



**Drumchapel
Housing**
Co-operative Limited

Autumn 2024

Newsletter

Planned Maintenance

We are pleased to announce that MCN Scotland has successfully won the tender for our kitchen and bathroom renewal program for 2024/25. This year's initiative will focus on renewing kitchens at 76-82 Southdeen Avenue and bathrooms at 2-72 Southdeen Road (even numbers).

Furthermore, City Building continue with our boiler replacement program for 2024/25 and are scheduled to install 23 new high efficiency boilers which includes properties at 76-82 Southdeen Avenue.

Surveys of all properties are currently underway, and we anticipate starting the programme in November 2024, with a completion date set for January 2025.



MCN
(Scotland) Limited



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Web: www.drumchapelhc.org.uk

 Drumchapel Housing Co-operative



HAPPY TO TRANSLATE



Annual Assurance Statement 2024

Our Management Board approved our Annual Assurance Statement on 15th October 2024, which we have since submitted to the Scottish Housing Regulator. This gives the Scottish Housing Regular assurance that we are complying with the Regulatory Framework.

Annual Assurance Statement October 2024



This is the Annual Assurance Statement of Drumchapel Housing Co-operative Limited as agreed by the Management Board on 15 October 2024; 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 a sufficient appropriate and reliable evidence bank 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 Standard of Governance and Financial Management;**
- **all duties in relation to tenant and resident safety**
- **Reinforced Autoclave Aerated Concrete**

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.

We have completed our external assessment into the potential presence of RAAC in our stock and confirm that none has been identified.

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 15 October 2024 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.

Signed:

Chairperson

Date:

Annual General Meeting 2024

Our 38th Annual General Meeting took place on Thursday 29th August 2024 at 6pm at our office, where David O'Hara, Chairperson, presented to members an update on the positive work and results the Co-operative managed to achieve over the past twelve months.

Our external auditor, Sandy Squires, of Findlays Chartered Accountants, presented the Financial Statements for 2023/24 providing commentary on the account highlights for the year, confirming that the Co-operative remains financially robust. Catering and refreshments were enjoyed by all. We also held a free raffle for all those who attended and completed proxy votes. There were 5 lucky raffle winners who each won a £50 Love2Shop Voucher and a box of chocolates.



Vincent Ogar



Charles English

Paying Your Rent



As tenants will aware, rent payments are due on or before the 1st of the month. The Co-operative depends solely on rental income to provide services, invest in our homes and maintain the neighbourhood. It is important that if you experience difficulties paying your rent at any time, you contact your Housing Officer at the office as soon as possible. Our staff can provide advice and support you to pay your rent.

There are many ways which you can pay your rent –

- Direct Debit
- Standing Order
- By contacting the office to pay over the phone by debit card
- Online via Allpay website or by downloading the Allpay App
- By rent payment card at a PayPoint or Post Office
- By visiting the office to pay by cash or with a debit card



Migration to Universal Credit

Many of our tenants have now received a Migration Notice Letter from the Department of Work and Pensions (DWP) inviting them to make a claim for Universal Credit.



Universal Credit will be replacing the following benefits –

- Tax credits - Working Tax Credit and Child Tax Credit
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Housing Benefit

To continue receiving financial support including help to pay your rent, you must claim Universal Credit by the deadline date given in your letter. This is 3 months from the date the letter was sent out.

Please follow instructions on your letter and if you require any advice or assistance, please do not hesitate to contact your Housing Officer at the office. If you cannot claim Universal Credit by the deadline date on your letter, you should contact the Universal Credit Migration Notice Helpline as soon as possible on **0800 169 038**.

Childrens Christmas Party

Our annual Children's Christmas Party is back! The party will be held at the office on Thursday 12th December 2024 for all children up to 12 years old. The event will be split into two sessions - 3pm - 4pm or 4:30pm - 5:30pm.

In order to give Santa and his elves enough time to prepare gifts for all the children, please contact the office by Friday 22nd November 2024 to confirm a place and time slot for your child(ren).

All children will meet Santa in his grotto and there will be arts and crafts along with glitter tattoos.



Pensioners Christmas Fish Tea

Following on from our successful Pensioners Christmas Fish Tea at McMonagles last year, the event will be making a return on Thursday 5th December 2024 at 12:30pm. A two-course lunch will be provided.

