



# Newsletter

## Appointment of New Director

Following the recent options appraisal and decision by the management board to remain an independent, community-based Co-operative, a robust recruitment process was initiated to identify a new senior officer.

Joan McFarlane, Chair said "We are delighted to confirm Pauline Burke as our new director. There was a very strong field of candidates, however Pauline's knowledge, experience and enthusiasm shone through.

Over the last two years Pauline has fulfilled the role of acting director and helped to guide the organisation through a period of unprecedented change and uncertainty, illustrating both her leadership skills and commitment to meet

the needs and aspirations of our tenants. The management board look forward to continuing our effective and successful working partnership with Pauline over the coming years."

Pauline has worked with the Co-operative since 2001 in a range of officer and senior roles, gaining a wealth of knowledge and experience. She has a Masters Degree in Housing Studies and is a full member of the Chartered Institute of Housing.

Pauline said "I am delighted to have been appointed as Director and look forward to continuing my work with the management board and staff team to meet the changing needs and aspirations of our tenants. I'm excited about our future possibilities, although my



immediate priority will be to support our tenants through the remainder of the pandemic and over the subsequent recovery period."

## Annual General Meeting (AGM) 2021

**Wednesday 25th August at 6pm**  
**Zoom Video Conferencing**

As you are aware the Co-operative, as a membership organisation is required under our rules to hold an Annual General Meeting every year within six months of our financial year end. 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.

We have come a long way in the battle against Covid 19, however the virus is still out there, it is still mutating and is still harmful. The Scottish Government roadmap indicates that 9th August 2021 will see all major restrictions lifted IF the necessary conditions on vaccine and harm reduction continue. Under rules 20.1 and 20.2 of the Co-operative's 2020 Model Rules virtual AGMs are permitted. After much consideration, the Co-operative has decided in the interests of keeping everyone as safe as possible, to have a virtual AGM again this year, using the Zoom platform. To attend 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 the virtual AGM, the option to submit your apologies or to complete a proxy form for someone to vote on your behalf will still be available to you. The form for you to do this will also be included in the AGM pack.

### **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 the nomination form attached and must be signed and fully completed. However, given the continuing covid 19 restrictions we recognise that this process is not as simple as previous years. 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 Wednesday 4th August 2021. As such, should you want to be nominated or to nominate, and need assistance to complete this process, please contact us by Thursday 29th July 2021 to allow time for this to be completed by 4th August 2021.

No nomination forms will be accepted after this date. Extra nomination forms are available – please simply contact us to request additional forms. 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.

There will be a prize draw held on the night of the AGM for those tenants who attend or make use of proxy votes. The first prize is a **£100 Argos voucher**, the second prize a **£50 Argos voucher** and the third prize a **£30 Argos voucher**.



**Drumchapel  
Housing**  
Co-operative Limited

## Notification of Intention to Attend 'virtual' Annual General Meeting (AGM)

Use this form to tell us that you will attend our AGM on **Wednesday 25th August 2021 at 6.00pm**. The meeting will be held virtually and you must tell us if you plan to attend so that we can provide you with the details that you need to join the online meeting, i.e. meeting invitation and password to access.

Name and Surname\*

Address \*

Email Address\*\*

I intend to be present at the AGM being held virtually on Wednesday 25th August 2021 at 6.00pm. I am aware that I will have to log in to the meeting using **'zoom'** and that the joining details and password will be provided to me via e-mail on/by **Monday 23 August 2021**.

Your signature

We require your name\* and address\* to confirm your eligibility to attend the meeting. It will not be used for other purposes. We require your email address\*\* in order to send you the relevant 'zoom' invitation link and access password. Thereafter, it will not be used for any other purposes (unless we already hold it for other purposes, i.e. newsletters or a preferred method of communication etc.)

We will retain copies of these notification forms for a period of **three** years to record meeting attendance and verification of signature / email address in the event of a future issue or question regarding the meeting.

We are obliged to maintain minutes of our AGM. Therefore, we will use the recording facilities within 'zoom' to ensure the accuracy of the minutes. As 'zoom' also incorporates a chat facility, we will retain the log of any chat recorded within the meeting. The audio recording and chat logs will be retained for **six** months, or until converted into formal documented and agreed minutes.

