



# Newsletter

## Bus Trip to Largs



As we approach the end of our 30th anniversary year, we will be organising a bus trip to Largs for our tenants on Thursday 21st March 2019 – leaving at approximately 11am in the morning and returning from Largs at approximately 4pm in the afternoon.

This will cost £2 per person.

The trip will include lunch at Nardini's on arrival (see form at back of newsletter) which we will cater for. How you spend the rest of the afternoon is entirely up to you! Shops, nearby castles, and seafront views all available to choose from.

If you wish to attend this away day, please return the form at the back of the newsletter to Stephen at the office. We will be able to accommodate a maximum of 49 people – including staff to organise – and it will be a case of **FIRST COME, FIRST SERVED**, so don't hesitate.



# Would adaptations help you to live within your home?

Each year we receive funding from Glasgow City Council to adapt properties to meet tenants changing needs. This could include:

- Installing level deck showers or wet floor areas
- Installing ramps
- Fitting hand rails (internally or externally)

Please contact us if you need additional assistance - we can even progress a referral to an occupational therapist.

## Applying for Medical Adaptations

All medical adaptations must be referred from a medical practitioner such as an Occupational Therapist, Hospital Care Team or Doctor.

The one exemption to this is where external or internal handrails are required, this may be made on a self-referral form which is available from the Co-operative.

Social Work can also help with items to aid you which are included in the list.

### Types of Medical Adaptations available

#### Medical Referral:

Level access showers  
Wet floor showers  
Over the bath showers  
Lever action taps  
Ramps: (where possible)  
Extending doorways: (where possible)  
Deaf aids

#### Self-Referral:

Handrails/Grabrails

#### Social Work Referral:

Bath and shower aids  
Raised toilet seats  
Removable ramps  
Stairlifts

We have a set budget each year to assist you with Adaptations and would urge anyone who requires advice on how to apply for an adaptation or aid to contact the office for advice on **0141 944 4902**.

## Planned Maintenance Update

The Second phase of the window and bathroom replacement contract was completed in December, improving 60 properties in Southdeen Road and Linkwood Drive.



"I'm delighted with the overall work."

"Toilet is amazing"

"The new windows keep in the heat."

"The bathrooms and windows have made a real difference."

"It's brilliant to have a shower."

100% Satisfaction with the quality of the completed works



### Future Investment

Over 2019/20 we will continue the programme of window and bathroom replacement. A stock condition survey is due to progress over the next 2 months and will assist us in informing our Investment Programme for the next 5 years.



# Fire safety in the home

## Smoke alarms

The purpose of the smoke alarms in your homes is to monitor the air and when it senses smoke they will give an early warning by sounding the alarm.

The smoke alarm does not prevent fire; however, the early warning can provide valuable seconds for you and your family to escape before fire spreads.

Your smoke alarm will be tested by our gas safe registered contractor once a year while carrying out your boiler service, but the Co-operative advise you to check and test your smoke alarm(s) weekly, by pressing the test button and checking the alarm activation.

## Reduce the risk of fires starting:

- Never smoke in bed
- Keep matches and lighters away from children
- Do not leave lit fires, candles, cookers, heaters etc unattended
- Keep electrical equipment in good condition and do not overload electrical circuits

## Develop a family escape plan - this should include:

- Devise alternative methods of escape from your property
- Decide on a meeting place which is a safe distance from the house
- Establish where you can go to phone the Fire Brigade
- Teach children to respond to the alarm
- Practice alarm emergency tests with all the family every 6 months.

**Please keep your family safe by following the advice above.**

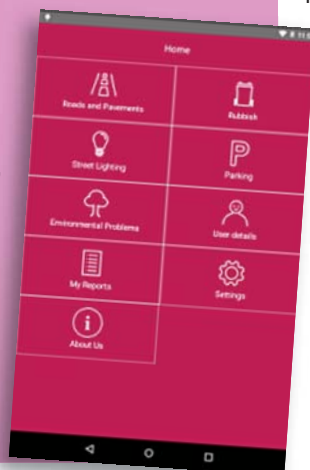
## My Glasgow app

Due to Glasgow City Council not uplifting bins during the festive period, several calls were made to us enquiring when these would be emptied.

Please note that this is **not** the responsibility of your landlord, and the more tenants reporting the fault directly to Glasgow City Council will ensure that the service is carried out quicker in future.

An easy-to-use app called 'My Glasgow' is available to download for free on most app stores. You can expect a quicker response by providing real time information and can even make reports anonymously.

This app can also be utilised for reporting pot holes, street lighting, dog fouling, and much more. Help us keep Drumchapel clean!



## Pet Registration

Following the visit from the Dogs Trust towards the end of last year, we would like to remind all tenants that permission is required before getting a pet. If you have a pet that has not been registered it is important that you complete a Pet Registration Form, these are available in our office.

