



Newsletter

Welfare Benefit Service

Drumchapel Housing Co-operative Limited has a Welfare Benefit Service available every Thursday. You can contact the office to make an appointment.

This service can help with many financial issues e.g. Claiming Benefits, Applications for Housing Benefit, Council Tax reduction and various issues including debt etc.

The advisor will carry out a benefit check. This will allow someone to understand if they are getting all the correct benefits that they are entitled to and at the correct rate.

A recent case when the Welfare Benefit Advisor assisted a tenant was the case of a 66-year old single person living alone. He was receiving state pension, housing benefit, and council tax reduction. He did not have any savings.

He was struggling to manage his money and wanted to see if he was eligible for any other benefits. The client had various health problems.



A benefit check was carried out to ascertain if the client was getting all income-based benefits at the correct rate, which he was.

Attendance Allowance eligibility was discussed with the tenant, and how to apply. The Welfare Benefit Advisor assisted him to complete the form using information supplied by the client and helped him to understand the need to include full details on how his conditions impacted on his life, providing examples as appropriate.

The client was awarded Attendance Allowance.

The client contacted us to express his appreciation for the help in increasing his income to help him manage his bills better going forward.

A further benefit check was carried out and the client would now be eligible for guaranteed Pension Credit (a further increase in income) and the associated benefits (including automatic entitlement to Warm House Discount, Cold Weather Payments,

and greater assistance with health care costs).

An application was made for Pension Credit; the claim was quickly processed via a telephone call.

The client was delighted by the further increase in their weekly income as well as the associated benefits of being awarded guaranteed Pension Credit.

The Welfare Benefit Service may be able to help you! Contact us to ask about an appointment.

Don't give Legionella a home

Legionella bacteria occur naturally in locations such as rivers, lakes and reservoirs but may also be found in:

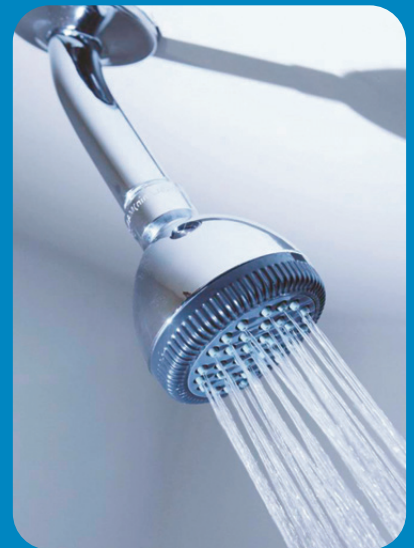
- Domestic water systems
- Places where water droplets may be formed such as showers and taps
- Hose pipes

The risk of infection from exposure in domestic systems is very low but everyone should be aware of the risks and take the necessary steps to avoid being exposed to the bacteria in water droplets.

How to reduce the risk of legionella

- Disinfect and de-scale your shower head every three months using products like Milton or antibacterial disinfectants.
- If you have a shower or water outlet you don't use regularly, you should flush the system out once a week by running water through it for several minutes.
- If you don't use your shower for two weeks or more, you should remove the shower head and let it run for two minutes and disinfect the shower head before refitting it.
- If you have an external hose pipe you should flush this through every week and if they are not used for over 2 weeks, you should remove the nozzle or adjust it so it doesn't produce a spray and let the hose run for two minutes. Disinfect the nozzle before refitting it.

Further information can be found on the Health and Safety website www.hse.gov.uk



Water Tank Cleaning and Disconnections

Over the last 2 years the Co-operative have disconnected 219 domestic cold-water storage tanks out of 236 within our tenemental stock to reduce the risk of Legionella.

The remaining 17 tanks housed within the loft space, supplying either the existing electric storage heated properties or properties with gas back boilers have now been inspected and cleaned and all have suitable lids, insulating jackets, overflow screens and lid vents to keep the water quality to a high standard for our tenants.

The next stage of this process will be to engage with the remaining tenants who either have electric heating or old inefficient gas back boilers and try to make them aware of the advantages of having a new heating system installed. This would also allow us to disconnect the remaining cold-water storage tanks in the lofts cutting back on the risk of Legionella and burst pipes.

Planned Maintenance Update 2018-2019

The Co-operative have now started the second phase of the new windows and bathrooms replacement programme.

This phase has begun at 21 Southdeen Road, with our contractor CCG working their way around on to Linkwood Drive in the coming weeks as the contract progresses.

The programme will cover approximately 59 tenemental properties, including the remaining properties between 3-21 Southdeen Road and 110-118 Linkwood Drive. Items to be installed will include the following:

- Electric shower with a shower screen
- New bathroom lighting and extractor fan.

- Floor coverings and water proof wall boards chosen by our tenants.

- Double glazed, thermally-efficient windows which are designed to keep the cold air out while maintaining thermal efficiency within the property.

All our tenants will be notified by letter well in advance of their starting date so that they can make arrangements to give access or to seek assistance where required.

A liaison officer has been appointed by CCG to work with us and our tenants throughout the contract. This should make the process of the contractor gaining access easier, and also allow us to answer any questions our tenants may have regarding the contract.



