



Forgewood Housing Co-op

Summer 2009 Newsletter

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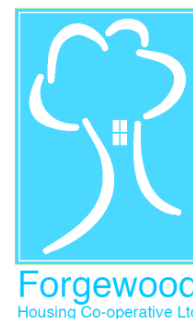
Forgewood Housing Co-operative are delighted to announce their Enterprise Partnership with Muir Street Primary School. The Co-op and the school signed a partnership agreement on Wednesday 17th June and were joined by the children who will represent the Enterprise Committee.

As part of the enterprise partnership children from Primary 5 to 7 were involved in designing a new logo for the Co-operative. The design ideas were excellent and our judging panel had a very difficult task in finding a winner.

After much deliberation the winning logo was chosen and the winning design was drawn by Christopher Hemmings in Primary 7. This design has been adapted by our architects and is still a work in progress. We hope to be able to unveil the final design in our next newsletter.



Christopher's Winning Design



Digital Adaptation

The Co-operative would like to thank the staff and pupils of Muir Street Primary School for their hard work in the logo competition. As part of the competition the Co-operative donated two digital cameras to the school and the winner and all runners up were issued with vouchers for Argos as a thank you for all their hard work.

The Management Committee and staff of the Co-op look forward to a long lasting partnership with the school and we are sure there will be many more opportunities for partnership working in the future.

Festival of Fun - Friday 24th July



The Co-op are delighted to announce that they have been working in partnership with North Lanarkshire Leisure to bring a Festival of Fun to Forgewood. This will take place on Friday 24th July from 11am till 3pm.

The Festival of Fun is open for all families within the area and will be held at the **football pitches at the bottom of Fife Drive**. Activities on the day will include bouncy castles, climbing wall, mountain biking, football skills, soccer arena, sumo suits, golf range, face painting and lots, lots more. All activities will be provided free of charge. A separate flyer is included with this newsletter.

Dog Fouling

Despite the Co-op publicising the problems being experienced with dog fouling, it appears certain residents are not acting responsibly as dog owners and are still allowing their pets to foul in common areas. We are taking these matters seriously and will do everything in our power to eradicate the problem. We also need the help of others. If you witness dog fouling and the owner does not uplift afterwards, please report it immediately to the dog warden on 01698 403110 (ask for Sandra the Dog Warden) You will not be asked to provide statements but just to give enough information for the dog warden to visit the area and perhaps fine those responsible. Some residents feel the problem with dogs is worsening in the area however very few reports are given to the Dog Warden. The Co-op will also deal with those tenants who have dogs but do not control them appropriately.

Skip Delivery

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

Wednesday 22nd July - Side of Forgewood Nursery

Wednesday 5th August - Corner of Davaar Drive/Dinmont Crescent

Wednesday 19th August - Corner of Fife Drive/Lorne Drive

Wednesday 2nd September - Entrance to new build houses at Ashton St

Wednesday 16th September - Side of Forgewood Nursery

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.

Please remember that it is the responsibility of tenants to take their items to the skip and items will not be uplifted by our Caretaker.

Forgewood Gardens

Garden Competition

The best kept garden competition will be judged over the next few weeks and we will again be awarding prizes to those who have kept their gardens to the highest standards throughout the year.

Winners will be published in the September newsletter. Many thanks to those who have put in lots of effort in keeping their gardens in excellent condition. Good luck!



Garden Upkeep

Anyone who has exclusive use of a garden should ensure the grass is cut regularly and free of litter and weeds at all times. It is understandable that adverse weather can determine when grass can be cut but this should not have any impact on keeping the garden tidy in general. Please also ensure you lift any litter that is in your garden area. This also includes dog fouling which will not be uplifted by the Co-op staff.

Grounds Maintenance

Land Engineering are currently carrying out all grounds maintenance work for the Co-op. This includes cutting all communal grass areas as well as those gardens belonging to the elderly and those unable to maintain their gardens for medical reasons. Common shrub areas are also maintained within the estate as well as weed-killing throughout the year. We wish to keep high levels of satisfaction in all areas of our service, and any feedback you have on the landscape contractor (or any other contractor we use) would be greatly appreciated.

Holiday Weekend Office Closure

The co-operative will be closed from **1pm on Thursday 16th July 2009 and will re-open at 9am on Tuesday 21st July 2009.**

Should you require any assistance during the public holidays please refer to the emergency contact numbers on the back page of this newsletter.