If you have a pet registered with us it is important that you comply with our Pet Policy and your Tenancy Agreement i.e. take reasonable steps to supervise and control your pet, ensure that your pet does not cause nuisance/annoyance to neighbours or allow your pet to foul or cause damage to your house or the common areas.

If you see someone allowing their dog to foul in the common areas or in the street and they do not scoop the poop you can report this on the My Glasgow App.



# Struggling to pay?

We understand that at certain times of year, and especially after Christmas, it can be a bit of a financial struggle. Things such as energy bills and food can become more of a burden at this time of year and we can help sign post you towards services that can help alleviate some pressure during difficult times.

**G-HEAT** offer independent advice on energy related issues to householders on a face to face basis in their homes and are committed to assisting Glasgow City Council in their bid to end fuel poverty.

**G-Heat advisors are able to provide advice on issues such as:**

- reducing fuel bills
- searching and obtaining the best tariffs
- making the most efficient use of heating systems
- acting on your behalf in dealing with energy companies in respect to billing issues



glasgow's in-home advice service to help you reduce your energy bills.



If you feel you are struggling with your energy costs, please contact us and we can make a referral to G-Heat, or you can contact them directly:

tel: **0800 092 9002** • email: **g-heat@thewisegroup.co.uk**  
web: **www.g-heat.org.uk**

## Welfare Benefits Advice

We have a Welfare Benefits Advisor that attends our office every Thursday to help tenants carry out benefit checks, help with appeals for benefit refusals/sanctions and for general advice on debts and money management. If you feel there are benefits you are not claiming but may be entitled to please contact us either at our office or on 0141 944 4902 to arrange an appointment.

## Scottish Welfare Fund

**Scottish Welfare Fund is a scheme run by each individual council that gives grants to residents that do not have to be repaid and provides a better service to vulnerable members of the local community.**

A Crisis Grant is available to help in event of emergency such as fire or flood, or if they find themselves unable to pay for essential bills such as gas and electricity. Please bear in mind this is only available for those who pay through top up meter.

The Scottish Welfare Fund also offer Community Care Grants for people who are facing exceptional financial pressures and need to purchase essential household items such as refrigerators, cookers, washing machines and other white goods. Tenants can apply for this if they feel they are struggling to pay for items due to exceptional financial constraints. This can either be applied for online at home or with one of our Housing Officers.



**Drumchapel Food Bank is an independent emergency food service which operates out of the Drumchapel area Monday through Friday.**

Our weekly drop in is held on a Tuesday at The Phoenix Centre, open between the hours of 2pm - 3:30pm.

If you or someone you know is struggling, please call Drumchapel Food Bank on **0141 944 3335**.

The Food Bank office is located at **Unit 9, 15 Ladyloan Place, Drumchapel. G15 8LB.**

For all further enquiries please contact Ryan McGeady - **ryanmcgeady@hotmail.com**

## Compliments/Feedback

Some of the feedback we received from applicants and tenants during 2018:

*"I had a lot of clutter down one side of the close and the Co-operative did a great job of clearing this."*

*"The staff in Drumchapel Housing Co-operative was so helpful with my housing application form. Many thanks. Looking forward to getting a flat there."*

*"Thank you for all your help. If the rest of the world could be like you, then it would make life a lot easier."*

*"Staff had a very polite manner and I appreciated the help in having my bins brought in this morning"*

*"Thanks for your help and understanding over the past few weeks. It's been a worrying time. It's not my intention to cause problems so thanks again for putting up with me."*



# Christmas Jumper Day

Our staff donated £33.50 to Cash For Kids after wearing their festive clobber for Christmas Jumper Day on Friday 14 December 2018. Judging from this photograph, we think Colin's beard is slowly becoming a match for the Santa Claus on Stephen's jumper.



Making a difference in the lives of children and families in Drumchapel by providing support, strengthening relationships and empowering families to make positive change.



## 3D Drumchapel Family Programme (January - April 2019)

ALL our classes & activities are completely FREE OF CHARGE, crèches provided where stated  
For more details or to book places, please contact us:  
tel: 0141 944 5740 or email: [info@3ddrumchapel.org.uk](mailto:info@3ddrumchapel.org.uk) or [www.facebook.com/3ddrumchapel](http://www.facebook.com/3ddrumchapel)

### MONDAY

- 1pm – 3pm **Mellow Bumps:** 6 week programme for pregnant mums that aids stress relief and relaxation. Please contact us to register. *Starts 4<sup>th</sup> February, crèche provided*
- 7pm – 9.30pm **Mums' Night:** Grab a bit of 'me' time! *Meets fortnightly, starts 21<sup>st</sup> January at St Andrew's Church (153 Garscadden Road, next to 10 o'clock shop)*

