



Drumchapel
Housing
Co-operative Limited

Winter 2022

Newsletter



Office closure festive break

Christmas closure dates Friday 23 December at 1230pm
and reopen Thursday 5 January 9am.

If you require an emergency repair, please call City Building
on 0800 595 595.

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

4 Kinclaven Avenue • Drumchapel • Glasgow G15 7SP

Tel: 0141 944 4902 • Email: enquiries@drumchapelhc.org.uk

Web: www.drumchapelhc.org.uk

 <https://www.facebook.com/pg/DrumchapelHousingCooperative/>



HAPPY TO TRANSLATE

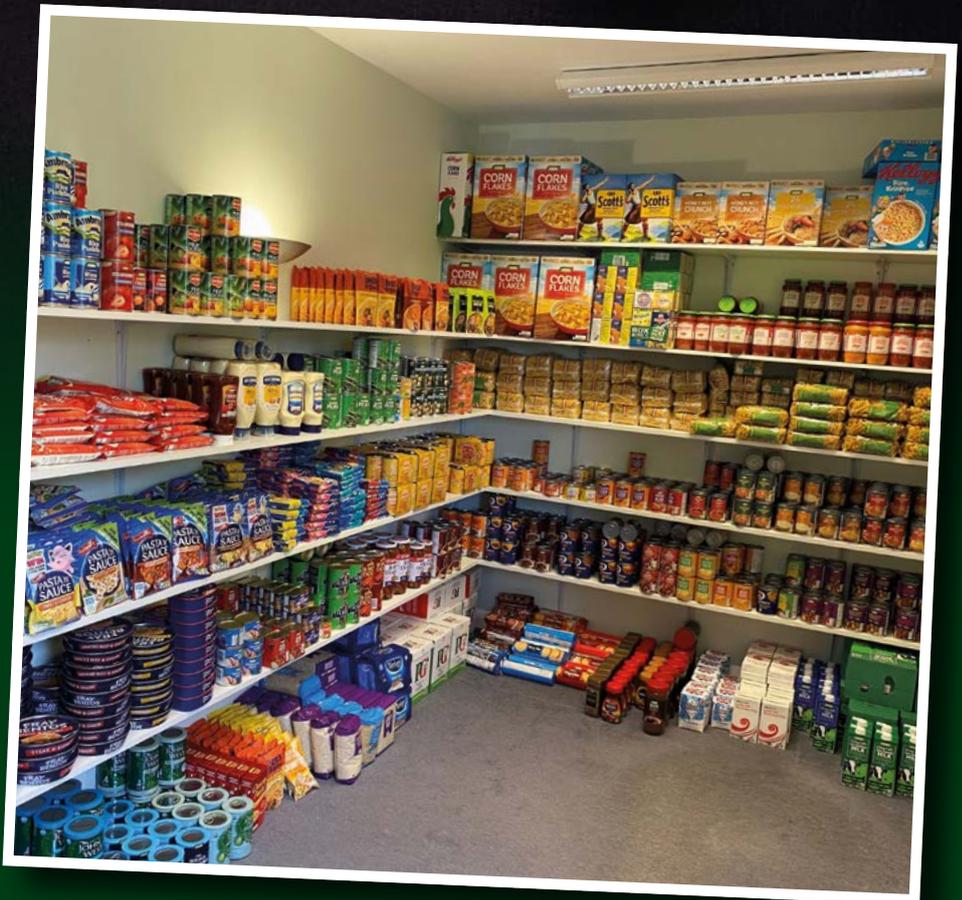


Tenancy Sustainment Fund

As the impact of the cost-of-living crisis increases, we are continuing to work hard behind the scenes to assist those tenants' experiencing difficulties with living costs. We would like to remind tenants of our Tenancy Sustainment Fund. It is used to assist tenants in crisis and in emergency situations.

We have our internal food bank within the office where Housing Officers can issue emergency food parcels and food vouchers. We can also help in range of other ways so please contact us.

Our Welfare Rights Surgeries continue to be held at the office every Thursday provided by the Citizens Advice Bureau. There are many ways in which advisors can help, this includes carrying out benefit checks and claiming benefits you are entitled to, budgeting advice, notifying benefit authorities of changes in circumstances, completing disability forms, challenging incorrect benefit decisions and debt advice. Please contact us to make an appointment.



Tenant panel recruitment

Throughout the year we review our policies, as per our policy review register and we consult on our Annual Report that is submitted to the Regulator and delivered to tenants on an annual basis. This gives us valuable feedback from tenants.

