



**Drumchapel
Housing**
Co-operative Limited

Winter 2025

Newsletter

We would like to wish all tenants a Merry Christmas and a Happy New Year from all our staff and Management Board!

The office will be closed from **12pm on Friday 12th December 2025**.

The office will then close on **Wednesday 24th December 2025 at 12:30pm** for the holidays and will re-open on **Tuesday 6th January 2026 at 9am**.

If you have an emergency repair during this time, please contact City Building on **0800 595 595**.

*Merry
Christmas
and a Happy
New Year!*

Rent Review Consultation 2026/27

Each year, the Co-operative reviews rent and service charges in line with your Scottish Secure Tenancy Agreement. As a not-for-profit charity, rent is our primary source of income, and every pound collected is reinvested into improving homes, such as installing new kitchens, bathrooms, windows, boilers, and enhancing the estate. This supports our mission of ***“delivering and supporting quality affordable homes and inclusive community living.”***

We carefully balance rising costs with our commitment to maintaining services, investing in homes, and keeping rents affordable. We understand the financial pressures tenants face and want to remind you that our Welfare Rights advice service is available for support. At the same time, we face increasing costs for materials and services, and we strive to maintain the right balance between affordability and delivering essential services.

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

4 Kinclaven Avenue • Drumchapel • Glasgow G15 7SP
Tel: **0141 944 4902** • Email: enquiries@drumchapelhc.org.uk
Web: www.drumchapelhc.org.uk

 Drumchapel Housing Co-operative



Are our rents affordable?

Affordable rent is generally defined as no more than 30% of a tenant's income. In our July 2025 Tenant Satisfaction Survey, 55% of tenants said rents were very or fairly easy to afford, while 45% said rents were just about affordable. No tenant reported rents

as unaffordable. The Co-operative use the Scottish Federation of Housing Associations Affordability Tool to assess our rents to income, and all our rents are below 30%. As part of this consultation, we invite you to share any income pressures so we can explore ways to assist.

Value for money

In the same survey, 88.7% of tenants agreed that our rents represent good value for money.

Service charges

Currently, some costs, such as stair lighting, bulk and litter removal and grounds maintenance are not charged to tenants. These costs have risen significantly, and we need to look at this during 2026/27, we will consult with tenants on these services and future cost recovery.

Rent restructure proposal

We know that similar properties sometimes have different rent levels. To address this, we plan a rent harmonisation project during 2026/27, with full tenant consultation before any decisions. Harmonisation will ensure transparency and may result in increases, decreases, or no change, depending on the property. This will not come into effect until 2027/28 at the earliest.

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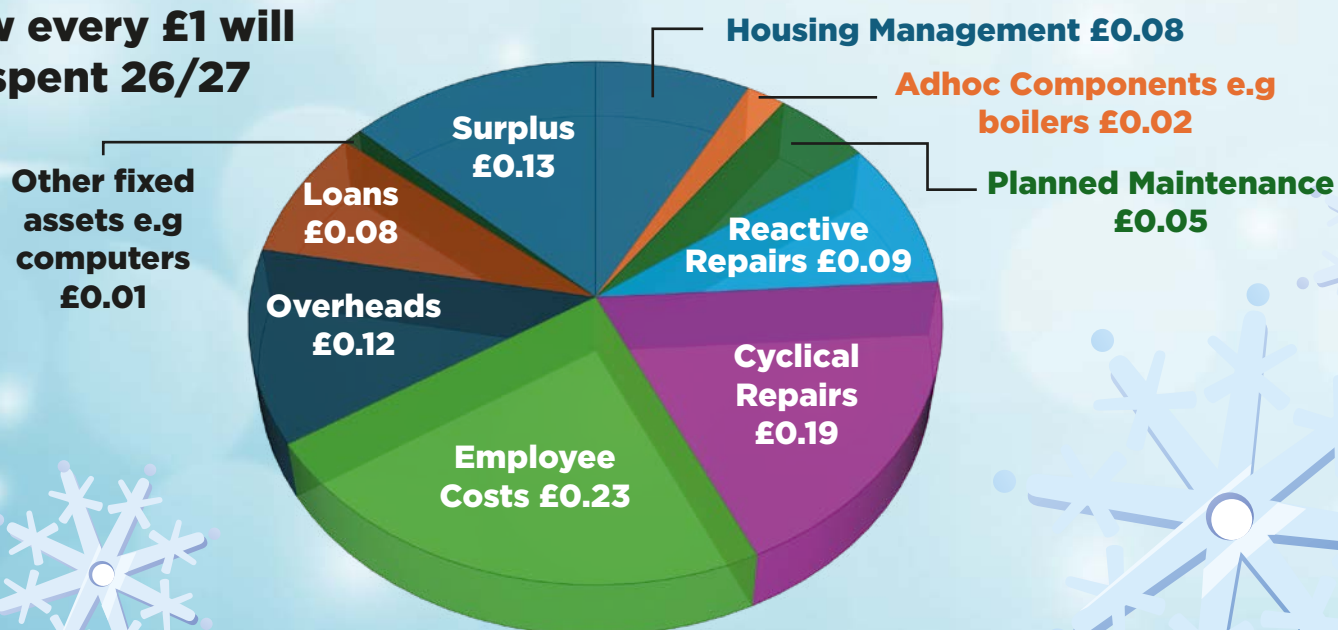
What are we consulting on?

