



Drumchapel  
Housing  
Co-operative Limited

Winter 2024

# Newsletter

## Rent Review Consultation 2025/26

Every year we review your rent charges and how we spend your money.

We want our rents and service charges to stay affordable and reasonable. As we are reviewing our budgets, we are looking at how we can balance increasing costs, prioritise what we do, invest in homes, and manage how we keep our rents affordable for our tenants.

As a small community-based Housing Co-operative owned and controlled by tenants, we depend solely on rental income to provide services, investment in your

homes, and maintain and improve the neighbourhood.

We are a not-for-profit charity and any surpluses generated by rental income are re-invested into your homes and community to help achieve our mission “delivering and supporting quality affordable homes and all-inclusive community living”. This means that any surplus income is set aside for future repair and improvement works such as new kitchens, bathrooms, windows, boilers and improvements to the estate.

We would like to hear from our tenants their views on the proposed rent increase for 2025/26.

*Merry Christmas  
and a Happy  
New Year!*

We would like to wish all our 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 20th December 2024**.

The office will then close on **Tuesday 24th December 2024 at 12:30pm** for the holidays and will re-open on **Monday 6th January 2025 at 9am**.

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

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Tel: 0141 944 4902 • Email: [enquiries@drumchapelhc.org.uk](mailto:enquiries@drumchapelhc.org.uk)

Web: [www.drumchapelhc.org.uk](http://www.drumchapelhc.org.uk)

 Drumchapel Housing Co-operative



HAPPY TO TRANSLATE



# Why do rents increase?

Registered Social Landlords are required to charge reasonable, affordable rents so that we can continue to provide services to you our customers and to continue to invest in your homes. Last year we advised tenants that the Co-operative's costs had increased dramatically. Unfortunately, the costs of providing our services and maintaining the neighbourhood have continued to increase in the last year and early indications are that costs will not reduce despite the recent sharp drop in inflation. Some examples of increased costs for the Co-operative are:

- The new environmental landscaping contract costs increased by 35% compared to the previous contract.
- Insurance costs increased by 98% in the last two years
- Planned Maintenance on average 6% higher than in 2023.
- Employer's national insurance contributions increasing to 15%

## What have we done in the past?

The base business plan model we use for rent increases is Consumer Price Index (CPI) at October, however, prior to last year, the Co-operative, to assist tenants with the impact of the pandemic and the cost of living crisis had a rent freeze in 2021/22 followed by half CPI increases in 2022/23 and again in 2023/24 as shown in the table below. The impact of having a half CPI rent increase in 2023/24 was that cash almost halved in the 30 year model from £10.5M to £5.5M. This means that cash set aside for future investment reduces. This cannot be sustained in the long term as it reduces the amount available to maintain and improve both homes and the neighbourhood. The Board therefore agreed that provision should be made for a CPI October inflation +1% increase for 2024/25 to help claw back some of the lost cash as set out in the

September 2023 Business Plan 30-year model. This was upheld last year with the 2024/25 increase being duly approved at 5.6% (4.6% CPI +1%).

| Year    | October CPI | Rent Increase |
|---------|-------------|---------------|
| 2020/21 | 1.50%       | 1.50%         |
| 2021/22 | 0.70%       | 0%            |
| 2022/23 | 4.20%       | 2.10%         |
| 2023/24 | 11.10%      | 5.55%         |
| 2024/25 | 4.60%       | 5.60%         |

## What about the increased cost of living?

The increased costs of everyday items continue to affect everyone, and we appreciate that these past couple of years have been particularly challenging. Everyone's circumstances are different, and we understand that some tenants may be worried about balancing costs with limited money.

The cost of living situation affecting our tenants make it especially critical that our consultation with you tries to

find the right balance between rent affordability and the need to maintain our services and continue investing in our homes. This includes things like replacing kitchens and bathrooms, and further improving the energy efficiency of your homes to help limit your energy costs.

For those tenants eligible for assistance with their rent, any rent increase will be reflected within your Housing Benefit or Universal Credit.

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



## How are we supporting tenants?

Our focus has been to support tenants wherever we can. Some of the services to achieve this go above and beyond normal landlord services and include the following services:

Weekly Welfare Rights Surgeries by the Citizens Advice Bureau at our office providing a wide range of advice and assistance. In 2023/24 our tenants seen financial gains of £275,624.46.

Weekly bulk uplift collection and clearing fly tipping from the tenement access lanes.

Garden Maintenance Assistance Scheme for those who are unable to maintain their garden.

Tenancy Sustainment Fund – which provides items such as food vouchers, energy vouchers, starter packs etc to help those tenants experiencing financial hardship.

