



**FORGEWOOD HOUSING
CO-OPERATIVE LTD**

Easter 2018 Newsletter

Home Content's Insurance

The Co-op insures the fabric of the building but does not cover home contents insurance in the event of fire, flood, theft etc. Tenants should arrange their own contents insurance. We can advise the use of Thistle Tenants Risk low cost contents insurance policies. The Co-op does not process applications, collect payments and does not receive financial gain from promoting this service.

Thistle Tenant Risk contents insurance offer affordable pay-as-you-go premiums, so that you can enjoy peace of mind knowing your belongings are covered. You can pay by cash, direct debit, postal order, credit or debit card.

It is quick and easy to apply – complete the application form, which is available from our offices, or telephone Thistle on **0845 60 7007** (may be cheaper to call **01628 585 187** from a mobile).

Thistle Insurance is available for realistic sums. There is no excess – you do not pay first part of the claim. The policy covers theft, water damage, fire, internal decorations, accidental damage to sanitary fixtures, lost or stolen keys, freezer contents.

Additional premiums are available for cover for wheelchairs, mobility scooters, hearing aids etc



ESOL (English for Speakers of Other Languages)



Forgewood Community Centre hosts a weekly English Speakers of Other Languages (ESOL) classes operated by North Lanarkshire Council every Monday from 9.30am – 11.30am. If English is not your first language you can join the class. The class is free and will help make your day to day life easier.

- Get help with talking to doctors and teachers
- understanding the laws and customs of the UK
- helping your child with homework
- passing the Life in the UK test and becoming a British citizen.

If you are interested in joining the class either show up on the day or phone Community Learning and Development on 01698 274331.

Forthcoming Office Closures

The Co-op will close at 1pm on Thursday 29 March 2018 and reopen at 9am on Tuesday 3 April 2018.

The Co-op will close at 1pm on Friday 4 May and reopen on Tuesday 8th May 2018 at 9am.

The Co-op will close at 1pm on Thursday 24th May and reopen on Tuesday 28th May 2018 at 9am.

The Co-op will close at 1pm on Thursday 14th July and will reopen on Tuesday 19th July 2018 at 9am.

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Newsletter Easter 2018

Co-op closed Friday 30 March 2018 and Monday 2 April 2018

MAY 2018 Closed Friday 7 May 2018, Friday 25 May 2018 and Monday 28 May 2018

ENERGY ADVISOR – IAN SYMINGTON

Ian is providing our residents with information and advice on energy costs, cheap tariffs and energy saving tips. He can assist with grant applications, dealing with energy bill queries and helping the client to better understand energy usage in their home. There is a lot of useful information being provided in particular in relation to off peak white meter heating type properties. We encourage anyone who wants to discuss anything further to make an appointment with Ian on **01698 356777**.

REPORTING ANTI-SOCIAL BEHAVIOUR

We highlight a lot of information in our newsletters about reporting of anti social behaviour, when to report it etc. We just want to point out the relevant contact numbers for tenants to call and these are as follows:

The co-op will get involved when there is clear breach of tenancy issue, but this can sometimes depend on the information we get from Police Scotland.

So a few key pieces of advice:

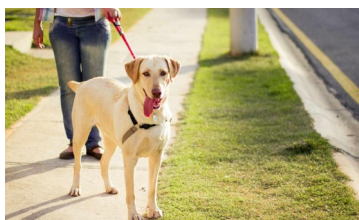
- Call **101** (Police Scotland) or **999** if the incident is severe and life threatening (always consider the seriousness of the matter before contacting Police).
- Contact North Lanarkshire Council's out of hours anti social service on **0300 123 1382** (they may act as professional witnessing)
- Always keep a log/diary of the incidents and write down how it affected you.
- Talk to other neighbours who may be affected.
- As is the case with Police matters, we may need additional proof of Anti-Social Behaviour before taking action.

DOG OWNERSHIP

Every newsletter we send seems to highlight how to manage a dog properly. We know the majority of dog owners are responsible people but there are a few who spoil things and unfortunately we hear of new issues that affect people, examples of which are below.

- Dogs being left to run around off the lead and not supervised properly.
 - Dogs being allowed to foul with owners not uplifting the mess
 - Dog barking constantly and in some cases, the 'pet' being left in a property alone for too long.
 - Dogs being aggressive to other dogs and people in the estates.
- All of the above can be reported to the Animal Welfare Officer (dog warden) on **01698 403110**. The dog warden tells us however that our estate on record is one of the better ones in North Lanarkshire, mainly due to the lack of reporting.

If the problem is affecting you enough and the dog owner is not approachable, contact **01698 403110**. As is the case with anti social behaviour, the Co-op will get involved when there is a breach of tenancy issue but we do need the assistance of others if we are to tackle this problem effectively. The Co-op is in the process of developing a new pet policy. This is at draft stage and is out for consultation. If you wish to discuss anything regarding the pet policy please contact the office.



