

# GPHC



Garrion People's Housing Co-operative Ltd

## Summer Edition Newsletter 2024

Hello  
Summer



# Craft-TEA Creations



Scan Me



### Inside this edition...

- Annual General Meeting
- Money Matters
- Looking After Your Community
- Community Team Update

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# If you would you like to Join our Management Committee ...We want to hear from you!



**We are looking to recruit three additional Management Committee Members.**

Our Management Committee can be made up of a maximum of 15 members including a Chairperson, Vice Chairperson, Secretary and Treasurer. These positions are filled annually after every AGM. We currently have 12 Committee members with 3 vacancies.

They attend regular meetings, training, events and are responsible for the strategic direction of the Co-operative.

**What benefits are there being a Committee Member?**

- Make a difference by giving back to your community and help to make the local area a better place to live.
- Contribute to the key decisions the Co-operative makes.

- Have your say and be a voice for your local community.
- Meet new people who share your commitment to improving the quality of life for our tenants and residents.
- Increase your confidence and improve your self-esteem.
- Enhance your career prospects by developing new skills and knowledge.

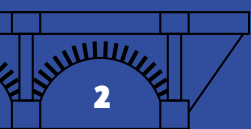
Our current members are always happy to help and share experiences with those interested in joining.

For more information on how to join our committee please call **01698 687222** or email us at **paulm@gphc.org.uk**

## Becoming a Member... ...Lifetime membership costs just £1

**We aim to attract people from the community we serve to become members of the Co-operative.**

*It's not too late to become a shareholding member ....just contact the Co-operative to fill in an application form and pay £1 for your lifetime membership. This will allow you to be sent an invite and come along to the Annual General Meeting (AGM) and have your say!*





# Annual General Meeting (AGM) 2024

It's that time of the year again.... The Annual General Meeting of Garrion People's Housing Co-operative will be held on Tuesday 17 September 2024 at 6pm within CentrePoint (there is also an option to join virtually).

Attending the AGM gives you a chance to find out what's our past years performance, our plans for the future and our financial statements.

All shareholding members are invited to come along to the AGM. If you cannot manage into the centre there will be an option for you to join virtually by Zoom. If you wish to do this, please let us know and we can send you an invite to join the meeting.

The meetings are usually brief followed by refreshments, prize draw and a chance to talk to staff and other members.

An invite for this meeting will be sent nearer the time to all share members along with details for those that wish to join the meeting virtually.

**Come along and you will automatically be entered into our prize draw to win**

**1 x £50 Shopping voucher & 2 x £25 shopping vouchers.**

## *Engagement Plan*



**The Scottish Housing Regulator (SHR) has recently published an engagement plan for every social landlord.**

Each registered Social Landlord's (RSL's) engagement plan includes a regulatory status which states whether the landlord complies with regulatory requirements including the Standards of Governance and Financial Management.

We are delighted to advise that we are Compliant and the SHR do not require any further assurance from Garrion People's Housing Co-operative at this point in time other than the annual regulatory returns required from all Registered Social Landlords (RSLs). You can view our current Engagement Plan on our website [www.gphc.org.uk](http://www.gphc.org.uk)

# HOUSING PERKS



Garrion People's Housing Co-operative is committed to finding new, innovative ways to support our tenants. This is especially important at the current time, with the cost-of-living crisis affecting everyone. One of the ways we can help is by entering into a new partnership with Housing Perks.

Housing Perks is a user-friendly online platform that will provide our tenants with access to a wide range of discounts on everyday essentials such as groceries, pharmaceuticals, petrol and clothing. Our partnership with Housing Perks aims

to address rising food price inflation and to soften the financial impact of big, one-off purchases.

The mobile app is free to use for our tenants and gives access to over 100 national retailers.

Tenants typically save £6 - £12 per week on their essentials. Over a year, those weekly savings add up significantly.

The discounts on offer are not available to the public and we have negotiated special discounts which are only available to housing co-operative/associations tenants.

Tenants download the app from the Apple App Store or the Google Play Store, enter a code unique to each housing co-operative/association and get access to discounts, cashback and free items instantly. The mobile app enables tenants to use their discount while they are on the go.

We will issue further information on this new initiative in our next newsletter and will be promoting the Housing Perks mobile app to tenants through an email campaign and website promotion.



