



**Drumchapel  
Housing**  
Co-operative Limited

Spring 2025

# Newsletter

HELLO  
*Spring*

## Spring Office Closures

**Friday 18<sup>th</sup> April 2025 and Monday 21<sup>st</sup> April 2025** –  
Easter Bank Holiday Weekend

**Monday 5<sup>th</sup> May 2025** – May Bank Holiday

**Friday 23<sup>rd</sup> May 2025 and Monday 26<sup>th</sup> May 2025** –  
Spring Bank Holiday Weekend

## Wednesday Office Closure

Our office will now be closed every Wednesday morning until 10:30am to accommodate our weekly staff meeting. If you have an emergency repair during any office closures, please contact City Building on **0800 595 595**.

4 Kinclaven Avenue • Drumchapel • Glasgow G15 7SP  
Tel: **0141 944 4902** • Email: [enquiries@drumchapelhc.org.uk](mailto:enquiries@drumchapelhc.org.uk)  
Web: [www.drumchapelhc.org.uk](http://www.drumchapelhc.org.uk)

 Drumchapel Housing Co-operative

  
HAPPY TO TRANSLATE

  
disability  
confident  
COMMITTED

# Test it Tuesday: Smoke and Heat Alarms

A fire in your home could be fatal. Working smoke and heat alarms provide you with a crucial early warning, giving you those vital few minutes to escape safely.

The Co-operative has upgraded the smoke alarms in your property to meet the new Scottish Government standards. Every home now has interlinked fire alarms, meaning that if one alarm goes off, they all sound. This interlinked feature can help save lives, especially if you're in a different part of the house and may not hear the alarm closest to the fire.

It is important to test your smoke alarms on a weekly basis. To help you remember, why not adopt **"TEST IT TUESDAY"** as your reminder to carry out this vital test?

Testing your alarms is easy. You can do this by pressing the 'test' button for 10 seconds. All the alarms in the system should begin to sound within 10 seconds of the first alarm sounding. After the test button has been released, the first alarm will stop sounding immediately, and the interlinked alarms will sound for a further 3-4 seconds. This feature is an audible verification that the interconnection is working correctly.



Please ensure these alarms are kept in good working order.

You **MUST** contact us immediately if;

- Your alarm doesn't sound during the test
- Your alarm is faulty or bleeps intermittently
- You have any missing alarms

Tenants must **NEVER** remove any alarms themselves. If a tenant removes an alarm, this then becomes a rechargeable repair. Smoke alarm replacements can cost anywhere between £300-£500 so it is important to contact us if any issues arise. This way, we can arrange for a contractor to attend to carry out any necessary repairs or replacements required at the Co-operative's expense.

## E-Bikes and E-Scooter Safety

E-bikes and e-scooters are becoming more popular, and most are powered by lithium-ion batteries that can be charged at home. However, it's crucial to charge these devices safely to reduce the risk of fire, which could endanger your home and family. The Scottish Fire and Rescue Service has recently reported a significant increase in fires caused by electric bikes and e-scooters.

Here are some essential safety tips:

- Always follow the manufacturer's instructions and unplug the charger once charging is complete.
- Charge the batteries while you're awake and alert; avoid charging them overnight or when you're away from home.
- Only use the charger provided by the manufacturer or a reputable replacement from an authorised seller.
- Never cover the charger or battery pack during charging, as this can cause overheating.
- Avoid charging or storing your e-bike or e-scooter near flammable materials.
- Do not overcharge the battery.
- Avoid overloading electrical outlets or using inappropriate extension cords.



- Make sure there is a working smoke alarm in the area where you charge your e-bike or e-scooter.

It is important to note that tenants are not allowed to store or charge e-bikes and e-scooters in communal areas, as leaving items there can block emergency exits and pose a fire hazard.





## HOUSING PERKS



We have notified tenants about the Housing Perks App in our Summer 2024 Newsletter and by text message in November 2024. The App is free to use for tenants of Drumchapel Housing Co-operative Limited and offers discounted vouchers, cash back etc. We are also using the App to issue emergency vouchers as part of our tenancy sustainment fund.

The **Housing Perks App** can be used by tenants to buy vouchers at a discounted rate i.e. if you purchase a voucher for Matalan you save 6%, Aldi is 4% therefore a £50 voucher for Matalan would only cost £47 and for Aldi it would cost £48. So far, 58 tenants have signed up to the App and have saved a total of £45 across 31 vouchers.

