

GPHC



Garrion People's Housing Co-operative Ltd

Summer Edition Newsletter 2025



Suncatchers designed by ASN Group

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WELCOME

Welcome to our 3 new Management Committee Members

We are very pleased to welcome 3 new members to our Management Committee who are all tenants of the Co-operative.....

- **Jamie Boyle** joined in February 2025
- **Christine Kerrigan** joined in May 2025
- **John O'Brien** joined in June 2025

They bring a high level of knowledge and commitment, and we are looking forward to working with them.

We are still recruiting..... New Management Committee Members

As our Management Committee can be made up of a maximum of 15 members, we are looking to recruit a further 3 Management Committee Members...

If you share a passion for your community and want to be involved in our decision making, then serving as a member on our Management Committee might be for you!

The Management Committee meet around 10 times a year and are responsible for the strategic direction of the Co-operative.

If you would like to become involved or for more information on how to join our Management Committee, please call **01698 687222** or email us at **paulm@gphc.org.uk**

Our current members are always happy to help and share experiences with those interested in joining. We are extremely grateful to the current members of our Management Committee and the Co-operative benefit greatly from their expertise.



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A date for your diary

Annual General Meeting (AGM) 2025

The AGM of Garrion People's Housing Co-operative will take place on Tuesday 16 September 2025 at 6pm within CentrePoint.

Attending the AGM gives you a chance to find out about our past years performance, our achievements and plans for the future, engage and demonstrate assurance in all areas of compliance, and an insight into our financial statements.

All shareholding members are invited to come along to the AGM. If you cannot manage into CentrePoint there will be an option for you to join virtually by Zoom....just let us know and we can send you the details to join.

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

If you are not currently a member and wish to join..... 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 our AGM and have your say!

The Scottish Housing Regulator's Engagement Plan



Every year the Scottish Housing Regulator (SHR) carries out a risk assessment of all RSLs.

They take account of their performance reports, annual assurance statements, tenants and resident safety, standards of governance and financial management. Based on all the information every RSL is issued with an Engagement Plan which states which level of involvement the Regulator will have with them during the year.

We are delighted to advise, once again, that we are

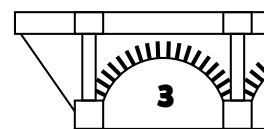
COMPLIANT with the regulatory requirements and standards and the SHR do not require any further assurance from Garrion People's Housing Co-operative other than the annual regulatory returns required from all Registered Social Landlords (RSLs).

The SHR still carry out random visits to around 10-13 registered social landlords like ourselves and Councils to ensure they are following all the requirements that they say within their Assurance Statement, as published on

their own and the SHR's website. We have not been selected this year for this visit but our joint working partners at Forgewood Housing Co-operative did receive a visit in May 2025 and this was very successful with positive practice identified in a number of areas. As we work jointly with Forgewood, we also take pride in this successful visit, and this allows us to prepare well for when Garrion receive a visit.

You can view our current Engagement Plan on our website www.gphc.org.uk

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Attention all Residents at Heathfield And Smith Avenue

As you will be aware the Radio Teleswitch Service (RTS), which supports

your electric storage heating and hot water system operation, was scheduled to be turned off on the 30th of June 2025.

Your energy provider should have been in touch with you to offer a replacement meter before this date.



Your tariff should be the same or very similar.....

Most of the major UK energy suppliers, including British Gas, Eon Next, EDF, Octopus, and Ovo have stated that you'll stay on the same or a very similar tariff when your RTS meter is replaced.

For some, there may be a small difference to your peak and off-peak timings (the start of your peak hours could be moved by half an hour, for example), depending on the area you live in.

Should you require any assistance contact the Co-operative and Jodie or Rachel from our AFTAR project can assist if you have been affected with this change.

Openreach Works - Installation of Full Fibre Broadband

Openreach are in the process of building a new full fibre broadband network throughout Motherwell. This is not yet started in the Wishaw area but will roll out in the near future.