Please return this form by 5pm on **Friday 20 August 2021** so that we can get your invitation out to you in good time. Either, return the form to: **4 Kinclaven Avenue, Drumchapel, Glasgow G15 7SP** or via our email address [enquiries@drumchapelhc.org.uk](mailto:enquiries@drumchapelhc.org.uk)

# Supporting our Tenants



**Our Housing Officers have been working hard to continue supporting tenants who have experiencing financial hardship especially during the pandemic.**

We secured funding from the Scottish Government via the Scottish Social Housing Fuel Support Fund to assist our tenants with paying gas and electricity. The fund was open to all tenants for a limited period in May 2021 and we issued vouchers worth a total of £5,980! It has been great to hear how much this has helped tenants with topping up their pre-payment meters and having the funds in place for Direct Debits.

We have continued to act as sponsor for our tenants to gain access to grants via the Aberlour Urgent Assistance Fund through Aberlour Scotland Children's Charity. Applications can be made on behalf of tenants who have a child(ren) aged 21 years and under. We made applications on behalf of 21 of our tenants in 2020/21 and secured a total of £4,928.41 to help with tenants purchasing a range of essentials including food/clothing/household appliances and furniture.

We have received a massive £8,583.70 in grants for 12 of our tenants so far this year who have all greatly appreciated the financial help for their children.

Please contact your Housing Officer at the office should you wish for more information regarding the fund.

We also have a Sustainment Fund which is open to all tenants who are in need of financial help. The Housing Officers manage the budget for the Sustainment Fund on an annual basis. The funds are limited and applications to the fund are evaluated on a tenant's individual circumstances. We will also consider any other available options including an application to the Scottish Welfare Fund. Some examples of requests that may be considered are emergency food vouchers, vouchers for white goods/furniture, vouchers for clothing and footwear and Starter Packs for new tenants.

We have been successful in obtaining an additional £5,000 in funding for the Sustainment Fund. This has been added to budget for 2021/22 which will mean Housing Officers will be able to assist more tenants this year.



# Your Estate...



## Grounds Maintenance Update

We would like to apologise to our tenants regarding the delays in between grass cutting this season which includes tenement blocks and those tenants' gardens on the Garden Maintenance Assistance List.

We have been liaising with our grounds maintenance contractor regarding this who have assured us that they are working hard to bring the contract up to date. We are also looking to see improvements to the shrub bed maintenance and weed control throughout the estate. This should bring the estate up to the standard we would expect.

## Changes to Bulk Collection

**Glasgow City Council introduced charges for bulky waste collection from Monday 5th July 2021.**

They have confirmed that the decision to do so brings Glasgow into line with many other Scottish local authorities where charging for uplifting bulky items has been ongoing. The decision is also consistent with the Council's new Resource and Recycling Strategy 2020-30 and 'empowering Glasgow to become a zero-waste city'.

If you have any furniture/electrical items which are in good condition, there a range of ways which they can be re-used including donating to charity or advertising online. The British Heart Foundation based in Clydebank can uplift a range of items in good condition, please contact them directly on 0141 413 8224.

All other items can be disposed free of charge at Household Waste Recycling Centres across Glasgow. The nearest centre is Dawsholm Recycling Centre at 75 Dalsholm Rd, Glasgow, G20 0TB.

You can request a bulky waste collection on the MyGlasgow App or on Glasgow City Council's website under "Bins and Recycling". Any tenants who do not have internet access can phone 0141 287 9700 on a Tuesday, Wednesday and Thursday between 11am - 3pm to place a request.

**The charges from 5th July 2021 are as follows -**

**£35 for up to 10 items**

**£35 per large electrical item (e.g. washing machine, fridge/freezer, TV)**



## Fly-tipping

Fly-tipping continues to be a major problem throughout the area. This is when residents dump rubbish from their homes in random places particularly at our tenement access lanes and on the pavement. Fly-tipping is illegal, Glasgow City

Council can issue a £200 fine to those who are caught fly-tipping or those who are reported via the Dumb Dumpers line on 0300 777 2292. It costs the Co-operative a lot of money on a monthly basis to remove fly-tipping and when bulky items are left in back courts without being reported it causes a fire safety hazard.

