



Drumchapel
Housing
Co-operative Limited

Autumn 2025

Newsletter



Drumchapel Housing Co-operative becomes first in Glasgow to be accredited for Pet Friendly Policy

The Co-operative has become one of the first Registered Social Landlords in Glasgow to be officially accredited by Dogs Trust for its pet friendly policies and practices.

We have been working closely with Dogs Trust over the past year to review and improve how we support tenants with pets. As a result, we have committed to give

tenants more freedom to own pets responsibly - including offering permission for tenants to keep at least one pet in their home. Tenants have also been provided with Pet Information Packs, providing them with information on how to meet their pets' welfare needs and where to seek support if required.

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Web: www.drumchapelhc.org.uk

 Drumchapel Housing Co-operative





Staff across the organisation have also taken part in training delivered by Dogs Trust, helping them feel more confident and better equipped to interact safely with dogs when visiting homes and communities.

Thanks to this commitment to becoming more pet friendly, Drumchapel Housing Co-operative have now achieved Dogs Trust's official pet friendly housing accreditation. The charity believes this will positively impact not just pet-owning tenants, but also those living nearby who may not own pets themselves.

Dogs Trust hopes this work will serve as a blueprint for other social landlords and help more become pet friendly. The charity's Pet Friendly Housing Pilot has been made possible thanks to funds raised by players of People's Postcode Lottery and aims to improve the experience of anyone trying to access or maintain social housing with a pet.

The need for more pet friendly housing has never been greater. Dogs Trust continues to receive a high number of enquiries from people who are being forced to give up their dogs due to restrictive housing policies. Around one in ten handover enquiries received by the charity from owners in Scotland cite housing issues as the main reason for needing to rehome their pet. This includes people having to move or downsize due to rising rental costs, only to find a lack of pet friendly options available.

Jennifer Leonard from Dogs Trust's Pet friendly Housing Team says:

"Every day, we hear from desperate owners who are sadly forced to rehome their much-loved dogs due to the lack of pet friendly housing. To address this, we have been working with Drumchapel Housing Co-operative over the last few months to review their pet friendly policies, and we are delighted to be able to accredit them for this."

"We hope that other social landlords, and those in the private sector, too, can learn from the work that's been done and continue to remove barriers that prevent tenants from having pets. Dogs bring a huge amount of joy into people's lives, and for many owners, being separated from their pet is no different from being separated from a family member, so we hope this work will go a long way in helping to keep more owners and their pets together."

Senior Housing Officer Marisa McCarthy has added:

"Here at Drumchapel Housing Co-operative, we have always recognised how important pets are to our tenants and their families however, we wanted to go further and ensure our Pet Policy reflects best practice."

"Working with Dogs Trust has helped us create a more pet friendly approach that works for everyone - tenants with pets, and neighbours too. We're proud to be recognised for our efforts and hope it encourages other RSLs to do the same."

Since 2013, players of People's Postcode Lottery have raised over £26 million for Dogs Trust. Funding from the Postcode Animal Trust continues to support projects aimed at increasing pet friendly housing and helping more people stay with their beloved pets.

Helping your dog cope with fireworks



Dogs all react differently to fireworks so identify your dog's individual ways of coping and be prepared to support them

