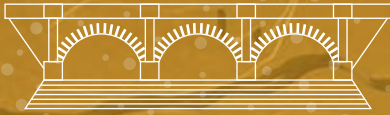


GPHC



Garrion People's Housing Co-operative Ltd

Winter Newsletter

DECEMBER 2022



*Wishing you a Merry Christmas
and a Happy New Year from
everyone at the Co-operative!*

Dalziel Cancer Care Support Group brings some Christmas cheer with their lovely decorated wreaths.....

Christmas and New Year Closure

The Co-operative's office will be closed on Friday 23 December 2022 and will re-open after the festive season on Thursday 5 January 2023 at 9am.

Should you have an emergency repair during this time you can contact our Out

of Hours Service (see back page for details). Please note this service should only be used for EMERGENCY repairs.

Our Maintenance staff will be in the estates at times over the holiday season to carry out checks as well as provide a litter picking service.

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facebook

Annual General Meeting

The Annual General Meeting (AGM) of Garrion People's Housing Co-operative was held on **Tuesday 20 September 2022** and was attended by 18 members.

The Co-operative extends a huge thanks to all for taking the time to attend.

The Chair, Victoria Dallas and our Director, Cathy Brien reported on the Co-operative's highlights and key achievements during the year.

Our financial report was presented from our External Auditors, French Duncan reporting on our financial performance in the year 2021/22.

Following the Annual General Meeting, the Management Committee met in October to elect its office bearers for 2022/23.

The 2022/23 office bearers are:

- David Cooper - Chairperson
- Victoria Dallas - Vice Chairperson
- Heather Laing - Secretary
- Craig Callan - Treasurer

The remaining Committee Members are:-

- Patryk Topolski
- Elizabeth Cooper
- Colette Rooney
- Blanche McGinn
- Fiona Shearer
- Przemek Jozwik
- Lisa Viola
- Edward Dallas
- Maz Shakoor
- Sandra Rodger
- Nicholas Hill



Annual Assurance Statement

All Registered Social Landlords are required to submit an Annual Assurance Statement to the Scottish Housing Regulator. Our Assurance Statement is available on our website at www.gphc.org.uk

This statement is to ensure the Scottish Housing Regulator that Garrion People's Housing Co-operative is complying with all the relevant regulatory and legislative requirements of a Registered Social Landlord.

In considering our compliance with our legal and regulatory requirements in 2022, we have completed our annual assurance process and had our processes and evidence reviewed by an independent consultant. At our Management Committee Meeting held on 25 October 2022 our Management Committee approved our Annual Assurance Statement.

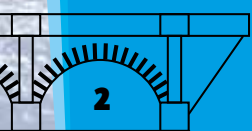
In undertaking our self-assessment the Co-operative is pleased to announce that we

are compliant with all the standards and there are no material non-compliance.

In gaining assurance we confirmed that we have seen and considered appropriate evidence.

Tenant safety has been a particular focus for the Co-operative this year. The Co-operative is fully compliant in terms of Electrical Installation Condition Report (EICR's), interlinked heat & smoke alarms and Annual Gas Safety Checks.

In reviewing our compliance with the Regulatory Framework, we are assured that we are working towards having appropriate systems in place for the collection of equalities data, whilst also working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.



How to become a Member of our Management Committee

Our Management Committee is made up of 15 members these include a Chairperson, Vice Chairperson, Secretary and Treasurer. These positions are filled annually after every AGM and we currently have 15 members.

The Management Committee are responsible for the strategic direction of the Co-operative. They monitor performance, set standards and ensure compliance against the Scottish Housing Regulator's Regulatory Framework.

To become a Committee member, you must be a member of the Co-operative. This membership entitles you to stand for election to our Management Committee. All Committee members are elected onto our Management Committee at the Co-operative's Annual General Meeting normally held in September each year.

To become a member of our Management Committee you first of all have to be a share member. If you are interested in joining our Committee please contact Paul Murphy by email paulm@gphc.org.uk or telephone the office on **01698 687222**.

Equality Monitoring Survey

We are required as a Registered Social Landlord (RSL) to collect equality data from our:-

- Existing Tenants;
- New Tenants;
- Waiting List Applicants;
- Governing Body Members.

We will be carrying out a survey early next year to ask for information on equality monitoring. By participating

in this equality data collection process, you will be supporting us to develop a database that might help us better plan and deliver effective services to suit our tenants' needs.

