



# Newsletter

## Rent Review 2021/22

As a Fully Mutual 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 homes 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”*.

This year has been unprecedented due to the impact of the Coronavirus pandemic and challenges that this has brought for tenants and the Co-operative alike. We are aware that, for some, circumstances have changed, and fully recognise that many households may be struggling to make ends meet. Please remember that the Welfare Rights Service is still available and can offer valuable assistance and advice to help maximise your income. We can also refer you to G-Heat who can provide energy saving advice and assist you to move to the most cost-effective tariffs for gas and electric.

When we started looking at the budget for next year, we had to look at the rental income to ensure we can continue to fund the improvement and maintenance programmes for your homes in both the short and long term.

On considering the financial needs of the organisation Co-operative’s Management Board decided at the Board meeting on 1 December 2020 that the Co-operative will not be applying a rent increase this coming financial year. **Therefore, tenants will not be subject to a rent increase on 1 April 2021.**

Additionally, there is no requirement for tenants to update their Universal Credit journal or notify Housing Benefit. There will be no increase to Direct Debits for those tenants maintaining their rent charge only.

We will not be carrying out our usual rent consultation, but we welcome your comments or views on this decision by contacting us in the usual ways:

- Email your comments to [enquiries@drumchapelhc.org.uk](mailto:enquiries@drumchapelhc.org.uk)
- Comment on our Facebook page
- Contact us on 0141 944 4902

We hope that this news is welcomed by tenants and can assure you that we will continue to work towards meeting the top priorities for our tenants of modernising homes, keeping rents and charges affordable, neighbourhood management and providing more on-line services.



# Office closure – festive break

Due to the festive break, staff will not be available from 12.30pm on 24th December. We will be available from Wednesday 6th January 2021 at 9.00am.

Any emergencies and repairs should be reported to City Building on **0800 595 595** (all other Useful Numbers are upon the back of this newsletter).



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

## Annual Assurance Statement 2020

This is our second Annual Assurance Statement to the Scottish Housing Regulator. As you will see, the Board considered and approved the statement on 24 November and reported that the Co-operative meet all its requirements as a Registered Social Landlord.

We would welcome any tenant member that is interested in finding out more about how we meet our obligations to contact the office for more information on how you can get involved.

### Annual Assurance Statement November 2020



This is the **Annual Assurance Statement** of **Drumchapel Housing Co-operative Ltd** as agreed by the Management Board on **24 November 2020**; 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 sufficient appropriate and reliable evidence to confirm our level of assurance, and that our level of assurance is proportionate for our business and our context. We advise that, to the best of our knowledge and understanding, Drumchapel Housing Co-operative Limited complies with:

- all relevant regulatory requirements set out in chapter 3 of the Regulatory Framework;
- all relevant standards and outcomes in the Scottish Social Housing Charter;
- all relevant legislative duties, including temporary changes to legislation; and the Regulatory Standards of Governance and Financial Management.

and acknowledge the requirement to notify the Scottish Housing Regulator of any changes to the Annual Assurance Statement throughout the year.

This year, we have taken account of the considerable impact the Covid-19 pandemic has had on the business; economic and social disruption and we believe that we have complied fully with guidance from the **UK and Scottish Government** in respect of managing through the pandemic which have informed our assurances as a Board.

In undertaking our self-assessment, we identified areas that need more work either as a direct result of the pandemic or some that we feel need to improve; we do not consider any of the actions as materially non-compliant and have a plan in place to address the areas highlighted within a timeframe of up to 12 months.

This 2020 Annual Assurance Statement is publicly available on request; on our website; social media; Winter Newsletter and available from our office when we reopen.

Signed:

Chairperson. Date: 24.11.2020

This Statement is available in another language or format.