Let your dog hide away or play as they please



Drown out whizzes and bangs with music or TV

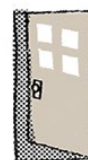


Give your dog comfort if they seek reassurance, ignoring them won't help



Make sure your house is secure so your dog can't escape

Walk your dog well before dark



Never force a dog outside

Annual General Meeting 2025

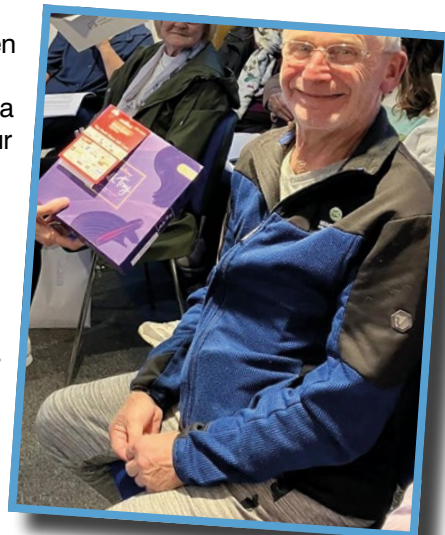
Our 39th Annual General Meeting took place on Thursday 28th August 2025 at 6pm at our office, where David O'Hara, Chairperson, presented to members an update on the positive work and results the Co-operative managed to achieve over the past twelve months.

Our external auditor, Sandy Squires, of Findlays Audit Limited, presented the Financial Statements for 2024/25 providing commentary on the account highlights for the year, confirming that the Co-operative remains financially robust. Catering and refreshments were enjoyed by all.. We also held a free raffle for all those who attended



and completed proxy votes. There were 5 lucky raffle winners who each won a £50 One4All Voucher and a box of chocolates.

We also hosted a Garden Competition for best garden and best veranda which was judged by our grounds contractor, M Squared. There was a winner for best garden and a winner for best veranda, who each won a £30 One4all voucher. There was also a runner up for best garden and for best veranda who each won a £20 One4all voucher and a box of chocolates.



Pensioners Christmas Fish Tea

Following on from our successful Pensioners Christmas Fish Tea at McMonagles last year, the event will be making a return on **Thursday 4th December 2025 at lunchtime**. A two-course lunch will be provided. This is a free event and the Co-operative will provide transportation to McMonagles upon request. If you are interested in attending, please contact the office by **Friday 21st November 2025**.



Children's Christmas Party

Its almost time for our annual Children's Christmas party! The party will be held at the Co-operative office on Thursday **11th December 2025** for all children up to 12 years old. The event will be split into two sessions - **3pm – 4pm** or **4:30pm – 5:30pm**.

In order to give Santa and his elves enough time to prepare gifts for all the children, please contact the office by **Friday 21st November 2025** to confirm a place and time slot for your child(ren).

All children will meet Santa in his grotto and there will be arts and crafts along with glitter tattoos.



Pension Age Winter Heating Payment

The Pension Age Winter Heating Payment has replaced the UK's Winter Fuel Payment for people in Scotland. Eligible people will receive the payment automatically and do not need to apply.

Payments will start from November 2025, you will receive a letter to confirm how much you will be paid.

The amount you receive will range from £101.70 to £305.10 depending on your age, household composition and other benefits you receive. Social Security Scotland will send the payment to same account as your State Pension or the Social Security benefits you receive. You must have been in receipt of State Pension during the qualifying week (15th – 21st September 2025). The reference on your bank statement will show "PAWHP" which is Pension Age Winter Heating Payment.

You may have to apply for Pension Age Winter Heating Payment if you:

- deferred your State Pension
- are a couple with a joint award for Pension Credit, JSA(IB), ESA(IR), Income Support or Universal Credit and the main claimant is under State Pension age

The deadline to apply is 31st March 2026.

Please note if your income is over £35,000, HMRC will take your Pension Age Winter Heating Payment back.

You can find out more on Pension Age Winter Heating Payment and your eligibility amount at: **www.mygov.scot**



Pension Age Winter Heating Payment will be paid automatically.

You don't need to do anything.

Winter Heating Payment

Some people in Scotland will receive a £59.75 payment during December 2025 and February 2026 called Winter Heating Payment. You will receive the payment if you receive any of the qualifying benefits during any point of the qualifying week during 3rd - 9th November 2025.

The qualifying benefits are that you are in receipt of:

- Pension Credit
- Universal Credit and
 - you're employed or self-employed and get a child or young person disability element or
 - you are not employed or self-employed and you have either: limited capability for work element, limited capability for work element with a work-related activity element, a child or young person disability element, or a child under 5
- Income Support or JSA(IB) and
 - you have a child under 5

- or you're in a support group or a work-related activity group
- or you receive a severe or enhanced disability premium or a pensioner premium
- Support for Mortgage Interest and
 - you have a child under 5
 - or you receive a disability premium, a pensioner premium or a child disability premium

You will receive a letter or an email from Social Security Scotland. The reference on your bank statement will show "WHP" which is Winter Heating Payment.

