



Forgewood  
Housing Co-operative Ltd

# Summer Newsletter

JULY 2022

## Wonderful knitted Jubilee artwork created by the Chain Gang Group



## Find us on Facebook!

We now have a Facebook page for Forgewood Housing Co-operative, as well as the page we have always had for Forgewood Community Centre. This will be a great way to keep up to date on all of our news and updates on a regular basis. You'll also be able to message us any time, and we'll reply during our normal working hours. To find us, scan the QR code on the right using your phone camera and click the link which pops up or search 'Forgewood Housing Co-operative'. We look forward to seeing you.

Find us on  
**facebook**

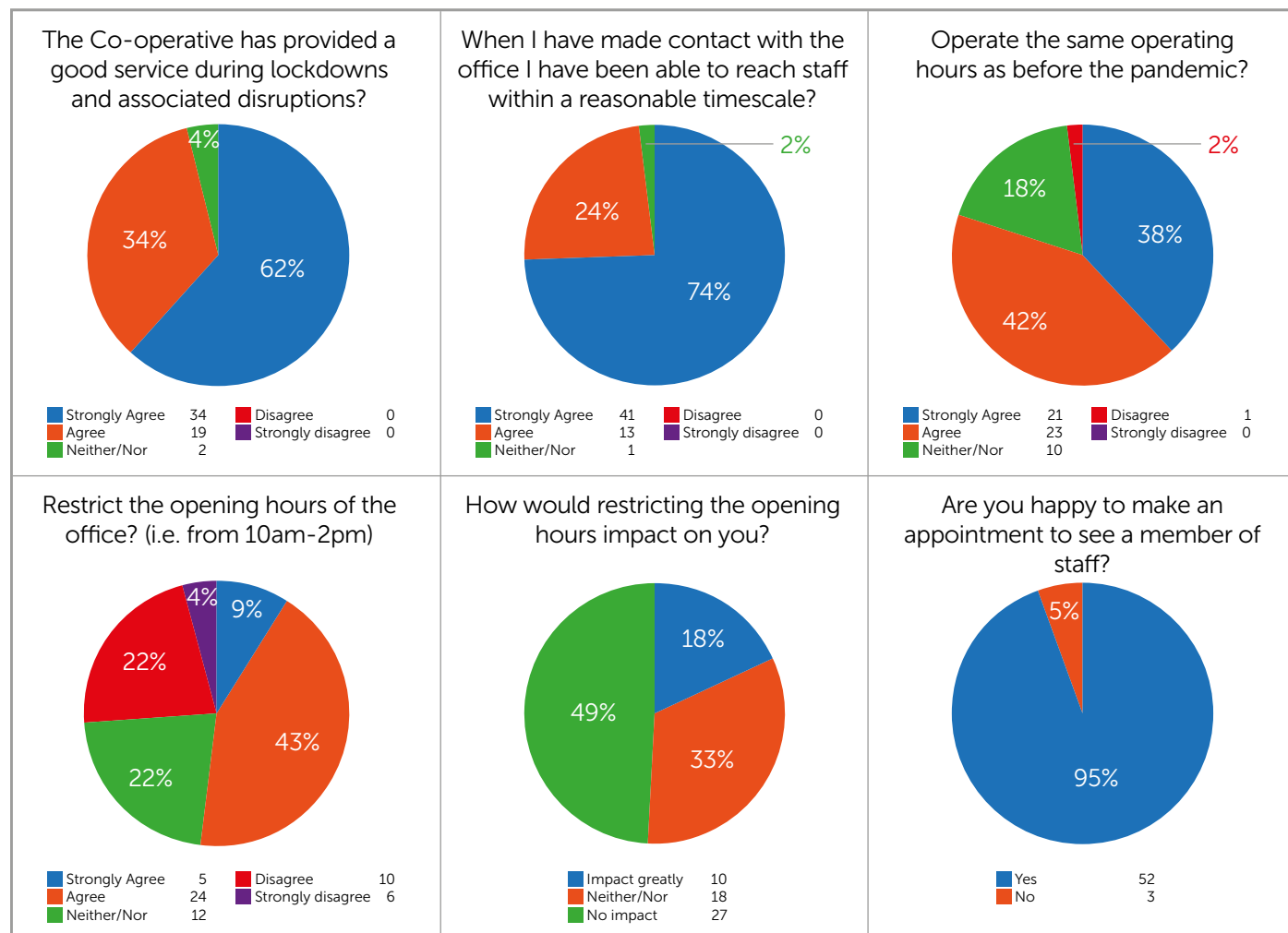
Scan Me



# Delivering Our Services To You...

Many thanks to those tenants who have taken the time to contribute to the consultation that took place in regards to the review of our service delivery.