Please contact us on: ☎ 0141 944 4902 Email: [enquires@drumchapelhc.org.uk](mailto:enquires@drumchapelhc.org.uk) 

# Covid19 Update

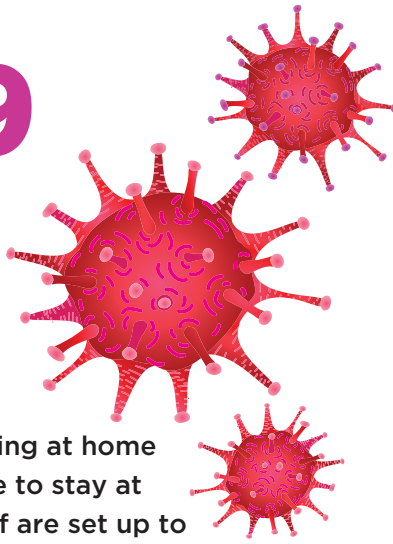
## DHC Office remains closed to Public

As you will know, our staff are working at home following the Governments directive to stay at home if able to do so. All of our staff are set up to provide a full service to tenants and are available 9-5 Monday to Thursday and 9-4 on a Friday.

The announcements from the UK and Scottish Governments is clearly expecting people to stay at home if they can, with this in mind, our Board decided at their meeting on 20 October 2020 that in order to continue to follow the guidelines set, our offices will remain closed and staff will continue to work from home until at least the end of January 2021.

Please keep checking our website for updates.

At the time of writing, Glasgow will move back into Level 3 restrictions from 12 December which means that we can restart the full Repairs service and our planned maintenance that was put on hold can resume.



## Significant performance failures

When a landlord repeatedly fails to achieve outcomes, report its performance annually to tenants, meet Scottish Housing Regulator (SHR) standard, or take action/put tenants' interests at risk, then a significant performance failure can be reported to the SHR. There have been no significant performance failures (SPF) recorded by Drumchapel Housing Co-operative Ltd during 2020.

Any tenant who wishes to report a SPF can do so via our website. This can be found at the 'MAKE A COMPLAINT' blue action box on the home page where the form appears beneath 'Significant Performance Failures' sub-heading.

## Scottish child payment applications

Social Security Scotland is introducing a new benefit for low-income families, the Scottish Child Payment. This is a payment of £10 a week, paid every four weeks. It's paid to the parent or guardian of a child under six.

Payments will start from Monday 15 February 2021. But applications opened on Monday 9th November 2020 because Social Security Scotland expects a high number of applications. They'll process these applications when the benefit formally begins in February 2021.



## Photographs

This year we haven't been able to get many photographs of tenants or work we have carried out in homes.

We hope to be able to do this when Covid19 restrictions are lifted, however, if you have any pictures of your family enjoying their new home or upgraded works or even just a photograph of what living in a Co-operative home means to you and would like us to use them on our website and newsletters, please send your pictures to us at [enquiries@drumchapelhc.org.uk](mailto:enquiries@drumchapelhc.org.uk).

# Do you have an interest in your local community and have free time to volunteer for the Co-operative?

Drumchapel Housing Co-operative Limited is run by a Voluntary Management Board made up of Tenant Members; It is really important to us that Members get involved and have their say on the way that we do things and to ensure that we meet the aims of our community.

Drumchapel Housing Co-operative are looking to increase our Board membership and if you have any interest, please contact us on the usual number of 0141 944 4902 or email [enquiries@drumchapelhc.org.uk](mailto:enquiries@drumchapelhc.org.uk) for more information.

In exchange for your time, we provide training and support to Board members in a variety of ways and your commitment is around 2-3 hours a month to read papers and attend a meeting and discuss and agree on important issues for you and your fellow members.

By getting involved as a Board Member, you can help us:

- make sure our services are delivered well
- ensure that our rents represent value for money and rents are set well
- employ staff
- make financial decisions and agree budgets
- check we are performing well and delivering our outcomes

This is **YOUR** Co-operative, **YOUR** Community and is run by **YOU** the members.

It is important that we have tenants to make decisions on how we manage **YOUR** Co-operative and we know that Board members have high levels of satisfaction knowing that they have made a difference in how we run **YOUR** Co-operative.

Being part of the Board has many benefits both personally and professionally. We know that members are able to widen their social network, increase their skills and knowledge in various areas and this has helped when seeking employment or just wanting to be part of something that makes a difference.

All members are issued with an iPad and WIFI data to take part in our meetings. We have moved from meetings being held in the office to now being over Zoom during the pandemic – so you don't even need to leave home to take part. We are also able to train you on using Zoom.

It is so important for the Co-operative to have an active Board to ensure control of **YOUR** Co-operative and your community as it can't operate without the Board members.