One of our tenants has shared their experience of using the App. The tenant was buying a new television, as an ex-NHS worker they checked how much they would save using their Blue Light Card, the saving was 2.5%. They compared this to the saving on the **Housing Perks App** and found that if purchasing vouchers for Currys via the App the discount was 5%.

The Co-operative now administers our emergency food vouchers from our Tenancy Sustainment Fund via the App. We have issued **32** emergency food vouchers to tenants via the Housing Perks App since November 2024.

If you have used the App or do so in the future and you would like to share your story on the savings you have made, please give us a call.





# Estate Services



We have appointed a new contractor CAS Cleaning, to carry out our Bulk Uplift and Close Cleaning services. This contract commenced on Monday 6<sup>th</sup> January 2025.

Please note that the close cleaning is a top up service only and it is the tenant's responsibility to ensure that the close is clean every day in between close cleaning days. It is important to ensure there are no items stored within the common close, as not only is this a fire hazard but this can prevent the contractor from being able to carry out a full clean of the area.

We would also like to remind tenants that any bulk items should be placed behind or to the side of the bin store and NOT inside the bin store. The inside of the bin store should only be used for refuse which should be properly bagged and placed in the correct bin.

The schedule below is an indication of when work is due to take place and the frequency of when the work will be carried out.

SERVICE	FREQUENCY	CONTRACTOR
Grass Cutting	Fortnightly (April to October)	M Squared
Weed Control	Approximately 7 per year	M Squared
Shrub Maintenance	6 visits per year (pruning once a year)	M Squared
Litter Collection	Fortnightly	M Squared
Bin Store Maintenance	Fortnightly	M Squared
Close Cleaning	Weekly (every Wednesday) Ledmore Drive and Linkwood Drive (every Tuesday)	CAS Cleaning
Wheelie Bin Cleaning (main doors only)	Quarterly (every 3 months)	CAS Cleaning
Bulk Uplift (tenements)	Weekly (every Thursday)	CAS Cleaning

## Dog Fouling Campaign

All dog owners are reminded that it is your responsibility to pick up after your dog and dispose of dog waste bags responsibly. Please respect your neighbours and the health and safety issue this causes when you fail to remove it. It also creates a hazardous working environment for our grounds maintenance contractor who are trying to maintain areas to a high standard for our tenants. The grass cutting will shortly be commencing in common areas however should there be excessive dog fouling in back courts, these areas will not be maintained.

We are currently providing dog waste bags at the office for those tenants with pet permission which are free to collect. Please ensure you dispose of these responsibly.

Please do not hesitate to contact the Housing Team at the office should you wish to discuss this further.

You can report neighbours failing to pick up after their dog to Glasgow City Council on the MyGlasgow App. A fixed penalty notice of £80 will be issued under the Dog Fouling (Scotland) Act 2003. The penalty increases to £100 if not paid within 28 days.

**We must also stress that pet permission will only remain in place for tenants whilst the terms of the Pet Policy are being adhered to.**





# "You said, we did"

The Co-operative strives to deliver an excellent service to all our tenants and service users. We understand that there are times when we can improve upon our service. We appreciate feedback from our tenants and here are some examples below of how we have listened and what we have done.

"Close doesn't get a clean, it only gets a wipe over."

*Our new close cleaning contractor CAS Contract Cleaning commenced on site in January 2025 and carries out a weekly clean to common closes. This includes a sweep and a mop of the full close including stairs and landings. Our Maintenance Team monitors the work carried out and CAS are aware of our standard of cleanliness. If you have concerns regarding the standard of clean, we ask that you contact the office at the time to report. This enables staff to carry out an inspection and immediately liaise with our contractor regarding any issues.*

*We would like to remind all tenants that it is your responsibility to keep common areas clean and tidy including closes i.e., if there is excessive mud from footprint/paw prints, spillages or dog fouling, this should be cleaned in-line with your tenancy agreement and not left for our close cleaning contractor. There also shouldn't be any items stored within the close which will obstruct the clean.*

"Rent increases have been jumping high last few times and service levels have dropped i.e. landscape maintenance cut."

"Different garden contractors every year missing out on a few months of cutting."

*We experienced performance issues with our previous Ground Maintenance Contractor. We procured a new contract last year which commenced May 2024 and have received positive feedback from tenants. Our current contractor M Squared have been on site in March 2025 preparing for the new season ahead, we are working with them to monitor the standard of work to ensure our tenants receive a quality service.*

"Need yellow lines on Merryton Avenue to stop people parking on the road."