SAFETY IN CLOSES – TENANT REPORTING

While the Co-op carries out regular inspections in our closes and estates, it is the responsibility of all tenants to report faults if they identify them. Periodic close light checks are carried out but lights can go out and it may be another week before we get to check them. Please do not assume a neighbour will report faults. We would rather be notified 3-4 times about a fault than never finding out. Just call us, or email enquiries@forgewoodcoop.org.uk or if it's an emergency call 0844

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SKIP DELIVERY



The skip delivery schedule for 2018/19 is now available and is as follows - WEDNESDAYS ONLY

DATE	LOCATION
04 April 2018	Entrance to new build at Ashton Street
18 April 2018	Side of Forgewood Nursery
02 May 2018	Corner of Davaar Drive/ Dinmont Crescent
16 May 2018	Corner of Fife/Lorne Drive
30 May 2018	Entrance to new build at Ashton Street
16 June 2018	Side of Forgewood Nursery
27 June 2018	Corner of Davaar Drive/ Dinmont Crescent
11 June 2018	Corner of Fife/Lorne Drive
25 June 2018	Entrance to new build at Ashton Street
08 August 2018	Side of Forgewood Nursery
22 August 2018	Corner of Davaar Drive/ Dinmont Crescent
05 September 2018	Corner of Fife/Lorne Drive
19 September 2018	Entrance to new build at Ashton Street
17 October 2018	Side of Forgewood Nursery
14 November 2018	Corner of Davaar Drive/ Dinmont Crescent
12 December 2018	Corner of Fife/Lorne Drive
09 January 2019	Entrance to new build at Ashton Street
06 February 2019	Side of Forgewood Nursery
06 March 2019	Corner of Davaar Drive/ Dinmont Crescent
03 April 2019	Corner of Fife/Lorne Drive

DIGITAL INCLUSION

This project is also funded via our AFTAR project and offers residents access to basic and essential computer skills. John McLean delivers groups interactive training sessions and has a novel approach to making the learning experience fun. We expect demand to grow for John's services with the introduction of Universal Credit in April 2018. John is available in the building every **Monday 1pm – 3pm.**

UNIVERSAL CREDIT

There is an increase in the number of tenants in receipt of Universal Credit. Universal Credit (UC) is one of the major changes with the Government's welfare reforms. We have also published a lot of information on welfare reform in previous newsletters. This information is still available on request. If you are in the position where you have had reason to make a claim for Universal Credit, please contact the office immediately so that we can make contact with the Universal Credit department to ensure they have the correct information about the tenancy. There are already 5-6 week delays with the first UC payment for claimants, this is long enough to wait and could be delayed further if there is a lack of communication between the UC department, tenant and the Co-op. It is vital that we are kept continuously updated on progress of a claim. There is a separate welfare reform information sheet enclosed in this booklet.



LANDSCAPE CONTRACT

The growing season is upon us soon (seriously it is) and we will have our landscape contractor cutting the grass in April. Those who cannot cut their grass due to medical reasons and have no one living with them who can cut it either will stay on the list for grass cutting. The contractor has been instructed not to touch garden areas where there is any dog mess. That will be the responsibility of tenants responsible.



SAFETY IN AND AROUND THE HOME



The Co-op are dedicated to ensuring the safety of our tenants within the houses and flats that we manage. Ensuring this safety is a two way process and we need tenants to be vigilant at all times and help prevent any sort of injury or damage by being a bit more observant.

We have listed below some information and tips provided by other official bodies such as Scottish Fire & Rescue Service on how to stay safer. Please read them and keep the information in mind.

KEEPING SAFE IN THE HOME – GAS SAFETY

The Co-op has a statutory duty to ensure each of its properties are safe and that is why we carry out an annual gas safety test to every property with gas installed. We do appreciate that the reminder letters for gas safety tests can be firmly worded but the safety of our tenants and all of our homes is paramount.



Please ensure that you provide access when asked for an annual safety check, or arrange something suitable with Saltire Facilities Management Limited. For those who work or have trouble providing access, the contractor can also work evenings and Saturday mornings.

FIRE SAFETY IN YOUR HOME

Inspections are carried out within the estates including checking all communal doors are in working order.

We also try to identify and remove items which are seen as a fire hazard (including bulk rubbish, and resident items)



It is extremely important that communal areas are left clear, and to ensure this, we need your help. You must not leave any personal items in the communal areas, as it is extremely important to maintain a safe environment for yourself and your neighbours. We have engaged with the Scottish Fire and Rescue service on items left on landings and their view is that all items on landings and stairs should be cleared away. Anything left out is an obstruction and potential risk to them. We wanted to make sure our tenants are aware of their view on the issue.

If you notice anything in the building which may be a fire hazard please report it to the Co-op immediately. You can call or visit the office or speak to our maintenance assistant Kieron Sheehan who is in the estate every day. Remember that we provide a skip 4 weekly to allow tenants to dispose of items that cannot be placed in bins and should not be left in common parts.

