedicated Service!

We are proud to recognise and celebrate the incredible dedication of two valued team members who have reached significant milestones in their careers with both Garrion People's Housing Co-operative and Forgewood Housing Co-operative.

Sharon O'Rourke... is celebrating **20 years of service**. During which time both Sharon & Susan have been a vital part of our team, providing outstanding support to our tenants and applicants and contributing to the success of the Co-operatives.

A special congratulations to **Susan Kane**, who has reached an incredible **30 years of service!**

Their dedication, hard work, and commitment over the decades have made a lasting impact, we are truly grateful for their contributions.

On behalf of the Management Committee and staff of both Co-operatives we thank both Sharon and Susan for their years of service and dedication. Your hard work does not go unnoticed, and we look forward to many more years ahead!

CONTACT US

01698 687222

GARRION PEOPLES HOUSING CO-OPERATIVE LTD
CentrePoint, 70 Smith Avenue, Wishaw, ML2 0LD

enquiries@gphc.org.uk

www.gphc.org.uk