At our Strategy Day on 14 November 2025, financial consultants presented 30-year income and expenditure projections based on October CPI. Historically, applying only inflation-based increases has weakened our cash position, requiring above-CPI increases in 2024/25 and 2025/26 to recover. Continuing below-inflation increases would compromise our ability to maintain homes and services.

For 2026/27, we propose a rent increase of **3.6%**, aligned with October CPI, effective from 1 April 2026. Lower increases are not viable, as they would significantly reduce income over time and impact future maintenance and improvement programs.

How we use the rental income

How every £1 will be spent 26/27



The table below provides further information on how the proposed increase impacts the average weekly rent charges:

Average weekly rents 2025/26		Weekly Increase	New Average Weekly Rent with 3.6% increase
2 apt	£96.99	£3.49	£100.48
3 apt	£97.54	£3.51	£101.05
4 apt	£114.70	£4.13	£118.83
5 apt+	£123.54	£4.45	£127.99

How we will use rental income in 2026/27

- **Customer Service:** We will maintain a high standard of customer service for all tenants and review our service standards during 2026/27.
- **Repairs and Maintenance:** Tenants will have multiple options to report repairs, and we will continue working with specialist contractors to carry out these works.
- **Health and Safety:** We will meet fire safety requirements by installing and testing smoke alarms, heat detectors, and carbon monoxide detectors.
- **Compliance Checks:** Annual gas safety checks and regular electrical inspections will ensure homes remain safe and compliant.
- **Cyclical Maintenance:** Activities such as gutter cleaning, stair lighting, and stock condition surveys will help plan future maintenance programs.
- **Estate Maintenance:** Grass cutting, shrub care, and litter removal will continue without additional charges to tenants.
- **Garden Assistance:** Our Garden Maintenance Assistance Scheme will remain in place.
- **Bulk Uplift and Fly-Tipping:** Weekly bulk collection from tenement blocks and fly-tipping removal will continue at no extra cost.
- **Rent Payment Options:** We will provide flexible payment methods and advice through our Housing Management Team.
- **Welfare Support:** Weekly Welfare Rights Surgeries, delivered in partnership with Citizens Advice Bureau, will continue to secure financial gains for tenants.
- **Planned Improvements:** Our 2026/27 program includes installing 46 new utility rooms and two close entry doors.
- **Community Engagement:** We will work with local housing organisations to support community activities.
- **Communication:** Regular newsletters, website updates, and opportunities for tenant participation will keep you informed.
- **Tenancy Support:** The Tenancy Sustainment Fund will continue to provide emergency energy and food vouchers, starter packs for new tenants, and other assistance.
- **Void Properties:** Empty homes will be brought up to a high standard, and up to 25% of available properties will be allocated to tenants on our transfer list.

Have your say!

Tell us what is important to you, we would like to hear your views on the proposed rent increase for 2026/27. You can participate in the following ways:

Paper survey	complete and return the survey with your letter or collect one at the office
Face-to-face	Drop-ins at the office on the following days: <ul style="list-style-type: none"> Wednesday 7th January 2026 2pm – 3pm Thursday 8th January 2026 6pm – 7pm
Digitally	<ul style="list-style-type: none"> Reply to the text message sent. Online via website SurveyMonkey – link sent via text message

What happens next?