Before



After



After

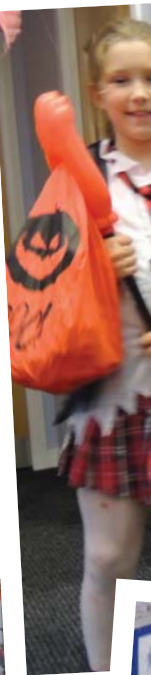


Maintenance Statistics

April - October 2018 ARC Performance Report	Year to date	Apr	May	Jun	Jul	Aug	Sep	Oct
Average time taken to complete emergency repairs	2.1	2.4	1.8	2.2	1.6	2.2	2.1	2.5
Total number of repairs completed in the last year	203	25	20	23	34	32	36	33
Total hours taken to complete emergency repairs	431.9	60	36	51	55	72	76	82
Average time taken to complete non-emergency repairs	2.1	2.4	2.3	2.3	2.0	2.1	1.9	1.6
Total number of repairs completed in the last year	676	98	124	91	103	117	85	58
Total working days taken to complete non-emergency repairs	1,443	239	280	209	209	250	164	92
% of reactive repairs carried out in the last year completed right first time	99.5%	100.0%	99.2%	100.0%	98.0%	100.0%	100.0%	100.0%
Number of reactive repairs completed right first time during the reporting year.	645	93	119	84	96	114	83	56
Total number of reactive repairs completed. (Eligible for right first time)	648	93	120	84	98	114	83	56
Total number of reactive repairs completed per occupied property	1.8	0.3	0.3	0.2	0.3	0.3	0.3	0.2
Total number of reactive repairs completed during the reporting year	879	123	144	114	137	149	121	91
Number of occupied properties at the end of the reporting year	479	479	479	479	479	479	479	479

Hallowe'en

Thank you to all the children who haunted the office on Hallowe'en in their awesomely-gruesome costumes to collect their treat bags. Below is a selection of some of Drumchapel's little devils.





Good Luck, Liam!

The two-year contract for the estate caretaker assistant has ended. We would like to wish Liam Kernan all the best for the future.



Festive close cleaning

Please note tenants may expect slight amendments to their regular schedule for close cleaning during the month of December, returning to normal in January 2019. Thank you for your co-operation during this time.

Christmas Jumper Day

On Friday 14th December, Co-operative staff will once again be adorning their finest festive sweaters as part of the 'Save The Children' Christmas Jumper Day (savethechildren.org.uk). The fundraising initiative helps to bring essential healthcare, education, protection, and food to millions of children around the world who miss out on the most basic support.

If any tenants would like to get involved, then why not make your own jumpers using tinsel, snowmen, robins, baubles, or anything other which draws inspiration from the festivities, then come by the office to pick up some Christmas treats for the kids while you're here. Make the world better with a sweater!

<https://christmasjumperday.org/>

Christmas Party reminders

A little reminder to our tenants that the annual **Pensioners Christmas Lunch** will take place between 1pm and 3pm on Thursday 6th December 2018 at John Oliver's, 20 Drumchapel Road.

Our **Children's Christmas Party** registration deadline has now closed.

A reminder to those attending, the party will be hosted between 3pm and 5.30pm on Wednesday 12th December 2018 at our registered office, 4 Kinclaven Avenue.



wee changes can make a **big difference** to help keeping you warm over winter

Clothes

It may seem obvious, but layering clothes and wearing a hat and socks can help keep you warm, including wearing slippers and a hat indoors if you feel very cold.



Block Draughts

Check if you have any draughts and block them up with draught excluders at the bottom of doors. Find a local sewing or craft group and making your own can be cheaper and get you out and meet people. Use curtains ideally with a thermal layer. Open them during the day to let sunlight in and close them in the evening. Maybe think about installing a door curtain if your front door is very draughty, or put a flap over the letter box inside the house.

Diet

It's important during a cold spell that you eat well. If money is tight, this can also be a challenge. Look for deals in supermarkets like 2 for 1 on porridge; this is a healthy meal to help keep you warm and can be eaten any time of day. Even cuppa soups, are something to warm you up. Also, vegetable soups help supports your immune system, try making your own with stock cubes, vegetables, or, chicken stock and noodles to make cheap and cheerful chicken noodle soup. For more ideas on cooking on a budget, look out for local cookery classes these are often **FREE**. Remember also, visit your local foodbank, they are there to help.



Being warm in bed

If your home is cold, wear a hat to bed to help keep the heat in and try, if possible, to have a warmer tog quilt. This can also be brought into the living room to snuggle in if the weather is cold. Throws and fleece blankets add another layer of warmth to your bed as well as being something else to use to stay warm if wrapped around you in the living room.



Staying warm across the generations

We feel the cold differently depending on age and physical health, It's important to make sure any younger or older family member's needs are also met as well as anyone with a health condition. Make sure you receive the benefits you are entitled to, and perhaps speak to Citizen's Advice. If someone has poor circulation in their hands and feet, heated insoles and gloves could be a good choice. You could also speak to Citizen's Advice about receiving the "Warm Home Discount" if you are with a qualifying energy provider and meet certain conditions.

