



Newsletter

Drumchapel Housing Co-operative to remain independent

Our tenants were consulted late 2020/early 2021 on the future of the Co-operative by way of a strategic options appraisal. As a result, the management board of the Co-operative took the decision to remain an independent community based Registered Social Landlord to secure and deliver the best possible future for our tenants.

Joan McFarlane, Chair said *“After an extensive examination of the Co-operative’s governance and financial viability, the Co-operative will now prepare for the future as an independent housing co-operative with our own senior officer furthering our commitment to the tenants and community of Drumchapel.”*

We will begin the recruitment for the senior officer of the Co-operative over the coming weeks and will update tenants once the candidate is appointed.”



Planned Maintenance

Repairs and maintenance

Our repairs and maintenance services have resumed, following the easing of restrictions on 26th April. As we incurred a small back log of jobs, our attendance times may be affected initially, however, we anticipate that our average times will be back to normal shortly.

Average attendance times:

| | |
|------------------------|-----------|
| Emergency repairs: | 2.4 hours |
| Non-emergency repairs: | 2.3 days |

Planned maintenance 2021/22

We appreciate how disappointed tenants were, when planned improvement works were put on hold due to level 4 restrictions. Over this period we have worked closely with our contractors, to ensure that they were primed and organised to re-commence projects as soon as it was safe to do so.

| Improvement | Properties |
|----------------------|--|
| Window replacement | 15 - 21 Merryton Avenue |
| Bathroom replacement | 15 - 21 Merryton Avenue |
| Kitchen replacement | 117 - 131 Linkwood Drive 1 - 15 Linkwood Grove |
| Boiler replacement | 29 - 39 Carolside Drive 117 - 131 Linkwood Drive 1 - 15 Linkwood Grove |

Both the Kitchen and boiler replacement and Bathroom replacement contracts are now on site and are progressing well, initial feedback from tenants has been excellent.

Surveys for window replacement are in progress and a site start date will be confirmed shortly.

Upgrading fire detection systems

We still require access to some properties to upgrade fire detection systems to meet the new standards. If your home has not been upgraded, please contact us, in order that we can arrange a suitable time for this important work to be carried out.



Cyclical maintenance

Gutter cleaning - works have been carried out to all properties during March/April.

Roof anchors - inspections are due to take place over the next 2 months.

Painter work - this year's programme is anticipated to progress during July/August and includes the following addresses:

- 29 - 63 Carolside Drive
- 103 - 111 Tallant Road
- 4 - 10 Merryton Avenue
- 103 - 131 Linkwood Drive
- 1 - 17 Linkwood Gardens
- 1 - 15 Linkwood Grove
- 52B - 70A Southdeen Avenue
- 1 - 10 Southdeen Grove



nice Update

Our contractor (Mitie) will also return to properties in Southdeen Avenue, Southdeen Road and Linkwood Drive to complete work on balconies, which could not be carried out due to restrictions.

Legionella - work will be on-going throughout the year, including inspection and cleaning of cold-water storage tanks and hot water cylinders.

Gas maintenance - please ensure that access is provided for our contractor, City Building, to carry out annual gas safety checks. This is essential to ensure that your gas appliances, flues and fittings are all safe and working effectively.

Periodic electrical inspections - electrical inspection and testing is carried out every 5 years to ensure that electrical installations are safe and in good condition. Our programme will roll out from May and it is vital that access is provided for this important safety check.



Medical aids & adaptations

Are you having difficulty with day to day activity, such as bathing, using stairs, answering the door etc? Glasgow City Council have provided us with funding of £30,000 for this year to carry out medical adaptations and ensure that homes meet the changing needs of tenants and their families. Examples of adaptations that can be funded include:

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

Please contact us to find out more about this service and how we can help.

Covid19 Update

Our Office remains closed to the public and staff continue to work from home, in accordance with current Government guidelines.

Although the office is shut, we continue to provide services remotely and staff are available 9-5 Monday to Thursday and 9-4 on a Friday.

