



Garrion People's Housing Co-operative

Winter Newsletter 2019

Festive Greetings

Welcome to the Winter 2019 edition of our Newsletter. The Staff and Management Committee would like to wish all of our tenants a Merry Christmas and Happy New Year!

Café Artisan

Please come along to Café Artisan and enjoy great food, drinks and home baking.

It is open Monday to Friday from 10am to 2pm.

Come along and give it a try!

Tenant Satisfaction Survey

Thank you for taking part in the recent Tenant Satisfaction Survey. Your feedback is vital for the Co-operative to continually improve on our service delivery.



The results of this survey will be published in the Spring edition of our newsletter.

Kids' Christmas Competition

Hi Kids!

Complete our fun Activities and bring them back to CentrePoint before Friday 10 January 2020 for the chance to be entered into our prize draw.



Office Closure

We will be closed on Christmas Eve and will reopen on Monday 6 January 2020. For emergency and useful contact numbers, please refer to page 8 (rear) of this newsletter. While the Co-operative is closed staff will be alerted to any emergencies very quickly and respond as necessary. In addition our Maintenance Assistant will be in the estate two separate days over the festive period to provide a litter pick service and check on the estates.

What's on at CentrePoint

Each week at CentrePoint there is a wonderful programme of activities, all times are correct at the time of printing.

Monday

Free ESOL Class 9:30am - 11:30am (starts back Monday 20th January)
Kids Dance Classes 4:00pm - 5:00pm

Tuesday

Women's Crafts Group with Maureen 12:00pm-2:00pm
Men's Shed / Group (NEW TIME 6:00pm - 7:30pm starts Tuesday 7th January)

Wednesday

CAB Surgery: 09.00 – 16.30
Dalziel Women's Cancer Support Group 10:30am-2:30pm
Homework Club 3:00pm - 4:00pm
Kids Club (P1-P6) 4:00pm - 6:00pm
Clubbercise Class with free Childcare creche 7:00pm - 8:00pm

Thursday

Digital Inclusion Class 10:00am - 12:00pm
Women's Crafts Group with Maureen 6:00pm - 8:00pm

Friday

Primary 7 & Up Youth Club 4:00pm - 6:00pm
Clubbercise Class 7:00pm - 8:00pm
Gateway Church Group 7:30pm - 9:15pm

Upcoming Event

Bike Revival Event - Saturday 14th March 10am-3pm
With Dr Bike, led bike rides, bike library and light refreshment

Club 365

Club 365 will be back at Centre Point ...

Children can enjoy an action-packed programme of activities including games and arts and crafts in a fun setting along with a free hot meal.

Christmas & New Year Friday 20 December to Sunday 5 January (Closed 25 to 26 December and 1 to 2 January) 11.30am - 1.30pm. No need to book, just turn up at CentrePoint.

Armed Forces Veterans Group

Do you know the Co-operative holds a regular get together for Veterans at CentrePoint on the last Wednesday of every month between 5.30pm and 7.30pm?

If you have served in the Armed forces please feel free to pop along for an informal chat and a cup of tea.

At our last meeting we had Poppy cupcakes to mark Remembrance Sunday and as you can see from the picture they turned out beautifully. If you'd like to hear more about our Armed Forces Veterans Group please contact the Co-operative and ask for Sharon or Joanna.



Interested in volunteering at Centrepont?

We are always looking to recruit more volunteers to join our wonderful volunteer team to help with events, activities and community development programmes at CentrePoint in Gowkthrapple.

People choose to volunteer for a variety of reason, for some it offers a chance to give something back to their local community or make a difference to the people around them. For others it provides an opportunity to develop new skills/qualification or build on existing experience and knowledge.

For more information or an informal chat why not contact our Richard Bolton, Community Development Officer on 01698 687222 / 07495 549 065 or email richard@gphc.org.uk

Rent Consultation

The Co-operative has commenced the process of looking at our budgets for 2020/21. It is essential that we meet our existing and expected costs and with rent being our main source of income it is paramount we review our charges to ensure we meet our costs as part of the budgeting process.

After careful consideration, our Management Committee are proposing for 2020/21 a rent increase of 2.5%. We believe this increase will allow the Co-operative to maintain our current level of services while keeping tenants' rents affordable.

If agreed, the increase would take effect from 1st April 2020.

