

GPHC



Garrion People's Housing Co-operative Ltd

Winter Edition Newsletter 2025

Have Yourself a
**Merry Little
Christmas**

& a Healthy &
Happy 2026
from all at the
Co-operative!

Scan Me



Find us on
facebook

Festive Office Closure

The office will be closed on
Wednesday 24 December and re-open
on **Tuesday 6 January 2026 at 9am.**

If you have an
emergency repair
during this time,
please refer to
the emergency
numbers listed on
the rear cover.

Our Maintenance
Officers will be in
the estates at times
over the holiday
season to deal with
any non-emergency
repair issues.

Make Your Christmas Budget go further with the Housing Perks App....

Have you signed up to the Housing Perks yet?

With the festive season upon us, it's the perfect time to start saving on your shopping. With the Housing Perks app, tenants can enjoy exclusive discounts on e-gift vouchers from a wide range of retailers. Ideal for Christmas presents or everyday purchases.

Once bought, vouchers are stored directly in the app as e-gift cards and can be used both in-store and online, making it simple and convenient to save money.

It is free to use for our tenants, and the exclusive discounts can offer savings of between 4% and 18% at over 100 national retailers such as Sainsbury's, ASDA, B&M, Sports Direct, Argos and many more.

Current offers include:

- 16 % off Swarovski
- 4% off Tesco, Asda, Morrisons & Iceland
- 5% off Currys, IKEA & Argos
- 9% off Primark & TK Maxx

Download the app today at: <https://www.yourhousingperks.com/download-the-app>

Should you require assistance with this or have misplaced your own unique reference number please contact the Co-operative.

Get saving!



Tenant Satisfaction Survey... We'd love to hear what you think!

To help gather your feedback, we are working with the Knowledge Partnership, an independent market research company, to carry out our 3 yearly Tenant Satisfaction Survey.

Knowledge Partnership will have been carrying out these tenant surveys during November and December.

This information is vital so we know how you

feel about your home and the services we provide.....what we are doing well and where we could do better.

Everyone who takes part will be entered into a prize draw to win 1 of 2 supermarket vouchers worth £50.00.

We thank you for your feedback.... your views as a tenant really matter to us and will help shape the future of our services!



Veterans Christmas Dinner

A lovely Christmas dinner was held for the Veteran Group on Wednesday 10th December 2025 which was enjoyed by all!

We are currently consulting with our Veterans to better understand how they would like to meet and what interests they want to pursue moving forward.

Their input is vital to help us plan for future get togethers to ensure they are meaningful, accessible and aligned with the group's priorities.

If you require further information regarding the Veterans Group, please contact Laura or Joanna on **01698 687222**.

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Rent Consultation

Our 2026/27 Rent Consultation is now underway, and you should have received the consultation document through your door. This document explains our proposals for next year's rent charge.

We listen to, value and act on the views of our tenants and we encourage you to share your thoughts on the proposed rent increase.

Any feedback received from tenants will better inform Management Committee when they meet in January 2026 to make their decision on the rent increase.

Increasing rents is not a decision we take lightly, and the consultation document explains why the proposed rent increase is the lowest possible which allows us to maintain the current level of service and spend required to maintain your homes.

We are consulting on a rent increase of 4.8% for all properties with the exception of 3 bedrooomed newbuild properties where it is proposed to apply a 3.8% rent increase from 1 April 2026.

The 4.8% will allow us to maintain the current level of service and spend required to maintain our homes and applying 3.8% to the three bedrooomed newbuild properties will help us to bring the rent charge more in line with that of other local Registered Social Landlords and the Scottish Average.

Your views are important.... Have your say!

We are keen to hear your views...

As part of the Rent Consultation process a Rent Review Focus Group Meeting is scheduled for Tuesday 13 January 2026 at 5.30pm within CentrePoint.

If you are interested in taking part, please come along and have your say or contact elaine@gphc.org.uk for further details.

