



Forgewood
Housing Co-operative Ltd

Summer Edition Newsletter 2023



Created
by the
Women's
Group at
Forgewood

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Inside this edition...

- Annual General Meeting
- Social Security Scotland Benefit Updates
- Community Team Update
- Keeping Safe in Your Home
- How We are Doing

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facebook

AGM...come along take part and you could win a shopping voucher!

WIN
1 x £50 Shopping voucher &
2 x £25 shopping vouchers!

Our Annual General Meeting (AGM) will be held within Forgewood Community Centre on Wednesday 20 September 2023 at 6pm.

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.

You can come along to the meeting and hear about:-

- Our performance during the year;
- Our plans for the future;
- Receive the accounts (Financial Statements) and appoint the auditor for next year.

The meetings are usually brief, followed by refreshments, a 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 of how to log on and access the meeting virtually.

Please come along to support the Co-operative and you will be entered into our prize draw.

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

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 meeting and have your say!

Get Involved – 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.

Engagement Plan

We previously published information to our tenants on the new regulatory framework for social housing in Scotland. The Scottish Housing Regulator (SHR) has published our engagement plan.

We are delighted to advise that the SHR do not require any further assurance from Forgewood Housing Co-operative at this point in time other than the annual regulatory returns required from all Registered Social Landlords (RSLs).

We will submit our Annual Assurance Statement over the coming months and the SHR will review our status again in October.

Equalities Monitoring Survey...Reminder to Tenants



The Co-operative is fully committed to improving equality, diversity and inclusion throughout our services across the organisation.

In our Winter newsletter edition we asked all tenants to participate in completing an Equality and Diversity Inclusion Survey.

We have received a very low response to this and think we could do better. We would really appreciate if you have not already completed this form, to take a few minutes to complete it and return to the Co-operative and you will be entered into our prize draw. The form is enclosed within this newsletter.

We are collecting this data to understand our tenants and identify areas of underrepresentation. We will use this information to improve or introduce new services to meet the needs identified by the survey.

This will also enable us to meet our legal and regulatory requirements and will help us identify and eliminate any form of discrimination and assist in promoting your rights and interests.

We hope that you will help us achieve this.

Emergency Contact Details



Please notify the Co-operative of contact details which we should use to contact someone in case of an emergency where we are unable to contact you.

Please provide their name, address, telephone numbers, email address and advise if they hold spare keys for your property.

Keeping You Informed of our Services

It is important that tenants provide us with the most up to date contact details to allow the Co-operative to advise all tenants of any services we provide such as scheduled kerbside bulk uplifts in your area.

Those tenants who provide us with their mobile number or email address will be contacted by email or text message with any service updates. In the case of kerbside uplifts we will advise of dates of the next scheduled uplift.

To keep you informed of our services it is therefore important you advise of any change to your contact number and email. To do this email **enquiries@forgewoodcoop.org.uk** with your name, address, mobile number and email address that we can use to communicate with you. Alternatively call us on **01698 263311** and speak to a member of staff.

Different Formats

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

Should you require a copy in large print, audio or in another language, please contact our office on **01698 263311** where our staff will be happy to assist.

You are not alone in this.....

Don't be afraid to ask for help!

We understand that given rising energy bills, cost of food and general household bills you may be struggling to make your money stretch to meet your basic needs and pay all your bills.

If you find yourself getting into difficulty, confused or

overwhelmed our advice is to talk to us about it. Help is available. ...

Our AFTAR Project is available for anyone who requires support to claim benefits, financial / budgeting, debt, council tax, energy advice and assistance with digital

learning.

You can get in touch

by calling us on

01698 263311 and we can make an appointment with Robert our Income/Money Advisor.



You can also get free energy advice and support.....

Caroline, Energy Advisor via our AFTAR project can provide assistance with advice on energy bills and usage and help with billing issues, fuel debt, benefits entitlement and energy efficiency.

Should you require assistance from Caroline please contact the office on **01698 263311** and we can arrange this.

They also provide Free Digital Learning

You can learn how to:-

- Use a Phone/Computer/Tablet;
- Use Social Media;
- Do Online shopping;
- Connect with friends and family online, from all over the world.

Please contact the Co-operative for further details.

