



Newsletter

Social Housing Fuel Support Fund

Phase 2

We have been successful in our funding bid to Social Housing Fuel Support Fund from the Scottish Government. We have secured £10,000 from Phase 2 of the funding to provide tenants with high tog duvets, small energy efficient appliances (i.e. slow cookers and air fryers) and limited floor coverings for those tenants who we have identified as not having sufficient floor coverings to heat their home.

£10,000

If you are interested in receiving any of the high tog duvets or energy efficient appliances, please contact the office by Monday 27th November 2023. Please note that tenants who received items from the fund last year, may not receive further help with the fund this year.

Phase 3

We have also been successful in our application to Phase 3 of the fund which will allow us to issue a £100 energy voucher to all tenants. You will receive a survey message via text for you to complete with your utility provider and other details required to allow us to issue you with a voucher. For tenants that we don't hold mobile details for, we will contact using alternative methods.

Once the funding is received, we will issue vouchers to tenants. Our intention is to issue the vouchers as soon as possible but ask for you to be patient as this is a huge administrative exercise. We aim to issue all vouchers by 22nd December 2023

**£45,900
secured**

**£100 energy
voucher for
all tenants!**

The Money House - Scotland



The Money House helps young people in, or about to move into, independent housing manage their money and maintain their tenancy.

Participants gain practical, financial and digital skills to help them pay their rent on time, keep up with bills and budget their living costs.



In a flat environment, we explain how they can make informed choices about their future and teach them how to best manage their money, to prevent homelessness in an immersive setting.

Format: 5-day (onsite), 4-day (onsite & online) & 3-day courses (onsite) available

Location: Hope Street, Glasgow

SCQF Level 4 qualifications in Personal Money Management & Independent Living Skills, credit rated by SQA

Eligibility Criteria: 16–25-year-olds that could benefit from financial knowledge & skills, and how to maintain current or future tenancies (e.g. care leavers/other young people in challenging circumstances)

Awards:



020 3581 9920 © MyBnk 2022.
MyBnk is a company limited by guarantee (No. 6215005) and a registered charity (No. 1123791) - SC050175 in Scotland

We cover:

- ⚡ Tenancy agreements
- ⚡ Avoiding eviction
- ⚡ Banking
- ⚡ Budgeting and spending habits
- ⚡ Benefits
- ⚡ Online safety and spotting scams
- ⚡ Energy efficiency
- ⚡ Planning for the future

Our Impact

- ⚡ 32% reduction in young people failing to keep up with priority payments
- ⚡ Up to £2.92 social value for every £1 spent
- ⚡ Less than 1% of attendees have faced eviction

Additional information

- ⚡ Group bookings can also be made, either we come to you or your group can come to our site.
- ⚡ Travel and lunch is covered for each participant when onsite, or they are given a supermarket voucher for each day they attend online (upon completion).
- ⚡ There is no cost for individual referrers, charities or young people who want to refer or take part in TMH – we are already kindly funded by our corporate partners:

Quilter



JPMORGAN
CHASE & CO.

To refer a young person, please email TMHScotland@mybnk.org or call us on 01412122367.

To sign up to an Introduction meeting, where you can learn more, please [click here](#).

"The trainers made me feel comfortable and safe. I have enjoyed my time with the team. I have learned a lot" – National House Project, Kirkintilloch, Chloe, 18

Annual Childrens' Christmas Party

Meet Santa!

We are pleased to announce that we will be hosting our annual Christmas party on **Thursday 14th December 2023** for all children up to 12 years old.

The event will be split into two sessions: 3:00-4:00pm or 4:30-5:30pm.

To give Santa enough time to prepare all the presents required for our annual Christmas party, parents who plan to bring their children into the office to meet him are asked to contact us before **Monday 20th November 2023**.

There will be an elf's workshop once more where children can participate in arts and craft activities.



Pensioners Christmas Fish Tea

Our Pensioners Christmas Fish Tea will take place on **Thursday 7th December 2023** with a two-course lunch being provided at McMonagles in Clydebank at 1pm. If you are interested in attending, please contact the office by Monday 20th November 2023. This is a free event and we will also provide transportation upon request.