We collated your feedback and discussed this as part of the Co-operative's Business Planning Day. Here are the results which has helped us re-shape our service delivery for the future.



## Our Proposed Future Service Delivery...

- Our housing office is open pre-pandemic hours i.e. 9am – 4.30pm;
- Housing office closed for staff meeting / training one Wednesday morning per month;
- Contact us by telephone on **01698 263311** between 9am – 4.30pm Monday to Friday. You can also email on **enquiries@forgewoodcoop.org.uk** or visit **www.forgewoodcoop.org.uk**;
- Appointment system if tenants wish to see a particular staff member;

- Video link / virtual – available to those tenants who would benefit from logging in from the comfort of their home.

This new style service delivery will allow tenants and staff more flexibility to work a more hybrid approach (if their job function permits) and will be regularly reviewed.

We will monitor this way of working to ensure it does not impact the service we provide to our tenants and ensure an excellent customer care is delivered at all times.

**Congratulations to Our Prize Draw Winner**

We have a lucky prize draw winner who completed our survey on the Review of Service Delivery.....Claire Baxter. **Well Done!**



F H C



# Annual General Meeting

**We will be hosting our Annual General Meeting (AGM) on Wednesday 21 September 2022 at 6pm. This will be held in Forgewood Community Centre with an additional option for members to join virtually by Zoom.**

This hybrid style meeting will assist those members who cannot make it into the centre personally but can join on an electronic meeting platform.

All shareholding members are invited to the AGM. You can come along and find out more about our performance and future plans, receive our Auditors report, adopt the accounts for year end 31 March 2022 and have an opportunity to ask questions.

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.

If you are not a shareholding member it's not too late for you to be invited to this AGM ....just contact the Co-operative to fill in a form and pay £1 for your lifetime membership and you can have your say at this year's AGM.

Those who can manage to attend will be entered into a prize draw to win a £25 shopping voucher. We hope you will be able to come along!



## 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.

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 in October.

## GET INVOLVED

**We want you to review our service standards and performance to ensure the services we provide are of the highest quality.**

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.

There is a variety of ways that you can become involved with the Co-operative and the decisions that are made in relation to the services we provide, these are:-

- 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 with tenant participation please contact the Co-operative to register your interest.

**Would you like to become a member of the Co-operative?**

FHC



**Lifetime membership costs just £1**



# Are you having difficulty paying your rent?

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

If your income has been affected or you have been greatly impacted with the rise in living costs it is essential that you get in touch with your **Housing Officer, Susan Kane** as soon as possible to discuss this further.

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

## Financial Worries?

Please don't panic, we are here to help!



**We recognise that many of our tenants may be struggling with lost income and rising costs for fuel and food.**

We urge you to get in touch as soon as possible by calling us on **01698 263311** and your details will be passed to Maria at Citizens Advice Bureau. She in turn will carry out an assessment via their triage service and if an appointment is still required this will be made with Robert our Income/Money Advisor.

Our AFTAR Project is available for anyone who requires support to claim benefits or get assistance with finances and budgeting.

## AFTAR Energy Event

**An energy event was hosted within Forgewood Community Centre by the Energy Advisor from Citizens Advice Bureau via our AFTAR Project on 8 June 2022.**

This was a very informative evening where information was provided on various energy matters:-

- Energy Price cap and future projected costs;
- What Grants and Benefits are available to help you pay your energy bills;
- Your energy tariff and standing charges;
- Advice on your energy bill and supply.

### **You can get free energy advice and support...**

Through this project you can obtain free impartial advice on energy bills and usage and help with billing issues via their Energy Advice Service. Should you require any assistance with this please contact the office on **01698 263311** and we can pass your details onto an Advisor who will assist you.

## Do you need a referral for a food bank?

### **Please remember help is at hand...**

**Have you been made redundant or have reduced working hours? Unexpected bills have left you with no money? A change in your circumstances has affected your entitlement to benefit or reduced the amount you receive?**

Please contact the office on **01698 263311** or email [yvonne@forgewoodcoop.org.uk](mailto:yvonne@forgewoodcoop.org.uk) to get a referral sent through to our community foodbank.

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



You can pay your rent at a Post Office, PayPoint outlet, standing order or online.

## Wheeled Bins

It has been noted recently that some wheeled bins are being left out on the street and blocking the pavements.

This practice is causing an obstruction to pedestrians who use mobility scooters and prams.

It will be necessary once your refuse has been collected you return your bin to the bin store or normal storage place as soon as possible after they have been emptied. Please do not leave your bin out on the street until the next uplift as this is not an acceptable area for keeping your bin.