This will also enable us to meet our legal and regulatory requirements and will help us identify and eliminate any form of discrimination and assist in promote your rights and interests.

Rent Consultation

You should have received a copy of our Rent Review 2023/24 Consultation document during December. This gives you an in depth detail about the proposed increase that is due to take effect from April 2023 and offers assistance with welfare advice, energy advice, home contents insurance etc.

We want tenants to have their say on the proposed annual rent increase that is due to take effect from April 2023.

This year we are especially keen to get tenants views given the challenges presented by the cost of living crisis.

Our rent setting exercise, this year is the most challenging yet, not just for the Co-operative but for all Registered Social Landlords.

As part of the rent setting process this year we have to consider rising costs and inflation while recognising the financial hardship that is a current reality for so many people.

In addition to this, the Scottish Government have advised that landlords cannot increase rents before 31 March 2023.

The Scottish Government may continue this rent freeze or set a maximum rent increase from 1 April 2023, however, we do not expect to be advised of this until mid-January next year.

As the Co-operative applies a rent increase each year on 1st April and as we are required by legislation to consult with tenants, we have continued with the consultation process and asked for your views on 3 options as outlined within the rent consultation document, which are:-

Option One - Rent freeze (0%)	Rent Increase – none
Option Two - 3 % increase	Average rent Increase £2.48 per week
Option Three - 5% increase	Average rent increase £4.13 per week

You are invited to have your say...

As part of the rent consultation process a Rent Review Focus Group Meeting is scheduled for **Tuesday 17 January 2023 at 5.30pm within CentrePoint.**

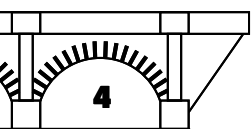
If you are interested in taking part, please come along and have your say or contact **elaine@gphc.org.uk** for further details.

You can also "have your say" in various other ways by: -

- Visiting our website **www.gphc.org.uk**
- Phoning a member of staff on **01698 687222**
- Texting your response to **07733919333**
- By responding via email to **enquiries@gphc.org.uk**

- By completing and returning this form in the post box which is located at the front of CentrePoint.

All feedback from the consultation process is important and will help the Management Committee make their final decision. You will receive a letter in February advising you of their decision along with details of your rent charge from 1st April 2023.



GPHC

Rent First...

Don't forget to pay your rent

The Co-operative appreciates that due to the increase with the cost of living, money is tight just now and it can be difficult to make ends meet, particularly with Christmas being an expensive time of year.

We understand in today's current climate that this can be difficult and we are also here to support and assist you, however paying your rent should be your top priority.

Don't put your home at risk by missing your rent payments this Christmas.



How to pay...

We offer a variety methods for you to pay your rent which are:-

Register online -

@ www.allpayments.net using the 19 digit number on your Allpay card. You can pay free of charge using your debit or credit card.



Virtual Payment -

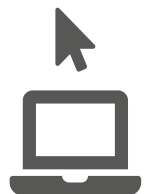
Using your debit or credit card you can make a payment over the phone by calling a member of staff at the Co-operative.



Online banking -

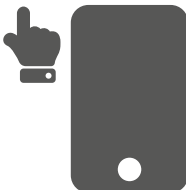
Using your unique rent reference number and the Co-operative's bank details:

Virgin Money/
Sort code 82-68-28/
Account number 60248083.



Phone App -

Use Allpay payment App. Download for free with Apple & Android smart phone. For more info www.allpay.net/app.



Bank Payment -

(standing order) - You can download and complete a form at www.gphc.org.uk or set up via your online banking using our bank details (as above).



By Phone -

Dial **0330 041 6497** for Allpay's automated phone payment service using debit or credit card.



At the **Post Office** by using your Allpay card. You can pay by cash/debit/credit card.



Paypoint - Using your Allpay card at any PayPoint outlet.

For further details look on the "Rent" section of our website www.gphc.org.uk.

If you have fallen behind with your rent payments and accrued rent arrears, it is vital that you act quickly and contact your Housing Officer, Joanna McNally.

For information, help and support please contact Joanna by email joanna@gphc.org.uk or phone on **077339 19333**.

Cost of Living

- Support for tenants during the Cost of Living Crisis

As the cold weather creeps in and the days get shorter, we all find ourselves using more fuel to light and heat our homes. With the cost of living increasing, we know that this can put pressure on our tenants.