We are looking for more tenants to become involved in our tenant panel. If you would be interested in becoming involved, please contact the Co-operative on 0141 944 4902 or emails us at enquiries@drumchapelhc.org.uk and a member of the Corporate team will be in touch.

Staff Update

A warm welcome to our team...Anne Smith, Corporate Services and Finance Officer, started with the Co-operative on 12th September 2022. Saffron Walker, Temporary Receptionist, started with the Co-operative on 1 November 2022. Alex Gemmell, Temporary Senior Maintenance Officer who joined us on 1 November 2022.





Rent Review Consultation 2023/24

The Scottish Government passed the Cost of Living (Tenant Protection) (Scotland) Act 2022 on 28 October 2022. This means that there is a rent freeze up to and including 31st March 2023.

The rent freeze currently has no impact on the Co-operative as we only review our rents once a year on 1st April. However, the rent freeze may be extended, or the level of rent increase which landlords can apply from 1st April may

be capped. A decision is set to be made by the Scottish Government in mid-January 2023 regarding this.

We would normally commence our rent review consultation at this time of year however we have placed this on hold pending the decision of the Scottish Government.

We would like to thank all tenants who took part in our cost-of-living crisis survey. Your views and comments are important to us.

Keep Safe

We at Drumchapel Housing Co-operative are delighted to announce we have become part of the Keep Safe Initiative, which is part of I Am Me Scotland charity, set up to tackle Disability Hate Crime. The initiative promotes a haven for disabled and vulnerable people to go to who may need support whilst they participate in community life, free from fear of harassment and abuse.

We are the first Registered Social landlord in the Drumchapel area to sign up and the fourth safe place in Drumchapel, along with Fortune Works, Police Scotland, and Starbucks in the retail park.

We are proud to be part of this

initiative which embraces the values and the ethos of the Co-operative.

Keep Safe is Police Scotland led, is an award-winning initiative that started in Renfrewshire in response to feedback from the disabled community that there were times they did not feel safe when travelling independently.

The initiative is a partnership between I Am Me Scotland and Police Scotland and was originally developed to support the disabled to participate in community life, free from fear of harassment and abuse. However, the initiative has received wide support and has continued to evolve to become a



national network with over 900 Keep Safe places throughout Scotland. The initiative is available for anyone to use if they feel lost, scared, vulnerable or simply need some breathing space.

For more information, please see <https://iammescotland.co.uk/>

Tenant Satisfaction Survey 2022

What did we do?

215

INTERVIEWS

We commissioned Research Resource to carry out our Tenant Satisfaction Survey in 2022. We spoke to 215 Drumchapel Housing Co-operative tenants to find out how satisfied they were with the Co-operative and the services they provide. The results of the survey are provided to the Scottish Housing Regulator but more importantly allow the Co-operative to improve and tailor their services to meet the needs of tenants.

What did you tell us?



88% ▼ -6%

satisfied overall with service provided by Drumchapel Housing Co-op



99.5% ◆ +2%

rated the Co-operative as good at keeping you informed



100% ◆ +2%

satisfied with the opportunities to participate



90% ▼ -7%

satisfied with repairs and maintenance



84% ▼ -7%

satisfied with the quality of your home



82% ◆ -2%

rated rent as good value for money



93% ◆ +4% satisfied with contribution to the management of the neighbourhood

You told us your top 5 service priorities were:



Research Resource is an independent research agency. All their work is carried out in line with the Market Research Society Code of Conduct.

All data is confidential and anonymous.

It is held in accordance with the General Data Protection Regulations.

Annual Assurance Statement

October 2022

This is the **Annual Assurance Statement of Drumchapel Housing Co-operative Ltd** as agreed by the Management Board on **25 October 2022**; whereby we agreed that, to the best of our knowledge, there are **no areas of material non-compliance** to report.

The Management Board are satisfied that we have seen and considered a sufficient appropriate and reliable evidence bank of reports, policies, advice, and information which the Board monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that Drumchapel Housing Co-operative Limited is complaint and, to confirm our level of assurance is proportionate for our business and our context. We advise that, to the best of our knowledge and understanding, Drumchapel Housing Co-operative Limited complies with:

- all relevant regulatory requirements set out in chapter 3 of the Regulatory Framework;
- all relevant standards and outcomes in the Scottish Social Housing Charter;
- all relevant legislative duties
- **and the Regulatory Standards of Governance and Financial Management.**

and acknowledge the requirement to notify the Scottish Housing Regulator of any changes to the Annual Assurance Statement throughout the year.

