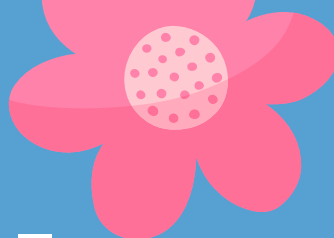




**Drumchapel
Housing**
Co-operative Limited



Summer 2026



Newsletter



**Drumchapel
Housing**
Co-operative Limited

Intimation of AGM

see page 2

**Drumchapel Housing Co-operative Ltd:
Annual General Meeting (AGM) 2026**

Date: Thursday 27th August 2026

Time: 6pm

**Venue: in-person at 4 Kinclaven Avenue,
Glasgow, G15 7SP and online via Zoom**

Our office will be closed on the following dates:

Friday 25th September and Monday 28th September

If you are a tenant and have an emergency repair during any office closures, 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.





Intimation of AGM

Dear Member

As you are aware, the Co-operative, as a membership organisation is required under our rules to hold an Annual General Meeting (AGM) every year within six months of our financial year end. Under rules 20.1 and 20.2 of the Co-operative's 2020 Model Rules virtual AGM's are permitted.

Following on from last year the Co-operative has decided to host the 2026 AGM using a hybrid model which allows members to choose to attend either in person or virtually through Zoom.

If you wish to attend "virtually" you will have to be able to access Zoom from a computer, tablet, smart phone or laptop. You will, therefore, have to let us know in advance if you intend to join the meeting. If you are unable to attend in person or the virtual AGM, the option to submit your apologies or to complete a proxy form to appoint a proxy for someone to vote on your behalf will still be available to you. The form to allow you to do this will also be included in the AGM pack that will be sent to you no later than 14 days before the AGM – we will contact members proactively to encourage this.

Drumchapel Housing Co-operative Ltd: Annual General Meeting (AGM) 2026

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Time: 6pm

**Venue: in-person at 4 Kinclaven
Avenue, Glasgow, G15 7SP and
online via Zoom**

In accordance with the Co-operative's Rules, information regarding the nomination procedure for election to Drumchapel Housing Co-operative's Board of Management at the forthcoming AGM is outlined below.

Nomination for Election to Board of Management

Membership of the Co-operative carries with it the right to be nominated for election onto the Co-operative's Board of Management or to nominate another member who you feel would make a valuable contribution.

Only members are eligible to nominate another member or stand for election. A member cannot nominate himself/herself for election to the Board. Nominations must be in writing using a nomination form, which is available from the office, and must be signed and fully completed. If you wish to be nominated or nominate another member for election, please let us know and we will contact you to discuss the best way for us to assist you with the completion of the nomination form and its return to the Co-operative.

In accordance with our rules, completed nomination forms must be returned by close of business on **Thursday 6th August 2026**. As such, should you want to be nominated or to nominate, and need assistance to complete this process, please contact us by **Monday 3rd August 2026** to allow time for this to be completed by **Thursday 6th August 2026**.

No nomination forms will be accepted after this date. If you require a nomination form, please simply contact us to request one.

Further information including the agenda and papers for the AGM, proxy/postal vote procedures and intention to attend virtual AGM forms to allow us to issue access details will be sent out to all members at least 14 days before the AGM.

At Drumchapel Housing Co-operative, your feedback is important to us. It helps us understand what we're doing well, identify areas where we can improve and ensure our services continue to meet your needs. We also regularly consult with tenants to gather your views and opinions before reaching decisions on a variety of topics and internal policies.

We are pleased to let you know that from 1st July 2026, we have introduced CX Feedback, a system designed specifically for social landlords. This new platform gives us more ways to gather your feedback, helping us better understand your experiences of our services and identify opportunities to improve.

As we roll out CX Feedback, you will notice some changes to the way we ask for and collect your feedback. We hope these changes will make it quicker and easier for you to tell us about your experiences, so we can continue to improve the services we provide.

We appreciate you taking the time to tell us about your experiences and thank you for helping us shape and improve our services.

What does CX Feedback do?

CX Feedback enables us to send out surveys via text message or email on a range of different topics and events. It can also send updates and information about your local area. We can target these messages to specific tenants, streets or property types, meaning you'll only receive information that is relevant to you and the community. It also gives you the opportunity to update the contact details we hold for you.

How will I know the surveys are from Drumchapel Housing?

The texts will appear as "DrumHC" and emails will be from "Drumchapel Housing". The surveys will be sent to you directly by text or email. All communications will include our recognisable branding. If you are ever unsure whether a message is genuine, please don't hesitate to contact our office and we'll be happy to confirm it for you.

What will be the first survey I receive?

We are just about to launch our first survey - our Repairs Satisfaction Survey. If you have recently had a repair carried out, you will receive a message to complete a survey. Simply follow the link provided to share your feedback.

Get in touch for more information on 0141 944 4902.



