



Spring Edition Newsletter 2026

Welcome to our Spring Newsletter!

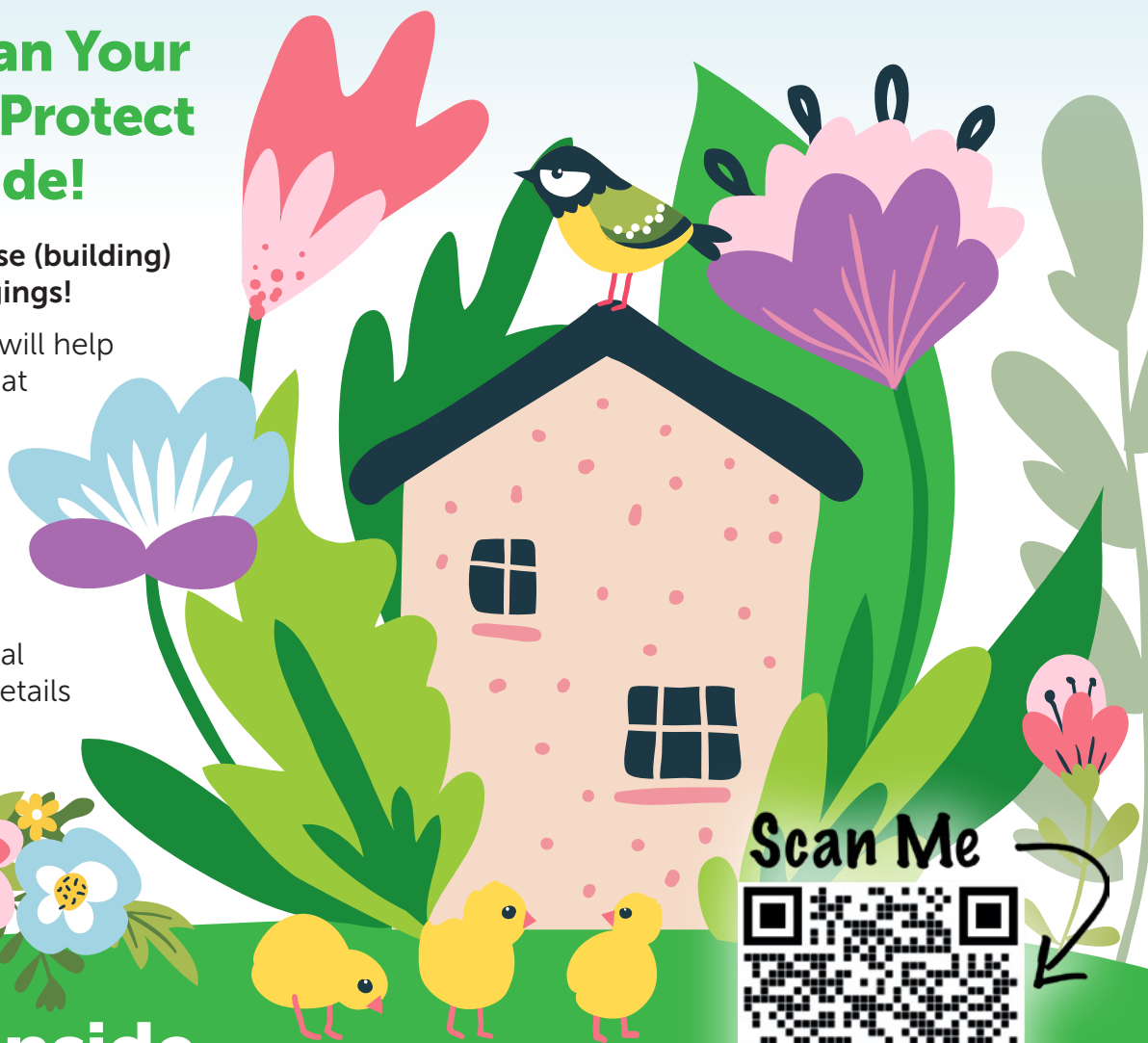
Spring Clean Your Home and Protect What's Inside!

We insure your house (building) but not your belongings!

Contents Insurance will help protect the things that make your house a home...

For a sum insured of £4,000 you can pay as little as £3.43 per month which also covers accidental damage...for more details go to page 4

Act Now!



What's Inside...

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- Public Holidays - see back page for Office Closure**

Scan Me



Find us on
facebook

Fire Safety Starts at Home



Fire safety is everyone's responsibility.
A few simple steps can help keep you and your neighbours safe:

Cooking safely

- ✓ Take extra care if you need to leave the kitchen whilst cooking, take pans off the heat or turn them down to avoid risk
- ✓ Avoid cooking under the influence of alcohol and/or drugs
- ✓ Avoid leaving children in the kitchen alone, keep saucepan handles out of their reach
- ✓ Keep tea towels and clothes away from the cooker and hob
- ✓ Double check the cooker is off when you've finished cooking
- ✓ Use deep-fat fryer or air fryer instead of open chip pans

Electrical Safety

- ⚠ Don't overload sockets with too many appliances
- ⚠ Turn appliances off at the wall – this is safer than leaving them on standby
- ⚠ Don't leave appliances on when you're asleep or out (e.g., washing machines, dishwashers, tumble dryers)
- ⚠ Electrical transport (like e-bikes or mobility scooters) produce a lot of smoke and heat quickly in the event of a fire and also present a fire hazard when charging