What can I do if I am struggling to buy food?

Have you experienced a problem with your benefits, had an unexpected expense or a change to your household circumstances and it has left you with no money?

If so, contact the office on **01698 263311** or email yvonne@forgewoodcoop.org.uk to

arrange for a referral to be sent through to our community foodbank.

Foodbank support is available locally on a Thursday serving those in need across the community of North Lanarkshire.

Are you having difficulty paying your rent?

Please don't delay get help today!

If you are having difficulties paying your rent we would encourage you to contact your Housing Officer, Susan Kane by email susan@forgewoodcoop.org.uk or phone on **077769 90405**.

Susan will help you.....she will provide advice and assistance to avoid any further action having to be taken against your tenancy with us for non-payment of rent.

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.

How to pay...

We offer a variety methods for you to pay your rent.

For further details look on the "Rent" section of our website www.forgewoodcoop.org.uk



Universal Credit Managed Migration Update

The Department of Work & Pension (DWP) intends to continue the process of moving people who are on Legacy Benefits (see list below) onto Universal Credit.

Legacy Benefits are:-

- Income-based Jobseekers Allowance (JSA);
- Income-related Employment and Support Allowance (ESA);
- Income Support;
- Child Tax Credit;
- Working Tax Credit;
- Housing Benefit.

The DWP's current plan is to have all households claiming legacy benefits moved across to Universal Credit by the end of 2029:-

- 2023/24 – Tax Credit only claimants (and some ESA and Tax Credit claimants);
- 2024/25 – All other Tax Credit claimants and those on Income Support, Income-Based JSA or just Housing Benefit;
- 2028/29 – All remaining ESA claimants.

Claimants will be sent a letter called a **"Migration Notice"** advising them they have 3 months to apply for Universal Credit. The rules around the transfer are complex and can impact on how much you will receive and when. Due to this anyone who receives a migration notice should get advice before making their claim for Universal Credit, although it is important not to miss the 3 month deadline.

If you receive a letter from DWP called a **Migration Notice** please contact us immediately as some of your existing benefits will be ending. Each individual circumstance will be different, due to the nature of the benefits you might be in receipt of, so it is important that you receive advice on what you need to do and how you will be affected.

Attention all those using Prepayment Meters....

Prepayment energy meter customers will be charged the same as those on direct debits..... This is good news!



Prepayment meter customers typically pay more for their energy than those paying by direct debit due to the extra cost for energy firms to manage meters – such as supplying vouchers and collecting payments which is passed onto customers.

From 1 July 2023 this is expected to change. Through updates to the Energy Price Guarantee and prepay households will save an average of £45 a year on their energy bills as a result of the move.

This will be a yearly saving for more than four million households on their energy bills and should take effect from 1st July 2023.

Repair Satisfaction

As we love to hear from you, we are giving you the opportunity to have your say on an ongoing basis about our maintenance service.

Should a repair be carried out to your home you will receive a follow up telephone call or email 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. Your feedback is vital to help us monitor the service we provide and ensure a high level of satisfaction is maintained.

All of those who complete a survey will be entered into our quarterly prize draw.

You have to be in it to win it...all you have to do is complete and return your feedback to the Co-operative.



What benefits does Social Security Scotland deliver?

Best Start Grant Pregnancy and Baby Payment – one off payment of up to £707.25 from 24 weeks in pregnancy up until a baby turns 6 months for families who get certain benefits.

Best Start Grant Early Learning Payment – one off payment of £294.70 when a child is between two and three years and six months for families who get certain benefits.

Best Start Grant School Age Payment – one off payment of £294.70 when a child would normally start primary one for families who get certain benefits.

Best Start Foods – a pre-paid card from pregnancy up to when a child turns three for families on certain benefits to help buy healthy food.

Carer's Allowance Supplement – an automatic payment made twice a year to people who get Carer's Allowance through the DWP on certain dates each year.

Funeral Support Payment – money towards the costs of a funeral at a difficult time like this for people on certain benefits who are responsible for paying for a funeral.

Job Start Payment – £294.70 for 16 to 24 year olds who have been on certain benefits for six months or more to help with the costs of starting a job.

