

Forgewood Housing

Co-op

Christmas 2008 Newsletter



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Seasons Greetings

The staff and Committee of Forgewood Housing Co-operative would like to take this opportunity to wish everyone a Merry Christmas and a happy new year. We hope you all have a wonderful time over the festive period and look forward to seeing you again in 2009.

Emergency Contact Numbers

The numbers below should be used anytime of the year that the office is closed.

Please keep the following telephone numbers handy in case you need them when the office is closed. We also have the numbers on our answering machine.

Saltire (24hrs) 0845 606 1555 (see page 4)
Any gas central heating problems

Maintenance & Property Care (24hrs) 01698 403146
All other emergency repairs

National Grid Transco (24hrs) 0800 111 999
Gas leaks

Scottish Power (24hrs) 0845 272 7999
Loss of electricity supply

Scottish Water (24hrs) 0845 601 8855
Loss of water supply or problems with mains water supply



Office Closure

The co-operative will be closed from 12noon on Wednesday 24th December 2008 and will be closed for the festive break and will re-open at 9.00am on Tuesday 6th January 2009.

Should you require any assistance during the public holidays please refer to the emergency contact numbers above.

Bin Collection

The Co-op has been advised by North Lanarkshire Council that bin uplift for the area will not be affected during the holiday period. This means that bins will still be uplifted on Monday 29 December 2008 and Monday 5 January 2009. Please ensure your bin is out for collection by 7am each morning. Please also be aware of what bin is due out for uplift (i.e. domestic or recyclable).



Caretaker Cover

While the co-op will be closed over the festive period, our Caretaker (Billy Gibb) will provide a service on Monday 29th December 2008 and Friday 2nd January 2009.

On these days Billy will ensure litter is uplifted as normal and will provide salt in colder weather if necessary.

Skip Delivery

Please see below the schedule for future skip deliveries in the area:-

Wednesday 14th January - Corner of Davaar Drive/Dinmont Crescent

Wednesday 11th February - Corner of Fife Drive/Lorne Drive

Wednesday 11th March- Entrance to new houses Ashton Street

Please be careful when using the facility, which is usually available between 8.30am and 12.30pm.

To make the most of the skip service please try to flatten any items such as cardboard boxes, drawer units, etc. before putting them in the skip. All residents are asked to ensure that any bulk items placed in the skip are broken down as much as possible beforehand. There have been occasions where large pieces of furniture are dumped and this has left little room for other items in the skip.

Rent Review Consultation

All tenants of the Co-op will have received consultation on the proposed rent increase for 2009/10. If you have any comments or wish to speak to someone about the proposed rent increase, please contact the Co-op before Friday 9 January 2009 by using the comments sheet provided with the consultation letter. Alternatively, you may wish to make comments on our website www.forgewoodcoop.org.uk. Any feedback will be taken to our Management Committee meeting later in January 2009.

Common Housing Register

We have reported in previous newsletters that a Common Housing Register (CHR) is due to be launched. The CHR is a single pool of applicants wishing to be re-housed anywhere in the North Lanarkshire area. This means that anyone wanting to apply to participating landlords need only complete one application form for anywhere in North Lanarkshire. This gives applicants maximum choice and easier access to housing through any of their chosen landlords. North Lanarkshire Council are dealing with the initial mailing of the new CHR forms. If you have received one or know of someone who has, it is vital that this form is completed and returned as soon as possible to any participating landlord, irrespective of areas of choice. Reminders have also been sent to those applicants who haven't yet returned the forms and the applicants will eventually be removed from the list if CHR forms are not returned by the deadline date stipulated in the reminder letter. It is hoped that the CHR will officially be launched early in 2009.

Rent Payments

This time of year can be expensive for a lot of us, and we would like to raise awareness on rent arrears. It is very important that rent payments are met on time, particularly over the holiday period coming. Rent arrears can lead to legal action being taken against tenancies, and the Co-op wishes to refrain from this.

If you are experiencing difficulties in paying rent, we can help! If we are unable to provide the financial advice we would like to, we will certainly make appointments with any of the following agencies to try and alleviate any financial difficulties:

Citizens Advice Bureau, Debt Counselling, Money Advice

Income Maximiser, Welfare Rights, etc.

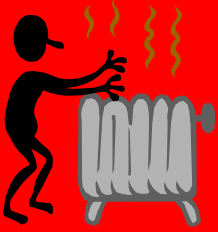
Please do not ignore correspondence you may receive regarding rent arrears. We would also like to point out that the Co-op does not operate a rent free fortnight.

Up to date Contact Details

Do you how important it is that the Co-op has up to date contact telephone numbers for tenants? Imagine over the holiday period you are out shopping or visiting friends and a neighbour below has water coming into their home, or that there is an emergency of some sort that means access is required to your home.

Emergency services would contact staff on call and unless we had correct numbers for the tenant, we would arrange for the Police and a joiner to call and force entry, and depending on the work required, the cost could be recharged to the tenant!