You can also "Have your Say" in various other ways by: -

- Our website go to www.gphc.org.uk
- Phoning a member of staff on **01698 687222**
- Texting your response to **07733 919333**

- By responding via email to enquiries@gphc.org.uk

By completing and returning the Rent Consultation form in the post box which is located on the wall at the front of CentrePoint.

All feedback from the consultation process should be returned by **7 January 2026**, this is important and will help the Management Committee make their final decision at the end of January. You will receive a letter in February advising you of their decision along with details of your rent charge from 1st April 2026.

Christmas Helping Hand Appeal 2025

As Christmas can be a stressful time of the year for those that are already struggling with the cost of living, and it can be an added financial pressure.

To help lighten the load, we have approached our maintenance contractors and suppliers this year again to ask if they would be kind enough to donate vouchers to distribute to households within our community.

The lucky tenants will be selected at random and will be gifted with the vouchers before the Christmas break.



AFTAR SERVICE ...our Advice for Tenants and Residents Project – Citizens Advice Bureau

Make a good financial start to 2026!



**ADVICE FOR
TENANTS
& RESIDENTS**

**citizens
advice
bureau**

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!

If you wish an appointment contact 01698 687222.

Managing your Rent at Christmas

The Christmas season is a joyful time for many, but it can also be one of the most challenging financially. Between buying presents, entertaining, and higher winter utility costs, it's easy for budgets to be stretched thin.

We understand that this time of year can create extra pressure, especially when it comes to staying on top of essential household costs like rent. It is important to remember that your rent is a priority bill and by not paying your rent it is a breach of tenancy and can lead to Court action being taken against the tenants who are not paying their rent.

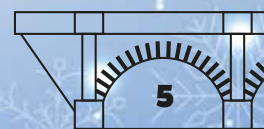
If you have any questions or concerns about rent during the festive period, please reach out to your Housing Officer, Joanna McNally by email joanna@gphc.org.uk or phone on **077339 19333**.

We offer a variety of methods for you to pay your rent, for Ways to Pay, please go to our website....

<https://www.gphc.org.uk/your-rent/10.pay-your-rent>



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Benefits Update

Universal Credit Migration

The Department for Work and Pensions (DWP) is completing the transition from legacy benefits to Universal Credit.



Here's what you need to know:

Key Dates December 2025: Target for all remaining legacy benefit claimants to receive their Migration Notice

End of 2025/26: Deadline for full migration and closure of legacy benefits

How the Migration Works

- **Receive a Migration Notice** - A formal invitation to claim Universal Credit
- **Deadline to Claim** - Your notice will specify when to apply
- **Make a UC Claim** - Apply online or by phone
- **Transitional Protection** - Claiming by the deadline ensures financial safeguards during the switch

Please do not ignore a Universal Credit Migration Notice!

Contact your Housing Officer to seek advice as soon as you receive your Universal Credit Migration Notice and they will make an appointment with Lucy or Lesley, our Income/Money Advisor via our AFTAR Project.

WINTER PAYMENTS

As the temperature drops and the heating is turned on, attention turns to energy bills.



Pension Age Winter Heating Payment

(replaces Winter Fuel Payment)

You can get Pension Age Winter Heating Payment if:

- you are of State Pension age or older
- <https://www.gov.uk/state-pension-age>
- you lived in Scotland on at least the last day of the qualifying week

The qualifying week is the third full week of September. You need to have reached State Pension age during or before the qualifying week.

Check if you are eligible for Pension Age Winter Heating Payment at

<https://www.mygov.scot/pension-age-winter-heating-payment-eligibility-checker#!>

Benefits Update

Winter Heating Payment

Winter Heating Payment is to help people on low-income benefits who might have extra heating needs. It is an annual payment of £59.75 that is paid automatically if you are eligible.

Who gets Winter Heating Payment?

