



GARRION PEOPLE'S
HOUSING CO-OPERATIVE LTD



Autumn newsletter 2018

Annual General Meeting

The Annual General Meeting for the Co-op was due to take place on 19 September 2018 but due to severe weather and further warnings, it was decided in the best interests of all members to postpone the event. The AGM has now been rescheduled for Friday 28 September 2018 at 1pm in CentrePoint and if you are a shareholder with the Co-op, we'd like to see you make it along. As well as refreshments being provided, the AGM will also see a prize draw take place for all those attending with vouchers to be won.

**ANNUAL
GENERAL
MEETING**

Anti Social Behaviour

A survey was recently carried out by the to gather tenants' views and satisfaction in regard to the level of service they receive from us and response times in relation to antisocial behaviour complaints.

Informal discussions were randomly carried with a number of tenants. The main theme that came out of the survey and discussions was that many cases of antisocial behaviour are left unreported for fear of repercussions. When people are subjected to persistent antisocial behaviour it can eventually have devastating impact on their lives which negatively impacts their health and wellbeing. Some residents live in fear thus constantly contemplating to move, which further negatively affects tenancy sustainability and community cohesion. We therefore encourage residents again to take responsibility in reporting cases of antisocial behaviour as this will help trigger Police response and services that can help deal with offending behaviour within the neighbourhood.

As a response the cooperative has resumed a plan for a drop-in Police surgery. This ran earlier in the year with some success. It operated between the hours of 6-8pm. We will update the CentrePoint Facebook page and our website and let people know when it recommences. In the meantime, an anti social investigation service is available on 0300 123 1382. The service operates 24/7 over the weekend and is a Council run service. The Antisocial Response Team who will carry out investigations following initial reports and use powers available to deal with antisocial behaviour effectively. Alternatively, you can directly contact police by visiting the local police station or by phone (101 or 999) and report any incidences of antisocial behaviour. You can also contact the Co-op directly to discuss anti social behaviour but you are encouraged at all times to use other relevant services.



Leaving your Property— Disconnecting Washing Machines

If you are leaving your tenancy try to remember not to flood the person below you if you are disconnecting a washing machine. It should be done by someone qualified as we have too many instances of water escaping into flats below because the work has not been done properly. This can be costly particularly to the tenant who has left their flat. If in doubt contact the Co-op.

Office Closure

SEPTEMBER 2018

We will close on Thursday 20 September 2018 at 1pm and reopen on Tuesday 25 September 2018 at 9am. For contact numbers, please see the back of this newsletter.

Our answer machine at the office also provides emergency contact information. The numbers should be kept handy at all times.

SEPTEMBER 2018 Closed Friday 21 September 2018 and Monday 24 September 2018

The skip delivery schedule for 2018/19 is now available and is as follows - THURSDAY'S ONLY



DATE	LOCATION
20 September 2018	94 – 124 Heathfield
18 October 2018	1-23 Heathfield
15 November 2018	158 – 188 Heathfield
13 December 2018	Top of Woodgreen Court
10 January 2019	94 – 124 Heathfield
07 February 2019	1-23 Heathfield
07 March 2019	158 – 188 Heathfield

Law View Sheltered Housing Complex Skip Delivery

The schedule for skips at Law View is as follows:

Monday 1 October 2018
Monday 26 November 2018
Monday 21 January 2019



Bulk Uplift

We still have issues from time to time with bulk being dumped in and around bin areas and not phoned through to North Lanarkshire Council for an uplift. Please remember that every tenant has 3 free uplifts per year (year starts 1 April) and any uplift should be reported to **01698 403110**.

It would also be helpful if you could let the Co-op know if you have arranged an uplift so that we can keep a note at the office. This would stop us from contacting all tenants in the block.

The Council have guidance for bulk uplift and these should be followed at all times, these guidelines are available on the NLC website or on the cleansing number (**01698 403110**.) The site details what they can uplift, cannot uplift and what is charged back to the tenant for an uplift. It is worthwhile checking this out if you are in any doubt. There is also the free recycling depot if you are able to arrange transport to take the items directly to the Council. This can be found at Netherton Waste disposal and recycling centre, ML2 0JG, or Reema Road, Bellshill

Examples of what the Council will uplift

- **3-piece suites and mattresses** Please ensure that items are kept dry, as items which are wet through may become too heavy to be removed.
- **Items of Furniture** tables, chairs, stools etc.
- **Carpets** Please make sure carpet nails are removed. Carpets and underlay should be cut and tied into manageable rolls.
- **Real Christmas tree** Can be uplifted for recycling. Please note all decorations should be removed and that trees will be collected by a dedicated collection vehicle.
- **Washing machines** Concrete inner must be removed. Electrical flex must be removed or taped to appliance. If removed place inside machine or normal domestic bin.
- **Fridge/freezer and electrical appliances** Flex has to be removed or taped to appliance. If removed place inside appliance. These will be uplifted by a separate dedicated collection vehicle in order to comply with disposal legislation.

