

GPHC



Garrion People's Housing Co-operative Ltd

Summer Edition Newsletter 2026

WORLD CUP FEVER AND THE TARTAN ARMY SPIRIT...



NO SCOTLAND,

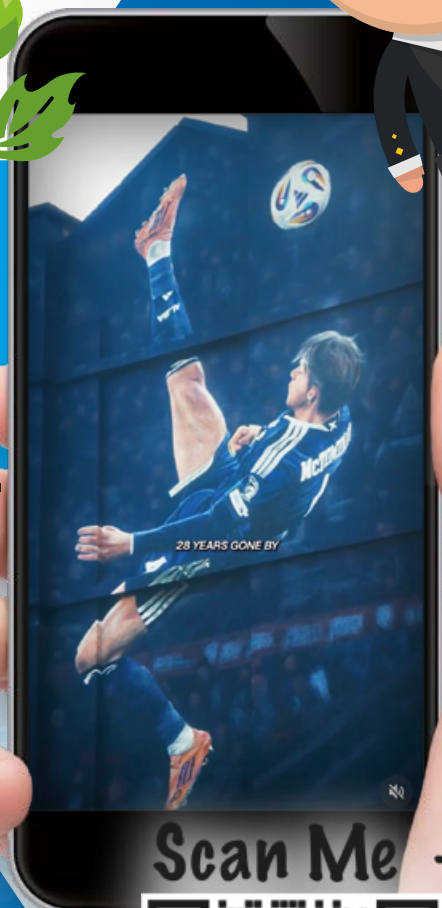
NO PARTY!



Look out for the World Cup Advert

The team behind the short movie "Gowk" filmed a World Cup advert on behalf of JD Sports in the Gowkthrapple area. Join the link and watch the advert:

<https://www.instagram.com/reel/DY1akh4NWkw/?igsh=MW1jczluYmUwMGVoMg==>



Scan Me



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facebook

Our Annual General Meeting 2026

We are pleased to invite all shareholding members to attend our Annual General Meeting (AGM), this is an important opportunity to hear about the work of the Co-operative over the past year and our plans for the future.

The AGM is a key event in our calendar, providing members with the chance to learn more about our achievements, financial performance, and priorities for the year ahead.

It is also an opportunity to meet Management Committee members and senior staff, ask questions and have your say on matters that affect your community.

Come along to our AGM on:

Date: Tuesday 15 September 2026

Time: 6pm

Venue: CentrePoint

The meetings are usually brief followed by refreshments, a 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.

If you are a member 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, all you have to do is contact the Co-operative to fill in an application form and pay £1 for your lifetime membership.

We look forward to welcoming you and hearing your views.....Together we can continue to build a strong, thriving community.

Have Your Say...



Become a Shareholder member for just £1!

Did you know that you can become a shareholder member of the Co-operative for just £1?

Membership is a great way to have a stronger voice in the future of the Co-operative and play a part in shaping the services and communities we provide.

Members can stand for election to become a Management Committee member who

can influence key decisions affecting the future direction 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!





Could you be our next Management Committee Member?

We are currently looking to recruit a further 4 Management Committee Members...

As a Management Committee member, you will play an important role in setting the strategic direction of the Co-operative, overseeing performance and ensuring we continue to provide high quality homes and services to our tenants and community.

You do not need previous committee experience just a willingness to contribute, work as part of a team and make a positive difference. Training and support are

provided to help members develop the skills and knowledge needed for the role.

Serving on the Management Committee is a rewarding opportunity to influence decisions, represent the interests of our communities and support the long-term success of the Co-operative.

If you are interested in learning more about becoming a Management Committee member, please contact **Paul Murphy** on **01698 687222** or email us at **paulm@gphc.org.uk**

We would be delighted to hear from you!





Scottish Housing
Regulator

Scottish Housing Regulator's Engagement Plan

Every year the Scottish Housing Regulator (SHR) carries out a risk assessment of all Registered Social Landlords (RSLs) in Scotland.

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 the level of involvement the regulator will have with them during the year.

We are delighted to announce that we are once again **fully compliant** with regulatory requirements and standards. 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).

This positive outcome reflects the dedication and hard work of our Management Committee, and staff who work together to strengthen governance, financial management and organisational oversight.

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

Serious Concerns Factsheet

The Scottish Housing Regulator has published information on how to raise a Serious Concern about your landlord.

The new factsheets explain how you can report Serious Concerns to the Regulator and how it handles these reports.