*We understand that there may be issues with parking on estate, the roads are maintained by the local authority. This request would have to be made to Glasgow City Council.*

# PERFORMANCE

The table below shows how the Co-operative has performed up to the third quarter of the financial year 2024/25 (April 2024 – December 2024) for the main indicators reported annually to the Scottish Housing Regulator. It details how we have performed in comparison to our Key Performance Indicators (KPIs) and our performance in 2023/24.

	Red	Compared unfavourably with the KPIs
	Amber	On a par with the KPIs
	Green	Compared well with the KPIs

Indicator	ARC Ind	Q1 2024/25	Q2 2024/25	Q3 2024/25	KPI Target 2024/25	DHC 2023/24
Rent collected as a percent of rent due	26	105.12%	100.87%	100.66%	100%	99.58%
Gross rent arrears	27	1.85% <b>£43,599</b>	2.01% <b>£47,422</b>	2.05% <b>£48,360</b>	2.25% <b>£55,677</b>	1.95% <b>£43,476</b>
Average time to re-let properties (days)	30	9.60 days	10.70 days	11.88 days	10 days	10.62 days
Void loss as a percent of rental income	18	0.17%	0.14%	0.15%	0.20%	0.12%
Tenancy offers refused	14	0%	0%	0%	N/A	20%
Number of Section 5 referrals housed (statutory homeless)	C8	3	6	13	N/A	8
Repairs satisfaction	12	89.30%	95.10%	95.70%	95%	90.10%
Repairs completed right first time	10	97.70%	98.60%	99.10%	96%	98.74%
Average length of time to complete emergency repairs	8	2.68 hours	2.50 hours	3 hours	3 hours	2.68 hours
Average length of time to complete non-emergency repairs	9	2.30 days	2.29 days	2.30 days	3 days	2.38 days
Percentage of occupied houses with a valid gas safety certificate	11	100%	100%	100%	100%	100%
ASB cases received	15 (i)	18	32	47	N/A	57
ASB cases resolved	15 (ii)	18	31	47	N/A	57

Overall, as shown in our KPI's, we are performing well in all aspects of service delivery, however if you have any feedback regarding any aspect of our service, please contact our office on **0141 944 4902**.



# COMPLAINTS

We have received complaints in total up to the end of the third quarter, 37 of which were resolved at stage 1 and the remaining 3 were resolved at stage 2. All complaints were resolved within designated timescales as shown in table below.

Complaints were mainly in relation to quality of service provided by our contractors. Staff have liaised with relevant contractors and continue to work with them to ensure the provision of a high-quality service on behalf of the Co-operative.

We use lessons learned from all complaints to improve the quality of service and we actively encourage tenants to raise a service delivery complaint if they are unhappy with any part of our service delivery.

Indicator	ARC Ind	Q1 2024/25	Q2 2024/25	Q3 2024/25	KPI Target 2024/25	DHC 2023/24
Number of Stage 1 complaints received	3 & 4	5	21	37	N/A	30
Average time for full response to Stage 1	3 & 4	3 days	2.95 days	3.03 days	5 days	2.57 days
Stage 1 complaints responded to within timescale	3 & 4	100%	100%	100%	100%	100%
Number of Stage 2 complaints received	3 & 4	2	3	3	N/A	0
Average time for full response to Stage 2	3 & 4	15.50 days	12.33 days	12.33 days	20 days	N/A
Stage 2 complaints responded to within timescale	3 & 4	100%	100%	100%	100%	N/A

We have also received 7 compliments from tenants who were happy with the standard of work carried out by our contractors. Thank you to those tenants who took the time to let us know, we appreciate it!

## Hello and Goodbye!

We welcomed our new Finance Officer Joanne Johnson to the team in January 2025. Joanne has a wealth of finance knowledge and experience, she previously worked within finance at Marie Curie for several years.

We said goodbye to our Senior Maintenance Officer Alex Gemmell after 2 years of working with the Co-operative leading the Maintenance Team. We wish him the best of luck in his new post!





# Dampness, Condensation

## What is dampness?

Sometimes you hear people say that a room is damp but what does this mean and how can it be addressed?

There are three main areas for dampness which can fall under:

- Condensation
- Rain Penetration
- Rising Damp

As well as these three big areas, there are also other causes of damp such as “spillage” or “pipe leakage”.

