



Newsletter

Annual General Meeting (AGM)

Our tenants will now have received their papers for this year's Annual General Meeting (AGM). This year's AGM will be held on Thursday 10 September 2020 at 6.00pm.

To ensure everyone stays safe we have decided that, for this year only, our AGM will not be held in a venue where members are able to attend. Instead, we will be holding our AGM virtually, using the Zoom platform.

To attend you will have to be able to access Zoom from a computer, tablet, smart phone or laptop. All details about attendance were distributed to you in mid-August, and access details will be e-mailed to all members who indicated their interest in attending. If you have not already let us know that you wish to attend, you can do so by calling the office on

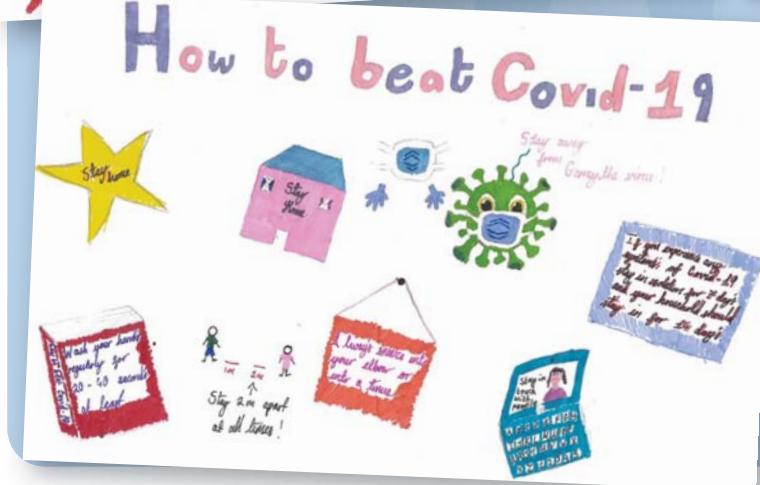
0141 944 4902, e-mailing us at enquiries@drumchapelhc.org.uk or filling out the form at <https://www.drumchapelhc.org.uk/virtual-annual-general-meeting-agm-/>.



There will be THREE PRIZES up for grabs:
First prize is a £100 Argos voucher.
Second prize is a £50 Argos voucher.
And third prize is a £30 Argos voucher.
You need to be in it to win it though so make sure you register and attend!

Coronavirus drawings Winners

Congratulations to the children whose wonderful drawings during Covid19 were selected by staff. The efforts below are by Aliyah Tyrrell, Andrew Junner, Caitlyn Tyrrell, and Morgan McSheffrey. We hope you agree with our choices.



Good News Stories...

Since 24 March 2020 and the country was put into lockdown, our tenants have stepped up and looked after the vulnerable in the community.

Our tenants have reported hard work being carried by neighbours, keen to preserve the good condition of some gardens when our land services contractor were unavailable to cut grass. Back courts have been cleaned up of litter and bulk, allowing full blocks to enjoy the good work done by the selfless few and enjoy the hot weather we experienced in April. Other back courts have been tidied, rubbish and dog fouling disposed of, and grass strimmed, while some tenants have even cooked meals for their neighbours when appliances have failed them.

With restrictions lowering and the return of some contractors, it is making it easier for everyone to carry out their duties quicker and more efficiently, and this is due to the spirit of people living in the Co-operative community that this is possible. On behalf of the Co-operative, we would like to extend our own personal thanks to those tenants who have stepped above and beyond to help look after the area and the people who live within it.

You Said We Did

You said during our August/September 2019 Tenants Satisfaction Survey that our **strengths at Drumchapel Housing Co-operative** are that we are particularly good at carrying out repairs and that our staff are friendly, approachable and helpful. We are delighted that tenants have told us this and our aim over the coming year is to keep providing great service to our Tenants.

You said that 91% of Tenants are satisfied with the quality of their home; amongst tenants who are dissatisfied with housing quality (6%) the main causes of dissatisfaction include the condition of kitchens, bathrooms and windows.