You can view the factsheets on the Regulator's website here: www.housingregulator.gov.scot or go to <https://gphc.org.uk/publications/274.governance/> for more information.

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Join us in the next Estate Management Walkabout

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

Join your Housing and Maintenance Officer for a relaxed Cuppa, Chat & Walkabout around the estate!

Date: Tuesday 18 August 2026
Time: 11am
Meeting Point: CentrePoint

This is a great opportunity for you to 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 helps us identify improvements and ensure our neighbourhoods remain clean,

safe and well maintained.

During the walkabout we can look at:

- Estate cleanliness and common areas
- Grounds maintenance and shrub areas
- Parking and access issues
- Lighting and safety concerns
- Any other issues affecting your community

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!

Be Prepared for the Unexpected! Protect your Belongings

Your home is filled with the things that matter most to you – furniture, clothes, electrical items, and personal belongings.

While the Co-operative insures the building itself, this does not cover your personal possessions inside your home.... That's why contents insurance is important.

For a sum insured of £4,000 you can pay as little as £3.43 per month which also covers accidental damage.



We encourage all tenants to consider taking out contents insurance so that your home and the things inside it are protected.

If you would like more information about affordable contents insurance options, please contact the office and we will be happy to help or visit www.thistletenants-scotland.co.uk

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.

The deadline for school clothing grant applications for this school academic year is 31 March 2027.

For session 2026 – 2027, the clothing grant is:

- £160 for primary school pupils
- £185 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:

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

Two Child Payment

From April 2026, the two-child limit will be completely removed, so that a child element is payable for all children for whom the claimant is responsible. It will no longer be necessary to fall into any of the exceptions.

Families already getting Universal Credit (UC) should not need to apply but should check that all their children are recorded on their UC journal. Some families whose income was previously just too high to qualify for UC may qualify from April.

Please go to <https://www.gov.uk/guidance/claiming-benefits-for-2-or-more-children> for more information.



Vital Support for Carers



If you support someone who receives certain disability benefits you could qualify for financial support for yourself.

Social Security Scotland (SSS) provides financial support for unpaid carers including Carer Support Payment, Scottish Carer Supplement and Carer Additional Person Payment.

People may be eligible if they:

- are 16 or over
- provide 35 hours or more of care a week to one or more people who get certain disability benefits
- earn £204 per week or less on average after some deductions

Young Carer Grant is a yearly payment of £405.10 for young carers in Scotland.

To be able to get Young Carer Grant, you must be 16, 17, 18 or 19 years old.

You can get Young Carer Grant once a year, up until you turn 20. You'll need to fill in a new form or call SSS each year you want to apply.

You'll have to wait one full year between applications. If you apply before this, your application will be rejected and you'll need to re-apply.

You must also have been caring for 1, 2 or 3 people for an average of 16 hours a week for at least the last 3 months. If you care for more than one person, you can combine the hours of the people you care for to average 16 hours a week.

Carer Additional Person Payment is available for carers who look after more than one person for at least 20 hours a week. It is paid alongside Carer Support Payment and is worth over £500 a year for each additional cared-for person.

Scottish Carer Supplement is an extra payment for eligible unpaid carers who get paid Carer Support Payment. The payment is unique to Scotland and gets paid automatically without the need to apply.

If you know an unpaid carer, please help spread the word about the range of financial help they may be entitled to.

Find out more and how to apply visit <https://mygov.scot/benefits> or by calling **0800 182 2222**

For information about other support available for unpaid carers, visit <https://www.mygov.scot/help-for-carer> or call the Money Talk Team free on **0800 028 1456**.

You can reach out to our AFTAR Project

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

Our Advisors Lesley or Lucy, 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.



Our Advice for Tenants and Residents (AFTAR) Project



ADVICE FOR TENANTS & RESIDENTS

WE ARE HERE TO HELP

Struggling with bills and making ends meet?
Wish to boost your income and tackle debts?

The AFTAR Project delivered by Motherwell & Wishaw Citizens Advice Bureau offers free, confidential one-to-one support

- Benefits & Debt;
- Housing & Council Tax;
- Energy & Tackling Crisis;
- Family;
- Employment & Consumer Issues.

Worried About Energy Bills?

Our friendly AFTAR team can help you:

- Boost your income;
- Cut energy costs;
- Apply for grants or fuel vouchers.

Get help by phone or arrange an in person appointment at CentrePoint or we can arrange a home visit — whatever suits you best!