Children splashing around in the bath or religious bathing can cause

spillage. Other types of damp can be caused by a defective pipe which could be a leak from a toilet, shower or sink. It can show up on floors if the leak comes from a water pipe under the floor or a from a radiator pipe. It will appear as an obvious damp patch, and it doesn't matter what the weather is like outside.

All buildings will have a level of water present, including in the building material which is completely natural. The amount of water depends on the material and humidity of the surrounding area.



Before we can determine what action needs to be taken, we need to determine what type of dampness it is and what the root causes are.

## What is condensation?

There is always some moisture in the air, even if you can't see it. As the air cools, it can't retain the moisture and some of it condenses into small droplets of water on these cold surfaces. This is called the “dew point”.

You can often see this happening in your home on the bathroom mirror or cistern when the room is steamed up from the hot water when running a bath or shower. Another instance this can happen is when drying clothes indoors or cooking, you will begin to see the moisture on the windows.

Condensation often forms on north facing walls due to the lack of natural heat from sunlight.

Condensation is often associated with poor heating and ventilation in buildings. It is more apparent in the winter months, as the external air temperature is low and walls and windows are cold.



The usual sequence of events is:



## What causes condensation?

Every day, the UK's average household puts up to 12 litres of moisture into the air inside their homes, through normal activities such as cooking, washing, bathing etc. House plants also contribute to water moisture in the air and condensation.

Here are some examples of the daily activities along with the amount of water vapour they produce:

Activity	Moisture Produced (litres)
Two people active	1.7
Cooking / Boiling kettle	3.4
Having a bath or shower	1.7
Washing clothes	0.6
Drying clothes	5.1

## Where can you find condensation?

Condensation does not just form on windows; it can form on any cold surface, especially in areas where moisture can become trapped. This can include windows that have blinds or curtains, behind large furniture that is against a cold wall, or inside a fitted wardrobe on an external wall.



# nsation and Mould

## 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 of the decoration in your property, such as stained curtains, decay in window frames and the appearance of mould on the surface of wallpaper or paint.

Condensation can also occur under suspended floors and in roof voids.

Condensation usually disperses fairly quickly and does not cause more than a minor inconvenience, however in homes that are poorly heated or inadequately ventilated,

condensation can be serious and persistent which can lead to the growth of mould if not acted upon quick enough.

Where there is lack of ventilation and humidity levels remain high in the property, mould will be able to grow. Windows and corners tend to be the coolest area in the home; therefore, condensation is often found on or near those areas. It can also be found behind large objects such as beds and wardrobes.

In order to prevent condensation issues, it is important to keep a dry home, ensuring circulation of damp air caused by cooking, showering and drying clothes.

## The most common cause of mould is condensation



### What is mould?

Mould is a fungus that requires high levels of moisture to survive. Mould spores exist in the atmosphere and are invisible to the human eye. They only become visible when they rest on a surface where they can grow or multiply if left untreated.

Depending upon the type of mould, the appearance will vary. Black mould is very common in homes that have high levels of condensation present. For mould to be able to germinate on a surface, it requires the surface to be wet with condensation.

### What to do if you have mould in your home

If you see early stages of mould, it is important to clean it off the surface with fungicidal wash. Be careful not to brush, dust or vacuum as this can cause the mould to spread to other areas. If soft furnishings or carpet are affected, it is important to clean them thoroughly.

If you have mould growing, it is good to clean it off straight away to minimise any health risk, but you also need to fix the underlying cause of the damp to stop it from re-appearing. If you don't have any rising damp issues, then the problem is most certainly condensation.

Fortunately, treating condensation is a matter of undertaking some simple changes to the increase in the air ventilation circulating in your home. This can be done by opening a window when bathing or cooking or ensuring the extractor fan is switched on if you have one.

### Rain Penetration

This occurs when water penetrates the walls of a property through an external defect such as:

- Missing pointing on brick work
- Loose roof tiles
- Cracked render
- Blocked or broken gutter
- Leaking water pipe
- Seals failing around a window and existing cold bridge
- Spalled brick work

This type of dampness is usually more noticeable after it has rained, and you will normally see a damp patch on the wall or ceiling that feels damp to touch.



### Rising Damp

This occurs when water rises from the ground into the walls of a building through capillary suction of brick or stone. Water breaks through and around a broken damp proof course and rises into the wall through the porous mortar and masonry used.

This type of damp only affects ground floor rooms and basements. Rising damp will usually rise on the walls to almost one meter.

Rising damp will usually leave a tide mark on the wall. You may also notice salt crystals on the affected areas of the interior part of the external walls, which looks like white powder on the walls.

