

Garrion People's Housing Co-operative

# Autumn Newsletter 2019



## Your feedback matters!

**Tenant Satisfaction Survey** – We are committed to improving our services to you and as always would really appreciate your views on how we can do

this. We are currently in the process of commissioning an independent market research company to carry out a full tenant satisfaction survey on our behalf.

We last carried one out in 2016 and many of you will remember the visit to your home and the questions asked on how satisfied you were with the service from the Co-operative, the opportunities available for you as well as questions about your home and neighbourhood. We hope to start this latest survey before the end of the year and tenants are asked to give up around 40 minutes of their time to answer the questions in this important project for the Co-operative.

Our results in 2016 showed that the vast majority of

our tenants were very satisfied with most areas of our service and we hope these results will be maintained. We thank you in advance for your co-operation and hope you will take part in the survey.

*Thanks!*

### Coming soon ...



We are introducing a new text messaging service. This will help us get information as quickly as possible to you. It is vital that we have up to date contact numbers for all our tenants to enable this service to work efficiently. Please contact us with your phone number as soon as possible.

If you prefer us to contact you via email please send your e-mail address to:

[enquiries@gphc.org.uk](mailto:enquiries@gphc.org.uk) – Pop your name and address in the subject line along with your up to date information.

## Café Artisan

*We are delighted to have the Café back up and running in CentrePoint. Café Artisan has opened and sells loads of great food, drinks and home baking.*

*It will be open Monday to Friday from 10am to 2pm.*

*Come along and give it a try!*

## Calling all Co-operative Tenants!

### Tenant Focus Groups – Getting involved in our Rent Consultation

From time to time, we consult with our tenants for their views on matters that affect them. These consultations take the shape of focus group meetings, which allow residents to come together and discuss an issue at depth, with the aim of improving and shaping things in accordance with the tenants' views.



We would be delighted to hear from tenants who would be willing to give up some of their spare time to contribute to the Co-operative.

The only experience you need to have is an interest in the wellbeing of our local community and our housing and estates. If you would like to join this group and would like more information please contact Elaine Hyslop, Interim Housing Manager at the office.

# 2019 AGM ANNUAL GENERAL MEETING

The Co-operative hosted another successful Annual General Meeting on 18th September 2019.

All the Co-operative members were invited to come along, there was a good attendance along with our accountants, auditors and staff. We would like to thank everyone who attended.

Our performance and highlights of the year were discussed as well as the annual management accounts. Following the AGM, the process of elections took place and the office bearer positions were decided and three new members were elected onto the Management Committee.

**The new Management Committee structure is as follows:**

Management Committee	
Victoria Cowie	Chairperson
David Cooper	Vice Chair
Colette Rooney	Secretary
Elizabeth Cooper	Treasurer
Patryk Topolski	Committee Member
Fiona Shearer	Committee Member
Heather Laing	Committee Member
Anne Gilmour	Committee Member
Magdalena Dymowska	Committee Member
Shirley Paton	Committee Member
Carolina Velasquez	Committee Member

## Come along and join the Management Committee



## Scottish Housing Regulator – Requirements

From 1st April 2019 the Scottish Housing Regulator (SHR) is changing how it regulates social housing in Scotland which affects the Co-operative.

Social landlords must submit to the Regulator an Annual Assurance Statement providing assurance that their organisation complies with the relevant requirements of Chapter 3 of the Regulatory Framework. The Annual Assurance statement is a way for Management Committee to declare that they are assured their organisation complies with regulatory requirements and standards or to disclose areas where they need to improve.

We ensure that we are compliant with the Standards to demonstrate effective governance and sound financial management and delivering good outcomes to tenants.



The regulatory standards are as follows:

**Standard 1** – The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.

**Standard 2** – The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.

**Standard 3** – The RSL manages its resources to ensure its financial well-being and economic effectiveness.

**Standard 4** – The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.

**Standard 5** – The RSL conducts its affairs with honesty and integrity.

**Standard 6** – The governing body and senior officers have the skills and knowledge they need to be effective.

Garrion Peoples Housing Co-operative Limited was required to prepare an Annual Assurance Statement in accordance with the Regulatory Guidance. We are in the process of completing our assurance statement and will submit this to the Scottish Housing Regulator when it is approved by our Management Committee.

