



# Newsletter

## Rent Consultation 2020/21

In this newsletter, we are writing to all our tenants to **seek your views** on proposals for the 2020/21 rent charges. As a housing co-operative, owned and controlled by our tenants, we depend on rental income to provide housing and deliver the services necessary to maintain and improve your home and the local environment.

The rental income that we receive is re-invested into our community to help achieve our purpose of *“working in partnership with the local community to provide good quality homes and create a better Drumchapel”*.

We are currently seeking your views on how much your rent should increase by and we have selected 2 options for you to consider as follows:

### 1.5% (CPI) and 2.1% (RPI)

We have provided you with more information in this newsletter on why we need to consider a rent increase.

**Fill out and return the survey inserted with this newsletter to win one of three prizes!**

## Festive Closure

Due to the festive break, the office will close from 12.30pm on Tuesday 24th December 2019 and re-open on Monday 6th January 2020 at 9am.

Should any emergencies or urgent repairs be required, there is a Useful Numbers list at the back of this newsletter.

*Merry Christmas and a Happy New Year  
from all the Staff and Board at Drumchapel  
Housing Co-operative Ltd*

## Tenants Drop-in

A drop-in will take place on Wednesday 15 Jan 2020 for all tenants to come in and discuss the proposed rent increase with the Housing team. This will take place between 17.00 and 19.00 to give everyone the opportunity to voice their opinion.

# Rent Expenditure

We fully recognise that many of our tenants are coping with changes to their income with Welfare Reforms and for those tenants in employment who are also struggling to make ends meet as wages are not increasing. We would remind all tenants that we continue to provide a Welfare Rights Service based here at the office if you need any assistance in maximising your income; we can also refer you to GHeat for advice on saving on gas and electric. We also hope to offer Debt Advice from CAB in January through to March 2020.

If you wish to discuss how your rent is set or have any comments on the proposed rent increase, please feel free to contact us at the office.

Please note that we have not made a final decision on the rent increase, this will happen at our 28th January 2020 Board Meeting, therefore, if you have any comments or views please let us know by

12 noon on Monday 17th January 2020. We welcome your opinion and are offering a prize draw of two supermarket vouchers and a Munchie Box from Sims Garden (donated by the owner) for those tenants that take part. You can let us know what you think by:

- Completing our survey form or take part in the telephone survey
- Email your comments to [enquiries@drumchapelhc.org.uk](mailto:enquiries@drumchapelhc.org.uk)
- Comment on our Facebook page
- Reply to our Text survey
- Come and see us at our office on 15 January 2020 between 5-7pm
- Speak to your Housing Officer

## Debt Advice/Welfare Rights

We understand that managing finances can be a bit of a challenge at this time of year; cold weather means energy bills increase and food bills also rise for many people. We want to help Tenants and remind you that we have various services available or can help signpost you towards services that can help alleviate some pressure during difficult times.

### Our services include:

#### G-HEAT

G-Heat advisors are part of the Wise Group and are able to provide advice on issues such as: Reducing fuel bills; searching and obtaining the best tariffs; making the most efficient use of heating systems; acting on your behalf in dealing with energy companies in respect to billing issues

If you feel that this may help, please contact us and we can make a referral to G-Heat, or you can contact directly on 0800 092 9002; email: [g-heat@thewisegroup.co.uk](mailto:g-heat@thewisegroup.co.uk) or visit the website at [www.g-heat.org.uk](http://www.g-heat.org.uk)

#### Scottish Welfare Fund

The Scottish Welfare Fund is a Scottish Government scheme managed by Glasgow City Council that gives grants that do not have to be repaid. Grants available can include a Crisis Grant in event of emergency such as fire or flood, or if you find yourself unable to pay for essential bills such as gas and electricity. The Scottish Welfare Fund also offers Community Care Grants for people who are facing exceptional financial pressures and need to purchase essential household items such as refrigerators, cookers, washing machines and other white goods. Drumchapel Housing Co-operative staff can assist you with this or you can apply for a grant at:

[www.gov.scot/Topics/People/fairerscotland/scottishwelfarefund](http://www.gov.scot/Topics/People/fairerscotland/scottishwelfarefund)

#### Welfare Benefits Advice

We have a Welfare Benefits Advisor that attends our office every Thursday to help tenants with carrying out benefit checks; help with appeals for benefit refusals/sanctions and for general advice on debts and money management. If you feel there are benefits you are not claiming but may be entitled to please contact us either at our office or on **0141 944 4902** to arrange an appointment. We are currently seeking the service of a Debt Adviser and hope to have this in place early in the New Year.