The Management Board will review all feedback and consider the costs of service delivery before deciding on our 2026/27 rent levels. We will write to you in February 2026 to let you know what your rent and any service charges will be from 1st April 2026.

Help and advice

If you wish to discuss any part of the Rent Review Consultation, please contact the Housing Management Team at the office on 0141 944 4902. If you require any financial or budgeting advice, you can contact the office make an appointment with an Advisor from the Citizens Advice Bureau who hold weekly Welfare Rights Surgeries at the office.

This is the start of the consultation period, and it will run until Thursday 8th January 2026.

All returned questionnaires will be added into a prize draw with the chance of winning one of two £50 Love2Shop vouchers.



Paying Your Rent

We understand that money becomes tighter and spending priorities can change for people on the run up to Christmas, however, we would urge you to remember that you should not be tempted to miss your rent payments over the next few months. Your rent is the one payment that you should not change in terms of its priority as it is our main source of income.

We offer various ways to pay your rent including:

- **Direct Debit (payments can be made weekly, fortnightly, monthly etc)**
- **Standing Order (please contact us for our bank details)**
- **Debit Card (call the office to make an appointment over the phone)**
- **Rent Payment Card (at the office, any Post Office and at shops displaying the PayPoint signs)**

- **Online at www.allpayments.net or you can download the Allpay App**

Please remember, if you are experiencing difficulties, please contact your Housing Officer at the office on **0141 944 4902** as soon as possible to discuss this.

If you are worried about how to manage your money or need any debt advice, our Welfare Rights Surgeries are held at the office every Thursday by an Advisor from the Citizens Advice Bureau.

They can also provide advice on benefit entitlement or discuss your fuel bills. Please contact the office to make an appointment.



BEAT THE

FREEZE

Cold weather can cause water pipes to freeze, leading to increased pressure within the pipe, which can result in a burst and potentially cause significant flooding - especially if no one is at home to shut off the water.

The most effective way to prevent frozen pipes is to ensure they stay warm enough to avoid freezing. This can be achieved through a variety of simple steps, or even better, a combination of methods:

Allow taps to drip:

Let taps connected to vulnerable pipes drip slightly during extremely cold weather. The movement of water helps prevent freezing.

If your boiler breaks down or stops working.

Don't worry – help is just a phone call away! If your boiler isn't working properly (no heating, hot water or making strange noises), please contact **City Building** directly.

City Building Contact Number: 0800 595 595

Keep cabinet doors open:

If you have pipes under sinks, open cabinet doors to allow warmer air to circulate around them, especially in kitchens and bathrooms located on exterior walls

Boiler Breakdowns/No Heat or Hot Water

As the weather gets colder, there is nothing worse than feeling left in the cold. To help you and your family stay warm all year round, here's what you need to know.

Top Tips to prevent Boiler problems

- Even in summer, turn your heating on for 10-15 minutes once a month to keep everything working properly
- Check the pressure in your boiler, this should be between 1-2 bar. If its outside this range, contact City Building directly
- If your radiator feels cold at the top but warm at the bottom it may have trapped air. Bleeding them helps your heating work better
- Ensure nothing is blocking your flue or air vents, so your boiler can breathe easily
- Strange noises from your boiler, contact City Building directly

FESTIVE FIRE SAFETY

Staying safe

During the festive season and New Year, we often decorate our homes, host family gatherings, and reconnect with friends. However, each year, there is a rise in deaths and injuries caused by home fires. While Christmas trees and decorations can pose fire risks, the kitchen is where most fires start in the home.

After a Christmas party or drinks with friends, avoid cooking when you return home. Instead, grab something to eat on your way back. If you do want to prepare food, opt for something cold.

If you're feeling tired, have been drinking alcohol, your ability to notice fire hazards decreases. You may be more likely to fall asleep and less able to wake up if a fire starts, being under the influence of alcohol can make you feel disorientated and also cause confusion making it harder to escape.

Christmas Dinner

Cooking is the leading cause of house fires in Scotland, and with the complexity of some Christmas meals, even a brief distraction can quickly lead to a fire.

- Always supervise cooking, particularly when using your hob, oven, air fryer or grill.
- Stay focused on your cooking and avoid distractions.
- Keep decorations and other potential fire hazards away from open flames or heat sources.