Bin Collection

Once again we would like to remind all tenants that your bin must be out by **7.00am** on the day of collection. It has been noted that some tenants are not having their bin emptied on a weekly basis and this causes problems for the tenants themselves and their neighbours.

Please ensure your bin is used for the waste intended i.e. (brown bins, garden waste), (blue bin, paper) and household waste in the normal bin.



Leaflets are available from the office regarding the recycle bin collections for those of you who may have misplaced the original.

North Lanarkshire Council will advise all tenants of the changes to uplift dates for all public holidays.

Your Rent

Benefits Advice Information Available

Lots of people can experience financial problems which can affect their ability to maintain payments towards rent and other outgoings. Staff at the Co-operative have vast experience in dealing with rent arrears situations, but the main aim is to deal with a debt as early as possible. If you are having financial difficulties, you should firstly contact the Co-operative, and we can make appointments to discuss the situation, but we also have a good record in referring people to appropriate advice agencies. We are pleased to display below contact details for various organisations who deal with money and general advice matters and highly recommend you use them should you have any difficulties with debt/employment/consumer matters, etc.

The Co-op is currently involved in a project with Citizens Advice Bureau and other neighbouring landlords to assist our tenants in many ways.

The project currently employs an advisor, Alan Marley who has held surgeries at the Co-op to give our tenants advice and assistance in different matters ranging from energy bills, benefits advice, welfare rights assistance and legal issues. Alan is available to visit people at home, interview them at the Co-op or even at the main C.A.B office in Civic Square, Motherwell or Portacabin, Roberts Street, Wishaw.

Please contact the Co-op or Alan directly on 01698 265349 if you would like to take advantage of this excellent service. Please remember it only runs until October and Alan visits other landlords throughout North Lanarkshire so contact Alan or the Co-op early to avoid disappointment.

Citizens Advice Bureau

The Citizen's Advice Bureau (CAB) provides advice services on a range of issues, including Benefits, Housing, Consumer advice, employment advice, money advice, tribunal representation (by prior arrangement) and home visits (by prior arrangement).

Motherwell

32 Civic Square
Motherwell, ML1 1TP
Tel: 01698 251981/259389
Fax: 01698 263250

Wishaw

The Portacabin, Roberts Street
Wishaw, ML2 7JF
Tel: 01698 373388
Fax: 01698 376767

Email bureau2@motherwellcab.casonline.org.uk

Welfare Rights : Consumer and Trading Standards - Money Advice Service (For those living in Motherwell and Wishaw)

North Lanarkshire Council's Money Advice Service provides advice and assistance to clients who are experiencing severe financial difficulties. It is well recognised that debt cause health and relationship problems. The opportunity to be able to discuss these financial problems with a third party and in strict confidence is usually the first step in greatly alleviating the associated stress to an individual.

Trading Standards Advice Centre

10 Motherwell Road, Bellshill **Tel:** 01698 346790 **Fax:** 01698 346 791

Use Of Quad Bikes and Mini Motors

Quad bikes, mini motorbikes and scooters are becoming an increasing concern throughout the estate, and recent meetings attended by the Co-op and Police have shown that this matter is being given high priority by the Police, but they also require the assistance of residents on providing information. This is not the first time we have published information on this issue.

The vehicles are being used too frequently at present, and a popular area for their usage tends to be around the entrance to the Greenlink route, accessed via the cul de sac, (152-186 Fife Drive), A recent incident led to damage to metal garden fencing, which the Co-op repaired. This could have been more serious if any children had been in the way. Thankfully no passers by were involved.

While the Co-op can do its own bit by consulting with Police and passing on information provided it is vital that residents also phone the Police, particularly at the time of an incident where these vehicles are being used. Please note that scanners no longer pick up conversations between the Police and callers.

The Co-op also wants to know of any incidents that would assist us in dealing with these problems, as they are classed as anti social behaviour and we will take action where relevant.

Finally the information below may be of some use to you if you are concerned when you see a quad bike, mini motorbike or motor scooter in use.

To be legally used on a road, a vehicle: - Must be registered - Must be taxed - Must have an MOT - Must have lights and a number plate.

For a rider to use a vehicle on a road, they must: - Be over the age of 16 - Wear a suitable crash helmet - Hold a valid driving licence - Hold an appropriate certificate of motor insurance.