# Our Rent Proposals for 2020/21

In order to allow you to make an informed decision on these proposals the table below outlines what each option could mean for you and the Co-operative.

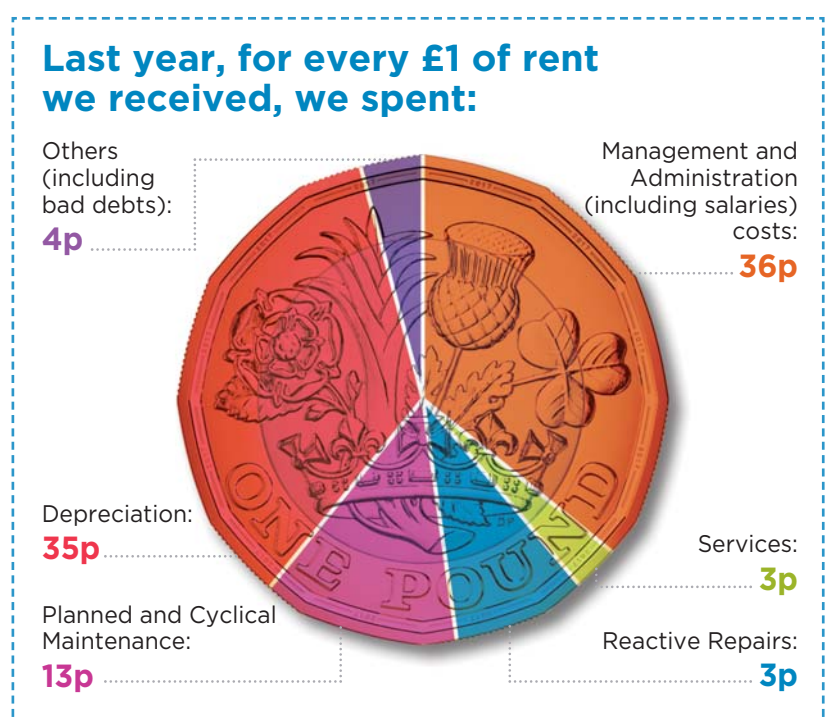
1.5% CPI	2.1% RPI
Current services stay the same and are retained.	Current services stay the same and are retained. However, additional income allows us to consider:
We plan to spend approximately <b>£840,618</b> on planned and cyclical works in 2020/21.	We plan to spend approximately <b>£840,618</b> on planned and cyclical works in 2020/21.
Spending approximately <b>£107,000</b> on day to day repairs in 2020/21.	Spending approximately <b>£107,000</b> on day to day repairs in 2020/21.
From the <b>£840,618</b> noted above, we plan to spend around <b>£381,500</b> just on improvements such as Kitchens; Bathrooms; Windows.	As well as spending <b>£381,500</b> , the additional increase will mean a further <b>£12,853</b> set aside to allow us to consider a reduced impact of future inflation on rents.
Please note that if tenants opt for the lower figure of 1.5% we will still be able to provide a full range of services that we currently offer but may not be in a position in future years to maintain CPI rent increases or build new homes.	As an example, this money could contribute to our plans to fund: <ul style="list-style-type: none"> <li>• 3 new central heating systems or</li> <li>• 3 new bathrooms or</li> <li>• 3 new kitchens</li> <li>• A mixture of the above or</li> <li>• Allow us to keep to our timescale for replacements or improvements</li> </ul>

The current rate of inflation is **1.5% CPI\*** and **2.1% RPI\*\*** at 13 November 2019 (\*CPI, Consumer Price Inflation \*\* RPI, Retail Price Index) and we are unable to predict or anticipate if inflation will continue to fall or rise over the coming years.