We have considered the best ways to engage with our tenants about proposed rent increases and have decided that we will ask any residents wishing to take part in our consultation event to attend. In addition we will send an information leaflet; carry out a survey; post information on the website and if requested we can meet tenants in their homes.

Please take the opportunity to take part in our Focus Group Event which is detailed in the invitation.

You're invited to join the Annual Rent Review 2020/21 Focus Group

Please come along to be part of our rent consultation process with members of the Co-operative. The proposed rent increase is 2.5%. Your feedback will contribute towards the final decision made by our Management Committee in January.

ALL TENANTS ARE
WELCOME TO COME ALONG
AND HAVE YOUR SAY!

When
Tuesday 14th January 2020 at 5pm

Where
CentrePoint, 70 Smith Avenue,
Wishaw, ML2 0LD

What to bring:
Your contribution and thoughts

Universal Credit payments over the festive period

The Department of Work and Pensions (DWP) have announced when Universal Credit (UC) and benefits claimants will be paid over Christmas and New Year. Some tenants might receive their payments on a different day because of the festive season. Tenants who usually receive payments on the following dates will receive their money on the new dates below:

UC Payment due:	UC New payment received:	Other Benefits
24, 25 or 26 December 2019	Tuesday 24 December 2019	Tuesday 24 December 2019
Friday 27 December 2019	Friday 27 December 2019	Tuesday 24 December 2019
31 December 2019 or 1 January 2020	Tuesday 31 December 2019	Tuesday 31 December 2019
2 January 2020	Thursday 2 January 2020	Tuesday 31 December 2019

Tenants who don't get their benefits payment on the revised date should contact the relevant benefit department. **This must be done on the Tuesday** as tenants won't be able to speak to benefits staff on the bank holiday.

Useful phone numbers for DWP departments:

Universal Credit: 0800 328 9344	JSA, Income Support, Incapacity Benefit and ESA: 0800 169 0310	DLA, Attendance Allowance and PIP: 0800 121 4433
Carer's Allowance: 0800 731 0297	State Pension/Pension Credit 0800 731 0469	Tax Credits: 0345 300 3900

Citizens Advice Appointments

Appointments with trained advisors from the Citizen's Advice Bureau are available weekly at the CentrePoint office.



Due to changes with funding via the AFTAR Project, Citizen's Advice Bureau are currently only able to provide one day of appointments where we previously provided two. This means the appointments will fill up more quickly than previously so please call to book as early as you can. Please also make us aware if you are unable to attend a scheduled appointment as this helps to give appointments to other tenants who need them.

Wednesday

Robert

9:30am

11:30am

1:30pm

2:45pm



It pays to Switch

Save money on your energy bills

'It Pays to Switch' has now changed to a comparison website. It will continue to help you save money on your energy bills.

On average people **save over £200** on their annual energy bills using this. It is free to use and you are under no obligation to accept any of the offers on display.

Switching with us is simple

1. <https://www.energylinx.co.uk/e2c/>

northlanarkshirecouncil/index.html, with no obligation.

2. All you need is your energy bill or annual consumption. If you don't know this, don't worry. We will ask you about the type of house you stay in and how many people live with you. This will help us to understand how much energy you probably use.
3. You then decide whether you want to accept any of the offers on display. If you accept, the rest of the switching process will be completed on your behalf.
4. If you would like to speak to someone to help guide you through the process contact us using our freephone number: 0800 920 2136

This scheme is not limited to North Lanarkshire residents

Stay Safe this Christmas

Get ready for winter- book a
FREE HOME FIRE SAFETY VISIT
Call **0800 0731 999**
Text **'FIRE'** to **80800**
or visit www.firescotland.gov.uk



WINTER & FESTIVE SAFETY

> FESTIVE SAFETY TIPS

- Check your smoke and heat alarms are working. Replace batteries if necessary.
- Check your Christmas light plugs are fitted with the correct fuse, don't overload extension leads and ensure all electrical devices are Intertek BEAB approved.
- Always switch Christmas lights off and unplug them before you go to bed.
- Decorations can burn easily—don't place them near lights or heaters.



> WHEN CELEBRATING

Consuming even a moderate amount of alcohol can greatly increase the risk of fire and fire injury.