To try and help tenants financially we have also recently signed up to Housing Perks which is a mobile app to help improve tenants' financial wellbeing. It offers discounted vouchers and cashback to tenants of the Co-operative. Tenants can typically save £6-£12 per week on everyday essentials.

## Proposed rent increase of 4.05% for 2025/26

The Management Board and staff, supported by our financial consultants FMD Financial Services, held a rent setting meeting on 12<sup>th</sup> November 2024 to discuss various 2025/26 rent increase scenarios and the impact of those on the Co-operative's financial plans.

In the tenant survey carried out in November 2024 you advised us that investment in your homes and a high-quality repairs service are your top priorities therefore this has been taken into consideration when arriving at the rent increase proposal.

A rent increase of 4.05% (October CPI 2.30%) is being proposed for 2025/26 in order to maintain our services and continue investing in your homes.

This allows us to continue to provide all current services and ensures the following planned maintenance for 2025/26:

- **49 Kitchens replacements at a cost of £228,577**
- **32 Boiler replacements at a cost of £86,400**
- **2 access doors £6,372**

In addition, the Co-operative has budgeted the following for 2025/26:

- **Cyclical Repairs & Planned Repairs (Revenue) - £445,723**
- **Reactive Repairs including voids - £226,879**

This does not include our additional services such as Welfare Rights Surgeries, Tenancy Sustainment Fund and Community Events.

We understand that tenants are facing cost-of-living pressures, managing your money and paying your bills, including your rent so it is important we hear your views. As your landlord, we too are facing challenges around increasing costs and how we deliver services to you. We want to find the right balance between keeping our rents affordable, while still delivering key services and investing in our homes.

This is the start of the consultation period, and it will run from Monday 9<sup>th</sup> December 2024 until Thursday 9<sup>th</sup> January 2025.

We are asking tenants to take the time to complete the SurveyMonkey questionnaire which has been issued via text message.

We are holding two drop-in sessions at the office on the following dates to answer any questions you may have –

- **Tuesday 7<sup>th</sup> January 2025 between 10am and 11am**
- **Wednesday 8<sup>th</sup> January 2025 between 6pm and 7pm**

The rent consultation will also be available on our social media platforms such as Facebook.

## What happens next?

The Management Board will review all feedback and consider the costs of service delivery before making a decision on our 2025/26 rent levels. We will write to you in February 2025 to let you know what your rent and any service charges will be for 2025/26.

*Thank you in advance for your participation!*

# 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 you hob, oven, air fryer or grill.
- Stay focused on your cooking and avoid holiday 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

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

- 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:

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



## Drumhub Christmas Day Dinner

Drumhub are offering residents in Drumchapel who are likely to be alone on Christmas Day, a free Christmas Day dinner on Wednesday 25<sup>th</sup> December 2024 at 3pm. A three-course meal will be provided with tea/coffee/juice throughout the day with lots of festive fun with music and games. It will be held at Church on the Hill, Lilyburn Place and transportation can be provided upon request.

We were pleased to make a donation to Drumhub to help towards the event. Spaces are limited, if you are interested, please contact us at the office on **0141 944 4902** to make a referral on your behalf.

# 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 present 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:

## Insulate Pipes:

Use foam pipe insulation or heat tape on pipes in unheated areas.

## Seal Gaps and Cracks:

Close any gaps or cracks around windows, doors, and walls that might let in cold air, especially near pipes.

## Allow Taps to Drip:

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

## 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.

## Estate Management

We are always keen to hear about the services we provide, this includes our contribution to maintaining the neighbourhood, common areas and the estate. Do you have anything you would like to tell us? This can be positive or negative, it helps improve our service and can identify any issues/challenges there may be with contractors carrying out services on behalf of the Co-operative.

Have  
your  
say!



# 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 recycled 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](http://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.





## Your landlord does not cover your home contents and personal belongings.

So it's a good idea to consider what a home contents insurance policy would cover you for.

When you move into your property, you should think about protecting your personal possessions and home contents.

The Thistle Tenant Risks home contents insurance scheme can cover most of your household contents such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

## All tenants and residents are eligible to apply for the Thistle Home Contents Insurance Scheme, which can cover your home contents and belongings against, fire, theft, water damage and flood.

Reasons to choose the Thistle Insurance Scheme:

- ✔ Apply over the telephone.
- ✔ Covers loss or damage to your contents caused by specific events such as, theft, water damage, fire and many more household risks.
- ✔ Covers tenants improvements (up to £2,000 or 20% of the sum insured).
- ✔ Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000).
- ✔ Covers damage to external glazing for which you are responsible for.
- ✔ We will pay up to £500 for replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen.
- ✔ You don't need to have special door or window locks just a lockable front door.
- ✔ Flexible regular payment options (fortnightly & monthly payments include a transaction charge).

