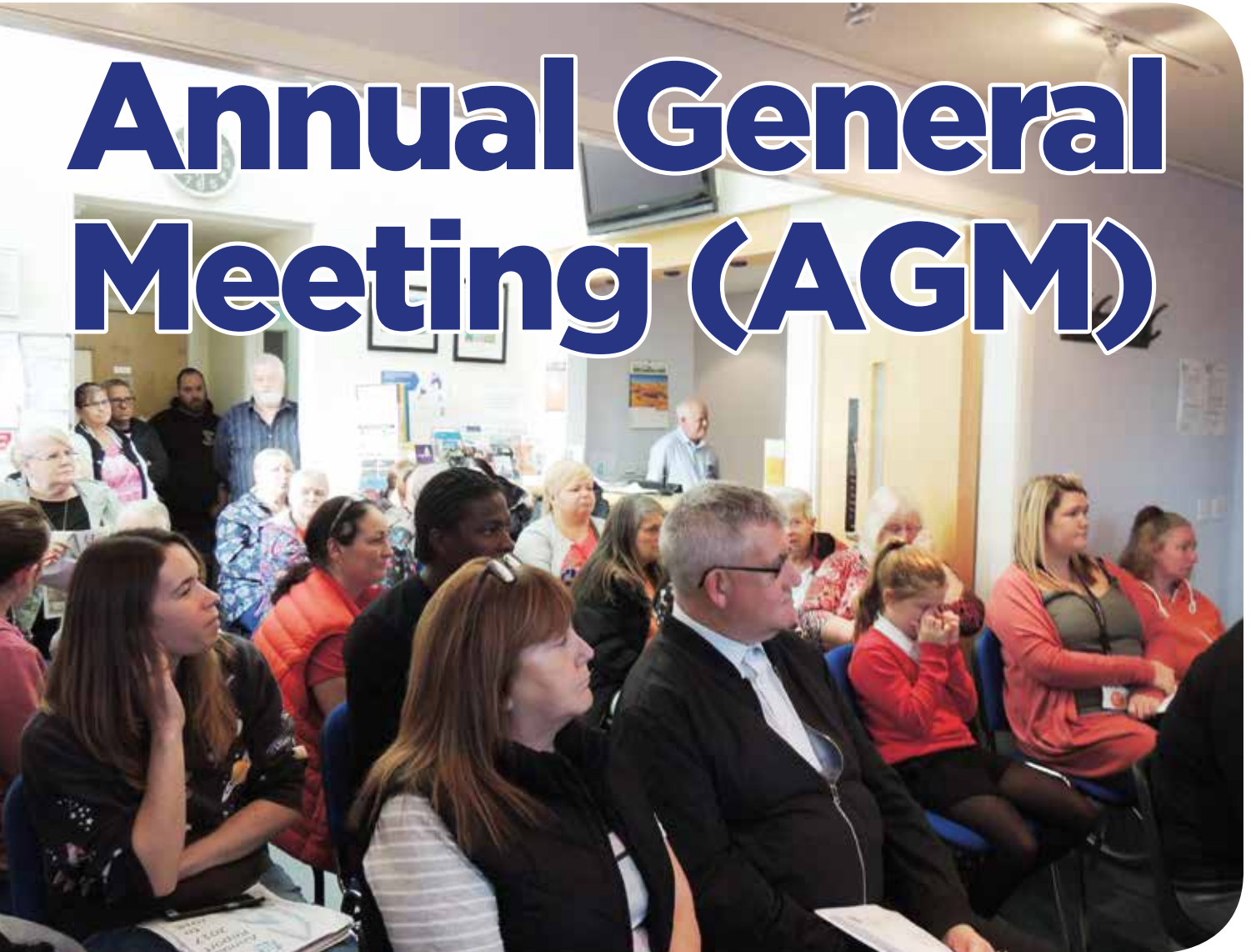




Newsletter

Annual General Meeting (AGM)



Our Annual General Meeting (AGM) will take place on Thursday 29th August 2019 at 6.00pm at our office at 4 Kinclaven Avenue, Drumchapel. Please come along to:

- Hear about our performance during 2018/19 and participate in the appointment of the Board
- Provide feedback to ensure that we continue to deliver the types of housing and services that you want
- Meet the staff team and other tenants
- Take part in the raffle, enjoy the refreshments and find out who has won the best garden and veranda competitions.

We hope you can make it and look forward to seeing you.

4 Kinclaven Avenue • Drumchapel • Glasgow G15 7SP

Tel: 0141 944 4902 • Email: enquiries@drumchapelhc.org.uk

Web: www.drumchapelhc.org.uk

 <https://www.facebook.com/pg/DrumchapelHousingCooperative/>



HAPPY TO TRANSLATE



Your Repair Responsibilities

As your landlord, the vast majority of repairs to your home are carried out by us. However, some minor repairs remain the responsibility of tenants and these are detailed below:

ENVIRONMENTAL

- Garden clearances and maintenance
- Whirligig rotary dryers
- Clothes Drying Ropes, individual/common areas
- Decking
- Insect /Vermin infestation
- Individual wheelie bins

EXTERNAL OF BUILDING

- Replacement house keys or Fobs

INTERNAL OF BUILDING: ELECTRICAL

- Electric meter
- Light bulbs/starters/striplights
- Electrical appliances
- Smoke alarm batteries (if required)
- Fuse to plugs