Young Carer Grant – an annual payment of £359.65 for people 16, 17 or 18 who care for people who get a disability benefit from the DWP for an average of 16 hours a week or more.

Child Winter Heating Assistance – a £235.70 payment to help families of a child on the highest rate care component of Disability Living Allowance for Children to heat their homes.

Scottish Child Payment – £100 every four weeks to help towards the costs of looking after each child under 16 for families who get certain benefits

Child Disability Payment – extra money to help with the costs of caring for a child with a disability or ill-health condition. It replaces Disability Living Allowance for children in Scotland that was previously delivered by the Department for Work and Pensions.

Adult Disability Payment – extra money to help people who have a long-term illness or a disability that affects their everyday life. It replaces Personal Independence Payment people in Scotland previously delivered by the Department for Work and Pensions.

Winter Heating Payment – a yearly payment of £50 to help people on low income benefits who might have extra heating needs during the winter.

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



Our Local Delivery service is made up of specially trained Client Support Advisers who are based within every local authority area in Scotland and will be available to help guide people through the application process and provide information on our benefits.

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

Thursday

Cornerstone,
1 Esk Walk, Town
Centre, Cumbernauld,
G67 1BZ

Friday

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

If you have any communication or accessibility requirements, please let us know in advance so that we can make the appropriate arrangements.



Book an appointment.

Our Local Delivery service is by appointment only, call us for free on **0800 182 2222** and we can arrange one for you.

Dignity,
fairness,
respect.

Anti-social Behaviour — Data Sharing



The Co-operative is responsible for dealing with anti-social behaviour within our communities. We work in partnership with North Lanarkshire Council, Anti-Social Response Service, Police Scotland and other agencies to make sure our communities are safer and more pleasant places to live, work and visit.

We have recently signed an information sharing agreement between the Co-operative and North Lanarkshire Council. The aim of the data sharing

initiative is to enhance the information sharing arrangement between parties in relation to reports of anti-social behaviour occurring out with the Co-operative's normal hours of operating.

If you are experiencing issues in relation to anti-social

behaviour during office hours please call **01698 263311**. If you require an out of hours service please call the Anti-Social Response Team at North Lanarkshire Council on **0300 123 1382**. Their call handlers are available to take your complaint and provide relevant advice and assistance.

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 for emergencies or 101 for non-emergencies.



Tenant 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 our services for the good of all our tenants. We are constantly reviewing our own performance and processed to ensure we deliver a high quality service.....you can give us feedback by letter, email, phone or in person.

**Well Done
to our Prize
Draw Winner!**

We have one lucky prize draw winner who entered our Easter Word Search Competition.....
Willow Ferguson

Glorious Gardens...

Summer is here and with it comes the growing season.... so if you have a garden, we encourage you to maintain it.

The lovely weather will provide you with an ideal opportunity to get out in the garden and get it looking it's very best.

Should you have a private garden area or driveway we would remind all tenants of their obligations to ensure that the garden is well maintained throughout the year.

Our housing staff will be out and about inspecting gardens throughout the summer to ensure that tenants are maintaining the legal obligation in their tenancy agreement to keep their gardens tidy.

I'm sure you'll all agree that the area looks lovely when people take the time to look after their gardens and keep all paths/driveways free of litter and weeds.

On that note... this year we want to see all those tenants who have a garden to take part in our annual garden competition.



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

Annual Garden Competition

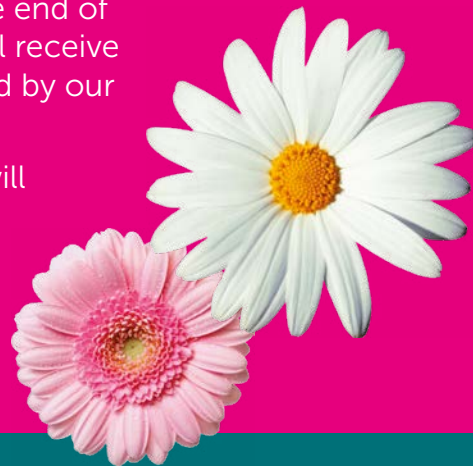


You can either enter your own garden into the competition or if you have a neighbour you would like to nominate for having a beautiful garden, please email enquiries@forgewoodcoop.org.uk providing your name, address, phone number and photos. All entries must be submitted to the Co-operative by 31 July 2023. No entries will be accepted after the closing date.

