



Forgewood  
Housing Co-operative Ltd

# Welcome to your Autumn Newsletter

SEPTEMBER 2021

# Autumn...



# is here!

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# Lifting of Covid-19 Restrictions - Service Update

The Co-operative has continued to deliver many of its services to our tenants and wider community throughout the pandemic and lockdown. We continue to work tirelessly to support our tenants and the community we serve and continue to navigate our way through the effects of the pandemic in line with Government guidelines.

The office still remains closed to the public to protect our tenants and staff from transmission of the Covid-19 virus. This complies with the Government guidance that staff should only return to offices if work is unable to be completed remotely.

We are however providing community activities (see our Community Team Update) and all our normal housing services .....welfare advice, allocating homes, completing repairs, dealing with anti-social behaviour, rent management, estate management and putting in place plans for investment in some of our properties.

This means some of our office based staff are working from the office and others are continuing to work from home.

To discuss any aspect of our service you can continue to contact the Co-operative by the following means:

☎ Telephone: **01698 263311** (Phone lines open - Monday to Friday From 9am – 4.30pm)

✉ Email: **[enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk)**

🖱 Through our website portal **[www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk)**

We can offer an appointment only basis for tenants where an appointment in the office is necessary and the issue cannot be resolved by telephone or other means.

As the Co-operative is following strict infection control measures we are asking tenants to:-

- wear a mask (unless exempt);
- sanitise hands on entry and exit from the building;
- do not come into the office if you are feeling unwell/have been told to isolate or have been in close contact with someone with Covid-19.

These are constantly under review as restrictions are put in place or lifted and dependent on staffing levels. If we need to make any unplanned changes we will put details on our website.



## Estate Walkabouts

We are carrying out a social distancing Estate Management walkabout on **Tuesday 5 October 2021 at 10am**. These walkabouts enable residents to come along and join staff in a walk.

Any areas of concern can be identified along with ways they could be improved.

If you are interested in attending this estate walkabout please contact your Housing Officer, Susan Kane or Elaine Hyslop, Housing Manager.

## Review of Tenants Handbook

We will be reviewing our Tenants Handbook over the next few months and would appreciate your involvement in this review.

If you are interested in becoming involved in the review process, please contact Elaine Hyslop at the Co-operative on 01698 263311 and leave your contact details and she will get in touch.





# LANDSCAPING CONTRACT

**A progress meeting was held with the landscaping contractor, GCF FM Ground Care Maintenance on 26 August 2021. This involved a walk around of our estates to discuss the progress of the contract and the contractor's future plans.**

The grass cutting, shrub beds and hard landscaping along with communal bin lanes were discussed and agreed:-

**Grass Cutting** - Two cuts in September and one in October.

**Shrub Beds, Hard Landscaping** - After the last grass cut in October all shrub beds throughout the estates will be cut back. The hard landscaping i.e. paths, kerb lines, backcourts, all hard paving will be cleared of vegetation and sprayed ready for the start of the 2022 season.

After all the major works are brought up to date the remaining months of the Winter will be used to keep check on the estates and carry out any works to prepare an early start for the beginning of the new season.

The contractor has stated that we will start to see a dramatic improvement to the estates over the next few months and thank you for your patience and understanding.

As always your feedback is very important to us and we would ask that you contact our office if you have any concerns or compliments to make regarding the contract or email direct to [zarah@forgewoodcoop.org.uk](mailto:zarah@forgewoodcoop.org.uk).

We will be closely monitoring the contract to ensure the agreed specification is adhered to with a further progress meeting scheduled for December 2021.

## BULK-UPLIFTS

**Residents within the flats are continuing to constantly dump bulk refuse within the rear court and common areas. This can occur immediately after a bulk clearance has been carried out within the estates. This practice is detracting from a clean and tidy environment and also can present a danger of fire or an environmental hazard.**

Last year we were required to review the skip service and as a result we hired a contractor to dispose of bulk rubbish on a number of occasions throughout 2020-21. The total cost for this service was £10,900. We classed this as a vital service due to North Lanarkshire Council withdrawing their free bulk uplift service.

As the cost of this service is ultimately met from your rents we have closely monitored this. Unfortunately, we have found these costs to be excessive as the service has not been used in the spirit it was set up. It has been found that the service has been overused which has resulted in the Co-operative having to review it.