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Scottish Social Housing Charter

The Scottish Social Housing Charter was introduced in April 2012 and it sets out the standards and outcomes that tenants can expect from social landlords (like the Co-op), in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them. Our performance against the charter is monitored, assessed and reported on by the Scottish Housing Regulator annually with comparisons to other landlords and Scottish averages reported.

The Co-op is delighted to announce our performance information for the most recent reporting year 2017/18. The Performance Information below shows how we have done this year, compared to last year and that of the Scottish average for all landlords. The information will also be published in our forthcoming annual report. More information on each indicator will be presented within our 2017/18 annual report. If you would like to discuss anything further on performance, please contact Paul Lennon, Housing Manager at the office.

Garrion People's Housing Co-op	2016/17	SCOTTISH	2017/18
PERFORMANCE AREA	PERFORMANCE	AVERAGE	Recent reporting year
Maintaining Homes			PERFORMANCE
% Of tenants satisfied with the quality of their home	83%	88%	83%
% of stock meeting the Scottish Housing Quality Standard	100%	94%	100%
% of our properties with a current gas safety certificate	100%	99.8%	100%
% of new tenants (in the past year) satisfied with standard of home when moving in	100%	90%	100%
REPAIRING HOMES			
% of tenants satisfied with Repairs Service	90%	92%	98%
Average time taken to complete emergency repairs	1.6 hrs	3.96 hours	1.54 hours
Average time taken to complete non emergency repairs	1.8 days	6.38 Days	1.92 days
% of reactive repairs completed Right First Time	98.8%	92%	98.53%
Managing Tenancies			
% of anti social behaviour cases resolved within locally agreed targets	100%	88%	100%
% of tenants satisfied with our management of neighbourhood	94%	88%	94%
Average time taken to relet a property	1.78 days	31 days	1.77 days
% of rental income lost due to properties being void	0.04%	0.74%	0.05%
% of new tenancies sustained for more than a year	95%	89%	88%
% of total rent due collected	99.44%	99.38%	99.05%
Customer service			
Tenant satisfaction with our overall service	88%	90%	88%
% of tenants feel their rent offers value for money	82%	83%	82%
% of tenants feel we are good at keeping them informed about services and decisions.	91%	92%	91%
% of complaints responded to within timescales	100%	86%	100%



Newsletter

Smoke Drift Into Resident's Homes

The Co-operative have received several complaints that some residents are smoking within the communal areas i.e. closes/landing areas or at the front/rear doorways of the closes they reside.

This is causing a nuisance to other residents and would ask in order to maintain good relations with your neighbours that you are mindful of this.

Please bear in mind non-smokers are likely to become more sensitive to the smell of tobacco smoke and vapour fumes within enclosed spaces, including communal areas and their own homes. This second-hand smoke/smell is seeping into their homes from communal areas therefore non-smokers are exposed to indirect smoke drift into their homes which is causing a nuisance.

It may be that non-smokers are unaware of this tobacco smoke/vapour getting into their neighbour's homes and would ask that smokers are considerate of this and therefore refrain from smoking in all communal areas i.e. closes/landing areas or at front/rear doorways of the closes.



Pet Policy

Please see enclosed a summary of our new pet policy which has been developed due to a number of issues of late, not only concerning dogs, but other animals, particularly cats. It is important that our tenants read this newsletter carefully if they especially if they have any pets or are affected by pet ownership. We hope the new policy will help us manage tenancy situations better. Remember if you do have a pet and do not have any written permission to keep one, you should notify the Co-op in writing of your position. Remember, anyone who has been granted permission to keep a pet MUST keep it under proper control and supervision at all times.



Contact Us

We hope you have enjoyed our newsletter and will contact us with suggestions and ideas on what you would like to see in future issues.

Our office is open from 9.00am until 4.30pm Monday to Friday. You can visit our office in person at:

GARRION PEOPLES HOUSING CO-OPERATIVE LTD

CentrePoint

70 Smith Avenue
Wishaw

Tel: 01698 274670

Email: enquiries@gphc.org.uk

Web: www.gphc.org.uk

Useful Numbers (Including Emergency Contacts)

- Saltire Facilities Management Ltd **0845 606 1555**
- (all gas central heating faults 24 hours)
- Rodgers and Johnston (all other out of hour EMERGENCY REPAIRS) **0844 247 2120**
- North Lanarkshire Council (housing benefits) **01698 403210**
- North Lanarkshire Council (Council Tax) **01698 302901**
- North Line – North Lanarkshire's **01698 403110** 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)
- SCOTTISH WATER **0800 077 8778**
- ELECTRICAL DAMAGE to electrical supply or network equipment Call **105** or your own electrical supplier
- CRIMESTOPPERS **0800 555 111**

