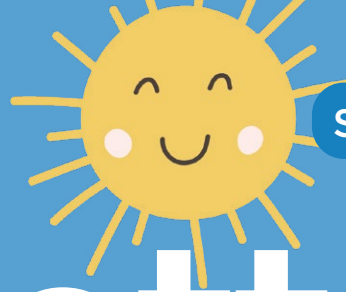




**Drumchapel
Housing**
Co-operative Limited



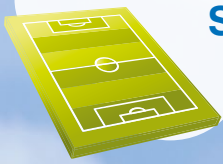
Spring 2026



Newsletter



***Save the Date
12th June 2026
for our World Cup
Summer Fete***



Our office will be closed on the following dates:

Friday 3rd April & Monday
6th April for the Easter break

4th May
for May Day

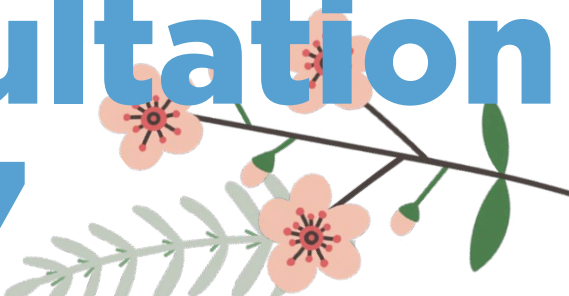
Friday 22nd May & Monday
25th May for the Spring Holiday

If you have an emergency repair between these dates, please contact City Building on 0800 595 595

If you would like the Newsletter in a different
format or a different language,
please contact the office on 0141 944 4902.



Rent Consultation 2026/2027



Thank you to all our tenants for participating in the rent consultation that was held from the 10th December 2025 to the 8th January 2026. We appreciate your feedback and would like to share the outcome with you.


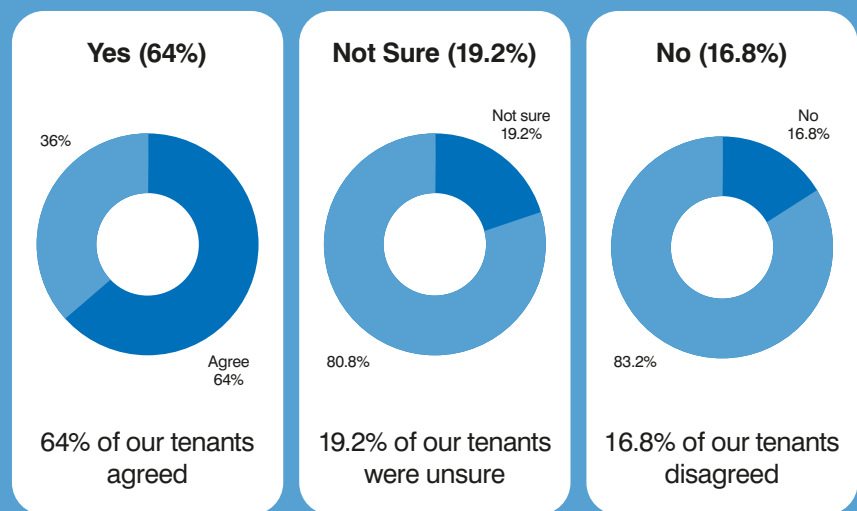
Consultation Process

- Various methods were used to consult such as online, postal, telephone surveys as well as 2 drop-in sessions
- A letter sent out to tenants outlined considerations, including: the link between rent levels and the quality of homes and services. The need to protect community assets and invest in homes.
- 26% of tenants responded
- 64% of tenants agreed with the increase, 19.2% were unsure whilst 16.8% disagreed

Key Feedback Themes From The Consultation

- Requests for better property maintenance and repair standards
- Cleanliness in communal areas
- Concerns about affordability and the cost of living

Survey Results: We received a 26% response rate for our rent consultation

Outcome

The Board carefully reviewed the responses and agreed to implement the proposed rent increase of 3.6%. Rent review letters were issued mid-February with the new rates taking effect 1st April 2026.

Welfare Rights Surgeries




Drumchapel Housing
Co-operative Limited

Our Welfare Rights Surgeries continue to be held at the office every Thursday by an Advisor from the Citizens Advice Bureau. You can contact the office on **0141 944 4902** to make an appointment. The service can assist with the following:

- Benefit checks – to check entitlement to a range of welfare benefits and to ensure you are receiving all benefits you are entitled to.