Whilst declaring our compliance, we would like, in the interests of transparency and self-governance, to draw attention to two areas. We have reviewed these areas and have assured ourselves that they are non-material, however, we would like to declare for your information and consideration as detailed below:

Again, this year, we have taken account of the impact the Covid-19 pandemic has had on the business; economic and social disruption and we believe that we have complied fully with guidance from the **UK and**

Scottish Government in respect of managing through the pandemic which have informed our assurances as a Board. Going forward, we are concentrating on recovering from the pandemic.

In reviewing our compliance with the Regulatory Framework, we are assured that we have appropriate systems in place for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

We have obtained external support to provide us with additional assurance that our approach is effective and robust.

We would also like to highlight that whilst we are compliant with regulatory standards, we have concerns regarding the potential implications of the recent Scottish Government proposals for rent freezes and eviction restrictions and the uncertainty around these. Our concerns particularly relate to Regulatory Standards 1, 2, 3 and 4. We are concerned regarding the potential impact of these decision in relation to the longer term sustainability of the Co-operative.

In undertaking our self-assessment, we identified areas that need more work either as a direct result of the pandemic or some that we feel need to improve; we do not consider any of the actions as materially non-compliant and have a plan in place to address the areas highlighted within a timeframe of up to 18 months.

This 2022 Annual Assurance Statement is publicly available on our website; social media; Newsletter and available from our office on request.

David O'Hara - Chairperson
25 October 2022

Welfare Benefit Service

Our Welfare Benefits Advisor from the Citizens Advice Bureau is still providing a wide range of services either by telephone or face to face appointments. This includes carrying out benefit checks to ensure you are receiving all the benefits you are entitled to, providing advice and assistance with claiming benefits, challenging decisions, assistance with completing review forms and general advice. Please see some of the financial gains below – 21 of our tenants were assisted in the last quarter from 1 July to 30 September 2022 who have seen financial gains of just over £48,000! Please contact the office to make an appointment.



Advice Area	No. of Clients	Amount
Benefits – Attendance Allowance	0	£0
Benefits – Carers Allowance Supplement	1	£245.70
Benefits – Child Benefit/Guardian Allowance	1	£1,133.60
Benefits – Discretionary Housing Payment	3	£1,326.51
Benefits – Employment & Support Allowance	1	£3,608.80
Benefits - Housing Benefit	3	£1,901.84
Benefits – Pension Credit	0	£0
Benefits – PIP(Daily living)	2	£9,134.30
Benefits – PIP(Mobility)	1	£1,711.50
Benefits – Scottish Child Payment	0	£0
Benefits – Scottish Welfare Fund – Community Care Grant	1	£300.00
Benefits – State Retirement Pension	0	£0
Benefits - Universal Credit(including Housing cost contribution)	2	£25,213.32
Benefits - Other	2	£1,300.00
Debt – overpayment of Housing Benefit	0	£0
Debt - other	0	£0
Finance & Charitable Support – Food Banks	0	£0
Tax - Council Tax	4	£2,164.08
Utilities & Communications – Fuel – regulated (gas /electricity)	0	£0
Utilities & Communications – TV including cable, digital and satellite	0	£0
Total Client Financial Gain	21	£48,039.65

Tenancy Visits



Our Housing Officers Marisa and Caroline have resumed tenancy visits after these were placed on hold because of the pandemic.

Tenancy visits give us the opportunity to “check-in” with our tenants to find out you have any support needs, carry out an inspection to check for any repairs or highlight any health and safety concerns.

They will also be able to answer any questions you may have and have a friendly chat. We will try and arrange a date and time which suits you so please do not hesitate to contact us if you receive a letter with an appointment which is unsuitable. If you would like a tenancy visit prioritised to your home, please contact the office to arrange this.

Estate Matters

CLEAN & TIDY CHRISTMAS!



At Christmas, we throw away a lot of items. Please remember to put these in the correct bins, both to make sure they are uplifted by Glasgow City Council and to help the environment. Nobody wants to wake up on Christmas morning to other people’s litter so do your bit to keep the area tidy!

WHERE DO I PUT ALL MY RUBBISH!?!

Glasgow City Council has provided residents with bins for recycling. The Blue bin is for the collection of paper, card, plastic bottles, and food/drink cans.