If you believe you are eligible for the Winter Heating Payment and do not receive it, you can contact Social Security Scotland on **0800 182 2222** and request a form to be posted or you can download a request form online at: **www.mygov.scot**

Warm Home Discount Scheme

The Warm Home Discount Scheme is a one-off £150 discount off your electricity bill. You must apply directly to your electricity supplier. If you're eligible, your electricity supplier will automatically apply the discount to your account.

If your energy supplier is part of the scheme you and if on 24th August 2025, you or your partner's name was on the electricity bill and you were in receipt of the following means tested benefits then you are eligible to apply:

- Housing Benefit
- Universal Credit
- ESA(IR)
- JSA(IB)
- Income Support
- The 'Savings Credit' part of Pension Credit

Your electricity supplier may have extra eligibility criteria. They'll also tell you which benefits mean

you are eligible. You do not need to apply if you receive the Guaranteed Credit of Pension Credit, you'll automatically receive a letter regarding the discount if you're eligible.

The scheme opens at the end of October 2025. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and you're eligible. You can contact your supplier directly to find out.

If you require any advice or assistance in relation to the schemes, please contact us to book an appointment at any of our Welfare Rights Surgeries at the office.



Need to report a repair?

The Co-operative provides a reactive repairs service to all tenants. It is important to report a repair to the Co-operative as soon as possible to prevent further damage to the property.

We have repair timescale targets depending on the nature of the repair.



There are various ways you can report a repair –

- By telephoning the office on **0141 944 4902**
- By text message on **07388 990207**
- Online on our website **www.drumchapelhc.org.uk** and clicking the “Report a Repair” under the Repairs section
- By visiting the office
- By letter

If you have reported a repair which is still outstanding and is now out with these timescales, please contact the office.

If you have any problems with heating and/or hot water, these should be reported directly to City Building on **0800 595 595**.

The Co-operative’s opening times are (9am - 5pm Mon - Thurs & 9am - 4pm Fri). Should you need to report an emergency repair outwith our opening times, the Co-operative’s out of hours emergency repairs service is provided by City Building who attend to all emergency repairs. It is important when contacting City Building that you provide them with as much information as you can in order that they can respond appropriately. Please note that the Co-operative may recharge a tenant where the out of hours service is used but the repair is not considered to be an emergency.

Bonfire Night Safety

Bonfire night is a time for fun, but safety comes first.

Where you can attend organised displays and never set off fireworks or bonfires near buildings, from balconies, or shared gardens. Keep your pets indoors, supervise your children and place used sparklers in a bucket of water not your bin.

Please also be considerate of your neighbours, avoid burning rubbish and ensure any fires are well away from your homes, fences and trees.

STAY SAFE THIS BONFIRE NIGHT

- **Follow the Firework Code**
- **It is illegal to use fireworks before 6pm or after 11pm**
This extends to Midnight on the 5th November and 1am on Hogmanay, Chinese New Year and Diwali
- **It is illegal to buy or give fireworks to anyone under the age of 18**
With the exception of F1 fireworks
Firework categories are clearly marked on the packaging
- **It is illegal to use fireworks in the street or other public places**

www.firescotland.gov.uk



Repairs satisfaction

After a repair is completed in your home, you may receive a follow-up call, text, or email inviting you to share your feedback. We value your input and want to hear from you about our repairs and landscaping services. You can contact our office at **0141 944 4902** to share your thoughts. Your feedback is essential for us to assess the quality of our repair services and our maintenance contractors. It helps us ensure we maintain a high level of satisfaction and continuously improve our service.

Thank you for helping us improve our service!