PLUMBING

- External taps
- Waste plugs and chains for bath/w.c./basin

- W.C. seats
- Chokes to bath/shower/sink/basin/w.c.
- Tenant must make attempt to clear choke where possible before calling out Plumber

GAS

- Gas meter
- Cooker bayonet hose and connection
- Gas cooker

JOINER

- Door name plate
- Internal door handles/latches
- Laminate flooring
- Floor coverings (unless supplied by co-op)

INTERNAL OF BUILDING: Other items

- Internal decoration
- TV aerials/dishes (individual)
- Telephone installations and extensions
- Broadband services



Repair Reporting:

Repairs can be reported in a range of ways, including:

- In person (at the office)
- By telephone
- By letter
- By e-mail
- Through our website
- Through Facebook

Contact details are:

- Telephone 0141-944-4902
- Email: enquiries@drumchapelhc.org.uk
- Website: www.drumchapelhc.org.uk
- Face Book: <https://www.facebook.com/DrumchapelHousingCooperative>
- Out of hours Emergency repairs: 0800-595-595 (City Building)
- Gas servicing and maintenance: 0800-595-595 (City Building)



Together we can save the planet

Recycling not only helps to save the planet it's also essential to keep our community clean.

Please:

- ensure that recycling is put in the correct bin and not contaminated with general waste
- rubbish bags are placed correctly within green bins – otherwise they will not be uplifted by Glasgow City Council and could attract vermin
- bulk items should be placed neatly beside bin stores and not placed within the bin store itself



To find out more about recycling, including collect days, please visit www.glasgow.gov.uk/recycling

Tenants Big Day Out

On 23 July, we arranged a day out to Glasgow Science Centre and everyone who attended had a fantastic day. We are looking for ideas

for next year – if you have any suggestions, please get in touch so that we can take your views into account.





Allocation Policy Consultation

We would like to thank everyone who attended our consultation drop-in on 24th July 2019.

The main discussion points related to:

- Reasonable preference groups
- Priority tickets
- Timescales for suspension due to arrears or anti-social behaviour etc.

Please note: We will contact current

applicants should any future changes to the Allocations policy impact upon their existing priority.

When the proposed changes have been approved by our Management Board, we will contact housing applicants to review their current application with us as there may be a change to the Priority currently awarded.

Your opinion is important to us and your input is greatly appreciated.

Tenant Satisfaction Survey

Your feedback is of vital importance to us and is used to improve and develop our services. Although we obtain feedback at different events and during the delivery of services, we also carry out a tenant satisfaction survey every three years.

To take this forward, we have appointed Knowledge Partnership to carry out a Tenant Satisfaction Survey on our behalf, and this will take place during August 2019. A trained researcher from Knowledge Partnership may call at your home to conduct the survey.

The researchers will carry identification at all times and you should ask to see this before allowing anyone access to your home. Interviews will last no longer than 15 minutes and will be carried out during the day, early evening or at weekends. All information will be anonymised and treated with confidence by Knowledge Partnership.

We would like to thank you in advance for your time and assistance in completing the surveys and helping us to improve our services.



**Drumchapel
Housing**
Co-operative Limited

Summer

Over 150 people turned out for our annual Tenants Summer Fun Day on 7 August. The Co-operative staff would like to thank all our tenants who helped to make it a day to remember, and extend our thanks to the following contractors and organisations who assisted us with the event:

- Scottish Fire & Rescue Service
- DG Joiners
- CCG
- iPlay Soft Centre
- Magnus Electrical Services
- City Building
- David Mitchells Building & Plastering

We would like to especially thank:

- Glitter Store Dumbarton – who provided us with several glitters for the face-painting at a heavily reduced rate.
- Men Matters Scotland – for assisting with the clean up at the end of the day.



Summer Fun Day



Prize Winner

Our congratulations to the Summer Fun Day raffle prize winners.

1st prize Jean Barclay (pictured with grandson Kayden) - tablet

2nd prize Joan McFarlane - family cinema vouchers

3rd prize Leeann McPhail - iPlay vouchers



Office Closure

Please note that our office will be closed for the September Public Holiday from Friday 27th September - Monday 30th September 2019. Our office will reopen on Tuesday 1 October at 0900hrs. Should any emergencies or urgent repairs be required, please call City Building on 0800 595 595 or use the emergency numbers listed below.



Come along to our Coffee Morning

- Every penny we raise means Macmillan can help more people with cancer live life as fully as they can.



WORLD'S BIGGEST
COFFEE
MORNING

MACMILLAN
CANCER SUPPORT
RIGHT THERE WITH YOU

Macmillan Cancer Support, registered charity in England and Wales (261017), Scotland (SC039907) and the Isle of Man (604). Also operating in Northern Ireland.

Where:

4 Kinclaven Avenue,
Drumchapel G15 7SP

Date:

26th September

Time:

10am - 12.30pm

Cakes, cuppas and cash at the ready!

Last Year we raised
£226, let's see if we can
raise more this year !

Useful Telephone Numbers

Glasgow City Council Noise Service - 0141 287 6688

Antisocial Behaviour out of hours - 0800 027 3901

City Building - 0800 595 595

Citizens Advice Bureau - 0141 944 2612

Cleansing/Bulk Uplift - 0141 287 9700

G-Heat - 0800 092 9002

Roads & Lighting faults - 0800 37 36 35

Water Mains leakage or bursts - 0845 600 8855

Police Scotland - 101

Abandoned Cars - 0141 276 0859