Citizen's Advice Appointments		Wednesday	Friday
 <p>Should you wish an appointment with our in house welfare rights advisors, Robert or Emma, please contact the office.</p> <p>These appointments can fill up quickly so please call to schedule appointments as early as you can and make us aware if you cannot attend your appointment. This helps to give appointments to other tenants who need them, and allows us to book a new, more suitable appointment for you.</p>		Robert	Emma
		9:30am	9:30am
		11:30am	10:30am
		1:30pm	11:30am
		2:45pm (every second week)	12:30pm

## Become a member of Garrion People's Housing Co-operative for only £1.00

Becoming a member of the Co-operative gives you a real say in the future of your home and local community. Membership means you can stand for election to our Management Committee, attend our Annual General Meeting and Vote to appoint members to our Management Committee. You can join the Co-operative for only £1.00. Application forms are available at our office and on our website.



HOME  
ENERGY  
SCOTLAND

HOMEENERGYSCOTLAND.ORG  
0808 808 2282  
FUNDED BY THE SCOTTISH GOVERNMENT

## Keep cosy for less this winter – top tips

With winter just around the corner, here are a few top tips from Home Energy Scotland to help keep you cosy for less.

- ✓ **Set your heating controls to manage the temperature of your home. Remember to use the weekday and weekend settings.**
- ✓ **By regularly bleeding your radiators you will avoid cold spots and get the most out of your heating system.**
- ✓ **Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder, and can also encourage condensation and mould growth.**
- ✓ **Your room thermostat should be set to the lowest comfortable temperature (typically between 18°C and 21°C) Turning down the room thermostat by one degree can save up to £80 a year.**
- ✓ **A quick shower uses less water and energy than taking a bath. For every minute you shave off your daily shower, you'll save £7 a year on your energy bills.**
- ✓ **Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and the cold out.**

## Warm Home Discount open now – don't miss out!

Good news! The UK Government's Warm Home Discount scheme has opened, which means that if you are eligible, you could benefit from a one-off discount from your energy supplier of up to £140.

If you have qualified in the past, now is the time to re-apply as not all energy suppliers automatically renew their customers' special discounts each year.

If you are not sure if you got the discount last year, just give Home Energy Scotland a call and they can check for you.

If your circumstances have changed, and the team find you no longer qualify for discount, there may be other ways they can help you make your home easier to heat which will reduce your bills.

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

**To speak to a Home Energy Scotland advisor free of charge call 0808 808 2282, or email [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org) and they'll call you back.**

OR alternatively if you wish you can contact this office to make an appointment with Robert or Emma, our Welfare Advisors from Citizens Advice Bureau who can assist in applying for this.

## Families Outside

Families Outside is the only national charity in Scotland to support children and families affected by imprisonment. Families are innocent, but are often treated as though they are guilty and can feel stigma, rejection, victimisation, and rarely know who to turn to for help.

At Families Outside they offer a range of support & information to families affected by a loved one's imprisonment including:

**Regional Family Support Coordinator** – The RFSC for Lanarkshire can meet with family members in the community to provide free, confidential, practical & emotional support relating to issues around imprisonment. The RFSC provides a listening ear and a link to support with a range of issues from housing & benefits, to how to tell other people about the situation, to what to expect when visiting a prison and much more. A referral or self-referral can be made by contacting their free Helpline on **0800 254 0088**.

**Helpline** – Families Outside offer a free Helpline for families and those who work with them, providing support and information. The Helpline can be reached on **0800 254 0088**.

**Website** – [www.familiesoutside.org.uk](http://www.familiesoutside.org.uk) contains useful information about imprisonment including "jargon busters", information sheets & booklets to download on topics such as;

- Preparing for a Prison Sentence
- Talking to Children About Imprisonment
- Integrated Case Management (ICM's)
- Visiting Prison with a Child

families  
outside



# Good To Know! Our Standards and Performance



The Scottish Social Housing Charter was introduced in April 2012 by Section 31 of the Housing (Scotland) Act 2010, and subsequently revised in April 2017.

The Charter states clearly what tenants and other customers can expect from social landlords and provides the basis for the Scottish Housing Regulator to assess and report on how well landlords are performing. This assessment enables the Regulator, social landlords, tenants and other customers to identify areas of strong performance and areas needing improvement.

The charter sets out the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. This is 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.

The Performance Information below shows how we have done this year, compared to last year and details the Scottish average for all landlords.

More detailed performance information will be published within our 2018/19 edition of our Annual Report which is being prepared and you will receive this before 31 October.

If you have any comments on the style and contents of the report e.g. the presentation, relevance of performance information provided, is easy to understand etc., please contact Elaine Hyslop, Interim Housing Manager at this office.