As we enjoy the Scottish summer, it's wonderful to see our tenants taking pride in their gardens and outdoor spaces. From vibrant flowerbeds and hanging baskets to beautifully arranged pots and verandas, your efforts truly brighten our community—and we want to celebrate them!

Our Garden Competition is open to all tenants. You can nominate yourself, a neighbour, or any fellow tenant whose garden deserves recognition.

To enter, please contact the office on **0141 944 4902** or email enquiries@drumchapelhc.org.uk by **Friday 21st August 2026**.

Judging will be carried out by our Ground Maintenance Contractor, M Squared, and **winners will be announced at our Annual General Meeting on Thursday 27th August 2026 at 6pm at the office.**

Get involved and showcase your green-fingered talents—good luck!

Drumchapel Scores A **WINNER**

WORLD Cup fever came to Drumchapel with a football-themed summer fete courtesy of Drumchapel Housing Co-operative.

The annual event for tenants took on a football flavour and was the ideal curtain-raiser for Scotland's magnificent first match win in the tournament.

Held at Drumchapel Housing Co-operative's offices, the family fun event drew a large crowd despite the changeable weather.

Free food and soft drinks were on offer, along with face painting (with Saltires proving predictably popular), football skills and games, music, a children's entertainer, live animals for youngsters to see and touch plus a raffle and tombola.

The summer fete is a much-anticipated neighbourhood event in Drumchapel and forms part of Drumchapel Housing Co-operative's ongoing and deep-rooted community engagement.

One tenant, Sharon Junner who brought along her son



Logan (3) said: "We look forward to the fete every year as do many local families who bring along their kids."

"It's great that Drumchapel Housing Co-operative lay on such a brilliant free event and the youngsters love it."

Marisa Gioiella, Senior Housing Officer, added: "We would like to thank everyone who came along for our World Cup summer fete. Our annual summer fete is a much-loved community event and took on added significance this year with a World Cup theme – something everyone is talking about with high excitement levels as we cheer on our team."

"The fete was the perfect prelude to the team winning their first World Cup match in the tournament."

Our two raffle prize winners each won a £50 One4All voucher and they were Stacey Clark and Declan Jauncey.

Drumchapel Housing Co-operative wish to thank a number of suppliers and contractors who contributed to the day's success.

They are **Magnus Electrical Services, C.A.S, Mellicks Solicitors, Innovate Alarms, Cameron Audit, DG Joiners Ltd, DHA Direct Access, WmcHeating & Plumbing, M Squared, Reids, SDM Housing Software, MCN Group, Elite Feet Soccer School and AL Scrubz Cleaning.**

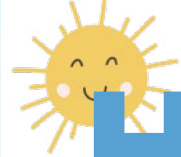


Community Litter Pick

Our frontline staff were out in force on Thursday 28th May participating in the community litter pick organised by G15 Thriving Places. A good variety of local organisations and registered social landlords in Drumchapel took part in the Community clean-up and doing their bit for the G15 Thriving Places "Peace and Climate Justice Campaign".

Well done to our staff; Senior Housing Officer - Marisa Gioiella, Housing Officer - Caroline Meiklejohn, Assistant Maintenance Officer – Angela Allison and Compliance Assistant – Saffron Walker who did a fantastic job. Every single piece of litter removed is a win for our local environment, helping to keep our areas safe, clean and a welcoming.





Housing News



Rent Setting Review

Drumchapel Housing Co-operative is committed to providing good quality homes at affordable rents. We previously notified you that we are considering reviewing our approach to rent setting. As part of this process, we will be consulting with tenants during 2026/27. All tenants will have the opportunity to hear more about the proposals and share their views before any decisions are made.

We believe that the rent set for each of our homes is affordable, but we also want to make sure our rent charges reflect what matters to tenants. We want to give tenants the opportunity to influence how future rents will be calculated.

Our current Rent Policy provides information on the rent structure which is based on a similar system to that of a "points-based system". A "basic charge" ensures management and maintenance costs are covered for all properties. Surcharges related to property size, and attributes are added to reflect the potentially higher management and maintenance costs for larger properties.

You can read our current Rent Policy on our website.

This review is not about increasing the overall amount of rent we collect, the overall rent income would remain the same. It is about making sure rents more fairly reflect property size and type. Any change to the rent structure would not increase the amount of rent we charge overall, although individual tenants' rents may change.

This process is separate from the annual rent consultation that we carry out each December and January, because it looks at the wider structure for how rents are set.

In addition, the Co-operative is also undertaking a comprehensive Service Charge Review to ensure that all charges are accurate, transparent, affordable and fully align with regulatory expectations.

To make sure we take tenants views into account, you will receive an online survey from CX Feedback to allow you to share your views. Please look out for the message in the coming months. If you would prefer a paper copy of the survey, please contact the office.

