

# GPHC



Garrion People's Housing Co-operative Ltd

# Welcome to your Summer Newsletter

JULY 2021

# Scottish Mental Health Arts Festival

Page 10



*"Normality is a paved road:  
it's comfortable to walk but no flowers grow."*

## ALSO INSIDE:

Service  
Update **Page 2**

Allpay New  
Number **Page 3**

Community  
Updates  
**Pages 8 – 10**

Performance –  
How are we doing  
**Pages 14 – 15**

Staffing – Modern  
Apprentices  
**Page 16**

## Phased Re-Opening: What this Means for our Services

**Over the last few months Covid-19 restrictions have begun to ease.**

Scottish Government have announced it is their intention that Scotland will move to level 0 on 19th July 2021 with certain measures in place.

These changes bring welcome freedoms and see the return of hospitality venues and other aspects of normality, however even when we progress to level 0 government guidance still states that working from home should be the default option where possible.

However some of our office based staff have returned and are working from the office and others are continuing to work from home. Our offices still remain closed to the public and will review this in line with Government easing of restrictions.

We are as usual contactable to deal with any issue you may have about any aspect of our services on **01698 687222** between 9am – 4.30pm Monday to Friday or by email on **enquiries@gphc.org.uk** or visit **www.gphc.org.uk**.

Any update on the eventual re-opening of the office and the new ways of working will be provided on our website.

## Housing Applications & Letting Properties

The housing staff are responding to requests for housing applications made and are being processed in the normal manner. Please contact the Co-operative on **01698 687222** should you require an application form for re-housing or housing options advice. All properties which become vacant are being let.



## CENTREPOINT - Community Activities

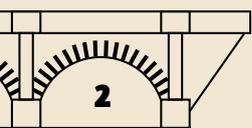
As restrictions are easing we are phasing the return of community activities within the Centre when we are allowed and it is safe to do so. Please refer to our "Community Team Update" section of the newsletter for more information and regular updates will be made on CentrePoint Facebook page.

## Repairs and Maintenance

**In line with government easing of restrictions from Monday 26 April the Co-operative recommenced routine and non-essential repairs and inspections.**

During the national lockdown we carried out essential/emergency repairs only and in addition some non-essential works for example safety checks to gas and electricity, fire protection tests and upgrades, outdoor landscaping, close cleaning, void repairs, litter picks, gutter cleaning or any repair deemed to be a matter of safety.

Our contractors will be continuing to carry out repairs using the safety systems we have currently in place as a result of Covid-19. They will use the appropriate protective equipment to keep you as safe as possible in accordance with Scottish Government guidance.



# Are you having difficulty paying your rent?

If your income has been affected by Covid-19 or for any other reason it is essential that you get in touch with your Housing Officer, Joanna McNally as soon as possible to discuss this further.

For information, help and support please contact Joanna by email [joanna@gphc.org.uk](mailto: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.

## Rent Increase from 1 April 2021...

### Have you increased your payments to reflect this?

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

If you have not amended your rent payments from 1 April you may owe rent. Please contact your Housing Officer to discuss.



## Important Notice

From 1 July 2021 Allpay's automated phone payment service number has changed from 0844 557 8321 to **0330 041 6497**.

## Benefit and Money Advice (UPDATE)

**AFTAR SERVICE**.....Please remember our Advice For Tenants and Residents (AFTAR) project is still up and running. They can provide support and advice on financial inclusion/money advice. Please call **01698 687222** to arrange an appointment.

Due to the pandemic these appointments have been carried out by phone but we are currently in discussions with Citizens Advice Bureau to consider offering the service from our centres again. We will do this when everyone feels it is safe to do so. Any changes to this service will be updated on our website.

## Complaints/Compliments

**We are here for all our tenants and aim to get things right the first time. If we don't we want to know. By taking the time to tell us we can help resolve the issue for you and use that experience to improve our service delivery going forward.**

You can tell us when things go wrong by making a complaint. Complaints are a useful way for us to learn what's needed to deliver better services.

