



Newsletter

Housing Perks

DHCL has joined with four other Co-ops to highlight the work done by housing Co-ops in Scotland and the benefits they provide their communities. The group have collectively joined Housing Perks.

Housing Perks is a mobile app that offers discounted vouchers, cashback and free items to Drumchapel Co-operative tenants. The app supports tenants with the cost of living. DHCL is participating in the scheme to improve our tenants financial wellbeing. The mobile app is free to use for tenants and gives you access to over 100 national retailers. Tenants typically save £6-£12 per week on their essentials. Over a year those weekly savings add up significantly. The bulk of the savings being on everyday essentials. Discounts range between 4% – 18%.

We know finances are tight at the moment, and the app will help you save money by offering discounts on everyday items and essentials such as:

- Groceries
- Fuel
- Clothing

- School uniforms and equipment
- Home furnishings & DIY
- Family days out

With favourite brands and stores including:

- Asda
- IKEA
- Argos
- Primark
- B&Q
- Cineworld
- Plus much more

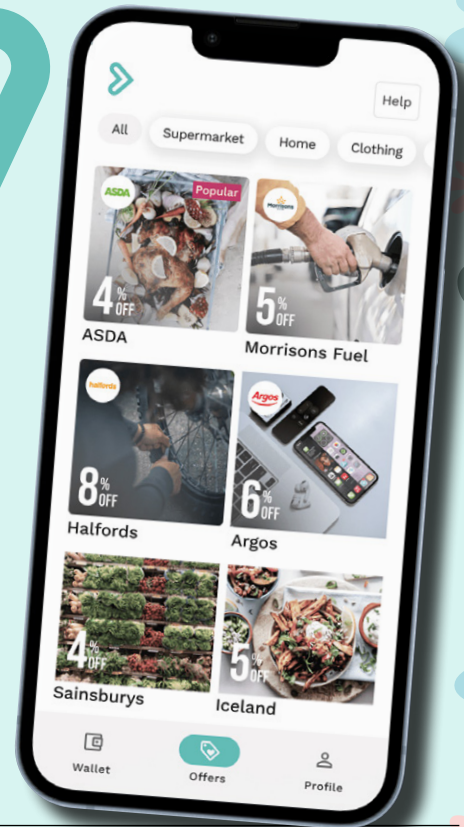
How it works

- Go to your preferred app store and search "Housing Perks"
- Download the app
- Enter your mobile phone number
- Select Drumchapel Housing Co-operative from the list
- Enter your tenancy reference number
- Start saving and get some great benefits!

Visit the Housing Perks website to find out more: [Housing Perks - financial wellbeing for housing associations \(yourhousingperks.com\)](http://yourhousingperks.com)

Privacy

Drumchapel Housing Co-operative has not shared any personal, identifiable information with Housing Perks.



**Dates for
the diary**
- office
closures

- Friday 27 September 2024 and Monday 30 September 2024, (September Weekend)

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

Vision, Values, Mi and Strategic Obj

Every year Board and staff attend a strategy day, this year part of the program was to review the vision, values and mission statement of the Co-operative and review our strategic objectives. This was carried out by a working group consisting of both Board and staff who presented their findings at the strategy day. The outcome of this was that Board agreed the following:

Our Vision:

*“Making Houses into Homes
in an all inclusive community”*

Our Values:



D

Doing what matters most with and for our customers by putting them at the heart of everything we do.

R

Respect-
Treating everyone with courtesy and dignity whilst recognising diversity.

U

Understanding individual tenants needs/ aspirations, ensuring their voices are heard by actively engaging with them and the community

M

Motivate and support our people to be the best they can be

H

High quality of service- striving for excellence in all we do – looking for smarter innovative ways of working to deliver positive outcomes and achieve value for money

C

Community focused – Led by tenants for tenants

Mission Statement Objectives 2024

Our Mission Statement:

“Delivering and supporting quality affordable homes and all inclusive community living”

Strategic Objectives:

Board and Staff also considered the Co-operative's strategic objectives and Board agreed on the following objectives:



Ensure good governance, effective financial management and regulatory compliance.



Provide quality homes in an attractive environment.



Delivery of excellent housing services.



Support tenant engagement, participation and communication in the management, maintenance and development of their homes.



Ensure safety & compliance at all times.



Our people- realising potential and recognising achievement.