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# Managed Migration to Universal Credit



Managed Migration is the process the Department of Work and Pensions (DWP) is using to transfer claimants from the old (legacy) benefit system, such as Tax Credit, Jobseeker's Allowance and income Support to Universal Credit. It started in Autumn

2023, with people receiving only Tax Credit. From April 2024, this was extended to other benefits.

The table below details the planned timetable for claimants to be asked to claim Universal Credit.

Date	Migration Group
April 2024	Income Support claimants and those claiming Tax Credits with Housing Benefit
June 2024	Housing Benefit only claimants
July 2024	Employment Support Allowance (IR) with Child Tax Credits
August 2024	Those claiming tax credits who are over state pension age, with households being asked to apply for either Universal Credit or Pension Credit
September 2024	Jobseeker's Allowance (IB)
2028	Employment and Support Allowance only and Employment and Support Allowance with Housing Benefit

If you claim any of the benefits in the table above, you will receive a "**migration notice**" when it is your time to change. You will then have **three months** to make a claim for Universal Credit. If you do not claim Universal Credit before the deadline, any existing benefit payments you receive will stop.

Once you apply for Universal Credit, any tax credits will stop immediately and may take up to 5 weeks to process, however other benefits can run on for two weeks. It may be beneficial to contact Jodie McBride via our AFTAR Project or Child Poverty Action Group to obtain advice before applying for Universal Credit.

## Important!

If you would like help or advice, 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>

## You can reach out to our AFTAR Project

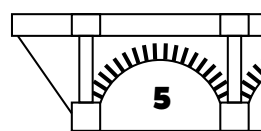


**Free independent and confidential service is available via our AFTAR Project.**

Our Advisor, Jodie McBride, can help anyone who requires support to claim

benefits, maximise income, assist with financial / budgeting, debt, council tax and energy advice.

Please call us on **01698 687222** and we can arrange an appointment.





## School Holidays ..... Are you constantly thinking about money?



We understand the added strain on household budgets during the school summer break. Between providing lunches, balancing entertaining, the cost of activities and family outings can quickly add up. Another huge pressure over the summer break is the worry of buying school uniform for the new academic year, especially if they are going from primary to secondary school.

We know juggling this can be difficult.

However, staying on top of your rent account is essential to provide a roof over your head.

You can refer to the **"Paying Your Rent & Ways To Pay Leaflet"** for ways to make your rent payments. You can find details of this at <https://gphc.org.uk/rent/10.pay-your-rent>

For information, help and support or if you are having difficulty paying your rent, please contact Joanna by emailing [joanna@gphc.org.uk](mailto:joanna@gphc.org.uk) or phone **077339 19333**.

## Free school meals and clothing grants

You may be entitled to apply for free school meals if your child attends a North Lanarkshire school.

For eligibility and to apply to <https://www.northlanarkshire.gov.uk/schools-and-learning/school-meals/free-school-meals-and-clothing-grants>.

All Primary 1 to 5 children are automatically entitled to receive a free school meal.

The deadline for school clothing grant applications for this school academic year is 31 March 2025.

For session 2024-2025 the clothing grant is:

- £150 for primary school pupils
- £175 for secondary pupils

Only one clothing grant will be paid for any pupil during a school year.

## Are you struggling to make ends meet with the rise in food costs? Help is at hand....

There is no longer a need for a referral from the Co-operative to our local community foodbank.

Instead, everyone can go along to South Wishaw Parish Church and choose from a table of perishable items and select 5 non-perishable items per household.

This service can be accessed by one person per household every Tuesday and Friday.

In addition, there will be a free cafe and access to various support agencies and services.



## Local support for Social Security Scotland benefits

Clients across Scotland, including Lanarkshire can access face to face support when applying for Scottish benefits at a time and place that best suits them.

Benefits currently being delivered by Social Security Scotland include:

Child Disability Payment; Adult Disability Payment; Scottish Child Payment; Best Start Grants; Best Start Foods; Funeral Support Payment; Job Start Payment; Young Carers Grant; Carers Allowance supplement; Child Winter Heating Payment and Winter Heating Payment.

Social Security Scotland's Local Delivery increases the range of ways people can get help to apply for payments they are entitled to. Client Support Advisers can answer any queries about Social Security Scotland benefits, help populate paper or online applications forms, and offer other support in relation to Social Security benefits including help with submitting change of circumstances information.

Local Delivery support is by appointment only and can take place:

- in local community venues;
- in people's homes;
- in hospitals and prisons;
- via video call;
- via telephone appointment.