- ⚠ Don't store or charge large electric items in common areas, bedrooms or escape routes
- ⚠ Don't use modified, damaged or uncertified batteries and chargers
- ⚠ Don't use toasters near curtains, kitchen rolls or under cupboards

Smoking and Open Flames

- ✓ Always put out cigarettes properly in a sturdy ashtray
- ✓ Don't smoke if you've been drinking or feel sleepy
- ✓ Never smoke in bed or when tired
- ✓ Keep lighters and matches out of children's reach
- ✓ Never leave a candle or open flame unattended and keep them away from curtains and fabrics

If there is a fire or smoke in your flatRemember Call 999 immediately

Fire Safety in Closes – Keep them Clear

If you live in flatted accommodation with shared closes and stairwells, please ensure bikes, prams, household rubbish and any other items are not stored within the close area. Primarily this is to ensure a clear escape route in the event of a fire for anyone living or visiting your property.

We appreciate that you may think a few items stored in your close may not appear to pose a risk. However, in a smoke-filled area, any items could help fire to spread and also cause a hazard which prevents a safe escape.

You can help keep everyone safe by making sure nothing is left in your close or communal area at any time and utilise any stores should you have one.

If you notice fire hazards in shared areas, please report them to us immediately.

Secure Bike Storage

Residents are reminded that bikes should not be stored in closes, stairwells or communal areas. These spaces are important escape routes and keeping them clear helps reduce fire and safety risks for everyone in the building.

If you need somewhere to store your bike, bike storage facilities are available within the community. Please contact your Housing Officer to discuss options and check availability.

"It's Test it Tuesday" - Smoke alarms save life's....

Your safety is our top priority, and smoke alarms play a vital role in protecting you and your home.

Regular routine testing and maintenance of your smoke, heat and carbon monoxide



alarms are very important to ensure they are working properly.

By taking a few minutes of your time every week by using the integral test button on the alarms helps keep you and your family safe.....

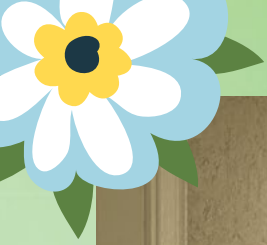
Test them today!

Never remove your smoke and heat alarms. It has been noticed during gas and general maintenance inspections that smoke and heat alarms have been removed by tenants. We kindly remind all tenants not to remove, disconnect, or tamper with smoke alarms in their property. These alarms are essential for early fire detection and could save lives.

If these alarms are removed or damaged by you, tenants may be charged for the cost of replacing them.

If you have any missing or faulty smoke, heat or carbon monoxide alarms, or require assistance with testing your alarms, please contact our office on **01698 263311**.

Thank you for helping keep you and your community safe!



Protect What Matters – *Do you have* *Contents Insurance?*

For a sum insured of £4,000 you can pay as little as £3.43 per month which also covers accidental damage.

Your home is filled with the things that matter most to you – furniture, clothes, electrical items, and personal belongings.

While the Co-operative insures the building itself, this does not cover your personal possessions inside your home.... **That's why contents insurance is important.**

Contents insurance can help protect your belongings if they are damaged or lost due to events such as fire, flooding, theft or burst pipes. Without insurance, replacing these items could be very costly.

Many people think insurance is expensive, but policies can often be very affordable and paid monthly, helping to give you peace of mind that your belongings are protected.

Why consider content insurance?



- ✓ Protects your personal belongings
- ✓ Helps cover the cost of replacing items if the unexpected happens
- ✓ Provides peace of mind for you and your family

We encourage all tenants to consider taking out contents insurance so that your home and the things inside it are protected.

If you would like more information about affordable contents insurance options, please contact the office and we will be happy to help or visit

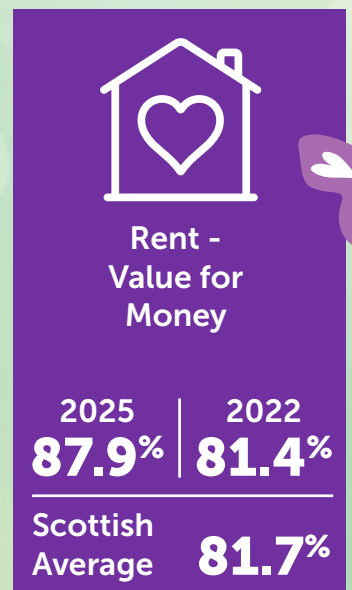
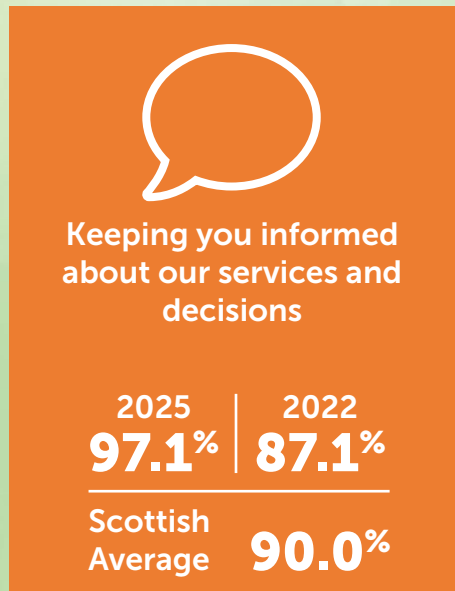
www.thistletenants-scotland.co.uk

Tenant Satisfaction Survey Results

Thank you to everyone who provided feedback during our recent Tenant Satisfaction Survey carried out in November/December 2025.

