



Newsletter

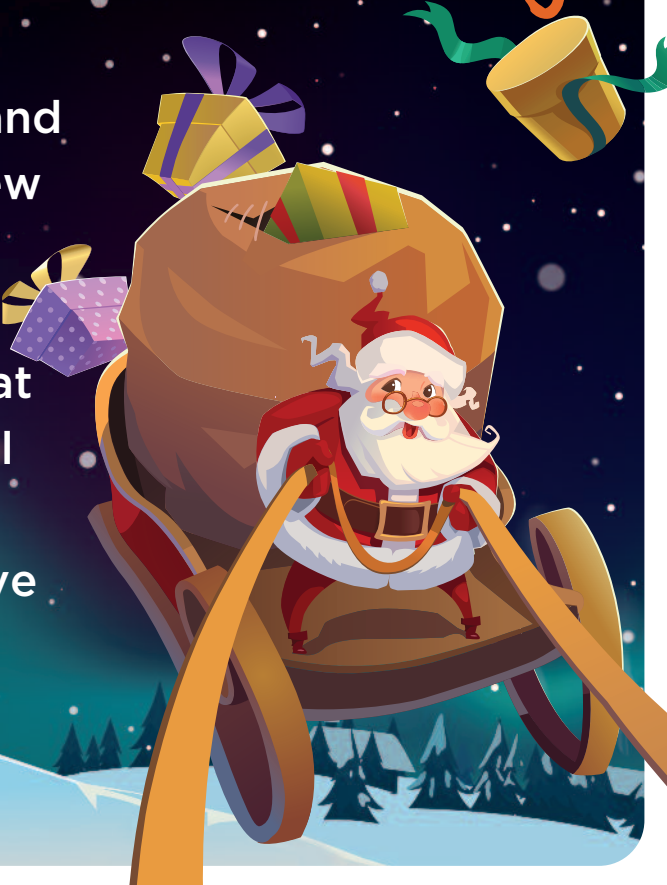
Rent Consultation 2019/20

At this time of year we review our rent charges. The rent consultation is now open for tenants to give their views on the proposed increase for the next financial year.

Each year inflation means the price of the goods and services we use go up. We always plan financially to keep the rent as low as possible, but to continue giving a high standard we need to make sure we can afford to provide this. Again, the board have decided to consult on a rent increase based on CPI (Consumer Price Index) which is 2.4% instead of RPI (Retail Price Index) which is 3.3%.

Season's Greetings

Merry
Christmas and
a Happy New
Year from
all the Staff
and Board at
Drumchapel
Housing
Co-operative
Ltd.



Tenants Panel

We will be hosting a Tenants panel meeting to discuss the proposed rent increase on **Tuesday 15th January 2019** at 2pm in our office. Please contact Stephen at the office if you wish to attend.

Festive Closure

Due to the festive break, the office will close from 12.30pm on Monday 24th December 2018 and re-open on Friday 4th January 2019 at 9am. Should any emergencies or urgent repairs be required, there is a Useful Numbers list at the back of this newsletter.

Rent Expenditure

What improvements are we doing this year?

We will spend **£564,000** installing new bathrooms and windows, improving properties and enhancing the quality of homes.

What are our plans for next year?

We will spend over **£300,000** next year to continue our programme of improvements and address tenants' priorities.

Cyclical Works

We also spend circa **£190,000** per year progressing cyclical programmes to ensure homes and environments are safe and well maintained, including:

Gas servicing



Electrical safety checks



Maintenance of stair lighting



Close cleaning and environmental works



Gutter Cleaning



Maintenance of open space



Painting programme – all properties and environments



Reactive Repairs

We spent **£227,000** on reactive repairs last year and carried out 1619 jobs.

Emergency repair time
2.1 hours

Scottish average
2.43 hours

Non-emergency repair time
2.03 days

Scottish average
4.59 days

Anti-Social Behaviour cases resolved within target 93.33%

Scottish average
89.48%

Repairs right first time 99.33%

Scottish average
93.61%



How do we spend your rent money?

Keeping the rent as reasonable as possible is important to us!

We always try our hardest to make the best possible use of your rent, and it's right that you should expect us to be as efficient as we can.

Each year we look at the different challenges we need to meet, and then consult all our tenants on the options for reviewing the rent level.

Community based housing co-operatives/ associations came into being because of the desire of local people to improve their communities and to make bad housing and poor services a thing of the past. And that continues to be our aim.

But you might be surprised at how many pressures we face in trying to ensure the rent is reasonable. This article aims to highlight the various uses we make of the rent you pay.