### TUESDAY

- 3.30pm – 4.30pm **After School Family Club (P1 – P7):** After school club offering fun positive play for parents and children and an opportunity to try new things and get to know other families. *Starts 22<sup>nd</sup> January*
- 6pm – 8pm **Dads' Night:** A chilled-out social night for dads, stepdads & male carers. *Starts 8<sup>th</sup> Jan, meets fortnightly*

### WEDNESDAY

- 10am – 11.30am **SPACE peer support:** Parents' group for parents/carers of children with additional support needs. *Meets monthly, 23<sup>rd</sup> Jan, 20<sup>th</sup> Feb, 20<sup>th</sup> March, crèche provided*
- 10am – 11.30am **Triple P Peer support:** Parent's group open to anyone who is doing, or has done, the Triple P programme. *Meets monthly, 6<sup>th</sup> Feb, 6<sup>th</sup> March*
- 1pm – 2.30pm **Baby Club & Breast Feeding Support Group:** Drop in session offering a baby weighing clinic, advice and support to parents and carers. Delivered by NHS Staff. *Runs throughout the year*
- 1.30pm – 2.45pm **Baby & Me (Pre-Birth – 1 year):** Drop in play and activity session for new and expectant parents/carers and babies, with refreshments provided. *Starts 16<sup>th</sup> Jan Runs throughout the year*
- 3.15pm – 4.15pm & 4.30pm – 5.30pm **SENsation Family Club (2 sessions, all ages):** After school club with a wide range of fun activities and sensory play, for children with additional support needs & their families. *Starts 23<sup>rd</sup> Jan*

### THURSDAY

- 10am – 11am **Tots2Toddlers (1 – 2 years):** A fab fun-filled play session suitable for the transition from baby to toddler. *Starts 24<sup>th</sup> Jan*
- 12.45 pm – 2pm **Family Lunch (pre-birth – 1 year):** For new and expectant parents to come along with family & children for a tasty free lunch and a catch up. *Starts 24<sup>th</sup> Jan*
- 1.15pm – 2.15pm **Twist & Shout (2 - 5 years):** Our popular action-packed session of games, parachute and free play! *Starts 24<sup>th</sup> Jan*
- 3.30pm – 5pm **Blokes & Bairns (3-11 years):** Games, crafts and lots of fun activities, especially for dads/male carers & kids. *Starts 24<sup>th</sup> Jan*

0141 944 5740

[www.3ddrumchapel.org.uk](http://www.3ddrumchapel.org.uk)

Drumchapel Community Centre, 320 Kinfauns Drive, Glasgow, G15 7HA

# theatre nemo

promoting good mental health and wellbeing through the arts

## Free Visual Art Sessions

Learn new skills  
Gain Confidence  
Connect with new people  
Improve mental wellbeing  
Have FUN!!!

Wednesdays  
12pm – 2pm  
Chest Heart & Stroke  
Charity Shop  
16 Dunkenny  
Square

For more information contact Theatre Nemo  
[info@theatre.org](mailto:info@theatre.org) • [www.theatrenemo.org](http://www.theatrenemo.org)  
0141 559 4941  
message us through Facebook or Twitter



# Emergency Phone Numbers

The phone numbers below are areas of maintenance which the Co-operative is not responsible for and are provided to assist you.

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

# Certificate of Environmental Accomplishment



## CERTIFICATE OF ENVIRONMENTAL ACCOMPLISHMENT

This is to certify that

### **Drumchapel Housing Co-operative**

participated in Shred-it's shredding and recycling program and saved **14.7** trees from destruction in 2018.

Shred-it congratulates staff members on the positive impact this initiative has made towards saving our environment.

THANK YOU FOR YOUR BUSINESS.



# Front door installation

In January 2019, our office was made fully accessible by the installation of a new push button and ramp for wheelchair use at our front door. We endeavour to make things as easy as we can for you and hope that this provides some ease to all public and partners who visit our office premises.



# Largs Bus Trip



**Drumchapel  
Housing**  
Co-operative Limited

Please complete the form below and return to Stephen at the Co-operative office. If you have any medical issues which we should be made aware of, please let us know in the 'Additional Comments' section.

Note that this event costs **£2 per person** and must be paid for prior to the event along with this form.

Children unaccompanied by an adult will not be permitted travel.

Photographs may be taken for this event. Please advise at the time of registration if you do not wish for your picture to be taken.

**CLOSING DATE - 14 FEBRUARY 2019**

## Person 1

Address:

Phone Number:

### Food order

*(please tick one main course box)*

Fish & Chips

Macaroni & Chips

Meat Salad

Ice cream (Y/N)

## Person 2

Address:

Phone Number:

### Food order

*(please tick one main course box)*

Fish & Chips

Macaroni & Chips

Meat Salad

Ice cream (Y/N)

## Additional Comments