Your feedback is valuable and helps us improve our services.

Here are some highlights of our performance compared with our results from the previous survey in 2022, as well as the Scottish Average for 2024/25:



The areas where we will focus on improving will be published following our Focus Group meeting, where we will discuss and analyse the feedback received from the surveys. After this, we will develop an action plan to address these areas and incorporate it into our Tenant Participation Strategy.

If you wish to be part of the Focus Group, please get in touch with your Housing Officer.

Congratulations to our prize draw winners who took part in the Tenant Satisfaction Surveys:

Fraser Fleming and Christopher McConnell who won £50 shopping vouchers...well done!



Thank You for Your Feedback on the Rent Consultation 2026/27



Thank you to everyone who took the time to respond to the recent rent consultation

We want to thank all tenants who participated in the Rent Consultation Survey and attended the Rent Review Focus Group meeting in January.

Your feedback was invaluable in shaping our final decision.

From the responses we received, 100% (3) agreed with the rent increase.

The responses were discussed at the Rent Focus Group held in January where all members unanimously agreed with the rent increase proposals.

What did you say?



- A total of **3** responses
- **1.4%** of our tenants responded to the survey

Prize Draw Winners!



Congratulations to Alistair Hamilton and Tommy Divers who are our two lucky prize draw winners who participated in our Rent Consultation Survey.

Your New Rent Charge from 1 April 2026



After carefully considering the responses received, the Management Committee agreed to implement the proposed rent increase of 4.8% to all properties. This increase will take effect from 1 April 2026.


You will have received written confirmation with details of your individual rent charges which will be effective from 1 April 2026.

We understand that any increase in rent can have an impact on your household budget, particularly during a time with rising costs of living. The Co-operative remains

committed to supporting tenants where possible.

If you are concerned about your rent, please contact your Housing Officer, Susan Kane, to discuss and she can arrange an appointment with Lucy or Lesley, our Income/Money Advisors via our AFTAR Project.

We offer a variety of methods for you to pay your rent, for Ways to Pay, please go to our website.... <https://www.forgewoodcoop.org.uk/your-rent/10.pay-your-rent>



Rent Increase from 1 April 2026 – Changes you may need to make.....



Do you receive Housing Benefit?

Should you receive housing benefit we will have notified North Lanarkshire Council, Housing Benefit Department of your new monthly charge. They will in turn revise your claim with your new rent charge and you will receive a letter from them advising of your new award.

Do you claim Universal Credit?

When your rent increases from 1 April 2026 you will need to change the rent amount on your Universal Credit account. To do this, you will have to report any change to the Department of Work and Pension (DWP).

You can do this via your online Universal Credit account/journal. You should receive a "To-Do" notification requesting you to advise them of any change of housing cost. Please follow the necessary steps to ensure your new rent charge is updated on your journal. This will ensure the amount you receive in Universal Credit will continue to cover the cost of your rent.

Do you pay by standing order?

If you pay by standing order, you **must** contact your bank to increase your payments from 1 April 2026 as this will not be done automatically.



Our Advice for Tenants and Residents (AFTAR) Project



ADVICE FOR TENANTS & RESIDENTS

WE ARE HERE TO HELP

Struggling with bills and making ends meet?
Wish to boost your income and tackle debts?

The AFTAR Project delivered by Motherwell & Wishaw Citizens Advice Bureau offers free, confidential one-to-one support

- Benefits & Debt;
- Housing & Council Tax;
- Energy & Tackling Crisis;
- Family;
- Employment & Consumer Issues.

Worried About Energy Bills?

Our friendly AFTAR team can help you:

- Boost your income;
- Cut energy costs;
- Apply for grants or fuel vouchers.

Get help by phone or arrange an in person appointment at Forgewood Community Centre or we can arrange a home visit — whatever suits you best!

Get in Touch Today!

Appointments are available with Lesley or Lucy every Thursday.
If you wish an appointment contact 01698 263311.





DIGITAL SKILLS CLASSES

WELCOME TO ALL LEVELS!

TO FIND OUT MORE CALL RACHEL ON 07741735454 OR EMAIL rachel.mclean@motherwellcab.casonline.org.uk

Learn new skills:

- INTRODUCTION TO COMPUTERS/PHONES
- SETTING UP AND USING EMAILS
- ONLINE SAFETY/SCAM AWARENESS
- SOCIAL MEDIA
- BUILD YOUR DIGITAL CV/HELP WITH JOB APPLICATIONS

Free Independent Impartial Confidential

Motherwell & Wishaw Citizens Advice Bureau
Scottish Charity SCO09733





Help Shape Your Community....

Opportunities to Get Involved Call Us On 01698 263311



Your voice matters and helps us make improvements!

Do you want to help shape our services and the community you live in?

We are looking for tenants to:

- ✓ Join our Tenant Focus Groups
- ✓ Take part in our Estate Walkabouts
- ✓ Respond to Satisfaction Surveys or Consultations
- ✓ Be included on a Consultation / Volunteer Register

- ✓ Joining our Management Committee
- ✓ Join staff in our Community Volunteer Day

By participating, you can:

- ✓ Share your ideas and feedback
- ✓ Help improve services for all tenants and the community
- ✓ Meet others in your community
- ✓ Gain valuable skills and experience

Whether you can commit regularly or just want to contribute occasionally, we would love to hear from you!

