



Forgewood Housing Co-op

Spring 2009 Newsletter



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Welcome to the Spring 2009 edition of Forgewood Housing Co-op's newsletter. We hope that the information contained is informative to you. Please remember that our newsletters are also available online at www.forgewoodcoop.org.uk.

Emergency Contact Numbers



Emergency Numbers (24hrs)

Saltire 0845 606 1555

Gas Central Heating Repairs

Maintenance & Property Care 01698 403146

All other emergency repairs

National Grid 0800 111 999

Gas Leaks (Transco)

Scottish Power 0845 272 7999

Loss of electricity supply

Scottish Water 0845 601 8855

Loss of water supply or problems with mains water supply

Office Closure

Due to the Easter holidays the co-operative will be closed from **1pm on Thursday 9th April 2009 and will reopen at 9am on Tuesday 14th April 2009.**

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

Rent Increase

All tenants were sent letters in February 2009 advising of the 3% rent increase due to commence on 30th March 2009. Please ensure you have amended your payments by this time and if you pay by standing order, you must advise your bank of the new amount to be paid.

Common Housing Register

We have reported in previous newsletter articles that the Common Housing Register (CHR) has been set up. This means that an applicant only needs to complete one single application form to apply for housing to any Registered Social Landlord and Council anywhere in North Lanarkshire.

If you have applied for housing to the Co-op you should have received a new CHR form by now. If not, please contact us and we will make arrangements to have one sent. The form is a 32 page application. It is more detailed than most other application forms for housing, but covers all questions that would be asked by the partners involved.

Garden Maintenance Contract

Now that the growing season has again commenced, it is very important that those with exclusive use of gardens keep them in a good condition. Inspections throughout the estate are regular so please remember to ensure your grass is cut when required and free of litter at all times. The grounds maintenance contract will commence week beginning 30 March 2009, and Land Engineering will again carry out all maintenance work for the Co-op in relation to common grass and shrub areas.

There have been incidents in the past where dog fouling has occurred in areas that were due to be cut by the contractor. As a result, the grass cutting was not carried out and action taken where necessary by the Co-op. Please ensure that if you have a dog, it is exercised properly and you have an ample supply of poop scoops and bags (available free from the Co-op)



Those tenants who previously had their grass cut by the contractor should note that this should automatically continue. The Co-op only instructs the contractor to cut grass in private gardens where there is a medical issue.

We will also be looking at gardens throughout the year to judge the best kept and once again, prizes will be awarded to those who are judged (independently) to be in excellent condition.

Dog Fouling

For some time now, we have been highlighting the concerns with dogs in the area. The main issues are the number of dogs that are not being kept under proper control and supervision, resulting in dog fouling in the estate. This is a breach of the Scottish Secure Tenancy Agreement that all Co-op tenants have signed. If you wish to keep a dog you must request permission from the Co-op. Please contact us if you have not requested permission from the Co-op to keep a dog.

If you have any concerns about a dog or dogs in the estate not being supervised properly, we urge you to contact the Council's Dog Warden (Sandra Douglas on **01698 403110**) as well as the Co-op. Sandra can take steps to visit the area and issue on the spot fines if an owner is found to be letting their dog foul in the estate without uplifting with the appropriate dog bags. These bags are still available free of charge at the office.

Furthermore, you should also speak to the Dog Warden should you wish to have your dog chipped, as this is a free service that can be organised. We hope to see an improvement in the near future in respect of dog supervision.



Skip Delivery

Please see below the schedule for future skip deliveries in the area. The skips will be delivered four weekly as follows:-

Wednesday 8th April 2009 - Corner of Davaar Drive/Dinmont Crescent

Wednesday 22nd April 2009 - Corner of Fife Drive/Lorne Drive

Wednesday 13th May 2009 - Entrance to new build houses at Ashton Street

Wednesday 27th May 2009 - Side of Forgewood Nursery

Wednesday 10th June 2009 - Corner of Davaar Drive/Dinmont Crescent

Wednesday 24th June 2009 - Corner of Fife Drive/Lorne Drive

Wednesday 8th July 2009 - Entrance to new build houses at 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.



For health and safety reasons our Caretakers are unable to lift heavy items such as cookers, fridges, washing machines, etc. Please use the uplift service provided by North Lanarkshire Council (*three free uplifts per year*) for any items you are unable to lift into the skip by yourself.

Kitchen & Boiler Replacement

The surveys for the new kitchens and boilers in phase 1 (152 - 234 Fife Drive) are now complete with work likely to commence in April/May 2009. Phase 2 (1 - 15 Ashton, 2 - 64 Davaar and 1 - 15 Dinmont) will commence later in the year. Phase 3 (32 - 150 Fife Drive) is likely to commence early next year (2010).

Annual 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 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.