We did... Our 5-year planned maintenance programme started in 2019/20 with the replacement of kitchens, bathrooms, boilers and windows. We also carried out external painting work. In 2020/21 we plan to continue the programme of kitchens, bathrooms, boilers and windows. Our programme of work is available on our website and published in our newsletters.

You said that Rent value for money was getting better at the Co-operative, however some tenants still feel that rents are too high or that the annual rent increases are too much.

We did... The Co-operative took the decision to limit rent increases to CPI inflation which tends to be lower than RPI. We made this decision to ensure that we can still carry out the work in properties like replacement of kitchens, bathrooms, boilers and windows but also keep rents down for tenants. This is our commitment for 2020/21 and we will consult with tenants again in December 2020 about rent charges for 2021/22.

You said that you are generally satisfied with how we manage the Neighbourhood but there are still some minor issues around bin stores, dealing with litter, and improving communal areas e.g. closes, fencing etc.

We did... Our garden and estate service are a free service to tenants and our close cleaning is a “top-up” service. We have also started the close painting service and have expanded this to fencing. Although we provide some additional services, we also need tenants to help by taking care of the estate by picking litter, cleaning closes between our “top-up” service. We are happy to review the services provided; however, we may not be able to continue with free services and would wish to limit charges to tenants.

You said that you knew about opportunities to participate with the Co-operative, however 46% of our tenants didn't know that we couldn't operate without our Board.

We did... In our newsletters, we seek new members to our Board. At the moment, we have 12 tenants who lead the Co-operative and employ the staff to carry out the services on behalf of the Board and its members (tenants). Drumchapel Housing Co-operative is a Fully Mutual Co-operative which means that its members are all tenants and all tenants are members. We are different to other landlords in this respect and our aim at the Co-operative is to ensure that members feel part of the organisation and have ownership of what is important to you.

You said that you know how to obtain information and contact us. We know that around 79% of tenants have access to the Internet and approx. one third (34%) would like to be able to access more housing services online to book appointments, view letters, and have sight of tenancy agreements.

We did... Our website is regularly updated, and tenants can already access a lot of information and report repairs. We are working at making more improvements on this and working with agencies to access equipment and data for Tenants to allow easier access for more of our people.

Finally, you said that your priority was for Drumchapel Housing Co-operative to upgrade our properties; as noted earlier, this is work in progress. Many tenants said that they are happy that nothing had to be improved about our service, however we would welcome any further suggestions that tenants feel we should look at over the coming year.

5-year invest

The 5-year investment plan for 2020/21 to 2024/25 was approved by Board in August. Over the next 5 years we plan to spend just under £2m, improving the quality of our homes.

Works will also help to improve energy efficiency and include:

- Installation of energy efficient boilers
- Window replacement - energy efficient UPVC double glazing
- Bathroom replacement - including energy efficient showers and ventilation
- Kitchen replacements - enhanced layouts and storage facilities

Planned Maintenance 2020/21

During this year we plan to spend over £483,000 carrying out the following works:

Improvement	Properties
Window replacement	15 – 21 Merryton Avenue
Bathroom replacement	15 – 21 Merryton Avenue
Kitchen replacement	117 -131 Linkwood Drive 1 – 15 Linkwood Grove
Boiler replacements	29 – 39 Carolside Drive 117 -131 Linkwood Drive 1 – 15 Linkwood Grove

The projects are currently out to tender and we will contact tenants shortly to provide more information and discuss individual requirements. Feedback from the previous year's programme was extremely positive and we aim to replicate that in 2020/21.