We understand that a number of our tenants are feeling worried when it comes to money and bills because of this.

Due to the cost of living crisis in the UK, the Government has put together different payments to provide support to people. What payment(s) you receive is dependent on different criteria.

In our Autumn newsletter we detailed the Government's plans to assist people with help towards the rising energy bills that everyone is facing. You can find this information on our website www.gphc.org.uk

Please remember you can get in touch by calling us on **01698 687222** and we can arrange an appointment with Robert our Income/Money Advisor.

You can get help to maximise the money you receive each month. From benefit checks to applications, they can ensure you get the money and support you are entitled to.

To make an appointment, please call our offices on **01698 687222**.

You can obtain more information on the Government Cost of Living Energy Assistance on our website www.gphc.org.uk or via Government website <https://costofliving.campaign.gov.scot>

You can get free energy advice and support...

You can obtain free impartial advice on energy bills and usage and help with billing issues via Citizens Advice Bureau's Energy Advice Service. They can work with people who may be at risk of fuel poverty or they can be signposted to a range of further help with issues such as fuel debt, benefits entitlement and energy efficiency.

Should you require any assistance with this please contact the office on **01698 687222** and we can pass your details onto an Advisor who will assist you.

Through the AFTAR partnership, we have secured access to a number of energy efficiency measures (including energy efficient bulbs and radiator reflectors). Please contact us if you would like any of these - they will be issued on a first come, first served basis.

Struggling with your energy costs?

citizens advice bureau

90 Brandon Parade East
Motherwell
ML1 1LY

CAB provides a free, confidential and impartial service to help advise you about your energy costs

Contact Motherwell and Wishaw Bureau's energy adviser using this number:

07741661976



Energy Price Rising ... what you can do...

There are lots of free or low-cost things you can do to save you money on your gas and electricity. We have prepared an information leaflet which we sent with your Autumn newsletter and can be viewed on our website www.gphc.org.uk

This leaflet provides some useful information and general energy saving tips from heating your home to cooking, washing, appliances etc.

Money Advice... Here to Help



Money is something we all worry about especially now as we see a rise in our food, gas, electricity, fuel and we wonder how we will make our money stretch to ensure that we meet our basic needs.

We recognise that many of our tenants may be struggling with lost income and rising costs for fuel and food.

We understand these worries and concerns and we are here to help you. You can get in touch by calling us on **01698 687222** and we can arrange an appointment with Robert our Income/ Money Advisor.

Our AFTAR Project is available for anyone who requires support to claim benefits or get assistance with finances and budgeting.



Foodbank Christmas Opening



Are you struggling to make ends meet with the cost of living crisis and Christmas fast approaching?

If so, you can contact Laura on **01698 687222** or email laura@gphc.org.uk and she can arrange a foodbank referral.

The foodbank will close at 12pm on 23 December 2022 and re-open on 6 January 2023 at 10am in South Wishaw Parish Church.

Come along to our FREE computer learning sessions

You can get help with any computer or device learning, assistance with CV's and Job Centre commitments!



UPDATE ON SOCIAL SECURITY SCOTLAND BENEFITS



Social Security Scotland
Tearainteachd Shòisealta Alba

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

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

Tuesday

Centre Point,
70 Smith Avenue,
Wishaw
ML2 0LD

Wednesday

Forgewood,
49 Dinmont Crescent,
Motherwell
ML1 3TT

Thursday

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

Friday

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

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



Book an appointment.

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

Dignity,
fairness,
respect.

What family benefits does Social Security Scotland deliver?

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

Scottish Child Payment

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

Best Start Grant Pregnancy and Baby Payment

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

Best Start Grant Early Learning Payment

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

Best Start Grant School Age Payment

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

Best Start Foods

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

Who can get these payments?

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



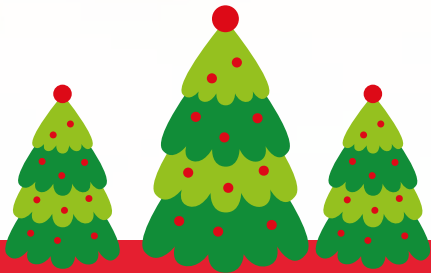
Apply now at mygov.scot or call us for free on **0800 182 2222**

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Veterans Remembrance Day

The Chain Gang from Forgewood knitted the beautiful remembrance display for the Veterans Group at Garrion. The Veterans Group meet once a month, usually on the last Thursday of the month from 11am – 1pm. If you are a Veteran and would like to attend please contact Sharon at CentrePoint for more information.

