



# Newsletter

# Rent Increase

**The Management Board have approved a rent increase of 2.4%, this will be effective from 1st April 2019.**

You will have received a letter to confirm what your rent charge is increasing to.

If you currently pay by direct debit, your direct debit will be increased to reflect your new rent charge.

Tenants who receive Housing Benefit should not need to do anything as your benefit should be updated automatically, however if Housing Benefit contact you requesting further information it is essential that you provide this promptly.

Tenants who receive Universal Credit should take their rent increase letter to their local jobcentre to update as failure to do so may result in the wrong payment being received and arrears accruing.

Please note that we offer a welfare benefit service every Thursday, by appointment. If you require this service please contact the office to make an appointment.



## Easter Office Closure

Please note that our offices will be closed on Good Friday (19th April) and Easter Monday (22nd April). The office will re-open on Tuesday 23rd April. If you have an emergency repair, please contact City Building on **0800 595 595**.

# Condensation

## Is your property suffering from the problems below?

Is your home suffering from wet windows, dripping walls or black mould? Then it is very likely you have a condensation problem. Fortunately, these problems can often be very easy to solve.

Read on to find out how to stop condensation in 8 easy steps that will not cost you a thing!

### Top Ten Tips to Beat Condensation

#### TIP 1:

Keep your home well ventilated by opening windows every day. You should also make sure that the trickle vents in your windows are open as these allow additional airflow that will combat condensation. If you have condensation on windows it is likely that it will be elsewhere in your property too.

#### TIP 2:

When you are cooking, always turn the extractor fans on in the kitchen on a high power. This will extract any excess moisture from boiling pots and pans. If possible, open up the kitchen windows whilst cooking for extra ventilation. It is an idea to leave the extractor fan on for longer than you are cooking as there will be excess moisture in the air which you cannot see.

#### TIP 3:

After taking a bath or shower there will be excess moisture in the air.



To stop condensation forming, the bathroom windows should be opened and extractor fans turned on at all times. Try to keep the bathroom door shut as much as possible so the moisture doesn't escape into other parts of your home.

#### TIP 4:

When you are drying your clothes you should dry them outside where possible. If you cannot do this, then put them in an enclosed room and keep the window open. If you use a tumble dryer to dry your clothes it is extremely important that the ventilation pipe runs to the outside of your property.

#### TIP 5:

You should leave a small gap between the walls of your home and your furniture as this allows the air to move away from the bottom of the walls and circulate around the room. If air lingers between the furniture and walls it will condense onto walls and could eventually form into black mould.

#### TIP 6:

Your property's airways such as airbricks and chimneys should be clear to allow airflow in and out of your home. Air ventilation is extremely important as you don't want moist air to be trapped in one part of your home as it will condense on your walls.

#### TIP 7:

During the winter and at other cold times of the year you should try to maintain a constant temperature in your home. This is because it is cold air that causes the warm air to release moisture. If the air is all the same temperature then this cannot happen.

#### TIP 8:

Always keep the lids on pots and pans whilst cooking so that the moisture does not escape from the pans.



If the lids are off, moisture will be rising from the pans even if you cannot see it. Just as you can only see your breath in the air on a cold day, you can only see the moisture rising from a pan when the temperature is lower.

## Housing Insurance

As a landlord we **do not** insure your furniture, belongings or décor against theft, fire, vandalism or burst pipes etc.

Leaflets are available in our office for low cost home contents insurance. Diamond Insurance Scheme is a specialist home contents insurance scheme provided by Scottish Federation of Housing Associations in conjunction with Thistle Insurance Services Limited. Diamond is an affordable and flexible scheme designed to protect tenants against a whole range of risks.

**Pick up a leaflet now!**



# Gas Maintenance

To make sure that gas appliances and installations are safe, our gas safety contractor, City Building, carries out Gas Servicing and Safety Checks on an annual basis. They also check that smoke and carbon monoxide alarms are operating properly.

