



Newsletter

Tenants' Big Day Out - Bus Trip to Glasgow Science Centre

£2 entry pp (Form on back page must be returned to office with payment)

Bus leaves Co-operative at 10.00am, and leaves Science Centre at 3.00pm.

The Co-operative is delighted to announce that we will be running a bus and providing entry to Glasgow Science Centre for our tenants!!

Numbers are limited and therefore it is encouraged that people interested in attending return their forms and £2 payment per person ASAP to guarantee a place.

If demand is high, then a second bus may be booked to accommodate interest. A packed lunch will also be provided to all attendees.

This event is open to all our tenants but we will not be able to accommodate relatives of tenants who live out with the Co-operative area. **Closing date for entries is Thursday 11th July 2019!**

**Tuesday
23rd July
2019**



Tenant Summer Fun Day

**Wednesday
7th August 2019
3pm - 6pm**

(The office will close at 12.30pm for preparations)

**FREE
ENTRY**

Food and Drink

Tombola

Information stalls

Face Painting

**Fun Activities
for kids**

**...and so
much more!**

For more information, contact us at:

4 Kinclaven Avenue • Drumchapel • Glasgow G15 7SP

Tel: 0141 944 4902 • Email: enquiries@drumchapelhc.org.uk

Web: www.drumchapelhc.org.uk

<https://www.facebook.com/pg/DrumchapelHousingCooperative/>



HAPPY TO TRANSLATE



Energy Efficiency

Would you like to try a new way to control your heating system?

To help improve energy efficiency for tenants, we are considering the benefits of Smart heating controllers. There are a number of alternative systems on the market and we are currently looking at the following:

1. Switchee Smart Thermostat

This is a smart, internet connected thermostat which learns your preferences and can automatically control your heating. Switchee's manufacturer claim that in doing so, it can help to lower your heating bills.

Each Switchee has five sensors – temperature, light, humidity, motion and air pressure. By combining sensor information with times that you adjust your heating, Switchee builds the best heating profile for your home.

After a few weeks, Switchee will learn when to turn your heating on and off so you don't have to.

Switchee has been designed to do this automatically in the background so you don't have to adjust controls, however, is equipped with a touch-screen control so you can easily turn your heating up and down when you want.

With your permission, Switchee can also provide Alerts to Drumchapel Housing Co-operative for things like damp, condensation, poor insulation or problems with your heating system.

Switchee doesn't use your wifi, in fact you don't even need to have wifi for Switchee to work.



2. Beanbag Thermostat

Beanbag is a smart heating and hot water control system, designed to maintain comfort levels while minimising energy consumption. Manufacturers claim that Beanbag adapts to the user's lifestyle, ensuring that their home is heated to suit occupancy and activity.



Main features include:

- app control of heating and hot water via smartphone
- thermostat allows the set point to be adjusted locally, without using the app
- a heating and hot water boost facility is included on the Receiver

Please note that Beanbag can only be used in conjunction with wifi.

If you would be interested in piloting one of these systems, please contact us to find out more.

Planned Maintenance 2019/20

We plan to spend over £342,000 during 2019/20, improving tenants' homes.

Plans include:

Improvement	Properties
Window replacement	3 – 7 Merryton Avenue
Bathroom replacement	3 – 7 Merryton Avenue
Kitchen replacement	29 – 39 Carolside Drive

The projects are currently at the design stage and we will be contacting individual tenants shortly to provide more information and discuss any individual requirements.



Made a claim for Universal Credit? Remember if you ask for an advance payment this includes your housing costs i.e. money for your rent and your personal allowance.

This advance has to be paid back, usually over 12 months, therefore your future Universal Credit will be lower while you pay back this advance.

It is important that when you make your Universal Credit Claim that you advise the DWP of your rent charge. This is called your housing cost. Contact us for details of your monthly rent charge.

Do you have any other questions regarding Universal Credit? Drop into our office or call to speak to your Housing Officer.



It's that time of year again when we will be running our Annual Garden Competition. To enter, please complete the form below and return it to the office before **Wednesday 10 July 2019 at 5pm.**

The judging will take place shortly after our deadline with the winner announced at the Annual General Meeting on Thursday 29 August 2019.