We are at the beginning of the process but would be happy to hear

your feedback on what you think is a fair approach to rent setting. We have appointed an independent consultancy **North Star Consulting & Research** to help us assess the current structure, identify any inconsistent rents and to propose a new rent structure.

Our aim in this process is to have a rent structure that:

- ensures there is a fair and consistent approach across different property types
- reflects the costs of managing and maintaining our homes
- takes account of tenant views
- generates sufficient income to protect the Co-operative's financial sustainability in the short, medium and long term

We appreciate your participation in this important review and look forward to hearing your views.



Tenant Consultations



We regularly consult with tenants to gather your views and opinions before reaching decisions on a variety of topics and policies. Your feedback is important to us, it helps us to improve and adapt our services to better meet your needs.

We will be currently reviewing the following policies:

- Rent Management
- Domestic Abuse
- Tenancy Changes

We will shortly be consulting with tenants in the usual ways, including by text message, online survey and through our website. The draft policies will shortly be available to view on our website. If you would prefer a paper copy, please contact us and we will be happy to provide one.



WE NEED YOU!

Dates for your diary

We also holding the drop-in below to discuss the changes to the policies which will provide an opportunity for you ask any questions. Our Tenant Panel members will be invited to attend this drop-in.

Thursday 13th August 2026
10am-11am

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**

Changes to your

There are important changes to your tenancy rights following new legislation introduced by the Scottish Government.

The key changes are:

- **From 1st August 2026**; Part 2 (Section 22) of the Domestic Abuse (Protection) (Scotland) Act 2021 (termination of tenancies in cases involving abusive behaviour) from 1 August 2026;
- **From 1st August 2026**; Section 49 of the Housing (Scotland) Act 2025 (qualifying period for succession)
- **From 1st August 2026**; Section 50 of the Housing (Scotland) Act 2025 (delivery of notices)
- **From 6 October 2026**; Regulation 4 of The Investigation and Commencement of Repair (Scotland) Regulations 2026 (Awaab's Law)

Domestic Abuse changes

Part 2 (Section 22) of the Domestic Abuse (Protection) (Scotland) Act 2021 (termination of tenancies in cases involving abusive behaviour). This allows social landlords to apply to the court for an order to transfer a tenancy from the perpetrator to the victim. If the tenancy is a joint tenancy, a social landlord can apply to a court to end the perpetrator's interest in the tenancy, the victim would become the sole tenant.

These changes will come into effect from 1st August 2026.

If you are a victim of domestic abuse, support is available 24 hours a day, 7 days a week on Scotland's Domestic Abuse and Forced Marriage Helpline on 0800 027 1234 or text on 074012 88595.

If you are in immediate danger, phone 999.

Succession (taking over a tenancy after a tenant's death)

Section 49 of the Housing (Scotland) Act 2025 (qualifying period for succession) changes the rules around when certain people can succeed (take over) a Scottish Secure Tenancy on the death of the tenant. To ensure rights to succession are protected, you must have told the Co-operative

in writing that the person wishing to succeed a tenancy has moved in with you at the time they did so.

Your spouse, civil partner or co-habitee (unmarried partner)

Section 49 of the Act makes changes to the rules on succession for your spouse, civil partner or co-habitee:

- the house must have been your spouse, civil partner or co-habitee's only or principal home for 6 months before they qualify to succeed to the tenancy (this was previously 12 months);

and

- the 6-month period cannot begin unless the Co-operative have been told in writing that the individual is living in the property as their only or principal home. We must have been told that by you, a joint tenant or the person who wishes to succeed to the tenancy.

Family members

Section 49 of the Act makes changes to the rules on succession for family members:

- the house must have been the family member's only or principal home for 6 months before they qualify to succeed to the tenancy (this was previously 12 months);

and

- the 6-month period cannot begin unless we have been told in writing

that the family member is living in the property as their only or principal home. We must have been told by you, a joint tenant or the person who wishes to succeed to the tenancy.

Carers

Section 49 of the Act makes changes to the rules on succession for carers:

- the house must have been the carer's only or principal home for 6 months before they qualify to succeed to the tenancy (previously 12 months);

and

- the 6-month period cannot begin unless we have been told in writing that the carer is living in the property as their only or principal home. We must have been told by you, a joint tenant or the carer who wishes to succeed to the tenancy.

These changes will come into effect from 1st August 2026.

If we have already been told by the appropriate person then we do not have to be notified again. If you have had any changes in your household which you have failed to notify the Co-operative, please email us at enquiries@drumchapelhc.org.uk or contact the office on 0141 944 4902.

Delivery of Notices

Section 50 of the Housing (Scotland) Act 2025 (delivery of notices) changes the way social landlords serve notices.

- When the Co-operative delivers a document to you, we will leave it at your last known address, send it by means of a postal service which provides for the delivery of the notice or other document to be recorded to your last known address, including in a way that evidences this without the need for you to confirm the delivery. We will assume that is your current address and that all documents to you should be sent there unless you tell us that you want anything to be sent to another address.