Real Christmas Trees

Extra fire safety measures are essential when keeping a live Christmas tree in the home. Over time, fresh trees lose moisture, which increases their flammability. A burning tree can quickly engulf a room in flames and release deadly gases.

When choosing a real Christmas tree:

- Pay close attention to the needles and trunk when selecting a tree.
- The needles on a fresh tree should be green and difficult to pull from the branches. They should not snap if the tree is freshly cut.
- The trunk should feel sticky to the touch. To check for freshness, gently bounce the tree trunk on the ground. If many needles fall off, the tree has been cut too long and may have dried out, creating a fire hazard.
- Always purchase your tree from a trusted retailer to ensure it's fresh and of good quality.

Caring for your tree:

1. Heat and a lack of water will dry out the tree, making it more susceptible to ignition from heat, flames, or sparks.
2. Keep your tree away from heat sources such as fireplaces, heat vents, candles, and cigarettes.
3. Since trees dry out over time, avoid putting up your live tree too early or leaving it up for more than two weeks.

4. Keeping the tree stand filled with water will help prevent it from drying out too quickly.

Disposing of your tree

- The safest way to dispose of your tree is by taking it to a recycling center or for households that have a brown bin permit for their brown bin, real Christmas trees can be placed in your bin for kerbside collection.
- Never burn tree branches or needles in a fireplace or wood-burning stove.
- Once the tree becomes dry, dispose of it immediately.

Candles

Candles and tea lights can add a cozy, festive touch to a home, but they also present a significant fire risk. During the holiday season, our homes often have more flammable objects, increasing the potential danger.

- Keep candles away from Christmas trees, wrapped presents, decorations, and other combustible items.
- Never leave a candle unattended.
- Consider using flameless LED candles as a safer alternative to traditional candles.





Fairy lights

Each year, the Scottish Fire and Rescue Service responds to house fires caused by fairy lights. While they're often used on Christmas trees, they're also being wrapped around stair railings and draped across walls. Wherever you use them, always prioritise safety.

- Purchase fairy lights only from reputable suppliers.
- Check that the fairy lights are in good working order and replace any blown bulbs.
- Unplug fairy lights and other electrical decorations when you leave the house or go to bed.
- Be mindful that bulbs can get very hot – keep them away from materials that can easily scorch or burn, such as paper or fabric.
- Ensure the fuse in the plug has the correct rating.
- Use a multi-socket adapter with a fuse and surge protection when plugging multiple appliances into a single electrical socket.

Decorations

So, as you're decking the halls, make sure to follow these simple tips to stay safe:

- Tissue paper or cardboard decorations can catch fire easily.
- Avoid attaching decorations to lights or heaters, keep them away from candles.
- Don't place decorations directly above or around the fireplace.



Drumhub Christmas Dinner

Drumhub is hosting Christmas dinner for those who may be alone on Christmas Day. If you or anyone you know would benefit, please contact Drumhub **07767 435734**.

The places will be limited therefore need to be booked in advance. Dietary details will be required if necessary along with the name, address and any mobility issues.

Drumhub
Takes great pleasure in inviting you personally to join us for
CHRISTMAS DINNER
Thursday 25th December 2025
SERVING AT 3PM
Reaching out to folk in Drumchapel who would be alone on the day
St Mark's Church kinfauns Drive

Clean and Tidy Christmas

We had previous issues in our area with rubbish and recycling, particularly within tenement blocks with household items and loose bin bags being left outside the bin stores or not being placed within the bins.

Leaving loose rubbish and bin bags outside the bins not only makes the area look untidy but also increases the risk of attracting vermin, including rats.

In the run up to Christmas, we understand that tenants are likely to have more rubbish, including cardboard boxes and packaging, and may be doing a clear out in the lead-up to Christmas. We throw away a lot of rubbish and household waste. Please remember to put your waste these in the correct bins, both to make sure they are uplifted by Glasgow City Council and to help keep the area clean and tidy.