That is why we ask that you provide up to date phone numbers for our records to avoid situations like this arising.



Keeping Warm in Winter

Every year around this time, the Co-op provides all of our residents with useful information on protecting themselves during cold periods.

We have enclosed a leaflet again this year, provided by Scottish Water, and hope it may be of use to our tenants.

**'Protect your
personal
property by
taking out home
contents
insurance'**

Gas Servicing

All tenants with gas in their homes will be aware how important it is that a service is carried out on an annual basis. Anyone due a gas service is contacted by the Co-op with an appointment date and will then be advised as a reminder by Saltire Facilities Management Ltd, who will carry out the work. Ample notice is given so that arrangements can be made should the date and time be unsuitable. It is essential that a servicing is carried out to your property on a date agreed. Continuous failure to provide access will result in the Co-op ultimately forcing access to a property, with the tenant being recharged for the work incurred. Please also ensure that you test any carbon monoxide detector in your home, as well as smoke alarms regularly.

Gas Central Heating Breakdown

If you have a gas central heating breakdown at any time, please remember that you are entitled to temporary heating and hot water facilities. Please ensure you take advantage of temporary heaters as it can take a few days for Saltire to replace certain parts within central heating systems, especially during a holiday period.

Saltire can be contacted on **0845 606 1555** (24hrs).

Home Contents Insurance

All tenants of Registered Social Landlords like the Co-op are encouraged to take out a home contents insurance scheme to protect themselves in the event of fire, theft, flood, etc.

The co-operative have buildings insurance which insures us for damage to our properties but not for our tenants contents. For example any damage caused by a flood or fire the co-operative would be responsible for repairing the fixtures i.e. pass doors, kitchen units, etc. but not for furniture, televisions, etc.

For further information on contents insurance available please contact the office or check on the internet.

Forgewood November Newsletter

You will find with our Christmas edition, another newsletter drawn up between the Co-op and North Lanarkshire Council for the Forgewood area.

The information contained provides an update on service delivery from the Co-op and North Lanarkshire Council.

We hope the information will be useful to you

Committee News

Please find below an up to date list of our Management Committee:-

John Burton, Chairperson

Bernadette Harper

Alan Thomson, Vice Chair

Moyra Cullen

William Muir, Secretary

Isabella Stevenson

James Barr, Treasurer

Marina Johnstone

David Wood

Charles Millar

If you are a shareholder of the Co-operative, and are interested in the Co-op's business and what goes on at management committee meetings, you would be entitled to come along to a meeting as an observer initially. Anyone interested is asked to contact Cathy Brien at the Co-op on 01698 263311 or by email at cathy@forgewoodcoop.org.uk.

Registered Tenant Organisation

Our Registered Tenant Organisation still meet regularly and discuss many issues relating to the estate. They wish to recruit new members and if you are interested in coming along to a meeting, please contact Paul or Susan at the office.

Kitchen & Boiler Replacement

The Co-op has a long term planned maintenance programme for works that will be required to properties over the coming years. We have a new kitchen and boiler contract scheduled to take place around March/April 2009 in the flats at Phase 1 in Fife Drive. These consist of the properties between 152 - 234 Fife Drive. Further information will be provided when it is available to those affected and to those who will follow on from Phase one.

Website Information

We are continually updating our website with items of interest for people of all ages including links to other useful websites. If you have access to the internet why don't you visit us at the addresses below:-

Forgewood Housing Co-op	www.forgewoodcoop.org.uk
Garrion People's Housing Co-op	www.gphc.org.uk
Bridges Housing Association	www.bridgesha.org.uk



Membership

We are always actively encouraging membership of the co-op, which costs a one off fee of £1. The membership allows you to observe management committee meetings and vote or stand for election at the Co-op's Annual General Meeting, which is held in September of each year. Applications for membership are available at the co-op's reception or we can deliver one to you on request.

Annual Report

Within this newsletter you will find a copy of the 2007/08 Annual Report for the Co-op. The report highlights performance over the last financial year, as well as providing key statistical information. We hope you find it a good read.

Useful Telephone Numbers

Community Police	01698 483009 (Rob Brown/Stuart Chalmers)		
Crimestoppers	0800 555 111	Job Centre/Benefits Agency	01698 483500
Scottish Water	0845 601 8855	Council Tax	01698 403170
Housing Benefit	01236 758040	Motherwell Police Office	01698 483000
Anti-Social Task Force	01236 638650		

Northline : Bulk Uplifts, Pest Control, Abandoned Vehicles, Roads and Lighting
Graffiti Removal, Dog Warden (North Lanarkshire Council)
Contact: 01698 403110

Forgewood Housing Co-operative Ltd, 79 Kinloch Drive, Motherwell, ML1 3XD

Opening Hours 9.00am - 4.30pm Monday to Friday

Tel: 01698 263311 Fax: 01698 263399

Email: enquiries@forgewoodcoop.org.uk Website: www.forgewoodcoop.org.uk