Your Community, Your Voice....

**Join us in the next Estate Management Walkabout
By working together, we can keep our areas clean & tidy**

We are inviting tenants to join us for an Estate Management Walkabout in April.

This is a great opportunity for you to walk around the estate with a member of our housing and maintenance team to discuss any issues or ideas you may have about your community.

Your feedback helps us identify improvements and ensure our neighbourhoods remain clean, safe and well maintained.

During the walkabout we can look at:

- Estate cleanliness and common areas
- Grounds maintenance and shrub areas
- Any parking and access issues

- Any lighting and safety concerns
- Any other issues affecting your community

By taking part, you can help us identify problems early and suggest improvements that matter most to tenants.

If you are interested in joining the walkabout, please contact your Housing Officer to register your interest. Once the date is agreed we will share full details with everyone who has signed up.

Your views are important and we hope you can join us to help make your neighbourhood an even better place to live.



FHC

Become a Management Committee Member

We are inviting tenants who are interested in making a difference in their community to consider becoming a Management Committee member.

The Management Committee plays an important role in helping guide the Co-operative and ensure tenants' voices are heard when key decisions are made.

Committee members work together to help shape policies, review performance, and support the delivery of good quality services for all tenants.

What does the role involve?

- ✓ Attending monthly Committee meetings
- ✓ Reviewing reports and discussing important housing issues
- ✓ Helping influence decisions about services and priorities

- ✓ Representing the views of tenants

You do not need any previous experience to join. We are looking for tenants who are passionate about their community.

Being part of the Committee is a great opportunity to:

- ✓ Learn new skills
- ✓ Have a real say in how services are delivered
- ✓ Make a positive difference to your neighbourhood

If you are interested in becoming a Management Committee member or would like to find out more, please contact the Co-operative for more information.

We would love to hear from you and welcome new members who want to help shape the future of our community.

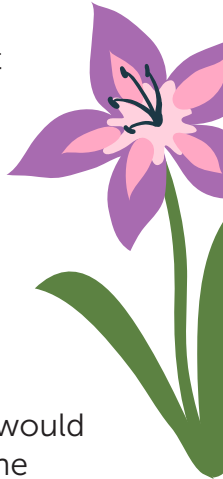
Be Part of Your Co-operative

Become a Co-operative Member

Would you be interested in becoming a member of **Forgewood Housing Co-operative**?

If you would like to become a member, we can send you an application form, for £1 you can become a lifetime member. Membership provides the opportunity to stand for election at the Annual General Meeting and vote for members of the Management Committee.

For more information contact Paul Murphy, paulm@forgewoodcoop.org.uk or telephone the office on **01698 263311**.



COMMUNITY TEAM UPDATE



Community Team

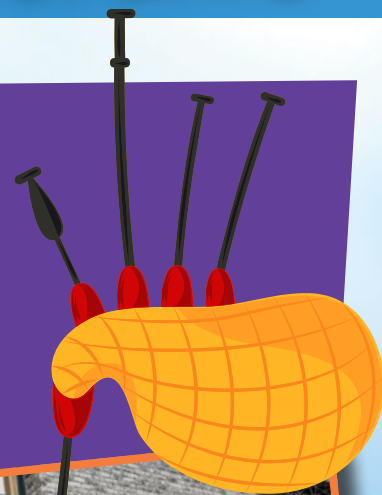
Winter has been a wonderfully busy season for our community, filled with activities that brought people together and helped brighten the darker months. From our Weekly Lunch Club ... always a favourite, to the Men's Group, Easy Exercise Classes, Women's Group Sessions, Community Cinema showings, Social Isolation Day Trips, and our well loved Monthly Tea Dances, there has been something for everyone to enjoy.



At the time of writing, we are still awaiting the results of several funding applications. However, we are delighted to share that we have been successful with our application to the Mental Health and Wellbeing Fund. Thanks to this support, we will soon be launching a new programme of events and activities starting in April and May.

Keep an eye out for announcements—there will be plenty of opportunities to get involved, connect with others, and support your own wellbeing.





Community Burns Lunch

One particular highlight of the season was the ForgeAhead Group's Community Burns Lunch, held at the Community Centre on 22nd January. Over 60's people came together to enjoy a traditional Burns meal of haggis, neeps and tatties, followed by a delicious cranachan dessert. The afternoon was filled with live entertainment, laughter, and great company. A huge well done to the ForgeAhead Group for organising such a warm, welcoming, and thoroughly enjoyable event!



Community Team Contact

For more information please contact:

Richard Bolton
Community Development Officer
community@forgewoodcoop.org.uk
07495 549 065
01698 263311

Thanks to our funders and partners



Before Reporting a Fault to Saltire... some things to consider

Before calling a gas engineer from Saltire, please carry out a few simple checks, these can often resolve the issue and avoid unnecessary callouts.



Carry out a few simple checks

- Check the boiler is switched on at the wall
- If you have a prepayment meter, check there is credit in the meter
- Check the thermostat is turned up high enough to call for heat
- Check the timer is set to on or within the heating period
- Check the pressure gauge on the boiler if it is very low the boiler may not operate

- Reset the boiler – follow instructions on boiler panel to reset
- Check your boiler hasn't tripped in your electric fuse box
- Check other gas appliances, if possible, such as a cooker, if these don't work it may be a gas supply issue rather than a fault with your boiler or heating. If this is the case, **contact your gas supplier.**

Check for obvious leaks or smells, if you smell gas -

- Do not use electrical switches
- Open windows and doors
- Turn off gas at meter if safe to do so
- Call the emergency gas line on **0800 111 999**

Supporting the Hidden Heroes in Our Community



Many people in our communities quietly juggle caring responsibilities every day, looking after a family member, partner, neighbour, or friend who has a long-term illness, disability, mental health condition, or additional support needs. These unpaid carers do so much, yet many never identify themselves as carers; they are simply being loving family members or neighbours.