Bonfire Night

Be safe this November.

Attend an organised bonfire and firework display. If you see wood piles etc that could be an unlit bonfire or if you know that a bonfire is being built in an open space, communal area and it is not part of an organised event, or a fire has been extinguished and the debris from a bonfire needs to be removed please report this to Glasgow Council, you can do this by completing an online form on their website.

Bonfires can be reported anonymously to Crimestoppers Scotland hotline on 0800 555 111.

Please Note:

- (i) It is an offence, under Section 56 of the Civic Government (Scotland) Act 1982, for any person to lay or light a fire in a public place so as to endanger any other person or give them reasonable cause for alarm or annoyance or so as to endanger any property.
- (ii) It is illegal for anyone under 18 years of age to possess fireworks.
- (iii) Throwing fireworks or setting them off in public (anywhere other than your own garden) is illegal.



Stop your area from becoming a fireworks hot-spot.

Speak up 100% anonymously to independent charity Crimestoppers if you know or suspect who is involved or planning fireworks misuse.

Speak up. Stay safe.
Tell our charity what you know.

crimestoppers-uk.org



Crimestoppers Trust is a registered charity.
UK Registration Nos. 1108687/SC037960.

Scotland

CrimeStoppers.

0800 555111

100% anonymous. Always.

Dog Fouling

There is an excessive amount of dog fouling in the area, if you are a dog owner and your dog fouls in an open space, i.e., pavements, roads grassy areas you must clean it up immediately.

If you do not dispose of the dog fouling in the correct way, you could receive a fixed penalty notice of £80 issued under the Dog Fouling (Scotland) Act 2003. Remember there are litter bins throughout the area that can be used to dispose of dog fouling, and you can also put bagged dog waste in your domestic refuse (green) bin.

If you witness a dog fouling and the owner does not pick it up, you can report this to Glasgow City Council online or on the MyGlasgow App. The 'bag it bin it' campaign is actively promoted throughout the city and signs are mounted to lamp posts and affixed in problem areas.



 **YOUR DOG
YOUR MESS**

LITTER &
DOG WASTE

PEOPLE
MAKE
GLASGOW
CLEANER

**BAG IT!
BIN IT!**

Dispose of your dog mess
or you could be fined £80.

www.glasgow.gov.uk/dogfouling

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 may receive a follow-up telephone call, text or email to provide feedback on the service we have provided. You can also contact our office on 0141 944 4902 to give us your views.

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.



Gas Audits

We would like to remind our tenants that you may receive a phone call from our contractor **Argon Technical (0141 473 3636)** who carry out gas audits on our behalf, to arrange access to check your gas boiler after it has either been serviced or had a recent repair carried out to it.

The reason for the gas audit, is to check the boiler appliance has been serviced correctly or the breakdown repair has been dealt with in the right way by our main contractor **City Building** and to report back any follow up repairs required.

The Co-operative will arrange to have monthly gas audits carried out throughout the year and monitor the performance levels of City Building.

If Argon Technical contact you to arrange a gas audit please give access where possible, as this will help us continue to improve the quality of our service and safety of our tenants.

Please also be advised that City Building are also required to carry out their own independent audits, and although the chances of this happening are very low, there may be a total of 3 visits depending on if you address is also selected by City Building.



Garden Waste Brown Bin Permit

Glasgow City Council have introduced a permit system from 1st October 2023 for those residents who wish a kerbside collection of garden waste. The Garden Waste Brown Permit costs £50 per brown bin and is valid for one year. You can continue to dispose of food waste in your brown bin for free.

To retain a garden waste collection service, tenants should complete an online form to purchase a permit. This can be found on Glasgow City Council's website.



