

GPHC



Garrion People's Housing Co-operative Ltd

Spring Newsletter

APRIL 2022



**Cover the world in sunflowers and
share the hope, unity, love and
light for the people of Ukraine**

Congratulations To Our Prize Draw Winners!

We have two lucky prize draw winners who entered our Rent Consultation Survey.....
Nicole Lindsay and Alex Fenton. Well done!

E-mail Address

If you would like to receive future copies of our newsletter to your email address rather than by post, please forward your name and address to **enquiries@gphc.org.uk** and we will arrange this.

Delivering Our Services To You...

Many thanks to those tenants who have taken the time to contribute to the consultation that took place in regards to the review of our service delivery.

We are working our way through the surveys and collating your feedback which will be discussed as part of the Co-operative's Business Planning day. Your feedback will be vital in helping to re-shape our service delivery moving forward.

We will publish the results of this survey within the Summer edition of the newsletter and advise on the new model of working. In the meantime, we are continuing to deliver our normal services.

For all housing enquiries, reporting repairs or complaints you can contact us as usual on **01698 687222** between 9am – 4.30pm Monday to Friday. You can also email enquiries@gphc.org.uk or visit www.gphc.org.uk.

Keeping You Informed...

It is important that tenants provide the Co-operative with the most up to date contact details.

This will enable us to keep you up to date on our services, share important information with you and advise you on what is happening in your community.

To update your contact details you can email enquiries@gphc.org.uk with your name, address and mobile number and preferred email address that we can use to communicate with you.

Alternatively call us on **01698 687222** and speak to a member of staff.

Business Plan

The Co-operative has a 3 year Business Plan, which is updated annually and covers all aspects of the organisation.

This includes:

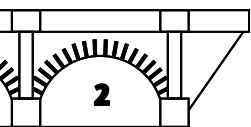
- Co-operative's profile;
- Vision;
- Financial planning;
- Values;
- Strategic direction and objectives;
- Operating environment;
- Asset management;
- Services;
- Governance;
- Leadership;
- Rents and affordability;
- Value for money;
- Managing risk.

We are currently reviewing our Business Plan and welcome any comments or contributions you would like to make to it.

If you wish to do so, please contact Paul Murphy (Corporate Services Officer) at the Co-operative by telephoning **01698 687222** or email paulm@gphc.org.uk



GPHC



Rent Consultation 2022-23



Following our tenant consultation and Rent Review Focus Group meeting by Zoom in January, the Co-operative's Management Committee considered the views of tenants and the running costs contained within the budgets for 2022/23.

Having taken all this into account they agreed for rent to be increased by the proposed amount of **3.1% from 1 April 2022**.

We were required to deviate from our Business Plan which allows for CPI (consumer price index) + 1%. This could have resulted in a 7% or 8% increase but rent affordability is a key objective of the Co-operative and we

recognise that the cost of living is rising. We therefore considered the lowest CPI rate in the last 6 months, which was 3.1% in September 2021.

You will have received a letter confirming your new rent charge for 2022/23.

A big thank you to everyone who took part in the Rent Consultation Survey and attended the zoom Rent Review Focus Group meeting.

Your views are important to us and are taken into consideration when making the final decision.

Rent Increase from 1 April 2022



By now, you should have received a letter from the Co-operative advising you of your new rent charge for 2022-23. We have notified North Lanarkshire Council, Housing Benefit Department of your new 4 weekly rent charge.

Have you increased your payments to reflect this?

Do you claim Universal Credit?

If you receive your housing costs (rent) via Universal Credit you will receive

a message from the Department of Work and Pension (DWP) on your journal to provide your new rent information.

Please follow the necessary steps to ensure your new rent charge is updated on your journal as failure to do so will affect the amount of Universal Credit you will receive.

Do you pay by standing order?

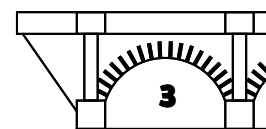
If you pay by standing order you must contact your bank to increase your payments as this will not be done automatically.

Do you pay by other payment methods?

If you pay by any other method, please ensure you pay the correct amount to prevent your rent account going into arrears.

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

You have a legal and contractual obligation to pay your rent. Please do not put your home at risk by refusing to pay or by failing to engage with us.