The only powered vehicles to which the above rules do not apply are electrically assisted pedal cycles or powered wheelchairs/ scooters designed for disabled people.

Remember, call the Police on 01698 483000 or 01698 483009 if you have any concerns about their usage, or 999 if there is a danger to life with a particular incident.

Common Housing Register

Anyone wishing to apply for a property within North Lanarkshire will be required to complete a Common Housing Register application form. The form is rather detailed and requests lots of information but the benefit of the new system is that one form is only required for any landlord operating in North Lanarkshire.

The purpose of the CHR is to ensure applicants get easier access to housing with maximum choice. More information is available from staff at the Co-op.

Tenant Participation Strategy

The Co-operative is in the process of reviewing its Tenant Participation (TP) Strategy and the Registered Tenant Organisation (RTO) will initially look at the current Tenant Participation strategy and make comments for review. All other tenants in the Co-op will receive an opportunity to contribute towards the review of the strategy.

It is currently available on our website www.forgewoodcoop.org.uk as well as being available at the office. Please contact us should you wish to receive a copy.

Any feedback we receive from our tenants is taken into consideration when reviewing our policies.

Polish Information Evening

The Co-op held an information evening for our Polish tenants on 11th May 2009. The event was well attended by tenants from the Polish community and information was available from representatives of Strathclyde Police, staff from the Co-op and an interpreter was present.

Due to the positive feedback the Co-op will be organising another information session in the near future. Thank you to everyone who came along.

Registered Tenant Organisation

The last meeting of our RTO was attended by the new Community Police Sergeant, Mark Nicol. Mark provided useful information on the new Community Policing Teams. You should be aware that Forgewood no longer has dedicated Community Police Officers but the new team, which consists of 12 officers, are split amongst the Ward 16 Motherwell West area, which covers Forgewood, North Motherwell and Ladywell.

Our RTO are keen to recruit any new interested residents and if you are interested in finding out a bit more about the group, please contact Paul Lennon, Housing Manager at the Co-op.

Annual Gas Servicing

As we have reported in previous newsletters the Co-op's annual gas servicing programme is run on a ten month cycle. We would ask that all tenants within gas centrally heated properties provide access as notified by office staff. If the appointment you receive is not suitable please contact the office immediately to arrange an alternative date.

Failure to provide access may result in entry being forced to your home.

Safety Notice

Close and Back Court Lighting

While the Co-op regularly checks all lights that operate in the closes and back courts, residents are asked to report any faults immediately and we will arrange for response as soon as possible.

Widow Catches

We would like to take this opportunity to refer to window locks and catches. Please advise the Co-op as soon as possible if you have any problems with any of the windows in your home or in the close. This includes the mechanism of the window, safety catches and broken glass.

Repair Reporting

Tenants are asked to report any repairs they identify within their home or in their block as soon as possible. We have certain response times depending on the urgency of repair and this information is available at the office.

If you have a gas central heating repair, please contact Saltire directly on 0845 606 1555.

We must stress the importance of reporting essential repairs to the Co-op as soon as possible.



Planned Maintenance Programme

Most tenants are aware that the Co-op is in the process of renewing kitchens and boilers within the flats. The next phase for the programme will cover the following addresses:

2-64 Davaar Drive, 1-15 Dinmont Crescent, 1-15 Ashton Street

All tenants affected will receive prior written notice of the work, which will be carried out by Campbell Construction Group (CCG).

Committee & Membership News

Our AGM will take place in September 2009. All shareholders will be given appropriate notice of the AGM. If you are not already a shareholder with the Co-op then you are encouraged to consider becoming one. There is a one off £1 fee, and you would then be entitled to stand for election at the AGM for a place on the Management Committee.

You may also come along to one of the committee meetings as an observer. If you are interested in becoming a committee member, please contact the Co-op for further assistance.

Website Information

We display lots of information on our website www.forgewoodcoop.org.uk and hope that you get a chance to have a look at your own leisure. There are opportunities to provide feedback online, as well as reporting a repair. We also continuously display all of our newsletters online. Any feedback on the content of our site would be most welcome.

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

Emergency Contact Numbers

Saltire 0845 606 1555

Gas central heating repair

Maintenance & Property Care 01698 403146

All other emergency repairs

National Grid Transco 0800 111 999

Gas leaks

Scottish Power 0845 272 7999

Loss of electricity supply

Scottish Water 0845 601 8855

Loss of water supply or problems with mains water supply

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