This will replace the traditional old style copper cables, which currently provide broadband and telephone services. Openreach build and maintain the UK's traditional broadband and telephone network, to allow internet service providers, such as BT, TalkTalk, SKY, Vodafone, EE and PlusNet, to sell residents access to the internet though broadband packages.

They are connecting many business and residential properties to the new network. Within some flatted accommodation, where their cables enter the communal stairwell, will require works to run new fibre cables so each flat within the building is connected

to the new network out on the street. You may notice Openreach engineers working in the communal stairwell of your block. Don't worry when this happens - there will be no down time on current services and all existing connection will remain as they are.

Works are free of charge and will give residents access to a state-of-the-art broadband and telephone network, offering less buffering, greater reliability when running multiple devices connected to the internet and ultra-fast speeds, from a choice of internet service providers (you won't be locked into one provider).

Openreach are working with the Co-operative to rollout services in a strategic approach, to make sure all tenants within flatted accommodation are aware of works and are connected to the new network in the street.



Free school meals and clothing grants

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

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

All P6 and P7 children who receive Scottish Child Payment who do not receive free school meals under the eligibility entitlement can apply by completing the application form which will be available online from 16 June.

The deadline for school clothing grant applications for this school academic year is 31 March 2026.

For session 2025 – 2026, the clothing grant is:

- £155 for primary school pupils
- £180 for secondary pupils

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

For eligibility or to apply contact North Lanarkshire Council:

www.northlanarkshire.gov.uk/schools-and-learning/school-meals/free-school-meals-and-clothing-grants



BABY BOX

All newborn babies in Scotland can get a box of essential items, containing things like:

- clothes, from newborn up to 6 months;
- a digital under arm thermometer;
- bath and room thermometer;
- a bath towel;
- a changing mat;
- books.

The box also has a mattress, mattress protector, and 2 fitted sheets.

Who can get a Baby Box?

You need to be:

- registered with a midwife;
- living in Scotland.

How to get your Baby Box

Your midwife will fill in a registration card with you.

They will do this at either your:

- 18 to 20 week appointment;
- 28 week appointment.

Your midwife will send the registration card away.

You do not need to do anything else.



Carer's Support Payment

Carer Support Payment is money to help you if you are a carer. You can get paid £83.30 per week if you are eligible.

Carer Support Payment became available across Scotland from November 2024. This benefit replaces Carer's Allowance in Scotland.

You cannot get Carer Support Payment and Carer's Allowance at the same time.

If you get Carer's Allowance and live in Scotland, you do not need to apply for Carer Support Payment. Your benefit will move to Carer Support Payment. This happened between February 2024 and Spring 2025.

Carers living in Scotland and receiving the Carer's Support Payment on certain qualifying dates will receive an extra payment known as "Carer's Allowance Supplement". This

is paid twice a year and is in addition to Carer's Support Payment. Carers will receive two payments of £293.50 per year. If you are due a payment, you will get a letter from Social Security Scotland before the payment is made.

Should you wish more information or apply click on link <https://www.mygov.scot/carers-support-payment/how-to-apply>

Transfer of Disability Living Allowance claims to Scottish Adult Disability Living Allowance

From March 2025, the remaining Disability Living Allowance claims for customers aged 18 or over and living in Scotland started to transfer to Social Security Scotland.

Social Security Scotland will pay Scottish Adult Disability Living Allowance.

All Disability Living Allowance claims will be transferred to Social Security Scotland by the end of 2025.

Should you be receiving this benefit, you do not need to take any action to start the transfer but must continue to report any change in circumstances to the DWP until their claim is fully transferred.



The DWP will send a letter to the claimant when their Disability Living Allowance claim has been selected for transfer.

For more information contact Social Security Scotland free on **0800 182 2222**.

Best Start Grant and Best Start Foods

Best Start Grant and Best Start Foods are payments that help towards the costs of being pregnant or looking after a child.

The Best Start Grant is made up of three possible payments. It provides parents or carers who get certain benefits or tax credits with financial support during the

key early years of a child's life.