*I'm not sure I have the skills, what do I need to know?*

Being a Tenant Member and having an interest in your home and community is the most important aspects of joining the Board

*When do you hold your meetings?*

We hold 10 meetings a year which are held on a Tuesday night at 6pm. Most meetings take up to 2 hours and are held over Zoom at the moment. We provide you with an iPad and Data to ensure that you can take part.

*Will I get training or support?*

Yes, we offer lots of support and ongoing training, which is also available online, some of the training is also certified by SQA.

*How do I get more information?*

Call us on **0141 944 4902** or email us. The Director will give you a call and send you more information if you feel you want to take this further.

# Options Appraisal

Tenants will know that from 2016-2019, the Co-operative had a Co-operation Agreement with Cernach Housing Association for sharing the Director and Technical Manager service. We told you last year that this agreement had come to an end and that we would be looking at our options for the Co-operative going forward. We have had the Director post covered in the interim by Pauline Burke.

The work to look at our options has taken us a bit longer than first anticipated with the impacts of the pandemic affecting everyone, but we can now report that we have moved on in this respect and commissioned a consultant to look at the potential options for the Co-operative going forward.

The consultant has been asked to look at the organisation as a whole and include a review of Co-operative's purpose, and its aims for the community and report back to the Board early in the New Year.

We are clear that above all else, the wishes and aspirations of tenants must be heard, and a survey of tenants has already been carried out by the Consultant alongside a Zoom event. Once the Board has the initial findings from the Consultant, we will be contacting tenants again with the next stages in the process. In the meantime, if you have any questions or queries about this issue, please get in touch with us.

## Changes to Bulk Uplift

All tenants including those in tenement blocks who have bulk items for uplift should report these directly to Glasgow City Council or remove items to Dawsholm from 1st December 2020. The quickest way to report bulk items for collection from 1st December 2020 is via the MyGlasgow App.

When you have reported the items to be removed, those tenants in a main door property should leave bulk items in their front garden. Tenants of tenements should leave any items neatly outside the bin store and not in any access lane as this is considered fly tipping which could incur a fixed penalty notice

and a fire safety risk. The Co-operative is no longer able to remove bulk from access lanes.

Please help us keep the estate looking good by reporting all bulk to the Council or by taking your bulk to Dawsholm Recycling Centre. Thank you for your co-operation in this matter, please contact us if you have any questions.



## Asda Clydebank

From 3rd December the Café at ASDA Clydebank will open as Takeaway Only and Kids Eat free all day every day throughout December! See ASDA website for details.

## Bin collection & wheelie bin cleaning

During the festive period, main door properties will remain on a Tuesday. Glasgow City Council provide that provisionally, tenement properties will have their bins emptied on 24 December and again on 31 December. All bins should be presented at the kerbside for collection.



## Tenant Report Card

We have issued our Tenant Report Card for 2019/20 along with this newsletter. The Tenant Report Card is an important document for the Co-operative as it provides members with information on how we perform and how we meet the Scottish Social Housing Charter as your Landlord. We hope that you enjoy reading this report and would welcome any feedback on the layout and content.

# Christmas Fire Safety Advice

## 1. Candles

Be careful when lighting candles this time of year around decorations which creates an extra fire hazard in the home.

## 2. Pet Safety

Everyone knows that during the holidays, we tend to have more chocolate around the house; please make sure that you keep chocolate out the way of your pets as anything containing xylitol can be poisonous to your pet and wrappers can cause your pet to become ill if eaten.

## 3. Fireplace

Keep your tree away from heat sources and fireplaces. A real tree can get really dry and easily go up in flames very quickly.

## 4. Christmas Trees

When putting up your tree ensure that it is on a stable base to avoid it falling over and causing injury. For artificial trees, make sure that it is flame resistant to eliminate the hazard of a potential fire. Real and Living trees can get very dry and can be a risk if faulty lights ignite the pines; keep your tree watered to avoid potential risk.

## 5. Fairy Lights

Check your Christmas lights are working and in good condition.

The newer the light, the higher the safety standard will be. Like candles make sure that lights are switched off when you leave the house or go to bed.

When putting up your fairy lights make sure you check them for any potential hazards. Check the wires for fraying, any bare spots in the wire and kinks in the line.