## Vermin

We have recently received reports of rats within the area which we have reported to the Environmental Health. It is essential that everyone disposes of household rubbish appropriately and ensures that they are put out for collection every week and returned to the bin area after they are emptied.

It is important to keep the area we live in clean and free from rubbish which will help deter vermin coming into the area.

If you are unsure of what date bins are to go out you can check the information at NLC website <https://www.northlanarkshire.gov.uk/bin-collection-dates>.

We would actively encourage you to report fly tipping to North Lanarkshire Council on <https://www.northlanarkshire.gov.uk/form/fly-tipping-report-a-problem>.

## Estate Walkabouts

The Co-operative held an Estate Management walkabout on 25 May 2022. This walkabout enabled residents to come along and join staff in a walk around our estates.

Should you be interested in taking part in the next one which will in September please contact your Housing Officer, Susan Kane.



## Attention all those with Green Fingers...

## Entries to Garden Competition Summer 2022

As announced within our Spring newsletter our annual Summer Garden Competition will take place again this year.

You can either enter your own garden into the competition or you can nominate a neighbour. All entries must be submitted to the Co-operative by 30 July 2022.

The competition is open to all tenants and you can enter the garden competition by emailing [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk) providing your name, address and contact number.

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.

In August we will arrange for all entries to be independently judged. Winners will be notified by the end of August 2022 who will receive a prize. All winners' photos will be printed in the Autumn edition of our newsletter..... Happy Gardening!

Visit our website [www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk) for all the latest news.



# COMMUNITIES TEAM UPDATE

*Hello,*

It's been a busy couple months for the community.

Thanks to additional funding, we have a whole range of new events and activities planned for the summer. Check out 'What's on in the Centre' or visit the centre Facebook Page.

We are delighted to welcome three new members to the Community Team, Karin Thomson, Nicky McManus and Laura MacDonald who bring a wealth of experience and skills to the team.



## Forgewood Climate Change Group

The impact of climate change has impacted people all over the world.

We are setting up a local group to see what we can do within Forgewood Community Centre to raise awareness of Climate Change and to help us reduce our community's carbon footprint.

If you are interested please contact Richard, Community Development Officer on **01698 263311 / 07495 549 065** or [richard@forgewoodcoop.org.uk](mailto:richard@forgewoodcoop.org.uk)

Here is a snapshot of some of the things that has happened:



*Lovely lunch enjoyed by our weekly Lunch Club*



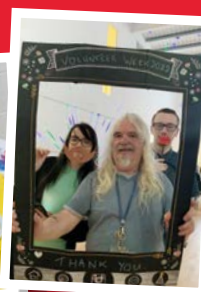
*Well done to all those who helped out with our community clean up in May!*



*Amazing knitted art work created by the Chain Gang Group*



*Wonderful knitted Jubilee art work created by the Chain Gang Group*



*Volunteer Celebration to say thanks during Volunteer Week*



*Enjoying a trip to Summerlee*



# COMMUNITIES TEAM UPDATE

## Reading Schools Braidhurst Community Outreach

The S3 BGE Media class from Braidhurst High created posters, a powerpoint presentation and leaflet to promote the Scottish Books Trust Reading Schools Project as part of a Community Outreach Venture with Forgewood Community Centre.

Their aim is to promote the enjoyment and benefits of reading.

The young people enjoyed seeing their hard work displayed in the cafe area at the Community Centre and look forward to helping other people in their community find out how good reading is.



### Community Team Contacts

For more information please contact the community team:

Richard Bolton, Community Development Officer

[community@forgewoodcoop.org.uk](mailto:community@forgewoodcoop.org.uk) / 07495 549 065 / 01698 263311

Thanks to our funders & supporters.



FORGEWOOD  
HOLDINGS



FORGE  
AHEAD  
COMMUNITY  
VOLUNTEERS



COMMUNITY  
FUND



# Disposal of Bulk Household Items

We have been providing a kerbside bulk uplift service to ensure our estates are free of bulk items. As the cost of this service is funded from your rents this is constantly being monitored and under review. While we provide this service any notifications of a future bulk uplift will be sent by an email or text message to tenants.



Please therefore ensure we have your up to date contact details (phone number and email address) to enable us to provide you with an update on this service.