We would therefore ask you to work with us and help minimise the cost by taking any bulk items where you can to the local recycling centre located within **Jubilee Way, Bellshill, ML4 1SA**.

**If you are unable to dispose of bulk items yourself you should call NorthLine on 0345 143 0015.**

**Please note there is currently no free uplift service from North Lanarkshire Council. You can obtain details of charges etc from <https://www.northlanarkshire.gov.uk/bins-and-recycling/request-special-uplift>**

While we are currently reviewing this service any notifications of a future bulk uplift will be sent by an email or text message to tenants. Please therefore ensure we have your up to date contact details (phone number and email address) to enable us to provide you with an update on this service.



# CHILDREN WINTER HEATING ALLOWANCE



**Child Winter Heating Assistance is a new benefit from the Scottish Government.**

It's a payment of £202 for children and young people up to the age of 18. To get the payment they must meet two criteria on at least one day in the third full week of September (called the "qualifying week"). On that day they must:

- get the highest rate care component of Disability Living Allowance for children;
- be resident in Scotland.

The qualifying week is the third week in September. If there is more than one child or young person in your household who qualifies, they will all get the payment.

## Applying for Child Winter Heating Assistance

You do not need to apply for the payment if the child currently lives in Scotland. If the child or young person is eligible, you'll be paid automatically into the same account that your Disability Living Allowance for children is paid into.

You'll get a letter from Social Security Scotland before the payment is made.

If the child no longer lives in Scotland, you can find out how to apply in the section of the Social Security Scotland Website <https://www.mygov.scot/child-winter-heating-assistance/who-can-get-child-winter-heating-assistance>

## Winter Fuel Payment

**The Winter Fuel Payment is a payment to help you pay your heating bills during the winter.**

You'll get a Winter Fuel Payment automatically - you don't need to apply - if all of the following apply:

- you get the State Pension or another benefit - but not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit;
- you were born on or before 5 October 1954;
- you lived in the UK for at least 1 day during the week of 21 to 27 September 2020 - this is called the 'qualifying week'.

If you don't get the State Pension or another benefit, or if you live abroad, you might need to make a claim.

Find out more about the Winter Fuel Payment at <https://www.gov.uk/winter-fuel-payment>



# Cold Weather Payments



**Cold weather payments are one-off payments to help you pay for extra heating costs when it's very cold.**

You'll get a payment each time the temperature drops below a specific temperature for a set period of time.

You'll only be eligible if you already get:

- Pension Credit;
- Income Support;
- Income-based Jobseeker's Allowance;
- Income-related Employment and Support Allowance;
- Universal Credit.

Find out more about cold weather payments at <https://www.gov.uk/cold-weather-payment>

# Warm Home Discount Scheme



**You might be able to get £140 off your electricity bill under the Warm Home Discount Scheme if you're either:**

- getting the guarantee credit part of Pension Credit;
- on a low income.

Check with your supplier to see if they offer the Warm Home Discount - not all suppliers are part of the scheme.

If you've applied for the Warm Home Discount but you switch supplier before you get the payment, you have to apply again with your new supplier. Your new supplier might have different rules about who gets the discount. This doesn't affect you if you get the discount automatically, without having to apply.

Find out more about the Warm Home Discount Scheme on <https://www.gov.uk/the-warm-home-discount-scheme>

## Best Start Grant School Age Payment

**There is still time for parents to apply for School Age Payment to help with the costs of children starting school. Eligible families with children aged four and five are encouraged to apply for the one-off £250 payment before applications close on 28 February 2022.**

Payments can be made to families with a child who was born between 1 March 2016 and 28 February 2017 and who is old enough to start primary one this year. Those eligible parents who have deferred their child's entry to school this year



are encouraged to apply to ensure they do not lose out on the payment.

The payment can be used for anything children need from a new pair of shoes to books or arts and crafts materials.

Applications should be made before the deadline as any applications made after 28 February will not be accepted.

You can find out more and apply through [mygov.scot](https://mygov.scot) or by calling 0800 182 2222



# EU Settlement Scheme

All European Economic Area (EEA) and Swiss citizens must have immigration leave to live, work or study in Scotland, such as indefinite leave to remain, pre-settled or settled status. Irish citizens do not require leave to remain due to an agreement between the UK and Ireland. The Scottish Government will continue to support their partners until 30 September 2021 to help people make late applications to the EU settlement scheme.