Tenancy Rights

- In addition to the methods for delivery of a notice set out above, for the purposes of a notice of an increase in rent or other charges we may also send it to you using electronic communications including, for example, by email. We will only do this if you have agreed in writing beforehand that you may be given the notice in this way and in an electronic form specified by you.

These changes will come into effect from 1st August 2026.

Mould and Damp within the Property

Regulation 4 of The Investigation and Commencement of Repair (Scotland) Regulations 2026 (Awaab's Law) introduces duties for social landlords

to ensure that homes are substantially free from rising or penetrating damp.

- We will provide and maintain the house so that any tenant who we might reasonably expect to live in the house can heat the house to a reasonable temperature at a reasonable cost, so as to avoid condensation dampness and mould. If during the tenancy, the house suffers from substantial damp or mould, from 6 October 2026 we will aim to investigate the issue within 10 working days of being notified, provide a written summary of investigating findings within 3 working days once the investigation has been completed, and commence any required repairs within 5 working days of the investigation concluding. If, for reasons beyond our control, we



cannot comply with the timescales we will inform you of the new timescales for completion of the investigation and repair. If you notice damp or mould within your home, you should report this to us as soon as reasonably practicable.

This change will come into effect from 1st October 2026.

If you have any concerns with damp and mould, please contact the office on 0141 944 4902 or alternatively, you can report this online on our website at www.drumchapelhc.org.uk

If you wish to discuss this further or have any queries in relation to the changes, please contact us at the office on **0141 944 4902**.

Bin Hubs

Glasgow City Council are modernising how household refuse is collected from flats. The Bin Hubs involve placing new, purpose-built bin-hubs at the front of properties. The introduction of bin hubs is part of a wider effort to modernise waste collection and address longstanding issues like missed collections, rodent issues, crew safety and backcourt access.

These changes will mitigate safety issues faced by collection crews (e.g. difficult to access areas or stairs), as well as expand the range of recycling options available to residents and help residents to keep their back courts in better condition and use them for alternative purposes.

Valuable materials such as metal, plastic and cardboard can be reprocessed and brought back to use in other ways. Collecting paper and cardboard in a separate bin to metals and plastics will help Glasgow City Council capture more quality materials that leads to more being recycled, reducing the amount of waste we produce. Recycled

products also need less energy to make, compared to those made with raw materials, which will tackle our carbon emissions. Recycling more supports Glasgow's effort to become a zero-waste city and carbon neutral by 2030.

These changes will also address health and safety issues faced by our crews when they collect bins from backcourts or back lanes.

Your recycling and general waste collections will be more frequent - **your general waste will be collected every four days** and **your recycling every eight days**. Glasgow City Council will regularly clean the bins and the area around the new bin hub.

When the bin hub is installed Glasgow City Council will also provide you with:

- An information leaflet that will explain how to take part in your improved recycling service.
- A re-usable bag to store and carry your recycling to the bin hub.
- An indoor food waste caddy and an annual supply of compostable liners.

Please note that Glasgow City Council are responsible for the bins, **not Drumchapel Housing Co-operative**

For further information please contact Glasgow City Council **0141 287 2000**.



Maintenance News

Due to a recent fire we wanted to inform tenants and make them aware of Lithium-ion batteries.

E-bikes and e-scooters are part of the transition to more sustainable transport. However, there are product safety risks associated with these products, primarily related to the fire and explosion risks from the lithium-ion batteries they use.

Lithium-ion batteries

What are Lithium-ion batteries?

Lithium-ion batteries are found in lots of household items. These include mobile phones, laptops, and vapes as well as larger products like e-bikes, e-scooters and hoverboards.

It's essential to use these batteries safely for as long as they're powering your devices. This helps prevent accidental fires, which could have devastating results for you, your family, and your home.

The ferocity of a fire caused by a lithium-ion battery can be significant and prevent you from escaping from your home.

Spot the signs of a damaged battery

A damaged battery is a potential fire hazard. Pay extra attention if you have recently dropped the lithium-ion battery.

Don't use or charge your device if you notice the battery:

- producing smoke
- feeling extremely hot to touch
- looking swollen or has any type of lump or leak
- making a hissing or cracking sound
- smelling unusual
- taking longer to charge or does not fully charge

What to do if a battery or device catches fire

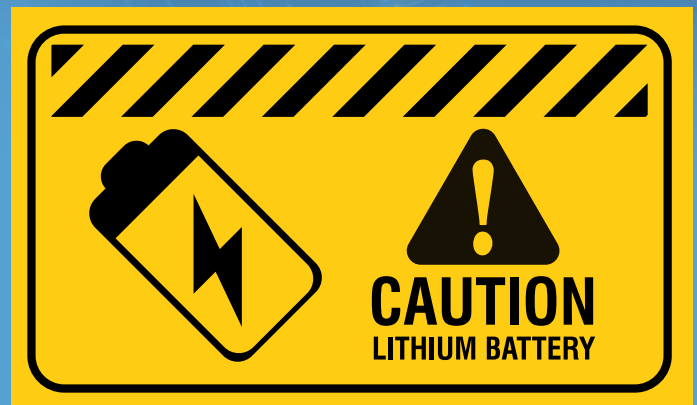
If you see flames or smoke coming from the battery or device, a fire has already started.