You must get and meet specific requirements of a qualifying benefit on at least one day during the qualifying week of 3-9 November 2025. The qualifying benefits are:

- Universal Credit
- Pension Credit
- Income Support
- Income based Jobseeker's Allowance
- Income Related Employment Support Allowance
- Support for Mortgage Interest

A full list of each benefit's further requirements can be found online at www.mygov.scot/winter-heating-payment/eligibility

Do I need to apply?

Most eligible people will receive this payment automatically. You will receive a letter from Social Security Scotland to let you know if you are eligible.

If you do not receive a Winter Heating Payment and think you are eligible, please contact Social Security Scotland on **0800 182 2222**.

Warm Home Discount

For winter 2025/26, you could get a £150 discount on your electricity bill through the Warm Home Discount scheme. This is a one-off discount on your electricity bill. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier direct to find out more.

You do not need to apply if you get the Guarantee Credit element of Pension Credit. You will automatically get a letter telling you about the discount if you are eligible. Otherwise, you will need to apply directly to your energy supplier.

You might be eligible if all of the following apply:

- your energy supplier is part of the scheme

- you (or your partner) get certain means-tested benefits or tax credits
- your name (or your partner's) is on the electricity bill

You can find out more about the Warm Home Discount scheme in Scotland by visiting <https://www.gov.uk/the-warm-home-discount-scheme/low-income-scotland>



Benefits Update

Child Winter Heating Payment

Child Winter Heating Payment is a yearly payment to help disabled children and young people and their families with increased heating costs over winter. The payment for winter 2025/26 is £255.80.

Will I be eligible for the Child Winter Heating Payment?

Children and young people in Scotland may be eligible for the Child Winter Heating Payment if they're under 19 years old and get one of the following 'qualifying benefits':

- the highest rate of the care component of Child Disability Payment
- the highest rate of the care component of Disability Living Allowance for children
- the enhanced daily living component of Personal Independence Payment **or**

- the enhanced rate of the daily living component of Adult Disability Payment

To be eligible, the young person must have received the qualifying benefit on at least one day in the third week of September (Monday 15 September to Sunday 21 September 2025).

If there is more than one child or young person who qualifies in the household, they each get a payment.

Do I/we need to apply?

Eligible children and young people living in Scotland do not need to apply. You will get a letter from Social Security Scotland before they make the payment.

Young Carer Grant extended to 19-year-olds

Young carers up to age 19 will now receive Young Carer Grant following an expansion of the benefit.

The grant which was previously open to 16 to 18-year-olds is a Scottish only benefit that gives young carers a yearly payment of £390.25.



The payment can be used to pay for whatever the young person wants – like driving lessons, tech to help with work or study or new clothes.

The grant is available to young people who spend at least 16 hours a week caring for someone who receives a disability benefit. It is available to young people who are in education, employed or out of work.



Wishaw Community Foodbank

The main food bank in Wishaw is the Wishaw Community Foodbank, located at South Wishaw Parish Church on East Academy Street.

It is open on Tuesdays and Fridays from 10am to 12pm and is run by volunteers.

There are also a free cafe and

access to various support agencies and services.

During the Festive period these are the opening / closing times:

- 23rd December - Open
- 26th December - Closed
- 30th December - Emergencies Only
- 2nd January - Closed

MADE4U IN ML2

are providing support to the local community for either a sit-down Christmas meal with them on Christmas Day or a roast turkey dinner provided on 23rd December for £3.50 (see details in poster below).

If you, or someone you know, will be alone or struggling this Christmas we are offering two routes for support this Christmas:



#1

3 COURSE MEALS - ROAST TURKEY DINNER

- 3-course Christmas Meals for reheat.
- £3.50 per 3-course meal
- Delivery within ML2 - 230-530pm, 23rd December, Pickup 2-4pm
- Ideally, meals should be paid in advance.
- For those who are on their own, isolated or who would struggle to cook or pay for a full dinner.