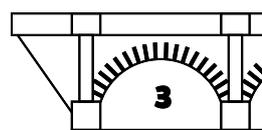
We will try to deal with your complaint promptly and listen to your point of view.

We also want to know when you are happy with our service.

Your complaints/compliments really matter to us so don't hesitate to get in touch if you are dissatisfied or wish to make a compliment.

A copy of our Complaints Handling Procedure has recently been updated in line with requirements and can be found on our website or requested by telephone.

The complaints performance within the year is highlighted within our Performance Section on Pages 14-15.



# Has your household changed?

**We need to know the details of everyone who lives in your home.**

You must tell us if you want a partner, friend or family member to move in with you or if you have a new addition to your family. You should also let us know when someone moves out.

It is very important to ensure that you notify us of any changes to your household to ensure your tenancy rights are protected.

If we have not been formally notified of an occupant in a household, they will not have the right to succeed to, or be assigned the tenancy if circumstances changed in the future.



An occupant must have been registered with us as living in the property for at least 12 months prior to a change in circumstances, to be considered for tenancy succession or assignment. **The start date is from when you inform us, not the date that they moved in.**

For further information, please contact your Housing Officer who can provide a Permission to Reside form for you to complete and return to the office.

....Please don't leave it until it is too late to protect your household!

## Estate Walkabouts

All going well with the easing of Covid-19 restrictions we are hoping to carry out a social distancing Estate Management walkabout in the Summer (hopefully August). These walkabouts enable residents to come along and join staff in a walk around our estates.

Any areas of concern can be identified along with ways they could be improved.

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

## Staff go Litter Picking...



Staff took some time out of their busy workload to volunteer in June to carry out a litter pick of the estates...

It is hoped when Covid-19 restrictions ease we will arrange a Community Litter Pick to try and encourage residents to take pride in their communities.

## Attention all those With Green Fingers



# Entries to Garden Competition Summer 2021

**As Spring is in the air we are pleased to announce that our annual Summer Garden Competition will take place again this year.**

We are changing the way in which the competition will be run. 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 2021.

The competition is open to all tenants and you can enter the garden competition by emailing [enquiries@gphc.org.uk](mailto:enquiries@gphc.org.uk) providing your name, address and contact number.

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 2021 who will receive a prize.

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

## Garden Upkeep

Should you have a private garden area or driveway we would remind you that it is your responsibility to keep this area maintained to a satisfactory standard at all times.

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



## Communal Back Courts

As we all welcome the summer months and better weather, we would remind residents of our flats that the communal back courts are for everyone's enjoyment and use, please be considerate to your neighbours when using the communal spaces.



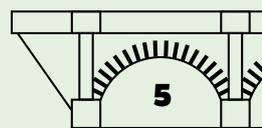
## Annual Maintenance Visit

**Our maintenance team are currently in the process of carrying out visits to our properties in Heathfield and Smith Avenue.**

During the visit they will advise tenants in regards to new maintenance policies and provide an update on our contracts and plans for the year ahead.

It will also give tenants the chance to raise any concerns or repairs they may have.

We expect to have visited all properties by the end of the year, we will be in contact with you over the next few months. If you would prefer to book an appointment please contact our office on **01698 687222**.



# Change of Usage of Communal Garden Areas to Private

**It is very encouraging that some residents wish to adopt the existing communal garden areas to their own ownership and maintain them.**

While the Co-operative is pleased that residents wish to enhance the appearance of the gardens you must be aware that you require permission from the Co-operative to do this.

Historically, the front and back gardens at the flats within Heathfield and Smith Avenue have remained common to the blocks and our landscapers have attended to them.

However, over the years some residents

have requested permission to adopt the areas and maintain them as their own garden area or share with other residents.

As permission is required to be sought from the Co-operative for such works you are required to contact the office to complete an alteration form.

This will enable your request for change of ownership to be processed and any necessary conditions stipulated, should permission be granted.

The Co-operative has the right to revert any land we own, including common garden/ground, back to its original condition.