- Pregnancy and Baby Payment;
- Early Learning Payment;
- School Age Payment.

To find out more or how to apply for these benefits, please visit <https://www.mygov.scot/best-start-grant-best-start-foods>



Pension Age Disability Payment



A new Scottish benefit called Pension Age Disability Payment is replacing Attendance Allowance in Scotland. This is happening as part of the Scottish devolution.

If you are already in receipt of Attendance Allowance, from the Department for Work and Pensions (DWP) then your award will move to Pension Age Disability Payment.

The move will not happen to everyone at the same time it will happen in stages. It will take until the end of 2025 to move everyone's benefit across.

Should you wish to make a new claim for Attendance Allowance then it will be Pension Age Disability Payment that you will need to apply for instead.

You do not need to do anything to start the move to Pension Age Disability Payment.

When your benefit starts moving, it will take 8 to 12 weeks to complete the move to Pension Age Disability Payment.

For more information or assistance with a new claim or migration please contact Jodie via our AFTAR Project. You can arrange an appointment by contacting this office.



Universal Credit – Managed Migration



Managed Migration is the process where people who are in receipt of legacy benefits will have their claims transferred to Universal Credit.

The six legacy benefits are:

- **Working Tax Credits**
- **Child Tax Credits**
- **Income Support**
- **Housing Benefit**
- **Income-related Job Seekers Allowance (JSA)**
- **Income-related Employment Support Allowance (ESA)**

Claimants will be sent a **"Managed Migration Notice"**

letter by DWP telling them when their legacy award will end and contain a date when they **must** make a claim for Universal Credit by to continue to get support. If you do not make a Universal Credit claim by this date your existing benefit payments will stop.

The DWP had made a commitment the no one would be worse off when migrating to Universal Credit – this is called **transitional protection**. However, this amount is only protected if you migrate by the date specified on your Managed Migration Notice letter and

you do not make a new claim for Universal Credit prior to receiving your Managed Migration Notice letter.

All Managed Migration is due to be complete by 2028. This deadline was extended to take into account the 600,000 households in receipt of Employment Support Allowance and Employment Support allowance with Housing Benefit.

If you have received a Managed Migration Notice Letter and need further information or advice, please contact Joanna by emailing joanna@gphc.org.uk or phone **077339 19333**.

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 from the Citizens Advice Bureau.



AFTAR DIGITAL

Need help with Digital Skills?.....come along to sessions with Rachel from our AFTAR Project.

A poster for the 'DIGITAL SKILLS' project. It features a photo of three people (two women and one man) looking at a laptop. The text includes: '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!', 'Learn new skills:', a list of 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', and contact information for Rachel (phone 07741735454 or email rachel.mclean@motherwellcab.casonline.org.uk). There are also icons for a laptop, speech bubbles, and a globe.

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!

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

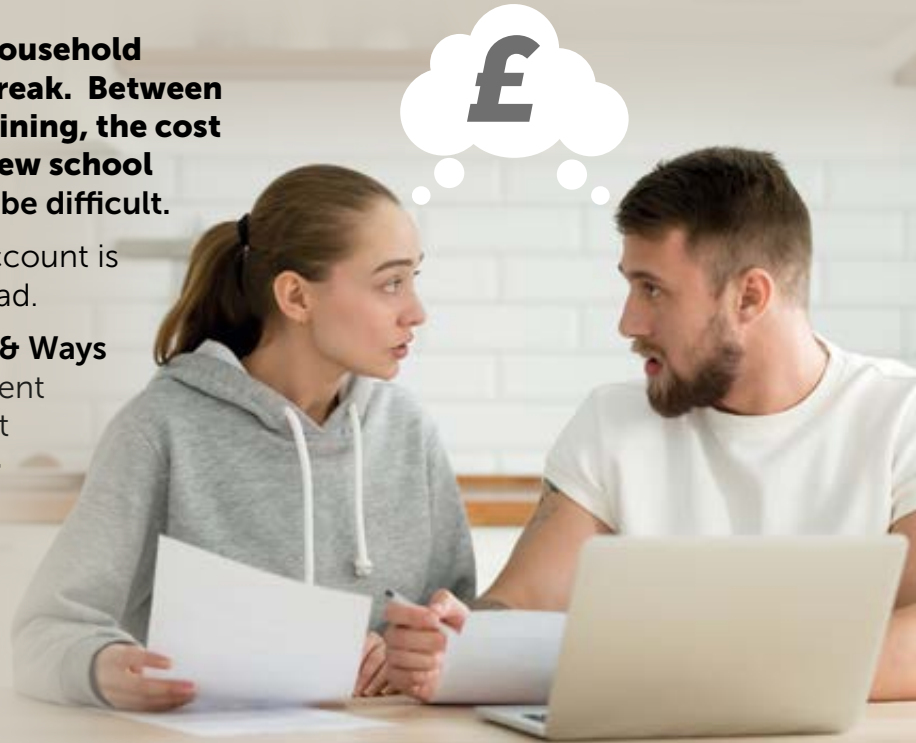
Are you constantly thinking about money?