The Local Delivery service can help people to apply for Social Security Scotland benefits only. It cannot help complete applications for other types of benefits or provide advice or representation. For benefits Social Security Scotland don't deliver, Client Support Advisers will suggest and signpost clients to the relevant services that can help or provide them with additional information where they are able to do so.



Social Security Scotland  
Tearainteachd Shòisealta Alba

You can arrange to speak with a Client Support Adviser at one of the North Lanarkshire venues below and at a time that suits you.

**Meetings are by appointment only.**

### Tuesday

Centre Point,  
70 Smith Avenue,  
Wishaw  
ML2 0LD

### Wednesday

Forgewood,  
49 Dinmont Crescent,  
Motherwell  
ML1 3TT

### Friday

Citizens Advice Bureau,  
61A Stirling Street,  
Airdrie  
ML6 0AS

To book an appointment with a Client Support Adviser please contact Social Security Scotland on 0800 182 2222.



Apply now at [mygov.scot](https://mygov.scot) or  
call us for free on 0800 182 2222





# Community Team Update

It's been a busy spring for the community team as we delivered a mixture of events, activities, training and support across the community. Activities ranged from our regular prize bingos, line dancing, gardening group, men's model making group, as well as cookery classes, art classes and our women's group. We hope you have enjoyed them as much as we have.

*Gardening Group*



*Cookery Classes*



*Art Classes*



*Prize Bingo*



## CAN YOU HELP?

We are looking to recruit a few more volunteers to help with our community events, so if you are interested contact us on the details below.

At the time of writing, we are busy finalising a trip away to the Heads of Ayr Farm for families from the Gowkthrapple community as well finalising our summer programme of events and activities.

## Community Team Contact

For more information please contact:

**Richard Bolton**  
Community Development Officer  
[community@gphc.org.uk](mailto:community@gphc.org.uk)  
07495 549 065 / 01698 687222

Thanks to our funders and partners





# Date for Your Diary – Estate Walkabout

**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 be part of our Estate Management Focus Group.

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 15th August 2024 at 1.30pm**. 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**.

**See it,  
report it!**

We do our best to monitor communal areas and attend to repairs that would cause a hazard. However, should you notice a hazard or anything you feel poses a risk, then please let us know by emailing [enquiries@gphc.org.uk](mailto:enquiries@gphc.org.uk) and providing a picture where possible.

Or alternatively, call our office on **01698 687222** and speak to a member of staff.

## A Big Thanks to our Volunteer Gardener at Law View

One of our residents at Law View, Christopher McAllister has very kindly dedicated some of his time to grow and plant some beautiful flowers/shrubs within common areas of the complex. He has also enhanced the areas by painting the seats for everyone to enjoy.

I am sure on behalf of the Co-operative and the residents within the complex we would like to recognise all his hard work and say a huge thanks. His willingness to donate his time to the Law View community is invaluable and appreciated by all.

We are delighted to showcase his good work...



## Looking After Your Community

# Our 2024 Garden Competition is open..... Enter Now!

**Calling all gardeners, it's that time of year again to brighten up our area with lots of colour!**

Every year we hold our garden competition to encourage our green fingered tenants to show off the hard work they put into maintaining beautiful gardens.

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

We really appreciate the great efforts that tenants make to brighten up their garden areas.

The categories for the garden competition this year will be an "overall winner" and a "runner up"

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](mailto:enquiries@gphc.org.uk) providing your name, address, phone number and a photograph.

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.

**All entries must be submitted to the Co-operative by 31 July 2024.**

The judging will take place in August 2024. All entries will be judged by our landscapers, Murray Landscapes who are also donating the prizes.



## Tenant's Responsibility.... Look After Your Garden

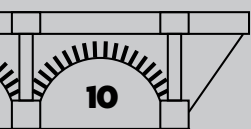
**If you have a garden, then please remember that it is your responsibility to maintain it.**

Should you have a private garden or communal area you are looking after, you should take care to prevent it from becoming overgrown, untidy, or causing a nuisance to your neighbours.

I am sure you will all agree the area looks lovely when people take the time to look after

their gardens and keep all paths/driveways free of litter and weeds. These are some of the responsibilities that comes with having a garden.

Your Housing Officer will be out and about inspecting gardens throughout the summer to ensure that tenants are maintaining the legal obligation in their tenancy agreement to keep their gardens tidy.



# GPHC



## Landscape Maintenance of Communal Areas

Our landscape 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.