Help and support is available at [mygov.scot/stayinScotland](https://mygov.scot/stayinScotland) or by contacting the EU Citizens' Support Service run by Citizens Advice Scotland on **0800 916 9847**.



## AFTAR SERVICE



**...can provide face to face appointments again!**

Please remember our Advice For Tenants and Residents (AFTAR) project is still up and running. They can provide support and advice on budgeting skills to help you maximise your income, provide money advice or assist with debt issues.

During the pandemic these appointments have been carried out by phone but as restrictions are easing Citizens Advice Bureau have agreed to offer the service from our centres again from **Thursday, 7 October 2021**.

Should you wish an appointment please call **01698 263311** and your details will be passed to Maria at Citizens Advice Bureau. She in turn will carry out an assessment via their triage service and if an appointment is still required this will be made with Robert our Income/Money Advisor.

In addition they provide free impartial advice on energy bills and usage and can help with billing issues, Warm Home Discount, Winter Fuel Payment, Cold Weather Payment etc via their Energy Advice Service. Should you require any assistance with this please contact the office on **01698 263311** and we can pass your details onto an Advisor who will assist you.

## Manage Your Rent Arrears



**If your income has been affected it is essential that you get in touch with your Housing Officer, Susan Kane as soon as possible to discuss this further.**

For information, help and support please contact Susan by email [susan@forgewoodcoop.org.uk](mailto:susan@forgewoodcoop.org.uk) or phone on **077769 90405**.

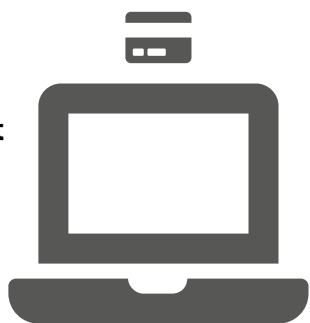
You have a legal and contractual obligation to pay your rent. Please do not put your home at risk by refusing to pay or by failing to engage with us.

# Easy Ways To Pay Your Rent

You can pay your rent by the following methods:-

## Register online -

@ [www.allpayments.net](http://www.allpayments.net) using the 19 digit number on your Allpay card. You can pay free of charge using your debit or credit card.



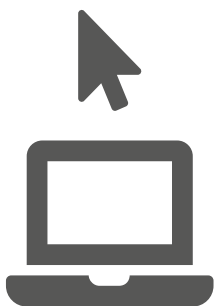
## Virtual Payment -

Using your debit or credit card you can make a payment over the phone by calling a member of staff at the Co-operative.

## Online banking -

Using your unique rent reference number and the Co-operative's bank details:

Bank of Scotland/  
Sort code 80-09-15/  
Account number 00357497.



## Phone App -

Use Allpay payment App. Download for free with Apple & Android smart phone. For more info [www.allpay.net/app](http://www.allpay.net/app).



## Bank Payment -

(standing order) - You can download and complete a form at [www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk) or set up via your online banking using our bank details (as above).



## By Phone -

Dial 0330 041 6497 for Allpay's automated phone payment service using debit or credit card.



At the **Post Office** by using your Allpay card. You can pay by cash/debit/credit card.



**Paypoint** - Using your Allpay card at any PayPoint outlet.



# WHAT'S ON AT FORGEWOOD COMMUNITY CENTRE

**We write this as the coronavirus pandemic continues to impact on our work and that of the community centre.**

Like you, we have really missed seeing the centre busy and vibrant, full of people, groups, activities and events. Over the past few weeks groups have started to slowly and safely return, along with some new activities which are starting soon. Over the Autumn we are much looking forward to

welcoming you back to the centre as and when the Covid-19 restrictions allow.

In the meantime if there anything we can do to help you please let us know!

*Take care*

*Richard and Isla*

**Forgewood Housing Co-operative  
Community Team**

## Lottery

Early into the first lockdown we found out we had been successful with a funding bid to the National Lottery Community Fund (Awarded £143,506 for this 5 year project). The funding will be used to enhance and develop a range of community activities within the Forgewood Community Centre. It will also support the development and training of the local community group, and we will work closely with the ForgeAhead Volunteer Group, who will be lead on delivering some activities.