Responding quickly to repairs

Looking after your home

Home improvements for example: roof repairs, new boilers, windows, bathrooms etc

Keeping you safe

- Fire safety has always been a priority for us, but we're all even more mindful of it since the terrible tragedy at Grenfell Tower in London. The Scottish Government has set new standards for smoke alarms, kitchen heat detectors and carbon monoxide detectors.
- This work has to be done over the next two years, and means we'll be spending a significant amount of money on each and every home that we own.
- Rightly we must by law make sure – every year – that your gas supply is safe, and we also need to do regular testing of your electricity supply.
- We try to respond as effectively as we can when anti-social behaviour is reported to us, or a neighbour dispute arises. Sometimes we may need to spend a lot of staff time trying to sort things out, and sometimes we'll need support from other agencies such as the local council or the police.

Working towards meeting the Scottish Government's Energy Efficiency Standards

Collecting the rent

- We put a lot of staff time into making sure we collect the rent that's due to us. We know some tenants can run into difficulties from time to time, and we try to work with people to sort things out.
- One of the newer challenges we and tenants are facing is the new system of 'Universal Credit', which will normally mean tenants who get help with their rent will receive the money direct from the DWP (Department of Works and Pensions) instead of it being paid directly to the Co-operative.
- This means our staff will need to spend extra time to keep closely in touch with tenants to ensure they're still able to pay their rent each month.
- In the early stages of Universal Credit, many housing co-operatives/ associations have found that rent arrears have been rising sharply. Where this happens, it puts pressure on the rents we charge across all of our homes.
- More and more housing co-operatives/associations have increased their welfare benefits service or money advisers to help make sure people are claiming what they're entitled to and make sure rent is paid.

Filling the gaps when other services decline

- Housing Co-operatives/Associations are more likely than ever before to be providing services which the local council can no longer afford to do – this might be removing bulk items or refuse or grass cutting in open areas.
- These make the community a better place to live, but even though we think we can often provide these services at a lower cost, we still have to use rent money to do this.

**Complying
with
legislation**

Helping your community thrive

- Almost all local Housing Co-operatives/Associations do a lot more than just being a landlord. Examples of our wider work are recreational activities for people of all ages: summer fete, pensioners Christmas lunch, Christmas party for tenant's children.
- Wherever possible, Co-operatives/Associations try to apply for special funding for this work, but for us this is another pressure on rent money.

Being open and accountable to you

- We need to make sure that you can get hold of us when you need to, and that when you need to make a complaint it gets looked into as quickly as possible – these things are important to us and to our tenants, and so investing the right amount of resources is important.
- We also know that as well as writing to tenants when we need to, and sending out regular newsletters, we need to make sure our websites are easy to navigate and have the information tenants need along with maintaining our Facebook page which requires daily updates/responses by staff.

**Meeting
Scottish
Housing
Regulator
standards**

**Supporting
homeless and
other vulnerable
people to
maintain their
tenancy**

Not everything costs money!

- The Management Board, who are responsible for the overall running of the Co-operative, is made up entirely of unpaid volunteers. Over the years they – and the people who served before them – have given many thousands of hours of time and effort for no financial reward.

Tell us what you think

Overall we like to think that our rents are good value for money – you only have to look at the higher rents and poorer levels of service in the private rented sector.

But no Housing Co-operative/ Association is complacent about value for money. We are always keen to get feedback from tenants on the rent, the services we provide – and perhaps on services you would like us to think about providing in the future.



**Drumchapel
Housing**
Co-operative Limited

Rent Consultation

Please complete and return the following questionnaire.

Do you feel your rent is currently affordable?

Yes

☐

No

☐

**Drumchapel
Housing**
Co-operative Limited

Do you think that we should continue to invest and improve our properties?

Strongly Agree

☐

Agree

☐

Neither agree or disagree

☐

Disagree

☐

Strongly Disagree

☐

Do you think that a rent increase of 2.4% is fair given that the Retail Price Index (RPI) is 3.3%?

Strongly Agree

☐

Agree

☐

Neither agree or disagree

☐

Disagree

☐

Strongly Disagree

☐

Please use the box below to provide any additional comments.





Pensioners' Christmas Party

Held at John Olivers
on Thursday 6th
December 2018.



Childrens' Christmas Party

Held at Co-operative office on Wednesday 12 December 2018.



Christmas Bulk

It is important that all bulk is stored in the back courts over the Christmas and New Year period. Please ensure that any bulk items are put neatly at the side of the bin shed. It **should not** be put at access lanes for collection. Glasgow City Council should collect bulk over this period. However, if there is an issue with bulk rubbish, fly-tipping or rubbish collection then please call Glasgow City Council on **0141 287 9700**.