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

All entries will be independently judged by our landscapers, Murray Landscapes. Winners will be notified by the end of August 2023 who will receive a prize kindly donated by our judges.

All winners' photos will be printed in the Autumn edition of our newsletter..... So get those green fingers in motion!



Kerbside Uplifts

Please ensure any bulk refuse is placed out for the date and time specified on the email/text sent to you. Any items placed after this date will not be uplifted and you will need to take them back into your property until the next available uplift.

The Kerbside Uplift Service is provided to uplift bulk household items not general waste. Please do not put any household waste out for uplift as it will not be removed by the contractor.

Rechargeable Repairs

We may recharge tenants for the cost of some repairs. This is where we have identified the repair is the responsibility of the tenant or because the repair has arisen due to neglect or carelessness by the tenant, member of the household or a visitor.

This is included within the terms of your Tenancy Agreement and if a repair to your home is deemed as a "rechargeable repair" you will be responsible to meet the cost of such damage.

What is a Rechargeable Repair?

The Co-operative appreciates that damage to property can be caused in a number of different ways.

When a repair is reported that might be rechargeable the following factors will be taken into account:

Deliberate Damage

This is where a tenant, member of their household or visitor to the property has deliberately damaged the Co-operative's fixtures and fittings. In cases of this nature we will recover the full cost from the tenant.

Accidental Damage

This is where a tenant, member of their household or visitor to the property has accidentally caused damage to the Co-operative's fixtures and fittings. In cases of this nature we may consider paying for the cost of completing the repair although this will be subject to an investigation /property visit.

Malicious Damage

This is where somebody causes damage to the Co-operative's property or fixtures and fittings and their actions are out with the tenant's control. In cases of this nature we will carry the cost of completing the repair as long as the incident has been reported to the police and a crime number obtained.

Negligent Call-Outs

If you unnecessarily request a contractor, the Co-operative will charge you for the cost of the call out. Some examples of this include:

- Reporting a boiler failure but there is no credit in the gas or electricity meter;
- Reporting no heating and the thermostat is found to be turned down;

- Reporting a fault with lighting or power and the issue was the tenant's faulty light bulbs or appliance.

To avoid negligent call out charges please check the fault in depth before reporting the issue i.e. check prepayment meters, adjust heating thermostat, try a new bulb or a different appliance in the plug.

COMMUNITY TEAM UPDATE

Hello,

We hope you are all enjoying summer and have managed to come along to some of the activities and events at the centre so far. If not, we hope to see you soon.



Climate Change – We need your help

World temperatures are rising because of human activity and climate change now threatens every aspect of human life.

Without action, people and nature will witness catastrophic warming with worsening droughts, rising sea levels and mass extinction of species.

The world faces a huge challenge, however there are things we can do. We are starting a climate change group for our local community and would love you to be involved.

Contact us to find out how you can help.

SUM IT UP



Sum It Up offers easy access to free numeracy courses and initiatives that can help learners brush up their Maths skills and help them to become more confident with numbers. Whether you need help in managing your bills, budgeting or you want to improve your potential at work.

The Sum It Up team are here to engage learners who are 19+ and live, work, volunteer, or study in North Lanarkshire. We work with learners who have no qualifications or who have some and wish to progress. We deliver level SCQF 2 – 4 in the community and are working with New College Lanarkshire to deliver SCQF level 5.



The team of staff will be attached to areas within North Lanarkshire and will deliver classes to suit the needs of learners within those communities. Utilizing a variety of methods including face to face, group work, outdoor and online to support the learner's journey toward confidence and gaining qualifications in numeracy.

Contact us:
01236 638485
sumitup@northlan.gov.uk
to find out more



MATHS

x+y

Funded by
UK Government

LEARN HERE

Forgewood
Housing Co-operative Ltd

COMMUNITY TEAM UPDATE

We have plenty of events coming up...

Community Cinema

Entertain the kids for free this summer

Tuesday's @ 10am:
18th July - Postman Pat Movie;
25th July - Encanto;
1st August - Super Mario Bros.

Children must be accompanied by an adult.