Tenancy Visits

Our Housing Management Team are continuing to carry out routine tenancy visits to all tenants. Tenancy visits give Housing Officers the opportunity to "check-in" with tenants to find out if there are any support requirements, allow tenants to highlight any issues with their tenancy and for the Co-operative to ensure tenants are abiding by the terms of their tenancy agreement. To enable this, the visit will include a full tenancy inspection.

If you receive an appointment letter and the date or time isn't suitable, please contact the office to re-arrange to a suitable date and time. We understand that tenants aren't always home during office hours however the visit is compulsory, and we would ask tenants to make time i.e., during a day off work or college/university. If you would like a tenancy visit, please contact the office to arrange this or email us at enquiries@drumchapelhc.org.uk



Performance

The table below shows how the co-operative has performed for the first half of the financial year to September 2023 for the main indicators reported annually to the Scottish Housing Regulator.

| | |
|---------------------------------------------|--------------------------------------|
| ■ Red | Compared unfavourably with the KPI's |
| ■ Amber | On a par with the KPI's |
| ■ Green | Compared well with the KPI's |

| Indicator | ARC Ind | Q1 (Apr-June) 2023/24 | Q2 (Apr-Sept) 2023/24 | KPI Target 2023/24 | DHC performance in 2022/23 |
|--------------------------------------------------------------|---------|-----------------------|-----------------------|--------------------|----------------------------|
| Average time to carry out emergency repairs | 8 | 2.60 hours | 2.70 hours | 3 hours | 2.72 hours |
| Average time to carry out non-emergency repairs | 9 | 2.40 days | 2.40 days | 3.50 days | 2.25 days |
| Reactive repairs completed right first time | 10 | 99% | 99.30% | 95% | 97.53% |
| Percentage of tenants satisfied with the repairs service | 12 | 99% | 99% | 95% | 90.10% |
| Percentage of properties with a valid gas safety certificate | | 100% | 100% | 100% | 100% |
| Rent collected as a percentage of rent due | 26 | 104.79% | 101.18% | 100% | 100.33% |
| Gross rent arrears | 27 | 1.97% £44,060 | 2.13% £47,655 | 2.75% | 2.62% £55,534 |
| Average time to re-let properties (days) | 30 | 10.50 days | 10.79 days | 10 days | 14.58 days |
| Void loss as a percentage of rent due | 18 | 0.10% | 0.16% | 0.30% | 0.33% |
| Tenancy offers refused | 14 | 37.50% | 23.53% | N/A | 11.63% |
| Anti-social behaviour cases received | 15 (i) | 19 | 37 | N/A | 47 |
| Anti-social behaviour cases resolved | 15 (ii) | 18 | 36 | N/A | 45 |

Complaints

The Co-operative receives service-related complaints throughout the year, these complaints are recorded, the total number of complaints received in the first half of this financial year is detailed below:

| Indicator | ARC Ind | Quarter 1 (Apr-Jun) 2023/24 | Quarter 2 (Apr-Sept) 2023/24 | KPI Target 2023/24 | DHC performance in 2022/23 |
|--------------------------------------------------|---------|-----------------------------|------------------------------|--------------------|----------------------------|
| Number of Stage 1 complaints received | 3 & 4 | 11 | 18 | N/A | 37 |
| Average time for full response to Stage 1 | 3 & 4 | 2.82 days | 2 days | 5 days | 2.53 days |
| Stage 1 complaints responded to within timescale | 3 & 4 | 100% | 100% | 100% | 97.30% |
| Number of Stage 2 complaints received | 3 & 4 | 0 | 0 | | |

The majority of the complaints were made against our contractors as tenants were unhappy with a repair or with the service provided by the contractor.

To make a service delivery complaint, you can visit or contact the office on 0141 944 4902, fill out the complaint form on our website or send us an email at: enquiries@drumchapelhc.org.uk

Significant Performance Failures

A Significant Performance Failure (SPF) is when a landlord has –

- Repeatedly failed to achieve outcomes in the Scottish Social Housing Charter (SSHC) or outcomes agreed locally with tenants. (The SSHC sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities, a copy of this can be found on the Scottish Government's website).
- Fails to report or inaccurately reports its annual performance to tenants;
- Fails to meet the Standards of Governance and Financial Management;
- Has acted or failed to take action, in a way which puts tenants' interests at risk and this significantly affects a number of the landlord's tenants.