You can recycle the following items in your blue bin:

- Mixed papers - newspapers, magazines, journals, junk mail, brochures, catalogues, directories, yellow pages, envelopes
- Cardboard - cardboard boxes, card packaging
- Plastic bottles - milk bottles, drinks bottles, sauce bottles, shampoo bottles, cleaning product bottles
- Food and drink cans - steel cans, aluminium cans, food tins, empty aerosol cans.

What should you not place in your blue bin?

If you place items, other than those listed above, you will adversely affect the quality of the material sent to our recycling which can result in material not being recycled. So please do not put the following items into your blue bin:

- General waste/food waste
- Books
- Tetra paks
- Margarine/butter tubs
- Foil
- Glass bottles
- Yoghurt pots
- Plastic bags
- Cartons

Residents wishing to recycle glass –the nearest glass recycling point is located at Sainsbury’s bottle bank located in Great Western Retail Park. You cannot put glass in the blue recycling bins. If you are not recycling the glass, they must be disposed of with your household rubbish. If you would like any further information on bins, please contact Glasgow City Council at www.glasgow.gov.uk and select Bins and Recycling.

WHAT DO I DO IF I WANT TO GET RID OF MY OLD ITEMS NOW THAT SANTA HAS BEEN GOOD TO ME?

You can take it to a local recycling centre, Dawsholm Recycling Centre, 75 Dawsholm Rd, Glasgow G20. Please remember Fly tipping is illegal and carries a fine if you are caught.

Anyone caught dumping bulk may be liable for a fine and/or prosecution. As residents you can also contact the Environmental Task Force if come across the following problems: -

- Litter • Dog Fouling • Graffiti • Fly posting • Fly Tipping

To report an incident online please use link <https://www.glasgow.gov.uk/envtaskforce>

You can also report an incident by phoning **0141 287 1058**. Or you can use your smart phone to report incidents by downloading the My Glasgow app from the App store and Google Play MyGlasgowCC - Glasgow City Council

Quick Tips to Save Energy



LITTLE SWITCH

FIRE THE DRYER

Tumble dryers use huge amounts of energy. Try allowing your clothes to dry naturally instead.



LITTLE SWITCH

TAKE IT DOWN A NOTCH

Turning your thermostat down by just 1C can make a big difference to your bills.



LITTLE SWITCH

SHOWERS WITH A CHANCE OF SAVINGS

Switch your bath for a quick shower and you could save cash and the planet.



LITTLE SWITCH

LET THERE BE LIGHTBULBS

Switch to LED bulbs and not only will they last 10x longer, they'll use less energy too.



Telling us about changes to your household

To ensure that your tenancy rights are protected it is important to ensure that you advise us of any changes to your household.

This includes telling us about anyone who has previously moved in with you who you haven't already told us about. You must also let us know if anyone moves into or out of your home in the future at the time they do so. For anyone joining your household, a "Permission to Stay" form must be completed beforehand. You must not allow your house to become overcrowded.

If you are unsure about whether you have told us about anyone who has moved into your home, please let us know now by contacting your Housing Officer at the office or by emailing us at – enquiries@drumchapelhc.org.uk

Any changes to your household could also affect your Housing Benefit or Housing Costs entitlement.

FROZEN PIPES

With Winter approaching, you may experience frozen pipes to your home. A frozen pipe is also serious as this may lead to a burst.

Here is some advice: **Turn off the water supply Turn off the main stopcock**

You should find this under the kitchen sink or bathroom or where the service pipe enters your home. If you can do so safely, turn off the stopcock in your cold water tank if you have one, it's usually found in the attic or loft.

Beat the burst

Protect everything around the pipe that appears to be frozen to avoid damage if it bursts.

Thawing out

Check if the pipe appears to be undamaged – do not attempt to thaw if breaks or cracks can be seen. If pipe

is undamaged try to thaw it out. Open the tap nearest to the part of the pipe you think is frozen so the water can flow through when it has melted.

Frozen Condensate Pipe on Gas Condensing Boiler

In very cold weather there may be problems with the pipe that takes away some of the vapour that condenses from the gas boiler and it may freeze. This can lead a boiler to shut down and there should be a fault code displayed on the digital display or there may be an alarm signal. If this happens, then call City Building on 0800 095 095.

Final Advice: Please make sure that you have household insurance. We are insured for the building but not your own contents, so please make sure you have cover. Have a look at our partner Thistle Insurance for more information on household insurance.



ENERGY BILL SUPPORT SCHEME

From October 2022, it was announced that every household would receive £400 paid in instalments over 6 months.