## Dog Fouling

**The majority of dog owners are respectful of other people and pick up after their pets. However we have received numerous complaints as some dog owners are allowing their dog to foul in the back court and common areas within the estates. We would ask all dog owners to ensure they are picking up their dog foul and disposing of this in the allocated bins.**

If you require bags please contact the office and we can provide these for you.

**Grab It** - Always keep a supply of bags near your dog's lead so you don't forget to

take them with you on every walk.

**Bag It** - Carefully turn the bag inside out and 'bag' your dog's mess.

**Bin It** - Dispose of the bag in a bin. Dog waste can be put in a public litter bin if a specific dog waste bin is not provided.

Leaving dog foul can be unsanitary and dangerous for our landscapers and they will not cut areas where there is extensive dog fouling.

We urge you, if you have a dog, to clean up after it – it is the law.

Should you have any concerns about dog owners persistently allowing their dog to foul without picking it up, please contact us.

Remember .... Grab it, Bag it, Bin it.



# Bulk-Uplifts

We cleared the estate of bulk rubbish on a number of occasions throughout 2020-21. The total cost for this service was £15,000.

As our only form of income is our rental income, this equates to £4.96 of your rent charge going towards this service every month.

We are finding a number of tenants are not using this service in the spirit it was set up. During the year we have had a number of tenants who have left out:

- Excessive black bags of house refuse.
- Full kitchens and bathrooms
- Fridge freezers

- Excessive items of furniture
- Prohibited items

We also have a number of tenants within our common closes who continue to dump items of furniture and rubbish outside our bin stores on a weekly basis.

This is a vital service for tenants due to the withdrawal of North Lanarkshire Council free bulk uplift service.

We are currently reviewing this service due to the ongoing issues and rising costs.

Below are examples of the unacceptable condition that items were left within the estate -



## Woodgreen Court

We have recently received reports of rats/vermin within the area which we have reported to the Environmental Health. It is essential that everyone disposes of household rubbish within the correct bins and ensures that they are put out for collection every week.

If you are unsure of what bins to go out you can check the information at NLC website <https://www.northlanarkshire.gov.uk/bin-collection-dates> this will also provide information on the dates different refuse is collected.

## Bin Sheds – Heathfield/Smith Avenue

We are planning on upgrading the bin sheds at Heathfield/Smith Avenue which includes the fitting of new locks and padlocks, replacing the guttering and painting them.

Numerous complaints and concerns have been reported that residents are not locking the bin sheds which has led to fly tipping and non-Garrion residents using our bin sheds to dump household refuse. This has resulted in excess bin bags that cannot fit in the paladin bins being left on the ground which could attract vermin.

We ask residents to work alongside the Co-operative and ensure the doors and padlocks are locked at all times to prevent these issues and would actively encourage you to report fly tipping to North Lanarkshire Council on <https://www.northlanarkshire.gov.uk/form/fly-tipping-report-a-problem>.

# COMMUNITIES TEAM UPDATE

As we write this CentrePoint is starting to gradually reopen for groups and activities after a year that has been heavily impacted by the Coronavirus pandemic and associated lockdowns.

While the pandemic resulted in the community centre being closed for most of the past year, Garrion People's Housing Co-operative worked throughout that time to lessen the impact on the Gowkthraple community.

Like you, we have really missed seeing the centre busy and vibrant, full of people, groups, activities and events. We are very much looking forward to welcoming you back to the centre as and when Covid-19 restrictions allow.



## Garden

During the summer of 2020, the Communities team asked lots of people what new activities they would like to see at CentrePoint and gardening was a popular request. Based on your feedback and help we now have a lovely new community garden. We have been planting some amazing apple, pear and plum trees, some fruit bushes and a great selection of vegetables.

Why not come along to one of our weekly sessions? ..... Held every Tuesday from 1.30pm – 3.30pm.

We are also looking for a few volunteers to help with watering the plants outwith the weekly sessions – please contact us for more details.



## Secure Bike Storage

We are in the early stages of looking into funding for secure bike storage and want your views. To help us give us a phone, text or email.