To report a SPF to the Scottish Housing Regulator (SHR), you can complete a Significant Performance Failure Reporting Form on SHR's website.



Scottish Housing Regulator

The Co-operative met all the outcomes expected of us and we have not recorded or been subject to any SPFs in 2023/24 so far.

Landlord Report

The Scottish Housing Regular (SHR) has now published our Landlord Report for 2022/23 and it is available to view on their website. We included details of our performance within our Annual Report which was recently issued. If you are viewing an online copy of our newsletter, you can access the Landlord Report [here](https://www.housingregulator.gov.scot/landlord-performance/landlords/drumchapel-housing-co-operative-ltd/). (Link <https://www.housingregulator.gov.scot/landlord-performance/landlords/drumchapel-housing-co-operative-ltd/>)



Updating your Household Details

It is important that you contact us to discuss a change/ possible change to your household e.g., if a household member moves out, or if you want someone to move in and join your household. It is important that we know who is part of your household and who is living at the property as their main home. Also, if the Co-operative has not granted permission **in writing** for a person to live at your address as their main home, the person would have **no tenancy rights** including assignation or succession rights. Your Housing Benefit or Universal Credit housing costs may also be affected.

If you are considering having someone join your household, a "Permission to Stay" form must be

completed. Permission to stay must be granted by the Co-operative before the person joins your household. Permission to stay will be granted in reasonable circumstances however we cannot allow the property to become overcrowded. Permission to stay will be granted in reasonable circumstances however we cannot allow the property to become overcrowded.

If you are unsure whether your household information is up to date, please contact your Housing Officer or email us at: enquiries@drumchapelhc.org.uk



Warm Home Discount

The Warm Home Discount is a one-off payment to reduce certain customers' energy bills over the winter months. If your electricity supplier is part of the Warm Home Discount scheme, then you'll get the payment automatically if you or your partner receive the Guarantee Credit portion of Pension Credit. One of you must be named on your bill. Alternatively, if you're in receipt of another 'qualifying benefit' and are considered to have high energy costs, then you'll also receive an automatic payment. Either way, you should receive the discount automatically if you're eligible, so you don't need to apply for it.

The money won't be paid to you directly – it'll be added as credit to your electricity account. This usually happens between October and March. You might be able to get the discount applied to your gas bill if you're a dual-fuel customer (you have a combined plan for gas and electricity with the same supplier). If you use a prepayment meter, you'll probably be given a top-up voucher.

Winter Fuel Payment

If you were born before 25 September 1957 you could get between £250 and £600 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

The amount you receive includes a 'Pensioner Cost of Living Payment'. This is between £150 and £300. You'll get this extra amount in winter 2023 to 2024. This is in addition to any other Cost of Living Payments you get with your benefit or tax credits.

Most people get the Winter Fuel Payment automatically if they're eligible. If you're eligible, you'll get a letter in October or November saying how much you will receive. If you do not get a letter but you think you're eligible, you can check if you need to make a claim. If you are viewing the newsletter online you can click here to check (link <https://www.gov.uk/winter-fuel-payment/how-to-claim>). If you are eligible, you will be paid in November or December.

Winter Heating Payment

Winter Heating Payment is to help people on low income benefits who might have extra heating needs. Social Security Scotland pays this to people living in Scotland. It replaces the Cold Weather Payment from the Department for Work and Pensions (DWP) and has the same eligibility requirements.

Unlike the Cold Weather Payment, Winter Heating Payment does not depend on how

cold the temperature gets. Winter Heating Payment is a yearly payment of £50 that's paid automatically. The Winter Heating Payment will not affect the payment of any other benefits you're currently getting, including Universal Credit or the Winter Fuel Payment. When you'll get your payment if you're eligible. You'll receive a letter from Social Security Scotland before they make the payment.