When we look at rent changes, **we do not look at any one year in isolation rather we look at what the co-operative needs to keep the business running and keeping your home maintained to the highest possible standard over the next thirty years.**

Our last tenants' satisfaction survey carried out in August/September 2019 indicated that 94% of our tenants were satisfied with the services we deliver; it also told us that the top priorities for our tenants were: neighbourhood management; providing more on-line services; modernising homes and keeping rents and charges affordable.

We are delighted that we have more tenants (84%) telling us that our rents are good value for money. Accordingly, we have reflected on these priorities in the proposed rent increase and 1.5% is the minimum increase required to make sure we can deliver current services.



# Rent Consultation 2020-21 (continued)

How the rent increase impacts on the rent for each property will vary dependent on the type and size of your home. For example, the increase varies from £4.46 to £6.25 per month for our lowest charge and £7.88 to £11.03 for the highest. We have included a table for you to consider.

What you pay now - Monthly Rent 2019/2020	How much more you will pay from 1st April 2020 - increase 1.5%	How much more you will pay from 1st April 2020 - Increase 2.1%
£297.61	£4.46	£6.25
£311.54	£4.67	£6.54
£313.65	£4.70	£6.59
£318.48	£4.78	£6.69
£325.46	£4.88	£6.83
£339.31	£5.09	£7.13
£341.27	£5.12	£7.17
£344.04	£5.16	£7.22
£353.36	£5.30	£7.42
£355.19	£5.33	£7.46
£357.97	£5.37	£7.52
£358.04	£5.37	£7.52
£367.25	£5.51	£7.71
£369.01	£5.54	£7.75
£369.09	£5.54	£7.75
£378.84	£5.68	£7.96
£388.15	£5.82	£8.15
£392.84	£5.89	£8.25
£399.79	£6.00	£8.40
£402.11	£6.03	£8.44
£406.76	£6.10	£8.54
£410.84	£6.16	£8.63
£413.73	£6.21	£8.69
£420.65	£6.31	£8.83
£427.61	£6.41	£8.98
£434.48	£6.52	£9.12
£434.50	£6.52	£9.12
£438.76	£6.58	£9.21
£441.58	£6.62	£9.27
£448.46	£6.73	£9.42
£455.52	£6.83	£9.57
£462.47	£6.94	£9.71
£483.36	£7.25	£10.15
£487.48	£7.31	£10.24
£490.23	£7.35	£10.29
£497.34	£7.46	£10.44
£525.10	£7.88	£11.03





# Saving money

## Why not start saving for next Christmas from 1st January 2020?

Try the penny a day challenge; on day 365 you will have nearly £680 saved – this one does get harder as the year progresses when you need to put over £3 a day away.

You can start this anytime but many people start on 1 January through to 31 December to keep track of what day in the year it is.

1 January **Day 1 - 1p**

2 January **Day 2 - 2p**

3 January **Day 3 - 3p** keep going each day...

...21 February **Day 52 - 52p**

20 July **Day 201 - £2.01**

1 November **Day 304 - £3.04** and so on.

**On 31 December you will have saved £667.95.**

- You could try throwing all your coins into a jar at the end of every day, or even better, one of the banks that you need to smash open when it's full of coins.
- Paying a little extra towards your rent every week or month will result in you having a small credit on your rent account, rounding up to the nearest pound all adds up and gives you the opportunity to have a bit more cash when you need it, maybe at Christmas or for a birthday.

Ultimately money-saving habits can help you develop a realistic savings plan. The best way to do this is:

- Record your expenses, every single thing you spend money on.
- Make a budget for each area of your life.
- Plan on saving money, using some of the tips above may make this a bit easier.
- Choose something to save for, Christmas, holidays, big birthdays, a treat for the family.
- Decide on your priorities, rent is always first but some other things can be changed, like smoking.
- Make saving automatic, set up standing orders to save or get into the habit of using coin banks.
- Sit back and watch your savings grow and plan for what you want to spend the hard earned savings on.



