



**FORGEWOOD HOUSING  
CO-OPERATIVE LTD**

# Autumn newsletter 2018

The Annual General Meeting for the Co-op was due to take place on 19 September 2018 but due to severe weather and further warnings, it was decided in the best interests of all members to postpone the event. The AGM has now been rescheduled for Friday 28 September 2018 at 3pm in Forgewood Community Centre and if you are a shareholder with the Co-op, we'd like to see you make it along. As well as refreshments being provided, the AGM will also see a prize draw take place for all those attending with vouchers to be won.

**ANNUAL  
GENERAL  
MEETING**

## ESTATE ISSUES

The co-op would like to remind tenants of a number of current issues just now, which are already stipulated in the tenancy agreement between all tenants and the Co-op. The current issues are as follows:

### GARDEN UPKEEP

Anyone who has use of their own garden area must keep it maintained at all times. This not only includes grass cutting, but means all litter must be removed regularly from the garden, including any litter caused by a pet.

### WHEELED BIN UPLIFT

Bins should always be left out by 7am on the day of uplift. The biggest problem we seem to have again is that certain tenants are still not bringing their bin back in after uplift, leaving out for days after they have been emptied. Residents are complaining to the Co-op about this issue and rightly so. We will not pay for any replacement bin if the tenant has been irresponsible and left the bin out for days after the Council have attended.

### BULK UPLIFT

There is a free uplift service available to all tenants, however certain tenants are not using it properly and still dumping items in the back court, gardens or in common close and stairways, assuming the Co-op will clean up after them. We will no longer be as accommodating and will charge any tenant who has not used the bulk uplift service properly. Call them on 01698 403110 and follow the instructions and your items will be uplifted.

### DOG FOULING

We are still experiencing problems with irresponsible dog ownership and dog fouling in particular. If you have a dog, please look after it properly, which includes removing all dog mess.



## Leaving your Property— Disconnecting Washing Machines

If you are leaving your tenancy try to remember not to flood the person below you if you are disconnecting a washing machine. It should be done by someone qualified as we have too many instances of water escaping into flats below because the work has not been done properly. This can be costly particularly to the tenant who has left their flat. If in doubt contact the Co-op.

## Office Closure

### SEPTEMBER 2018

We will close on Thursday 20 September 2018 at 1pm and reopen on Tuesday 25 September 2018 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.

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



DATE	LOCATION
Wednesday 19 September 2018	Entrance to New Build at Ashton Street
Wednesday 17 October 2018	Side of Forgewood Nursery
Wednesday 14 November 2018	Corner of Davaar Drive/Dinmont Crescent
Wednesday 12 December 2018	Corner of Fife Drive/Lorne Drive
Wednesday 09 January 2019	Entrance to New Build at Ashton Street
Wednesday 06 February 2019	Side of Forgewood Nursery
Wednesday 06 March 2019	Corner of Davaar Drive/Dinmont Crescent
Wednesday 03 April 2019	Corner of Fife Drive/Lorne Drive

**TOO BIG FOR THE BIN?**

### Bulk Uplift

We still have issues from time to time with bulk being dumped in and around bin areas and not phoned through to North Lanarkshire Council for an uplift. Please remember that every tenant has 3 free uplifts per year (year starts 1 April) and any uplift should be reported to **01698 403110**.

It would also be helpful if you could let the Co-op know if you have arranged an uplift so that we can keep a note at the office. This would stop us from contacting all tenants in the block.

The Council have guidance for bulk uplift and these should be followed at all times, these guidelines are available on the NLC website or on the uplift number (**01698 403110**.) The site details what they can uplift, cannot uplift and what is charged back to the tenant for an uplift. It is worthwhile checking this out if you are in any doubt. There is also the free recycling depot if you are able to arrange transport to take the items directly to the Council. This can be found at Netherton Waste disposal and recycling centre, ML2 0JG, or Reema Road, Bellshill

### Examples of what the Council will uplift

- **3-piece suites and mattresses** Please ensure that items are kept dry, as items which are wet through may become too heavy to be removed.
- **Items of Furniture** tables, chairs, stools etc
- **Carpets** Please make sure carpet nails are removed. Carpets and underlay should be cut and tied into manageable rolls.
- **Real Christmas tree** Can be uplifted for recycling. Please note all decorations should be removed and that trees will be collected by a dedicated collection vehicle.
- **Washing machines** Concrete inner must be removed. Electrical flex must be removed or taped to appliance. If removed place inside machine or normal domestic bin.
- **Fridge/freezer and electrical appliances** Flex has to be removed or taped to appliance. If removed place inside appliance. These will be uplifted by a separate dedicated collection vehicle in order to comply with disposal legislation.