If you require any advice or assistance with regard to the above grants, please contact the office to make an appointment at our weekly Welfare rights Surgeries.

ENOUGH!!



A support
service for
13-19 year
olds.

Empowering young women, encouraging healthy relationships

Are you worried about your relationship?
Concerned about the behaviours of someone you're dating?

ENOUGH!!

We are here to talk through
how you are feeling and support you.

📞 0141 553 2022 📷 @enoughbyGWA

🏠 GWA, 30 Bell St, Glasgow G1 1LG



Glasgow Women's Aid

GWA have been supporting women children and young people who have experienced domestic abuse for over 45 years. We are committed to the eradication of violence towards women and girls. We support inclusion throughout. Registered Charity, Scottish Charity No. SC005227



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 |
| Scottish Power (Power cuts and emergencies) | 0800 092 9290 |
| Police Scotland | 101 |
| Crime Stoppers | 0800 555 111 |
| Emergency Out of Hours Homelessness | 0800 838 502 |
| Glasgow Womens Aid | 0141 553 2022 |
| Respect – Men’s Advice Line | 0800 8010327 |
| Galop (LGBT+ abuse helpline) | 0800 999 5428 |
| Drumchapel Citizens Advice Bureau | 0141 944 2612 |
| ASIST (court advocacy service) | 0141 276 7710 |
| Childline | 0800 1111 |
| Samaritans | 116 123 |
| Victim Support | 0800 160 1985 |
| Rape Crisis Scotland | 08088 01 03 02 |
| Scottish SPCA (animal welfare concerns) | 03000 999 999 |

Glasgow City Council

| | |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| Health & Social Care Connect | 0141 287 0555 Press 1 Social Work Adults and Older People Press 2 Social Work Children and Families Press 3 Homelessness |
| Noise Team | 0141 287 6688 (Mon – Sun between 5pm and 3am) |
| Bulky Waste Collection | 0141 287 9700 (Tues and Wed between 9am and 3pm only) |
| Grants | 0141 276 1177 Press 1 – Scottish Welfare Fund Press 2 - Clothing Grants, School Meals and EMA |
| Pest Control or Public Health Problem | 0141 287 1059 |

"You said,

we did"

You said,

"The close hasn't been cleaned in 2 weeks"

"Close is still dirty after contractor attending today"

"Close wasn't cleaned and still spillage from last week"

we did

Our Estate Caretaker monitors the work carried out by our contractors within the common closes and the estate. In all these cases we contacted our contractor who returned to the closes where concerns have been raised. We discussed these concerns with our contractor and deep cleans were carried out to closes where there are not being kept in a good standard of cleanliness.

We would like to remind all tenants that they must keep common closes clean i.e. if there is excessive mud from footprint/paw prints or any liquids spilled, that this is cleaned in line with your tenancy agreement and not left for our close cleaning contractor.

You said,

"Grass has not been cut"

"Grass has rarely been cut"

"Grass cut is overdue"

we did

We have experienced ongoing performance issues by our ground maintenance contractor with staffing resources being cited as the reason for this. The continued poor performance not only has an impact on our tenants, but it also has a detrimental effect on the appearance of the estate. We have communicated our concerns at regular performance meetings, and we will continue to work with the contractor. We are committed to improving the service going into the new season next year.

You said,

"The lids are broken on the bins and the birds are ripping open exposed bags"

we did

Our Estate Caretaker inspects the back court areas including bin areas/bin stores. Unfortunately, there have been a high number of bin lids breaking from the green general waste wheelie bins. We have recently replaced 10 wheelie bins on Merryton Avenue with more robust bins and will continue to replace damaged bins within our budget to do so. We would ask that tenants to utilise blue recycling bins as much as possible to prevent a build up of general waste.

Autumn Colouring

JUST
FOR
FUN



I would like to say...

Comments...

Name:

Address:

Age (if under 16 years):

Telephone:

If you would be interested in joining our Board or Tenants Panel, please tick the box below, and we will contact you.

Management Board

Tenants Panel