Fire safety within your common close and stairwell

As you will be aware, it is everyone's responsibility to ensure your property and the common close area(s) are kept clear of any hazards or obstructions, to ensure everyone can evacuate the building safely in the event of a fire.

No items should be stored in the communal areas. This includes children's toys/bikes/scooters/prams, decorative items such as plants, mobility scooters etc. These pose a risk for several reasons.

They can serve as combustible materials and could also potentially block a safe exit from the building.

You can request a free Home Fire Safety Visit from Scottish Fire and Rescue Service via their website: <https://www.firescotland.gov.uk/contact-us/home-fire-safety-visits/>.

Test your Smoke & Heat alarms regularly

Regularly checking your smoke & heat 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 important to ensure they are working properly.

By taking a few minutes of your time every week, using the integral test button on the alarms. This 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 **0141 944 4902**.



Boiler Breakdowns/ No Heat or Hot Water

As the weather gets colder, there is nothing worse than feeling left in the cold. To help you and your family stay warm all year round, here's what you need to know.

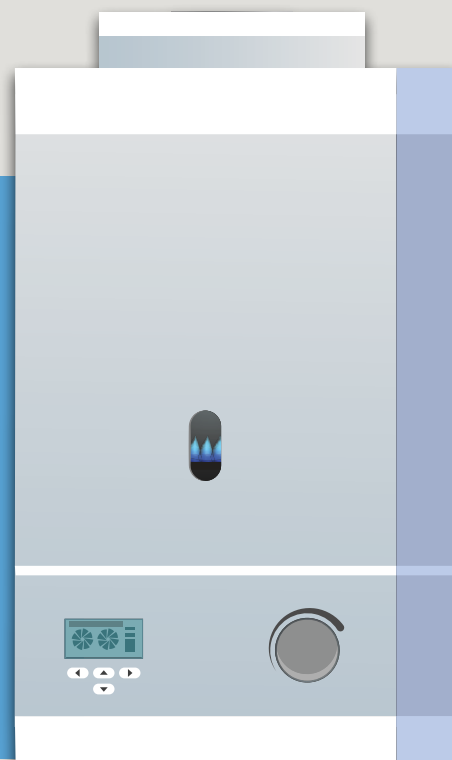
If your boiler breaks down or stops working.

Don't worry – help is just a phone call away! If your boiler isn't working properly (no heating, hot water or making strange noises), please contact **City Building** directly.

City Building Contact
Number: 0800 595 595

Top Tips to prevent Boiler problems

- Even in summer, turn your heating on for 10-15 minutes once a month to keep everything working properly
- Check the pressure in your boiler, this should be between 1-2 bar. If its outside this range contact City Building directly
- If your radiator feels cold at the top but warm at the bottom it may have trapped air. Bleeding them helps your heating work better.
- Ensure nothing is blocking your flue or air vents, so your boiler can breathe easily
- Strange noises from your boiler or a smell of gas? **Contact City Building** directly.



Damp and mould

Damp and mould can make your home feel uncomfortable and can affect your health, but here are a few simple steps can keep your home dry and fresh:

Open windows regularly especially after cooking, showering or drying clothes.

Utilise your extractor fans or window vents to improve ventilation.

Keep your home at a steady temperature and avoid letting rooms get cold as a sudden change in temperature can cause condensation.

When cooking place lids on top of your pots to reduce steam.

After showing/ bathing wipe away condensation from tiles, walls and windows.

When drying clothes indoors, open a window or use a dehumidifier.

Accessing Information at Drumchapel Housing Co-operative

Between **1 July 2025 and 30 September 2025**, we received and responded to the following type of information request, all within the required timescales:

Freedom of Information (Scotland) Act 2002 (FOISA)

A FOISA gives anyone the right to request information about how we make decisions and deliver services.