We have put together a list of handy hints for tenants to help maximise the bin capacity and keep the area tidy at the same time:

- If you have your own individual bin, please label it with a number to clearly identify which property it belongs to. This will help prevent issues with people mistakenly using the wrong bins.
 - Please make sure all cardboard boxes are broken down and placed in the recycling bins. When you dispose of whole boxes, it reduces the available capacity for other recyclables.
 - Please make sure to place the correct rubbish in the appropriate bins. Contaminated recycling or food waste bins will not be collected. If you're unsure
- about what should go in your recycling bins, please check the bin collection calendar that was issued to you or refer to the Glasgow City Council website. You can also contact them on **0141 287 9700** for further information.
- If you live in a tenement flat with shared use of general waste bins, please avoid overfilling them. If other bins have space, please use those instead. If all bins are full, kindly take any excess rubbish to **Dawsholm Recycling Centre, 75 Dalsholm Road, Glasgow, G20 0TB** if you are able to do so.
 - If any spillages occur whilst taking your bins out, please clean these up immediately.

Where do I put all my rubbish?

All waste should be recycling as much as possible. All general waste should be placed in your green general waste wheelie bin.

If you are on a kerbside collection, your blue bin should only be used for paper, card and cardboard. Your grey bin should be used for plastics, metals, cartons, soft plastics and film.

If you are within a tenement block, your blue bin should be used for paper, card, plastic bottles, and food/drink cans.

Those kerbside collection tenants who wish to recycle glass should have a purple wheelie bin. Those tenants within tenement blocks can recycle glass at the nearest recycling point, the nearest glass recycling point to our area is located next to Sainsbury's Supermarket at Great Western Retail Park.

If you would like any further information on bins, you can visit Glasgow City Council's website at www.glasgow.gov.uk under Bins and Recycling.

What do I do if I want to get rid of bulk items?

If you are a main door tenant, you can take any bulky items to the local recycling centre, Dawsholm Recycling Centre, 75 Dawsholm Rd, Glasgow. Please remember fly tipping is illegal and carries a fine if you are caught.

Those tenants within tenements can leave any bulky items on a Wednesday night for collection by our contractor on a Thursday morning.

Any resident found to be dumping bulk may be liable for a fine and/or prosecution. As residents, you can also contact the Environmental Task Force if you come across the following problems:

- Litter
- Dog Fouling
- Graffiti
- Fly Tipping

You can report an incident by phoning Glasgow City Council's Environmental Task Force 0141 287 1058 on Thursday and Friday between 1pm and 4pm. Alternatively, you can report incidents by downloading the My Glasgow app from the App store and Google Play MyGlasgowCC - Glasgow City Council.



Reasons to choose Thistle Home Contents Insurance Scheme this winter



- ❄️ Covers loss or damage to your contents caused by specific events such as theft, water damage, fire and many more household incidents.
 - ❄️ We will pay up to £500 for loss of or damage to food in a fridge and freezer, but we do not cover damage caused if the electricity supplier deliberately cuts off the supply to your home.
 - ❄️ Covers theft or attempted theft of contents from, outbuildings and garages that form part of your home, up to £3000.
 - ❄️ Up to £500 is covered for replacement and installation of locks for outside windows and alarms, if keys are lost or stolen.
 - ❄️ Accidental damage to TV's, videos, and home entertainment equipment, but not anything designed to be portable. A £50 excess may apply.
 - ❄️ Over the festive period, other religious festivals, weddings or civil partnerships, the Thistle insurance automatically increases the contents sum insured by £1,500 or 15% (whichever is the greater), for one month before and one month after the special occasion. Example: for Christmas Day 2025, the increase applies 25 Nov 2025 to 25 Jan 2026.
- These are some of the features, limits and exclusions apply, other terms, conditions, limits and exclusions apply. For full details please refer to the Insurance Product Information Document (IPID) and Policy wording, which is available by contacting Thistle on the details shown below.

To apply for cover today, call Thistle Tenant Risks on:

0345 450 7286

(Monday - Friday 9:00am - 5:00pm)

email: tenantscontents@thistleinsurance.co.uk or visit www.thistletenants-scotland.co.uk

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Annual Assurance Statement October 2025

This is the Annual Assurance Statement of Drumchapel Housing Co-operative Limited as agreed by the Management Board on 28 October 2025; whereby we agreed that to the best of our knowledge, there are no areas of material non-compliance to report.

The Management Board are satisfied that we have seen and considered sufficient appropriate and reliable evidence banks that combines reports, policies, advice and information which the Board monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that Drumchapel Housing Co-operative Limited is compliant. Additionally, the evidence bank incorporates relevant documents and information that contribute to our assurance, and which form the structure of the Co-operative's business and governance activities.