We would love to receive feedback, if you have any, on the new vision, values and mission statement and the strategic objectives or if you have any questions about them we are more than happy to discuss. You can contact the office by telephone or e-mail us at enquiries@drumchapelhc.org.uk and someone will get back to you.

Performance

DHCL's Performance April-June 2024



2.68 Hrs

(Target 3 Hrs)

Average time to complete emergency repairs

DHC 23/24 Result:
2.68hrs



2.3 Days

(Target 3 days)

Average time to complete non-emergency repairs

DHC 23/24 Result:
2.38 days



89.30%

(Target 95%)

Satisfaction with the repairs and maintenance service

DHC 23/24 Result:
90.10%



9.6 Days

(Target 10 Days)

Average number of calendar days to re-let properties

DHC 23/24 Result:
10.62 days



3 Days

(Target 5 Days)

Average time to resolve SPSO stage 1 complaints

DHC 23/24 Result:
2.57 days



15.5 days

(Target 20 days)

Average time to resolve SPSO stage 2 complaints

DHC 23/24 Result: N/a-
No stage 2



100%

(Target 100%)

Anti-social behaviour cases resolved

DHC 23/24 Result:
100%



1.85%

(Target 2.25%)

Gross rent arrears as a % of rent due

DHC 23/24 Result:
1.95%



105.12%

(Target 100%)

Rent collected as a % of total rent due

DHC 23/24 Result: 99.58%



0.17%

(Target 0.20%)

Rent lost through properties being empty

DHC 23/24 Result: 0.12%

Complaints

The Co-operative receives service-related complaints throughout the year which are recorded and reported as part of our annual return on the charter. We use lessons learned from all complaints to improve the quality of our service and we actively encourage tenants to raise a service delivery complaint if they are unhappy with any part of our service. To make a service delivery complaint, you can visit or contact the office on **0141 944 4902**, fill out the complaint form on our website or send us an email at: enquiries@drumchapelhc.org.uk

Tenant Consultations

We carry out consultation with tenants to gain your views and opinions before reaching decisions on a variety of topics and policies. We value your feedback as it helps us to adapt and improve our services to ensure it meets tenants needs.

We will be shortly drafting our Annual Report for tenants. We would like to hear feedback from you in relation to this. We are keen to find out how you

prefer the information to be presented to ensure this is clear and easy to understand.

We will also be reviewing our Pet Policy which is currently available to view on our website at www.drumchapelhc.org.uk There will be a focus this year on dangerous dogs, the number of pets in each household and to consider if dogs should continue to be permitted in back courts



Consultation Dates for your diary

We will shortly be consulting with tenants in the usual manner i.e. via text message, online survey and on our website. We will also hold the drop-ins below to discuss the Annual Report and Pet Policy. Our Tenant Panel members will be invited to attend these drop-ins.

Annual Report

Tuesday 17th September 2024
between 10:30am – 11:30am

Pet Policy

Tuesday 24th September 2024
between 6pm and 7pm
Thursday 26th September 2024
between 10:30am and 11:30am

In the meantime, please do not hesitate to contact us regarding tenant consultations at the office on 0141 944 4902 or by email at enquiries@drumchapelhc.org.uk

Summer

We saw the return of our Summer Fun Day on Saturday 10th of August 2024, we had a great turn out and the sun even made an appearance!

Thank you to everyone who came along to enjoy music, food, our famous tombola and a variety of games including Hook a Duck, Burst the Balloon and Hoopla which were enjoyed by all. We were delighted to see the children's creative decorating skills at the biscuit decorating station. The children also enjoyed the entertainer with lots of laughs and dancing with face painting and array of fantastic balloon animals.

Congratulations to our raffle winner Karen Wilkinson and runner-up Kevin McCluskey who each scooped a Love2shop voucher. Well done to James Cotter who guessed the correct amount of sweets in a jar – hope you shared them!

We had representatives from 3D Drumchapel and TPAS Scotland giving lots of advice, information and goodies!

We would like to thank our contractors, for their generous donations:

- *Food and drink* sponsored by DG Joiners
- *Children's Entertainer* sponsored by City Building
- *Face Painting, Balloon Modelling and Glitter Tattoos* sponsored by Magnus Electrical Services

We also received donations from:

Innovate Alarms, Caledonian Maintenance, Allpest Services, David Mitchell Plastering & Building, DG Roofing, WMC Heating & Plumbing, Reids Associates, SDM Housing Software, Mellicks Solicitors and B&Q, Great western Road and Cumbernauld Stores.



