



Forgewood
Housing Co-operative Ltd

Summer Edition Newsletter 2024

Hello
Summer



Craft-TEA Creations



Scan Me



Inside this edition...

- Annual General Meeting
- Money Matters
- Looking After Your Community
- Community Team Update

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facebook

If you would you like to Join our Management Committee ...We want to hear from you!



We are looking to recruit three additional Management Committee Members.

Our Management Committee can be made up of a maximum of 15 members including a Chairperson, Vice Chairperson, Secretary and Treasurer. These positions are filled annually after every AGM. We currently have 12 Committee members with 3 vacancies.

They attend regular meetings, training, events and are responsible for the strategic direction of the Co-operative.

What benefits are there being a Committee Member?

- Make a difference by giving back to your community and help to make the local area a better place to live.
- Contribute to the key decisions the Co-operative makes.

- Have your say and be a voice for your local community.
- Meet new people who share your commitment to improving the quality of life for our tenants and residents.
- Increase your confidence and improve your self-esteem.
- Enhance your career prospects by developing new skills and knowledge.

Our current members are always happy to help and share experiences with those interested in joining.

For more information on how to join our committee please call **01698 263311** or email us at paulm@forgewoodcoop.org.uk

Becoming a Member... ...Lifetime membership costs just £1

We aim to attract people from the community we serve to become members of the Co-operative.

It's not too late to become a shareholding memberjust contact the Co-operative to fill in an application form and pay £1 for your lifetime membership. This will allow you to be sent an invite and come along to the Annual General Meeting (AGM) and have your say!





Annual General Meeting (AGM) 2024

It's that time of the year again.... The Annual General Meeting of Forgewood Housing Co-operative will be held on Wednesday 18 September at 6pm within Forgewood Community Centre (there is also an option to join virtually).

Attending the AGM gives you a chance to find out what's our past years performance, our plans for the future and our financial statements.

All shareholding members are invited to come along to the AGM. If you cannot manage into the centre there will be an option for you to join virtually by Zoom. If you wish to do this, please let us know and we can send you an invite to join the meeting.

The meetings are usually brief followed by refreshments, prize draw and a chance to talk to staff and other members.

An invite for this meeting will be sent nearer the time to all share members along with details for those that wish to join the meeting virtually.

Come along and you will automatically be entered into our prize draw to win

1 x £50 Shopping voucher & 2 x £25 shopping vouchers.

Engagement Plan



The Scottish Housing Regulator (SHR) has recently published an engagement plan for every social landlord.

Each registered Social Landlord's (RSL's) engagement plan includes a regulatory status which states whether the landlord complies with regulatory requirements including the Standards of Governance and Financial Management.

Although we once again report that the Co-operative is 'compliant' with the regulatory standards set for social landlords in Scotland, the Scottish Housing Regulator (SHR) are currently engaging with us for finance/borrowing reasons. As the Co-operative is required to borrow from our lender (Nationwide) to complete planned

investment to our homes, the SHR require assurances that our finances are in order and we have a healthy borrowing arrangement and cash flow forecast for the end of March 2025.

Our recent exchange of correspondence with the regulator on this has been positive. They also confirm that there are no underlying concerns about the financial management or the ongoing viability of the Co-operative. The engagement is purely based around five year financial forecasting issued to the SHR annually, which indicates we would require private finance across 2024/25.

You can view our current Engagement Plan on our website www.forgewoodcoop.org.uk

HOUSING PERKS



Forgewood Housing Co-operative is committed to finding new, innovative ways to support our tenants. This is especially important at the current time, with the cost-of-living crisis affecting everyone. One of the ways we can help is by entering into a new partnership with Housing Perks.

Housing Perks is a user-friendly online platform that will provide our tenants with access to a wide range of discounts on everyday essentials such as groceries, pharmaceuticals, petrol and clothing. Our partnership with Housing Perks aims

to address rising food price inflation and to soften the financial impact of big, one-off purchases.

The mobile app is free to use for our tenants and gives access to over 100 national retailers.

Tenants typically save £6 - £12 per week on their essentials. Over a year, those weekly savings add up significantly.

The discounts on offer are not available to the public and we have negotiated special discounts which are only available to housing co-operative/associations tenants.