This is a free event and the Co-operative will provide transportation to McMonagles upon request. If you are interested in attending, please contact the office by Friday 22nd November 2024.

Warm Home Discount

The Warm Home Discount Scheme is a one-off £150 discount off your electricity bill. If you're eligible, your electricity supplier will apply the discount to your bill. The money is not paid to you.

You'll usually get the discount automatically if you're eligible. To qualify you must receive the Guaranteed Credit element of Pension Credit or are in receipt of a low income. Please contact your energy supplier to apply.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and you're eligible and you can contact your supplier to find out.

Pension Age Winter Heating Payment

(known in England and Wales as Winter Fuel Payment)

The Pension Age Winter Heating Payment is replacing the Department of Work and Pension's (DWP) Winter Fuel Payment in Scotland in Winter 2024. As a result of the UK Government's decision to means test the Winter Fuel Payment, the Pension Age Winter Heating Payment will also be means tested.

Only people of State Pension age who get certain benefits will be eligible for Pension Age Winter Heating Payment. You need to have reached State Pension age during or before the qualifying week. The qualifying week was the third full week of September.

You or your partner must get one of these benefits:

- Pension Credit
- Universal Credit
- Income-related Employment and Support Allowance (ESA)
- Income-based Jobseeker's Allowance (JSA)
- Income Support
- Child Tax Credit
- Working Tax Credit

You do not need to apply for Pension Age Winter Heating Payment. You'll get it automatically if you're eligible. You should get a letter from the DWP telling you that you'll get a payment. They'll also tell you which bank account the payment will be paid into. They'll also tell you which bank account the payment will be paid into. Most payments are made in November or December.

Need a benefit check?

We have an Advisor from the Citizens Advice Bureau (CAB) who is based at the office every Thursday who can carry out a benefit check to ensure you are receiving all the benefits you are entitled to. Please contact the office on **0141 944 4902** to make an office or telephone appointment or drop us an email at: enquiries@drumchapelhc.org.uk

Electrical Safety Inspections

It is a legal requirement, that landlords must organise electrical safety inspections by a competent person at intervals of no more than five years.

Drumchapel Housing Co-operative has an ongoing dedicated programme of Electrical Installation Condition Reports (EICR).

Our Contractor Magnus Electrical Services will be in contact to make arrangements for access with those involved in this year's program. These inspections are undertaken to ensure that the electrical system in your home is and continues to be in a safe condition.

The inspection should last no longer than 2 hours, this includes time for any remedial repairs that are required if any faults are found.

Please note, a live electrical supply is required for it to be carried out. If you are experiencing difficulties with your energy supply, please contact us at the office.



Legionella

Legionnaire's disease is a potentially fatal form of pneumonia, which can affect anybody. It is caused by the inhalation of small droplets of water from contaminated sources containing legionella bacteria.

Where is Legionella found?

All hot and cold-water systems in residential properties are a potential source for legionella bacteria growth.

Who is at risk?

Legionnaire's disease most commonly affects the elderly, or people with chest or lung problems. Not everyone exposed to legionella bacteria becomes ill. Legionnaire's disease is not contagious, and you cannot get it from drinking water. Legionnaire's disease is easily preventable by putting in place some simple control measures. The Co-operative have a programme of inspecting and testing common water tanks and taking any action identified as a result of this.

How can I prevent Legionella?

Regularly clean all shower heads and taps and keep them free from a build-up of lime scale, mould or algae growth; But you can also take some very simple precautions to help keep you and your family safe:

- Keep hot water on your boiler system at a temperature of 50°C or greater.
- Flush through showers and taps for 10 minutes following a period of non-use (i.e. after you have been on holiday or not used the shower for some time).
- Report to the Co-operative if your hot water is not heating up or you have any other issues with your system.

Repair Satisfaction

After a repair is completed in your home, you may receive a follow-up call, text, or email inviting you to share your feedback.



Have your say

We value your input and want to hear from you about our repairs and landscaping services. You can contact our office at **0141 944 4902** to share your thoughts. Your feedback is essential for us to assess the quality of our repair services and our maintenance contractors. It helps us ensure we maintain a high level of satisfaction and continuously improve our service. Thank you for helping us improve our service!