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Tenant Safety

Fire Safety within a common stairwell

As you will be aware, it is tenants responsibility to ensure your property and the common close area(s) are kept clear of hazards and obstructions, to ensure everyone can evacuate the building safely in the event of a fire.

No items should be stored in the communal areas. This includes children's toys/bikes/scooters, decorative items such as plants, mobility scooters etc. These pose a risk for a number of reasons.

They can serve as combustible materials and could also potentially block a safe exit from the building.

You can request a free Home Fire Safety Visit from Scottish Fire and Rescue Service via their website: <https://www.firescotland.gov.uk/your-safety/at-home/home-fire-safety-visit>.

Test your Fire Protection Alarms - Test it Tuesday

Regularly checking your fire protection alarms throughout your property helps keep you and your family safe....so test them today!

Regular routine testing and maintenance of your smoke, heat and carbon monoxide alarms are important to ensure they are working properly.



By taking a few minutes of your time every week, using the integral test button on the alarms. This could help save the lives of you and your family.

If you have any missing or faulty smoke, heat, or carbon monoxide alarms, or require assistance with testing your alarms, please contact our office on 0141 944 4902.

Annual Gas Service

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

Carrying out gas safety inspections is a legal requirement, and we ask that you provide access for them to be tested to ensure they are safe.

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.

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

Community Clean Up

On Wednesday 7th August 2024 we joined Glasgow City Council and other volunteers/agencies including G15 to help clean up Drumchapel.

The litter pick started at the Donald Dewar Sports Centre and we worked our way along Garscadden Burn filling a large number of rubbish bags. It was a great effort by all involved.





FACT...



Dog fouling can attract some unwanted guests like flies and even rats who are attracted to dog fouling. If your pet's waste is not disposed of properly, rodents may begin appearing.



Dog Fouling

Currently the best way to report any dog owners you witness failing to pick up after their dogs is to contact Glasgow City Council. Authorised officers can issue dog fouling fixed penalty notices to anyone found not picking up after their dog has fouled.

You can contact them online <https://www.glasgow.gov.uk/article/9538/Report-dog-fouling-in-a-public-place> or by using the MyGlasgow app.

If you witness any dog, fouling within a common area, you can report this to the Co-operative on **0141 944 4902**. Should this be a persistent problem we will have no alternative but to re-charge all tenants who share the same communal area for the removal of the dog fouling.

Dog Fouling ...it's a problem

Are you a responsible dog owner?

- ✓ Do you, carry poop bags and pick up after your pet at all times?
- ✓ Do you, dispose of your dog's mess immediately and appropriately?
- ✓ Do you, keep your dog on a lead when outside?
- ✗ Preferably do not walk your dog in the back court
- ✗ Do not allow your dog to become a nuisance to neighbours.

Our landscaping contractors have experienced dog fouling within common grassed areas particularly at rear courts / gardens they require to cut. They will not cut any grass where dog foul has been left lying. It is essential that all dog owners clean up their pets mess to allow landscapers to attend all areas.

The Advocacy Project: Third-Party Reporting Centre

What is a Hate Crime?

A hate crime is a crime targeted at someone because of their:

- Race
- Religion
- Disability
- Gender Identity
- Sexual Orientation
- Age
- Variation in Sex Characteristics

Hate crime can happen in many different ways, including threatening behaviour, verbal and physical abuse, damage to property and online abuse.

Hate crime can be reported to the police by calling 999 (in emergency) or 101 (non-emergency). Hate crime can be reported using the online form: Hate Crime Reporting Form <https://www.scotland.police.uk/secureforms/c3/>

You can visit a Third-Party Reporting Centre for help to report hate crime.

What is a Third-Party Reporting Centre?

A Third-Party Reporting Centre is a safe location in the community where you can report a hate crime in a supportive, confidential setting.



Our staff have been trained to offer support with the reporting process. They can help you with reporting or submit a report on your behalf.

How we can help

The Advocacy Project operate a Third-Party Reporting Centre and can help you to report if you have been affected by hate crime.