Help us keep you safe by providing access when they contact you to arrange servicing.

If you experience any problems with your heating or hot water please contact City Building directly on tel: 0141 287 2200 or 0800 595 595.

## Be aware of the silent killer - carbon monoxide poisoning

You can't see it, taste it or even smell it but every year about 14 people die from carbon monoxide poisoning caused by gas appliances and flues which have not been properly installed or maintained.

## Being aware of the symptoms could save your life

Symptoms are similar to those of flu, food poisoning, viral infections and fatigue. That's why it's quite common for people to mistake this very dangerous poisoning for something else.

## Other signs that could point to CO poisoning:

- Your symptoms only occur when you are at home and seem to disappear when you leave home.

- Others in your household (including pets) are experiencing similar symptoms and they appear at a similar time.

## What to do if you suspect CO poisoning

- Get fresh air immediately. Open doors and windows, turn off gas appliances and leave the house.
- See your doctor immediately or go to hospital - let them know that you suspect CO poisoning. They can do a blood or breath test to check.
- If you think there is an immediate danger, call the Gas Emergency Helpline on 0800 111 999.

### 6 main symptoms to look out for:



## Keep us up to date

If you change your mobile number, landline number or email address, please contact us to let us know.

We often try to contact tenants by telephone, text or email as it is more time and cost efficient than sending a letter.

You can also register on our website <https://www.drumchapelhc.org.uk/register-for-tenant-login/> which gives access to raising repair requests and checking your rent balance. This can be found in the bottom left-hand corner of the home page.

## Easter Drawings

Between 8 and 18 April 2019, we are looking for school-age children to hand in their best drawings (crayon, coloured pencils, felt-tip, or computer designed) associated with Easter, i.e. Easter eggs, chickens, Spring flowers/lambs, etc). Every child who provides us with a drawing can claim a free chocolate Easter Egg at the reception desk from one of our staff up until close of business on Thursday 18th April.

**Get on it like an Easter Bonnet!!**



# #SpringClean19



Your charity for Scotland's environment

# **It's your street... keep it neat!!**

Ahead of The Big Spring Clean Glasgow campaign we are having our own litter pick day on **Wednesday 20th March 2019 at 10.30 a.m.**

Litter pick kits will be provided, we will be targeting specific areas highlighted as having an issue. If you are aware of a specific area that needs our attention, please contact our office to advise.

If you are interested in volunteering please contact Housing Officers, Caroline or Matthew at our office. There will be tea/coffee at sandwiches at the Co-op when we finish up around 12:30pm.

# Complaints

It is important that any complaint which expresses dissatisfaction by one or more members of the public about our actions or lack of action, or about the standard of service provided on behalf of the Co-operative, is treated seriously and managed accordingly.

A service delivery complaint can apply to any of the following types of complaint:

- A repair not carried out properly
  - Lack of provision, or the provision of misleading, unsuitable or incorrect advice or information
  - Failure to meet our responsibilities in regard to the Tenancy Agreement
  - Failure to follow procedures
  - If our staff, Board members, agency workers, contractors or consultants do not provide an efficient and courteous service
  - If you feel you have been treated unfairly, or have been discriminated against

An upheld complaint is one where the complainer is validated in their grievance and corrective action is taken to resolve their situation.

We must identify what the expected outcome is for each complaint using the facts provided. If further action is required, full details of what will be done by the Co-operative will be provided. If you remain dissatisfied after the investigation stage is complete, you have the right to approach the Scottish Public Services Ombudsman (SPSO).

Between 1 April 2018 and 1 January 2019, ten service complaints were received from our tenants. These complaints have all been upheld and addressed in the table below:

Stage 1 Complaints	Stage 2 Complaints
5 (all upheld)	5 (all upheld)

Complaints have mainly concerned a lack of communication and/or damage to property. Using this feedback, we have reviewed our communication methods and discussed areas of complaint with individual contractors helping to prevent repetition.