## Keep cosy for less this winter – top tips

With winter just around the corner, here are a few top tips from Home Energy Scotland to help keep you cosy for less.

1. Set your heating controls to manage the temperature of your home. Remember to use the weekday and weekend settings.
2. By regularly bleeding your radiators, you will avoid cold spots and get the most out of your heating system.
3. Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder, and can also encourage condensation and mould growth.



## Newsletter now provided quarterly

Our Newsletters will now be delivered 4 times per year in Spring, Summer, Autumn and Winter. If you would like to contribute articles or help us design the newsletters, please get in touch with your Housing Officer.

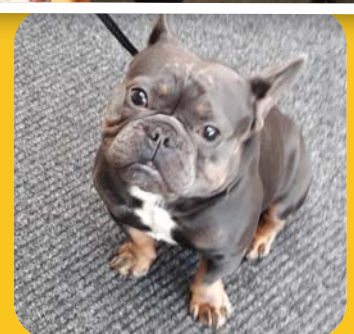
# Hallowe'en

Thursday 31st October at Co-operative office.



# Dogs Trust

Tuesday 12th November at Co-operative office.





# Childrens' Christmas Party

Tuesday 10th December (3-5pm) at Co-operative office.



# Pensioners' Christmas Lunch

Wednesday 11 December (1-3pm) at Oliver's function suite.





# Planned Maintenance

## Update 2019/20

### Window replacement 3 - 7 Merryton Avenue

The installation of new energy efficient Upvc tilt and turn windows, carried out by CMS Windows Systems is almost complete.

The Co-operative's Maintenance Officer and Clerk of Works for this project, Colin Henderson said *"I'm really impressed with how smoothly the project has progressed and initial feedback from tenants has been really positive."*



#### Window feedback:

*"the new windows have really reduced the noise from the planes"*

*"I've noticed a big difference with heat retention."*

*"the contractors were very helpful"*



### Bathroom replacement 3 - 7 Merryton Avenue

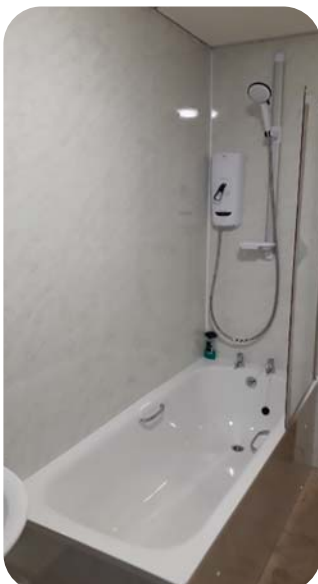
New bathrooms are on track and should be finished before the Xmas break. The works have been carried out by L & D Plumbing and Tiling Ltd. and comprise modern bathroom suits with energy efficient showers and extract fans. We have also used a new type of wall board in a choice of colours for tenants.

#### Bathroom feedback:

*"very pleased with the work carried out"*

*"having a shower makes such a difference"*

*"the guys were brilliant"*





## Kitchen replacements

We are also carrying out kitchen replacement to 12 houses. These will also be carried out by L & D Plumbing and Tiling Ltd. and are due to commence in the new year.

## Upgrading fire detection systems

To improve fire safety and meet new legislation passed by the Scottish Government, we will be upgrading smoke alarms and carbon monoxide detectors to all homes that do not meet the revised standard.

### The detection system will include:

- one smoke alarm in the room most frequently used (normally the living room)
- one smoke alarm in every circulation space on each storey, such as hallways and landings
- one heat alarm in every kitchen
- all smoke and heat alarms will be ceiling mounted and interlinked to ensure that they all sound if smoke is detected
- carbon monoxide detectors will be fitted in all rooms where there is a fixed combustion appliance (excluding an appliance used solely for cooking) or a flue

We will be using a combination of hard wired and battery-operated alarms to take account of existing electrical systems and help prevent damage to decoration. The programme will commence in January 2020 and will be completed by December 2020. The work will be carried out by Magnus Electrical Services Ltd.