## Law View

**After the success of our first ever Law View Garden Party, we decided to hold a few more!**

The first one took place on 25 May and was a great success, despite the restrictions making it a garden party at your own home!

The Communities Team provided all the residents taking part with a lunch to their door and a 'party in bag' including a 'pack of positivity' (activity pack). After the lunch was safely

taken to each resident's door, a game of Window Bingo was played, an old favourite of many of the Law View residents.

This time the prizes were mini orchids to go with the theme of a garden party and there was a total of 4 winners for the full house!

Well done to all those who won themselves an orchid and thank you to everyone who took part in this Garden Party. ....we look forward to the rest!



## DIGITAL

**The world is moving more and more online – especially after the last year. We know for some it can be a little bit scary and can take up too much time trying to get online on your own, so we are here to help you where we can.**

Over the past year we were successful in 2 rounds of the Connecting Scotland Scheme and will continue to seek funding to help and support people in our

local community with equipment and devices. We are developing a small digital lending library for our tenants who are looking to borrow a device for a short time to practice with.

Everyone has different needs and requirements, so please contact Isla our Community Development Assistant, to see how we can help you i.e. training, problem solving, equipment or data.

# COMMUNITIES TEAM UPDATE

## Scottish Mental Health Arts Festival

We were pleased to be part of this year's Scottish Mental Health Arts Festival. The theme of this year's festival was 'Normality' and the inspiration for the event was a quote by Vincent Van Gogh: "Normality is a paved road: it's comfortable to walk but no flowers grow."

Volunteers from the local community planted more than 40 pots of flowers. The colourful collection of flowers were displayed on the pavers outside CentrePoint Community Centre. Over the course of these events, pots of flowers were given away to people passing by, spreading hope that things are starting to return to some 'Normality' along the way.

As our Community Centre gradually starts to re-open we are looking forward to welcoming people back and returning to some sense of 'Normality'."



## What's on at CentrePoint?

We are supporting and working with all the groups, organisation and individuals who delivered activities prior to lockdown as well as some new ones to ensure CentrePoint is a busy and vibrant centre with a wide range of activities and support services for our local community.

At the time of writing this, it is impossible to give an accurate programme on what is restarting and when. This is due to the changing Covid-19 restrictions and rules. Some activities have already returned and some new ones have started such as the gardening group.

Over the next few months we expect more activities and events to restart, we will keep CentrePoint Facebook Page updated with restart dates for the various group or telephone us on **01698 687222**.

## Community Team Contacts

For more information please contact the community team:

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

Isla Dundas  
Community Development Assistant  
[isla@gphc.org.uk](mailto:isla@gphc.org.uk)  
07733 919 332  
01698 687222



# Landscaping Contract

In February 2021 our Management Committee took the decision not to renew id Verde's landscaping contract for 2021-22.

They made the decision to appoint GCF FM Ground Care Maintenance to take over the landscaping contract for the next year. Due to a contractual issue, the new contractor was not appointed until the 3 May 2021.

Please be assured we are monitoring the contract very closely at the moment to ensure the agreed specification is being adhered to. We are aware of some teething problems as the new contractor becomes familiar with the area.

We hope tenants will begin to see improvements to the common areas over the next few months.

We would like to take this opportunity to thank all the tenants who have contacted us over the past few weeks with their comments. Your feedback is always very important to us.

Please continue to contact our office if you have any concerns or compliments to make regarding this service.



# Engagement Plan

We previously published information to our tenants on the new regulatory framework for social housing in Scotland. The Scottish Housing Regulator (SHR) has published our engagement plan.

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).

We will submit our Annual Assurance Statement over the coming months and the SHR will review our status in October.