Garden Competition Entry Form 2019

Name:

Address:

Please ✓ which of the following category you are entering.

Best Garden

1st Prize: £50 voucher • Runner up: £25 voucher
Garden Merit 1: £10 voucher • Garden Merit 2: £10 voucher

Best Veranda Display 1st Prize: £25 voucher

Don't give Legionella a home

Legionella bacteria occur naturally in locations such as rivers, lakes and reservoirs but may also be found in:

- Domestic water systems
- Places where water droplets may be formed such as showers and taps
- Hose pipes

The risk of infection from exposure in domestic systems is very low but everyone should be aware of the risks and take the necessary steps to avoid being exposed to the bacteria in water droplets.

How to reduce the risk of legionella

- Disinfect and de-scale your shower head every three months using products like Milton or antibacterial disinfectants.



- If you have a shower or water outlet you don't use regularly, you should flush the system out once a week by running water through it for several minutes.
- If you don't use your shower for two weeks or more, you should remove the shower head and let it run for two minutes and disinfect the shower head before refitting it.
- If you have an external hose pipe, you should flush this through every week and if they are not used for over 2 weeks, you should remove the nozzle or adjust it so it doesn't produce a spray and let the hose run for two minutes. Disinfect the nozzle before refitting it.

Further information can be found on the Health and Safety website: www.hse.gov.uk

Drumchapel Recovery Drop-In

Recovery

Terms include: Talking, Love, Positive, Reiki, Friendship, Support, Music, Mindfulness, Peer, Listening, Recovery, Energy, Unity, Sharing, Laughter, Community, Confidential, respect, Happiness, Freedom, belief, Freedom.

Every Monday
11am—2pm

St Mark's Church
281 Kinfauns Drive,
G15 7BD

Boxercise

Alternative Therapies

Board Games

Recovery Meeting

Women's Group

Great Food

Family Support

Listening Ear

Table Tennis

Reiki

Free Tea/Coffee

www.nwrc-glasgow.co.uk

north west glasgow
recovery communities

Best Start Grant School Age Payment

Do you have a child who is about to start school? If your child or the child you care for was born between 1st March 2014 and 28th February 2015 you can apply for the Best Start Grant School Age Payment from 3rd June 2019 to 29th February 2020.

The payment is meant to help with the costs of having a child of school age e.g. the cost of a new school bag or after school activities.

Parents and carers usually need to be getting a qualifying benefit to be eligible.

You could be entitled to £250, if you think you may be eligible you can contact us for an appointment with the welfare benefit advisor or pop along to the Citizens Advice Bureau drop in.



Allocations Policy Review

Due to the changes to the Housing (Scotland) Act 2014 in May 2019, we are making changes to our Allocations Policy.

The changes will affect how we award priorities and suspend housing applications.

We are holding a drop in at the office on Wednesday 24th July 2019 between 3pm and 6pm for tenants and applicants on our housing register to discuss the changes and answer any questions you may have.



Old photographs

Do you have any old pictures that capture how our area used to look?

Drumchapel's landscape has changed significantly over the past few years, and we would like to share pictures of how it looked before (anything pre-Millennium). If you have any pictures that you would like to share, can you please hand these in at our front desk (these will be

returned to you) or send in via e-mail at

enquiries@drumchapelhc.org.uk,

or contact us on Facebook Messenger, and we will share some favourites in our next newsletter. Simple as that!



Environmental Wordsearch Winner

The winner of our Environment word search competition in the April newsletter was Andrew Junner (age 7).

Andrew's prize was a £10 Argos gift card. Well done, Andrew - thank you for entering and we hope you buy yourself something fun with your reward.

Tenancy Visits

The housing officers have been busy over the past few months carrying out tenancy/home visits. These visits give tenants the opportunity to chat about the Co-operative, what you think we do well and what improvements you think we can make to our service.

Regular visits will be carried out to all tenants, during the visit an inspection will be carried out to ensure that the property is in a good state of repair etc.

If you receive a letter advising of a visit date that is not suitable please contact the office to re-arrange to a more convenient time.