**These are just some of the features, limits and exclusions of the Policy. For more information about our policy, please refer to the Insurance Product Information Document (IPID) and Policy Wording, which is available upon request.**

**Would you like a member of the Thistle Insurance team to call you back at a convenient time, to discuss cover, optional covers available, and premiums?**

Visit [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk) and request a call back today!



For further information or to apply for cover call Thistle Tenant Risks on **0345 450 7286**



# Tenant Consultation

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 are at the heart of everything we do and we continually strive to provide excellent customer service.

In early 2025, we are reviewing our existing Customer Service Standards Policy and Rent Policy. We are also in the process of drafting a new Tenant Participation Strategy.

We consult with our tenants in a range of ways to enable you to participate in a way which

suits you. We will be carrying out a tenant consultation on each of the policies and the new strategy. 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:

- **Customer Service Standards Policy**  
21<sup>st</sup> January 2025 between 10am and 11am
- **Tenant Participation Strategy and Rent Policy**  
20<sup>th</sup> February 2025 between 2pm and 3pm

Rent  
Policy

Tenant  
Participation  
Strategy

Customer  
Service  
Standards

# Dog Fouling



We have seen an increase in dog fouling in our estate and back court areas. Dog owners are responsible for picking up after their dog and disposing of this responsibly. You have reported dog fouling being an issue and the Co-operative welcomes any valid complaints from tenants in writing. If you witness anyone allowing a dog to foul in a public area, you can report this to Glasgow City Council via their website or the MyGlasgow app. You can also do this anonymously.

A fixed penalty notice of £80 can be issued under the Dog Fouling (Scotland) Act 2003 which increases to £100 if not paid within 28 days. We will be working with Glasgow City Council who will target areas across the estate.

Our staff and contractors have witnessed an increased amount of dog fouling in common areas. This is a health and safety hazard as dog faeces can contain bacteria and parasites that are harmful to humans, particularly young children as their immune systems are not fully developed. Our ground maintenance contractor will also not cut grass in common areas if dog owners are failing to pick up after their dog. Please ensure you pick up after your dog immediately and also remind your household members and visitors.

We will shortly be launching our dog fouling campaign and will have a supply of dog waste bags at the office.



# Useful Numbers...

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

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

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

- Contacting the office on **0141 944 4902** or pop in to chat to a member of staff
- Sending a text on **07418 347056**
- Emailing us at **enquiries@drumchapel.org.uk**

I would like to say...

# FESTIVE WORDSEARCH

|   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|
| M | P | R | E | S | E | N | T | T | O | Y | S |
| I | S | E | K | A | L | F | W | O | N | S | U |
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**MERRY**

**CHRISTMAS**

**DECEMBER**

**SNOWMAN**

**SANTACLAUS**

**DECORATION**

**CELEBRATIONS**

**SNOWFLAKES**

**MISTLETOE**

**PRESENTS**

**CHARITY**

**CANDLES**

**FROSTY**

**WINTER**

**ICY**

**MYRRH**

**ANGEL**

**HOPE**

**CAROL**

**STAR**

**TOYS**

**XMAS**

**TREE**

**BELLS**

**GIFT**

**WISH**



**Drumchapel  
Housing**  
Co-operative Limited

# 2025 calendar

“Committed to providing a quality service”

| January 2025 |     |     |     |     |     |     |
|--------------|-----|-----|-----|-----|-----|-----|
| 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 2025 |     |     |     |     |     |     |
|---------------|-----|-----|-----|-----|-----|-----|
| 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 2025 |     |     |     |     |     |     |
|------------|-----|-----|-----|-----|-----|-----|
| 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 2025 |     |     |     |     |     |     |
|------------|-----|-----|-----|-----|-----|-----|
| 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 2025 |     |     |     |     |     |     |
|----------|-----|-----|-----|-----|-----|-----|
| 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 2025 |     |     |     |     |     |     |
|-----------|-----|-----|-----|-----|-----|-----|
| 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 2025 |     |     |     |     |     |     |
|-----------|-----|-----|-----|-----|-----|-----|
| 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 2025 |     |     |     |     |     |     |
|-------------|-----|-----|-----|-----|-----|-----|
| 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 2025 |     |     |     |     |     |     |
|----------------|-----|-----|-----|-----|-----|-----|
| 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 2025 |     |     |     |     |     |     |
|--------------|-----|-----|-----|-----|-----|-----|
| 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 2025 |     |     |     |     |     |     |
|---------------|-----|-----|-----|-----|-----|-----|
| 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  |

| December 2025 |     |     |     |     |     |     |
|---------------|-----|-----|-----|-----|-----|-----|
| 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  |     |     |     |     |     |

## 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 10.30am)
- Staff Training (Office closed - pm)