## routes to work

Attention people of  
North  
Lanarkshire  
**YOU are important to us!**

*We strive to reduce  
poverty, improve health and wellbeing and transform the  
lives of those in  
North Lanarkshire's  
communities.*

### What RTW offers clients:

Routes to Work offers a comprehensive service that takes into consideration the whole person. Your future development and wellbeing are very important to us. We would like to promote and support you through a personalised, tailored service comprising of:

- ✓ Individual and confidential 1-1 support
- ✓ Access to Training and Upskilling
- ✓ Access to Childcare assistance
- ✓ Personal development
- ✓ Health and wellbeing
- ✓ Homelessness Support
- ✓ Justice Services support
- ✓ Confidence building and empowerment
- ✓ Jobs

Don't take our word for it... Read our success on our website [www.routeswork.co.uk](http://www.routeswork.co.uk) and on [facebook.com](https://www.facebook.com/routeswork)

CALL US ON 0800 783 4731 [MEDIA@ROUTESWORK.CO.UK](mailto:MEDIA@ROUTESWORK.CO.UK)

# North Lanarkshire's Working



The aim of PROSPECTS for parents is to help families in North Lanarkshire become better off, by supporting them to get into work and to support those in low paid work, to increase their wages. We will offer a range of support including money, debt and childcare advice, access to funds such as the childcare development fund and the discretionary fund, as well as health interventions and training.

To be eligible for *PROSPECTS for parents* you must meet one of the following criteria:

- Lone parent
- Disabled parent, or the parent of a disabled child
- Parent with more than three children
- Parent with youngest child under 1
- Parent under the age of 25
- From an ethnic minority

To find out more, or to sign-up: Tel: **0800 0730 226**  
or Email: **[griersonle@northlan.gov.uk](mailto:griersonle@northlan.gov.uk)**

If you work with parents and there is someone you would like to refer please email:

Leea Grierson: **[griersonle@northlan.gov.uk](mailto:griersonle@northlan.gov.uk)** or  
Adele Muir: **[muirad@northlan.gov.uk](mailto:muirad@northlan.gov.uk)**

Are you or someone you know looking for social contact and feeling disconnected from the world?

The Digital Friends project can help!

We're pairing tech-savvy volunteer befrienders with community members who need support to develop their digital skills. We can help even if you/they don't have a digital device.

To learn more about Digital Friends contact 01236 748011 or [info@vanl.co.uk](mailto:info@vanl.co.uk)

Partners: Multiserve, ACE, GLENBOIG, etc.

## Are you or someone you know aged between 16-24?

## Are you currently not working and not in education?

Consider gaining volunteering experience through Voluntary Action North Lanarkshire (VANL) as part of North Lanarkshire Council's Scottish Youth Guarantee Programme. This programme aims to help identify and match up young people with volunteering roles that they are interested in for up to 6-months. This will allow them to gain skills, contacts and experience in a field they have an interest in, which should help them to transition into paid work, education or training.

The time spent volunteering on this programme will additionally be used to accredit saltire award certificates which can be claimed based on the number of volunteering hours achieved and which are recognised by employers and places of education.

If you would like to find out more, please contact VANL at:

- [info@vanl.co.uk](mailto:info@vanl.co.uk)
- +44 7874 886309
- 01236 748011

Central (Registered) Office: 35 Wellwynd, Airdrie, Lanarkshire, ML6 0BN  
VANL (SCIO) is registered as Scottish Charity no. SC041224



Social Security Scotland  
Tèarainteachd Shòisealta Alba

# What benefits they can deliver...

## Young people urged to check out Job Start Payment

Young people returning to work are being urged to check if they are eligible for Job Start Payment.

Job Start Payment is now £252.50, or £404 if the applicant has children and is available to young people who have been on certain benefits for 6 months or more. This payment could help with travel costs or could be used

for clothing, lunches and other expenses that need to be met before someone receives their first salary.

You can apply for Job Start Payment for up to 3 months after your start date. You can find out more and apply through [mygov.scot](http://mygov.scot) or by calling **0800 182 2222**.

# New Family Benefits



Social Security Scotland  
Tèarainteachd Shòisealta Alba

## Find help to balance your budget

If you're on tax credits or certain benefits, you could be entitled to five family payments.



**mygov.scot** **0800 182 2222**

**Scottish Child Payment**  
A payment of £40 every 4 weeks for each eligible child under the age of 6.

**Best Start Grant Pregnancy and Baby Payment**  
A £606 payment for a first child and £303 for other children. Plus an extra £303 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 £252.50 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 £252.50 payment to help eligible families with the costs of starting school. Visit [mygov.scot/beststart](http://mygov.scot/beststart) for application dates and guidance on when to apply even if you are deferring.