After a delay of nearly 18 months, we are delighted to confirm our project started on 1st September and will run until 31st August 2026! Activities include our lunch club, tea dances and trips, alongside new activities such as community cinema and carpet bowls.

We are busy planning our first year of activities so watch this space or check out our Facebook page for more details.





# WHAT'S ON AT FORGEWOOD COMMUNITY CENTRE

At the time of writing this, it is impossible to give an accurate programme on what's on or when. Some activities have already returned i.e. Teakwondo, Chain Gang, Keenagers, lunch club etc. and some new ones are about to start i.e. our new Social History Group, Carpet Bowls etc.



Over the next few weeks months we expect more activities and events to restart, we will keep Forgewood Community Centre Facebook page updated with restart dates for the various group or telephone us on 01698 263311 for more information.

## Social History Group

Why not come along to our new monthly Social History Group as we share stories, photos and memories about Forgewood - Starts Tuesday 28th September from 1.30 – 3.00pm



### Coming soon

- Fool On – returns 30th September
- New: Carpet Bowls (monthly)
- New: Community Cinema (monthly)
- Tea Dances (monthly)

All the information is correct at the time of printing however we will always adapt to the challenges of the pandemic.

### Contact us for more information:

Richard Bolton, Community Development Officer &  
Isla Dundas, Community Development Assistant

[community@forgewoodcoop.org.uk](mailto:community@forgewoodcoop.org.uk)

01698 263311 / 07495 549 065 (Richard) / 07733 919 332 (Isla)

## Our Funders and Support Providers



# Anti-social Behaviour

**We want you, your family and your neighbours to enjoy living in your home in a happy and safe community.**

We take anti-social behaviour very seriously and it is not acceptable for someone to act in a manner that causes or is likely to cause alarm or distress to others.

We ask that you act reasonably and take others into consideration and respect the values and lifestyles of others within your neighbourhood and community.

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

## How to make a complaint

During working hours you should contact your Housing Officer and they will give advice, investigate the complaint, speak to the person who is causing the problem and take the appropriate action.

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.

During specific days of the week the service has a Night Time Response Team and they will be available to help residents who are experiencing anti-social behaviour.

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.





# When Reporting a Repair

If you have previously reported a repair, or if you are reporting a repair for the first time, you will be asked to confirm:

- ✓ That no one in your home is isolating due to Covid-19 symptoms, is shielding or is in any of the vulnerable categories. Your response will determine if/when your repair can take place and the staff will explain this to you during the call; and
- ✓ That you agree to have our contractors working in your home. If you don't agree, we will ask you to call back when you are happy for the repair to take place.

## Before and during any contractor or Co-operative staff visit your home

### What you need to do:-

When our staff/contractors are working in your home, everyone in the household must:

- ✓ Stay in another room from the operative for the duration of the visit; or
- ✓ If this is not possible, for example if you and the operative need to discuss the purpose of the visit, this must be done from an appropriate social distance and for as short a time as possible.

### What we will do :-

While our operatives are in your property, they will:

- ✓ Practice good hand hygiene and wear appropriate PPE (personal protective equipment) if required;
- ✓ Always maintain appropriate social distance; and
- ✓ Clean down all areas where they have been working.

## Alterations & Improvements

Tenants should always contact the Co-operative to request an application form for any alterations and improvements that they are thinking about carrying out.

We will not refuse permission in most cases but you should refrain from doing anything until permission has been granted from the Co-operative in writing.



## Smoke Alarms

Your property should be fitted with a smoke alarm in the hall, living room and a heat alarm in the kitchen which are interlinked. A carbon monoxide detector is only required if you have gas central heating. If you do not have all of the above, please contact the Co-operative as soon as possible and speak to Alex Gemmell or Zarah Bano to have these fitted urgently.

# GAS SERVICING...

## Did you know it is a legal requirement for us to service your gas boiler once a year?

The Co-operative is required by law to service gas appliances annually within your home and is vital to keep you safe.

Even though the service is due annually, we will get in touch with you before the renewal date. We do this to make sure we can get access and allow time should any repeat visits or parts be needed.

Please don't ignore the requests from us to book in this **ESSENTIAL** work. We have to ensure this is done. As the renewal dates gets closer we may have to force entry to the property to meet our legal obligations and service the boiler. So please help us help you by booking in your gas service when you get the letter.

The contractor will be required to wear the appropriate PPE.