"having a shower makes such a difference"

"very pleased with the work carried out"

Upgrading fire detection systems

We have now upgraded 382 homes to meet the new safety standard, however, still require access to a small number of properties to complete the programme. If your home has not been upgraded, please contact us, in order that we can arrange for this important work to be carried out.



ment plan

2020/21 to
2024/25

Improvement	Properties	No of units
Year 1 - 2020/21		
Window replacement	15 – 21 Merryton Avenue	33
Bathroom replacement	15 – 21 Merryton Avenue	33
Kitchen replacement	117 -131 Linkwood Drive	8
	1 – 15 Linkwood Grove	14
Boiler replacement	29 – 39 Carolside Drive	6
	117 -131 Linkwood Drive	8
	1 – 15 Linkwood Grove	14
Year 2 - 2021/22		
Window replacement	12 – 18 Merryton Avenue	31
Bathroom replacement	12 – 18 Merryton Avenue	31
Kitchen replacement	52 – 70 Southdeen Avenue	14
	1 – 10 Southdeen Grove	10
Boiler replacement	52 – 70 Southdeen Avenue	14
	1 – 10 Southdeen Grove	10
Year 3 - 2022/23		
Kitchen replacement	55 – 75 Merryton Avenue	11
	1 – 20 Merryton Gardens	18
	1 – 21 Kinclaven Gardens	18
	1 – 23 Kinclaven Place	20
	2 Kinclaven Avenue	1
	87 – 99 Linkwood Drive	9
Boiler replacement	55 – 75 Merryton Avenue	11
	1 – 20 Merryton Gardens	18
	1 – 21 Kinclaven Gardens	18
	1 – 23 Kinclaven Place	20
	2 Kinclaven Avenue	1
	87 – 99 Linkwood Drive	9
Year 4 - 2023/24		
Kitchen replacement	56 – 76 Merryton Avenue	16
	76 -82 Southdeen Avenue	27
Boiler replacement	56 – 76 Merryton Avenue	16
	76 -82 Southdeen Avenue	27
Year 5 - 2024/25		
Kitchen replacement	86 - 98 Southdeen Avenue	36
	25 - 31 Southdeen Road	21
Boiler replacement	86 - 98 Southdeen Avenue	36
	25 - 31 Southdeen Road	21

Cyclical painterwork programme

Year 2 of the programme is now on site and includes tenements in Linkwood Drive, Southdeen Avenue and Southdeen Road.

Gutter cleaning

This year's programme will focus on flats and tenements and will commence in early September.

Review of maintenance policies

We are in the process of reviewing our Maintenance policies, including the Repairs and maintenance policy and Void management policy. In doing so, we would welcome your ideas on how we can improve or enhance our services. If you have any suggestions or would like to meet to discuss your views or experiences, either individually or as part of a group or panel, please contact us.

Our policies can be viewed on the information section of our website; however, we can also provide copies in other formats or languages should you require.

Medical adaptations

If your personal circumstances have changed and you would benefit from adaptations such as a level deck shower, wet floor area, handrails or ramped access, please contact us for further information and assistance.



The importance of Paying Rent



The importance of all tenants paying their rent cannot be underestimated at Drumchapel Housing Co-operative. Rent allows us to continue providing a service and improving homes and the estate. The vast majority of tenants do try to pay their rent; however, we have seen a significant increase in tenants choosing not to pay rent during the pandemic.

Our worst arrears cases are from those tenants who had high arrears before COVID, and those who are avoiding contact with the Housing Officer, maybe choosing not to pay rent during COVID because there is little that can be done.

There is a big difference between someone whose income has dramatically changed but have then spoken to the Housing Officer to make a benefit claim or enter a repayment arrangement and those tenants that appear to be using COVID as a rent holiday.

The Coronavirus (Scotland) Act 2020 changed the legal position for landlords until 30 September 2020, which was then extended by the Scottish Government to 31 March 2021. Evictions are on hold for most landlords and unfortunately it appears that some tenants will continue to not pay their rent. We need to be clear with tenants that have stopped paying rent; we will have to initiate legal action against your tenancy at the earliest opportunity.

Drumchapel Housing Co-operative would prefer not to take legal action, but tenants need to pay rent or

this will be our last resort. It has been a real challenge for our Housing Officers to deal with non-payment of rent as some tenants are avoiding us and running up big debts. The Housing Officers are here to help and if you are not paying rent, you need to talk us about your financial situation and advise why you have not paid rent. We have been helping tenants and entering repayment arrangements if there is a reduction in income, however we cannot help you if you do not contact us. Additionally, we cannot continue to have no rent paid for your home, especially if there is help available.