Are you struggling financially?

If you are struggling financially, please contact the Co-operative to make an appointment with Robert our AFTAR Project Advisor.



Our Advice for Tenants and Residents (AFTAR) project are operating face to face appointments again. They can provide support and advice on budgeting skills to help you maximise your income, provide money advice or assist with debt issues.

Should you wish an appointment please call **01698 687222** and your details will be passed to Maria at Citizens Advice Bureau. She in turn will carry out an assessment via their triage service and if an appointment is still required this will be made with Robert our Income/Money Advisor.

Get free energy advice and support

Through our AFTAR project you can also obtain free impartial advice on energy bills and usage and can help with billing issues via their Energy Advice Service. Should you require any assistance with this please contact the office on **01698 687222** and we can pass your details onto an Advisor who will assist you.

Digital/Computer Help

Help available with

- Claiming Universal Credit;
- Keeping Job Centre commitments;
- CV Help;
- Job searching & job applications online;
- West College Scotland Distance Learning.
- Computer sessions/courses available;
 - South Wishaw Parish Church Computer Room (Thursday 1-4pm);
 - South Wishaw Parish Church Computer Room (Friday 1-4pm) JOB CLUB;
- All ages and levels welcome;
- CSCS Health & Safety Courses;
- Free.

Outreach/sessions

- Help still available via phone and online calls;
- Energy best deal group session are available on request;



Contact John on **07948 702231** or **Motherwell & Wishaw Citizen Advice Bureau** on **01698 265349**

Construction Industry Qualifications

SQA Health & Safety in a Construction Environment L1

CSCS Card/tests/training & learning materials

Complete Training Online or in our Training Centre

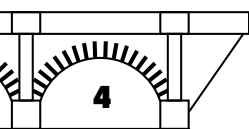
Funding is available to learners who meet the eligibility criteria from Skills Development Scotland (SDS) on behalf of Scottish Government for Individual Training Accounts (ITA)



- Aged 16 or over
- Not in education or involved in any other Skills Development Scotland funded programme
- Unemployed and looking to get back into work
- Employed and earning less than £22,000 per year
- Resident in Scotland
- One ITA per year



Contact John **07948 702231** -
Email - training@motherwellcab.casonline.org.uk
Motherwell & Wishaw Citizens Advice Bureau
90 Brandon Parade East, Motherwell, ML1 1LY



What is fuel poverty and where to get help?

Fuel poverty is when a household cannot afford to heat their home to a comfortable level. This can be because of low income, poor insulation and the cost of energy.

Households most at risk are single-person households, the elderly and where a member of the family has a disability or a long-term illness.

Are you struggling to afford to heat your home and looking for advice?

Home Energy Scotland is a network of local advice centres covering all of Scotland. Expert advisers offer free, impartial advice on saving energy, keeping warm at home, renewable energy, greener travel and cutting water waste.

Home Energy Scotland is funded by the Scottish Government and managed by the Energy Saving Trust. Its aim is to help people in Scotland create warmer homes, reduce their bills and help tackle climate change.

They provide free impartial energy advice and support. Covering everything from simple energy saving tips in the home to transport and active travel advice.

If your supplier has recently gone out of business, please visit -

<https://www.ofgem.gov.uk/information-consumers/energy-advice-households/switching-energy-tariff-or-supplier>

Their Financial Inclusion Team can also offer practical help and advice to households experiencing fuel poverty.

Another way to reduce your fuel bills is by making your home as energy efficient as possible.

For more information or extra help available in the winter months see their winter services pages at <https://www.northlanarkshire.gov.uk/winter-services>

Deaf or hard of hearing?

Deaf Action Scotland has set up the Bright Deal project. The aim of this project is to advise the deaf and hard of hearing communities in Scotland on how to manage their energy bills.

Useful videos on energy saving advice are available on the Bright Deals Facebook page - <https://www.facebook.com/watch/133216540026436/1319732705163393>

For more information, visit the Deaf Action website at <https://www.deafaction.org/>

Do you need a referral for a food bank?

Please remember help is at hand...

Have you been made redundant or have reduced working hours? Unexpected bills have left you with no money? A change in your circumstances has affected your entitlement to benefit or the reduced the amount you receive?