Get in Touch Today!

Appointments are available with Lesley or Lucy every Tuesday.

If you wish an appointment contact 01698 687222.

citizens
advice
bureau



citizens
advice
bureau

DIGITAL SKILLS CLASSES

WELCOME TO ALL LEVELS!

TO FIND OUT MORE CALL RACHEL ON
07741735454 OR EMAIL



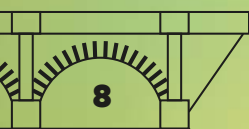
rachel.mclean@motherwellcab.casonline.org.uk

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
Scottish Charity SCO09733



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Pay Your Rent... it's the most important payment you make!

Your rent helps us maintain homes, provide services, carry out repairs and invest in our communities. Paying your rent on time and in full is one of the most important responsibilities of your tenancy.

Why Paying Your Rent Matters

Keeping your rent account up to date helps you:

- Avoid rent arrears and debt
- Maintain a positive tenancy record
- Reduce the risk of legal action
- Avoid losing your home

Even small amounts of unpaid rent can build up over time and become more difficult to manage.

Struggling to Pay

If you are finding it difficult to pay your rent please contact your Housing Officer, Joanna McNally as soon as possible on **077339 19333**.

The earlier you speak to us, the more support, we can provide. We may be able to:

- Help you maximise your income and benefits
- Agree a realistic repayment arrangement
- Refer to AFTAR Project for advice and support

Easy Ways to Pay Your Rent

We offer a range of convenient payment options to suit your needs:

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.payyour-rent>



COMMUNITY TEAM UPDATE

Once again, it's been a busy and vibrant spring for the Community Team, with a wide range of activities bringing people together each week. From our Men's Model-Making Group and lively Line Dancing Classes to our Gardening Sessions, there has been plenty happening across the community. And of course, we can't forget our much-loved monthly Bingo, which continues to draw a fantastic crowd!

Hot Off the Press!

We're delighted to share that "Gowkthrapple Together" is a new volunteer-led group which has recently been formed. Over the coming months and years, the group will be planning and delivering a variety of exciting community events and projects for the Gowkthrapple area—so watch this space!

We are also looking forward to our upcoming **Health and Happiness Family Event on Thursday 23rd July from 1pm to 3pm**. It promises to be a fun-filled afternoon for all ages, featuring owls, face painting, hot dogs, fruit kebabs, arts and crafts, as well as games and activities for everyone to enjoy.



Law View Community Events

Our Community Team events at Law View have also had a fantastic season, hosting a range of monthly gatherings for residents. A particular highlight was the delicious steak pie supper—an evening filled with entertainment, laughter, and great company. It's exactly the kind of warm, welcoming event we look forward to building on throughout the year.



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COMMUNITY TEAM UPDATE

Community Priorities Survey

North Lanarkshire Council would also love to hear your views by completing the **"Community Priorities Survey"**, which can be accessed online via the QR code.

If you need any help accessing or completing the survey, please don't hesitate to contact the Community Team - we're always happy to assist.

YOUR VOICE. YOUR COMMUNITY.

Partners across North Lanarkshire have been working closely with local people on the issues that matter most: improving health and wellbeing, creating safer neighbourhoods, increasing opportunities and tackling poverty.

We're asking residents to help shape their community by sharing their priorities for the coming decade.

Your views will help guide what we focus on and ensure we're planning a future that works for everyone.

It only takes a few minutes and it's important that we hear your views.

BIG CHANGES START SMALL...