£66 per month in October and November, and £67 per month from December to March 2023.

Payments will be credited to your energy bill each month, pre-payment customers with a smart meter will have payment credited to their meter at the start of each month.

Prepayment customers without a smart meter will receive a voucher each month by post, text, or email.

If you pay your energy bill via direct debit, your direct debit will remain the same and your provider may refund you each month. If you would like a Benefit check, please contact the office on **0141 944 4902** or email us at enquires@drumchapelhc.org.uk and we will arrange an appointment with our Welfare Benefits advisor.



Winter Fuel Payment - Pensioners

You would have received a letter in October or November telling you how much Winter Fuel Payment you'll get.

The amount you get is based on when you were born and your circumstances between 19 to 25 September 2022. This is called the 'qualifying week'.

The amounts include a 'Pensioner Cost of Living Payment'. This is between £150 and £300. You'll only get this extra amount in winter 2022 to 2023.

Any money you get is tax-free and will not affect your other benefits and is paid directly into your bank account.

If you qualify for these and have not received a payment you can report it online <https://secure.dwp.gov.uk/report-a-missing-cost-of-living-payment/welcome>



Paying Your Rent

We understand that money becomes tighter and spending priorities can change for people on the run up to Christmas, however, we would urge you to remember that you should not be tempted to miss your rent payments over the next few months. Your rent should remain your priority.

We offer various ways to pay your rent including Direct Debit (payments can be made weekly, fortnightly, monthly etc), Standing Order (please contact us for our bank details), Debit Card (call the office to make an appointment over the phone), Rent Payment Card (at any Post Office and at shops, garages etc displaying the Allpay.net or PayPoint signs or alternatively **online at www.allpayments.net**

Please remember, if you are struggling to make ends meet and particularly if you are worried about debt and how to manage your money; you need advice on benefit entitlement, or you're concerned about your fuel bills remember we are providing our Welfare Benefit Service every Thursday in the office from 9am to 5pm by appointment.

Please call your Housing Officer or our office on **0141 944 4902** to arrange the appointment or to chat about your concerns.



➤ JOIN SCOTLAND'S FIGHT AGAINST FIRE

Get ready for winter. Make sure you have working smoke alarms. Fit a heat alarm in your kitchen. All smoke and heat alarms should be ceiling mounted and interlinked.

Take extra care when cooking if you suffer from any illness, disability or are taking prescribed medications that makes you careless or forgetful.

We all know older people who are at risk from fire – it could be a grandmother, aunt, friend or neighbour. Join Scotland's Fight Against Fire. If you, or someone you know, is at risk from fire, contact us now.

Call 0800 0731 999 Text 'FIRE' to 80800
visit www.firescotland.gov.uk
or talk to your local firefighters.

➤ ALCOHOL

If you're tired, have been drinking, or taking drugs, you will be less alert to the signs of fire.

You are more likely to fall asleep. You are less likely to wake up if a fire does start, particularly if you don't have working smoke or heat alarms in your home.

If fire does break out alcohol or drugs can heighten feelings of disorientation, making it difficult for you to escape.

Cooking and alcohol can be a recipe for disaster.

If you've been drinking alcohol or taking drugs, don't cook.

Smoking is the main cause of death from fire in the home. You are more likely to lose your life in a fire if you drink and smoke.

In many fires started by cigarettes, people have also been drinking and are sleepy.

Never smoke in bed.

Don't smoke in your chair if you've been drinking or you're feeling tired. If you do feel tired smoke outside or stand up and smoke at a window or outside door.

➤ FURTHER INFORMATION

Visit www.firescotland.gov.uk for practical fire safety advice, or talk to your local fire fighters at your nearest community fire station. You will find contact details on the website, in your local library and in the phone book.

For specific information and advice for older persons contact: Age Scotland helpline: **0800 12 44 222**
Visit: www.ageuk.org.uk/scotland
Age Scotland Fire Safety Fact sheet 101s provides essential fire and safety information for older people and persons who care for older people. Silver Line helpline: **0800 4 70 80 90**

The Scottish Government 'Ready for Winter' campaign sets out simple steps we can all take in the home, before a journey (whether driving, cycling or on foot), at work and in our communities to prepare for Winter. It also encourages people to look out for others, especially the more vulnerable, when bad weather strikes.
Visit www.readyscotland.org

Visit www.firescotland.gov.uk for practical fire safety advice. Or talk to your local firefighters. You'll find contact details on the website, in your local library and in the phone book.