CentrePoint also host a Veterans meeting run by Veterans First Point every Thursday from 2pm-4pm if you are interested in this, let us know and we can give you more details.



Warm Spaces

In partnership with North Lanarkshire Council we provide a warm welcome place within our centre for people to use to meet friends or just get out of the house for a while.

Tea, coffee, soup and biscuits will be provided for you to enjoy.

In light of the cost of living crisis, Lewis, a Welfare Benefits Advisor from Citizens Advice Bureau will provide a drop in clinic on a Wednesday from 2pm - 3pm for you to come along and obtain advice on energy, money worries and help with claiming energy vouchers.

This drop in service will commence on 14 December 2022 and will be on a trial basis.



COMMUNITIES TEAM UPDATE



It has been a great few months in CentrePoint. Our Community Garden Parties finished with a visit from the Reptile Zoo, Owl Magic and a Magician. The Community Team are now looking forward to the year ahead and have a busy few months planned.

Growing Gowkthrapple

Are you interested in helping your community? Why not join our Volunteer Group, Growing Gowkthrapple. We are looking for volunteers to help turn CentrePoint into a thriving community hub where everyone can take part in activities.

Our Growing Gowkthrapple Group are meeting on the following dates:

- Tuesday 17th January 2023 11am – 12pm
- Thursday 2nd February 2023 6.30pm – 7.30pm
- Thursday 9th February 2023 11am – 12pm
- Thursday 16th February 2023 6.30pm – 7.30pm
- Tuesday 7th March 2023 6.30pm – 7.30pm
- Thursday 16th March 2023 11am – 12pm

No experience is required to be a volunteer – we just need you and your enthusiasm. Come along for an informal blether – there will be food and drinks too!



You may have noticed that the fence and inside of CentrePoint was decorated for Remembrance Day. This is thanks to the wonderful work of the Chain Gang Group. The beautifully croqueted pieces were a fitting tribute to our dedicated service people.

GPHC



Harvest Fest

We recently harvested the fruit and vegetables from our Community Garden. If you are interested in gardening please contact our Community Team on 01698 687222 and watch our Facebook page for details of exciting changes planned for 2023.

We will be carrying out litter picks in the coming months. Previous litter picks really helped tidy up the area and it would be great to have your help. All equipment is provided and afterwards there will be drinks and cakes in CentrePoint. These will be held on Tuesday 10th January 2023 and Thursday 23rd March 2023 at 10am. Please come along to CentrePoint and help us tidy Gowkthrapple.

CentrePoint will be open every Monday to Friday from 9.30am till 4pm for anyone to come along and enjoy a warm environment with some tea, coffee and instant soup. There is free Wi-Fi and colouring activities for children. **(Please note we will be closed from 23rd December 2022 until the 5th January 2023)**



The Men's Model Making Group takes place in CentrePoint every second Tuesday from 1.30pm – 3pm. Come along to build model cars and planes while chatting with the guys!



Fancy learning some new moves?

Free line dancing classes are restarting on Wednesday 11th January 2023 from 7pm – 8pm. Come along to learn how to move like they do in the Grand Ole Opry...



Community Team Contacts

For more information please contact the Community Team:

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

Thanks to our funders & supporters.





Manage condensation in your home



A build-up of moisture in the home can cause a range of problems and can potentially damage the fabric of the building if allowed to continue.

Condensation happens when moist air touches a cool surface. It forms water droplets and moisture on the surface.

If this continues over a period of time and does not dry out, it encourages mould growth.

It can also happen when large pieces of furniture, for example wardrobes and beds, are placed against an outside wall.

Preventing condensation in the home is your responsibility but the good news is there are steps you can take to stop it happening. There are many ways to reduce the risk of condensation in your home which are listed below.

You can treat little spots of mould quickly and easily. Use three parts warm water and one part bleach. Make sure you dry the wall after cleaning it. This should become part of your regular cleaning routine.

If this doesn't work, speak to the Co-operative.

Do:

- ✓ keep a window open when drying clothes indoors;
- ✓ keep the internal kitchen door closed when cooking;
- ✓ keep lids on pots and pans when cooking;
- ✓ use an extractor fan in the kitchen and bathroom;
- ✓ open the window after a bath or shower and open the door;
- ✓ try to keep a good level of background heating throughout the property;
- ✓ try to dry clothes outside where possible;
- ✓ Make sure air can circulate by leaving gaps between furniture and wall.