Your feedback is very important to us as your views help to shape the services we provide; therefore your home visit is an integral part of this process. We thank all our tenants for your help with this matter and look forward to seeing you soon!



Office Closure

Due to the July holiday weekend, our offices will be closed on **Friday 12th July** and **Monday 15th July** (re-opening on Tuesday 16th July). Should any emergencies or urgent repairs be required, please call **City Building** on **0800 595 595** or use the emergency numbers listed on our website at <https://www.drumchapelhc.org.uk/emergency-contact-numbers/>

Complaints update (April 2018-March 2019)

The 2018/19 yearly total (April 2018 to March 2019) for complaints received by the Co-operative was ten.

This consisted of nine Stage 1 complaints and one Stage 2 complaint. All ten were resolved within timescales and all were upheld. None of the complaints had an equalities element.

Stage 1	Stage 2	Upheld
9	1	All complaints upheld

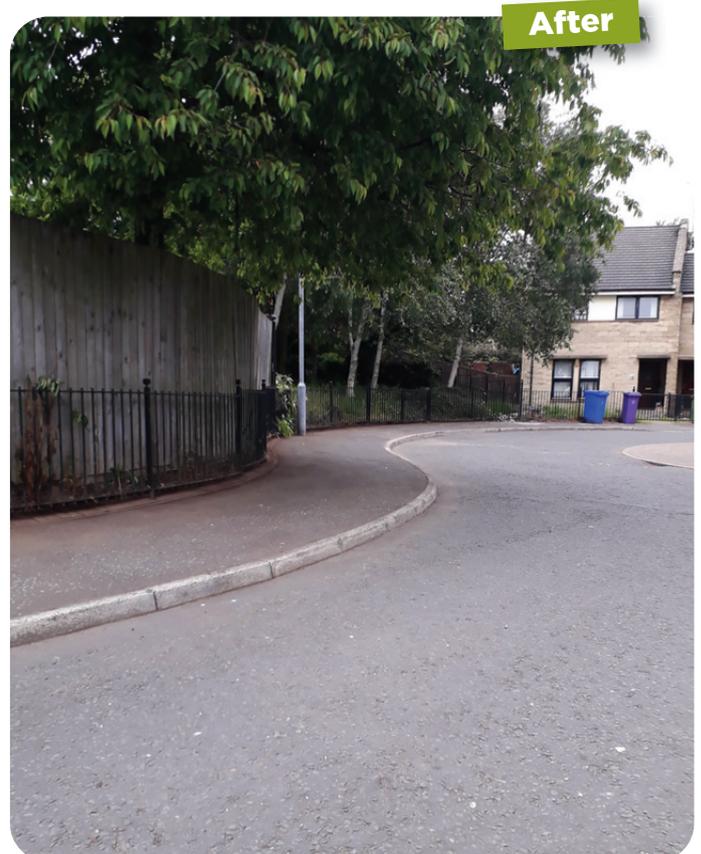
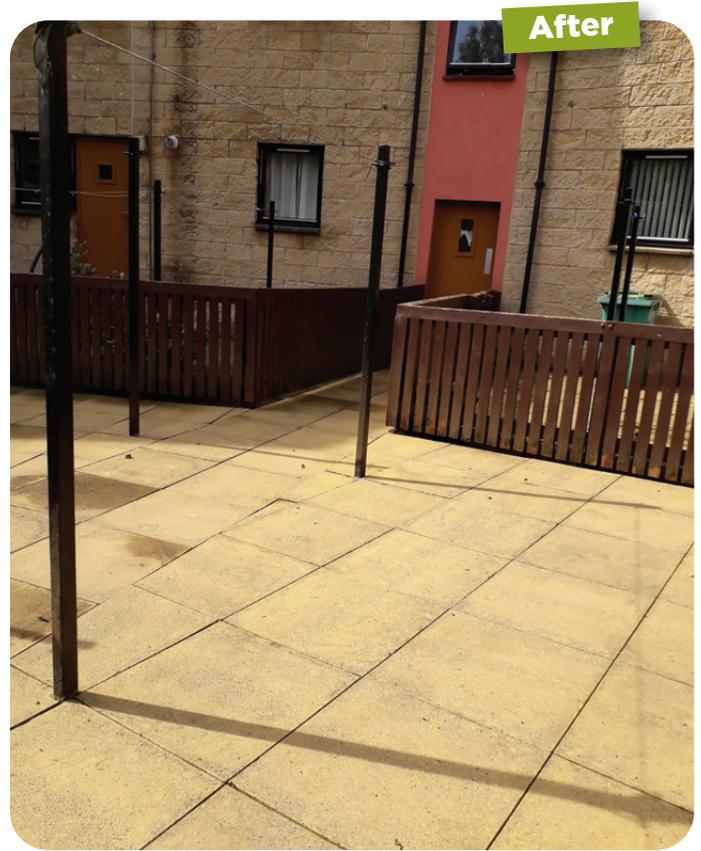
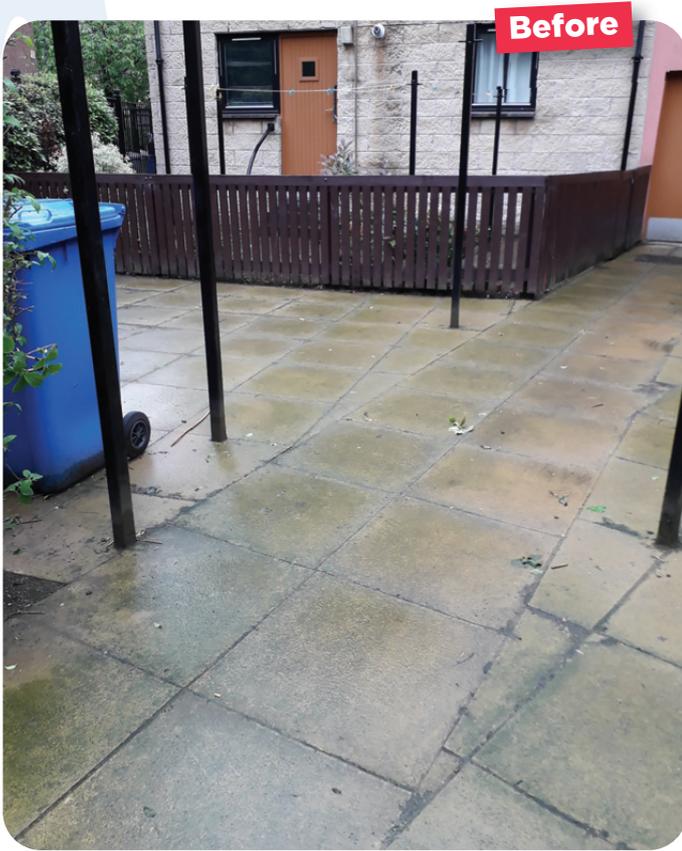
An upheld complaint is one where the complainer is validated in their grievance, and that the correct action is thereafter taken to appease the situation.

Estate Management

The images below illustrate some of the work carried out by our Estate Caretaker, Kevin.

He can also assist elderly and less able tenants with tasks such as:

Fitting blinds • Minor decorations • Changing light bulbs • Tidying gardens



Tenants Big Day Out

Bus Form for Glasgow Science Centre (£2 entry)

Please complete the form below and return to Stephen at the Co-operative office. If you have any medical or disability issues which we should be made aware of, please let us know in the 'Additional Comments' section.

Note that this event costs **£2 per person** and must be paid for prior to the event along with this form.

Children unaccompanied by an adult will not be permitted travel.

Photographs may be taken for this event. Please advise at the time of registration if you do not wish for your picture to be taken.



**Drumchapel
Housing**
Co-operative Limited

CLOSING DATE - 11 JULY 2019

Person 1

Name:

Address:

Phone Number:

Age:

Dietary Requirements: Yes No

Details:

Person 2

Name:

Address:

Phone Number:

Age:

Dietary Requirements: Yes No

Details:

Person 3

Name:

Address:

Phone Number:

Age:

Dietary Requirements: Yes No

Details:

Person 4

Name:

Address:

Phone Number:

Age:

Dietary Requirements: Yes No

Details:

Additional Comments