Tenants download the app from the Apple App Store or the Google Play Store, enter a code unique to each housing co-operative/association and get access to discounts, cashback and free items instantly. The mobile app enables tenants to use their discount while they are on the go.

We will issue further information on this new initiative in our next newsletter and will be promoting the Housing Perks mobile app to tenants through an email campaign and website promotion.



Managed Migration to Universal Credit



Managed Migration is the process the Department of Work and Pensions (DWP) is using to transfer claimants from the old (legacy) benefit system, such as Tax Credit, Jobseeker's Allowance and income Support to Universal Credit. It started in Autumn

2023, with people receiving only Tax Credit. From April 2024, this was extended to other benefits.

The table below details the planned timetable for claimants to be asked to claim Universal Credit.

Date	Migration Group
April 2024	Income Support claimants and those claiming Tax Credits with Housing Benefit
June 2024	Housing Benefit only claimants
July 2024	Employment Support Allowance (IR) with Child Tax Credits
August 2024	Those claiming tax credits who are over state pension age, with households being asked to apply for either Universal Credit or Pension Credit
September 2024	Jobseeker's Allowance (IB)
2028	Employment and Support Allowance only and Employment and Support Allowance with Housing Benefit

If you claim any of the benefits in the table above, you will receive a **"migration notice"** when it is your time to change. You will then have **three months** to make a claim for Universal Credit. If you do not claim Universal Credit before the deadline, any existing benefit payments you receive will stop.

Once you apply for Universal Credit, any tax credits will stop immediately and may take up to 5 weeks to process, however other benefits can run on for two weeks. It may be beneficial to contact Jodie McBride via our AFTAR Project or Child Poverty Action Group to obtain advice before applying for Universal Credit.

Important!

If you would like help or advice, please contact your Housing Officer and they can make an appointment with our AFTAR advisor or for more information, visit <https://www.gov.uk/universal-credit>

You can reach out to our AFTAR Project



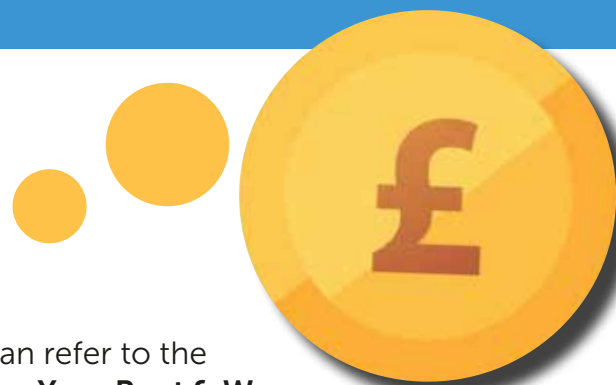
Free independent and confidential service is available via our AFTAR Project.

Our Advisor, Jodie McBride, can help anyone who requires support to claim

benefits, maximise income, assist with financial / budgeting, debt, council tax and energy advice.

Please call us on **01698 263311** and we can arrange an appointment.

School Holidays Are you constantly thinking about money?



We understand the added strain on household budgets during the school summer break. Between providing lunches, balancing entertaining, the cost of activities and family outings can quickly add up. Another huge pressure over the summer break is the worry of buying school uniform for the new academic year, especially if they are going from primary to secondary school.

We know juggling this can be difficult. However, staying on top of your rent account is essential to provide a roof over your head.

You can refer to the "Paying Your Rent & Ways To Pay Leaflet" for ways to make your rent payments. You can find details of this at <https://www.forgewoodcoop.org.uk/rent/10.pay-your-rent>

For information, help and support or if you are having difficulty paying your rent, please contact Susan by emailing susan@forgewoodcoop.org.uk or phone 077769 90405.

Free school meals and clothing grants

You may be entitled to apply for free school meals if your child attends a North Lanarkshire school.

For eligibility and to apply to <https://www.northlanarkshire.gov.uk/schools-and-learning/school-meals/free-school-meals-and-clothing-grants>.

All Primary 1 to 5 children are automatically entitled to receive a free school meal.

The deadline for school clothing grant applications for this school academic year is 31 March 2025.

For session 2024-2025 the clothing grant is:

- £150 for primary school pupils
- £175 for secondary pupils

Only one clothing grant will be paid for any pupil during a school year.