**Best Start Foods**  
Money every 4 weeks on a pre-paid card from pregnancy until your child is 3 years old.

**Check if you are eligible and apply now at [mygov.scot/benefits](http://mygov.scot/benefits) or by calling 0800 182 2222.**

You may also be eligible for other benefits. Make sure you're not missing out by speaking to the Citizen's Advice Scotland Money Talk Team on 0800 085 7145.



HAPPY TO TRANSLATE

This information can be provided in alternative languages or formats by calling 0800 182 2222.

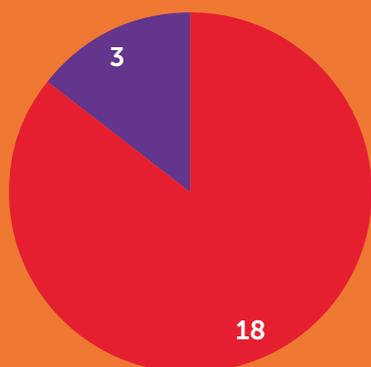
We submitted our Annual Return on the Scottish Social Housing Charter at the end of May and these are some of the highlights on the performance...

# Scottish Housing Charter

01/04/20 – 31/03/21

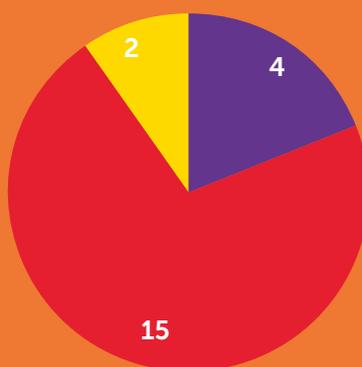
## Allocations Indicator 30

Contextual Indicator 3  
Types of Let



■ General Needs ■ Supported Lets

Lets this year so far: **21**  
Contextual Indicator 2  
Source of Let



■ Existing Tenants ■ Waiting List ■ Other

Average Void Days Lost: 7.14

Indicator 14  
Offers Refused



■ Total Offers ■ Offers Refused

**Indicator 16**  
Tenancies Sustained more than a year – **88.89%**

**Indicator C4**  
Abandoned Properties – **1**

We have created a snap shot of information related to performance. Each piece of information relates to the Scottish Housing Charter indicators which the Co-operative reports on.

You can find more information by visiting:  
<https://www.housingregulator.gov.scot>

## Maintenance

Indicators 8, 9, 10, 11 & 12

### Repairs Completed

|                       |     |                    |
|-----------------------|-----|--------------------|
| Emergency Repairs     | 229 | Average 2.71 hours |
| Non-emergency Repairs | 395 | Average 2.66 days  |

- **97.47%** of jobs completed Right First Time
- **92.50%** Customer Satisfaction

## Gas Servicing

Garrion People's Housing Co-operative carries out annual gas servicing to comply with the Gas Safety (Installation and Use) Regulations.

This is a legal requirement it is imperative that we gain access for the gas service within 12 months of the previous service being carried out.



**100%**  
97 services

## Disabled Adaptations

Indicators 19, 20 & 21

Total Number Approved 4

Total properties adapted 4

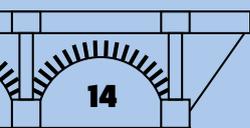
Total number of adaptations carried out 4

Average number of days to complete all adaptations 34.75 days

Cost of all Adaptations £15,347

Cost of Landlord Funded £0

Cost of Grant Funded £15,347



# er - How we are doing...

## Anti-Social Behaviour

### Indicator 15

The Co-operative has received 16 serious/very serious anti-social complaints and these are handled in line with our Anti-Social Behaviour Policy.

If you experience any anti-social incidents contact the office on 01698 687222.