At North Lanarkshire Carers Together (NLCT), we exist to make life a little easier for these carers across the region and that includes many living right here in Forgewood, Gowkthrapple and surrounding areas.

What is an Unpaid Carer?

An unpaid carer is someone who regularly helps another person who couldn't manage without that support. This could be with tasks like shopping, collecting prescriptions, attending appointments, personal care, or emotional support. Many carers don't even realise they are carers, because they're just doing what love or duty calls them to do.

There are over 45,000 unpaid carers in North Lanarkshire, people of all ages, backgrounds, and circumstances and each of them deserves recognition, support, and access to practical help.

How We Can Help

At NLCT we offer free, friendly support and information for unpaid carers, including:

- **Carer Information & Advice** — Rights under the Carers (Scotland) Act 2016, income maximisation, benefits, health & wellbeing, emergency planning and more.
- **Carer Breather** — short breaks, activities and wellbeing opportunities designed by carers, for carers, giving valuable time for rest, creativity and social connection.
- **Carers Voice** — ensuring carers' views are heard by local decision-makers and shaping services that affect their lives.

- **Neurodevelopmental Family Support** — tailored assistance for parent carers supporting children and young people with additional needs.

Why This Matters to Tenants

Forgewood and Gowkthrapple Communities are full of caring neighbours, whether you're helping a partner with mobility needs, supporting an elderly parent, looking after a grandchild with extra support requirements, or caring for someone with mental health challenges, the role of a carer can be rewarding and demanding.

Our services are here to help carers:

- Recognise their role and rights
- Access trusted information and support
- Find social connection and short break opportunities
- Feel supported and valued in their caring role

No one should feel alone or unsupported just because they are caring for someone they love.

How to Get in Touch

If you or someone you know is caring for another person, even if you don't yet think of yourself as a carer — we're here to help.

Forgewood Community Centre, 49 Dinmont Crescent, Motherwell, ML1 3TT

☎ **01698 404055**

✉ **enquiries@carerstogether.org**

Find out more at **carerstogether.org** or scan the QR code with your mobile phone and remember, support is there when you need it.



Scan me!

Blowing Brilliant!

Our Garden Competition Winners 2025

We are delighted to announce the winners of last year's Garden Competition.

The winners for Forgewood are:

Winner
69 Fife Drive

Runner up
218 Fife Drive



Gardens to be proud of.....keep up the good work!

THANK
YOU

A big thanks to our Landscapers, Murray Landscapes who kindly donated the shopping vouchers for the winners and runner up in Forgewood.

Thank you to everyone who took part. Your hard work and green fingers helped brighten our communities for everyone to enjoy.

FHC

Enter our 2026 Garden Competition!


We are excited to launch our Annual Garden Competition!

Whether you have a private garden, shared or communal garden, we would love to see your green fingered creations.

Our 2026 Categories include:

Forgewood

- Winner
- Runner Up
- Most improved garden / communal space



The winners in
each category will
receive shopping
vouchers

How to enter:

You can nominate your own garden or a neighbour's garden. If you think one of your neighbours have put a lot of effort into maintaining their garden or common area, please nominate them by emailing enquiries@forgewoodcoop.org.uk providing your name, address, phone number and a photograph.

All entries must be submitted to the Co-operative by 31 July 2026.

The judging will take place in August 2026. All entries will be judged again by our landscapers, Murray Landscapes.

In addition to this, we will also be carrying out a walk round of all our estates within July to identify any gardens we will enter into the garden competition.

We look forward to seeing even more fantastic gardens in this year's competition! – **Get you green fingers at work!**

Landscape Maintenance

As the growing season is upon us the landscape contractor, Murray Landscapes will be commencing with the cutting of the grass in all our communal areas.

Attention all dog owners!!The contractor will not cut any grass where dog foul has been left lying. It is essential that all dog owners clear up any mess to allow the landscapers to attend all areas.

Look After Your Garden

If you have a garden, then please remember that it is your responsibility to maintain it.

Should you have a private garden or communal area you are looking after, you should take care to prevent it from becoming overgrown, untidy, or causing a nuisance to your neighbours. This includes keeping all paths/driveways free of litter and weeds.

Your Housing Officer will be out and about inspecting gardens throughout the summer to ensure that tenants are maintaining the legal obligation in their tenancy to keep their gardens tidy.

Brown Bin Permit Renewal – Keep Your Garden Waste Collection Going



As the garden season approaches, tenants are reminded to renew their brown bin permit with North Lanarkshire Council if they wish to continue with garden waste collections.

The permit allows you to dispose of items such as grass cuttings, leaves and other garden waste through the council's regular collection service.

Garden Waste Permits for 2026/27 have increased from £40 to £42 and can be purchased online through North Lanarkshire Council website and are available to order from 1 April 2026.