**ONE SURVEY.
ONE VOICE.**



Have your say here: tinyurl.com/45v6kcbu



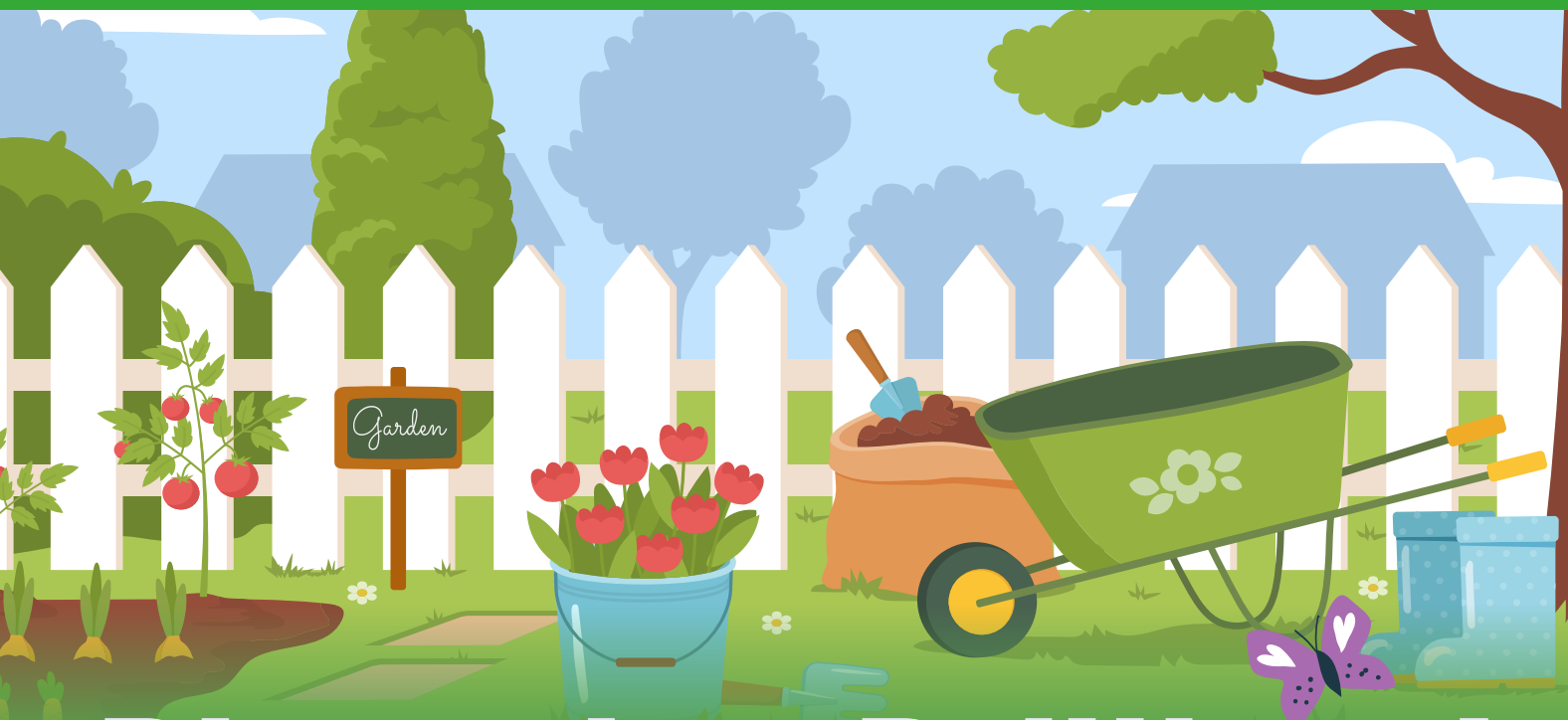
Community Team Contact

For more information please contact:

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

Thanks to our funders
& supporters.





Blooming Brilliant!

Garden Competition – Enter Today!

Show off your gardening skills and take part in our exciting Garden Competition!

Whether you have a private garden, shared or communal garden, we love to see what you have achieved.

We are delighted to see the care and attention many tenants give to making their garden areas or communal spaces attractive and welcoming.

The categories for the garden competition this year will include:

Gowkthrapple area

- Winner
- Runner up
- Most improved garden / communal space



Law View Retirement Complex

- Winner
- Runner Up



How to Enter



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 2026** with the judging taking place in August 2026.

All entries will be judged by our landscapers, Murray Landscapes who are also donating prizes.



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Taking Pride in Your Garden

We are fortunate to have so many tenants who take pride in their gardens, helping to create attractive and welcoming neighbourhoods for everyone to enjoy. We would like to thank all those that who make the effort to maintain and brighten outdoor spaces.

As a reminder, tenants are responsible for keeping their gardens tidy and well maintained. Regular tasks such as mowing the lawn, trimming hedges, removing weeds from gardens and driveways, and disposing of garden waste can make a significant difference to the appearance of the property and surrounding area.

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.

Thanks you for your co-operation and for helping to keep our communities looking their best.



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.

The Co-operative arranges a contractor, Cameron Cleaning on an ad hoc basis to carry out a kerbside uplift for bulky household items within our estates. However, these collections are funded from rental income, so the more they are used, the higher the overall cost to the Co-operative which ultimately impacts on the rent we charge.

We therefore encourage tenants to use the local

recycling centre where possible so we can help keep costs to a minimum for everyone.