Please phone us on 0141 420 0961 or visit our office at: Kirkstane House, 139 St Vincent Street, Glasgow, G2 5JF

Waste and Recycling



Glasgow City Council's **new** Kerbside Waste and Recycling Service

Tenants on kerbside collection will be aware Glasgow City Council is encouraging residents to recycle even more waste to achieve their aim to become carbon neutral by 2030. A leaflet was delivered recently by the council with more information in relation to this.

A new grey bin has been delivered to all tenants on kerbside collection.

The grey bin should be used for recycling **plastics, metals, cartons, soft plastics** and **film** and will be added to a 4-weekly collection. Your blue bin should now only be used to recycle **paper, card** and **cardboard** and will move to a 4-weekly collection.

A calendar has been included in your leaflet pack to let you know

when the grey bin will be collected and when your blue bin will be collected.

As part of the recent changes, each household is now only permitted to present one green bin for general waste collection. A sticker was issued to all households to place on their green bin, any bins without a sticker will not be collected.

New Kerbside Waste and Recycling Service

Grey bin

Plastics, metals, cartons, soft plastics and film



Blue bin

Paper, card and cardboard



Purple bin

Glass bottles and jars



Brown bin

Food and garden waste



Green bin

Non-recyclable waste



All tenants residing in tenement blocks on the 8-day collection cycle will continue to have green general waste bins collected every 8 days. There has been no change to the items which can be placed in your blue bin and collection frequency will stay the same.

Please note that **no general waste** should be placed in blue bins and recyclable items

placed in blue bins should **not be bagged** in plastic bags. If the blue bins are contaminated, they will not be emptied by the council. Tenement blocks should use blue bins for:

- Mixed papers - newspapers, magazines, journals, junk mail, brochures, catalogues, directories, yellow pages, envelopes

- Cardboard - cardboard boxes, card packaging
- Plastic bottles - milk bottles, drinks bottles, sauce bottles, shampoo bottles, cleaning product bottles
- Food and drink cans - steel cans, aluminium cans and food tins.
- Empty aerosol cans



Tenement Bin Stores

We have been disappointed to see the condition of some bin stores, as shown in the photographs, within the estate. This has resulted in the Co-operative having had to pay an additional £2,500 since April this year. We therefore would like to remind tenants of the following:

- Please make use of all bins within the bin stores – some bags are being piled on top of wheelie bins when there are empty bins within the bin stores.
- Please ensure domestic waste only is placed in wheelie bins. If you are having a clear out of clothes, items etc please ensure that you make arrangements for bags to be removed from your property.
- All bulky items should be placed at the **side** of the bin stores on a Wednesday night and not inside the bin stores. These items will be collected by our contractor first thing on a Thursday morning.
- All cardboard boxes should be flattened ready for disposal.

Please note that Glasgow City Council will not remove bags on the floor of bin stores and bulky items will not be seen by our contractor if inside bin stores.

All bin stores identified in Southdeen Avenue, Southdeen Road and Linkwood Drive have now been serviced to ensure that bin access gates are fully operational, and any vandalised wire fencing has been repaired. This will continue to be monitored on a monthly basis when close inspections are carried out.



We would also like to take the opportunity to remind tenants of your responsibility to keep common areas clean and tidy and report any repairs as soon as possible to prevent further issues arising. We will be working with Glasgow City Council to ensure the correct number of bins are returned to each bin store once they have been collected by the council.

If you are concerned about the condition of your bin store or have any queries in relation to disposing of waste, please contact us at the office.

Significant Performance Failures

A Significant Performance Failure (SPF) is when a landlord has –

- Repeatedly failed to achieve outcomes in the Scottish Social Housing Charter (SSHC) or outcomes agreed locally with tenants. (The SSHC sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities, a copy of this can be found on the Scottish Government's website).
- Fails to report or inaccurately reports its annual performance to tenants;

- Fails to meet the Standards of Governance and Financial Management;
- Has acted or failed to take action, in a way which puts tenants' interests at risk and this significantly affects a number of the landlord's tenants.

To report a SPF to the Scottish Housing Regulator (SHR), you can complete a Significant Performance Failure Reporting form on our website.

The Co-operative met all the outcomes expected of us and we have not recorded or been subject to any SPFs in 2023/24.

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	0141 287 9700 (Tues and Wed between 9am and 3pm only)
Noise Team	0141 287 6688 (Mon – Sun between 5pm and 3am)
Pest Control or Public Health Problem	0141 287 1059