The Board confirms that, to the best of our knowledge and understanding, Drumchapel Housing Co-operative Limited is compliant with:

- all relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework;
- all relevant standards and outcomes of the Scottish Social Housing Charter;
- all relevant legislative duties;
- the Standards of Governance and Financial Management;
- all duties in relation to tenant and resident safety

and acknowledge the requirement to notify the Scottish Housing Regulator of any changes to the Annual Assurance Statement throughout the year.

In reviewing our compliance with the Regulatory Framework, we are satisfied

that we meet all of our duties in relation to tenant and resident safety. In particular, we have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas, electrical, fire, water and lift safety and our obligations relating to asbestos, damp and mould. We have sought specialist advice to monitor our compliance in these areas and to support our assurance.

Drumchapel has robust internal policies and procedures in place which are regularly reviewed to provide assurance that we are compliant with health and safety, legislative and regulatory requirements. We have also sought specialist advice on our compliance in these areas and to support our assurance. As part of this, a full data integrity exercise was carried out in 2023 to ensure validity of all tenant health and safety data held. There was an internal audit of tenant health and safety in September 2023 providing full assurance. Further to this an internal audit of electrical compliance was completed 2025 providing substantial assurance.

In assessing the evidence, we have adopted an improvement focus which has resulted in the creation of an Action Plan which we have begun to implement and will continue to progress during the course of the year. We have reviewed the identified actions in the plan and are satisfied that all are intended to deliver effective improvement and that none are material to our compliance with the Framework.

The Management Board approved this Annual Assurance Statement at our Management Board Meeting on 28 October 2025 and authorise this to be signed on our behalf, to be submitted to the SHR, and to be made publicly available to our tenants and service users through our website.

Tenant Satisfaction Survey 2025



What did we do?

We commissioned Research Resource to carry out our Tenant Satisfaction Survey in July 2025. Research Resource spoke with 213 tenants across the Co-operative's stock to find out how satisfied you were with the Co-operative and the services we provide.

The results of the survey are provided to the Scottish Housing Regulator but more importantly, they allow the Co-operative to improve and tailor our services to meet the needs of our tenants.

What did you tell us?

94% of tenants satisfied with the overall service provided by Drumchapel Housing Co-operative
Up from 88% in 2022

99.5% satisfied with the opportunities to participate
Slightly down from 100% in 2022

94% satisfied with repairs service provided
Up from 90% in 2022

94% satisfied with the Co-operative's contribution to the management of the neighbourhood
Up from 93% in 2022

99.5% rate the Co-operative as good about informing you of services and decisions
The same as 99.5% in 2022

99% satisfied with the customer care provided
Up from 98% in 2022

89% satisfied with the quality of your home
Up from 84% in 2022

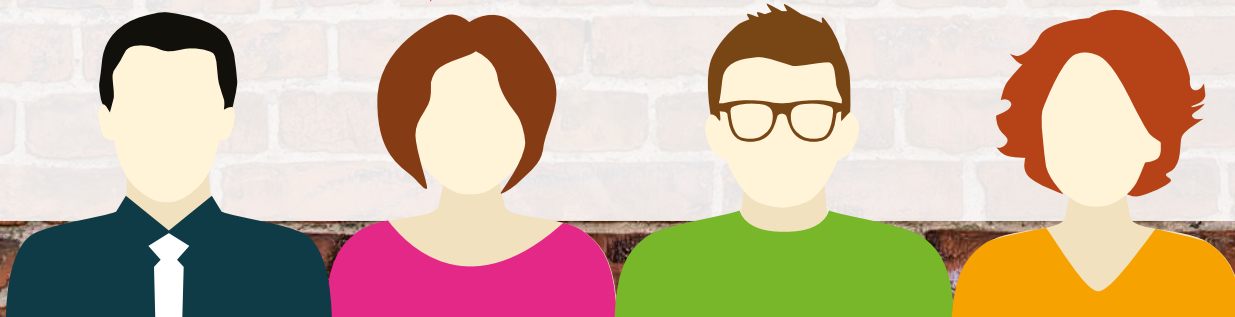
89% rented rent as good value for money
Up from 82% in 2022

