

FORGEWOOD HOUSING CO-OP

Christmas 2009 Newsletter

Welcome to Forgewood Housing Co-op's Christmas 2009 newsletter. You will find inside this edition lots of useful and important information.

Christmas 2009 News-

OFFICE CLOSURE

We will be closed from 12noon on Thursday 24 December 2009 and will re-open at 9.00am on Wednesday 6 January 2010.

EMERGENCY CONTACT NUMBERS

*****IMPORTANT - PLEASE KEEP THESE NUMBERS HANDY *****

- All gas central heating repairs to be reported to Saltire on 0845 606 1555. If you have received a new boiler through the kitchen contract you should initially refer to the number displayed on the front of your boiler if there is a fault.
- All other emergency repairs should be reported to Rodgers and Johnston on 07776 193720
- If you smell gas contact 0800 111 999
- For loss of electricity supply call Scottish Power on 0845 2727999. Please ensure pre payment meters are topped up prior to calling them out.

CARETAKER SERVICES

Although the Co-op is closed over the festive break, Billy Gibb will provide a litter uplift on Tuesday 29th December 2009 and Monday 4th January 2010. Billy will also try to make sure salt is provided on these days if necessary.

Please note that North Lanarkshire Council are responsible for the provision of salt on roads and footpaths. It is essential that tenants call the Council (01698 403110) if salt is required in an area as priority is given to motorways and A class roads.

BIN UPLIFT

We have been advised by North Lanarkshire Council that tenants of the Co-op will have their bins uplifted on **Monday 28 December (domestic waste)** and **Monday 4 January 2010 (recyclable waste)**. Please ensure bins are out for 7am on these days. The Council should advise you of any changes.

Special points of interest:

- [Rent Review](#)
- [Rent Payments](#)
- [Common Housing Register](#)
- [Home Contents Insurance](#)
- [Citizens Advice Project](#)
- [Kitchen and Boiler Replacement](#)
- [Skip Delivery](#)
- [Gas Servicing](#)
- [Membership](#)
- [Home Safety](#)
- [Management Committee](#)
- [Useful Telephone Numbers](#)





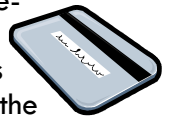
Rent Review Consultation

All tenants of the Co-operative will have received consultation on the proposed rent increase for 2010/11. If you have any comments or wish to speak to someone about the proposed rent increase, please contact the Co-operative before Friday 8 January 2010 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 2010.

Rent Payments

The Co-operative **DOES NOT** provide a rent free fortnight over the Christmas and New Year period. If you pay your rent at a paypoint, payzone or post office outlet then please note that these outlets may be closed on the day that your rent is due paid. Please ensure any payments are made well in advance prior to shop closure for the festive period. You can also pay over the telephone on Allpay's new number which is 0844 557 8321.



Common Housing Register

We have reported in previous newsletters that a Common Housing Register (CHR) is in place. The CHR is a single register of applicants wishing to be rehoused anywhere in North Lanarkshire. This means anyone wishing to apply to participating landlords need only complete one application form for anywhere in North Lanarkshire. If you have an application form submitted, you should be able to visit any landlord participating in the register regarding your prospects for rehousing. More information on the CHR is available from the Co-op on request.

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. For example if any damage was 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 (i.e. personal possessions).



You will find with this newsletter information on discount rates to Housing Association and Housing Co-operative tenants.

Citizens Advice Bureau Project

You may be aware from previous correspondence that the Co-op is involved with a joint project involving CAB and other landlords within North Lanarkshire. The project involves an advisor of CAB (Alan Marley) calling out to our tenants homes or visiting them at the office and ensuring maximisation of income. Analysis has shown the project to be a great success and we can confirm appointment slots will still be available in January 2010 for anyone requiring advice on benefit issues, welfare rights, employment rights, legal rights, debt, etc. If you wish to make an appointment with Alan at a convenient place please contact the office.

We have enclosed a useful leaflet from CAB on energy used by various appliances within the home.