Estate Management

As you will be aware, M Squared were successful in winning the grounds maintenance contract for 2024/25 to carry out grass cutting, shrubs, hard landscaping and bin store maintenance.

We are looking to review the contact in April 2025, and we would appreciate any views you have on the service that is being carried out.

Performance

The table below shows how the Co-operative has performed up to the second quarter of the financial year 2024/25 (April 2024 – September 2024) 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 2023/24.

■ Red	Compared unfavourably with the KPI's
■ Amber	On a par with the KPI's
■ Green	Compared well with the KPI's

Indicator	ARC Ind	Q1 2024/25	Q2 2024/25	KPI Target 2024/25	DHC 2023/24
Rent collected as a percent of rent due	26	105.12%	100.87%	100%	99.58%
Gross rent arrears	27	1.85% £43,599	2.01% £47,422	2.25% £55,677	1.95% £43,476
Average time to re-let properties (days)	30	9.60 days	10.70 days	10 days	10.62 days
Void loss as a percent of rental income	18	0.17%	0.14%	0.20%	0.12%
Tenancy offers refused	14	0%	0%	N/A	20%
Number of Section 5 referrals housed (statutory homeless)	C8	3	6	N/A	8
Repairs satisfaction	12	89.30%	95.10%	95%	90.10%
Repairs completed right first time	10	97.70%	98.60%	96%	98.74%
Average length of time to complete emergency repairs	8	2.68 hours	2.50 hours	3 hours	2.68 hours
Average length of time to complete non-emergency repairs	9	2.30 days	2.29 days	3 days	2.38 days
Percentage of occupied houses with a valid gas safety certificate	11	100%	100%	100%	100%
ASB cases received	15 (i)	18	32	N/A	57
ASB cases resolved	15 (ii)	18	31	N/A	57

Overall, as shown in our KPI's, we are performing well in all aspects of service delivery, however if you have any feedback regarding any aspect of our service, please contact our office on 0141 944 4902.

Complaints

We have received 24 complaints in total up to the end of the second quarter, of which 21 were resolved at stage 1 and the remaining three resolved at stage 2. All complaints were resolved within designated timescales as shown in table below.

Complaints were mainly in relation to quality of service provided by our contractors. Staff have liaised with relevant

contractors and continue to work with them to ensure the provision of a high-quality service on behalf of the Co-operative.

We use lessons learned from all complaints to improve the quality of service and we actively encourage tenants to raise a service delivery complaint if they are unhappy with any part of our service delivery.

Indicator	ARC Ind	Q2 2024/25	KPI Target 2024/25	DHC 2023/24
Number of Stage 1 complaints received	3 & 4	21	N/A	30
Average time for full response to Stage 1	3 & 4	2.95 days	5 days	2.57 days
Stage 1 complaints responded to within timescale	3 & 4	100%	100%	100%
Number of Stage 2 complaints received	3 & 4	3	N/A	0
Average time for full response to Stage 2	3 & 4	12.33 days	20 days	N/A
Stage 2 complaints responded to within timescale	3 & 4	100%	100%	N/A

We have also received 4 compliments from tenants who were happy with the standard of work carried out by our contractors. Thank you to those tenants who took the time to let us know, we appreciate it!

You said... *We did!*

The Co-operative strives to deliver an excellent service to all our tenants and service users. We understand that there are times when we can improve upon our service. We appreciate feedback from our tenants and here are some examples below of how we have listened and what we have done.

"I'm not happy with the grass cut"

"The grass cut hasn't been done to a good standard"

"The grass cutters have left a mess behind"

Our Maintenance Team called a meeting to address tenants complaints with our Ground Maintenance Contractor M Squared. We have explained the standard of work which the Co-operative expects and we are continuously monitoring the standard of work. We are committed to providing a quality service to our tenants.

"I reported an emergency repair to City Building and no-one attended"

Our contractor City Building aims to attend an emergency repair within 4 hours. Unfortunately, during busy periods they may not be able to attend within this target time. Our contractors are aware of the importance to attend repairs within the target response time and we will continuously work with them to achieve this. On this occasion, City Building attended however this was in the early hours of the morning. We have asked City Building that they contact our tenants to provide estimated arrival times to ensure tenants would be able to provide access.