## Your Dog..... Your Mess!

If you see a dog fouling in the streets or back court areas you can report it to North Lanarkshire Council, Environmental on **0345 143 0015** and to the Co-operative providing as much information as possible.



## Disposal of Household rubbish and Bulk Refuse

**It is the responsibility of tenants to dispose of household waste and bulk refuse correctly and keep your backcourts and bin stores clean and tidy.**

Fly-tipping continues to be a problem in some of our estates with large household items such as sofas, white goods and other items being left in the bin areas or common areas.

**You are not permitted to dump bulk items in our estates or communal areas.**

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

They have intimated due to new Government legislation which came into effect in January 2023 there will be an increase in the cost of this service. Due to new disposal rules, many items require separated and there are specific requirements when disposing of upholstered domestic furniture. Due to this, we are currently looking into reviewing this service.

Ultimately, it is tenant rent money that is used for these uplifts – diverting funds that could be used for other vital services or to improve common areas.

As you are responsible for the safe disposal of any bulk items, we would encourage

you to take them to your nearest recycling centre, which is located within **Netherton Industrial Estate, Netherton, Wishaw, ML2 0JG.**

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 **[www.northlanarkshire.gov.uk/bins-andrecycling/request-special-uplift](http://www.northlanarkshire.gov.uk/bins-andrecycling/request-special-uplift)**.



Speak up.  
Stop crime.

Scotland

**CrimeStoppers.**

**0800 555 111**

100% anonymous. Always.

We won't ask your name.  
Won't judge.  
Just listen to what  
you know.  
And pass it on for you.

**When you hang up  
the phone or click send  
online, you're done.**

**crimestoppers-uk.org**

Crimestoppers Trust is a registered charity.  
UK Registration Nos. 1108687/SC037960.

## Abandoned Vehicles

A vehicle is generally considered to be abandoned if it is:

- In a poor state of repair;
- Reported as being abandoned;
- In a dangerous condition;
- Illegally parked;
- Not owned by a resident;
- Has no valid road tax.

Any suspected abandoned vehicle should be reported direct to North Lanarkshire Council  
**<https://www.northlanarkshire.gov.uk/form/vehicles-report-abandoned>**

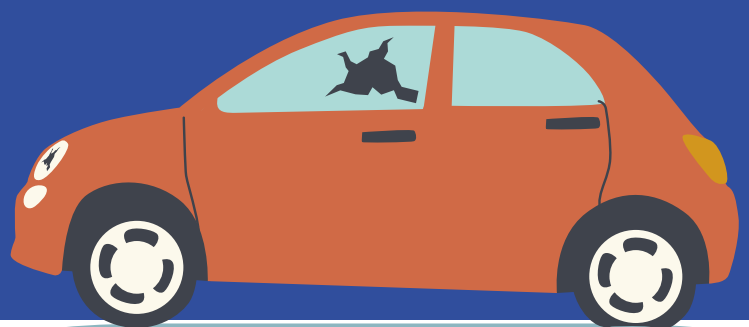
They will investigate and remove any vehicles that are found to have been abandoned.

You can report this anonymously and will be required to supply information concerning the vehicle when you report it i.e. colour, make and model, registration number, location, owner of vehicle if known, if poses a danger and the general condition of it.

In cases where an unroadworthy/untaxed vehicle is in your driveway or garden and you do not have permission from us, then you will be contacted by your Housing Officer to ask what your intentions are for the vehicle.

If they are still not satisfied with your response you may be asked to make arrangements to remove it.

North Lanarkshire Council can remove and destroy it free of charge. You must hand over the paperwork relating to the car at the time of collection. This service is currently free to all residents of North Lanarkshire.



**GPHC**



## Your Safety is our **top priority!**



We are committed to fulfilling our obligations as a landlord to ensure tenant's safety is paramount to keep you and your neighbours safe.

Gas servicing to all our properties with gas central heating

**100% Compliant**



Fire Safety

**100%** of our properties have regulated Interlinked smoke and heat detectors



Electrical Safety Checks every 5 years

**100%** compliance in this area



## Fire Safety

### Test Your Smoke Alarms

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!**

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**.

## Fire Safety In Closets – 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.

## Being a good neighbour

**Enjoy yourself and consider your neighbours at all times.**

**Summer is here! It's a time when we all like getting outside, especially with the warm and light evenings, to enjoy quality time with family and friends.**

However please consider your neighbours when you're outside in your garden or communal space.