Don't:

- ✗ dry clothes over warm radiators;
- ✗ block off any ventilation around the house such as air bricks or trickle vents on windows;
- ✗ use tumble driers unless they are self-condensing or vented with a hose outside;
- ✗ overfill cupboards and wardrobes;
- ✗ keep furniture and beds hard against walls;
- ✗ Keep the door open when cooking or bathing.



Winter Safety



Snowy and Icy Paths

As a tenant it is your responsibility to clear snow or ice from the paths and roadways around your house. If you have an elderly neighbour or know someone who could use some help why not offer to clear their paths too?

Being a good neighbour and clearing paths of ice and snow is the kind of practical step that most of us can take during cold weather. A helping hand with this can make all the difference for people who may be unable to clear their own paths, or who need to use local paths to access services.

The North Lanarkshire Council will give priority to clear all "A" and "B" roads,

main distributor roads and roads around schools; major bus routes; town centres; and access to hospitals, ambulance depots and key police and fire stations.

They have a similar system for treating footpaths. Trunk roads and motorways are the responsibility of the Scottish Government. The Co-operative can sometimes assist in the provision of salt but our resources and supplies can be limited.

You can pick up small quantities of salt using your own container to treat streets and paths from any local grit bins or at the Council's local recycling centre.

Overflows Heathfield & Smith Avenue

In numerous newsletters we have mentioned the problem with overflows within the estate. Our maintenance staff have been calling at properties in the areas who are affected, to assess and carry out any relevant work to rectify the problem.

We would remind you that if you have an overflow problem at your block please contact our office and our maintenance staff will happily attend and investigate the source of the problem and arrange for it to be repaired.

Contents Insurance

Contents insurance is designed to help protect your possessions. We strongly recommend that you take out home contents insurance.

No matter how careful you are, there is always a risk that your belongings could be broken, damaged or stolen and home contents insurance can help provide peace of mind.

The Co-operative is not responsible for covering damage to any of your possessions in case of fire or flood, this includes decoration and floor coverings.

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

To find out more information on the options and costs of Thistle Tenant Risk:-

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

Keep Yourself Safe from Asbestos

What is asbestos?

Asbestos is a naturally occurring fibrous material that became a popular additive to building materials to increase performance in the 1950s. It was commonly used as an insulator and has good fire protection properties. Asbestos is most likely to be found in homes built between the 1950s and the early 1980s. Asbestos has been banned since November 1999 because it can pose a danger to health. Properties built after the year 2000 should not contain asbestos products anywhere in the building.

Where is asbestos found?

Asbestos fibres may be found in the following materials:

- Floor tiles (vinyl or thermoplastic tiles);
- Wall and ceiling boards;
- Artex (textured) ceiling finishes;
- Sprayed coatings to steelwork;
- Lagging around pipework and hot water cylinders;
- Water tanks;
- Wall boards / lining boards;
- Inside electrical distribution boards and fuses;
- Bath panels;



Asbestos fibres may also be found elsewhere therefore please contact us if you are in any doubt about the presence of asbestos in your home.

When is asbestos dangerous?

The presence of asbestos containing materials (ACMs) in your home does not necessarily pose a risk. If the asbestos containing material is sealed (encapsulated) and is in good condition then it will not be a problem unless the sealant is damaged – asbestos is only dangerous when fibres are released into the air. The most common disturbance of asbestos results from DIY.

In order to ensure your safety when carrying out any DIY please follow the guidelines below:

- DO NOT** drill a hole through any asbestos boards;
 - DO NOT** cut or break off any parts of asbestos products;
 - DO NOT** rub down asbestos panels or Artex with sandpaper;
 - DO NOT** use wallpaper scrapers on asbestos products;
 - DO NOT** remove asbestos panels to gain access to services;
 - DO NOT** cut any asbestos products with power tools or break asbestos products with a hammer.
- If you are unsure if a product contains asbestos it is safest not to carry out any works.

What Does the Co-operative Do About Asbestos?

We work closely with Health & Safety specialists to identify and manage the risk of asbestos to ensure that all known asbestos containing materials are effectively managed to reduce the risk to its lowest practical level.

We have carried out a number of asbestos checks on our properties and hold an Asbestos Register of the results. Prior to any repair or major upgrade works this register is checked by our staff and contractors.