We have a close cleaning company in our estate weekly and will continue to receive reports on any obstacles they identify that would affect their ability to clean the stairs.

Please do not leave any personal items on the landing. If you are unfortunate enough not to have a close store cupboard, this does not mean that other possessions can be stored in common parts. Please think of the safety of all neighbours. Anyone who does have a close cupboard should also ensure that nothing is stored inside that could be deemed a risk, e.g. flammables, canisters, batteries, cylinders etc.

HOME FIRE SAFETY VISITS



Visit the Scottish Fire and Rescue website and book a home fire safety visit <http://www.firescotland.gov.uk/> or contact the Co-op and we will make a referral.

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ELECTRICAL SAFETY

ELECTRICAL
SAFETY IN THE
HOME

- Do not overload electrical wall sockets; keep a fire blanket in an accessible place in your kitchen.
- Do not damage, remove or wedge open internal doors.
- Do not use of store petroleum spirit (petrol, diesel, or paraffin) or liquid propane gas cylinder in your home.
- Have a plan in case your home is involved in a fire and make sure everyone in your family knows what the plan is.

BEDTIME CHECKS

There are a number of checks you should do every night before bed to prevent a fire from starting and or spreading.



- Close inside doors at night to stop a fire from spreading.
- Unplug electrical appliances unless they have to be left on - for example your freezer.
- Make sure vents on games consoles or satellite TV boxes are not covered.
- Make sure your cooker is turned off.
- Do not leave the washing machine on overnight.
- Put out candles and cigarettes.
- Make sure exits are kept clear in case you need to escape.
- Keep door and window keys where you can find them.

SMOKE ALARMS

We have had some queries from tenants on smoke alarms and how they are checked. All of our smoke detectors are mains linked but there are always back up batteries in them, in the event of a power cut they will kick in.

The batteries can run out on these too and if it starts to bleep this is the most likely issue.

All that needs done is a standard C9 (square) battery replacement. Tenants should also test their own smoke alarms (recommended monthly from Fire and Rescue).



All you need to do is hold in the button on the detector and it should bleep. We want everyone to feel safe so if you have any issues in this area, contact us and we will be happy to help.

ENERGY ASSESSMENTS AND PERIODIC ELECTRICAL TESTING

Over the last few months, the Co-op has instructed 2 of our contractors to carry out important assessments and testing to our homes. They are namely John Smith Electrical and Alison Connell Braxfield consultants. The electrical work involves 5 yearly periodic electrical testing and the energy assessment will involve a visit to carry out an assessment in each property to see where it scores with regards to energy efficiency. Both will carry suitable ID and a letter of approval from the Co-op. There may be times that they will work weekends but we thank all tenants in advance for their co-operation in these important exercises.

Contact Us

We hope you have enjoyed our newsletter and will contact us with suggestions and ideas on what you would like to see in future issues



Our office is open from 9.00am until 4.30pm Monday to Friday. You can visit our office in person at:

EQUAL OPPORTUNITIES STATEMENT

This statement is the basis on which we build and provide all our services. It helps us make sure we try to meet the needs of those from all walks of life, and show respect, fairness and understanding in everything we do.

In practice, it means as a landlord and service provider we try to treat everyone fairly regardless of their personal characteristics - including for example, their age, sex, sexual orientation, disability, race, religion or belief; or their marriage and civil partnership, gender reassignment, or pregnancy and maternity status.

We also firmly oppose all forms of unlawful discrimination, harassment and victimisation.

We do this not only because of our legal responsibilities, but because it is a vital part of who we are and what we are trying to achieve as an organisation. It also helps us become better at what we do.

BECOME A SHAREHOLDER WITH THE CO-OP

The co-op encourages all residents to take advantage of opportunities to become more involved by taking up membership of the Co-op. We welcome any interested new members and it costs a £1 one off membership fee and results in you becoming a shareholder of the Co-op. The share membership then entitles you to join our management committee by being elected. It involves giving up a couple of hours a month for a board meeting, with training also provided regularly for board members. You may also ask to come along to one of our management committee meetings as an observer to get a taste of Co-op business formally. If you are interested in getting a bit more involved, contact Paul Lennon on **01698 263311**.

USEFUL NUMBERS (INCLUDING EMERGENCY CONTACTS)

Saltire Facilities Management Ltd **0845 606 1555**

(all gas central heating faults 24 hours)

Rodgers and Johnston

(all other out of hour EMERGENCY REPAIRS) **0844 247 2120**

North Lanarkshire Council (housing benefits) **01698 403210**

North Lanarkshire Council (Council Tax) **01698 302901**

North Line – North Lanarkshire's **01698 403110**

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)

SCOTTISH WATER **0800 0778 778**

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

CRIMESTOPPERS **0800 555 111**



FORGEWOOD HOUSING CO-OPERATIVE LTD

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Forgewood

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