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 and new school uniforms... 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/your-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 or phone **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 -

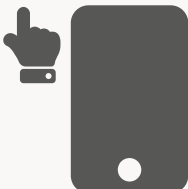
Using your unique rent reference number and the Co-operative's bank details:

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.

COMMUNITY TEAM UPDATE

Once again, it has been a busy spring for the Community Team.

Our ASN group for adults, called 'Crafts and Laughs' continues to prove popular.



Our Men's Model Making Group is now weekly as is our Gardening Sessions.... with our Line Dancing continuing.



Booking System

You can now make bookings online for CentrePoint Community Hub which is owned and managed by Garrion People's Housing Co-operative.



We also held some lovely events at Law View.



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COMMUNITY TEAM UPDATE

Looking forward, we have a mixture of new exciting activities and events as well as continuing some of regular activities. So, make sure you check out our Facebook page or visit the Centre to find out more.

Gardening
every Tuesday
1pm – 3pm

Men's Model Making Sessions
every Tuesday
1.30pm – 3.00pm

Crafts and Laughs
(adults ASN group) every Tuesday
11am – 1pm

Adults Batch Cooking
13th November
time TBC

Art Project
coming soon

Men's Group
coming soon

FREE Prize Bingo
1st Tuesday of month at 7pm

Air Fryer Cooking Sessions
(17th and 31st July @ 1pm) for families (booking required)

Women's Group
2nd Tuesday of the month
7pm – 8.30pm

Cycle Events
6th August
1pm – 3pm

Line Dancing
Every Wednesday
7pm – 8pm

Staff Embark on a Community Volunteering Project

Staff members of both Garrion People's Housing Co-operative and our partner organisation, Forgewood Housing Co-operative undertook some community engagement work along with Gary, staff member from Scottish Federation of Housing (SFHA) who volunteered to help on the day.

They painted some fencing within the Heathfield area and planted out some lovely fence planters.

Staff enjoyed their day, and I am sure the efforts are being enjoyed by those tenants within the area.

A further staff volunteer day will be organised within the Forgewood area later in the summer.



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



Estates Update

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!

Help us to improve the local environment for everyone.

Identify irresponsible dog owners.

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

What will happen if I do not pick up my dog's mess?

Please consider your neighbours, clean up

after your pets and keep them under control.

- Do carry a poop scoop or bag, pick up after your pet;
- Do dispose of your dog's mess appropriately;
- Do keep your dog on a lead when outside.

Do you have any ideas to improve your local environment? Get in touch with your Housing Officer, **Joanna McNally** on **077339 19333**.

You're Invited to have a Cuppa, Chat and Walkabout

Join us for a relaxed **Cuppa, Chat & Walkabout** around the estate!

- **Date:** Tuesday 5 August 2025
- **Time:** 11am
- **Meeting Point:** CentrePoint

This is a great opportunity to grab a roll, cuppa and have a friendly chat about your thoughts on the estates.