If you would like a copy of this document in a different format or a version in another language, please contact **0800 0731 999**.

TO BOOK A FREE HOME FIRE SAFETY VISIT

Call **0800 0731 999** Text 'FIRE' to **80800**
or visit www.firescotland.gov.uk



**SCOTTISH
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

v2.3 November 2021

To book a **FREE HOME FIRE SAFETY VISIT**
Call **0800 0731 999**
Text 'FIRE' to **80800**
or visit www.firescotland.gov.uk

  @SFRSYourSafety



Fact.

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



**SCOTTISH
FIRE AND RESCUE SERVICE**
Working together for a safer Scotland

Scotch Broth Recipe



A cheap and cheerful soup that will feed a family in a cold winter's night. It is full of nutrition and will keep you full for hours. For fussy kids, why don't you blend it or mash the vegetables down for a smoother option. Add bread and butter to finish it off.Delicious!

Ingredients

- 250g/8oz carrots, peeled, diced
- 250g/8oz turnips, diced
- 2 onions, peeled, diced
- 1 celery stalk, diced
- 1 leek, white part only, sliced
- 75-125g/3-4oz pearl barley
- 125g/4oz dried peas, soaked in water for 4-5 hours, drained
- salt and freshly ground black pepper
- 2.3litres/4 pints lamb or mutton stock
- 85g/3oz kale, chopped (optional)

Method

- Heat all the ingredients, except the kale, in a large saucepan until boiling.
- Reduce the heat and simmer gently for 2-3 hours, or until the peas and pearl barley are soft.
- Stir in the kale and cook for a further 10-12 minutes, or until the kale is tender. Season, to taste, with salt and freshly ground black pepper.

Merry Christmas Word Search

	c	h	r	i	s	t	m	a	s	s				
	t	o	s	d	t	r	e	e	u	t				
	w	l	a	m	a	s	v	l	o					
	i	e	c	a	l	t	t	h	i	c				
	n	g	k	r	e	n	n	g	g	k				
	k	n	h	a	s	a	e	i	h	i				
	l	a	i	t	n	s	s	e	t	n				
	e	g	u	s	i	o	e	l	s	g				
	g	l	i	t	t	e	r	s	z	m				
	f	r	u	d	o	l	p	h	l	l				
	tinsel	sack	lights	Rudolph	glitter	angel	stocking	presents	Santa	tree	sleigh	Christmas	twinkle	star





Carbon Monoxide



19015

What is carbon monoxide?

Carbon monoxide (CO) is a poisonous gas which has no taste, colour or smell. It can make you feel seriously ill and can kill quickly without warning.

What are the signs of a carbon monoxide leak?

Carbon monoxide can be produced when poorly maintained, incorrectly fitted or badly repaired appliances do not burn gas completely. Look out for the following signs that could indicate that a gas appliance is not working correctly, and CO may be present in the house:

- Floppy yellow or orange flame on your gas hob, rather than a crisp blue flame
- Dark, sooty staining on or around gas appliances
- Pilot lights that frequently blow out
- Increased condensation inside windows

What are the physical symptoms of carbon monoxide poisoning?



If you're suffering from any of the symptoms and feel better when you leave the house, it could be CO poisoning. If you're concerned you or someone in your household may be suffering from carbon monoxide poisoning, make sure you do the following:

- Get fresh air immediately
- Open all doors and windows, switch off gas appliances and leave the house
- Contact your GP, who can check and advise if you need treatment for carbon monoxide poisoning
- If you're concerned there is immediate danger, call the gas emergency helpline on 0800 111 999 (mainland GB), 0800 002 001 (Northern Ireland) or look up the number for your UK region at <http://bit.ly/gasemergency>.

How to stay gas safe

- Ensure your gas appliances are checked annually by a qualified Gas Safe registered engineer
- Fit an audible carbon monoxide alarm marked EN 50291 which carries the British Standard Kitemark

Now that you know the dangers of carbon monoxide poisoning, why not pass it on and share this important information with your family, friends and neighbours, to help them all stay Gas Safe.



Building a Sustainable Future



Hallowe'en

Our congratulations to Faye and Zackary who each won one a prize in our recent Hallowe'en competition for their excellent colouring in pictures. Congratulations, Faye and Zackary – we loved the detail of your suitably spooky drawings.



Argon Technical 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.



Adaptations – Do you need help or assistance?