## Would adaptations help you to live within your home?

Each year we receive funding from Glasgow City Council to adapt properties to meet tenants changing needs. This could include:

- Installing level deck showers or wet floor areas
- Installing ramps
- Fitting hand rails (internally or externally)

Please contact us if you need additional assistance - we can even progress a referral to an occupational therapist.

## Applying for Medical Adaptations

All medical adaptations must be referred from a medical practitioner such as an Occupational Therapist, Hospital Care Team or Doctor.

The one exemption to this is where external or internal handrails are required, this may be made on a self-referral form which is available from the Co-operative.

Social Work can also help with items to aid you which are included in the list. We have a set budget each yet to assist you with Adaptations and would urge anyone who requires advice on how to apply for an adaptation or aid to contact the office for advice on **0141 944 4902**.

### Types of Medical Adaptations available:

Medical Referral:	Self-Referral:
Level access showers	Handrails/Grabrails
Wet floor showers	
Over the bath showers	Social Work Referral:
Lever action taps	Bath and shower aids
Ramps ( <i>where possible</i> )	Raised toilet seats
Extending doorways ( <i>where possible</i> )	Removable ramps
Deaf aids	Stairlifts

# Christmas Fire Safety Advice

House fires and casualties increase during winter, with a **high risk** over the festive period.

## FAIRY LIGHTS AND DECORATIONS

- Unplug fairy lights or other electrical Christmas decorations when you leave the house or go to bed.
- Check fairy lights are in good working order and replace any bulbs that have blown.
- Bulbs can get very hot, don't let them touch materials that can scorch or burn easily, such as paper or fabrics.
- Make sure the fuse in the plug is the correct rating.
- If you need to plug more than one appliance into an electrical socket use a multi-socket adaptor which is fitted with a fuse and has surge protection.

- Unplug chargers – phone chargers and E-cigs overnight

## CANDLES

- Extinguish all candles before you go to bed. In particular, never leave a burning candle in a bedroom.
  - Keep candles, matches and cigarette lighters out of reach of children and never place lit candles where they can be knocked over by children or household pets.

- Always put candles on a heat resistant surface/ holders. Be especially careful with night lights and tea lights, which can get hot enough to melt plastic or ignite combustible Christmas decorations.
- Position candles away from objects that may catch fire, like Christmas trees, greeting cards, ribbons and other decorations.
- Never move lit candles.
- Always use a candle snuffer or a spoon to extinguish candles or tea lights.

## WHEN CELEBRATING

- Consuming even a moderate amount of alcohol can greatly increase the risk of fire and fire injury.
- Ensure that exit door keys are kept readily available and/or exit doors can be opened from the inside in the event of fire or emergency.
- Take care of older people, children and those who may find it difficult to react quickly and safely if there is a fire.
- Make sure your family and/or visitors know what action to take in the event of fire or actuation of smoke/heat alarms.
- Smoking is the main cause of death from fire in the home. If people are smoking in your home provide a sufficient number of ashtrays.
- Pour water on cigar and cigarette ends before putting in a bin.
- Leaving cooking unattended or being distracted while cooking is the most frequent cause of fire in the home. Never cook hot food while under the influence of alcohol or drugs.

A short visit from the Fire and Rescue Service will help make sure your home is as safe as it can be. They can even install smoke alarms, free, if you need them. It only takes about 20 minutes, and their advice and help could save your life.



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

To request a free Home Fire Safety Visit, Call 0800 0731 999  
Text 'FIRE' to 80800 or visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

## Freedom of Information Scotland (FOISA) – update

The Freedom of Information (Scotland) Act 2002 gives everyone a right of access to information held by Scottish public authorities.

Drumchapel Housing Co-operative Ltd has been designated as a Scottish Public Authority under this Act. In Scotland, the order is cited as the Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order. The aim of the Act is to increase openness and transparency by allowing people to access information about how decisions are taken and how public services are delivered. In November 2019 we published information on our website and updated our Fair Processing Notice.



# Christmas Bulk

It is important that all bulk is stored in the back courts over the Christmas and New Year period. Please ensure that any bulk items are put neatly at the side of the bin shed. It **should not** be put at access lanes for collection. Glasgow City Council should collect bulk over this period but note that there will be a reduced service. However, if there is an issue with bulk rubbish, fly-tipping or rubbish collection then please call Glasgow City Council on **0141 287 9700**.