As with all fires you should get out, stay out, and call 999.

Do not try to extinguish the fire yourself.

Storing a lithium-ion battery

When storing products that use lithium batteries, such as e-bikes or e-scooters, avoid keeping them in escape routes or communal areas. In the event of a fire, these could block people from leaving the building safely. Store the product and their batteries in a cool place, avoiding exposing them to extreme heat or cold.



If you won't be using the battery for an extended period, follow the manufacturer's instructions for proper storage and maintenance.

Remember to:

- store batteries in cool, well-ventilated areas, away from extreme temperatures
- keep e-bikes and e-scooters out of escape routes and communal areas
- follow manufacturer's guidelines for long-term storage and maintenance

How and where to recycle batteries

Lithium-ion batteries, and non-rechargeable batteries such as AA or AAA, must always be recycled properly. They should never be placed in household waste. Heat, damage, or improper handling can cause fires or cause them to explode.

Most local recycling centres accept lithium-ion batteries. They should be disposed of alongside Waste Electrical and Electronic Equipment (WEEE) items. Check with your local authority for specific recycling guidelines in your area.

Remember to:

- never dispose of lithium-ion batteries in general household waste
- use dedicated recycling points or services provided by the manufacturer
- check with local recycling centres or authorities for proper disposal options

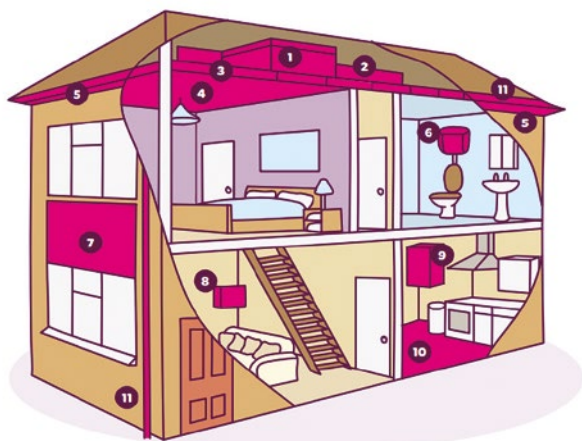
ASBESTOS AWARENESS

What is Asbestos?

Asbestos is a naturally-occurring mineral that is found in rocks around the world. It is cheap, strong and heat resistant so was widely used in homes and other buildings from the 1930s until the mid-1980s. A lot of our housing was built or refurbished during this time, so some properties do contain asbestos materials. Using asbestos in construction was banned in the United Kingdom in 1999.

Where is Asbestos usually found?

Asbestos can be found in various places around the home. This diagram shows some of the common locations, but asbestos can also be found in other areas of your home as well as garages and sheds.



- | | | | |
|-----------------|-------------------|-------------------|-----------------|
| 1. Water Tank | 4. Artex | 7. Wall Panelling | 10. Floor Tiles |
| 2. Pipe Lagging | 5. Roof Overhang | 8. Fuse Box | 11. Guttering |
| 3. Insulation | 6. Toilet Cistern | 9. Boiler Box | |

What are the risks?

Asbestos is not a danger to your health if it is in good condition and is left undisturbed. If it is damaged or its condition deteriorates, then you and others may be at risk. Worn or damaged asbestos materials may release fibres into the air, which could cause lung damage if you breathe them in. Asbestos can even cause asbestosis or lung cancer. This is only likely to happen if you are exposed to airborne asbestos on several occasions and over a long period of time, usually many years.

The Health and Safety Executive's (HSE) guidance is to leave materials containing asbestos in place whilst they remain in good condition and are not likely to be disturbed

Asbestos was used so widely in the building trade for such a long time that removing it from all homes isn't practical. Our contractors assess homes for asbestos before starting any improvement or alteration work. They must ensure that their work would not affect any asbestos that is present and that it is in a safe condition. It is important to remember that as long as asbestos is in good condition and undisturbed it does not pose a risk to health.

What you should do

You must not carry out any alterations, improvements or additions to the property without first obtaining our written approval. (This is a condition of your tenancy agreement.)

If you want to carry out any home improvements, you must contact your Housing Officer and request an 'Alterations Form'. We will not permit you to carry out any work on asbestos-containing materials because this could put people's health at risk.

If asbestos may be present then proper controls are needed to reduce exposure to you, your family and the person carrying out the work (if not yourself).