We want all residents to enjoy the summer, so here's some helpful do's and don'ts:

### Do

- ✓ Enjoy yourself but please consider your neighbours once the music is on and the drink is flowing.
- ✓ Clean up afterwards and make sure the BBQ is fully extinguished before you go indoors. This is especially important if you live in a block.
- ✓ Make sure any BBQ smoke isn't causing problems for neighbours.

- ✓ Turn down the music if your neighbours ask you to. Remember, others may have children, medical conditions or work shifts, and need their sleep.

### Don't

- ✗ Play loud music in your garden or outdoor space.
- ✗ Scream, shout, argue or do anything that can cause a disturbance to your neighbours.
- ✗ If you live in a block; leave empty cans, bottles or cigarette ends in the communal areas. Please clear up responsibly.
- ✗ ...forget that everyone is entitled to the quiet enjoyment of their home and outside space – including you 😊

We hope all our tenants have a lovely summer. If you need to contact us, please contact your Housing Officer, Joanna McNally on **077339 19333**





**THISTLE**  
TENANT RISKS



**Your landlord does not cover your home contents and personal belongings....**

**Get Yourself protected.....  
You should think about protecting your personal possessions and home contents. Contents insurance is crucial to protect the items in your home.**

No matter how careful you are, there is always a risk that your belongings could be

broken, damaged or stolen and home contents insurance can help provide peace of mind.

The Co-operative is not responsible for covering damage to any of your possessions in case of fire or flood, this includes decoration and floor coverings.

We therefore strongly recommend to all tenants that you take out home contents insurance, either through Thistle Tenant Risk Home Contents Insurance Scheme or by making your own arrangements.



For further information or to apply for cover call Thistle Tenant Risks on **0345 450 7286**

OR visit <https://www.thistletenants-scotland.co.uk> where you can also request someone to call you back!

You can also request an application pack from the Co-operative.

## Law View – Kitchen Replacement

Many of the kitchens being replaced have been on hold since the pandemic so our tenants at Law View have been waiting for a number of years to have this work done and really appreciate their patience.

We will shortly be commencing procurement for this contract and will keep our tenants at Law View updated on this.

The Co-operative will follow procurement procedures and guidelines to ensure the appropriate contractor is awarded through our tender process.

Tenants will have choices on kitchen units and work surfaces.

We will keep in touch with Law View tenants on the work as it progresses. Kieron Sheehan (Maintenance Officer) will be the lead contact.

## Changing to LED bulbs in Closes

The Co-operative is currently working on a replacement contract to change the existing bulbs in the communal closes with LED bulbs.

LEDs offer several advantages over the traditional light bulbs and will improve on our energy efficiency and life expectancy.

The component of an LED and the way that they generate light significantly extend the lifespan of these bulbs.

The energy efficiency of the LEDs makes it possible for it to outlast other types of bulbs by thousands of hours.

They are also more energy efficient than other bulbs and are capable of emitting a higher level of brightness.

The work will be carried out by Sight Sound & Security and will be a phased replacement working on a close-by-close basis.

## Bees & Wasps

**We will arrange treatment for the removal of wasps within your home but not in external garden areas or rear courts.**

Should you have a wasp nest within your property please contact the Co-operative and we will arrange for a Pest Control Officer to attend to it. Any nest would be treated but may not be removed by the Co-operative's pest control contractor.

In the case of honeybees, North Lanarkshire Council do not provide treatment for the removal of them within or around your home. The season for Masonry Bees is from the end of March to June.

## Ants

We are at the time of year when garden ants become a real nuisance and difficult to get rid of.

**Here are some information which may assist you to deal with the problem....**

They can find their way into homes through small gaps in brickwork, at windows and doors in search for food.

They search for sweet foods so your first control measure must be to ensure that you are not accidentally encouraging them – even a small spill of a soft drink would be a feast to a horde of ants.

Make sure any sugary foods are kept in storage containers and all food spillages are cleaned up as quickly as possible.

### Treatment....

If this is outwith your home, you can apply a residual insecticide for crawling insects. You will be able to buy these at many DIY supermarkets and garden centres.

If the ants are within your home, please report to the Co-operative and we will investigate. If they are in common areas, please follow the guidance provided.