We'll take a short walk together

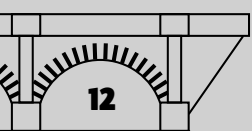
to look at areas you would like to discuss – whether it's improvements, ideas, or simply getting to know one another better.

Your feedback and experience matter to us, and this is a chance to share them in a relaxed way in a casual and welcoming setting.

All welcome.....look forward to seeing you there!



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Show off your Garden

Entries for our garden competition are now open!

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" with 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.

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 2025 with the judging taking place in August 2025.

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. This includes keeping all paths/driveways free of litter and weeds.

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 to keep their gardens tidy.

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>



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 August 2025.

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.

Test Your Smoke Alarms

Regularly check the smoke alarms throughout your property helps keep you and your family safe...Don't delay test them today!



Reduce the Risk of Legionella

If you are returning to your property after more than a 7-day break, we recommend that you slow run all your taps and shower for at least 2 minutes and flush the toilet with the lid down. This will help reduce the risk of legionella. If you would like more information, please contact Kieron Sheehan your Maintenance Officer.

Gas Safety Checks

We are required to ensure that all our properties with gas central heating receive an annual safety check/visit each year.

This inspection is vital to ensure your safety and is your requirement as a tenant to co-operate and allow access for this to be carried out.



House fire warning after e-scooter battery explodes at Scots home

House fires involving rechargeable electrical devices such as vapes, laptops and e-bikes are on the rise.

Statistics released by the Scottish Fire and Rescue Service (SFRS) show that there were at least 26 fires involving devices powered by rechargeable batteries recorded in Scotland last year. This compares to just three incidents in 2018.

Rechargeable batteries contain lithium-ion and are found in lots of household items, including mobile phones, laptops and vapes, as well as larger products like e-bikes, e-scooters and hoverboards.

If damaged, faulty or if improperly used, the batteries can catch fire, and in some cases cause explosions and the release of toxic fumes.

Fire Safety Risk Assessments

An independent company, ACS has recently carried out fire safety risk assessments within the closes of the flatted accommodation.

It has been noted that personal possessions have been stored in some closes. Please keep closes clear of hazards to reduce the ignition risks and keeping communal spaces clear allows for safe escape should this be required in the event of a fire.

Lost keys

The Co-operative DO NOT hold keys to any of our properties and recommend that all tenants leave a spare key with a trusted friend or family member.

If you lose the keys to your property, you will be recharged the cost of material and labour to gain entry to your home and replace the locks. If your keys are stolen, the Co-operative will only change locks if you provide a Police incident number once you have contacted them to report the incident.



Important Reminder – Keep Your Next of Kin Details Up to Date

Please ensure that your Next of Kin emergency contact details are up to date with the Co-operative.

While we hope such information is never needed, having a reliable point of contact can be crucial in the event of an emergency or urgent situation.

If you haven't already provided this information, or if your contact details have changed recently, please take time to update us. This will help us act quickly and responsibly should the need ever arise.

You can update your details by contacting the office or emailing Laura at laura@gphc.org.uk with the relevant information.

Save Money with Housing Perks



HOUSING PERKS

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

You will 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 Home Insurance is your homes Superpower!

Let's face it – no one likes to think about "what if" disasters. But imagine your toaster goes rogue and sparks a fire, or a burst pipe turns your living room into a swimming pool. Now imagine dealing with the cost of redecorating and replacing your belongings.

That's where home insurance swoops in to save the day!

For a reasonably small monthly cost you can 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 <https://www.thistletenants-scotland.co.uk/>



Need a Safe Place to Store Your Bike?

Good news! Secure bike storage is now available in your area, making it easier than ever to keep your bicycle safe, dry and ready to use.

Whether you cycle to work, leisure, or errands, having a dedicated space to store your bike helps prevent damage and theft – and keep communal close areas clear too!

Location of Bike Storage:

Nos. 94-156 Heathfield.

Secure & Lockable: Storage units are lockable for peace of mind.

How to Apply: contact our office and you will be issued with a lock and a key for the bike storage unit.