Lunch Club

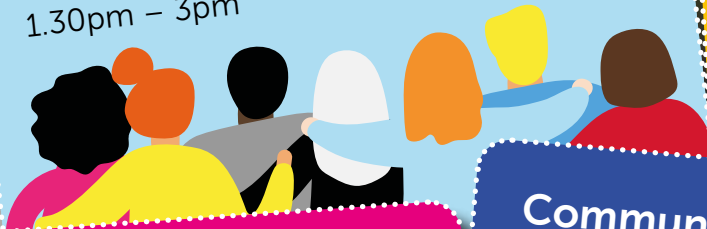
A warm tasty meal and a chance to chat with neighbours and friends

Every Monday
12.30pm – 1.30pm
(excluding local holidays)

Women's Group

A chance to make friends while taking part in activities

Tuesday's 11th July & 8th August
1.30pm – 3pm



Social History Group

Share stories and learn about Forgewood and Motherwell

Tuesday's 4th July & 1st August
10am – 12pm



Tea Dance

Music, dancing, tea, cakes & friendship

Wednesday's 26th July & 23rd August
1.30pm – 3pm

Community Litter Picks

Help us clean up our community

Wednesday's 19th July & 9th August @ 10 am

Carpet Bowls

Join us to play carpet bowls & dominoes

Wednesday's
19th July & 16th August

2pm – 3.30pm



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



Reporting a Gas Central Heating Repair

If there is something wrong with your gas central heating in between services, you should report this 24hrs a day by telephoning **0845 606 1555** and they will attend to the fault.

When Saltire receives a call reporting a fault regarding heating and hot water they will always attempt to gather as much relevant information as possible. They may ask you questions or ask you to carry out simple checks to try and resolve issues (within reason).

These simple checks may include:-

NO HEATING OR HOT WATER

- What type of gas meter do you have pre-payment or dry?;
- Are there any faults displayed?;
- Do you have any other gas appliances? (They will ask if they are operational);
- Do you have electricity within the property?;
- Are all switches and controls turned on to heating appliance?;
- Can you confirm what type of boiler you have? (This would be your make / model);
- Are there any fault codes numbers displayed?;
- Has there been any other works carried out within the property that may have affected the system?;
- Has there been on-going issues?.

IF YOU HAVE NO HEATING BUT YOUR HOT WATER IS OK

- Check all external controls are calling for heat (timeclocks – thermostats);
- Radiator valves are in open position and are turned up to maximum;
- Check boiler stats on front of appliance are turned to maximum.

IF YOU HAVE NO HOT WATER BUT YOUR HEATING IS OK

- Check to confirm water running from all hot water outlets;
- Advise if any other trades carried out works (plumbers etc);
- Check hot water thermostats on boiler are turned to maximum.

LOW PRESSURE

- Have you noticed any water leaks?;
- Has there been any other trades carrying out works?;
- Have you recently vented/bled any radiators?.



Planned Maintenance Programme



The Co-operative is committed to delivering a programme of investment and maintenance across our existing stock over the next 30 years. This will ensure that all our properties meet the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standards for Social Housing (EESH).

All contracts are procured in line with recommended best practice and legislation as set out in the Scottish Procurement Act 2014.

We set our budget and programme for planned maintenance annually. In determining what items need replacing within any development/property, we take into account things like :-

- the repair history;
- the money available from our rental income;
- the general condition of each item needing replaced;
- availability of parts;
- continued compliance with the Scottish Housing Quality Standard (2015);
- compliance with the Energy Efficiency Standard for Social Housing, EESH target for 2020;
- any changes in legislation and the age of each item;
- the rent consultation for 2023/224 with our tenants.

The information used to prepare the schedule for the Co-operative's investment programme is based on our latest stock condition survey which was completed in 2022.

The stock condition survey information looks at the individual components of each of our properties internally and externally

and helps us schedule the replacement of these components through the investment and maintenance programme.

When tenants were consulted during the rent consultation process it was agreed to opt for a 5% rent increase. With this option it was highlighted that it would significantly impact on our planned maintenance works for 2023/24 due to the considerable reduction in the projected income.