Are you struggling to make ends meet with the rise in food costs? Help is at hand....

There is no longer a need for a referral from the Co-operative to our local community foodbank.

Instead, everyone can go along to Maranatha Centre and choose from a table of perishable items and select 5 non-perishable items per household.

This service can be accessed by one person per household every Monday and Thursday.

If you require to access the foodbank again within the same month, you will require a referral.

To do this, you can contact Yvonne at the Co-operative and this can be arranged.

In addition, there will be a free cafe on a Thursday morning along with Citizen Advice Bureau who can assist with any problems.



Local support for Social Security Scotland benefits

Clients across Scotland, including Lanarkshire can access face to face support when applying for Scottish benefits at a time and place that best suits them.

Benefits currently being delivered by Social Security Scotland include:

Child Disability Payment; Adult Disability Payment; Scottish Child Payment; Best Start Grants; Best Start Foods; Funeral Support Payment; Job Start Payment; Young Carers Grant; Carers Allowance supplement; Child Winter Heating Payment and Winter Heating Payment.

Social Security Scotland's Local Delivery increases the range of ways people can get help to apply for payments they are entitled to. Client Support Advisers can answer any queries about Social Security Scotland benefits, help populate paper or online applications forms, and offer other support in relation to Social Security benefits including help with submitting change of circumstances information.

Local Delivery support is by appointment only and can take place:

- in local community venues;
- in people's homes;
- in hospitals and prisons;
- via video call;
- via telephone appointment.

The Local Delivery service can help people to apply for Social Security Scotland benefits only. It cannot help complete applications for other types of benefits or provide advice or representation. For benefits Social Security Scotland don't deliver, Client Support Advisers will suggest and signpost clients to the relevant services that can help or provide them with additional information where they are able to do so.



Social Security Scotland
Tearainteachd Shòisealta Alba

You can arrange to speak with a Client Support Adviser at one of the North Lanarkshire venues below and at a time that suits you.

Meetings are by appointment only.

Tuesday

Centre Point,
70 Smith Avenue,
Wishaw
ML2 0LD

Wednesday

Forgewood,
49 Dinmont Crescent,
Motherwell
ML1 3TT

Friday

Citizens Advice Bureau,
61A Stirling Street,
Airdrie
ML6 0AS

To book an appointment with a Client Support Adviser please contact Social Security Scotland on 0800 182 2222.



Apply now at mygov.scot or
call us for free on 0800 182 2222



Community Team Update

It's been a busy spring for the community team as we delivered a mixture of events, activities, training and support across the community. Activities ranged from our regular lunch club, exercise classes, social isolation trips, community cinema, tea dances, men's group, women's group, cookery classes and art classes. We hope you have enjoyed them as much as we have.

Clothes Sale by the Women's Group



Cookery Classes



Art Classes



Prize Bingo



CAN YOU HELP?

We are looking for a few more volunteers to help with some of our community events, so if you are interested contact us on the details below.

The community team have been helping and supporting our men's group with their monthly prize bingo sessions and planning another trip away. They have also been supporting the Forge Ahead group with their programme including relaunching their book club to a new evening timeslot.

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



Upkeep of our Estates

As tenants will know, since Covid the Co-operative has been required to look at all options available when it comes to bulk uplift.

Despite all household waste, including bulk, being the responsibility of the occupier the Co-operative has for many years assisted with keeping our estates in good condition. Previously we would hire a skip and residents would utilise the facility.

It is impossible to hire skips again as we would never be able separate waste as is required by North Lanarkshire Council (NLC) without being hit with fines for contamination.

Since 2021, we have tried out the kerbside uplift scheme, where tenants are given a particular day every 2nd or 3rd month and they can leave bulk out for uplift. Cameron Cleaning would then uplift on the day agreed.

Unfortunately, the contractor was overwhelmed by the amount left out for disposal at the last uplift in June. It did not help they were already running late, so this meant bulk items and other waste were left out in the estate longer than was hoped, leading to complaints.

A reminder again for anyone who has access to a vehicle that you should take what you are able to the nearest NLC recycling Point (**Jubilee Way, Bellshill, ML4 1SA**). All you need to do is turn up or call beforehand and make any appointment (if it is a van or large trailer you have) and dispose of your items. See northlanarkshire.gov.uk for more information.