- 4 Freedom of Information (Scotland) Requests
- Average time to complete requests: 7 days



Welfare Rights Surgeries

Our Welfare Rights Surgeries continue to be held at the office every Thursday by an Advisor from the Citizens Advice Bureau. You can contact the office on **0141 944 4902** to make an appointment. The service can assist with the following:

- Benefit checks – to check entitlement to a range of welfare benefits and to ensure you are receiving all benefits you are entitled to.
- Assistance with claiming benefits and discounts
- Challenging any benefit decisions
- Applying for Housing Benefit and Council Tax Reduction
- Assistance with pursuing appeals
- Energy advice
- Initial debt advice interview
- Budgeting advice

Due to high demand for the service the Co-operative is providing additional AM surgeries from Monday 6th October 2025 until Monday 24th November 2025.



Drumchapel Housing
Co-operative Limited



"You said, we did"

The Co-operative strives to deliver an excellent service to all our tenants and service users. We understand that there are times when we can improve upon our service. We appreciate feedback from our tenants and here are some examples below of how we have listened and what we have done.

"I am not happy with the grass cutting as it's only been half-cut."

"We spoke with our contractor regarding the issue with the standard of grass cut. They advised that the grass cut had not been fully completed out due to dog fouling on a part of the grass. This was discussed with the tenant and the contractor re-attended once it had been removed."

"I have not been able to use my heating due to a leak, but no-one has attended yet."

"We contacted our contractor who advised that they had attended the tenants home to repair the leak however, this required a joiner to be in out. The Co-operative recognises that we need to ensure there is clear communication regarding repairs, from the reporting stage to completion. We re-arranged the visit with the contractors and remedial works were carried out."

"I have had a roof leak with has not been attended to."

"Our contractors aim to deal with repairs as soon as possible. During busy times it may be difficult to attend within the targeted time. However, the works were arranged with Roofing Contractor and works were completed to the tenant's satisfaction."



What's going on in the Community?



DRUMCHAPEL AMATEUR PANTO CLUB

CHRISTMAS TABLE TOP SALE

Meet Rudolf and the Snowman

NOVEMBER | **15** | 11.30AM UNTIL 3.30PM

FREE ENTRY

GOODYEAR SOCIAL CLUB
DRUMCHAPEL G15 6SA



OUR EXPERT HEAT ADVISORS ARE HERE TO HELP YOU WITH ANY HOME ENERGY QUESTIONS YOU HAVE.

Speak to us about how to:

- CONTROL YOUR HOUSEHOLD ENERGY USAGE
- TAKE METER READINGS TO MONITOR YOUR COSTS
- SWITCH ENERGY SUPPLIER AND TARIFF
- APPLY FOR SUPPORT SUCH AS WARM HOME DISCOUNT AND SUPPLIER PRIORITY SERVICES
- ACCESS ELIGIBLE HARDSHIP FUNDING
- ACCESS SUPPORT FOR ANY ENERGY-RELATED ISSUE YOU HAVE

HEAT@THEWISEGROUP.CO.UK
0800 092 9002

HEAT

AUTUMN

— crossword puzzle —



ANSWER: 1.Fire 2.Rain 3.Leaf 4.Mushroom 5.Umbrella 6.Harvest 7.Acorn 8.Cone 9.Pumpkin 10.Berry

How to reduce the risk of e-bike and e-scooter fires (for residents)

The use of E-bikes and E-scooters has been on the increase for some time now but unfortunately so has the rise of instances of fires caused by the charging and storage of the lithium-ion batteries used to power them.

Fires involving lithium-ion batteries are the fastest-growing fire risk. Since 2020, figures collated from 38 fire and rescue services suggest that incidents in recent years have risen by at least 400% since then and have involved a number of fatalities, serious injuries and have caused extensive damage to people's homes and businesses.

Lithium-ion battery fires are difficult to extinguish and extremely destructive, increasingly causing fires that endanger life and cause extensive damage to property. As the fire and rescue services advise; these fires should not be tackled personally and in the event of a fire the priority is to get out, stay out and call 999.

If you are an owner of an E-bike or E-scooter, it is important to do what you can to prevent fires, and this guide will help you understand what it is you can do to achieve this.