Please contact the office on **01698 687222** or email Laura@gphc.org.uk to get a referral sent through to our community foodbank.

Foodbank support is available locally on a Tuesday and Friday serving those in need across the community of North Lanarkshire.

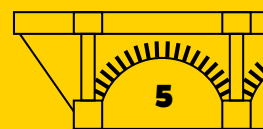
Young Persons' Free Bus Travel

The new Young Persons' Free Bus Travel Scheme allows 5-21 year olds living in Scotland to benefit from free bus travel from 31 January 2022.

Children and young people who are 5 to 21 years old will need a new or replacement National Entitlement Card (NEC) or Young Scot National Entitlement Card (Young Scot NEC) to travel free by bus.

Parents or carers of 5 to 15-year-olds must apply on their behalf. Children under 5 years old already travel for free on the bus and don't need a card.

Full details of the scheme can be found at <https://www.transport.gov.scot/concessionary-travel/young-persons-free-bus-travel-scheme/>





Social Security Scotland
Tèarainteachd Shòisealta Alba

Our Local Delivery service is made up of specially trained Client Support Advisers who are based within every local authority area in Scotland and will be available to help guide people through the application process and provide information on our benefits.

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

Tuesday

Centre Point,
70 Smith Avenue,
Wishaw
ML2 0LD

Wednesday

Forgewood,
49 Dinmont Crescent,
Motherwell
ML1 3TT

Thursday

Cornerstone,
1 Esk Walk, Town
Centre, Cumbernauld,
G67 1BZ

Friday

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

If you have any communication or accessibility requirements, please let us know in advance so that we can make the appropriate arrangements.



Book an appointment.

Our Local Delivery service is by appointment only, call us for free on **0800 182 2222** and we can arrange one for you.

Dignity,
fairness,
respect.

What family benefits does Social Security Scotland deliver?

Family costs soon pile up. Toys, food, first shoes, second shoes, plus every day bills. It's a tricky balance. That's why Social Security Scotland has five family payments.

Scottish Child Payment

A payment providing £80 every four weeks for each eligible child under the age of 6.

Best Start Grant Pregnancy and Baby Payment

A £642.35 payment for a first child and £321.20 for other children. Plus an extra £321.20 if you have a multiple birth. You can apply from 24 weeks of pregnancy until your baby is 6 months old.

Best Start Grant Early Learning Payment

A £267.65 payment when a child is between the ages of 2 and 3.5 years. You can still apply if your child is not taking up a place at nursery.

Best Start Grant School Age Payment

A £267.65 payment to help eligible families with the costs of starting school.

Best Start Foods

Money every four weeks on a pre-paid chip and pin Mastercard.

Who can get these payments?

People can apply for these payments whether in work or not. People may be eligible if they, or their partner, are the parent or full-time carer of a child and if they get tax credits or certain benefits.

Apply now at mygov.scot or call us for free on 0800 182 2222



Alterations and Improvements to Your Home

Tenants should always contact the Co-operative requesting an application form for any alterations and improvements they are thinking about carrying out to their home or any part connected to the property.

The Co-operative will not refuse permission in most cases but tenants should refrain from doing anything until they have permission from the Co-operative in writing. By Law,

compensation for improvements is eligible to anyone who follows the correct process and ends their tenancy.

Unfortunately, some tenants carry out alterations to the Co-operative's property without permission and this can leave them having to pay a considerable amount to reinstate to our satisfaction.

What can I be recharged for?

We are reviewing our current re-chargeable repairs policy and procedures. This policy details the repairs which are the responsibility of the tenant or former tenant. When our policy is completed we will consult with you to give you the chance to provide feedback on the key elements of the policy.

Your Tenancy Agreement outlines the Co-operative's rights and responsibilities in respect of repairs, and those of tenants. While we will meet the cost of renewing components and repairs due to wear and tear, there are some repairs that are the tenant's responsibility.

These include, for example, repairs needed due to wilful damage or neglect, tenant alterations and lost keys.

The most common rechargeable repair is losing your keys.

We always advise you to leave a spare set of keys with a friend or family member in case of emergencies or accidentally locking yourself out of your home.

The cost of calling an emergency joiner out to gain access and renew locks is over £150 which we need to recharge to the tenant.