Please ensure all rubbish is **properly bagged**. Cardboard boxes should be folded, bagged and put in bin shed as they will not be lifted with bulk if they are soggy/falling apart.

**Remember excess rubbish can be taken to:**

## Dawsholm Recycling Centre

75 Dalsholm Road, Glasgow G20 0TB

**Opening times over festive period for residents (cars):**

**8am – 8pm** on 26th, 27th, 28th & 29th December 2019 (close 6pm on Christmas Eve) and 2nd, 3rd, 4th & 5th January 2020 (close 6pm on New Years Eve).

**Shieldhall Recycling Centre**, Renfrew Rd, Glasgow G51 4SL

**Opening times over festive period for residents (cars):**

**8am – 8pm** on 26th, 27th, 28th and 29th December 2019 (close 6pm on Christmas Eve)  
2nd, 3rd, 4th and 5th January 2020 (close 6pm on New Years Eve)

## Bin Collection

Please note that there are no collections on Christmas Day and Boxing Day, New Year's Day and 2nd January. Things should return to normal around 15th January.

Dates for 2019/20 bin collections in Glasgow will be added as soon as they are released. The website on which these will appear is below:

<https://www.familiesonline.co.uk/local/glasgow/in-the-know/bin-collections-in-glasgow-for-christmas-and-new-year>



## Wheelie Bin Cleaning

Tenants are asked to note the following dates for bin cleaning in 2020. These are highlighted on the calendar on the back page of this newsletter and are dependent on the council cleansing team emptying the bins.

**18th February**

**19th May**

**18th August**

**17th November**

# Tenant Satisfaction feedback

We appointed Knowledge Partnership to conduct our Tenant Satisfaction Survey this year, this was carried out during August and September 2019. A total of 205 face-to-face interviews were carried out which represents 47% of our tenants.

We are delighted to report that **94.1%** of our tenants are satisfied with the overall service provided by us! We received some great feedback from our tenants on what we do well - thank you!

We are also exceeding the Scottish Registered Social Landlords Average on the other results from the survey.

We will like to thank all tenants for their time in completing the survey which will help us improve our services.

*"Have friendly and helpful staff."*

*"I like their community events."*

*"Look after their tenants and the neighbourhood"*

*"Keeps everybody up to date with what's going on"*

*"Repairs are fast and they look after closes and back courts."*



### Keeping Tenants Informed

**98%**

of tenants are satisfied about being kept informed about our services and decisions.



### Quality of Your Home

**91.2%**

of tenants are satisfied with the quality of their home.



### Neighbourhood Management

**96.6%**

of tenants are satisfied with the management of the neighbourhood.



### Participation Opportunities

**98%**

of tenants are satisfied with the opportunities given to participate in our decision-making process..



### Value for Money

**84.4%**

of tenants think that their rent charge represents good value for money.



**Drumchapel  
Housing**  
Co-operative Limited

# 2020 calendar

"Committed to providing a quality service"

January 2020						
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 2020						
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	

March 2020						
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 2020						
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 2020						
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 2020						
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 2020						
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 2020						
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 2020						
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 2020						
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 2020						
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 2020						
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

Police (Emergency)	999	Water Mains Leaks or Bursts	0845 600 8855
Police Scotland	101	Roads and Lighting Faults	0800 37 36 35
Noise Team	0141 287 1060	Pest Control	0800 595 595
Dog Fouling	0300 343 7027	Housing Benefit	0141 287 5050
Graffiti Removal	0300 343 7027	CCTV Operators	0141 287 9999
Glasgow City Council, Community Safety Department	0141 276 7400	Emergency Repairs (including Gas Central Heating)	0800 595 595
Abandoned Cars	0141 276 0859		
Bulk Uplift	0141 287 9700		

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

## Key

- Public Holidays - Office Closed
- Staff Training - Office Closed (pm)
- Welfare Benefits Advisor present
- Wheelie Bin Cleaning