Items that will **not** be uplifted are garden rubble, asbestos, car parts, gas bottles and any other hazardous or special waste, fridge & fridge freezers. **In addition they do not uplift food stuffs or general household waste.**

As this is funded from your rents and to help minimise the cost of this, please where

you can take any bulk items to your local recycling centre located **within Jubilee Way, Bellshill, ML4**

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

Please note there is currently no free uplift service from North Lanarkshire Council. You can obtain details of charges etc from [www.northlanarkshire.gov.uk/bins-andrecycling/request-special-uplift](http://www.northlanarkshire.gov.uk/bins-andrecycling/request-special-uplift)

## Landscaping Contract

A huge apology is extended to all our tenants for the delay in attending to the common landscape areas and gardens within our estates.



more years. We hope tenants will begin to see improvements to the grassed and common areas over the next few months.

You will have received a letter from our Maintenance Officer, Alex Gemmell explaining the background for the delays.

As you will be aware by now we have appointed a local contractor, Murray Landscapes to carry out a fortnightly visit until the end of the cutting season in October 2022.

All being well, this contract will be extended by two

We would like to take this opportunity to thank all the tenants who have contacted us with your comments and thank you all for your patience and understanding.

Please continue to contact us if you have any concerns or compliments to make regarding this service. Your feedback is always very important to us.

## Common Close Cleaning Contract Update

**We are currently assessing a number of options regarding the close cleaning contract and have encountered a few delays due to procurement.**

In the meantime we have appointed DMD Industrial Cleaning Limited to carry out the close cleaning every two weeks until the end of July 2022.

We would however, remind all tenants that while we normally provide this service, it is actually contained within the Scottish Secure Tenancy Agreement that it is the tenant's responsibility to take their turn with other tenants to keep their stairs and communal areas clean and tidy.

**Please help us to help you keep your area attractive**



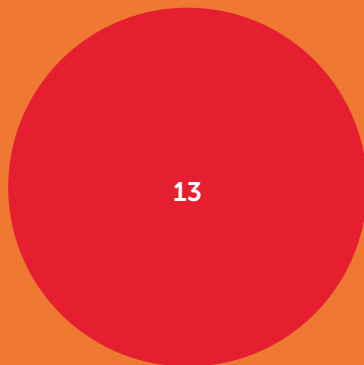


# How are we doing...

We submitted our Annual Return on the Scottish Social Housing Charter at the end of May and these are some of the highlights on the performance from 1/4/21 – 31/3/22:-

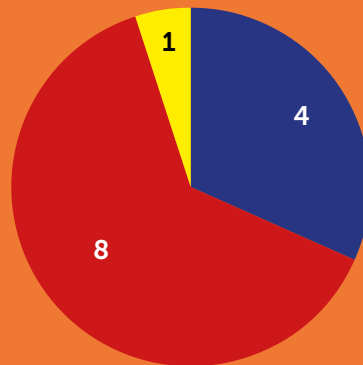
## Allocations

Contextual Indicator 3  
Types of Let



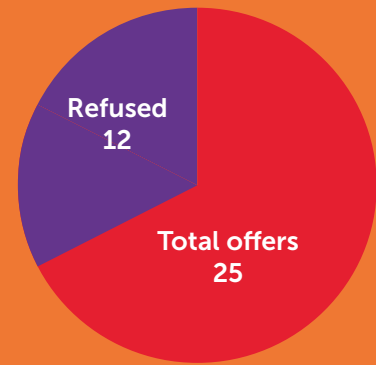
General Needs

Contextual Indicator 2  
Source of Let



Existing Tenants  
Waiting List  
Other  
+1 mutual exchange

Indicator 14  
Offers Refused



Total Offers  
Offers Refused

### Indicator 16

Tenancies Sustained more than a year – **88.89%**

### Indicator 30

Lets this year so far: **13**

Average Void Days Lost: **10**

### Indicator C4

Abandoned Properties – **0**

We have created a snap shot of information related to performance. Each piece of information relates to the Scottish Housing Charter indicators which the Co-operative reports on.

You can find more information by visiting:  
<https://www.housingregulator.gov.scot>

## Maintenance

Indicators 8, 9, 10, 11 & 12

### Repairs Completed

Emergency Repairs	194	Average 2.86 hours
Non-emergency Repairs	560	Average 3.09 days

- **98.57%** of jobs completed Right First Time
- **92.75%** 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%**  
227 services

## Disabled Adaptations

Indicators 19, 20 & 21

Total Number Approved	6
Total properties adapted	6
Total number of adaptations carried out	6

Average number of days to complete all adaptations 13.83 days

Cost of all Adaptations	£22,318
Cost of Landlord Funded	£0
Cost of Grant Funded	£22,318

# How are we doing (continued)...

## Anti-Social Behaviour

### Indicator 15

The Co-operative has received 10 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: 10**

## Complaints

### Indicators 3 and 4

#### Complaints Resolved

	1st stage	2nd stage
Complaints received in the reporting year.	15	0
Number of complaints responded to in full.	15	0
The average time in working days for a full response.	0.73 days	N/A

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 – £876,704**

**Our arrears are 1.65%**

The Co-operative treats non-payment of rent very seriously and takes all necessary action to recover moneys owed. There were no evictions during this reporting period.