#2

CHRISTMAS DAY MEAL

- Sit-down 5-course dinner on Christmas Day, 12noon.
- Activities for all ages
- Must pre-book on the details below

CONTACT US

Contact us to enquire or book -
by Facebook Direct Message, or via
Whatsapp.
[facebook.com/made4uinml2](https://www.facebook.com/made4uinml2)
Whatsapp - 07874 459301

MADE4U Centre
Greenfield Drive
ML2 8NT

01698 384030

contact@made4uinml2.com
www.made4uinml2.com



MADE4U

COMMUNITY TEAM UPDATE

Season's Greetings

Once again, it's been a busy winter for the Community Team. Our adults, ASN (Additional Support Needs) group 'Crafts and Laughs,' will relaunch in January 2026, starting on Tuesday 13th January at 11am.

Our Weekly Men's Model-Making Group, Garden Sessions (which have moved indoors for the winter) and Line Dancing classes are continuing as usual.



Looking ahead to the new year, we have a mix of exciting new activities and events, as well as many of our regular favourites. Make sure to check out our Facebook page or visit the centre to find out more!



**Volunteers
Wanted**

We continue to support volunteering in the Gowkthrapple community by delivering a monthly Bingo Session. We are also looking to start a volunteer group—if you're interested in getting involved, please contact Richard or Karin for more information.

Our Community Team project at Law View has delivered a series of monthly events, including a Halloween party and a celebration of St Andrew's Day featuring live music by 2Reminisce. Looking ahead, we have a Christmas party and a Burns lunch planned for the coming months.



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 and partners



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WHAT'S HAPPENING AT LAW VIEW....

We have successfully completed the installation of 23 new kitchen within our Law View Retirement Complex with an additional one installed within the communal facility. Have a look at some of the lovely new kitchens.....



Keep – Fit Class

The residents have been enjoying the classes led by Gillian Stevenston on Tuesdays from 11.30am - 1pm, a mixture of Armchair Keep Fit, blethering & massage.



Clyde Valley School – Gaming Group

Every Wednesday 11am - 12.30pm join our Clyde Valley pupils for our Games Group, playing Dominos, Uno, Jenga & Pool..... we are always looking for new ideas.



MacMillan Coffee Morning

Garrion People's Housing Co-operative hosted a MacMillan Coffee morning at CentrePoint and another at Law View on 24th September. A lovely day of cake, coffee and conversation was held and raised £370 for MacMillan Cancer.

A big thank you to everyone who came along and supported this wonderful cause.



Annual Assurance Statement 2025

Our Annual Assurance Statement was approved by our Management Committee for submission to the Scottish Housing Regulator.

Committee were satisfied they had received appropriate assurance that Garrion People's Housing Co-operative is compliant with the Regulatory Framework and Standards of Governance and Financial Management and all relevant Tenant Health and Safety requirements.

An Assurance Statement was submitted to that effect to the Scottish Housing Regulator in October 2025.

You can view our Assurance Statement on our website **www.gphc.org.uk**

Should you wish to join the Tenant Focus Group to help us with the Annual Assurance self-assessment compliance process against the Regulatory Framework and an insight into the Evidence Bank, please contact **elaine@gphc.org.uk**

Repair Satisfaction Survey – Winners

Many thanks to all our tenants who have completed the repairs satisfaction survey for this quarter.

Any tenants that took part were entered into the quarterly prize draw with the lucky winner being: **Bobby Maughan – Well Done!**



Winners of our Annual Report Consultation

You will have received a copy of Garrion People's Housing Co-operative Annual Report for 2024/25.

Many thanks to everyone who completed the online survey and for your positive feedback on the Annual Report.

The lucky winner of the £50 gift voucher was Colette Kells



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Annual General Meeting 2025

Our Annual General Meeting took place on Tuesday 16th September 2025, within CentrePoint, bringing together Management Committee Members, Stakeholders and staff.