SEPTEMBER 2018 Closed Friday 21 September 2018 and Monday 24 September 2018

## SCOTTISH SOCIAL HOUSING CHARTER

### FORGEWOOD HOUSING CO-OP PERFORMANCE 2017/18

The Scottish Social Housing Charter was introduced in April 2012 and it sets out the standards and outcomes that tenants can expect from social landlords (like the Co-op), in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them. Our performance against the charter is monitored, assessed and reported on by the Scottish Housing Regulator annually with comparisons to other landlords and Scottish averages reported.

The Co-op is delighted to announce our performance information for the most recent reporting year 2017/18. The Performance Information below shows how we have done this year, compared to last year and that of the Scottish average for all landlords. The information will also be published in our forthcoming annual report. More information on each indicator will be presented within our 2017/18 annual report. If you would like to discuss anything further on performance, please contact Paul Lennon, Housing Manager at the office.

MAINTAINING HOMES	2016/17 PERFORMANCE	SCOTTISH AVERAGE	2017/18 Recent reporting year PERFORMANCE
% Of tenants satisfied with the quality of their home	96%	87%	92%
% of stock meeting the Scottish Housing Quality Standard	100%	94%	100%
% of our properties with a current gas safety certificate	100%	100%	100%
% of new tenants (in the past year) satisfied with standard of home when moving in	100%	90%	100%
REPAIRING HOMES			2017/18
% of tenants satisfied with Repairs Service	97%	92%	93%
Average time taken to complete emergency repairs	1.86 hours	4 hours	1.5 hours
Average time taken to complete non emergency repairs	1.69 Days	6.4 Days	1.6 Days
% of reactive repairs completed Right First Time	99%	92%	99%
MANAGING TENANCIES			2017/18
% of anti social behaviour cases resolved within locally agreed targets	100%	88%	100%
% of tenants satisfied with our management of neighbourhood	90%	87%	90%
Average time taken to relet a property	1.57 days	31 days	3 days
% of rental income lost due to properties being void	0.04%	0.74%	0.04%
% of new tenancies sustained for more than a year	90%	89%	100%
% of total rent due collected	99.9%	99.38%	99.81%
CUSTOMER SERVICE			2017/18
Tenant satisfaction with our overall service	96%	90%	97%
% of tenants feel their rent offers value for money	80%	83%	80%
% Of tenants feel we are good at keeping them informed about services and decisions	99%	92%	99%
% of complaints responded to within timescales	100%	86%	100%



# newsletter

## 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 263311 .

## 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)

## Smoke Drift Into Resident's Homes

The Co-operative have received several complaints that some residents are smoking within the communal areas i.e. closes/landing areas or at the front/rear doorways of the closes they reside.

This is causing a nuisance to other residents and would ask in order to maintain good relations with your neighbours that you are mindful of this.

Please bear in mind non-smokers are likely to become more sensitive to the smell of tobacco smoke and vapour fumes within enclosed spaces, including communal areas and their own homes. This second-hand smoke/smell is seeping into their homes from communal areas therefore non-smokers are exposed to indirect smoke drift into their homes which is causing a nuisance.

It may be that non-smokers are unaware of this tobacco smoke/vapour getting into their neighbour's homes and would ask that smokers are considerate of this and therefore refrain from smoking in all communal areas i.e. closes/landing areas or at front/rear doorways of the closes.



## Become A Shareholder With The Co-Operative

To become a share member of the Co-operative, 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-operative. It may or may not be for you but we encourage membership at all times.

## 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 077 8778**
- ELECTRICAL DAMAGE to electrical supply or network equipment Call **105** or your own electrical supplier
- CRIMESTOPPERS **0800 555 111**