- Assistance with claiming benefits and discounts
- Challenging any benefit decisions
- Applying for Housing Benefit and Council Tax Reduction
- Assistance with pursuing appeals
- Energy advice
- Initial debt advice interview
- Budgeting advice



Our tenants have seen financial gains of over **£236k** so far in 2025/26!

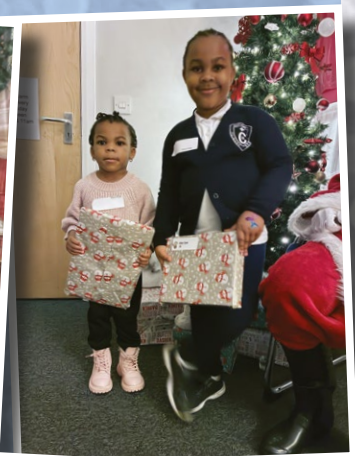


Pensioners lunch

The Co-operative joined forces with Kingsridge-Cleddans Housing Association for our annual pensioner's lunch. McMonigles Restaurant provided a warm and welcome space for our tenants to enjoy their festive lunch. The afternoon was filled with laughter, shared stories and for many, it was a welcome chance to reconnect with old friends and make new ones, whilst tucking into McMonigles famous fish and chips! Overall, it proved to be a roaring success for all who attended. Our Housing Officer, Caroline Meiklejohn stated *"It's wonderful to spend time with our tenants outside the working environment listening to their stories and having some great laughs and partnership working with Kingsridge-Cleddans Housing Association putting on this event that our elderly tenants really look forward to"*

Children's Christmas Party

There's something truly special about the sparkle in children's eyes at Christmas. The Co-operative hosted another fantastic children's Christmas party for all our tenants. Our office was transformed into a winter wonderland complete with twinkling fairy lights, a giant Christmas tree that delighted the little ones. The afternoon was packed with activities — from glitter tattoos and craft tables to a lively sing-along with our in-house DJ, DJ Amy and of course a special appearance by Santa. Each child received a personalised gift, carefully chosen to suit their age and interests. For the Co-operative this event is about more than just presents — it's about creating magical memories and making sure every child feels special at Christmas.



Christmas Raffle Winners

Our annual Christmas raffle once again brought excitement to two of our tenants who received an unexpected festive bonus by each winning a £50 "Love2Shop" voucher in our annual Christmas raffle prize. Our winners stated *"I'm so grateful for this unexpected gift, especially at this time of year"*





Housing News



We are proud of our homes and care about the people who live in them. The rent you pay helps to make sure:

- Your home is well serviced and remains up to date.
- We keep your neighbourhood clean and tidy
- Allows the Co-operative to deliver good quality housing

and services, such as repairs and investment in upgrading our properties

To help us do this, it's important you pay your rent and you pay it on time. It is a condition of your tenancy that your rent is paid each month in advance. You may want to pay your rent weekly, which is fine, providing it's still in advance.

There are various methods in which you can pay your rent –



Online – log on to the online payment service provider Allpay or you can download the Allpay app if you have an Apple, Windows or Android smartphone.



Office – you can visit the office in person and pay by cash or debit/credit card.



Direct Debit – you can set up a Direct Debit over the phone by contacting the office, you can select the date/frequency in which the payment is deducted from your bank account.



Housing Benefit – if you are claiming Housing Benefit, we ask that this be paid to the Co-operative directly by Glasgow City Council. If you only receive partial housing benefit you must ensure you pay any shortfall to the Co-operative.



Paypoint/Post Office - you can pay at any PayPoint or Post Office using your Allpay payment card. If you require a replacement card please contact the office.



Universal Credit – you must claim Housing Costs via your Universal Credit claim, these are paid to you

directly on a monthly/twice monthly basis by which you must then pay to the Co-operative. If you are claiming Housing Costs, we ask that these are paid to the Co-operative directly. If you only receive partial Housing Costs, you must ensure you pay any shortfall to the Co-operative.



Telephone – you can contact the office to make a payment over the phone by debit/credit card. Alternatively you can contact Allpay's automated telephone line outwith office opening hours on **0330 041 6497**.

Please contact your Housing Officer at the office if you need any advice on how to pay your rent.