If you have large or bulky items to dispose of, please take them to your local recycling centre which is located within

Netherton Industrial Estate, Netherton, Wishaw, ML2 0JG where they can be disposed of safely and responsibly.

By disposing of waste correctly, we can all help to keep our community clean, safe and pleasant for everyone.



Staff Volunteer Day Brightens Community Space



A day of service, teamwork and community spirit....

Our recent Staff Volunteer Day was a fantastic opportunity for colleagues to come together outside their usual roles and give back to the local community. Our staff team dedicated the day to improving a shared outdoor space through painting fencing and planting some flowers.

The day began with staff from Garrion People's Housing Co-operative and partner organisation Forgewood Housing Co-operative rolling up their sleeves to paint the fence at the common area at Fife Drive, Forgewood. However, the highlight was

planting some flowers in fence planters which added colour and vibrancy to the area.

The enthusiasm and dedication shown by everyone involved reflected our shared commitment to create a brighter and more welcoming environment for everyone to enjoy!

We look forward to taking part in more community projects at both Housing Co-operatives to make a positive difference together.

If anyone within the community is interesting in contributing to future projects, please contact your Housing officer.



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Dog Ownership

We kindly ask all tenants to look after their pets responsibly, this includes picking up after them.

This is part of your tenancy agreement, and one of the conditions you must keep if you have a pet.

Dog fouling also has an impact on the landscaping service we can provide to all tenants. If back courts, gardens and communal areas are covered in dog foul, we are unable to undertake works as this becomes a health hazard to our landscapers.



Help Keep Communal Areas Clear and Safe

We would like to remind all tenants not to leave household rubbish in communal hallways, stairwells or landings, or other shared areas while waiting to dispose of it in the external bins.

Storing rubbish indoors, even temporarily, can create an unpleasant odour, attract pests, and present a fire safety risk. It can also make communal areas less pleasant for your neighbours and visitors to the close.

Please ensure that all household waste is bagged securely and taken directly to the

appropriate external bins as soon as possible.

In addition, prams, household rubbish and any other items should not be stored within the close area. You must ensure a clear escape route in the event of a fire for anyone living or visiting your property.

If you notice fire hazards in shared areas, please report them to us immediately.

Thank you for your co-operation in helping to keep our buildings clean, safe, and welcoming to everyone.

Defibrillator – Law View Retirement Complex

The Co-operative was successful in receiving funding from the British Heart Foundation for a new lifesaving defibrillator.

The defib is located at the front of the communal hall within our retirement complex at Law View.

The defib is available to the public 24/7 and is registered

on "The Circuit", the national defibrillator network, so that ambulance services can direct bystanders to it in the event of a cardiac arrest.

With over 30,000 out-of-hospital cardiac arrests each year in the UK and a survival rate of less than one in ten, quick CPR and defibrillation is vital to improve survival rates.



Avoid Unexpected Repair Charges – Know What's Your Responsibility

The Co-operative has recently updated our Rechargeable Repairs Policy to help make it clearer and

more transparent about which repairs the Co-operative is responsible for as your landlord, and those which our tenants will be expected to pay for.

A re-chargeable repair is a repair that becomes necessary due to damage, misuse, neglect, or failure to take reasonable care of the property, fixtures, or fittings. In these circumstances, we may arrange the repair and re-charge the cost to the tenant.

Some Examples of Rechargeable Repairs

The following are common examples where repair costs may be recharged:

Locks and Keys

- Lost or stolen keys requiring replacement locks
- Lock-outs where a contractor is called to gain access
- Damage to doors or locks caused by forced entry where keys have been misplaced. You can avoid this by leaving a spare key with a trusted friend, relative or close family member.

Internal Damage

- Holes or excessive damage to walls, door, or ceilings
- Damaged internal doors, handles, or cupboards caused by misuse
- Damage caused by unauthorised alterations or DIY work

Plumbing Issues

- Blocked sinks, toilets, or drains caused by inappropriate items being flushed or disposed of
- Damage to sanitary ware through misuse or accidental breakage. You should report repairs as soon as you become aware of an issue. Prompt reporting can prevent further damage and help avoid additional costs.

Window & Glass

- Broken windows caused by accidental or deliberate damage
- Damage resulting from failure to report defects promptly

Gardens & External Areas

- Failure to maintain the garden where this is a tenant responsibility
- Damage to fences, gates, sheds, or external structures caused by negligence

Reporting non-repair Emergency Call Outs

- No hot water or heating caused by Economy 7 / boiler turned off at switch
- No electricity due to having no money in the electric meter
- Electrics tripping due to faulty house appliances i.e. kettle tripping electrics. If a call out has been made to a contractor and it is found to be a non-repair the cost of this will be recharged to the tenant.