- Ensure that exit door keys are kept readily available and/or exit doors can be opened from the inside in the event of fire or emergency.
- Take care of older people, children and those who may find it difficult to react quickly and safely if there is a fire.
- Make sure your family and/or visitors know what action to take in the event of fire or actuation of smoke/heat alarms.
- Stab out cigarettes properly—make sure there's no smoke.
- Pour water on cigar and cigarette ends before putting in a bin.
- Leaving cooking unattended or being distracted while cooking is the most frequent cause of fire in the home. Never cook hot food under the influence of drugs or alcohol.

Fact.

House fires and casualties increase during winter, with a **high risk** over the festive period.



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

> ALCOHOL

If you're tired, have been drinking, or taking drugs, you will be less alert to the signs of fire.

You are more likely to fall asleep.

You are less likely to wake up if a fire does start, particularly if you don't have working smoke or heat alarms in your home.

If fire does break out alcohol or drugs can heighten feelings of disorientation, making it difficult for you to escape.

Cooking and alcohol can be a recipe for disaster.

If you've been drinking alcohol or taking drugs, don't cook.

Smoking is the main cause of death from fire in the home.

You are more likely to lose your life in a fire if you drink and smoke.

In many fires started by cigarettes, people have also been drinking and are sleepy.

Never smoke in bed.

Don't smoke in your chair if you've been drinking or you're feeling tired. If you do feel tired smoke outside or stand up and smoke at a window or outside door.

Is your overflow constantly running?

Should you hear a running noise coming from your kitchen it probably is.....

If so, we would urge you to contact the Co-operative immediately and we will repair the overflow.

Going on holiday over the winter period?

At this time of year due to the freezing temperatures there is a higher risk of burst pipes which may affect your property and other residents.

The Co-operative wants to ensure if this happens we are able to contact you urgently to carry out any repairs. We therefore ask all residents to update us with any new phone numbers you may have.

Additionally if you are out of the house for long periods of time please give us details of a key

holder that can allow us access to your property if you are unavailable.

If we are unable to contact you or a designated key holder we may need to force access to your property to stop any leaks that may be affecting other residents and causing serious damage to your property.

Please help us avoid this by updating your contact numbers and giving us details of any people that will be able to allow access to your property.

How to avoid a flood in your home

Over 80% of sewer blockages in Scotland are caused by inappropriate items being disposed of in toilets and drains. There are many simple yet effective things you can do to drastically reduce the chance of having to experience the trauma of sewer flooding.

In the Bathroom . . .

It's easy, just follow our Three P's rule and only flush pee, poo and toilet paper.

Everything else should go in the bin, not down your toilet.

Make it easy to save your drains, keep a bin in the bathroom for you to quickly, safely and hygienically dispose of all the 'never flush' personal items.

Never flush down the toilet:



In the Kitchen . . .

Fat, oil and grease in liquid form may not appear to be harmful as they don't get stuck in the plughole, but as they cool they congeal, harden and stick to the inside of drains and sewers.

This builds up over time, which can cause blocked pipes and flooding. Pouring hot water down your plughole will not help to dissolve any fat, oil or grease. These should not be flushed down the toilet either.

Never pour down the sink:





Festive Bin Uplift Collection



As Christmas Day and New Year's Day falls on a Wednesday those tenants who live in the flats at Heathfield and Smith Avenue, the bin uplift day will change to Tuesday 24 December and Tuesday 31 December 2019.

The service will resume as normal after the festive period.

Those tenants residing in Law View, Woodgreen Court and Hopefield Gardens are not affected.

The skip delivery schedule for 2020 is shown below:

DATE	LOCATION
Thursday 09 January 2020	158 – 188 Heathfield
Monday 20 January 2020	Law View Wardens Office (residents only)
Thursday 06 February 2020	Top of Woodgreen Court
Thursday 05 March 2020	94 – 124 Heathfield
Thursday 2 April 2020	1-23 Heathfield

Fly Tipping with Backcourts of Flats within Heathfield and Smith Avenue

Fly Tipping and refuse not being disposed of properly continues to be a problem within the backcourts and bin store areas.

Please help reduce this and make a big difference by properly bagging and disposing of refuse correctly into the paladin bin provided and not leaving bags littered within or around the bin store area.

This practice attracts vermin and it becomes an unacceptable environmental issue and detracts from the area you live.

Please bear in mind Fly Tipping is a criminal offence with a penalty of £200, while anyone caught littering faces an on-the-spot fine of £80.