We still have grant funding available for 2022 - 2023 to carry out medical adaptations.

If you are having difficulty with day-to-day activity such as bathing, using stairs or answering the door etc. we may be able to help.

The types of work we can carry out as part of a medical adaptation include:

- Level access showers

- Over bath showers
- Lever action taps
- Ramps
- Handrails/Grabrails
- Deaf aids
- Widening doors for wheelchair use where possible.

If you would benefit from External/Internal Handrails or Grabrails please contact us on 0141 944 4902 to obtain a self-assessment form.

All other medical adaptations are

progressed via a referral from a medical practitioner such as an Occupational Therapist. An assessment visit can be arranged by contacting Social Care Direct on 0141 287 055. Once a referral has been received, we will progress the works as quickly as possible and subject to funding still being available.

Please get in touch if you require further information or advice.

CONDENSATIO

What is dampness?

Dampness can originate from:

- Leaking pipes, wastes, drainage and overflows
- Rainwater from defective roof coverings, blocked or leaking gutters and broken pipes
- Penetrating dampness around windows, through walls and due to raised ground levels
- Rising damp due to lack of, or no effective, damp-proof course

Condensation dampness

Condensation dampness is a condition that affects many homes and has probably become the major cause of “environmental” dampness within a property. Condensation is particularly common in homes which are poorly heated and poorly insulated and usually gets worse in the colder months i.e. “the condensation season”.

Problems caused by condensation

Running water on windows and walls is perhaps the most immediate indication of a condensation problem. If ignored this can lead to a deterioration in the decorative condition of the property, stained curtains, decay in window frames and the appearance of moulds on the surface of wallpapers and paints in poorly ventilated areas. Condensation can also occur under suspended floors and in roof voids, greatly increasing chances of fungal decay.

What is condensation?

There is always some moisture in the air, even if you cannot see it. If the air gets colder, it cannot hold all the moisture and tiny drops of water appear – the Dew Point. This is condensation. You also notice it when you see your breath on a cold day, or when the mirror mists over when you have a bath. Kitchens and bathrooms are often primary sources

of atmospheric water. Moisture is released into the air through normal daily activities such as washing, cooking, drying clothes, showering and bathing. Condensation can occur commonly on windows or external walls, or cold surfaces within the fabric of the property. Look for it in corners, on or near windows, in or behind wardrobes and cupboards. It often forms on north-facing walls. Condensation is often associated with poor heating and ventilation in buildings. It is more apparent in winter, as the external air temperature is low and walls and windows are cold. The usual sequence of events is as follows:

- Cold air enters the building
- The air is warmed for the comfort of the occupants
- The warm air takes up moisture
- The warm, moist air comes into contact with cold surfaces (walls, windows, etc.) and is cooled below its Dew Point
- Condensation occurs as the excess moisture is released

Mould

The development of mould growth is the most common tell-tale sign that is frequently associated with condensation. It can lead to staining, damage to wallpaper, wall surfaces, window frames, furniture and clothing. The appearance of mould

may be black, white, yellow or green in colour, depending on the specific type of mould and the surface on which it grows. Moulds are hydrophilic fungi in that they require high levels of moisture. Capillary held dampness (such as that originating through rising dampness) is not sufficient to cause mould growth. The mould requires free moisture on the surfaces to germinate and grow. Tiny spores produced by the mould and the higher numbers of dust mites due to the moist conditions can increase the risk of asthma and respiratory illnesses in some people.

In the short-term you should wipe off the condensed water from windows and sills every morning during the condensation season. Wring out the cloth into a sink rather than drying out on a radiator.

Maintaining a reasonable balance between heating, ventilation and insulation can reduce excessive condensation. However, a review of lifestyle and occupation of the property is often necessary.

Mould Cleaning

Regular cleaning away of mould is vital. To remove mould, wipe down walls and window frames with a preparatory mouldicide or fungicidal wash (one which carries a Health and Safety Executive approval number). Spray containers of mouldicide can be obtained from chemists and retailers and mould kits can be obtained from specialist suppliers. Follow the manufacturer's instructions precisely which will provide longer term prevention.