## Performance Report Table



PERFORMANCE AREA	2017/18 PERFORMANCE	SCOTTISH AVERAGE	2018/19 RECENT REPORTING YEAR PERFORMANCE	
<b>MAINTAINING HOMES</b>				
% of stock meeting the Scottish Housing Quality Standard	100%	94.09%	100%	
% of our properties with a current gas safety certificate	100%	99.93%	100%	
% of new tenants (in the past year) satisfied with standard of home when moving in	100%	90.79%	100%	
<b>REPAIRING HOMES</b>				
% of tenants satisfied with Repairs Service	93.92%	91.66%	95.65%	
Average time taken to complete emergency repairs	1.54 hours	3.65 hours	1.49 hours	
Average time taken to complete non-emergency repairs	1.92 days	6.56 Days	3.32 days	
% of reactive repairs completed Right First Time	98.53%	92.52%	98.15%	
<b>MANAGING TENANCIES</b>				
% of anti-social behaviour cases resolved within locally agreed targets	100%	87.86%	100%	
Average time taken to relet a property	1.77 days	31.89 days	1.24 days	
% of rental income lost due to properties being void	0.05%	0.88%	0.04%	
% of new tenancies sustained for more than a year	87.5%	88.82%	93.75%	
% of total rent due collected	99.05%	99.1%	99.88%	
<b>CUSTOMER SERVICE</b>				
% of complaints responded to within timescales	100%	86.93%	100%	



The Dog Fouling (Scotland) Act makes it an offence not to clear up after your dog.

Offenders face a fixed penalty for dog fouling from £80 (rising to £100 if unpaid within 28 days).

Offenders can also be reported to the Procurator Fiscal and may be fined up to £500 if convicted.

## Help Us Protect Your Community

Are you experiencing Anti-Social Behaviour?  
Have you report it?

**CrimeStoppers.**

**0800 555 111**

100% anonymous. Always.

Garrion People's Housing Co-operative are committed to ensuring our tenants feel safe in their homes and in the community but we need your help. If you are affected by or aware of anti-social behaviour please let us know and we will investigate it.

We would also encourage you to contact Crime Stoppers on 0800 555 111 or North Lanarkshire Council Anti-Social Investigators on 0300 123 1382 who work in partnership with the Co-operative in tackling anti-social behaviour.

Complaints will always be treated in the strictest confidence so please help us keep your community safe.

### The skip delivery schedule for 2019/20 is shown below - Thursdays Only

DATE	LOCATION
Thursday 17 October 2019	Car park facing 43 Hopefield Gardens
Thursday 14 November 2019	94 – 124 Heathfield
Thursday 12 December 2019	1-23 Heathfield
Thursday 09 January 2020	158 – 188 Heathfield
Thursday 06 February 2020	Top of Woodgreen Court
Thursday 05 March 2020	94 – 124 Heathfield
Thursday 2 April 2020	1-23 Heathfield

### Law View Sheltered Housing Complex Skip Delivery Dates

DATE

**Monday 25 November 2019**

**Monday 20 January 2020**

**Location: Beside Warden's Office**

## Items not allowed in Skip

You can't skip anything hazardous and harmful, or anything that compromises health and safety. That may seem obvious, but there are some prohibited items which you might not have considered.

The list comprises, but is not limited to:

- Asbestos
- Compressed Gas Cylinders (full or empty)
- Computer Towers
- Computer Screens
- Electrical Equipment (e.g. Electric Cookers, Electric Fans)
- Explosives
- Fluorescent Tubes
- Fridges
- Household Batteries
- Medical Waste of any kind
- Microwaves
- Oils (hydraulic oil, engine oil, cooking oil)
- Other Chemicals (e.g. bleach, detergents, processing fluids)
- Paint Tins (unless completely empty)
- Plasterboard
- Solvents (e.g. paint, glue)
- Toasters
- Televisions
- Telephones
- Tyres
- Vehicle Batteries



### Gas Safety Checks

Attention all tenants with gas central heating :-

**Please be aware .....**

It is vital all gas systems and appliances are maintained by the Co-operative on an annual basis to ensure safety of yourself, your family and your neighbours.

As you are aware Saltire currently carry out this work on behalf of the Co-operative as their nominated gas servicing and maintenance contractor.

Previously the Co-operative lettered you on behalf of Saltire, as this process is now changing, Saltire will letter you direct to arrange your annual gas safety inspection.