Following easing of restrictions on 26 April from Level 4 to Level 3, non-urgent repairs have resumed, together with Planned Maintenance projects and associated visits/surveys. Properties that are available for let will also be advertised again on our website.

Please do not hesitate to contact us should you need assistance or support - we are only a phone call away.

The Scottish Government is continuing to review key virus indicators, and if everyone continues to follow the rules, expects to move Scotland through levels on the following dates:

- 17 May - Level 2
- 7 June - Level 1
- June (late) - Level 0

We will continue to review our services at each stage in accordance with Government and sector guidelines.



Remember **FACTS** for a safer Scotland Phase 3

-  **Face coverings**
-  **Avoid crowded places**
-  **Clean your hands regularly**
-  **Two metre distance**
-  **Self isolate and book a test if you have symptoms**

  

CORONAVIRUS STAY SAFE PROTECT OTHERS SAVE LIVES

Fair Processing Notice

This notice explains what information we collect, when we collect it and how we use this. During our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information and who you can contact if you need further information.

Who are we?

Drumchapel Housing Co-operative, a Scottish Charity (Scottish Charity SCO46239) a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number HAC 185 and registered with the Financial Services Agency, Reg. No. 2222R(S) having their Registered Office at 4 Kinclaven Avenue, Glasgow, G15 7SP takes the issue of security and data protection very seriously and strictly adheres to guidelines published in the General Data Protection Regulation that has been applicable from the 25th May 2018, together with the Data Protection Act 2018.

The information we collect from you will, primarily, be basic personal and contact details required to carry out our major functions as a social housing provider, however there are occasions where we are required to collect data of a more sensitive nature and this will be treated with the appropriate level of confidentiality.

This Fair Processing Notice should tell you everything you need to know about:

- What information we collect
- Why we collect it
- Who we share it with and why
- How we store it

We are notified as a Data Controller with the Information Commissioner's Office (ICO) under registration number Z7608144 and we are the data controller of any personal data that you provide to us.

How we collect information from you and what information we collect

How we collect information about you:

- when you apply for housing with us, become a tenant, request services/repairs, howsoever arising or otherwise provide us with your personal details
- when you apply to become a member;
- from your use of our online services, whether to report any tenancy related issues, make a complaint or otherwise;
- from your arrangements to make payment to us (such as bank details, payment card numbers, employment details, benefit entitlement and any other income and expenditure related information);

What information we collect about you:

- Personal; name, addresses, date of birth.
- Contact; home phone number, mobile number, and e-mail address
- Further: NI number, gender, ethnicity, disability, medical details, marital status, signature, event photographs, CCTV images,
- Tenancy; start/end dates, rent paid, under/over payments, bank account details, 3rd party payment details, mortgage provider, solicitor details.
- Employment; Benefit/Council tax status and payments, employment history, education history, tax code, criminal record declaration
- Household composition; Existing arrangements, family members seeking accommodation with applicant, repairs requested.
- Complaints; communications regarding behaviour or other breaches of your contract with us, anti-social behaviour, and references from other tenancies.

Why we need this information about you and how it will be used

We need your information and will use your information to:

- Provide an efficient service in our contract as landlord.
- Process and manage housing applications and sign up new tenants to suitable properties.
- Meet legal obligations and supply you with the services and information that you have requested.
- Provide an efficient maintenance service with enough resources to carry out all functions providing value for money.
- Analyse the information we collect so that we can administer, support, improve and develop our business and the services we offer.
- Contact you in order to send you details of any changes to our suppliers that may affect you.
- Contact you for your views on our products and services.
- Facilitate any necessary legal proceedings and adhere to statutory regulations.
- Manage payments for accounting purposes including issuing invoices
- Progress all other purposes consistent with the proper performance of our operations and business.

Sharing of your information

All personal data we process is processed by our staff in the UK. We sometimes need to share personal information with other organisations, however where this is necessary, we are required to comply with all aspects of GDPR. We do not give anyone else access to your information in return for payment, for their marketing or commercial purposes.