Handy Tips

- Dry-clean mildewed clothes
- Shampoo carpets
- Avoid disturbing the mould by brushing or vacuum cleaning
- Following treatment, redecorate using a good quality fungicidal paint to prevent mould

N CONTROL

- Do not over-coat with ordinary paint, emulsion or wallpaper. Use a mouldicide solution additive to mix with the paint, or wallpaper paste containing a fungicide
- Using a dehumidifier will help control the airborne moisture and help reduce the problem, however, dehumidifiers will not solve the cause(s) of the condensation problem

Produce less moisture

Reduce the potential for condensation by producing less water. Cooking with pan lids on and turning the heat down once the water has boiled, will greatly reduce condensation. Only use the minimum amount of water for cooking vegetables and when filling the bath, run the cold water first then add the hot – it will reduce the steam which leads to condensation by up to 90%.

Avoid drying laundry on radiators and where possible, dry washing outdoors or place in the bathroom with the door closed and the window open/extractor fan on. When using a tumble dryer, make sure it is vented to the outside (DIY kits are available for this) or is a condenser dryer.

Do not use your gas cooker to heat your kitchen as it produces moisture when burning gas – you will notice the windows misting up. Ideally, extractor fans should be constant duty fans or be humidistat controlled. Most will be solely activated by a light switch. If you are purchasing a new fan, it will be worth investigating the automatic function.

Heat your home a little more

In cold weather, the most efficient way to keep rooms warm enough to avoid condensation is to have low background heating on all day – even when there is no one at home. This is very important in flats, bungalows and homes where the bedrooms are not above a warm living room.

If you have central heating, set it to provide background warmth in ALL rooms including any unused rooms. Use the heating system on a regular balanced cycle with all radiators working to all rooms during colder periods. Otherwise install suitable thermostatically controlled heaters where necessary. The thermostats will help control heating and costs.

Insulate and draft proof

Draughtproofing of windows and outside doors will help keep your home warm and should result in lower fuel bills. When draughtproofing:

- Do not block permanent ventilators
- Do not block unused chimney breasts – fit a ventilator/air brick
- Do not draughtproof rooms where there is a fuel burning heater (e.g. gas fire)
- Do not draughtproof windows in bathrooms and kitchens
- Insulation should also be considered for roofs, cavity walls and sloping ceilings (soffit) as these are traditionally poorly insulated.

Tips to circulate the air

Allow space for the air to circulate in and around your furniture:

- Open doors to ventilate cupboards and wardrobes
- Leave space between the backs of wardrobes and the wall. Where possible, position wardrobes and furniture against internal walls i.e. walls which have a room on both sides rather than external walls
- Avoid overfilling wardrobes and cupboards as it restricts air circulation
- To reduce the risk of mildew on clothes and other stored items, allow air to circulate round them by removing 'false' wardrobe

backs or drilling breather holes in them. You can place furniture on blocks to allow air to circulate beneath.

Ventilate to remove moisture

- You can ventilate your home without making draughts. Some ventilation is needed to get rid of the moisture being produced at the time, including that from people's breathing.
- Keep trickle vents open at all times or alternatively, open small window/top lights.
- Use passive Vapour Vents if no trickle vents are fitted to windows.
- Do not have airbricks fitted at low levels.
- The installation of suitable extractor fans in the moisture producing rooms of a property such as the kitchen, bathroom and ensembles, will help remove the majority of this moisture-laden air from these areas (that are most responsible for condensation), with minimal running costs. This is a requirement of the Building Regulations for new properties, whilst also applying to existing buildings.
- Kitchen and bathrooms require more ventilation due to cooking, washing, bathing and drying creating high levels of moisture.
- Close the bathroom and kitchen doors when these rooms are in use, even if the kitchen or bathroom extractor fans are on. This stops the moisture reaching other rooms, especially bedrooms which are often colder and more vulnerable for condensation.



**Drumchapel
Housing**
Co-operative Limited

2023 calendar

"Committed to providing a quality service"

January 2023						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
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2	3	4	5	6	7	8
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February 2023						
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March 2023						
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April 2023						
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May 2023						
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June 2023						
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July 2023						
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August 2023						
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September 2023						
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October 2023						
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November 2023						
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December 2023						
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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
For Glasgow City Council, you can go online at www.glasgow.gov.uk for more information	
Abandoned Cars	0141 276 0859

Bulk Uplift	0141 287 9700
Scottish Water for mains leaks or Bursts	0800 077 8778
Roads and Lighting Faults	0800 37 36 35
Pest Control	0141 287 1059
Housing Benefit/Council Tax	0141 287 5050
CCTV Operators	0141 287 9999
Emergency Repairs (including Gas Central Heating)	0800 595 595
Environmental team including Dog Fouling/Graffiti/Fly tipping	0300 343 7027

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
- Rent Due