**If you see any mould or dampness appearing in your home, it is important that you contact us, and we will arrange an inspection.**







# Book a free collection today

**Your donated furniture & electricals save lives**

Call your local BHF Clydebank Home Store  
01414 138224  
[bhf.org.uk/collection](http://bhf.org.uk/collection)



## Heart and circulatory diseases kill 1 in 4 people in the UK.

Funds raised from donated items like your unwanted sofa, TV or fridge can help find the cures, treatments and preventative measures needed to beat heart and circulatory diseases. We'll collect them from your home for free and find them a new life.

**We need good quality:**

- Sofas, suites and chairs
- Beds and bedroom furniture
- Dining tables and chairs
- Coffee tables and side tables
- Homewares (pictures, mirrors etc)
- Office furniture
- Televisions, DVD players, radios and Hi-Fi's
- Fridges, washing machines, microwaves and other appliances
- Baby equipment (prams, cots, high chairs etc.)
- Also clothes, books, CDs, DVDs, shoes and accessories

There are some items we can't take for safety or quality reasons.

**Book a free collection**  
Call your local Clydebank Home Store  
01414 138224  
[bhf.org.uk/collection](http://bhf.org.uk/collection)

*giftaid it*  
Don't forget to add Gift Aid to boost the value of your donation by 25%

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# Want to talk about cancer?

**Macmillan @ Drumchapel Library**

If you or someone you care about has a cancer diagnosis, we're here to help. Drop in for free information, support or just to talk.

Drumchapel Library  
Every Friday from 11am-1pm  
Contact us on 0141 287 2903 or [macmillan@glasgowlife.org.uk](mailto:macmillan@glasgowlife.org.uk)



In partnership with  
**MACMILLAN  
CANCER SUPPORT**

**GlasgowLife Libraries**

Macmillan Cancer Support, registered charity in England and Wales (261017), Scotland (SC039907) and the Isle of Man (806). Also operating in Northern Ireland.

Early Years Scotland

**FREE!**

# FUN PLAY SESSIONS



**WOMB TO MOVE  
(SENSORY ACTIVITIES)**



**FIT BY FIVE  
(PHYSICAL FUN)**

Contact Louise  
on 0737  
504 4012  
for more details

Starts Wednesday 12 February, 10.00am - 11.30am  
Drumchapel St Andrews Church (White Church)  
143 Garscadden Road, Drumchapel G15 6UQ








# SPRING WORD SEARCH

P S M R A B B I T F B A U K  
J A A T A P R I L F L E R Z  
W C E N G R E E N D K T B R  
V B U T T E R F L Y Q I N A  
T O Q B B N S Y B N Q N B I  
S M E O K H Y E U T U A N N  
T P A C I P T S A O T K H Q  
N S P R I N G G O S S R Z M  
X P C R O C U S M Q O X G E  
Y R O B I N P S N A B N R L  
U M B R E L L A J Y I B A T  
Z Q P K W O M I I D C U S P  
Y Y R R A I N B O W T D S S  
K S L Q P B B L O S S O M W

APRIL  
UMBRELLA  
BLOSSOM  
ROBIN

RAIN  
SPRING  
SEASON  
SUN

CROCUS  
RABBIT  
GREEN  
BUD

GRASS  
BUTTERFLY  
RAINBOW  
MELT

# Useful Numbers...

<b>Drumchapel Housing Co-operative</b>	0141 944 4902
<b>City Building</b> (All heating and hot water repairs and out of hours emergency repairs)	0800 595 595
<b>Scottish Gas Network</b> (if you smell gas)	0800 111 999
<b>Scottish Water</b>	0800 077 8778
<b>SP Energy Networks</b> (Power cuts and emergencies)	0800 092 9290
<b>Police Scotland</b>	101
<b>Crime Stoppers</b>	0800 555 111
<b>Emergency Out of Hours Homelessness</b>	0800 838 502
<b>Bulky Waste Collection</b>	0141 287 9700 (Tues and Wed between 9am and 3pm only)
<b>Noise Team</b>	0141 287 6688 (Mon – Sun between 5pm and 3am)
<b>Pest Control or Public Health Problem</b>	0141 287 1059

**Do you have anything you would like to discuss?**

We always welcome our tenant's feedback on any part of our service, you contact us by:

- Contacting the office on **0141 944 4902** or pop in to chat to a member of staff
- Emailing us at **enquiries@drumchapel.org.uk**

I would like to say...