Kitchen and Boiler Replacement

It is hoped that the completion of the new kitchen and boiler programme within the flats (32-150 Fife Drive) will commence again in the Spring. We will keep all tenants notified of any progress and thank you for your patience.

Skip Delivery

The first skip after Christmas is available on 20 January 2010 and it is therefore imperative that tenants make use of the heavy goods uplift provided by North Lanarkshire Council's Cleansing Department to remove any large items after Christmas.

Wednesday 23rd December 2009 - Side of Forgewood Nursery

Wednesday 20th January 2010 - Corner of Davaar Drive/Dinmont Crescent

Wednesday 17th February 2010 - Corner of Fife Drive/Dinmont Crescent

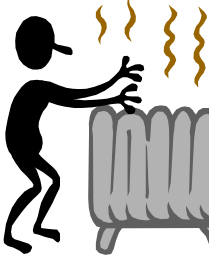
Wednesday 17th March 2010 - Entrance to new build houses at Ashton Street



Tenants are entitled to 3 uplifts per year and these can be arranged by calling 01698 403110, alternatively - email them at specialuplift@northlan.gov.uk. Any items stored in common areas for uplift must be contained and monitored by individual tenants until collected.

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 service 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).

Membership




We are always actively encouraging membership of the Co-operative, 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-operative's Annual General Meeting, which is held in September of each year. Applications for membership are available at the Co-operative's reception or we can deliver one to you on request.



Home Safety



Please find the details below from the Government on Safety in Your Home at Christmas:-

1. Check your Christmas tree lights conform to the British Standard. Always use a residual current device (safety device that can save lives by instantly switching off power) on outdoor electrical equipment.
2. Never place candles near your Christmas tree or furnishings.
3. Make sure your family and visitors staying for the festive period know what to do in an emergency. Make a fire escape plan.
4. Decorations can burn easily – Don't attach them to lights or heaters. 
5. Never overload electrical sockets. Take special care with Christmas lights. Always switch Christmas lights off and unplug them before you go to bed.
6. Celebrate Christmas and New Year safely. The risk of accidents, especially in the kitchen, is greater after alcohol is consumed.
7. Most fires start in the kitchen – never leave a cooker unattended. 
8. If you are planning to celebrate with fireworks, store them in a metal box, read the instructions, never go back to a lit firework and keep a bucket of water nearby.
9. Make sure cigarettes are completely extinguished before going to bed. 
10. Check the battery in your smoke alarm every week and use Christmas as a reminder to clean it and remove dust.
11. Keep candles, lighters and matches out of reach of children. Never leave burning candles unattended.
12. Take the time to check on elderly relatives and neighbours this Christmas – make sure they are fire safe.



Management Committee

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

Alan Thomson, Chair	Charles Millar	John Burton
James Barr, Vice Chair	Isabella Stevenson	Kate Perrie
William Muir, Secretary	Marina Johnstone	Jamie Bell
Bernadette Harper, Treasurer	David Wood	

If you are a shareholder of the Co-operative, and are interested in the Co-operative'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 the office on 01698 263311 or by email enquiries@forgewoodcoop.org.uk.

Useful Telephone Numbers

Community Police:	01698 483009	Police Office:	01698 483000
Crimestoppers:	0800 555 111	Citizens Advice:	01698 251981
Benefits Agency:	01698 483500	Scottish Water:	0845 601 8855
Council Tax:	01698 403170	Housing Benefit:	01236 638615
Northline:	01698 403110		

Call Northline for Bulk Uplifts, Pest Control, Abandoned Vehicles, Roads and Lighting, Graffiti Removal, Dog Warden, Environmental Protection Officer

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

Youth Information

Please find enclosed with this newsletter a leaflet from North Lanarkshire Council, Community Learning and Development. The leaflet provides information on youth groups operating in the Motherwell area.

Remember Forgewood Housing Co-operative newsletter is your community newspaper and we'd like to hear your views. If you have any comments please call 01698 263311, or e-mail enquiries@forgewoodcoop.org.uk or write to: Forgewood Housing Co-operative, 79 Kinloch Drive, Motherwell, ML1 3XD.

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