Mobility in winter



If you have mobility issues or use a wheelchair, you may find it challenging to stay warmer in winter. A wheelchair cosy can help this too, and make sure if you are out you wear something waterproof. Speak to your health care advisors about specific tips to meet your needs.

In winter it's tempting to not move and just snuggle on the couch. The wintry weather gives us more reason to keep doing some form of exercise e.g. yoga practice to develop an internal heat that keeps us healthy and warm. Check out **FREE** opportunities to be active in your area.

Use heating wisely



If you've central heating, turning the heating down may help you keep the heating on longer, use a thermostat to see how warm your house is, most homes in UK are between 18 and 20 degrees Centigrade. Use layers of clothes and fleece throws to help keep warm. However, as already stated if you have specific health conditions or other vulnerabilities to the cold seek advice around how your needs can be met. Heat the rooms you use most and keep the doors closed on those you don't so cold air doesn't travel, if money is really tight, maybe even heat one room and use it to live and sleep in when it's really cold. Energy suppliers can vary in costs, shop around and make sure you are getting the best deals.

Gizmos which can help

You can get smart meters which tell you how much energy you are using. Become aware of items which are high cost e.g. kettles, only boil what you need or if you boil more keep it in a flask till the next time you need it. If you have radiators, explore with advice centres or housing providers using foil or radiator reflectors to stop wasting heat from the back of the radiator, if your radiator is under the window maybe explore putting a shelf above it to stop heat being wasted. But don't put anything on the shelf. You can contact your utility provider to organise the installation of a smart meter.

These are only some tips, for more advice contact:

Energy Savings Scotland Advice Centre: 0800 512012 (from a land line)

Compare energy deals: <https://energycompare.citizensadvice.org.uk/>

Citizens Advice Bureau: <https://www.citizensadvice.org.uk/scotland/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-schemes-to-help-you-save-money-on-energy-bills-s/>

Macmillan Cancer Care: many local libraries have outreach services or visit <https://www.macmillan.org.uk/information-and-support/organising/benefits-and-financial-support>

Age UK: <https://www.ageuk.org.uk/information-advice/health-wellbeing/mind-body/preparing-for-winter/>

G-Heat: They provide free home visits and give out impartial advice and information to Glasgow residents on all aspects of energy use and making your home easier to heat. www.g-heat.org.uk Tel: 0800 092 9002

Other local services and health and social care providers in your area including local foodbanks, healthy living centres, and community run social clubs and events.

Remember consult with your GP before making any lifestyle changes. For more information contact **COPE** on our website: www.cope-scotland.org



You said you wanted action...



Reports from community members has led to various partnership site visits and mobile CCTV patrols of this area by Community Safety

Glasgow (CSG), with the viewpoint of identifying anyone failing to clean up immediately after their dog. This is clearly an unacceptable situation and one which threatens the health of the local community, particularly young children.

We are working in partnership

If you allow a dog in your control to foul without disposing of it in an acceptable manner, then you are liable for a fixed penalty notice of £80 – rising to £100 if unpaid within 28 days of the offence. If you have a dog and it fouls in a public place, it is your responsibility to dispose of the mess.

We would like to encourage you to support CSG by providing us with information about irresponsible dog owners.



Environmental Task Force

COMMUNITIES MAKE GLASGOW



Drumchapel Housing

Co-operative Limited

The information we require is:

- Name of dog owner, if known;
- Address of dog owner, if known;
- Time and location of offence, and
- Description of owner

and you can report this to us by using the **My Glasgow** app or by phoning **0300 343 7027**. Thank you for your support in this matter.

Service Complaints

Our half year report provides that there were eight service complaints made between 1 April and 1 October 2018. Seven of these complaints have been at Stage 1 level, with the remaining complaint handled at Stage 2. All complaints were upheld during this timeframe.

The table below describes the three stages and timelines for dealing with complaints:

Scottish Public Services Ombudsman – Model Complaints Handling Procedure (Three stages)

STAGE	RESOLUTION	DURATION/OUTCOME
Stage 1	Frontline Resolution – Make your complaint directly to the organisation. You can do this in person, by phone, by letter or email. The organisation will try to resolve your complaint within 5 working days if they can. They may respond to you by phone or in person to try and resolve things. If you are unhappy with the response, you can ask the organisation to consider your complaint at stage 2.	5 days
Stage 2	Investigation and Resolution – At stage 2 you should receive an acknowledgement of your complaint within 3 working days. You will be given a decision as soon as possible. This should be after no more than 20 working days unless there is clearly a good reason for needing more time. If your complaint is complex or needs more detailed investigation, the organisation may look at your complaint immediately at this stage without going through stage 1.	20 days
Stage 3	Complaint raised with SPSO – Once you have gone through our complaints procedure, you can ask SPSO to look at it. You should make your complaint to them in writing. It is best to use the SPSO complaints form to do this. https://www.spsso.org.uk/complaining-spsso	Not applicable