You will receive a letter when your servicing is due to arrange this visit. We would ask that you fully co-operate with Saltire to allow this vital work to be carried out.

## Gutter Cleaning and Roof Safety Anchors at Heathfield & Smith Avenue

The programme of gutter cleaning work to remove the build-up of growth and debris will commence this Autumn to the flats at Heathfield and Smith Avenue. Prior to this work being carried out the roof safety anchors and the condition of the roofs will be inspected and any remedial work required will be carried out. This should be minimal disruption to tenants but ask all tenants when they are carrying out the work to exercise caution.

## Gutter Cleaning – Law View

The gutter cleaning is programmed to be carried out early October and should be completed within the Autumn and any remedial work found will also be rectified.

## Bathroom Replacement

### Flats at Heathfield and Smith Avenue



If your home qualifies for a new bathroom it is hoped that a bathroom replacement programme will be procured and when this is known we will announce the successful contractor. It is hoped any disturbance is kept to a minimum. If you would like to check if your flat is due a new bathroom, please contact the Co-operative and we will be able to advise.

## Removal of all items within your close area/landings

Following on from the tragic fire at Grenfell Tower in London and in accordance with guidelines from Scottish Fire and Rescue Service we are required to advise residents on fire safety risks.

Should you have left items within your common landing area (see detailed list) then you must remove them immediately.

All common area evacuation routes must be kept clear. The Scottish Fire Service have advised that any items placed in landings/entranceways not only have the potential to be set on fire but can essentially block your means of escape out of the building. They are therefore recommending that all personal belongings kept in a common area are removed.

We appreciate that people want to make and keep their surroundings nice. However, in light of the tragic events at Grenfell this has made us all think about the hazards which surround us all on a daily basis.

Due to this the Co-operative finds itself in the position that we have no option but to implement a zero tolerance approach in dealing with a range of fire safety issues which will reduce the risk of a fire and ultimately save lives.

Should you have a store cupboard/drying area you must not store flammable material, petrol, paraffin, cardboard and paper, petrol lawnmowers, motorbikes etc, gas cylinders.

As part of the Scottish Fire and Rescue Service's commitment to building a safer Scotland they offer everyone in Scotland a free home fire safety visit giving fire safety advice tailored to your home.

Get in touch with Fire Scotland, it's so easy to arrange.

**The common stair is your only means of escape in the event of a fire.**

Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

**Keep it clear**

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on lifting items contact your local Council

**If fire does start**

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice  
**CALL 0800 0731 999**  
or visit our website at  
[www.firescotland.gov.uk](http://www.firescotland.gov.uk)

**SCOTTISH FIRE AND RESCUE SERVICE**

## How you can help?

Here are some things you can do to minimise the risk of fire:

- Not leaving any waste on landings or in communal areas as it can be set on fire.
- Keeping communal areas clear of any obstacles, such as plants, bikes, prams and mobility scooters, so people can leave buildings safely in the event of a fire.
- Maintaining your smoke alarms and test them weekly – never remove them or cover them up.
- Not propping or wedging open doors or windows in communal areas – closed doors will slow the spread of fire and smoke.
- Not leaving mopeds, motorcycles or other machinery that has a petrol tank in your flat or communal area.
- Not removing internal doors or their closers inside your home.
- Making a fire action plan so everyone in your home knows how to escape.
- Keeping exits from your home clear.
- Making sure everyone can easily find door and window keys.
- Taking extra care in the kitchen and never leave young children alone in there.
- Not overloading electrical sockets – one plug for one socket.
- Taking special care when you are tired or have been drinking.
- Not leaving the TV on standby – always turn it off and unplug.
- Not storing bikes in communal areas as they could seriously hamper evacuation.

## Contact details ...

- Call 0800 0731 999
- Or for Motherwell Fire Station its 01698 262222
- Text "FIRE" to 80800 from your mobile phone
- Complete their online form found at <https://www.firescotland.gov.uk/your-safety/hfsv-form.aspx>



# Glorious Gardens – 2019 Best Garden Competition

We want to say a huge thanks to everyone who made an excellent effort in taking care of their gardens. As the standards of the gardens were very high it made it an extremely difficult job for our independent judge to select winners.

We encourage our tenants to take pride in their gardens within the areas they live. Gardening is a healthy, fun activity that enhances and enriches not just your own property but the whole community.