In addition to this, due to the recent problems with inflation, we were being quoted significantly higher than budget prices for some component replacements. After seeking professional advice, our Management Committee made the difficult decision to pause the planned maintenance programme for this year (2023/24). We will however replace components if they merit it through the normal reactive repairs process. This is normally the result of an urgent issue which left components beyond repair.

As we have 7 housing developments which are listed below we are required to prioritise the work required for each area.

- Flats in Ashton Street/ Davaar Drive / Dinmont Crescent / Fife Drive (139)
- New Build in Ashton Street (15)
- New Build in Dinmont Crescent (3)
- New Build in Fife Drive (18)
- New Build in Kinloch Drive (4)
- New Build in Lorne Drive (16)
- New Build in Tulley Wynd (20)

When the planned works have been decided for future years, we will publish this within our newsletters.

For any more information on the planned maintenance programme, please contact the office and we'll be happy to discuss.

Keeping Safe in Your Home

Test Your Smoke Alarms

Regularly checking the smoke alarms throughout your property helps keep you and your family safe....so test them today!

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 could help save the lives of you and your family.

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**.



Annual Gas Safety Visit

As you will be aware, if you have gas systems or appliances within your home it is vital they are checked on an annual basis. This is to ensure the safety of yourself, your family and your neighbours.

Carrying out gas safety inspections is a legal requirement and we ask that you provide access for them to be tested to ensure they are safe.

In addition you must ensure that you have an adequate supply of gas and electric

in your meters to allow the gas safety check to be carried out. Should you be concerned in regards to this please liaise with us and we will do all we can to help.

Where you fail to provide access, the Co-operative is required to take action to gain entry, which will result in any costs incurred being re-charged to the tenant.



Water Hygiene Guidance

Bacteria are common in water systems and thrive in temperatures between 20 and 45 degrees Celsius. You probably have your boiler thermostat set to deliver your hot water between 60 and 70 degrees and your cold water is delivered at below 20 degrees. There are some ways that you can help minimise the risk of bacteria developing in your domestic water supply:-

- Ensure that water is run for a few minutes weekly from all taps and showers, particularly following a period

of non-use i.e. when you have been on holiday. This will prevent the build-up of bacteria;

- Clean shower heads every 3 months and following a period of non-use by immersing the shower outlet and clean with a standard disinfectant cleaning product.

Should you have any questions or concerns please contact the Co-operative's maintenance team.



Fire Safety in Closes

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

Please ensure that bikes, prams, furniture and other household items or personal possessions are not stored within the communal areas within your close.

This area must be kept clear of items to ensure a safe escape route in the event of a fire.

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.

How To Tackle Mould Growth

Condensation can cause mould to form in your home and lead to staining or damaging wallpaper, wall surfaces, window frames, furniture and clothing.



You can treat little spots of mould quickly and easily. Use three part warm water and one part bleach.

If you have followed the advice and you still have problems please call us on **01698 263311** and we will check out your home for any problems.

Contents Insurance

We strongly recommend that you take out home contents insurance to cover your belongings and decoration from damage or loss, as a result of flood, fire and theft.

The Co-operative will **not** be responsible for floor coverings or to reinstate your decoration including any water staining as a result of a flood from your neighbour.

Contents insurance is designed to help protect your possessions and personal belongings.

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

To find our more information on the options and costs of Thistle Tenant Risk:-

- Call **0345 450 7286**;
- Request an application pack from the Co-operative;
- Visit **<https://www.thistletenants-scotland.co.uk>** where you can also request someone to call you back.

Extractor Fan Maintenance

If you have an extractor fan in your bathroom or kitchen you should ensure that you use it during times of high moisture i.e. when cooking or showering.



You should also allow your fan where possible to run for an additional 20 minutes after showering to allow moisture to be drawn from the air.

If your fan is not working please report this to the Co-operative and we will arrange for it to be repaired.

It is also important to keep your extractor fan clean to allow it to work effectively.

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 honey bees 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.



Dog Fouling

...it's a problem

Are you a responsible dog owner?

- ✓ Do carry poop bags and pick up after your pet at all times;
- ✓ Do dispose of your dog's mess immediately and appropriately;
- ✓ Do keep your dog on a lead when outside.
- ✗ Don't walk your dog in the back court;
- ✗ Don't allow your dog to become a nuisance to neighbours.