It is important to remember:

- Keep DIY activities to a minimum in any areas where asbestos may be present.
- Do not drill, saw, scrub or sand anything that could contain asbestos.
- Do not remove old floor tiles or linoleum because these may contain asbestos.
- Do not dust, sweep or use your household vacuum cleaner to clear dust or debris that may contain asbestos.

Complaints and Serious Concerns

The Scottish Government's Social Housing Charter sets out the standards social landlords need to achieve. Social landlords include registered social landlords (RSLs) - such as a housing association or co-operative - or councils. The Scottish Housing Regulator (SHR), monitors, assesses and reports on the performance of landlords in achieving these standards.



**Scottish Housing
Regulator**

If you have a concern about your registered social landlord you should:

Step 1:

Follow the social landlord's complaints procedure in full – this will be available on its website or by contacting them; and

Step 2:

If the complaints procedure ends and you are unhappy with how it was dealt with it (or you have tried but have been unable to complete the landlord's complaints procedure), you can contact the Scottish Public Services Ombudsman (SPSO).

However, if you are a tenant of a social landlord, and the specific complaint affects a group of social landlord tenants; you can also report the issue to us as a Serious Concern. The following lists are examples of when a landlord is failing to meet regulatory requirements - such as missing safety checks, repeatedly failing to carry out repairs, or not consulting tenants on key decisions - this may be classed as a Serious Concern. Tenants or tenant groups can report a Serious Concern directly to the Scottish Housing Regulator. SHR will assess the information, gather evidence where needed, and decide whether regulatory action is required. They aim to give an initial decision within 20 working days and will keep tenants informed throughout the process. Examples of Serious Concerns include repeated failures to meet safety standards, inaccurate or missing performance reporting, and failures in governance or financial management. SHR may take immediate action if a landlord's behaviour risks the interests of tenants.

If you need to raise a Serious Concern, you can find the form and guidance on the SHR website, <https://www.housingregulator.gov.scot/>

Support is available if you require help completing the paperwork.

SPSO Scottish
Public
Services
Ombudsman

**Scottish Public Services
Ombudsman (SPSO)**

Bridgeside House,
99 McDonald Road,
Edinburgh,
EH7 4NS.
0800 377 7330.
www.spsso.org.uk

Staffing News

A very warm welcome to Neill Ferguson who joins us as our new temporary Senior Maintenance Officer.

Neill is a joiner to trade and a qualified site manager. He has worked for the last twenty years with various registered social landlords and a couple of local authorities. He is looking forward to working with the Drumchapel team and meeting our tenants.



Thank You!

We were pleased to receive feedback from tenants on our latest report card, with 15 tenants taking the time to complete the survey.

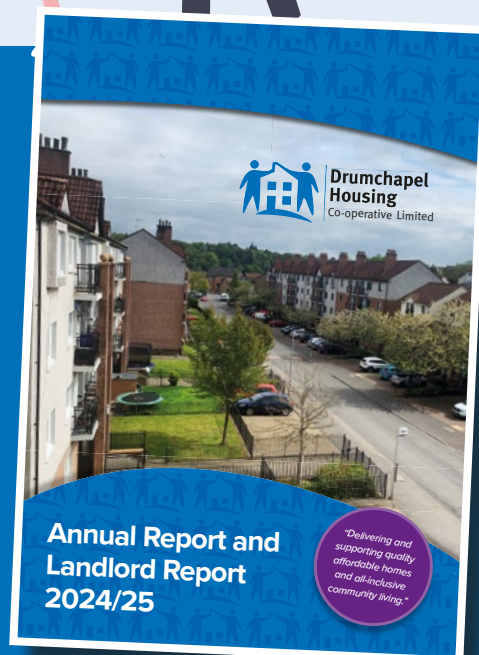
The responses show that tenants are engaging with the information we provide and helping us understand what matters most to them. Feedback was generally positive, with only a small number of suggestions for improvement.

A couple of tenants commented on the use of photos, while others shared helpful views on the level of detail included. One respondent highlighted that future planned maintenance as something they would like to hear more about; we will continue to publish this information in the quarterly newsletters rather than the annual Landlord Report.