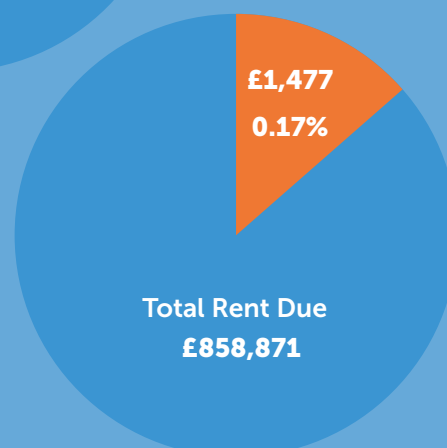
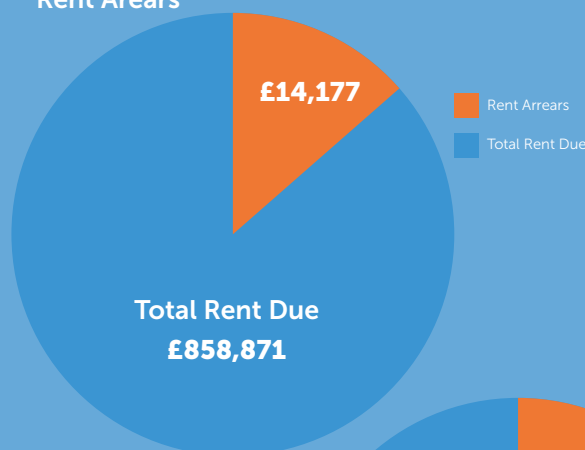
We operate a Benefits and Money Advice service via our AFTAR service. You can obtain support and advice on financial inclusion/money advice by phoning 01698 263311 to arrange an appointment.

### Indicator 17

Number of properties which became vacant - 14

### Indicator 27

#### Rent Areas





# Complaints/Compliments

We are here for all our tenants and aim to get things right the first time. If we don't we want to know. By taking the time to tell us we can help resolve the issue for you and use that experience to improve our service delivery going forward.

You can tell us when things go wrong by making a complaint. Complaints are a useful way for us to learn what's needed to deliver better services and can result in our procedures/services being reviewed.

We will try to deal with your complaint promptly and listen to your point of view. We also want to know when you are happy with our service.

Your complaints/compliments really matter to us so don't hesitate to get in touch if you are dissatisfied or wish to make a compliment.



A copy of our Complaints Handling Procedure has recently been updated in line with requirements and can be found on our website or requested by telephone.

The complaints performance within the year is highlighted within the "How We Are Doing" section. However, as a direct consequence of responding to complaints during 2021-22 from our tenants, we have detailed a list of actions we have taken.

## Lessons Learned

### You said

*Close still wet hours after it has been cleaned by contractor*

*My grassed area has still not been cut by the landscapers*

*Ongoing problem with central heating system*

### We did

*Discussed with contractor and they followed up immediately*

*Area missed by Landscape contractor. Returned and attended to grass*

*Contractor was instructed to return and make good and provide a follow up report*

Find out how you can become getting involved in improving our services by contacting [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk)

The office will be closed **Friday 15 July 2022** and **Monday 18 July 2022** 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**

## Scoop the Poop!!!!

The majority of dog owners are respectful of other people and pick up after their pets. However, dog fouling continues to be a problem within the common areas including back courts, grassed areas and pavements within the estates.

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

Please help us identify any owners who do not clean up after their dogs by reporting this to your Housing Officer. Together we can make a difference to your local community!

Our aim is to make your local area a cleaner, safer and more attractive place to live. Please help us by identifying owners who do not clean up after their dogs by phoning the Co-operative on **01698 263311** and an investigation will commence.

## Welcome to Nicky and Laura as our new Community Development Assistants

We are delighted to welcome Nicky McManus and Laura MacDonald to our Community Development Team and to their new role within the community. They bring with them considerable experience and welcome them to the Co-operative.

## E-Mail Address

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

## 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.

## CONTACT US



**FORGEWOOD HOUSING CO-OPERATIVE LTD**

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



**01698 263311**



**enquiries@forgewoodcoop.org.uk**



**www.forgewoodcoop.org.uk**



supporting  
social  
employers



tenant  
participation  
advisory service

