



**FORGEWOOD HOUSING  
CO-OPERATIVE LTD**

## Summer 2017 newsletter

### ADVICE FOR TENANTS AND RESIDENTS (AFTAR) PROJECT

Please remember that the Co-op offers a full advice and information service from Citizens Advice Bureau (CAB) every Monday and Thursday, either at the office or in your home, whichever is most convenient.

Some recent staff changes at the Bureau has meant that there may be different advisors for the next 2 months, something that is outwith our control.

We have received assurances that the service will be the same and still encourage people who need an appointment to contact the Co-op. Slots are Monday and Thursday 9.30am, 11.30am, 1.30pm and 2.45pm.

Remember the service is not only about welfare and benefits advice, with information on the following topics below being specialised in at the Bureau:

*Current/ex Armed forces advisor  
AFTAR energy specialist  
Pensions advisor*

*Cancer patients advisor  
IT (computer) coach  
Current and ex prisoners  
advice service*



### Office Closure

The Co-operative will close at 1pm on Thursday 13 July 2017 and reopen at 9am on Tuesday 18 July 2017.

**SEPTEMBER 2017** We will also close on Thursday 21 September 2017 at 1pm and reopen on Tuesday 26 September 2017 at 9am.

For contact numbers, please see the back of this newsletter. Our answer machine at the office also provides emergency contact information.

The numbers should be kept handy at all times.

### CREDIT UNION



Lanarkshire Credit Union are back at the Co-op and for a 10 week trial period, will provide an outreach clinic every second Friday between 9.30am and 10.30am in the Community Centre. Credit Unions can be a fantastic option when it comes to low interest loans or good saving plans.

There are also many other financial products they will offer and residents are encouraged to come along and at least meet with Alistair from the credit union who will discuss the benefits in joining up. Due to the next session being scheduled at a time the office is closed Lanarkshire Credit Union are next in the building on Friday 28 July 2017 at 9.30am.

We will review the uptake in July to decide how we move forward with the service.

### WHAT'S ON IN THE AREA

You will find enclosed with this newsletter, an information newsletter on what is going on in our building, particularly now that the school holidays have started. There are plenty of things on for the younger people in the community and we hope to see the building used well during the holidays.

We are also looking to get younger members of our community involved in Co-op and community activity. Braidhurst High School & Forgewood Housing Co-operative has been working in partnership to provide their pupils with new opportunities to benefit the local community. Planning for the next academic year is underway.

If you are younger and keen to get more involved, contact Craig Allan [Craig@forgewoodcoop.org.uk](mailto:Craig@forgewoodcoop.org.uk) 01698 263311 for further information.

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# Newsletter Summer 2017

Co-op closed Friday 14 July 2017 and Monday 17 July 2017  
**SEPTEMBER 2017** Closed Friday 22 September 2017 and Monday 25 September 2017



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.



## REPORTING ANTI SOCIAL BEHAVIOUR

We also notice that in too many newsletters we are telling tenants what they should be doing when it comes to reporting anti social neighbours.

For the avoidance of doubt, many issues may be Police related and they should be contacted as early as possible.

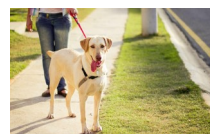
The co-op will get involved when there is clear breach of tenancy issue, but this can sometimes depend on the information we get from Police Scotland.

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.

## GETTING MORE INVOLVED



Our management committee are always looking to have a maximum (15) members on board during each year. We understand that this type of voluntary work is not for everyone but are appealing for those who may be interested in getting a bit more involved to contact us. Being part of our management committee is very rewarding and can result in real change taking place that benefits our community.

For a bit more information, contact Paul Lennon or Cathy Brien on 01698 274670 or 01698 263311

## ITEMS FOR UPLIFT

We wrote in some detail a procedure in the last newsletter on how to deal with the disposal of bulk items.

We hope that many have understood the procedure and all tenants will be responsible when it comes to disposing of all refuse, including recyclable materials.