## Would you like to become a Volunteer? .....we need *your input*

**We believe your knowledge and experience of the services we provide is the best way for us to learn and improve. It involves sharing information, respecting different views and perspectives, problem solving and working together.**

If you are a tenant of the Co-operative and want your voice to be heard there are a variety of ways that you can become involved with us:-

- Join a Tenant Focus Group;

- Take part in our Estate Walkabouts;
- Respond to satisfaction surveys or consultations;
- Set up a Registered Tenants Organisation;
- Connect with us on our Facebook page;
- Be included on a Consultation / Volunteer Register.

If you would like to get involved in any way, please contact the Co-operative.



## Reporting a Significant Performance Failure



**The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures'.**

A significant performance failure is defined by the SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved.

This is something that is a systematic problem that does or could, affects all of a landlord's tenants. You can ask us for more information about significant performance failures.

The SHR has more information on their website or you can phone them on **0141 242 5642**.



## We love to receive feedback on the services we deliver to you!

Should you have a repair carried out to your home you will receive a follow up call or email from our office to provide feedback on the service we have provided.

The feedback we receive will enable us to monitor the quality of our repairs service and that of our maintenance contractors. This will ensure a high level of satisfaction is maintained

and should there be need for improvement this is recognised and rectified.

**All of those who participated in the repairs survey will automatically be entered into our next quarterly prize draw.**

## Well Done to our Prize Draw Winner!

The winner of the last quarters draw is Mrs Kerrigan.



## Customer Feedback

Your feedback means a lot to us whether it be a complaint or a compliment or just some general thoughts on our service.

All your feedback helps to shape out services for the good of all our tenants. You can give us feedback in writing, email, phone or in person.

## 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](mailto:kevin@gphc.org.uk) to make the switch today.

# Staff Spotlight

## **Laura Sneddon wins Rising Star of The Year Award 2023 with The Tell Organisation.**

Laura achieved her modern apprenticeship in Business & Administration SCQF Level 3 with the Tell Organisation.

As an employer, Garrion People's Housing Co-operative nominated Laura and we are so proud of her for winning this prestigious award. Laura was selected as an outright winner by Tell's judging panel over 300 modern apprentices from various sectors.

TELL deliver a range of work based Scottish Vocational Qualifications (SVQs) as well as Modern Apprenticeship (MA) programmes to help raise attainment levels and create opportunities for all by bridging skills gaps in the Scottish workplace.

We are all so proud of Laura and her achievements and it is very rewarding to see Laura getting some well-deserved recognition for her hard work and dedication.

Laura also completed her Social Housing SCQF Level 6 during the pandemic and is currently undertaking her CIH Level 3 in Housing Practice.

Her achievements have been remarkable over the short time in the sector as Laura was also shortlisted for "Apprentice of the Year" in 2022 along with two other modern apprentices as one of the finalists in the CIH Apprenticeship of the Year Award.

We are all so proud of Laura and her achievements. She is making a valuable contribution to the work of Garrion People's Housing...Keep up the good work Laura!





# Useful Numbers

(Including Emergency Contacts)

- » **Saltire Facilities Management Ltd**  
Emergency Repair Number **0845 606 1555** (all gas central heating faults 24 hours)

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- » **Saltire Facilities Management Ltd**  
Servicing Number **01698 743647**

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- » **Rodgers and Johnston** (all other out of hour EMERGENCY REPAIRS)  
**0844 247 2120**  
**0800 999 2520** (Freephone number)

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- » **North Lanarkshire Council** (housing benefits and council tax) **01698 403210**

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- » **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

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- » **TRANSCO (National Grid)** (smell of gas) **0800 111 999**

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- » **POLICE SCOTLAND 101**  
(999 EMERGENCY)

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- » **FIRE BRIGADE (999 EMERGENCY)** or text "FIRE" to **80800** from your mobile phone

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- » **SCOTTISH WATER 0800 077 8778**

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- » **ELECTRICAL DAMAGE** to electrical supply or network equipment Call **105** or your own electrical supplier

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- » **CRIMESTOPPERS 0800 555 111**

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- » **ALLPAY 0330 041 6497**

**SORRY WE'RE  
CLOSED**

## Public Holidays

Our office will be closed on the following dates:-

**Friday 12 July and Monday 15 July**

**Friday 27 September and Monday 30 September**

Should you require an emergency repair when the office is closed, please refer to our emergency numbers opposite.

## Different Formats

We are striving to make this newsletter as accessible as possible for everyone.

Please let us know if you require a copy in larger print, Braille, audio or in another language.

**CONTACT US**



**01698 687222**



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