If no information is held an asbestos check will be carried out before any work is allowed to proceed. If we have a positive sample and works are required to that area then the safe removal of the asbestos will be instructed.

Regular checks are carried out to assess the condition of asbestos containing materials in our common areas. If the condition of the asbestos containing material has changed and a risk is posed then the asbestos will be removed.

If you think your home may contain asbestos, particularly damaged asbestos, you should contact us immediately. If necessary we will arrange a survey. If asbestos containing materials are found, they may be removed, however this can be a disruptive process therefore if materials are found to be in good condition and do not pose a danger we would recommend that they are managed rather than removed.

For further advice on asbestos please contact the maintenance staff on **01698 687222**.

Keeping Yourself Safe In Your Home This Winter

Legionella Safety

Legionnaire's disease is a potentially fatal form of pneumonia, which can affect anybody. It is caused by the inhalation of small droplets of water from contaminated sources containing legionella bacteria.

Where is Legionella found?

All hot and cold-water systems in residential properties are a potential source for legionella bacteria growth.

Who is at risk?

Legionnaire's disease most commonly affects the elderly, or people with chest or lung problems. Not everyone exposed to legionella bacteria becomes ill. Legionnaire's

disease is not contagious and you cannot get it from drinking water. Legionnaire's disease is easily preventable by putting in place some simple control measures.

The Co-operative have a programme of inspecting and testing common water tanks and taking any action identified as a result of this.

But you can also take some very simple precautions to help keep you and your family safe:

- Flush through showers and taps for 10 minutes following a period of non-use (i.e. after you have been on holiday or not used the shower for some time);



- Regularly clean all shower heads and taps and keep them free from a build-up of lime scale, mould or algae growth;
- Keep hot water on your boiler system at a temperature of 50°C or greater;
- Report to the Co-operative if your hot water is not heating up or you have any other issues with your system.

Working together we can have a healthy, safe and very Merry Christmas.

Dog Fouling: There's no excuse

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

Authorised officers from North Lanarkshire Council can carry out dog fouling patrols and will issue dog fouling fixed penalty notices to anyone found not picking up after their dog has fouled.

Report dog fouling

Currently, the best way to report dog owners who are not picking up is through the Customer Service Hub on **0345 143 0015**.

When reporting a dog fouling problem, in order to help us to target dog fouling patrols more effectively, please provide the following information:

- Where and when the fouling is happening (please be as specific as possible);
- The dog owner's name and address (if you know it);
- What the dog looks like, including its breed and colour;
- Your own contact details.

We will carry out dog fouling patrols routinely in areas that are identified as hotspots.

These hotspot areas will be identified from reports of dog fouling that we receive.

Dog fouling bags

Dog owners can pick up free dog fouling bags from any Council library, housing or first stop shop.

Request that dog fouling is cleaned

You can request that dog fouling is cleaned by **www.northlanarkshire.gov.uk/nlc-forms/report-street-cleaning**.

You will need to tell North Lanarkshire Council exactly where the problem is - an address, landmark and/or detailed description.



Fly Tipping

The Co-operative continues to work hard and remain dedicated to maintain the cleanliness of our streets and communal areas.

Due to bulk items left discarded in common areas, it left the Co-operative with no alternative but to arrange for a contractor to carry out kerbside uplifts.

This cost is ultimately met by the rental income from tenants – money which could be spent on other services.

Due to the current financial climate and the cost of living crisis we have to carefully



monitor what we spend.

We therefore require the tenants who can, to take any bulk items to your local recycling centre located within **Netherton Industrial Estate, Netherton, Wishaw, ML2 0JG**.

If you are unable to dispose of bulk items yourself you should call NorthLine on **0345 143 0015**.

Please note there is currently no free uplift service from North Lanarkshire Council. You can obtain details of charges etc from **www.northlanarkshire.gov.uk/bins-and-recycling/request-special-uplift**



Domestic Abuse

The festive period is a time when relationships can be strained. Unfortunately, in some cases, this can result in instances of domestic abuse.

Domestic violence and abuse can happen in any relationship. It occurs within all age ranges, ethnic backgrounds and economic levels. While women are more commonly victimised, men are also abused, especially verbally and emotionally. The bottom line is that abusive behaviour is never acceptable, whether it is coming from a man, woman, a teenager, or an older adult. Everyone deserves to feel valued, respected, and safe.