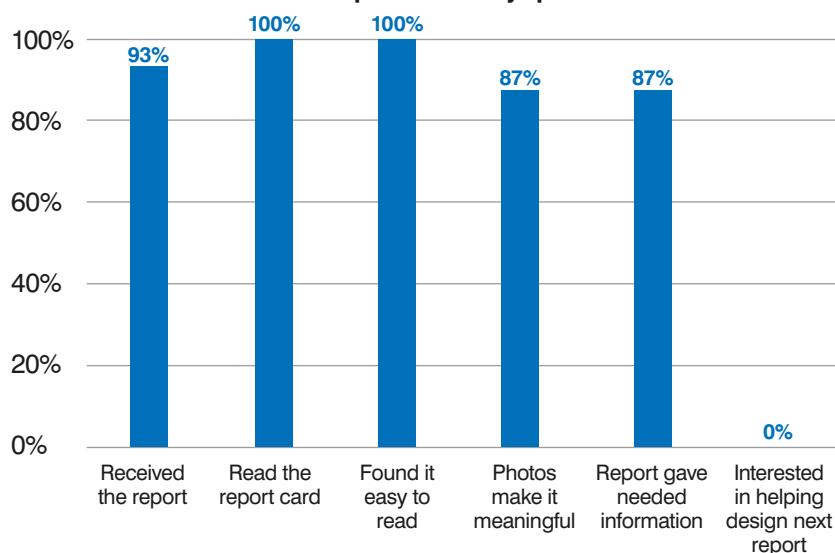
Feedback on design and graphics suggested that the current format is working well for many readers, therefore we will keep this format and layout for the next 3 years. One tenant asked about the cost of production of the Annual Report and Landlord Report is approx. £2,000 for design, print and distribution.

Although no tenants expressed an interest in helping to design the next report card, every response received is valuable and will help us continue to improve how we communicate with residents.

We'd like to thank everyone who took part. Tenant feedback plays an important role in shaping our services and ensuring our communications remain clear, relevant and useful.



Positive response rate by question



Complaints

At Drumchapel Housing Co-operative, we strive to provide high-quality customer service and put our tenants at the heart of all that we do.

We received 9 complaints at the end of Quarter 1 (April-June), these were all resolved at Stage 1 and within the designated timescale. There were no complaints at Stage 2 this quarter.

Complaints were mainly for the quality of service provided by our contractors in relation to our estate management maintenance.

Staff have liaised with the 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.

Complaints received by Drumchapel Housing Co-operative

01 April 2026 – 30th June 2026

	Stage 1	Stage 2
Number of complaints received	9	0
Number responded to within required timescale	9 (100%)	n/a
Number of complaints upheld	6 (67%)	n/a
Number of complaints resolved	9 (100%)	n/a
Number of complaints escalated to the next stage	0	n/a
Average days to respond to a complaint	2.1 days	n/a

You Said – We Did

“A mess has been left after the grass-cutting”

We raised this with our ground maintenance contractor. They will ensure to clean up and leave the area neat and tidy.

“Not happy with the standard of repair in my garden”

We liaised quickly with the contractor, who resolved the issue swiftly. We are continuously working with them to monitor the standard of works to ensure these are carried out to a satisfactory standard and our tenants receive a quality service.

“Litter left on street after the wheelie bins have been washed”

We have liaised with the relevant contractor and are working with them closely to ensure work is being carried out to an acceptable standard.

Compliments

We received 1 compliment in Quarter 1, a tenant was very pleased at how quickly her new boiler was installed.

FOI requests:

In Q1 we had 1 FOI request, this was completed within the agreed timescales.



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**

Summer Fun Activities

Soundplay Projects: Playspace Programme



A series of inclusive, multi-sensory play and wellbeing events. Activities include multi-sensory music-making, sound and visual art, tactile and movement-based play and wellbeing-focused creative experiences. Invited artists will lead activities to explore sound, materials, light, movement and collaboration. Participants can dip in and out, rest, observe or engage as needed.

This is a free event, but you will need a ticket which you can access here: <https://www.eventbrite.co.uk/o/soundplay-projects-33819769739>



- **28 July (two sessions)**
13.00 - 14.30 and 15.00 - 16.30
- **8 August (two sessions)**
13.00 - 14.30 and 15.00 - 16.30
- **9 August (two sessions)**
13.00 - 14.30 and 15.00 - 16.30

Glasgow's Holiday Programme Summer 2026



Glasgow's Holiday Programme will operate during the Summer 2026 school holiday period.

This holiday is between 26 June and 7 August 2026 but please check with organisations which days they will be operating.

Find out what free activities are on offer for children and young people in your local community. There's something on offer for everyone, view the list below to see what activities are available - with free food provided too thanks to our community and third sector providers. The list has contact details for the organisations delivering the programme in your area and all you need to do is get in touch with them to find out more. Visit <https://www.glasgow.gov.uk/ghp> for more information.