## Garden Competition winners revealed – Congratulation & Well Done!!



Joint Winner – 6 Law View



Joint Winner – 26 Law View



Best Improved Garden – 3A Law View



Joint Winner – 142 Heathfield

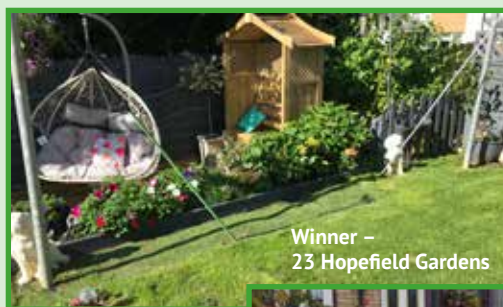
## Residents from the flats show off their green fingers



Joint Winner – 144 Heathfield



174-188 Heathfield



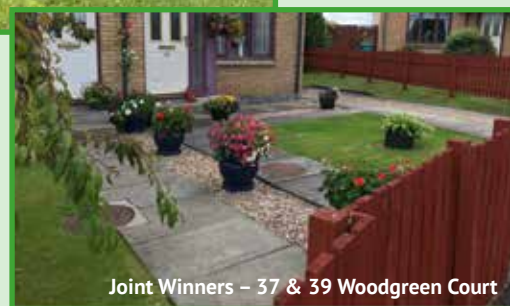
Winner –  
23 Hopefield Gardens

### Best Back and Front Door ... Hopefield Gardens



Joint Winner – 158-172 Heathfield

### Best Back and Front Door ... Woodgreen Court



Joint Winners – 37 & 39 Woodgreen Court



## Common Paintwork at Woodgreen Court and Hopefield Gardens

The Bell Group are nearing completion of the external painter work of the properties in Hopefield Gardens and Woodgreen Court.

Please help us gauge the satisfaction levels by completing the tenants satisfaction surveys upon completion of the paint work to your property.



# Contact Us

We want to get information in the way you need it ...

If you or someone you know would like this newsletter in any other format, please let us know as we want you to get information in the way you need it. It could be in large print, audio CD, different languages or in Braille.

## GARRION PEOPLES HOUSING CO-OPERATIVE LTD

CentrePoint

70 Smith Avenue, Wishaw

Tel: 01698 687222 or contact by

Email at [enquiries@gphc.org.uk](mailto:enquiries@gphc.org.uk)

Web: [www.gphc.org.uk](http://www.gphc.org.uk)



## 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**
- North Lanarkshire Council (housing benefits and council tax) **01698 403210**
- 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)**
- 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**

### Spotlight on Complaints

Garrion People's Housing Co-operative is committed to providing a high quality customer service.

We value feedback (negative or positive) from tenants. Feedback help us to ensure that we are providing a service that meets the needs of our tenants.

Our comprehensive complaints handling procedure aims to make it easy for tenants to have their concerns resolved quickly.

You can pick up a guide to our complaints procedure at our office or call us on 01698 687222 and we can send you a copy.

## We have a Winner!

Upon completion of a repairs you are asked to complete a satisfaction survey and return them to this office and you can be entered into our monthly draw to win a £20.00 shopping voucher.

The winner for this quarter is **Michal Stanislawski & Sylwia Buchalska**.

## Committee and Staff Updates

**Edith Gilmour** has stepped down from Garrion People's Housing Co-operative, Management Committee after more than 28 years in the voluntary role.



Edith's input over the years has been invaluable and everyone would agree that she truly cares about the community and making it a better place for everyone to live. Our Management Committee and staff can't thank Edith enough for her hard work over the years and wish her all the best in the future.

Welcome to ... **Alex Gemmell** who joined the Co-operative on 8 October 2019 as our Maintenance Officer. Alex is a very experienced maintenance officer and has worked in a number of registered social landlords. We look forward to him joining our team.

## Come along to our Estate Management Walkabouts

Would you be interested in taking part in one of our estate management inspection in October with our Housing Team and some members of our Management Committee and residents?

This is to give tenants the chance to see what type of things we look for during an estate inspection, for example common repairs etc. This will also give us an insight into what you think about the quality of the estate management and hopefully we will learn more about what you, the tenant, expects.

The walkabouts concentrate on things that concern everyone living in the area. They look at issues such as anti-social behaviour, vandalism, graffiti, litter, fly tipping, overgrown or any neglected communal areas.

If you would like to take part in this walkabout, please contact your Housing Officer, Joanna McNally on 01698 687222.

## Winner of the Kids' Corner Competition

The winner of the summer edition of the Kids Corner Competition is **Kayla Phillips**. Kayla won a £20.00 Argos Voucher.

*Well Done!*