The Co-operative is now required to evaluate the service we get for disposing of household waste and bulk, to determine if this is a wise way to spend tenant's rent money.

We will keep tenants advised when the bulk uplift options are reviewed.



Looking After Your Community

Our 2024 Garden Competition is open..... Enter Now!



Calling all gardeners, it's that time of year again to brighten up our area with lots of colour!

Every year we hold our garden competition to encourage our green fingered tenants to show off the hard work they put into maintaining beautiful gardens.

Whether you have a private garden, shared or communal garden, we love to see your hard work come to life.

We really appreciate the great efforts that tenants make to brighten up their garden areas.

The categories for the garden competition this year will be an "overall winner" and a "runner up"

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.

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.

All entries must be submitted to the Co-operative by 31 July 2024.

The judging will take place in August 2024. All entries will be judged by our landscapers, Murray Landscapes who are also donating the prizes.

Landscape Maintenance of Communal Areas

Our landscape 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.



Your Dog..... Your Mess!

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



Date for Your Diary – Estate Walkabout

Do you have any ideas how to improve the area?

If you have a spare hour or two, why not come along to our next Estate Walkabout and be part of our Estate Management Focus Group.

Being part of this focus group allows you to highlight any improvements you think could enhance the area and have influence in any

decisions we make. During the walkabouts you can look out for anything that might appear untidy or unsafe in your community.

Our next walkabout will be on **Tuesday 20 August at 10.30am**. If you would like to come along, or if you are unable to do so but would still like to be involved, contact Yvonne on **01698 263311**.

Messy Gardens - Breach of Tenancy!

We are disappointed to find there are a number of gardens within the estate that are neglected and in need of maintaining... this detracts from the area and spoils it for everyone who keeps their garden area clean and tidy.

If your garden is in need of attention please do what you can to be a good neighbour and make an attempt to start improving your garden area.

If you live in a house or a flat that has its own garden (or gardens), then it is up to you to look after it. You need to cut the grass regularly, keep the garden tidy and do not dump household rubbish or bulk items within it.

Your Housing Officer will take appropriate action against you if you fail to maintain your garden without good reason. This may include formal warnings and/or the Co-operative carrying out any remedial work and re-charging the cost of this to you.

In addition, an untidy garden can attract vermin such as rats and mice as they can look for food and can nest in areas within your garden that could provide them with shelter.

Forgewood Housing Co-operative wants our tenants to be proud of where they live and enjoy living in an attractive clean and tidy environment.

Secure Bike Storage

The Co-operative is currently seeking funding to pilot the provision of a cycle storage container with our community.

We are concerned bikes are stored within the closes and landing areas which pose a fire risk and have requested these be removed. It is also understood that some of these bikes are no longer in use and if this is the case, can you please dispose of them immediately.

Further consultation will be held with residents when the outcome of this funding request is known.

Cycling is a great way to get about and wish to alleviate any barriers to cycle ownership and active travel by having a safe solution for bike storage.



POLICE DROP-IN SURGERIES

The Community Police Officers, Keith and Malky have recently held several police drop-in surgeries within Forgewood Community Centre.

These surgeries are to provide an opportunity for residents to come along and discuss any concerns about any crime related issues within the Forgewood area.

The future of these surgeries depends on the demand there is, so if you have a question for the community police, it doesn't have to be crime related..... take the opportunity.

There has been low attendance at these surgeries and they will only continue if there is demand and residents attend.... So please come along have a cuppa, cake and a chat!

Future police drop-in surgeries will be advertised on the Co-operative's Facebook page and should we have your up to date contact mobile number and email you will receive a message.

Don't worry about anonymity, they will meet you in a private room in the Centre.

Speak up.
Stop crime.

Scotland

CrimeStoppers.

0800 555 111

100% anonymous. Always.

We won't ask your name.

Won't judge.

Just listen to what
you know.

And pass it on for you.

**When you hang up
the phone or click send
online, you're done.**

crimestoppers-uk.org

Crimestoppers Trust is a registered charity.
UK Registration Nos. 1108687/SC037960.

Your Safety is our **top priority!**



We are committed to fulfilling our obligations as a landlord to ensure tenant's safety is paramount to keep you and your neighbours safe.