You told us your top 3 priorities were:

Repairs and Maintenance of homes

Investing in improving the quality of housing

Keeping tenants informed about services and decisions



Complaints

Indicator	ARC Ind	Q1 2025/26	Q2 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	5 days	3.07 days
Stage 1 complaints responded to within timescale	3 & 4	100%	100%	100%	100%
Number of Stage 2 complaints received	3 & 4	1	1	N/A	3
Average time for full response to Stage 2	3 & 4	18 days	18 days	20 days	12.33 days
Stage 2 complaints responded to within timescale	3 & 4	100%	100%	100%	N/A

We received 16 complaints up to the end of Quarter 2 (1st April 2025 – 30th September 2025) which were resolved at stage 1, there was 1 complaint 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 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 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	KPI Target 2025/26	DHC 2024/25
Rent collected as a percentage of rent due	22	105.81%	101.09%	100%	100.31%
Gross rent arrears	23	1.62% £40,351	1.72% £42,935	2.10% £54,069	1.87% £44,180
Average days to re-let properties	26	14.25 days	14.67 days	12 days	10.59 days
Void loss as a percent of rental income	17	0.35%	0.38%	0.25%	0.16%
Number of Section 5 referrals housed	C8	4	12	N/A	19
Repairs satisfaction in the last 12 months	12	95.6%	95.5%	95%	90.10%
Emergency repairs average completion time	8	3.6 hours	2.5 hours	3 hours	3.05 hours
Non-emergency repairs average completion time	9	2.9 days	3.1 days	3 days	2.42 days
Percentage of reactive repairs carried out in the last year reported again	10	N/A	6%	2%	New Arc Indicator
No of times we did not meet our duty to complete a gas safety check	11	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. The figure includes 24 timescale failures and 8 repairs not right first time due to materials/parts availability and access.

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

Tenant Consultations

Choice Based Lettings Allocations Policy

Neighbour Disputes and Anti-social Behaviour Policy

We consult with tenants on a variety of different topics and policies, we value your views and opinions. Your feedback allows you to influence, develop and improve our services. Our tenants and service users are at the heart of everything we do, we continually strive to provide excellent customer service.

We are reviewing our Choice Based Lettings Allocations Policy and Neighbour Disputes and Anti-social Behaviour Policy.

We consult in a range of ways to enable you to participate in a way which suits you. We will be carrying out a consultation on each of the policies. A copy of these will be available to view on our website during the consultation period. We will also be holding drop-in sessions below at the office where you will be able to view the documents and speak to staff members:

Choice Based Lettings Allocations Policy – Housing Applicants (including internal tenants)

Face-to-face	Tuesday 13 th January 2026 10:30am – 11:30am
Digitally	1. Emails will be sent to all applicants and a text message to for those we don't hold an email address for 2. Website 3. Social Media

Choice Based Lettings Allocations Policy Neighbour Disputes and Anti-social Behaviour Policy

Face-to-face	Thursday 15 th January 2026 2pm – 3pm
Digitally	1. Emails will be sent to all tenants and a text message to for those we don't hold an email address for 2. Website 3. Social Media





Christmas Word Search

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



JOY
HOLLY
DECEMBER
FAMILY

TINSEL
TURKEY
STAR
LIGHTS

CHRISTMAS
SANTA
SNOW
GIFTS

PIE
POINSETTIA
PARTY
ELVES

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

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...



**Drumchapel
Housing**
Co-operative Limited

"Committed to providing a quality service"

2026 calendar

January 2026						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February 2026						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

March 2026						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

April 2026						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May 2026						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

June 2026						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July 2026						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August 2026						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

September 2026						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

October 2026						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November 2026						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	9
9	10	11	12	13	14	16
16	17	18	19	20	21	23
23	24	25	26	27	28	30
30						

December 2026						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Useful Numbers

Drumchapel Housing
Co-operative **0141 944 4902**
City Building **0800 595 595**
*(All heating and hot water repairs
and out of hours emergency repairs)*
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**

**Rent Due: on or before
1st of each month**

Key

- Rent Due
- Welfare Rights Surgeries
- Wheelie Bin Cleaning
- Public Holidays (Office closed)
- Staff Team Brief
(Office closed until 10am)
- Staff Training
(Office closed from 12:30pm)