There are 3 main ways/stages where you can prevent fires:

• Buy from a reputable retailer

E-bikes/e-bike products (when purchased as a full system) from established brands/reputable retailers are understood to present a low fire risk.

If you're buying from anyone but a reputable retailer, you run the risk of later causing serious issues, including fires. Products that have not been confirmed to comply with British or European safety standards pose a much higher risk of causing fires as they may use cheaper, unsafe components and may be designed to be as cheap, rather than as safe, as possible.

Where replacement parts are required (e.g. replacement batteries) these should also be purchased from reputable retailers.

• Do not modify or adapt

Owner-modified e-bikes and e-scooters can compromise manufacturers safety measures and are known to have a much higher risk of causing fires.

• Always use the original Equipment Manufacturer (OEM) approved chargers and replacement parts

Items that are not compatible or which don't comply with British or European standards pose a much higher risk of causing fire.

Register your product with the manufacturer/retailer

Registering your product with manufacturers can validate your warranties and will allow you to receive safety information and updates and to be notified of any product recalls.

Storage

- Where possible e-bikes or e-scooters should be stored outside of buildings and should not be stored in communal areas in blocks of flats. Some building owners may formally require residents not to store any e-bike or e-scooters within the building whatsoever. Please contact the provider or freeholder of your home for further information and guidance.
- Do not dispose of damaged or end-of-life batteries in household waste. Contact local authority or manufacturer recycling services to arrange disposal.
- Storage should not be in a public area such that a fire would obstruct means of escape from the building.

Charging

- Ensure charging is carried out within an agreed and designated charging and storage area.
- Charge directly to a mains socket without the use of extension cords or adaptors.
- Inspect the charger and battery for damage and never charge it if you find any signs of damage or if you have had an accident with or dropped any of these parts.
- Allow the battery to cool before charging.
- Always use a manufacturer-approved charger.
- Always follow the manufacturer's instructions for charging and anything around the use or storage of the battery or e-bike/e-scooter.
- Do not overcharge. Unplug the charger when charging is complete/the battery is full.
- Only charge these types of batteries when you are awake, alert and able to respond to any warning signs of a fire. Avoid charging overnight.
- Ensure there are working smoke alarms in any rooms where charging may take place.
- Prevent overheating by ensuring chargers are not covered in any way and are adequately ventilated.
- Do not charge near combustible or flammable materials.

Local specific information

Please visit your local fire service website for more information and guidance specific to your area.

Warning Signs

- Excessive amount of heat when a battery is being used or charged.
- Physical signs such as bulging, swelling, cracking, change in shape or leaking.
- Hissing noise may indicate that gas is being produced and released.
- Smoke is a sign that a fire has already started and must be dealt with accordingly (this type of fire is not to be tackled personally, the area should be evacuated and the fire services called immediately).

REMEMBER THE FIRE AND RESCUE SERVICES ADVICE; IN THE EVENT OF A LITHIUM-ION BATTERY FIRE, THE PRIORITY IS SAFETY: GET OUT, STAY OUT, AND CALL 999.

Useful Numbers...

Drumchapel Housing Co-operative	0141 944 4902
City Building (All heating and hot water repairs and out of hours emergency repairs)	0800 595 595
Scottish Gas Network (if you smell gas)	0800 111 999
Scottish Water	0800 077 8778
SP Energy Networks (Power cuts and emergencies)	0800 092 9290
Police Scotland	101
Crime Stoppers	0800 555 111
Emergency Out of Hours Homelessness	0800 838 502
Bulky Waste Collection	0141 287 9700 (Tues and Wed between 9am and 3pm only)
Noise Team	0141 287 6688 (Mon – Sun between 5pm and 3am)
Pest Control or Public Health Problem	0141 287 1059

Do you have anything you would like to discuss?

We always welcome our tenant's feedback on any part of our service, you contact us by:

- Contacting the office on **0141 944 4902** or pop in to chat to a member of staff
- Emailing us at **enquiries@drumchapel.org.uk**

I would like to say...