## 6. Ladder Safety

Be safe when putting up decorations in high up places by using a stepladder or ladder and inspect it beforehand.

## 7. Drink Driving

In the December period, it is no myth that people like to have a few more drinks than usual when visiting family and friends. It's simple...don't drink and drive. If you are out and about visiting people and have a few drinks, leave the car there until the morning. Another option is to designate a sober driver.

## 8. Christmas Dinner

When preparing your Christmas dinner make sure you think about food hygiene. Thoroughly wash your surfaces and utensils after cooking with raw meat.

## 9. Leftovers

If you decide to reheat your leftovers the next day make sure you reheat them properly. 74 degrees Celsius is the minimum temperature your reheated food should be.

## More Christmas Safety Tips

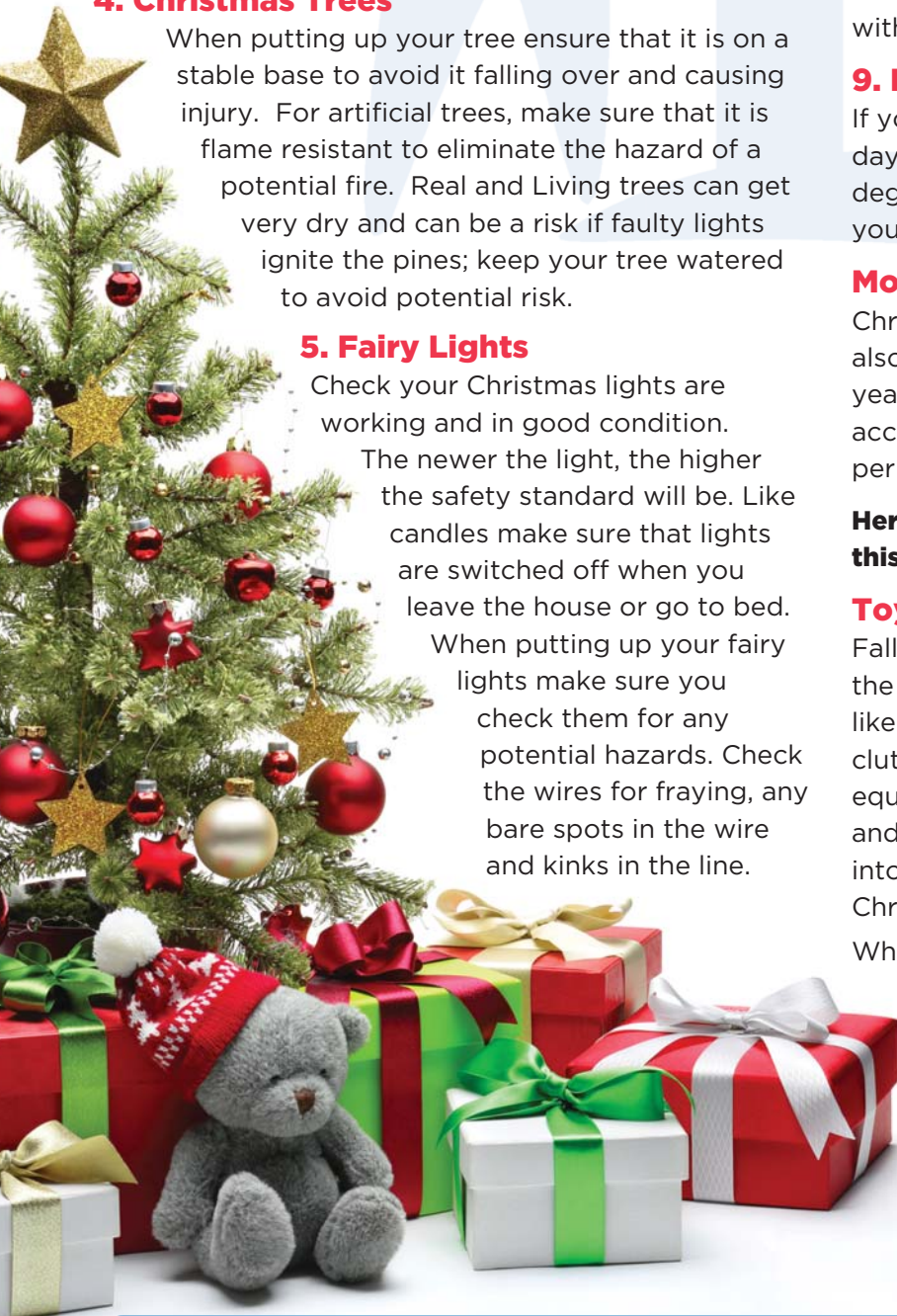
Christmas is a busy time of year for us all, but it also is for A&E. Thousands of people every year are involved in Christmas related accidents around the home over the festive period.