Drumchapel Housing Co-operative alongside many other landlords do not want to see tenants lose their home. For every eviction carried out; the costs can run to thousands of pounds including additional legal costs.

The costs of lost rent to the Co-operative is inevitably passed onto other tenants through increased costs and rent increases in the longer term; therefore, it is in everyone's interest to pay rent and have a good attitude to rent payment.

Rent payments are the Co-operative's main source of income and we rely on payment to continue to run the organisation and services including the planned maintenance works highlighted elsewhere in the newsletter. Please get in touch with us if you have not been paying rent.

Sky installations

If any of our tenants who live in one of our older tenements are looking to install Sky in their property, the engineer from Sky should not require a loft key from us to access their common loft. We have upgraded all common aerials feeding closes to digital and have provided face plates on the wall next to the TV areas. These can be adapted to supply Sky or Sky+.

Tenants Panel – Tenant Report Card

It is important that we have the views and opinions of our tenants on matters relating to the Co-operative, policies and procedures.

We are reviewing our Tenant Report Card layout on **Tuesday 15th September at 10.00am**. We would like to invite you to join a panel of tenants where we will chat about the possible updates/ changes to the Report Card.

Please call the office on **0141 944 4902** and give your name to Stephen if you would be interested in attending, even if this date is not suitable as we can arrange another session.





Covid-19 Resilience Response: Leaving no one behind

GDA Wellbeing:

Support on the phone & online.
Help to cope, feel better & improve mental & physical wellbeing.



GDA Lifeline:

Sourcing, coordinating and delivering shopping, medication and other essential resources.



GDA Connects:

Providing IT devices, equipment, support and coaching so disabled people can get online and stay connected.



GDA Learning:

Online & phone peer support and free, fun learning, with the necessary support to get involved.



GDA Rights Now:

Online and by phone Welfare Rights info, support and representation.



GDA Voices:

Sharing our lived experience so Government and decision makers understand impact & respect disabled people's rights.



Support for disabled people, older people and those with long term conditions, living in and around Glasgow.

Call free: 0800 432 0422 Text: 07958 299 496

Email: info@gdaonline.co.uk www.gda.scot

@GDA__online

Glasgow Disability Alliance

contact
SCOTLAND
B S L

Office Closure – September Weekend

Please note that our office will be closed for the September Public Holiday from **Friday 25th September – Monday 28th September 2020**. Our office will reopen on **Tuesday 29 September at 0900hrs**. Should any emergencies or urgent repairs be required, please call City Building on **0800 595 595** or use the emergency numbers listed on our website at <https://www.drumchapelhc.org.uk/emergency-contact-numbers/>

Our Services during COVID

Operating now



Customer Service & Welfare Calls



Cyclical Repairs and safety checks with controls



Routine Repairs
(from 7th Sept 2020)



Emergency Repairs & Maintenance Service
(from 7th Sept 2020)



Fly-Tipping & Bulk Removal



Grounds Maintenance & Communal Areas Cleaning



Lettings to homeless & vulnerable tenants



Money/Rent Advice & Management of Rent



Welfare Benefits Service



Virtual Meetings with Tenants and Board



Staff Training



Face to Face Reception Service



Public Meetings & Ad Hoc Tenant Meetings



Face to Face Board Meetings



Estate Management/ Home Inspections



Home Visits with controls in place

Still on hold for now

Registering on our website

We are keen to make it as easy as possible for our tenants to pay their rent, raise repairs, or contact us. One way of doing this is by registering yourself on our website. You must have an email address and phone number for this facility.

www.drumchapelhc.org.uk

- Register for Tenant Log-in (in bottom-left of website)
- DHC will verify your account and a password will be sent

Please note that this facility is only open to tenants and not applicants. This will allow you to see your most recent transactions and repair requests. If you are struggling to register, please call Stephen on 0141 944 4902 and he will assist you with getting online with your account.