Complaints Resolved

Timescales Met

**100%**  
Resolved

**Yes: 16**

## Complaints

### Indicators 3 and 4 Complaints Resolved

|   | 1st stage | 2nd stage |
|---|-----------|-----------|
| Complaints received in the reporting year.            | 13        | 0         |
| Number of complaints responded to in full.            | 13        | 0         |
| The average time in working days for a full response. | 1.85 days | N/A       |

Any dissatisfaction you may have with any of our services then we would encourage you to let us know.

We treat any dissatisfaction very seriously and use the information to adapt and shape the services we provide.

## Rents

### Indicator 26

**Rent Collected – £1,049,933**

**Our arrears are 3.69%**

The Co-operative treats non-payment of rent very seriously and takes all necessary action to recover moneys owed. There were no court actions initiated during this reporting period.

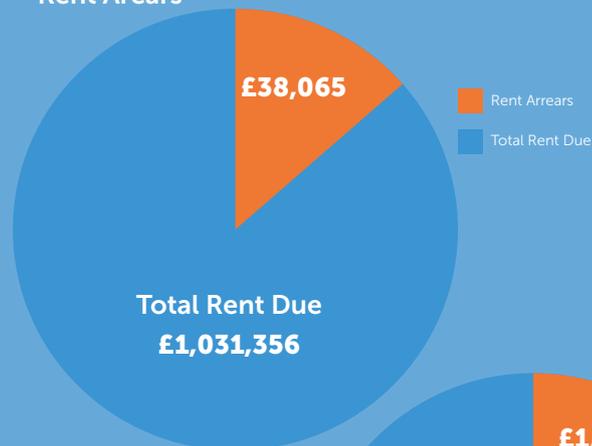
We operate a Benefits and Money Advice service via our AFTAR service. You can obtain support and advice on financial inclusion/money advice by phoning 01698 687222 to arrange an appointment.

### Indicator 17

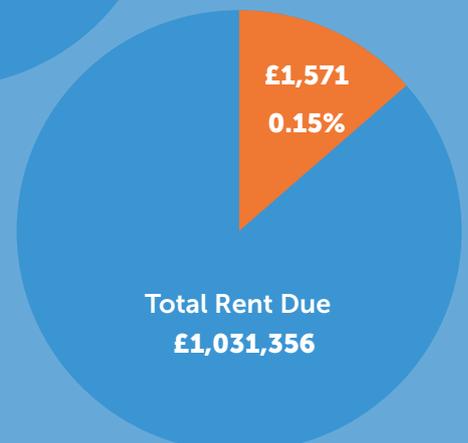
Number of properties which became vacant - 21

### Indicator 27

#### Rent Arrears



Total Void Loss  
Total Rent Due



# 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 From 1 July 2021 Allpay's automated phone payment service number has changed from **0844 557 8321** to **0330 041 6497**

# Modern Apprentices

## LAURA SNEDDON

Laura started with the Co-operative in September 2020 and due to the pandemic we had to carry out her induction by zoom. She later met some of her colleagues for the first time at a team meeting on zoom .....they certainly were very challenging and strange times which we are still working through.



Laura has embraced these challenges and with the great support from her colleagues and the Co-operative she is enjoying and thriving in her role.

She has almost completed her CIH qualifications in Housing which she is continuing to carry out by zoom.

Laura is now working from CentrePoint and is gaining more office based knowledge of the job.

## ZARAH BANO

Only 2 weeks into lockdown last year and Zarah had to adjust to working from home carrying out her administration duties, answering the phones, studying and overcoming many distractions including her mum hoovering their home!



Despite this Zarah has achieved her CIH qualification in Housing and she is now working from the Forgewood office. She is supporting reception, admin duties and currently gaining experience on the repairs and maintenance service.

Both Laura and Zarah have shown great commitment and enthusiasm and are a testament to what can be achieved as we had to work through new ways of working....well done girls!

We are delighted to have both their Modern Apprenticeships extended until 31 March 2022.

We are sure you have spoken to Laura or Zarah on the phone and hopefully when restrictions ease and we can re-open you can eventually meet Laura or Zarah face to face.

## CONTACT US



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