Tenant Engagement Events

Date	Event or Item description	Outputs	Notes
July 26	Office Closed 17th & 20th July		
	Launch of Tenants Health and Safety Handbook	To keep tenants informed and updated on important H&S issues	Tenants Health and Safety Handbook has been developed
	Summer Newsletter	Provides information on our latest published resources, gives round-up of policy announcements useful reports and insights, and upcoming events	Newsletter sent out to all tenant's homes
	Tenant Panel Annual Assurance Working group	Tenant input in decision making, engagement with the community, continued focus assurance. Reviewing Regulatory Standard 7	Tenant panel scrutiny
	Intimation of AGM issued	All shareholders are aware of the meeting's date, time, and location.	Intimation via CX Feedback, Facebook and Website
	Launch of CX Feedback	Customer experience management	CX feedback is an essential aspect of understanding and enhancing customer experiences
	Customer Service Standards Consultation	Staff, Tenants, Board and other Customers get involved with DHC to share their views, to have valuable input	Survey issued on Website, Facebook and Text message to all interested tenants inviting them to consultation meeting
August 26	AGM	Staff, Board Members and Tenants taking place at Drumchapel Housing Co-operative offices (4 Kinclaven Avenue, Thursday 27 August 2026)	Tenants have a platform to vote on important decisions. It is a formal meeting where tenants can discuss issues, make decisions that affect their community, and ensure transparency and accountability in the management of their property.
	Consultation on Rent Management Policy, Domestic Abuse Policy and Tenancy Sustainment Policy	Involving tenants in decision making. Engagement with Tenants encouraging involvement within DHC.	Consultation will take place on Thursday 13th August 10am-11am at our office 4 Kinclaven Avenue.
	Board Meeting	Minutes available on our website	Help tenants to stay informed by reading Board meeting minutes. Tenants can see exactly how decisions are made, track progress on issues that matter to them.

September 26	Office Closed 25th & 28th September		
	Board Meeting	Minutes available on our website	Help tenants to stay informed by reading Board meeting minutes. Tenants can see exactly how decisions are made, track progress on issues that matter to them.
	Tenant Panel Annual Assurance Working group	Tenant input in decision making, engagement with the community, continued focus assurance. Reviewing RS5	Date to be arranged for drop-in sessions
	Annual Assurance Working Group	Tenant input and feedback on the annual assurance process. Ensuring that views and concerns are considered in the assurance process.	Date to be arranged for drop-in sessions
October 26	Board Meeting	Minutes available on our website	Help tenants to stay informed by reading Board meeting minutes. Tenants can see exactly how decisions are made, track progress on issues that matter to them.
	Autumn Newsletter	Provides information on our latest published resources gives round-up of policy announcements useful reports and insights, and upcoming events	Newsletter will be sent out via CX Feedback, on website and hard copies for those who have requested.
	Charter Report to Tenants	Accountability of DHC. Tenant expectations	Charter report is printed in Autumn Newsletter and posted on website
November 26	Rent Consultation draft to Board	Involving tenants in decision making. Engagement with Tenants encouraging involvement within DHC	All tenants are sent a letter detailing the proposed increase and asked for their views. Information is gathered using paper surveys, digital surveys, and an open meeting.
	Strategy Day	Board and staff focus on long-term planning and strategic direction.	Contributing to the shared vision for the Co-operative
December 26	Office closed 25th – 31st December		
	Launch of Rent Consultation	Tenant engagement, reporting back to tenants on a local level, keeping them updated on the progress towards implementation of their suggestions	All tenants will be contacted regarding consultation via various platforms.
	Board Meeting	Minutes available on our website	Help tenants to stay informed by reading Board meeting minutes. Tenants can see exactly how decisions are made, track progress on issues that matter to them
	Winter Newsletter	Provides information on our latest published resources gives round-up of policy announcements useful reports and insights, and upcoming events	Newsletter will be sent out via CX Feedback, on website and hard copies for those who have requested.
	Pensioners Party	Social gathering for senior tenants to help to improve well-being.	Leading up to the festive period
	Christmas events in community including gifts and Santa.	A Christmas event that involves the community. Improves social isolation. Engaging with contractors	Leading up to the festive break
	Tenants Christmas Raffle	Provide an opportunity for tenants to win a prize and improve wellbeing	Leading up to the festive break

Continued...

January 27	Office closed 1 st – 5th January 2027		
	Board Meeting	Minutes available on our website	Help tenants to stay informed by reading Board meeting minutes. Tenants can see exactly how decisions are made, track progress on issues that matter to them
	Rent Consultation	Involving tenants in decision making. Engagement with Tenants encouraging involvement within DHC.	All tenants will be sent a letter detailing the proposed increase and asked for their views. Information will be gathered using paper survey, a digital survey, and an open meeting.
	Consultation on our Estate Management Policy and Procedure, Repair & Maintenance Policy and Procedure, Void Management Policy and Procedure	Involving tenants in decision making. Engagement with Tenants	Date to be arranged for drop-in sessions
	Annual Assurance Working Group	Tenant input and feedback on the annual assurance process. Ensuring that views and concerns are considered in the assurance process. Reviewing RS2	Date to be arranged for drop-in sessions
February 27	Board Meeting	Minutes available on our website	Help tenants to stay informed by reading Board meeting minutes. Tenants can see exactly how decisions are made, track progress on issues that matter to them
March 27	Board Meeting	Minutes available on our website	Help tenants to stay informed by reading Board meeting minutes. Tenants can see exactly how decisions are made, track progress on issues that matter to them

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