If you witness fly tipping, please do not approach the offenders – contact North Lanarkshire Council directly on 01698 403110 or report the problem online at <https://digital.northlanarkshire.gov.uk/services/report-fly-tipping> and provide a description of the offenders so that they can investigate the incident. Any information will be treated in confidence.



Your Local Recycling Centre

During the busy festive period if you have transport you can take bulk or excess waste free of charge to the local recycling depot located within Netherton Industrial Estate, Netherton, Wishaw, ML2 0JG.

Anti-Social Behaviour Over Festive Period

The Co-operative understands that at this time of year, with Christmas fast approaching, people will be celebrating and will be consuming alcohol.

We certainly do not want to spoil this and would simply ask that anyone drinking alcohol does so responsibly and takes into consideration their neighbours.

We do not want to ruin Christmas for anybody, but will not tolerate any behaviour that is anti-social or threatens the safety of others or causes alarm or distress to their neighbours.

We want all our tenants and residents within the community to have a happy and safe Christmas and New Year.

Should you experience any anti-social behaviour over the festive season please follow this advice:

- **Call 101 (Police Scotland) or 999 if the incident is severe and life threatening**
- **Contact North Lanarkshire Council's out of hours anti-social service on 0300 123 1382 (who may act as a professional witnessing)**
- **Always keep a log/diary of the incidents and write down how it affected you**
- **Talk to other neighbours who may be affected**

Report to the Co-operative when it re-opens after the Festive period.

Freedom of Information (FOI)

Changes to the way you can access information and how the Co-operative responds has come into effect from 11 November 2019.

The Freedom of Information (Scotland) Act 2002, which governs the rights of individuals to access information held by Scottish public authorities, now apply to Registered Social Landlords, including the Co-operative.

The aim of the Act is to increase openness and transparency by allowing people to access information about how decisions are taken and how public services are delivered.

This means the Co-operative has a duty to:

- **Respond to requests within 20 working days**
- **Publish information about services we provide and facts that inform our decision-making and reasons for the decisions we take, and**
- **Provide advice and assistance.**

The Co-operative has developed a publication scheme and a guide to the information it publishes, which is available at www.gphc.org.uk

Under Freedom of Information legislation, we may withhold information if there is a good reason to do so.

If we withhold information, we will let you know why. If you are unhappy with our decision, or with the way we

have dealt with your request, you can ask us to review our decision.
If you do not agree with the outcome of the review you can ask the Scottish Commissioner to investigate.

Assurance Statement

Every year the Co-operative is required to send an Assurance Statement to the Scottish Housing Regulator confirming that we comply with our Regulatory Framework (or setting out any action we need to take to ensure we comply).

We are required to update our Assurance Statement whenever something significant happens in relation to our compliance with the standards we need to meet, or at least once a year if there haven't been any major changes.

Our Management Committee considered evidence at a session held on Self Assessment at a meeting in August 2019 and later confirmed at our Management Committee meeting that they have the appropriate assurance that Garrion Peoples Housing Co-operative (GPHC) comply with:

- **all relevant regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's (SHR) Regulatory Framework;**
- **all relevant standards in the Scottish Social Housing Charter;**
- **all relevant legislative duties.**

Contact Us

Who do I call if have an emergency over the festive period?

Should an emergency situation arise during this period you should contact the numbers listed below:

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**

GARRION PEOPLES HOUSING CO-OPERATIVE LTD

CentrePoint

70 Smith Avenue, Wishaw

Tel: 01698 687222 or contact by

Email at enquiries@gphc.org.uk

Web: www.gphc.org.uk



Thinking of Joining Us?

If you are thinking of joining the Co-operative as a Member it costs just £1

We would love to have you on board!

You can have 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 Contents Insurance

We urge you to get peace of mind and insure your personal and household's belongings against theft, fire, flood and any damage. This is your responsibility as a tenant.

We insure the building, but not your furniture, contents or decorations.

Should you not have contents insurance we can provide you with information on a low cost home contents insurance scheme, for further details contact the office or visit our website

We have a winner!



Thank you to all who participated in returning the feedback form for our 2018/19 Annual Report. Your comments were welcomed and any suggested changes will be incorporated within our next year's edition.

The winner of the gift vouchers from "Your Feedback Matters" is Heather Laing.

Well Done!

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.

THANK YOU FOR READING THE WINTER EDITION OF OUR NEWSLETTER AND WE WISH YOU A LOVELY CHRISTMAS AND FANTASTIC NEW YEAR!!