Tenancy Sustainment at Drumchapel Housing Co-operative



What is Tenancy Sustainment?

Tenancy Sustainment is the term we use for the additional support, assistance and resources that the Co-operative provides for individuals and families to help them manage their tenancy.

We provide a range of services to support our tenants and help them overcome challenges and thrive in their homes.

Who can receive our services?

Our Tenancy Sustainment Fund is available to all tenants to help with living costs in emergency situations. There is a range of help available from emergency food parcels, food vouchers and energy vouchers. We also have a provision to help new tenants with Starter Packs to set up their new home. The fund is administered by the Housing Management Team therefore please contact us at the office in confidence if you require help.

Staff can signpost tenants to other resources that help tenants address any challenges, thrive and improve their life situation.

Contact the Housing Team on **0141 944-4902** or enquiries@drumchapelhc.org.uk

Damp and Mould - Working Together to Prevent It

Damp and mould can affect any home, especially during colder months. It's important that we work together to prevent issues and deal with them quickly if they arise.

What you can do:

- ✓ Keep your home well ventilated – open windows regularly, even in winter.
- ✓ Use extractor fans in kitchens and bathrooms.
- ✓ Keep lids on pans while cooking.
- ✗ Avoid drying clothes on radiators where possible.
- ✓ Maintain a steady background temperature in your home between 18 – 20°C during colder months.

What we will do:

- ✓ Respond promptly to reported cases of damp and mould.
- ✓ Inspect the property to identify the root cause.
- ✓ Carry out necessary repairs or remedial works.
- ✓ Provide advice and practical support where needed.

If you notice signs of damp, condensation or mould, please report it immediately so we can investigate early.

Gas Safety & Annual Servicing – Access Required

As you will be aware, if you have gas systems or appliances within your home it is vital they are checked on an annual basis. This is to ensure the safety of yourself, your family, and your neighbours.

Annual gas safety checks are a **legal requirement** and help keep you and your family safe.

Each year we must:

- Service your boiler and gas appliances.
- Carry out a full gas safety inspection.
- Issue a Gas Safety Certificate.

Why this matters:

- Protects your household from gas leaks and carbon monoxide.
- Ensures appliances are working safely and efficiently.
- Keeps the co-op compliant with safety regulations.

In addition, you must ensure that you have an adequate supply of gas and electric in your meters to allow the gas safety check to be carried out. Should you be concerned regarding this please liaise with us and we will do all we can to help.



We must gain access to every property. If appointments are missed, we will continue to contact you to rearrange. Please work with us to allow access at the scheduled time.

Where you fail to provide access, the Co-operative is required to take action to gain entry, which may result in any costs incurred being re-charged to the tenant.

Bulk Uplift

As part of your rent, we collect bulk waste items once per week from a collection point outside your home.

To help keep the area clean and safe for everyone:

- ✓ Only place bulk items out on the agreed day (**Thursday**).
- ✗ Do not place bulk items within your bin store.
- ✗ Do not leave loose black bags beside bulk items – these will not be taken.
- ✓ Where possible, recycle items through appropriate services and local recycling services.
- ✓ Break down large items if safe to do so.
- ✓ Keep access routes clear for neighbours and emergency services.



Rodents

Mice and Rats are the most frequently reported household pests in Glasgow. Rats and mice seek out warm places with a ready supply of food and will often make nests inside walls and other dark areas.

Cleanliness alone may not be enough to prevent a mouse infestation however, the presence of crumbs and other food can attract rodents.

Rodents are generally nocturnal so you are more likely to see mice in your home at night. You may hear noises such as scratching inside walls or behind furniture. You may notice small droppings that look like black pellets.

What to do if I have a Rodent Infestation?

Glasgow City Council provides a free pest control service. You can report a pest control issue online or using the My Glasgow App. Alternatively you can call **0141 287 1059**

If you have a rodent infestation an important step is to block as many gaps as possible so that any mice present in the walls of a tenement are not able to enter your home. If you think your home has any such gaps that may need filling, please contact the Co-operative for support.

Bed Bugs and Cockroaches

Bed bugs are increasingly common, they do not discriminate between any particular kind of property and have been found everywhere from family homes to five star hotels in New York. They are spread by the movement of people and can be found in every area of the home, not just the bedroom.

To reduce the risk of bedbugs in the home

do not take any furniture in from the street or allow children to play in furniture that may be lying in back courts.