**Here is some more advice on how to stay safe this Christmas.**

## Toys and Present Safety

Falls are the most common kind of accident in the home, now imagine how much the likelihood of a fall is increased when there is clutter, boxes and presents added into the equation. Keep walkways and stairwells clear and well lit, this needs to especially be taken into care if you are likely to have a guests over Christmas.

When buying toys, make sure you check the packaging thoroughly to ensure that the toy is age appropriate. Keep an eye out for any small parts that could cause a child to choke. In order to assure that it meets the legal standard, make sure this is shown on the packaging. When opening presents, be careful when using scissors and avoid using a knife.



# Christmas Tree and Decorations Safety

Decorations and novelty items are not toys, they don't have to follow toy safety regulations or show any age certification. Keep them away from young children as they may have dangerous parts on them. Why not place them on high shelves and units or high up on the Christmas tree.

Please do not overload or double up on extension cables with electrical equipment or leave items plugged in overnight as they could easily overheat and cause a house fire.

Be wary of where you place your decorations, keep them away from sources of electricity, light fittings and fires. If any of your decoration involves candles, make sure you put them out before going to bed or

leaving the house and never put candles on your Christmas tree.

The Co-operative carry out 5 year electrical safety checks to your property which includes checking fuse boards, wiring, light fittings, switches and sockets to make sure our tenants are kept safe and live in safe environment so please take care when using electrical items over the festive season.



## Christmas Dinner

The additional hustle and bustle that comes with Christmas in your household can make the kitchen a much more dangerous place. It is important to be safety conscious throughout the day to prevent any accidents. Try not to rush around and keep people in the kitchen to a bare minimum to avoid spill, slips, trip, burns or cuts from food or cooking equipment.

## Adaptation Requests

The Co-operative would like to bring to our tenants' attention that we still have a budget for 2020-2021 for carrying out Adaptations for those tenants who are having difficulty with day to day activity such as bathing, using stairs, answering door etc. There may be an alteration that can be made to your home to make life easier. Please get in touch to talk to us about anything you might need to help you. The types of work we can carry out as part of a medical adaptation for our tenants who qualify are as follows.

- Level access showers
- Over bath showers
- Lever action taps
- Ramps
- Handrails/Grabrails
- Deaf aids
- Widening doors for wheelchair use where possible.

Please note you can contact the Co-operative directly on 0141 944 4902 and ask for a self-

assessment form to be sent out to you to complete and return for the installation of External/Internal Handrails or Grabrails and will not require an assessment carried out. All other medical adaptations listed above must be referred from a medical practitioner such as an Occupational Therapist though the Social Work Department.

Once the Occupational Therapist has made an assessment at your home, they will contact the Co-operative informing us of the type of work required and confirm the priority rating of this work. The Co-operative will then take over the process and seek a quote to carry out the works, and if approved we will notify you of a start date, subject to funding available at the time.

If you feel you need any of the above adaptations and would benefit from having them installed, please contact Social Care Direct on 0141 287 055, and they will arrange for a visit to determine your requirements and priorities your rating.

## Christmas Raffle

As we have been unable to host our annual Pensioners Christmas Lunch and Children's Christmas Party this year, we have decided that each tenant member will be entered into a prize draw. We will randomly draw ten winners **who will each receive a voucher!** As well as this, we will invite tenant members to contact the office to collect a small chocolate gift for their children on 22nd December.





"Committed to providing a quality service"

January 2021						
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 2021						
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 2021						
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 2021						
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 2021						
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 2021						
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		26	27
	29	30				

July 2021						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
	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 2021						
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 2021						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
	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 2021						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
		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 2021						
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 2021						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
	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