Please contact the office if you are unable to provide access for your annual service visit due to Covid-19.



## Dog Fouling

Thank you to the majority of dog owners who are respectful of other people and pick up after their pets.

However we are still disappointed to find that some dog owners are continuing to allow their dog to foul in the back court and common areas within the estates. We would ask all dog owners to ensure they are picking up their dog foul and disposing of this in the allocated bins.

If you require dog poop bags please contact the office and we can provide these for you.

Leaving dog foul can be unsanitary and dangerous for our landscapers and they will not cut areas where there is extensive dog fouling. We urge you, if you have a dog, to clean up after it – it is the law.



Should you have any concerns about dog owners persistently allowing their dog to foul without picking it up, please report it in confidence to your Housing Officer.



# Glorious Gardens

Over the last year the outdoor spaces near where we live have become even more important to us.

This year's gardening competition is all about

recognising our gardeners and the effort they make to make our communities look lovely. We have taken photos of the gardens tended by our green fingered experts.

Judging took place independently by our landscape contractor and here are our winning gardens of....

## The Billy Muir Award



Winner Flat: 128 Fife Drive



Winner:  
Back & Front Doors - 26 Lorne Drive

Well done to all those green fingered experts!



Runner up – Flat: 170 Fife Drive



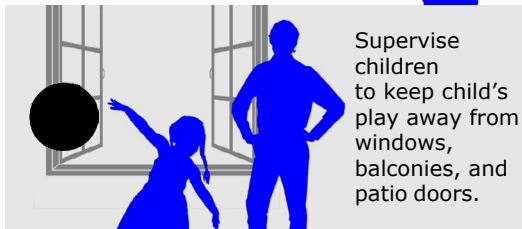
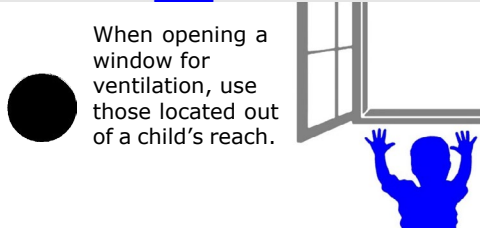
Runner up – Back & Front Doors:  
81 Kinloch Drive



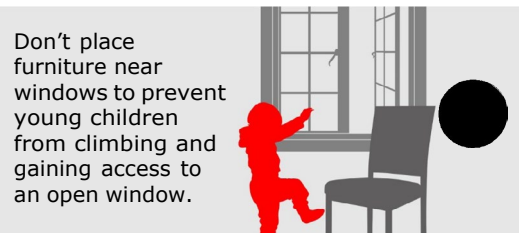
# KEEPING YOU SAFE... WINDOW SAFETY TIPS

Keep children safe with these tips to prevent accidental falls from a window

## DO



## DON'T



### Window safety in your home

If left open, windows can be dangerous to unsupervised small children or vulnerable adults, especially if your home is at height.

Our homes have fitted window safety features to meet safety regulations, however tenants can observe some safety guidance to minimise the risk of accidents.

#### Window restrictors

Most of our windows are fitted with safety restrictors. The window safety restrictors limit how far a window will open, it is important to make sure you use them correctly and that they are in good working order.

Restrictors must never be released other than to clean your windows. Immediately afterwards they must be put back into the correct safety position to prevent a window opening widely.

You should never release the restrictors and open windows to their full extent just to let more air into your home.

### Access to windows

Do not place furniture or store items under high windows.

It might only take few seconds for an unsupervised child or vulnerable adult to climb onto a table or chair, become unsteady and fall. Please keep objects well clear of windows. Wherever possible, not placing beds or furniture i.e. sofa, toy box etc below windows as this provides a climbing platform for a child

When young children are around, keep windows closed and locked.

When opening a window for ventilation, use those located out of a child's reach.

#### Repairs and faults

If there is a fault with your window you should report it to the Co-operative.

By making sure you keep windows on restrictors, locked and in good repair, it will keep your home and family safer.



# FIRE SAFETY IN CLOSES

## **Fire safety and keeping closes clear.....**

As your landlord, we have an obligation to do everything we can to keep our tenants safe. As part of this, we are currently placing an increased focus on fire safety. This includes making sure that all closes, shared internal areas, landings and stairwells are kept free of all items and personal possessions.

Joint visits were recently carried out by Co-operative staff and Scottish Fire and Rescue Service around several of the closes.