Some other examples of rechargeable repairs include:-

- Damage to sanitary ware e.g. dropping something on your sink or bath;
- Damaging your worktops e.g. scratches or burn marks;

- Where we are required to uplift rubbish from your garden/close area or bin shed;
- Blockages with WC caused by e.g. baby wipes;
- Sink blockages caused by pouring left over fat, oil or grease down the sink;
- Any malicious damage to your property e.g. holes in wall or doors due to damage or neglect;
- Failure to fully clean and clear out your property at the end of your tenancy;
- Repairs to make safe or rectify components following tenant alterations;
- Failure to provide access for a contractor to carry out a pre-arranged repair or an emergency. You will be required to pay for the contractor's time involved with this.
- Failed access for essential gas and electric safety inspections.

Where possible, we will look to secure full payment in advance of undertaking works that are the responsibility of the tenant. Where this is not possible a deposit will be sought and a payment arrangement made.



Have You Insured the Contents in Your Home?



As a tenant it is your responsibility to insure the contents of your home to protect your furniture, belongings or decorations against theft, fire vandalism and burst pipes and other household risks. It is therefore vital you take out your own insurance.

We suggest that all tenants take out home contents, either through the Thistle Tenant Risks Home Contents Insurance Scheme or by making your own arrangements.

Contents insurance is designed to help protect your possessions and personal belongings and it's a good idea to consider what a home contents insurance policy would cover you for.



The Thistle Tenant Risk Insurance Scheme can cover most of your household goods and contents whilst in our home, such as furniture, TV, clothing, carpets, electrical items and general household goods. The insurance can also offer cover for the decoration in your home and the replacement of external locks if your keys are lost or stolen.

To find out more, information on the options and costs of Thistle Tenant Risks:

- Call **0345 450 7286**;
- Request an application pack from the Co-operative;
- Visit **www.thistletenants-scotland.co.uk** where you can also request someone to call you back!

North Lanarkshire Gift Card

The North Lanarkshire Gift Card offers residents the opportunity to give a gift whilst at the same time supporting local businesses. The card is part of an ongoing drive to help communities 'Think Local' and works in very much the same way as a store gift voucher. The difference is that this card will be accepted by all North Lanarkshire businesses that have signed up to

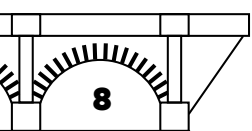
participate rather than just a single store.

The Scotland Loves Local campaign is a national initiative, led by Scotland's Towns Partnership, designed to encourage all those who live in Scotland to think local first and support their high streets.

For more information on which local businesses



are participating in the gift card scheme and how to purchase one you can log onto **<https://lovelocal.scot/giftcard/>**



COMMUNITIES TEAM UPDATE

Hello,

It has been a busy time for the Community Team and it seems like only yesterday we were writing our Winter newsletter.

Sadly, the Omicron variant meant that we had to make changes to some of our planned festive activities and delay a few of our new community projects planned for December and January.

Our Christmas Party at Law View changed to a "Christmas Party in your home Party". Santa still managed to call by despite his busy schedule and everyone tucked into a two course Christmas dinner, got a party bag and

a calendar which was kindly donated by the Voice of Experience Forum.

Our "Souper Tuesday" cookery classes started in February and provided the perfect opportunity for people to get together, share their soup making secrets and enjoy homemade soup on cold and wet winter days.



With Spring just around the corner it is the perfect time to help our community garden grow, grab a cuppa and blether every Tuesday from 1-3pm. All are welcome.

Fitness is the theme for two new 8 week long activities with our Friday Fitness class and Thursday evening boxercise with Gillian. As they are proving popular we are hoping to secure funding to continue these.

Give us a hand!

We are looking to set up a new volunteer group for CentrePoint. We will have lots of volunteering opportunities from helping out with events or activities to community clean up and environmental projects. If you are interested in volunteering please contact the Community Team on **01698 687222** or email **community@gphc.org.uk**

A big welcome to Karin Thomson who will be joining the Community Team, taking up the vacant position of Community Development Assistant in April.

Garrion People's Housing Co-operative submitted two applications to



the charity, Cash for Kids, as we know many families in our community are struggling, especially after Christmas and with the increase in cost of basic essentials such as food and fuel.