For further information, please go to <https://gphc.org.uk/repairs-maintenance/481.list-of-landlord-and-tenant-repair-responsibilities/> to read the full list of repairs responsibilities



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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!

Please also report any issues or faults with smoke or carbon monoxide alarms to the Co-operative, rather than disconnecting them.

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**.

Smoke alarms in your home are interlinked and are there for your own safety, in the event of a fire. It's a danger to disconnect or remove these.



Battery Usage and Storage

Battery Safety at Home

Many everyday items in our homes are powered by batteries, including mobile phones, laptops, e-bikes, e-scooters, power tools and vapes.

While batteries are generally safe, improper storage or charging can increase the risk of fire.

To help keep your home and neighbours safe, please follow these simple battery safety tips:

- Store batteries in a cool, dry place away from direct sunlight and heat sources
- Do not leave batteries charging unattended or overnight where possible
- Always use the correct charger recommended by the manufacturer

- Avoid overcharging batteries and unplug chargers when charging is complete
- Regularly inspect batteries (especially on e-bikes or e-scooters) for scorch marks, loose wires, or physical damage. If damaged, stop using or charging them immediately
- Do not store e-bikes, e-scooters, or large powered devices in communal areas / closes
- For vapes, only use approved charging equipment, avoid carrying loose batteries in pockets with metal objects, and replace devices that show signs of damage.

Battery Disposal

Batteries can become a serious fire hazard if they are not disposed of properly. This is true of typical AA batteries that power remote controls and toys, as well as the lithium batteries for laptops, vapes etc.

We encourage all tenants to dispose of batteries properly. Waste batteries and electrical devices should be disposed of responsibly at the following places:

- Household Waste Recycling Centres
- Some supermarkets and high street shops
- Electronic retailers

RATS



It is important that we all take steps to prevent vermin entering our homes and maintain a safe and healthy living environment.

How you can help prevent rats

- Dispose of rubbish properly – make sure to put rubbish in the bin and keep it sealed
- Avoid leaving food scraps or food out
- Keep your home clean and surrounding area clean and tidy

If there are sightings of a rat outside your home, you can report this to North Lanarkshire Council Customer Service Hub on **0345 143 0015**.

However, if it is within your home, you can contact the Co-operative on **01698 687222**.

Remember prevention is key. By taking these simple steps, we can work together to prevent vermin from becoming a problem in our community.

Feeding Birds Responsibly

Many tenants enjoy feeding birds in their gardens and communal areas. However, any food left on the ground can also attract unwanted pests, including rats and mice.

To help prevent pest problems, please avoid scattering food on the ground and ensure any bird feeders are regularly cleaned and maintained. Any spilled food should be cleared away promptly and excess food should not be left outside overnight.

By feeding birds responsibly, we can continue to enjoy local wildlife while helping to keep our communities clean, safe and free from pests.



Reporting Dampness and Mould

Please report any dampness and mould in your property.

Dampness can be caused by condensation or by wider issues such as a leak and the sooner we can investigate, the sooner we can organise repairs before they become bigger issues.

If you have persistent damp issues or notice black mould in your property, please contact us as soon as possible.

We have a process and timescales for investigating and repairing mould issues.

You can report issues to us by:

☎ 01698 687222

✉ enquiries@gphc.org.uk

Please click - **<https://gphc.org.uk/repairs-maintenance/386.preventing-damp-and-mould/>** for more information.



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WINNER

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 – Agnieszka Szamlewska.



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.

Staff News

Celebrating Staff Achievements

We are delighted to congratulate **Kevin Plunkett, Housing Data Administrator/Housing Assistant** who successfully achieved a **Digital Marketing Diploma & Kieron Sheehan, Maintenance Officer** completed his **CIH Level 4 in Maintenance Management**.

Their dedication, hard work, and commitment to personal and professional development are a credit

to them and the Co-operative.

Achieving these qualifications often requires balancing course work/study alongside work and personal commitments, making this accomplishment even more impressive.

Well done to Kevin & Kieron for achieving this outstanding accomplishment!



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:

- **Friday 17 July and
Monday 20 July 2026**
- **Friday 25 September and
Monday 28 September 2026**

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.

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.

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