If you were not at home during these visits a card was left for you to contact your Housing Officer or Scottish Fire and Rescue Service to explain the reason for the visit.

The visits were to raise awareness to tenants on fire safety within your home or close. Any items left in this area could potentially cause a trip hazard and block exits which pose a risk to the Fire Service entering the building and from you and your family escaping the building. In a dark, smoke-filled area, any items could help fire to spread and cause a hazard which prevents escape.

We would remind you that should you have items which belong to you within the close area you are required to immediately:-

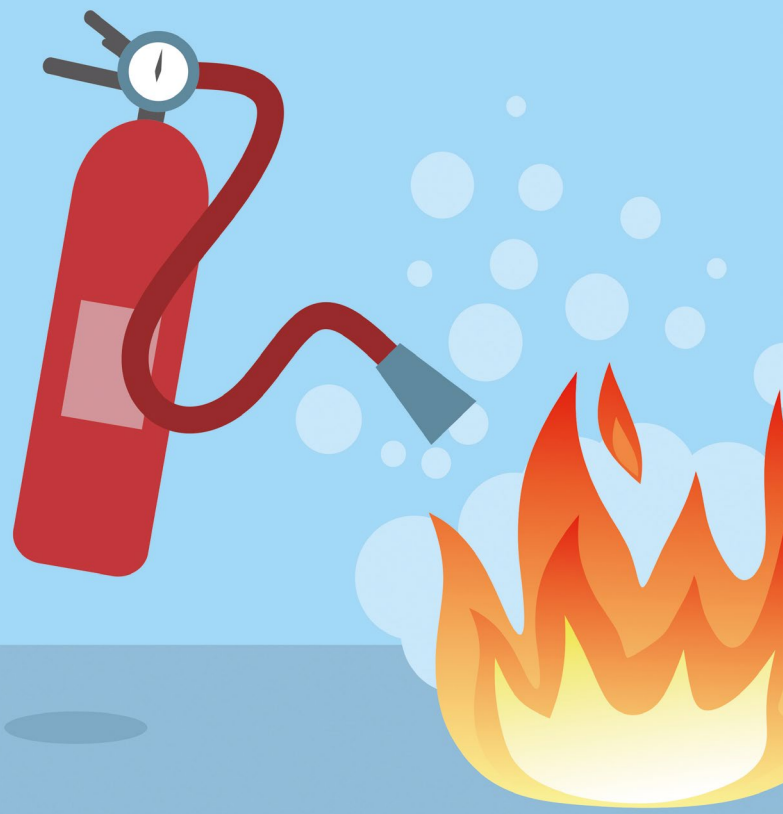
- Place items in store cupboard if you have use of one;
- Remove items to within your home until you have made disposal arrangements;

- Take to the nearest recycling centre which is located at Jubilee Way, Bellshill, ML4 1SA;
- Arrange an uplift through North Lanarkshire Council's website or by telephoning 0345 1430015.

Your Housing Officer and the Fire Brigade will be monitoring this very closely and will pursue those tenants that are failing to look after the safety of themselves and others.

In addition placing items within the closes area or at the bin stores could potentially attract wilful fire raising.

With everyone's help we can ensure safe homes and safe close areas for you and your family.



# 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** (Freephone number **0800 9992520**)
- » **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 From 1 July 2021 Allpay's automated phone payment service number has changed from **0844 557 8321** to **0330 041 6497**

## HAVE YOUR SAY...

One of our priorities for the months ahead is to strengthen our approach to listening to your views, concerns and suggestions for how we can improve the service we deliver to you.

If you wish to comment on any of the services the Co-operative provides, or any suggestions on how we could improve any of our services.....

**You can have your say** by either completing the Tenant Feedback Questionnaire sent along with this newsletter or by using one of the other methods listed on this form.

**Your feedback is important to us!**

Would you like to receive future copies of the newsletter to your email address rather than by post?  
If so, please forward your name and address to  
**enquiries@forgewoodcoop.org.uk**  
and we will arrange this.

## CONTACT US



**FORGEWOOD HOUSING CO-OPERATIVE LTD**

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



**01698 263311**



**enquiries@forgewoodcoop.org.uk**



**www.forgewoodcoop.org.uk**



supporting  
social  
employers



tenant  
participation  
advisory service