Our landscaping contractors have experienced dog fouling within common grassed areas particularly at rear courts / gardens they require to cut. They 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.

Currently the best way to report any dog owners you witness failing to pick up after their dogs are to contact the Co-operative.

Should this be a persistent problem we will have no alternative but to re-charge all tenants who share the same communal area for the removal of the dog foul.

Alternatively, you can report via North Lanarkshire Council and authorise officers can issue dog fouling fixed penalty notices to anyone found not picking up after their dog has fouled.

You can contact them on **0345 143 0015** or report via their website <https://www.northlanarkshire.gov.uk/nlc-forms/report-street-cleaning>



Fact....

Dog poop can attract some unwanted guests like flies and even rats who are attracted by dog poop. If your pet's waste isn't disposed of properly, rodents may begin appearing.

Estate Walkabouts...come along and have your say!

We are planning to carry out estate management walkabouts in late Summer and again in the Autumn.

Please come along to these walkabouts and join staff in a walk around our estates and have an input into how they are being

maintained. You can discuss any issues and share any ideas you have to improve things in your area.

If you are interested in attending these estate walkabouts please contact the office.

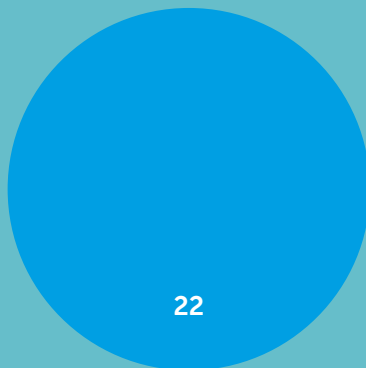


How are we doing...

We submitted our Annual Return on the Scottish Social Housing Charter at the end of May and these are some of the highlights on our performance from 1/4/22 – 31/3/23:-

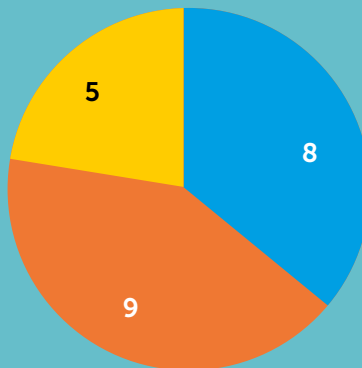
Allocations

Contextual Indicator 3
Types of Let



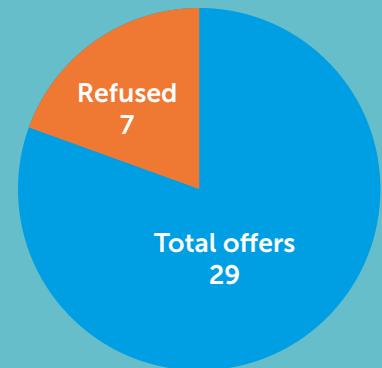
General Needs Supported Lets

Contextual Indicator 2
Source of Let



Existing Tenants Waiting List Other

Indicator 14
Offers Refused



Total Offers Offers Refused

Indicator 16
Tenancies Sustained more than a year – **84.62%**

Indicator 30
Lets this year so far: **22**
Average Void Days Lost: **8.36**

Indicator C4
Abandoned Properties – **0**

Maintenance

Indicators 8, 9, 10, 11 & 12

Repairs Completed

Emergency Repairs	255	Average 2.90 hours
Non-emergency Repairs	662	Average 3.21 days

- **96.68%** of jobs completed Right First Time
- **88.71%** Customer Satisfaction

Gas Servicing

Forgewood Housing Co-operative carries out annual gas servicing to comply with the Gas Safety (Installation and Use) Regulations

This is a legal requirement it is imperative that we gain access for the gas service within 12 months of the previous service being carried out.



100%
240 services

Disabled Adaptations

Indicators 19, 20 & 21

Total Number Approved	3
Total properties adapted	3
Total number of adaptations carried out	3

Average number of days to complete all adaptations 26.67 days

Cost of all Adaptations	£5,804
Cost of Landlord Funded	£0
Cost of Grant Funded	£5,804

Anti-Social Behaviour

Indicator 15

The Co-operative has received 4 serious/very serious anti-social complaints and these are handled in line with our Anti-Social Behaviour Policy.