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### SKIP DELIVERY



The skip delivery schedule for 2017/18 is now available and is as follows—WEDNESDAY'S ONLY

DATE	LOCATION
12 07 17	ENTRANCE TO NEW BUILD AT ASHTON STREET
26 07 17	SIDE OF FORGEWOOD NURSERY
09 08 17	CORNER OF DAVAAR DRIVE/DINMONT CRESCENT
23 08 17	CORNER OF FIFE/LORNE DRIVE
8 09 17	ENTRANCE TO NEW BUILD AT ASHTON STREET
20 09 17	SIDE OF FORGEWOOD NURSERY
18 10 17	CORNER OF DAVAAR DRIVE/DINMONT CRESCENT
15 11 17	CORNER OF FIFE/LORNE DRIVE
13 12 17	ENTRANCE TO NEW BUILD AT ASHTON STREET
10 01 18	SIDE OF FORGEWOOD NURSERY
07 02 18	CORNER OF DAVAAR DRIVE/DINMONT CRESCENT
07 03 18	CORNER OF FIFE/LORNE DRIVE

### LANDSCAPE MAINTENANCE

Our tenants will be aware that we have the best kept gardens judged every year and we hope to have the competition for 2017 judged during July. This will ensure that most well kept gardens will be at their peak. We will take pictures of those gardens being judged and will display them in the autumn newsletter, announcing winners.

The competition is always judged independently and vouchers will be issued to winners. Please also note that the Co-op will produce an annual report in October 2017 and the winners of garden competitions in this report will be those that were best kept in 2016. The annual report is for the last financial year ending 2016/17.

We have also been asked by some tenants if it is possible to nominate a garden and the answer to this is yes, this will be taken into consideration at the time of judging. While we enjoy writing the good stories about prize winning gardens, we still need to remind those who have gardens that there comes with it responsibility.

All tenants who have a garden will have a tenancy agreement that clearly states that the garden should be kept maintained at all times, including being free of litter, irrespective of how the litter got into the garden.

Gardens are checked and residents report others who are neglecting their duties so please ensure that you give us no reason to have to contact about garden upkeep.

### SPEEDING CARS

The Co-op was recently approached regarding the possibility of speed bumps being put in along parts of the estate, particularly Fife Drive. It was evident that this was due to some drivers being erratic and dangerous and having no due care or consideration for other road users.

While the Co-op has no power to deal with offences of this nature, we can ask the Police and Council to look into the possibility of traffic calming of some sort. It was only in the last 2 years that the Co-op worked with another tenant who was eager to see traffic calming and walkabouts took place with representatives of North Lanarkshire Council. Unfortunately this only resulted in some signage painted onto the road which we hope has made some impact. As there have been no serious incidents then consideration will no be given to speed bumps.

Police Scotland advise however that residents must call them on 101 if they witness such behaviour with speeding cars and give as much information as possible. The more reports that are made will result in more consideration given to additional measures to make the place safer.



### LANDSCAPE CONTRACT

Some of you may have heard that Land Engineering went into administration in May. As a result Idverde have taken over then contract and we are still dealing with the same staff who have worked on the contract with Land Engineering.

Please be assured that we are monitoring the contract very carefully and have arranged for meetings and walkabouts with site managers to cover any issues of concern. If you have any complaints about any contractor used by the Co-op, you should contact the office directly.

### SAFETY IN AND AROUND THE HOME



Our hearts go out to everyone who was affected by the tragic fire in London recently. Many lost their lives, friends and loved ones as well as homes and possessions after the distressing events.

The Co-op has never managed any high rise properties but because we have tenants in houses and flats and want to ensure that their properties are safe. This 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 sent out some publicity last week (still on our website front page) on the construction type of our flats. Even though we do not have any high rise flats, we felt it would be useful to write to everyone to offer assurances.

We have also 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.

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 Billy Gibb who is in the estate every day.

Remember that we provide a skip every 2 weeks 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



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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.

### 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.



### 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.

### HOME CONTENTS INSURANCE

We always encourage all tenants to take out an insurance policy of some sort to cover all personal possessions in the event of major disruption. The Co-op only has an insurance policy that covers the fixtures and fittings within the home, so it is important that you consider covering yourself.

There are insurance schemes out there that assist tenants of the Co-op and if you contact us, we can arrange for a prospectus and application form to be sent. Don't risk losing all of your possessions.



### 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

## 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:



### **FORGEWOOD HOUSING CO-OPERATIVE LTD**

Forgewood Community Centre  
49 Dinmont Crescent  
Forgewood

Tel: 01698 263311

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

Web: [www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk)

## 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

To become a share member of the Co-op, you need to be at least 16 years old and pay a £1 one off fee for membership. This allows you to stand for election to management committee when our Annual General Meeting (AGM) takes place each September. Share members can also ask to come along to a management committee meeting as an observer.

This is recommended for anyone who wishes to get involved formally. Observing a meeting will give you an idea as to how meetings are structured and what goes on with regards to important decision making at the Co-op. It may or may not be for you but we encourage membership at all times. Share members are invited along to every AGM but will be removed from the register if 5 AGMs in succession are missed.

## 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

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

CRIMESTOPPERS 0800 555 111

CONTACT US Forgewood Housing Co-op 01698 263311 [www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk)