Cost: Free of charge to tenants.

Spaces are limited, so if you are interested. Please get in touch soon to reserve a spot.



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Tenant Satisfaction Survey

Have Your Say... Your Opinion Matters!

It is really important to the Co-operative that we monitor the key services we provide to you. We do this by appointing an independent company to carry out a satisfaction survey with our tenants every 3 years.

As part of our continuous improvement, it is important for us to find out areas where we are performing well and identify areas where we could do better.

Later in the year we will be embarking on our latest survey and will take the form of face interviews by an independent company.

Further details will be provided to tenants nearer the time when the survey work is about to start and advise you of

the company carrying out the survey work.....please take part as it is vital we hear your views on our service.

This survey will allow us to identify the areas where we are getting it right, also to ascertain where there is dissatisfaction and where we need to improve.

The data collected will also help us get a better understanding of our tenants' needs and identify what is important to you.

We will use this information to feed into our service improvements and action plan.

Thank you in advance for taking the time to complete the survey and helping us improve the service we provide to you.

Satisfaction Survey Focus Group

We consider the participation and feedback obtained from tenants and other service users as a vital part of improving the services. We continue to look at ways to involve tenants in our work and have used Focus Groups with some tenants to get their perspective on areas of our service.

We will be reaching out to tenants who took part in the previous Tenant Satisfaction Focus Group. When a date is known for this group to meet, we will let you know.... if you wish to be added to the invite list please contact the office.



Winner of Repairs Satisfaction Surveys

A big thank you to everyone who took the time to feedback on our 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.

**Congratulations
to this quarter's
winner -
Carol Whitefield**

SHARE Awards 2025



The “Share Awards” refers to an award program in Scotland’s housing sector, recognising individuals and teams for their contributions to the social housing sector.

We were delighted to be shortlisted for the Community Impact Award, unfortunately we did not win but were “Highly Commended” for the incredible achievements gained through a long-standing partnership working with other local registered social landlords and Citizens Advice Bureau.

This service has been invaluable to our tenants and residents within our areas of operation and has been a successful project to our communities throughout the years.

We have all contributed to this project to make the best possible outcomes for our tenants and are very proud of the staff who made this happen over the years.



Image copyright: Open Aye

GPHC

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.

A prestart meeting was held on 3 June 2025 with the successful contractor Everwarm, part of the Sureserve Group.

For those tenants due a replacement kitchen an open day was held at the complex on 20 June followed by march-in surveys at the end June/beginning of July. This allowed

a chance for tenants to select their kitchen units, worktops, handles and flooring from 4 options and look at the new kitchen layout.

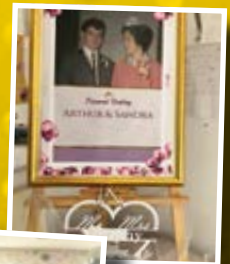
The work is programmed to commence mid-August, and you should receive a letter from the contractor before this with a date to fit your new kitchen. The fitting should take approximately 5 – 7 workings days to complete.

Congratulations & Celebrations

Happy 80th Birthday to Robert - happy as always with his cake and new hat!



Congratulations to Sandra & Arthur on their Diamond Anniversary – 60 years – wishing you both the best in your celebrations and many more happy years together!



David Cooper

It is with deep sadness that David has passed away, he will be greatly missed by everyone at Law View & Garrion.

David was 82 and sadly passed away on 26th April after his health deteriorated over the last year. He and his wife Elizabeth have lived in Law View since 2003 and both have been active

tenants, passionate Management Committee members and always did their best for the benefit of Garrion People's Housing Co-operative.

All our thoughts are with Elizabeth, his wife, and all of the children, grandchildren and great-grandchildren and friends at this sad time.



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**

Public Holidays – Upcoming Office Closures

Our office will be closed on the
following dates:

- **Glasgow Fair - Friday 18 July &
Monday 21 July 2025**
- **September Weekend - Friday
26 September & Monday 29
September 2025**

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.

CONTACT US



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