If you are experiencing domestic abuse, you can get confidential advice and assistance by contacting;

For Women

www.scottishwomensaid.org.uk
Telephone **0800 027 1234**

For Men

www.mensadviceline.org.uk
Telephone **0808 801 0327**

For the LGBT + community

www.galop.org.uk
Telephone **0800 999 5428**

If you become homeless or are threatened with homelessness because of domestic abuse, you can get independent advice by visiting **www.northlanarkshire.gov.uk/housing/homeless-and-need-help**

Shelter Scotland on **0808 800 4444**
(24 hours)

If you would prefer to talk in confidence to a member of our staff please call **01698 687222** during office hours.

Huge Congratulations to Laura!

Huge congratulations to our Clerical Assistant, Laura Sneddon on successfully completing her Queens Award. To achieve this award, Laura had to complete 48 hours of Volunteering and did this at the Salvation Army charity shop in Wishaw.

She had multiple Zoom meetings with other girls over the country who were working on achieving their

Queens Award. Through this she carried out group presentations highlighting issues young woman face in today's society.

She competed a 4,000 word essay on an inspirational woman and chose to write about Michelle Obama.

This was really challenging for Laura during COVID but she is pleased she stuck with it and achieved her award alongside her friends.



Apprentice of the Year....

Laura Sneddon, our Clerical Assistant (Former Modern Apprentice) was also shortlisted by the Chartered Institute of Housing for "Apprentice of The Year" along with another 2 apprentices from other social housing providers in Scotland.

Unfortunately, Laura did not win this award but we are proud that Laura was shortlisted from so many landlords in the housing sector across Scotland.....

Well done Laura!

Goodbye Alex and Thank You

In November, we said goodbye to Alex Gemmell, our Maintenance Officer. Alex worked with the Co-operative for around 3 years. We would like to thank Alex for his commitment, hard work and support during his time with the Co-operative.

We wish Alex well for the future in his new promoted post.



Scotland Housing Award 2022



Garrion & Forgewood housing staff were shortlisted by the Chartered Institute of Housing along with 9 other social housing providers in Scotland for "Housing Team of The Year".

This award recognises the great work that housing professionals and landlords are providing all across Scotland.

Staff were invited to an award ceremony and although we did not win the award it was a great honour to be shortlisted amongst some of the larger national landlords in recognition of going above and beyond the call of duty.....

Well done Housing Team!

GET INVOLVED

We want you to review our service standards and performance to ensure the services we provide are of the highest quality.

We believe your knowledge and experience of the services we provide is the best way for us to learn and improve. It involves sharing information, respecting different views and perspectives, problem solving and working together.

There is a variety of ways that you can become involved with the Co-operative and the decisions that are made in relation to the services we provide, these are:-

- Join a Tenant Focus Group;
- Take part in our Estate Walkabouts;
- Respond to satisfaction surveys or consultations;
- Set up a Registered Tenants Organisation;

- Connect with us on our Facebook page;
- Be included on a Consultation / Volunteer Register.

If you would like to get involved with tenant participation please contact the Co-operative to register your interest.



Complaints Handling Procedure

The Co-operative values complaints and uses information from them to help improve our services.

If something goes wrong or you are dissatisfied with our services, please let us know. Our complaints handling procedure explains how to make a complaint and what you can expect from us.

Visit our website to read our complaints handling procedure www.gphc.org.uk



Feedback

We would like to hear your suggestions about what you'd like us to post or share online. It could involve information on how we are performing, activities or volunteering opportunities or anything else you would like to hear about. Let us know your thoughts...

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**
(New Freephone number **0800 999 2520**)
- » **North Lanarkshire Council** (housing benefits
and council tax) **01698 403210**
- » **North Line** – North Lanarkshire's **0345 143 0015 (New Number)** 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**
**Please take a note of this free
phone number!**
- » **ALLPAY 0330 041 6497**

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Different Formats



We are striving to make this Newsletter as accessible as possible for everyone. Should you require a copy in large print, audio or in another language, please contact our office on 01698 687222 where our staff will be happy to assist.

Hope you enjoyed the Winter Edition Newsletter and we wish you a lovely Christmas and healthy prosperous New Year.

CONTACT US



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CentrePoint, 70 Smith Avenue, Wishaw, ML2 0LD



01698 687222



enquiries@gphc.org.uk



www.gphc.org.uk



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