## Competition Time

We would like our tenants to make children aware of the issues around fly-tipping and the consequences.

We want to involve them by inviting the children (up to school age) to design their most colourful, eye-catching poster to encourage us to

work together to prevent

fly-tipping. The winning entry will receive a **£50**

**voucher to spend at Argos** and the poster will be used in our no fly-tipping campaign.

Although the office is still closed, entries can be posted through the letterbox at the side door of the office alternatively you can

send us a picture to -

[enquiries@drumchapelhc.org.uk](mailto:enquiries@drumchapelhc.org.uk).

The closing date for entries is Friday 27th August 2021 and we look forward to seeing them all and good luck!



## Bin stores

The green general waste wheelie bins are still being emptied on an 8-day cycle for tenement blocks.

We are aware that there are some blocks who currently do not have a sufficient number of bins for the number of households and we are liaising with Glasgow City Council regarding replacement bins. Please ensure all rubbish is properly bagged and no bulk items are placed in bin stores. In the meantime, we would ask that tenants make best use of the blue recycling wheelie bins to reduce the amount of general waste in bin stores.



**The following can be recycled in the recycling wheelie bins -**

- Mixed papers - newspapers, magazines, journals, junk mail, brochures, catalogues, directories, yellow pages, envelopes
- Cardboard - cardboard boxes, card packaging
- Plastic bottles - milk bottles, drinks bottles, sauce bottles, shampoo bottles, cleaning product bottles
- Food and drink cans - steel cans, aluminium cans and food tins
- Empty aerosol cans

# Planned Maintenance Update

## Planned maintenance 2021/22

Improvement	Properties	Contractor
Window replacement	15 – 21 Merryton Avenue	Sidey Solutions Ltd
Bathroom replacement	15 – 21 Merryton Avenue	MCN (Scotland) Ltd
Kitchen replacement	117 – 131 Linkwood Drive 1 – 15 Linkwood Grove	L & D Plumbing & Tiling Ltd
Boiler replacement	29 – 39 Carolside Drive 117 – 131 Linkwood Drive 1 – 15 Linkwood Grove	L & D Plumbing & Tiling Ltd

### Kitchen and boiler replacement

The project is now complete with 22 new kitchens installed and 20 boilers replaced with high efficiency condensing units.

Maintenance Officer, Colin Henderson said "We are delighted with how well the project has progressed."

*"The team were excellent, and I love my new kitchen, it's absolutely brilliant"*

*"The boiler is cracking and delighted with my new kitchen"*

*"Workmen were lovely and really efficient; the kitchen is brilliant"*

Feedback from tenants has been excellent with 100% satisfaction obtained in relation to the quality/standard of completed work and it was great to hear so many positive comments."

### Bathroom replacements

27 new bathrooms have been installed in Merryton Avenue, with only a small number still to be completed from this years programme.

*"The boys have done an amazing job"*

*"Guys were really nice - 10 out of 10"*



### Window replacement

The project is complete with new uPVC windows and veranda doors fitted to 33 flats, reducing heat loss and improving energy efficiency. The works progressed extremely well and feedback from tenants has been excellent.

Technical Manager, Duncan McKnight said "It was great that we were able to progress investment works so quickly after restrictions were lifted and appreciate how patient tenants have been throughout this period. Obtaining such positive feedback was fantastic and helps to demonstrate how effective our procurement process has been in appointing the right contractors and obtaining value for money."



# Cyclical maintenance

The following works will be progressed/ongoing over the next few months:

Works	Contrator
Upgrading fire detection systems	Magnus Electrical Ltd
Periodic electrical inspections	Magnus Electrical Ltd
Gas maintenance safety checks	City Building
Inspection of Roof anchors	Roof Edge Fabrications Ltd
Legionella inspections and maintenance	Enviroteam Services Ltd
Year 3 of Painter work programme	Mitie

## Photographs of local area

Due to Covid19, we have not been able to get many photographs of tenants or work we have carried out in homes. As a legitimate business interest, we are always keen to promote the good work happening in your community and you can help.