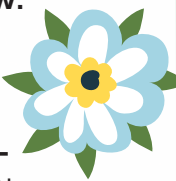
These permits are valid from 1 June 2026 to 31 May 2027 and if bought from 1 April can be placed on your bin as soon as they arrive to allow your bin will be emptied.

Please note any orders placed before 1 April will be for 2025/26 only.

However, for those tenants who choose not to purchase a permit for garden waste can continue to place food waste in the brown bin for it be emptied free of charge every fortnight.

Tenants can also dispose of garden waste free of charge at your local household waste recycling centre.

Please go to <https://www.northlanarkshire.gov.uk/bins-and-recycling/household-bins-and-recycling/garden-waste-permit> for more information.



Fly Tipping in our Community

Fly tipping is illegal and can spoil the appearance of our neighbourhood, dumping unwanted items such as furniture, mattresses or household waste in common or public areas creates unnecessary mess and costs time and money to clear.

Currently the Co-operative arranges a contractor, Cameron Cleaning on an ad hoc basis to carry out a kerbside uplift for bulky household items within our estates. However, these collections are funded from rental income, so the more they are used, the higher the overall cost to the Co-operative which ultimately impacts on the rent we charge.

We therefore encourage tenants to use the local recycling centre where possible so we can help keep costs to a minimum for everyone.

If you have large or bulky items to dispose of, please take them to your local recycling centre which is located within **Jubilee Way, Bellshill, ML4 1SA** where they can be disposed of safely and responsibly.

Alternatively, if you are unable to dispose of bulk items yourself, you should call Northline on **0345 143 0015**.

There is currently a charge for this service and details of this can be obtained from www.northlanarkshire.gov.uk/bins-and-recycling/request-special-uplift

By disposing of waste correctly, we can all help to keep our community clean, safe and pleasant for everyone.



Don't get locked out your home

Leave a spare key with a trusted person



Getting locked out or facing an unexpected emergency can happen to anyone. One simple step that can make a big difference is leaving a spare key with a trusted friend, relative or close family member.

Having a spare key stored safely with someone you trust means help is always at hand if you misplace your keys, lock yourself out, or need someone to access your home in an emergency.

If you lose your keys and require assistance to gain entry to your home, please be aware **there will be a charge** for the cost of replacement keys and/or lock changes. This is to cover the cost of material and labour involved.

By leaving a key with a trusted person is an effective way to avoid unnecessary costs and inconvenience, to gain access to your home.



IMPORTANT REMINDER

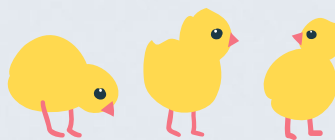
Keep Your Next of Kin Details Up to Date

Please ensure that your Next of Kin emergency contact details are up to date with the Co-operative. While we hope such information is never needed, having a reliable point of contact can be crucial in the event of an emergency or urgent situation.

If you haven't already provided this information, or if your contact details have changed recently, please take time to update us. This will help us act quickly and responsibly should the need ever arise.

You can update your details by contacting the office or emailing Yvonne at yvonne@forgewoodcoop.org.uk with the relevant information.

FHC



Looking Out for One Another

Our community is strongest when we look out for each other. Sometimes people may be going through difficult times and may feel overwhelmed, isolated, or unsure where to turn. It is important to remember that support is available, and no one has to face things alone.

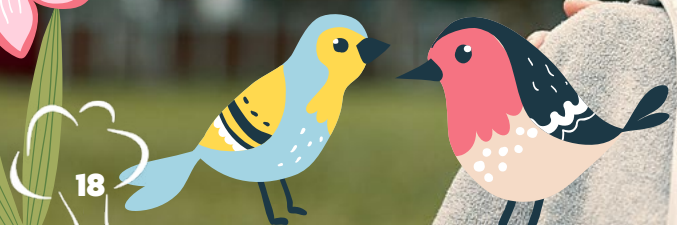
Simply checking in with a neighbour, friend, or family member can make a real difference. A kind conversation or listening ear can help someone feel supported and valued.

If you or someone you know is struggling, please consider reaching out for help, support is available through organisations such as **Samaritans**, who offer free, confidential support 24 hours a day by calling **116 123**.



In addition, the following is a resource list with other contacts you can reach out to:

- **NHS Inform: www.nhsinform.scot/healthy-living/mental-wellbeing** 10 stress busters. Breathing and Relaxation Exercises for Stress Dealing with Traumatic Events Why do I feel anxious and panicky Low Mood and Depression Exercise for Depression
- **SAMH: (<https://www.samh.org.uk/about-mental-health>)** Self-help & Wellbeing www.samh.org.uk/about-mental-health/self-help-and-wellbeing.
- **Support from GP:** GPs can support their patients and discuss whether medication or referral to other more specialist support services might be helpful.
- **NHS 24: Call 111** when the GP practice is closed.
- **Breathing Space: 0800 83 85 87** (Mon - Thurs: 6 pm - 2 am, Fri: 6 pm - Mon 6 am). Calls are free. A free and confidential helpline for anyone experiencing low mood, anxiety or depression, or who is unusually worried and needs someone to talk to www.breathingspace.scot
- **Suicide Prevention Lanarkshire:** Useful information and tools to help you stay safe in a crisis. <https://www.nhslanarkshire.scot.nhs.uk/services/suicide-prevention/>
- **The Calm Zone: 0800 585858** A helpline offering support to men, of any age, who are down or in crisis.
- **Mental Health Online Support Services Living Life (NHS24):** Offers support to people in Scotland through self-guided help and cognitive behavioural therapy. Self-refer for an assessment by calling **0800 328 9655** (Monday to Friday: 1:00 pm to 9:00 pm) Guide to Using the Living Life Service www.nhs24.scot/our-services/living-life
- **Veterans first point:** Can be accessed by anyone that has served in the armed forces in any capacity. www.veteransfirstpoint.org.uk/drop-center/lanarkshire
- **Scotland Domestic Abuse and Forced Marriage Helpline:** provides a confidential, non-judgmental 24-hour telephone service throughout Scotland, available on 0800 027 1234. Email: helpline@sdafmh.org.uk Website: www.sdafmh.org.uk/en/
- **North Lanarkshire Council Aura Service:** telephone number **01698 757667**, email: aura@sacro.org.uk Website: www.aura.scot