If you suspect that you have bedbugs or cockroaches please contact Glasgow City Council either online or using the My Glasgow App. Alternatively you can call **0141 287 1059**.



Loose bags and incorrect disposal of bulk and waste can attract vermin, including rats. Let's work together to keep our community tidy and pest-free.

Repairs Satisfaction



We are committed to delivering a high-quality repairs service and value your feedback.

In our most recent repairs satisfaction survey to the 31/12/25, **117 tenants** who had received a repair in the last reporting year were asked about their experience and how satisfied they were with the service provided.

The results show that the **96.6% of tenants** were satisfied with the service they received.

What this means



Over 96% of tenants were happy with the repairs and maintenance service.



Most tenants reported that repairs were completed quickly and to a good standard.



Feedback helps us monitor contractor's performance and improve our service.



Improve response times.



Identify areas where we can do better.

After a repair, you may receive a call regarding a repair's satisfaction survey



Planned Maintenance Programme

We continue to invest in your homes through our planned maintenance programme. This helps maintain property standards and prevent larger repair issues in the future.

The planned maintenance program will commence in the coming financial year 2026/27 and will include the following.

- External paint work throughout our housing stock.
- Kitchen utility rooms, which follow on from our 2024/25 planned maintenance program.

Further details on upcoming works and timescales will be shared directly with affected residents.



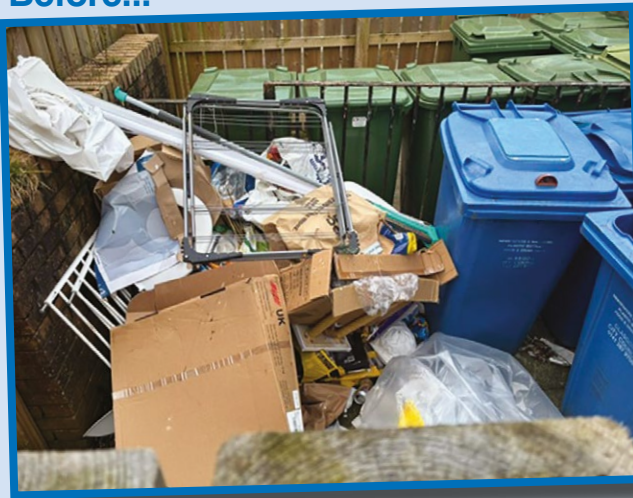
You Said - We Did

“Currently my back court isn’t even safe to walk let alone sit, there are rats continuously and even although I have reported the state of the backs nothing has been put in place”

Our Maintenance Team routinely carry out common close and back court inspections. During these inspections, we monitor the standard of works carried out by our contractors to ensure services are being carried out to the standard we expect. We also seek to proactively capture any repairs to common areas during these inspections.

The transformation of the backcourts is creating a safer environment at Southdeen and Merryton Avenue and seeing positive results, please see before and after photos.

Before...



...and after



“They could carry out more upgrades, I have an ongoing issue with my boiler, it’s been repaired many times, I feel it should be replaced.”

We have a continuous programme to replace boilers within our Planned Maintenance Programme. Should our gas service contractor be unable to repair a tenant’s boiler, the boiler would be replaced out with our planned maintenance programme.

“Helping tenants get white goods for their property, contacted welfare services and was knocked back”

If tenants require any help with white goods, they can get in touch with us for assistance at our Welfare Rights Surgeries. Tenants can appeal decisions if applications to the Scottish Welfare Fund are unsuccessful. We can also sign-post to other agencies who may be able to assist.



Engagement plan

Drumchapel Housing Co-operative Ltd

Regulatory Status Compliant

The RSL meets regulatory requirements, including the Standards of Governance and Financial Management.

We don't currently require any further assurance from Drumchapel Housing Cooperative Ltd (Drumchapel) other than the annual regulatory returns required from all RSLs.

Regulatory returns

Drumchapel must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;

- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

Our lead officer for Drumchapel Housing Co-operative Ltd is:

Name: Stephen Lalley, Regulation Manager
Telephone: 0131 244 5393
Email: stephen.lalley@shr.gov.scot

Staffing Update

A warm welcome to our new members of staff Fiona Koroma and Angela Allison.

Fiona joins us as our Corporate and Governance Officer and will play a key role in strengthening our commitment to transparency,

accountability, and excellence in governance.