In the past 3 months we have secured over £8,500 to help families within our community.

At Christmas we were able to provide 52 supermarket vouchers worth £35 per child and in February we were able to provide 67 supermarket vouchers worth £100 per child.

A massive thank you to Cash for Kids who have once again supported family's within our community.

Community Team Contacts

For more information please contact the community team:

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

Thanks to our funders & supporters.



Get a Lift onto The property Ladder...



If you want to buy your own home but don't think you can afford to pay the full price, the LIFT Open Market Shared Equity (OMSE) scheme could help.

The LIFT (OMSE) scheme helps first-time buyers, and other priority groups including current local authority and housing association tenants, get onto the property ladder by providing an interest-free loan towards the cost of a home.

The Scottish Government provides funding of between 10% and 40% of the sale price and gets the same percentage back when the property is sold. In most areas, you can choose to increase your share in the future.

When buying through the LIFT scheme, you choose a property for sale on the open market. You can purchase any size of property as long as it is large enough to avoid overcrowding. To be eligible, the property must be:

- Advertised for sale publicly e.g. on a website or social media site, and
- Priced within the maximum threshold for the Local Authority area.

In addition to first time buyers, the following groups get priority access to the scheme:

- Social renters;
- People with a disability who can demonstrate a housing need;
- Members of the armed forces;
- Veterans who have left the armed forces within the past two years;
- Widows, widowers and other partners of service personnel who have lost their life while serving in the armed forces within the last two years;
- People aged over 60 who can demonstrate a housing need;

Link Housing administer the LIFT scheme on behalf of the Scottish Government for the whole of Scotland; applications to the scheme are made through Link's dedicated LIFT team.

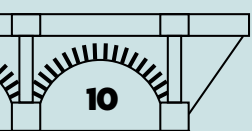
Visit www.linkhousing.org.uk/lift-tenants or contact lift@linkhalt.co.uk or **0330 303 0125** for more information on the LIFT scheme or to apply online.

LIFT Example

A family of three with a household income of £25,250 purchased a 4-bedroom home in Wishaw with the help of LIFT.

Property price:	£105,000
Scottish Government contribution:	£41,875
Buyer contribution (mortgage and deposit):	£63,125

In this example, the Scottish Government contributes 40% of the property price and will get the same percentage back when the property is sold. The buyer can choose to increase their share in the property over time.



Attention all tenants in Heathfield and Smith Avenue....Are you using your bin store correctly?

You can help to maintain a good environment for you and your neighbours to enjoy. This is an important part of your tenancy agreement.

By following a few simple rules, you can make your area cleaner and safer for you and everyone else to enjoy.

You can do this by making sure that:-

- You lock your bin stores at all times;
- Put all household debris in bags and tie them;
- Place all bags of household waste within the paladin bins provided;
- Do not leave bags of household waste sitting around the bin store as this can attract vermin;

- Use only the bin store allocated to your block for household waste;
- Do not dispose of any household debris in another block's bin store /paladins;
- Should you require a key for the bin store please contact the office;

We know the majority of our tenants deal with their waste responsibly. For the minority who don't, please help us, to help you, your neighbours and the environment by disposing of your waste appropriately and take large items to the local recycling centre at Netherton Industrial Estate, Netherton, Wishaw, ML2 0JG rather than placing them at the bin store.

Please contact your Housing Officer if you have any questions about your bin store, or believe it is being misused.

Disposal of Bulk Household Items

We have been providing a kerbside bulk uplift service to ensure our estates are free of bulk items. As the cost of this service is funded from your rents this is constantly being monitored and under review. While we provide this service any notifications of a future bulk uplift will be sent by an email or text message to tenants.

Please therefore ensure we have your up to date contact details (phone number and email address) to enable us to provide you with an update on this service.

Exemptions to what can be uplifted are: garden rubble, asbestos, car parts, gas bottles and any other hazardous or special waste, fridge & fridge freezers. In addition they do not uplift food stuffs or general household waste.

As this is funded from your rents

and to help minimise the cost of this, please where you can 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 **www.northlanarkshire.gov.uk/bins-andrecycling/request-special-uplift**





As Spring has Sprung

We are already seeing welcome signs of change to the weather, and with the grass growing under our feet, our thoughts turn to getting our gardens ready for Spring/Summer.