Reporting Anti-Social Behaviour



Everyone deserves to feel safe in their home and community free from disturbance, intimidation and noise nuisance.

Anti-social behaviour can include but not limited to:

- Loud or persistent noise
- Harassment or intimidation
- Vandalism or damage
- Drug-related activity

The Co-operative is committed to tackling anti-social behaviour that impacts the wellbeing of our communities.

We would ask that you be respectful of your neighbour so all our tenants and residents within the community enjoy their home.

Your tenancy could be put at risk if you commit anti-social behaviour.

If you need to contact us during working hours, please contact your Housing Officer, Susan Kane on **077769 90405**.

Should you experience any anti-social behaviour you can also contact:

Police Scotland... Phone **101** or visit www.scotland.police.uk/contact-us or call 999 if the incident is severe or life threatening.

Crimestoppers.... You can report crime information anonymously by contacting Crime stoppers on telephoning **0800 555 111** or going online www.crimestoppers-uk.org Crimestoppers **DO NOT** ask for your name or address.

Anti-Social Response Team.... Should the anti-social behaviour occur when the Co-operative's offices are closed you can contact North Lanarkshire Council's Anti-Social Response Team on **0300 123 1382**.

If necessary, they can provide a witnessing service and take the required action. The details of the call will then be passed to the Co-operative by means of a report. This report will enable your Housing Officer to follow up the complaint and take the necessary action against the perpetrator.

Please remember, if there is an immediate danger or you think that a crime is being committed you should always call the Police in the first instance on 999 emergencies and 101 for non-emergencies.





Your Dog.... **YOUR MESS!**

Please consider your neighbours, clean up after your pets and keep them under control.

- ✓ Do carry a poop scoop or bag, pick up after your pet
- ✓ Do dispose of your dog's mess appropriately
- ✓ Do keep your dog on a lead when outside

Help us to improve the local environment for everyone.

Identify irresponsible dog owners

If you see a dog fouling in the streets or back court areas you can report it to **North Lanarkshire Council, Customer Service Hub on 0345 143 0015** and to the **Co-operative providing as much information as possible.**

When reporting a dog fouling problem, to help us target this, 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 contact details

This information enables both the Co-operative and North Lanarkshire Council to identify any hotspot areas.

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

Being a responsible dog owner helps keep our community clean, safe and welcoming. Thank you to everyone who already does the right thing! To assist with this, you can pick up dog fouling bags at the centre.

Do you know as a tenant you have access to Housing Perks?

This scheme offers a range of discounts and special offers on everyday shopping, helping you save money on things like groceries, clothing electronics, and much more.

The platform brings together deals from a wide range of well-known retailers, giving you the opportunity to reduce everyday household costs and make your money go a little further.

This app offers discounts at over 100 national retailers such as Sainsbury's, ASDA, B&M, Sports Direct, Argos and many more.

It is free to use for our tenants, and the exclusive discounts can offer savings of between 4% and 18%. You can obtain details