If you experience any anti-social incidents contact the office on 01698 263311.

Complaints Resolved

Timescales Met

100%
Resolved

Yes: 4

Complaints

Indicators 3 and 4 Complaints Resolved

COMPLAINTS RESOLVED 1/4/22 – 31/3/23	Number Received	Resolved	Upheld	Some Upheld (Partially)	Not Upheld	Withdrawn
No of 1st stage complaints responded to in full Stage 1 - (Front line 5 Working Days)	14	9	5	0	0	0
No of 2nd stage complaints responded to in full Stage 2 - (20 Working Days)	2	1	0	0	1	0

Any dissatisfaction you may have with any of our services then we would encourage you to let us know. We treat any dissatisfaction very seriously and use the information to adapt and shape the services we provide.

Rents

Indicator 26

Rent Collected – £886,093

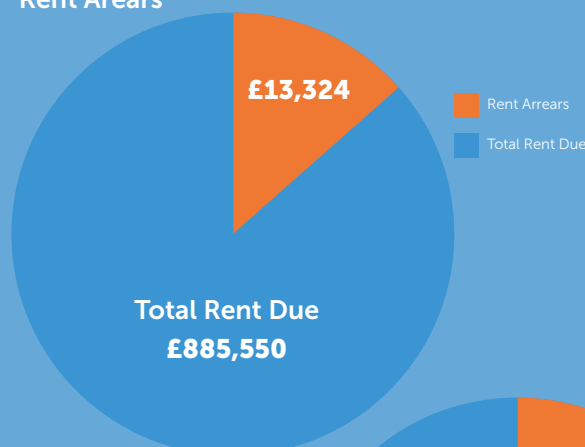
Our arrears are 1.50%

The Co-operative treats non-payment of rent very seriously and takes all necessary action to recover moneys owed. There were 2 court actions initiated during this reporting period.

We operate a Benefits and Money Advice service via our AFTAR service. You can obtain support and advice on financial inclusion/money advice by phoning 01698 263311 to arrange an appointment.

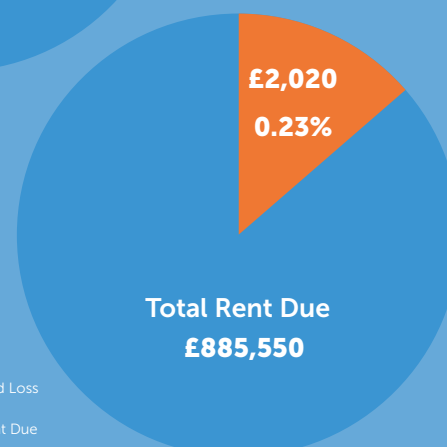
Indicator 27

Rent Areas



Indicator 18

Percentage of rent lost through properties being empty during the last year



Indicator 17

Number of properties which became vacant - 21

The office will be closed **Friday 14 July 2023** and **Monday 17 July 2023** for the Fair Weekend.

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 0330 041 6497**

Staffing News

Well done Abira on your promoted post..... and thank you!

We sadly said goodbye to Abira Sarwar our Senior Finance Officer in April this year. Abira left the Co-operative as she secured a promoted post within another Housing Association.

Abira worked for the Co-operative for a year but during that relatively short time she shared the same passion and commitment and worked hard at improving efficiencies and value for money. Abira will be missed by everyone and wish her all the best for the future.

As we say goodbye to Abira, we also welcome Craig Anderson.

Hello Craig....

Craig Anderson was appointed our new Senior Finance Officer in June and welcome him into his new role with the Co-operative. Craig graduated at Glasgow Caledonian University and secured a graduate business trainee post with Maryhill Housing Association and worked there for 7 years.

While working with Maryhill he progressed into the role of Finance Officer.

Through this time Craig gained much experience within the housing sector and is looking forward to working with the community and helping support our tenants through the cost of living crisis while ensuring the Co-operative achieves value for money.

CONTACT US



01698 263311



enquiries@forgewoodcoop.org.uk



www.forgewoodcoop.org.uk



supporting
social
employers



tenant
participation
advisory service