Members received a report from the Chair highlighting our achievements and activities during the year. Our External Auditors, AAB French Duncan also presented our financial report.

A big thank you to everyone who attended and contributed to the success of the evening, your continued support is greatly appreciated.

Following the Annual General Meeting, the Management Committee met to elect its office bearers for 2025/26:

Office Bearers

Victoria Dallas	Chair
Craig Callan	Vice Chair
Colette Kells	Secretary
Heather Laing	Treasurer

Committee Members

Elizabeth Cooper, Christine Kerrigan, Przemek Jozwik, Sandra Rodger, John O'Brien & Jamie Boyle.



Would you be interested in joining our Management Committee and helping to make a real difference in your community?

We currently have four vacancies, and we would love to hear from **YOU**.

We are looking for new members to join our Management Committee and take part in making important decisions relating to the Co-operative.

The Committee are responsible for the strategic direction of the Co-operative. They meet once a month to monitor performance, set standards and ensure compliance against the Scottish Housing Regulator's Regulatory Framework.

By joining the Management Committee, it will have many benefits for you, the Co-operative and the local area. Training and guidance are provided.

How do I Join?

The Co-operative welcomes applications from anyone who has a genuine interest in the local community and is committed to help drive our Co-operative forward. For more information on how to join our Committee please call **01698 687222** or email us at **paulm@gphc.org.uk**

Stay Safe from Scams This Winter

As winter payments roll out, it is vital to stay alert to scam messages. Here are key tips to protect yourself and others:

Scam Warning Signs

- Requests for money, passwords, or bank details
- Urgent messages designed to cause panic
- Suspicious links or downloadable files
- Unfamiliar phone numbers or email addresses

What You Can Do

- Pause and think before sharing any personal info

- Always verify contact details via official websites

If You Suspect Fraud

- Contact your bank immediately
- Report it to Police Scotland by calling 101
- Victim Support Scotland 0800 160 1985
- Citizens Advice Scotland 0808 196 9180

Being scammed can be very distressing, and the impact is often emotional as well as financial.....it can happen to any of us!



Save Energy at Home Tips

Small switches to save energy and money

There are lots of quick, easy and inexpensive ways you can cut your energy usage and save money. We share our top quick wins below.....

Understand your bill

We know that bills can be confusing. You can watch a video on how to understand your energy bills, find out how to read your energy bill, make sure you are paying the correct amount, and to see if you are on the cheapest available tariff.

Go to <https://www.youtube.com/watch?v=2R8DcQXKDA8>

For some helpful info about changes to the energy price cap, which sets the maximum amount that suppliers can charge for each unit of gas and electricity.

Go to <https://www.homeenergyscotland.org/changes-energy-price-cap> for more information.

There are lots of free or low-cost things you can do to save you money on your gas and electricity. We have prepared an information leaflet which can be viewed on our website <https://www.gphc.org.uk/news/340.energy-saving-tips/>



Winter Tips for Your Home

Here are some steps to help you stay safe in your home this Christmas:

- **Don't leave cooking unattended** and don't cook if you're tired, under the influence of alcohol or drugs or on strong medication
- If you smoke, stub out all cigarettes **in an appropriate ashtray**
- Using a laptop? Make sure it's **placed on a hard surface**. Soft surfaces such as beds and sofas could ignite due to the heat from a laptop
- **Always turn** computers and laptops **off at night**
- **Don't overload** electrical sockets
- Make sure all common areas and exits are **kept clear** of any combustible materials and don't leave any items in escape routes
- Ensure white goods such as washing machine, dishwashers or tumble dryer are **switched off**, and **never used while sleeping or out**

- **Switch off** all electrical appliances not designed to be left on overnight
- **Don't leave** chargeable items like phones and tablets **charging overnight**
- **Turn off any** portable heaters
- Keep mobility aids and any methods of calling for help **accessible** for a cared for person
- Before going to bed, check any candles and cigarettes are **extinguished**
- Make sure the main door keys are **accessible and in a safe place**
- **Close all the internal doors** before going to bed

And finally:

- Make sure you have **working smoke alarms**. Test them **once a week**.