"I applied for permission to have fibre optic broadband installed and haven't had an update on this"

The Co-operative had contacted the broadband company to find out the works required to install this. There was a breakdown in communication with keeping the tenant up to date on this. The Co-operative recognised that communication could have been better and apologised to the tenant for this. Once a response had been received from the broadband company, permission was granted.

Are numbers getting in your way?

Free numeracy courses across Glasgow City Region

The Multiply programme supports adults aged 16 and over who don't have at least a National 5, Standard Grade, or O-Grade maths qualification.

For more information and to sign up, visit www.multiply123.co.uk or call 0808 171 3030



MULTIPLY

Funded by
UK Government



Accessing the right mental health care from NHS 24



Anyone can experience a mental health issue, at any point in their life. You do not have to deal with these problems alone.



NHS Inform

At nhsinform.scot you will find information, guides, and video stories to help look after your mental health and wellbeing.



Breathing Space

Support for people who are experiencing distress in their lives. You can contact Breathing Space on: **0800 83 85 87** or the webchat service at breathingspace.scot

24 hours at weekends (6pm Friday to 6am Monday)

6pm to 2am on weekdays (Monday to Thursday)

16 years and over, living in Scotland.



Living Life

Assessment for a short series of telephone appointments with a Cognitive Behavioural Therapist.

Call **0800 328 9655**

Monday - Friday: 9am to 9pm.

16 years and over, living in Scotland.



GP Practice

Your General Practice (GP) can offer talking therapies, local services, prescribe medicines or online courses. If needed, they can refer you to another professional.



111

For urgent mental health support, phone 111, day or night.

No age limit.



999 or A&E

If a life is at risk, call 999 or go to A&E.

If you are unsure what to do, find out at:

nhsinform.scot/mental-health-support

ANTI-SOCIAL BEHAVIOUR

The Co-operative is committed to helping tenants and their families live in a happy and safe environment where they can enjoy their homes. Your tenancy agreement sets out acceptable behaviours that we expect from you, your household members and visitors such as respect for others, ensuring you are not using your property for illegal purposes and controlling pets. We would like to remind all tenants of these terms.

All reports of anti-social behaviour will be investigated by the Co-operative. For any valid complaints received, we will take action in-line with our Neighbour Disputes and Anti-social Behaviour Policy which could put your tenancy at risk.

Please contact our office to speak to your Housing Officer in confidence if you have a problem with anti-social behaviour.

Pet Policy and Procedures

Thank you to all tenants who provided feedback to the review of our Pet Policy and Procedures. We worked in partnership with Dogs Trust and Scottish SPCA and the policy was presented to our Housing and Maintenance Sub-Committee on 22nd October 2024. It will be due to be approved by our Management Board at the next meeting which is due to take place on 3rd December 2024.

We would like to remind all tenants that you must apply for pet permission before bringing a cat or a dog home. There is also a restriction of one dog per household and a maximum of two pets.

A dog is for life, not just for Christmas.®



On the run up to Christmas, we would ask that you ensure you have considered:

- Bringing a pet home is life changing and a big responsibility, can you commit to caring for a pet long term?
- Can you meet all the pet's welfare needs?
- Can you afford to buy pet food, accessories, pet insurance, healthcare including vaccinations, parasite control, check-ups and vet bills?
- Do you have someone who can care for your pet when you're not home or can you afford to pay someone if not?



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...

Healthy Families: Growing Up



Join our parent group

Healthy, thriving children and families



HENRY's free **Healthy Families: Growing Up** programme is for parents and carers of primary-school age children - it will help you develop a healthier, happier lifestyle that the whole family can enjoy.

The programme covers these 5 themes across 8 sessions and provides everything you need to help your children flourish.

- Feeling more confident as a parent
- Physical activity for the whole family
- What children and the whole family eats
- Family lifestyle habits
- Enjoying life as a family

Get in touch to sign up now!

"This was the best thing I could possibly have done to help me be a better mum"



Programme details

Maryhill Community Centre.
Monday 18 November, 12.30pm - 2.30pm (8 weeks)
Heart of Scotstoun.
Monday 27 January, 12.30pm - 2.30pm (8 weeks)
Drumchapel Community Centre.
Monday 20 January, 9:30am - 11:30am (8 weeks)

Contact Us

Scan the QR code to complete a referral form or call Louise on 07387 414 287, email info@earlyyearsscotland.org



Autumn Colouring

JUST
FOR
FUN



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