Should you have a private garden area or driveway we would remind all tenants of their obligations to ensure that the garden is well maintained throughout the year. Failure to keep your garden in good

condition is a breach of your tenancy and could result in action being taken against your tenancy.

Regular inspections will be carried out by Co-operative staff to ensure this is done.

Your co-operation with this matter helps us all to contribute to a nicer and more attractive environment in which to live.

Garden Competition 2022 is now open for entries!

We are pleased to announce that our annual Garden Competition will take place again this year.

As we know many tenants enjoy working on their gardens and keeping them in excellent condition. You can either enter your own garden into the competition or you can nominate a neighbour. All entries must be submitted to the Co-operative by 30 July 2022.

The competition is open to all tenants and you can enter the garden competition by emailing enquiries@gphc.org.uk providing your name, address, phone number and photos.

The competition starts now and will end on 30 July 2022. No entries will be accepted after the closing date.

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

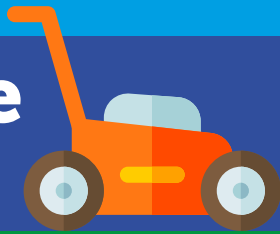
In August we will arrange for all entries to be independently judged. Winners will be notified by the end of August 2022 who will receive a prize.

All winners' photos will be printed in the Autumn edition of our newsletter.....Happy Gardening!



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Landscape Contract



We decided to tender the landscape contract for this year so will hopefully have a number of companies submitting quotations along with company information.

We will select the contractor who is scored highest through the quality of the company and price submitted. Over the last 2 years, the landscape contract has not gone to plan and we have placed articles in previous newsletters to apologise to tenants. We hope that after the selection process is over, our new contractor can get started immediately and keep all common grass areas and shrubs/bushes etc well maintained.



Close Cleaning

We have also decided to tender the contract for close cleaning. Like the landscape contract opposite, we will select from a number of contractors and hope to see improvements with the service this year.

Estate Walkabouts

We are planning to carry out estate management walkabouts during the Spring/Summer and late Autumn. These walkabouts enable residents to come along and join staff in a walk around our estates and identify/discuss any areas of concern along with ways they could be improved.

If you are interested in attending these estate walkabouts please contact your Housing Officer, Joanna McNally.



Report Dog Fouling

The majority of dog owners are respectful of other people and pick up after their pets. However, dog fouling continues to be a problem within the common areas including back courts and grassed areas and pavements within the estates.

Should you witness a dog owner failing to pick up after their pets please report it to the Co-operative and provide their name and address. This can be helpful in taking action against those who are allowing their dogs to foul.

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

We need tenants to co-operate and do their bit to help keep the areas clean and attractive.



Are you experiencing or witnessing Anti-social Behaviour?

The Co-operative understands the effects of neighbour nuisance, anti-social behaviour and harassment on individual tenants and communities and take this very seriously. We ask that you act reasonably and take others into consideration and respect the values and lifestyles of others within your neighbourhood and community.

Where necessary we will use the most robust measures available to stop anti-social behaviour. We do our best to resolve complaints of this type as early as possible.

We want you, your family and your neighbours to enjoy living in your home in a happy and safe community.

Should you experience any anti-social behaviour please contact your Housing Officer, Joanna McNally.

Police Scotland

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

Crime stoppers

To report crime information anonymously you can contact Crimestoppers by telephoning **0800 555 111** or going online www.crimestoppers-uk.org

Crimestoppers DO NOT ask for your name or address.

Anti-Social Response Team

How to make a complaint

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**.

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.

How to make a complaint

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service.

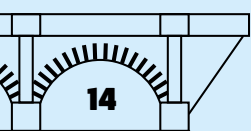
When complaining, tell us:

- Your full name and address;
- As much as you can about the complaint;
- What has gone wrong;
- How you want us to resolve the matter.

How do I complain?

You can complain in person at our office or by phone **01698 687222**, in writing or by email enquiries@gphc.org.uk.

A copy of our complaints policy is available from our website www.gphc.org.uk.



Performance Reporting

We regularly provide performance information to our tenants to assure them that we are performing well as a landlord and to highlight areas for improvement.