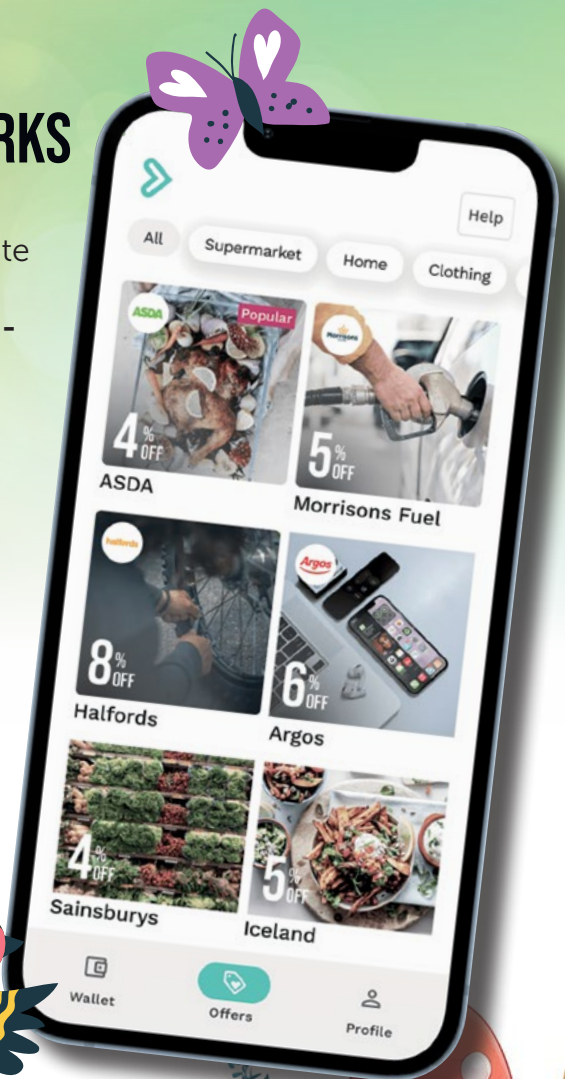


HOUSING PERKS

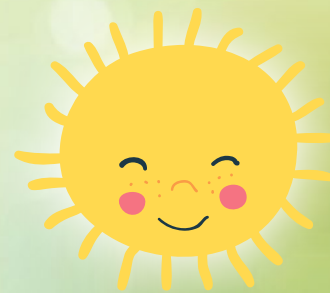
on this app from our website - <https://forgewoodcoop.org.uk/news/422.Housing-Perks/> on how to sign up and how it works...

If you haven't signed up yet, it's quick and easy to get started. For more information on how to register and start saving, please contact the Co-operative and we will be happy to help.

Don't miss out on the opportunity to take advantage of these exclusive tenant discounts.



Our Performance....



We aim to provide reliable services to all tenants and are committed to continually improving our performance. Here's how we performed within key areas of Housing Management and Maintenance.

EMPTY HOMES (VOID) & ALLOCATION INFORMATION	1/4/24 – 31/12/24 (same period last year)	1/4/25 – 31/12/25	Scottish Average
Number of terminations	5	9	N/A
Rental loss for year as a percentage of annual income	0.03%	0.04%	1.27%
Number of re-lets	5	9	N/A
Average number of calendar days void for relets	4.80 days	3.67 days	60.59 days
RENT INFORMATION			
Total rent due (annual)	£978,208	£1,010,574	N/A
Gross rent arrears in £	£7,863	£7,701	N/A
Gross rent arrears as a %	0.80%	0.76%	6.17%

REPAIRS	1/10/24 – 31/12/24 (same period last year)	1/10/25 – 31/12/25	Scottish Average
% of gas services done before anniversary date	100%	100%	N/A
No of emergency repairs reported in period	71	45	N/A
Time taken (in hours) to complete emergency repairs	2.1 hrs	1.9 hrs	3.89 hrs
No of jobs failed (not completed in timescale target)	0	0	N/A
No of non-emergency repairs reported in period	143	110	N/A
Time taken (in days) to complete non-emergency repairs	3.9 days	3.9 days	9.13 days
No of jobs failed (not completed in timescale target)	1	0	N/A

Monitoring Complaints 1/4/25 – 31/12/25	Number Received	Resolved	Upheld	Some Upheld (Partially)	Not Upheld	Withdrawn
No of 1st stage complaints responded to in full Stage 1 - (Front line 5 Working Days)	11	9	2	0	0	0
No of 2nd stage complaints responded to in full Stage 2 - (20 Working Days)	1	1	0	0	0	0

Timescales to Resolve

When a complaint is received, we aim to resolve the matter within 5 working days however if the complaint is more complex and requires a full investigation we aim to respond within 20 working days. We responded to 12 of these complaints on time.



Celebrating 20 Years of dedicated Service!

We are delighted to recognise and celebrate a remarkable milestone as Billy Gibb marks his **20 years of dedicated service** with **Forgewood Housing and Garrion People's Housing Co-operative**.

Billy's commitment, hard work and knowledge have played an important role in supporting the Co-operatives and providing an outstanding service to our tenants. His long-standing dedication has helped

contribute to the strong sense of community that makes our Co-operative what it is today.

On behalf of the Management Committee and staff of both Co-operatives we would like to take this opportunity to thank Billy for his many years of loyal service and continued contribution.

Congratulations and thank you for 20 years of outstanding commitment and we look forward to many more years ahead!



Useful Numbers

(Including Emergency Contacts)



- » **Saltire Facilities Management Ltd**
Emergency Repair Number **0330 202 0444**
(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) **0800 999 2520**
- » **North Lanarkshire Council** (housing benefits and
council tax) **01698 403210**
- » **North Line – North Lanarkshire's** **0345 143 0015**
contact centre dealing with Bulk uplift, bins,
roads and lighting, abandoned vehicles, Dog
fouling, dog nuisance, gritting
- » **National Gas Emergency Service** (formerly
Transco)- 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** this line is
open 24 hours a day, 7 days a week
- » **ELECTRICAL DAMAGE/POWER OUTAGES** to
electrical supply or network equipment. Call **105**
or your own electrical supplier
- » **CRIMESTOPPERS 0800 555 111**
- » **ALLPAY 0330 041 6497**



Public Holidays – Upcoming Office Closures

Our office will be closed on the
following dates:

- **Friday 3 April and Monday 6 April**
- **Monday 4 May**
- **Friday 22 May and Monday 25 May**

Prefer Paperless?

Did you know you can receive this
newsletter by email? Going paperless is
better for our planet and helps us to keep
costs down. We want to make sure that we
are providing you with the best value for
money. Email kevin@forgewoodcoop.org.uk
to make the switch today.

Alternative 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 263311**
where our staff will be happy to assist.

Compliments and Complaints

We value customer feedback (good or
bad) as it allows us to shape the service
we deliver to you. You can get in touch in
person, by text, in writing, by email or by
our website.



CONTACT US

01698 263311



enquiries@forgewoodcoop.org.uk



www.forgewoodcoop.org.uk