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

Insulation

Forgewood Housing Co-op in partnership with Powersave Insulation have applied for Scottish Government funding to upgrade the insulation of 50 homes over the next two years. Tenants wishing to be considered for home insulation upgrades should contact the Co-op office.

A surveyor from Powersave Insulation may call at your home (always ask for ID before letting someone into your home) to inspect your current insulation and make arrangements for access to improve your home insulation and draught proofing. Please ensure that all access arrangements made to carry out work are kept as this affects our funding claim for subsequent years.

Please note that insulation upgrade is available to all households, not just those on lower incomes.

Important Safety Information

Following the tragic death of Rhianna Hardie and a similar case in Cornwall in 2002, Coroner Michael Rose said the problem with the immersion water heater thermostat had caused hot water to flood the cold water tank, and in combination with an inadequate tank supporting base, the tank failed causing a large volume of near boiling storage tank water to pour through ceilings onto occupants below. The advice below is for tenants concerned about their hot water system.

The information to follow should help tenants to be aware of the warning signs and understand what to do if they suspect a problem. **It is, of course, extremely rare for these problems to occur and the vast majority of hot water systems are safe.**

Hot water systems at risk:

This warning applies to domestic hot water systems that include a fixed all-electric or part-electric immersion heater or other hot water heating appliance connected to a hot water storage cylinder in conjunction with a plastic cold water storage cistern or 'tank/header tank' located in the roof space.

Warning signs include:

1. **Excessively high water temperature at the hot tap.** The temperature should not normally exceed 65 degrees centigrade unless it is heated by solid fuel.
2. **Hot or warm water running from your cold water taps** if they are not supplied direct from the mains.
3. **Excessive noise from the hot water cylinder**, such as loud gurgling, hissing or noise similar to an electrical kettle boiling.
4. **Condensation / steam in the loft or tank cupboard.**

Note

Tenants (especially parents, guardians and carers) should be aware of the scalding risks associated with unsupervised thermostat setting and use of domestic hot water by children or infirm persons. This particularly applies to unsupervised filled baths.

Action to take

If you think there may be a problem, take the following actions:

1. **Switch off the hot water system.** (If you have a solid fuel system, you cannot turn it off – see point 2).
2. **Run the hot tap immediately.** This will run off the hot water in the tank and replenish it with cold from the mains. (If you have a solid fuel system, you cannot turn it off so just keep your hot tap running until the water has cooled down).

Immediately Contact Saltire on 0845 606 1555 (24 hour emergency service) for Gas systems. Or Maintenance and Property Care on 01236 624 100 (24 hour emergency service) for electric hot water systems.



Red Nose Day

It was not all doom and gloom in the Co-op offices on Friday the 13th March - all staff took part in 'Dress Down Friday' to raise money for Comic Relief. Staff paid £5.00 each to be allowed to wear their jeans to work for the day. Some staff members also brought in some home baking to sell within the office. Between both offices a total of £98.00 was raised.



Well done to everyone who took part and raised money for a very worthwhile cause!

Quad Bikes



It has been brought to the attention of the Co-operative and the local Police that quad bikes are being used on the roads and pavements throughout the estate. Quad bikes and other motorised vehicles that are not insured or liable for road tax are prohibited from driving on pavements and roads. These types of vehicles should only be used on private land, including parks and forests, where permission has been sought from the land owner. If you witness anyone driving a quad bike or similar type vehicle on the roads or pavements within the Forgewood estate please contact Strathclyde Police on 01698 483000.

The use of these vehicles on main roads can be very dangerous for the driver, pedestrians and other drivers on the roads.

Management Committee

The Management Committee of Forgewood Housing Co-operative is made up of members of the local community. We are currently looking for individuals to join the management committee who have an interest in the area and the co-operative.

If you are interested in joining the committee or would like to attend a meeting as an observer please contact Cathy Brien, Depute Director on 01698 263311 to arrange a meeting. The Management Committee meet once per month on a Wednesday night at 6.00pm and meetings last between one and two hours.

Our Management Committee members at present are:-

John Burton, Chairperson

Alan Thomson, Vice Chairperson

William Muir, Secretary

James Barr, Treasurer

David Wood

Charles Millar

Bernadette Harper

Isabella Stevenson

Marina Johnston

Kate Perrie

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.

Registered Tenant Organisation

Our Forgewood Registered Tenant Organisation meet regularly to discuss various issues relating to the co-op and the estate. There are vacancies for anyone interested in joining.

Anyone interested should contact Paul Lennon, Housing Manager, at the co-op for further information.

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



Useful Telephone Numbers

Community Police: 01698 483009

(Rob Brown)

Benefits Agency/ Job Centre 01698 483500

Job Centre

Council Tax: 01698 403170

Northline : 01698 403110

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

Citizens Advice: 01698 251981

Crimestoppers: 0800 555 111

Housing Benefit 01236 638615

Forgewood Housing Co-operative Ltd, 79 Kinloch Drive, Motherwell, MLI 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