By working together, we can have a healthy, safe and very merry Christmas.



Snowy and Icy Paths

As a tenant it is your responsibility to clear snow or ice from the paths and roadways around your house. If you have an elderly neighbour or know someone who could use some help why not offer to clear their paths too?

Being a good neighbour and clearing paths of ice and snow is the kind of practical step that most of us can take during cold weather. A helping hand with this can make all the difference for people who may be unable to clear their own paths, or who need to use local paths to access services.

North Lanarkshire Council don't have the capacity to treat residential streets, you can pick up small quantities of salt using your own container to treat streets and paths from any local grit bins or at the Council's local recycling centre.

Grit bins are placed around our estate where there are communal paths and car parks. You can use the grit on the ground in snowy or icy weather to keep them safe.



Preventing Condensation in Your Home this Winter

As the colder months settle in, many homes experience an increase in condensation on windows, walls, and other surfaces. While it may seem harmless, persistent condensation can lead to dampness, mould growth, and damage to your home.

The good news is that with a few simple habits, you can significantly reduce condensation and keep your living space healthy and comfortable throughout winter.

Condensation happens when warm, moist air meets a cold surface like a window. Everyday activities such as cooking, showering/bathing

and drying clothes indoors add moisture to the air.

Ventilation has an important role to play in keeping your property healthy and the air within fresh, it can be hampered by poor performing or blocked extractor fans or inadequate background ventilation via windows.

It can also happen when large pieces of furniture, for example wardrobes and beds, are placed against an outside wall.

To prevent condensation / mould growth, small daily actions can make a big difference, such as:

Do:

- ✓ keep a window open when drying clothes indoors
- ✓ keep the internal kitchen door closed when cooking
- ✓ keep lids on pots and pans when cooking
- ✓ use an extractor fan in the kitchen and bathroom
- ✓ open the window after a bath or shower and open the door
- ✓ try to keep a good level of background heating throughout the property
- ✓ try to dry clothes outside where possible
- ✓ Make sure air can circulate by leaving gaps between furniture and wall.

Don't:

- ✗ dry clothes over warm radiators
- ✗ block off any ventilation around the house such as air bricks or trickle vents on windows
- ✗ use tumble driers unless they are self-condensing or vented with a hose outside
- ✗ overfill cupboards and wardrobes
- ✗ keep furniture and beds hard against walls
- ✗ Keep the door open when cooking or bathing

Tackling damp and mould together!

We take reports of damp and mould very seriously. We are keen to work with our tenants to identify and resolve these issues quickly and effectively and make sure the cause is accurately identified.



Protect What Matters – Why Home Insurance is a must! ...

Home insurance is one of the most important protections you can have as a tenant, yet many tenants only realise its value when it is too late.



The Co-operative insures the structure of your home **not** your belongings inside your home.

Accidents and unexpected events can happen at any time.... whether it is a water leak, a break-in, accidental damage or a fire. Having the right insurance in place helps you replace what has been lost or damaged. It ensures you are not left facing expensive repairs or replacing belongings out of your own pocket.

Insurance does not have to be expensive, policies can be tailored to your budget and the level of protection you need, ensuring everyone can find an option that works for them.

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



Learn about home contents insurance

Disposal of Bulk Household Items at Christmas



Over Christmas, we often find ourselves with more cardboard packaging from gifts, toys and general household waste.

To help in keeping your estate free of litter and bulk refuse, where you are able, please take any bulk items to your local recycling centre 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.**

Please note there is currently no free uplift service from North Lanarkshire Council. You can obtain details of charges etc from **<https://www.northlanarkshire.gov.uk/bins-and-recycling/request-special-uplift>**

Please help us keep our estates tidy!