Please ensure all rubbish is **properly bagged**. Cardboard boxes should be folded, bagged and put in bin shed as they will not be lifted with bulk if they are soggy/falling apart.

Remember excess rubbish can be taken to:

Dawsholm Recycling Centre, 75 Dalsholm Road, Glasgow G20 0TB

Opening times over festive period for residents (cars):

8am – 8pm • 27th & 28th December 2018 and 3rd & 4th January 2019.

Shieldhall Recycling Centre, Renfrew Rd, Glasgow G51 4SL will be available on 26th December 2018 and 2nd January 2019.

Bin Collection

Dates for 2018/19 bin collections in Glasgow will be added as soon as they are released. The website on which these will appear is below:

<https://www.familiesonline.co.uk/local/glasgow/in-the-know/bin-collections-in-glasgow-for-christmas-and-new-year>

Glasgow City Council should send letters to all Glasgow residents whose bin collection is affected to advise your collection days over this period.



Fly-Tipping

Please report any fly-tipping to Glasgow City Council – Telephone **0300 343 7027**
Facebook • My Glasgow App

Christmas Fire Safety Advice

House fires and casualties increase during winter, with a **high risk** over the festive period.

FAIRY LIGHTS AND DECORATIONS

- Unplug fairy lights or other electrical Christmas decorations when you leave the house or go to bed.
- Check fairy lights are in good working order and replace any bulbs that have blown.
- Bulbs can get very hot. Don't let them touch materials that can scorch or burn easily, such as paper or fabrics.
- Make sure the fuse in the plug is the correct rating.
- If you need to plug more than one appliance into an electrical socket, use a multi-socket adaptor which is fitted with a fuse and has surge protection.

CANDLES

- Extinguish all candles before you go to bed. Never leave a burning candle in a bedroom.
- Keep candles, matches and cigarette lighters out of reach of children and never place lit candles where they can be knocked over by children or household pets.
- Always put candles on holders or a heat resistant surface. Be especially careful with night lights and tea lights which can get hot enough to melt plastic or ignite combustible Christmas decorations.
- Position candles away from objects that may catch fire like Christmas trees, greeting cards, ribbons, and other decorations.
- Never move lit candles.
- Always use a candle snuffer or a spoon to extinguish candles or tea lights.

WHEN CELEBRATING

- Consuming even a moderate amount of alcohol can greatly increase the risk of fire and fire-injury.
- Ensure that fire exit door keys are kept readily available and/or exit doors can be opened from the inside in the event of fire or emergency.
- Take care of older people, children and those who may find it difficult to react quickly and safely if there is a fire.
- Make sure your family and/or visitors know what action to take in the event of fire or actuation of smoke/heat alarms.
- Smoking is the main cause of death from fire in the home. If people are smoking in your home, provide a sufficient number of ashtrays.
- Stub out cigarettes properly – make sure there's no smoke.
- Pour water on cigar and cigarette ends before putting in a bin.
- Leaving cooking unattended or being distracted while cooking is the most frequent cause of fire in the home. Never cook hot food while under the influence of alcohol or drugs.
- If celebrating with fireworks, remember that they are explosives. Store them safely out of reach of children and always follow the fireworks code.



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

A short visit from the Fire and Rescue Service will help make sure your home is as safe as it can be. They can even install smoke alarms, free, if you need them. It only takes about 20 minutes, and their advice and help could save your life.

To request a free Home Fire Safety Visit, call 0800 0731 999 Text 'FIRE' to 80800 or visit www.firescotland.gov.uk





**Drumchapel
Housing**
Co-operative Limited

"Committed to providing a quality service"

2019 calendar

January 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

February 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

March 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

April 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

May 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

June 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

July 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

August 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

September 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

October 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

November 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

December 2019

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Useful Numbers

Police (Emergency)	999
Police Scotland	101
Noise Team	0141 287 1060
Dog Fouling	0300 343 7027
Graffiti Removal	0300 343 7027
Glasgow City Council, Community Safety Department	0141 276 7400
Abandoned Cars	0141 276 0859
Bulk Uplift	0141 287 9700

Water Mains Leaks or Bursts	0845 600 8855
Roads and Lighting Faults	0800 37 36 35
Pest Control	0800 595 595
Housing Benefit	0141 287 5050
CCTV Operators	0141 287 9999
Emergency Repairs (including Gas Central Heating)	0800 595 595

Rent Due: on or before 1st of each month

Key

- Public Holidays - Office Closed
- Staff Training - Office Closed (pm)
- Welfare Benefits Advisor present
- Wheelie Bin Cleaning