Gas servicing to all our properties with gas central heating

100% Compliant



Fire Safety

100% of our properties have regulated Interlinked smoke and heat detectors



Electrical Safety Checks every 5 years

100% compliance in this area



Fire Safety

Test Your Smoke Alarms

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!

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**.

Fire Safety In Closes – Keep them Clear!

All residents are reminded the common close is not an extension of your home to store items.



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.

Being a good neighbour

Enjoy yourself and consider your neighbours at all times.

Summer is here! It's a time when we all like getting outside, especially with the warm and light evenings, to enjoy quality time with family and friends.

However please consider your neighbours when you're outside in your garden or communal space.

We want all residents to enjoy the summer, so here's some helpful do's and don'ts:

Do

- ✓ Enjoy yourself but please consider your neighbours once the music is on and the drink is flowing.
- ✓ Clean up afterwards and make sure the BBQ is fully extinguished before you go indoors. This is especially important if you live in a block.
- ✓ Make sure any BBQ smoke isn't causing problems for neighbours.

- ✓ Turn down the music if your neighbours ask you to. Remember, others may have children, medical conditions or work shifts, and need their sleep.

Don't

- ✗ Play loud music in your garden or outdoor space.
- ✗ Scream, shout, argue or do anything that can cause a disturbance to your neighbours.
- ✗ If you live in a block; leave empty cans, bottles or cigarette ends in the communal areas. Please clear up responsibly.
- ✗ ...forget that everyone is entitled to the quiet enjoyment of their home and outside space – including you 😊

We hope all our tenants have a lovely summer. If you need to contact us, please contact your Housing Officer, Susan Kane on **077769 90405**



THISTLE
TENANT RISKS



Your landlord does not cover your home contents and personal belongings....

Get Yourself protected.....
You should think about protecting your personal possessions and home contents. Contents insurance is crucial to protect the items in your home.

No matter how careful you are, there is always a risk that your belongings could be

broken, damaged or stolen and home contents insurance can help provide peace of mind.

The Co-operative is not responsible for covering damage to any of your possessions in case of fire or flood, this includes decoration and floor coverings.

We therefore strongly recommend to all tenants that you take out home contents insurance, either through Thistle Tenant Risk Home Contents Insurance Scheme or by making your own arrangements.



For further information or to apply for cover call Thistle Tenant Risks on **0345 450 7286**

OR visit <https://www.thistletenants-scotland.co.uk> where you can also request someone to call you back!

You can also request an application pack from the Co-operative.

Planned Maintenance

A number of flats within our stock are still waiting on new bathrooms being fitted.

The Co-operative arranged for a significant number of bathrooms to be fitted during Covid and this resulted in very positive feedback.

We are now going through a procurement process to select and award the contract to the preferred company who wins the tender.

The Co-operative will keep in touch with tenants affected.



Changing to LED bulbs in Closes

The Co-operative is currently working on a replacement contract to change the existing bulbs in the communal closes with LED bulbs.

LEDs offer several advantages over the traditional light bulbs and will improve on our energy efficiency and life expectancy.

The component of an LED and the way that they generate light significantly extend the lifespan of these bulbs.

The energy efficiency of the LEDs makes it possible for it to outlast other types of bulbs by thousands of hours.

They are also more energy efficient than other bulbs and are capable of emitting a higher level of brightness.

The work will be carried out by Sight Sound & Security and will be a phased replacement working on a close-by-close basis.

See it, report it!

We do our best to monitor communal areas and attend to repairs that would cause a hazard. However, should you notice a hazard or anything you feel poses a risk, then please let us know by emailing

enquiries@forgewoodcoop.org.uk and providing a picture where possible.

Or alternatively, call our office on **01698 263311** and speak to a member of staff.

RATS

It is important that we all take steps to prevent vermin entering our homes and maintain a safe and healthy living environment.

Vermin including rats and mice, can be attracted to food or shelter. They can carry diseases and cause damage to property. It is essential that we take measures to prevent them from entering our homes.