Angela has been appointed as our Assistant Maintenance Officer, she is looking forward to providing an effective, efficient maintenance service to tenants and getting to know the local community.

Complaints and Performance

The Co-operative wants to deliver all of our services, to the highest standard as we possibly can. We welcome your complaints and feedback about our services, and we take them seriously as an opportunity to learn from what we have done and to improve how we do things in the future.

Complaints

Indicator	ARC Ind	Q1 2025/26	Q2 2025/26	Q3 2025/26	KPI Target 2025/26	DHC 2024/25
Number of Stage 1 complaints received	3 & 4	10	16		N/A	41
Average time for full response to Stage 1	3 & 4	3.20 days	2.75 days	2.92 days	5 days	3.07 days
Stage 1 complaints responded to within timescale	3 & 4	100%	100%	100%	100%	100%
Number of Stage 2 complaints received	3 & 4	1	1	2	N/A	3
Average time for full response to Stage 2	3 & 4	18 days	18 days	14.5 days	20 days	12.33 days
Stage 2 complaints responded to within timescale	3 & 4	100%	100%	100%	100%	N/A

We received 24 complaints up to the end of Quarter 3 (1st April 2025 – 31st December 2025) which were resolved at stage 1, there were 2 complaints which was resolved at stage 2, all within target.

The complaints were mainly in relation to quality of service provided by our contractors and communication regarding repair bookings or progress. We are monitoring our contractor's performance more closely and hold more regular progress meetings with contractors to ensure they are aware of the standards we expect.

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. We also publish a "You said, we did" article in our newsletter to address any service delivery complaints, issues or concerns raised by tenants.

We continue to work with our contractors to ensure the provision of a high-quality service to tenants on behalf of the Co-operative.



Performance

The table below shows how the Co-operative has performed up to the quarter 2 of the current financial year 2025/26 (1st April 2025 – 30th September 2025) 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 2024/25.

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

Indicator	ARC Ind	Q1 2025/26	Q2 2025/26	Q3 2025-26	KPI Target 2025/26	DHC 2024/25
Rent collected as a percentage of rent due	22	105.81%	101.09%	100.89%	100%	100.31%
Gross rent arrears	23	1.62% £40,351	1.72% £42,935	1.93% £48,494	2.10% £54,069	1.87% £44,180
Average days to re-let properties	26	14.25 days	14.67 days	12.67 days	12 days	10.59 days
Void loss as a percent of rental income	17	0.35%	0.38%	0.32%	0.25%	0.16%
Number of Section 5 referrals housed	C8	4	12	20	N/A	19
Repairs satisfaction in the last 12 months	12	95.6%	95.5%	97.2%	95%	90.10%
Emergency repairs average completion time	8	3.6 hours	2.5 hours	3 hours	3 hours	3.05 hours
Non-emergency repairs average completion time	9	2.9 days	3.1 days	3 days	3 days	2.42 days
Percentage of reactive repairs carried out in the last year reported again	10	N/A	6%	5.1%	2%	New Arc Indicator
No of times we did not meet our duty to complete a gas safety check	11	0	0	0	0	0

Overall, as shown in our KPI's, we are performing well in all aspects of service delivery, however we are looking to improve the average days a property is void (empty). This also has a direct impact on the void rent loss when properties are empty.

We are also working with our contractors to improve the number of repairs which have been reported which are then having to be reported again.

If you have any feedback regarding any aspect of our service, please contact our office on **0141 944 4902**.

FOI Queries

In Q3 we had 2 FOI requests all completed within the agreed timescales.



Useful Numbers

Drumchapel Housing Co-operative	0141 944 4902
City Building (All heating and hot water repairs and out of hours emergency repairs)	0800 595 595
Scottish Gas Network (if you smell gas)	0800 111 999
Scottish Water	0800 077 8778
SP Energy Networks (Power cuts and emergencies)	0800 092 9290
Police Scotland	101
Crime Stoppers	0800 555 111
Emergency Out of Hours Homelessness	0800 838 502
Bulky Waste Collection (Only available Tuesday & Wednesday 9am-3pm)	0141 287 9700
Noise Team (Only available Monday-Sunday 5pm-3am)	0141 287 6688P
Pest control or Public Health Problem.....	0141 287 1059

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



ANNUAL AWARDS 2026

Digital Learning Organisation of the Year

FINALIST