We are required to submit a quarterly return to the Scottish Housing Regulator to enable them to monitor the impact of Covid-19 on the social housing sector in Scotland. This return contains information on where

the Co-operative's performance is with staffing, housing management and financial management.

We are pleased to confirm we remain strong in all areas and a snapshot is provided below for your information. This shows our performance up to the period 31 December 2021 and we have also shown some other areas of our performance.

EMPTY HOMES (VOID) & ALLOCATION INFORMATION	Scottish Average	1 Apr. to 31 Dec.2020 (same period last year)	1 Apr. to 31 Dec. 2021 (current performance)
Number of terminations		13	14
Rental loss for year as a percentage of annual income	1.37%	0.12%	0.04%
Number of re-lets		13	14
Average number of calendar days void for relets	56.30 days	8.7 days	3.3 days
RENT INFORMATION			
Total rent due (annual)		£1,031,356	£1,048,954
Gross rent arrears in £		£50,582	£51,643
Gross rent arrears as a %	6.14%	4.90%	4.92%

COMPLAINTS	Scottish Average	1 Apr. to 31 Dec. 2020 (same period last year)	1 Apr. to 31 Dec. 2021 (current performance)
No of 1st stage complaints responded to in full Stage 1 - (Front line 5 Working Days)	N/A	6	19
% of 1st stage complaints responded to in full Stage 1 - (Front line 5 Working Days)	96.95%	100%	100%
No of 2nd stage complaints responded to in full Stage 2 - (20 Working Days)	N/A	0	0
% of 2nd stage complaints responded to in full Stage 2 - (20 Working Days)	92.59%	N/A	N/A
SUMMARY OF COMPLAINTS			
Resolved	N/A	N/A	12
Upheld	N/A	N/A	3
Some Upheld (Partially)	N/A	N/A	4
Not Upheld	N/A	N/A	0
Withdrawn	N/A	N/A	0

REPAIRS	Scottish Average	3rd quarter to 31 December 2020 (same period last year)	3rd quarter to 31 December 2021 (current performance)
% of gas services done before anniversary date	N/A	100%	100%
No of emergency repairs reported in period	N/A	54	53
Time taken (in hours) to complete emergency repairs	4.2 hrs	3.1 hrs	2.4 hrs
No of jobs failed (not completed in timescale target)	N/A	0	1
No of non-emergency repairs reported in period	N/A	134	140
Time taken (in days) to complete non-emergency repairs	6.7 days	2.6 days	2.9 days
No of jobs failed (not completed in timescale target)	N/A	2	0

The office will be closed **Friday 15 April 2022** and **Monday 18 April 2022** for the Easter Weekend.

Useful Numbers

(Including Emergency Contacts)

- » **Saltire Facilities Management Ltd**
Emergency Repair Number **0845 606 1555** (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) **0844 247 2120** (Freephone number **0800 9992520**)
- » **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
- » **TRANSCO (National Grid)** (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**
- » **ELECTRICAL DAMAGE** to electrical supply or network equipment Call **105** or your own electrical supplier
- » **CRIMESTOPPERS 0800 555 111**
- » **ALLPAY 0330 041 6497**

Congratulations & well done to Josh!

Josh has worked extremely hard and has now completed his Digital Marketing Diploma...well done Josh!

He has completed this by online learning under more challenging circumstances than normal with the impacts of the pandemic.



However Josh rose to the challenge, stuck with it and remained focused to achieve his qualification.

Congratulations on your well-deserved success!

Goodbye Kennedy, and thank you!

In January, we said goodbye to Kennedy Chilambe, our Senior Finance Officer. Kennedy worked with the Co-operative for a number of years and we are sad to see him go. We would like to thank Kennedy for his commitment, hard work and support to the Co-operative and wish him well for the future in his new promoted post.

As we say goodbye to Kennedy, we also welcome Abira Sarwar who is working with the Co-operative on a temporary basis until Kennedy's post is filled.

Welcome to Karin as our new Community Development Assistant

We are delighted to welcome Karin Thomson to her new role within the community. She brings with her a wealth of experience. We are hoping you will join us in offering a warm welcome to the Co-operative.

We are committed to Equal Opportunities should you require this newsletter in a different format, please contact the office on **01698 687222** where our staff will be happy to assist.

CONTACT US



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