If you have any pictures of your family enjoying their new home, upgraded works, or even just a photograph of what living in a Co-operative home means to you, we would be delighted to hear from you. Please fill out the terms of use below and send your pictures to us at [enquiries@drumchapelhc.org.uk](mailto:enquiries@drumchapelhc.org.uk). We are also keen to engage with our tenants who remember the Co-operative area from yesteryear. If you have any images of the old Adventure Park at Southdeen, etc and happy to share these images, please get in touch.

**Terms of Use** – please note that these images would be used for publication on our website, newsletters, social media, and possible DHC documentation. Please ensure you seek permission from other person(s) in photographs prior to sending to us.



## Equality & Human Rights

**Our Equality & Human Rights policy was recently reviewed and brought up to date.**

A key element which emanated from this review was the creation of an action plan which helps to ensure that we continue to improve in several areas of our business. A working group consisting of staff, Board and tenants were responsible for the creation of this action plan and we are keen to recruit more people for input and discussion. If you are interested in joining this working group, please contact us on **0141 944 4902** and we will be back in touch shortly after.

# Elevator project

Drumchapel Life have introduced a new six-month course called ELEVATOR which runs from Drumchapel and Yoker.

This is for people with mental health issues such as Depression, Anxiety, Stress, long term unemployment and physical disabilities. This course is free and does not affect your benefits. 18 years and upwards

The course is Personal Development and confidence building programme that includes various activities.

This programme rolled out on 5th July and another will begin 9th August. People can join at any time and it is planned to make this a rolling programme due to the current situation and uncertainty regarding restrictions.

Details on how to join are shown on the flyer.

## Tenants Panel

Our annual Tenants Panel for design/preparation of the Tenants Report Card will be taking place over Zoom on Friday 3rd September at 10.00am. If you are available for approx. 1hr to discuss this, please call us on **0141 944 4902** or email your interest to [enquiries@drumchapelhc.org.uk](mailto:enquiries@drumchapelhc.org.uk)



## Elevator



Confidence

Skills

Teamwork

Health

Elevator is designed to prepare people with emotional difficulties to take advantage of the opportunities that exist in their community. Elevator aims to support those most excluded from society to engage with all elements of their community. The key objective of the programme is Community Interaction, which involves the participants identifying activities within the local community in which they would wish to participate, and supporting them to access those activities.

The Elevator programme is built around four areas of activity, within which we will; support you to build your confidence, your social skills, and your ability to look after your health.

### Community Interaction

Together we will explore the interests of the group and agree activities, which the group wishes to try. The group will then source and arrange these activities within the local community.

### Community Development

Together we will explore the local issues that affect the group. The agencies, organisations and community groups appropriate to these issues will be identified and accessed.

### Coping Skills

COPE Scotland, a renowned local mental health project, will deliver a series of workshops designed to provide a range of tools that will make it easier for participants to self-manage their emotional health.

### Quest

This element will use outdoor education centres, mainly in the Trossachs, to get us back to nature and further build our confidence.

For further information, please contact Michelle O'Neill on 0141 952 1010, [michelle@drumchapelife.co.uk](mailto:michelle@drumchapelife.co.uk), or Margaret Steven on 0141 944 6004, [margaret@drumchapelife.co.uk](mailto:margaret@drumchapelife.co.uk)

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The Phoenix Centre, 5 Monymusk Place Glasgow G15 8JH, 0141 944 6004

## Office Closures

Please note that our office will be closed/ phones will be switched off for the September Public Holiday from **Friday 24th September - Monday 27th September 2021**. Staff will be available on Tuesday 28th September 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.

## Useful Numbers

Police (Emergency)	999
Police Scotland	101
Glasgow City Council Noise Service	0141 287 6688
Anti Social Behaviour out of hours	0800 027 3901
City Building	0800 595 595
Citizens Advice Bureau	0141 944 2612
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