Bin Collection

Should you have blue, green or brown bins North Lanarkshire Council arranges for these to be emptied. To check when your bin collection is due, please visit:

<https://www.northlanarkshire.gov.uk/bin-collection-dates>



Anti-Social Behaviour over Festive Period

We understand that at this time of the year, with Christmas fast approaching, people will be having family and friends at their home to celebrate.

We certainly do not want to spoil this and would simply ask that you take into consideration your neighbours. We will not tolerate anti-social behaviour and will do everything we reasonably can to tackle it, whether the problems are caused by one of our tenants, their visitor(s) or someone else.

The Co-operative believes that everyone has the right to peaceful enjoyment of their home, free from disturbance, intimidation and noise nuisance.

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

We would ask that you be respectful of your neighbour so all our tenants and residents within the community enjoy their home and have a happy and safe Christmas and New Year.

Should you experience any anti-social behaviour over the festive season you can contact:

Police Scotland

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

Crimestoppers

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

Please report to your Housing Officer when the Co-operative re-opens after the festive period.

Anti-Social Response Team

How to make a complaint

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

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

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

If necessary, they can provide a witnessing service and take the required action. The details of the call will then be passed to the Co-operative by means of a report. This report will enable your Housing Officer to follow up the complaint and take the necessary action against the perpetrator.

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



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Domestic Abuse



The festive period can be a time when relationships become strained. Unfortunately, in some cases, this can result in instances of domestic abuse.

Domestic violence and abuse can happen in any relationship regardless of age, ethnicity or socio-economic levels. While women are more commonly victimised, men are also abused. Abusive behaviour is never acceptable, whether it is coming from a man, woman, a teenager, or an older adult. Everyone deserves to feel valued, respected, and safe.

If you are experiencing domestic abuse, you can get confidential advice and assistance by contacting.

For Women

The **Scottish Domestic Abuse Helpline** provides a confidential, non-judgmental 24-hour telephone service throughout Scotland, available on **0800 027 1234**.

Local services

- Aura - **01698 757667**, aura@sacro.org.uk
- Monklands Women's Aid - (covering Airdrie, Coatbridge, Cumbernauld, Kilsyth, and the surrounding areas) - **01236 432061** and **01236 730992**, info@monklandswomensaid.org.uk, www.monklandwomensaid.co.uk
- Motherwell and District Women's Aid - **01698 321000**, info@mdwa.org.uk
- Lanarkshire Rape Crisis Centre - **01698 527003**, support@lanrcc.org.uk

- Shakti Women's Aid - **0131 475 2399**, info@shaktiedinburgh.co.uk
- Amina, The Muslim Women's Resource Centre - **0808 801 0301**, info@mwrc.org.uk

For Men

The Men's Advice Line is a confidential helpline for male victims of domestic abuse and those supporting them. They offer advice and emotional support to men who experience abuse, and signpost to other vital services that help keep them and their children safe.

Respect, Men's Advice Line (Scotland)
Phone: **0808 8010327**, email info@mensadvice.org.uk

For the LGBT + community

www.galop.org.uk

Telephone **0800 999 5428**

If you become homeless or are threatened with homelessness because of domestic abuse, you can get independent advice by visiting <https://www.northlanarkshire.gov.uk/housing/homeless-and-need-help>

Shelter Scotland on **0808 800 4444** Monday to Friday, 9am to 5pm. Closed bank holidays.

If you would prefer to talk in confidence to a member of our staff, please call **01698 687222** during office hours.

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 and 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



The office will be closed on **Wednesday 24 December 2025** and re-open after the festive period on **Tuesday 6 January 2026** at 9am.

Move towards Digital



We are gradually moving towards going digital with our publications. Some tenants have indicated they would prefer digital newsletters/annual reports.

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.

Different 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.

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