Here are some steps you can take to help prevent vermin activity:-

- **Dispose of rubbish properly** – make sure to put rubbish in the bin and keep it sealed. Avoid leaving food scraps or packaging outside, as this can attract vermin;
- **Keep your home clean** – wipe down surfaces, clean up spills and store food in sealed containers. This will help eliminate potential food source for vermin;

- **Report any sightings** – if you notice any vermin activity, please report it to the Co-operative on **01698 263311**.

Remember prevention is key. By taking these simple steps, we can work together to prevent vermin from becoming a problem in our community.



Bees & Wasps

We will arrange treatment for the removal of wasps within your home but not in external garden areas or rear courts.

Should you have a wasp nest within your property please contact the Co-operative and we will arrange for a Pest Control Officer to attend to it. Any nest would be treated but may not be removed by the Co-operative's pest control contractor.

In the case of honeybees, North Lanarkshire Council do not provide treatment for the removal of them within or around your home. The season for Masonry Bees is from the end of March to June.

Ants

We are at the time of year when garden ants become a real nuisance and difficult to get rid of.

Here are some information which may assist you to deal with the problem....

They can find their way into homes through small gaps in brickwork, at windows and doors in search for food.

They search for sweet foods so your first control measure must be to ensure that you are not accidentally encouraging them – even a small spill of a soft drink would be a feast to a horde of ants.

Make sure any sugary foods are kept in storage containers and all food spillages are cleaned up as quickly as possible.

Treatment....

If this is outwith your home, you can apply a residual insecticide for crawling insects. You will be able to buy these at many DIY supermarkets and garden centres.

If the ants are within your home, please report to the Co-operative and we will investigate. If they are in common areas, please follow the guidance provided.

Would you like to become a Volunteer?we need your input

We believe your knowledge and experience of the services we provide is the best way for us to learn and improve. It involves sharing information, respecting different views and perspectives, problem solving and working together.

If you are a tenant of the Co-operative and want your voice to be heard there are a variety of ways that you can become involved with us:-

- Join a Tenant Focus Group;

- Take part in our Estate Walkabouts;
- Respond to satisfaction surveys or consultations;
- Set up a Registered Tenants Organisation;
- Connect with us on our Facebook page;
- Be included on a Consultation / Volunteer Register.

If you would like to get involved in any way, please contact the Co-operative.



Reporting a Significant Performance Failure



The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures'.

A significant performance failure is defined by the SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved.

This is something that is a systematic problem that does or could, affects all of a landlord's tenants. You can ask us for more information about significant performance failures.

The SHR has more information on their website or you can phone them on **0141 242 5642.**

We love to receive feedback on the services we deliver to you!



Should you have a repair carried out to your home you will receive a follow up call or email from our office to provide feedback on the service we have provided.

The feedback we receive will enable us to monitor the quality of our repairs service and that of our maintenance contractors. This will ensure a high level of satisfaction is maintained

and should there be need for improvement this is recognised and rectified.

All of those who participated in the repairs survey will automatically be entered into our next quarterly prize draw.

Well Done to our Prize Draw Winner!

The winner of the last quarters draw is Mrs Halina Pacanek.



Customer Feedback

Your feedback means a lot to us whether it be a complaint or a compliment or just some general thoughts on our service.

All your feedback helps to shape out services for the good of all our tenants. You can give us feedback in writing, email, phone or in person.



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.

Useful Numbers

(Including Emergency Contacts)

- » **Saltire Facilities Management Ltd**
Emergency Repair Number **0845 606 1555** (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)
0844 247 2120
0800 999 2520 (Freephone number)

- » **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

- » **TRANSCO (National Grid)** (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**

- » **ELECTRICAL DAMAGE** to electrical supply or network equipment Call **105** or your own electrical supplier

- » **CRIMESTOPPERS 0800 555 111**

- » **ALLPAY 0330 041 6497**



**SORRY WE'RE
CLOSED**

Public Holidays

Our office will be closed on the following dates:-

Friday 12 July and Monday 15 July

Friday 27 September and Monday 30 September

Should you require an emergency repair when the office is closed, please refer to our emergency numbers opposite.

Different Formats

We are striving to make this newsletter as accessible as possible for everyone.

Please let us know if you require a copy in larger print, Braille, audio or in another language.

CONTACT US

01698 263311



enquiries@forgewoodcoop.org.uk



www.forgewoodcoop.org.uk



supporting
social
employers



tenant
participation
advisory service