Drumchapel Housing Co-operative may enter into partnerships with other organisations such as local authorities and the police. We will enter into a formal data sharing agreement to govern the process and ensure it is lawful.

We will share specific and relevant information with law enforcement, government or public bodies and statutory agencies where we are legally required to do so in order to aid:

- The prevention or detection of crime and fraud
- The apprehension or prosecution of offenders
- The assessment or collection of tax or duty owed to customs and excise
- Sharing in connection with legal proceedings
- If we are investigating a complaint, information may be disclosed to Police Scotland, Local Authority/Council and/or Council Departments, Scottish Fire & Rescue Service and others involved in any complaint, whether investigating the complaint or otherwise
- Sharing in relation to the physical or mental health of an individual, where disclosure is required to protect them or others from serious harm
- Where there is a legal action that involves you such as action to recover a tenancy your information may be shared with a solicitor to assist in the legal process.
- If we are conducting a survey of our products and/or service, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results;
- To fulfil our legal and regulatory obligations to bodies such as the Scottish Housing Regulator, Financial Conduct Authority or the Office of the Scottish Charity Regulator.

Drumchapel Housing Co-operative remains responsible for the fair and lawful processing of all personal data shared with suppliers. We only share information with external organisations or agencies if you have given consent, or if we have a signed agreement to do so ensuring all data they manage remains compliant with GDPR.

Contractors and suppliers

We may share your personal information with our suppliers who provide a service to you, or who provide services on our behalf. The data shared is the specific information the supplier requires to carry out their task, as well as any information that ensure we fulfil our health and safety obligations to the people carrying out the task. We may share this information with the following organisations:

- Maintenance Contractors and suppliers
- Insurance Brokers
- Printing and mail distribution
- Customer surveys
- Banks
- Payment card, direct debit and billing solutions
- Document storage and archive scanning

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

How we store your personal information

We are committed to holding your personal information securely. This means only those of our colleagues and contractors that need to see it have access. All computers are password protected and our electronic files kept on shared network accessed by our computers are controlled by strict access permissions so data is only available to those who need to use it.

Our computer systems are located in our offices in Drumchapel, but we

occasionally may use computers (including laptops and tablets) offsite, however they will at all times remain secure and under our control. Paper files containing personal or sensitive information will be kept in locked drawers, cabinets or rooms.

We will keep your personal details for no longer than necessary. More information on our retention schedule can be found in our Retention Policy which is available by contacting the office on **0141 944 4902**, emailing us on **DPO@drumchapelhc.org.uk** or from our website: at

<https://www.drumchapelhc.org.uk/>
Since 11 November 2019, Drumchapel Housing Co-operative Ltd is considered a Public Authority under the Freedom of Information (Scotland) Act 2002 and is, therefore, required to appoint a Data Protection Officer (DPO). We have engaged RGDP LLP (www.rgdp.co.uk) to act as our Data Protection Officer. To contact them, please email info@rgdp.co.uk Please also copy us in at: DPO@Drumchapelhc.org.uk

Your rights

You have the right at any time to ask for a copy of the information held about you; require us to correct any inaccuracies; in certain situations delete your personal data; and object to receiving any marketing communications from us. If you would like to exercise any of your rights above please contact us on **0141 944 4902** or **DPO@drumchapelhc.org.uk**. You also have the right to complain to the Information Commissioner's Office in relation to our use of your information:

The Information Commissioner's Office – Scotland
Queen Elizabeth House
Sibbald Walk
Edinburgh EH8 8FT (Phone **0131 244 9001** or email **Scotland@ico.org.uk**)
Please help us ensure the accuracy of your information is updated by informing us of any changes to your email address and other details.

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

Dog Fouling in common areas

We are disappointed to see high levels dog fouling accumulating in back court areas.

All dog owners are reminded that it is your responsibility to pick up after your dog if you allow it to foul in common areas. Over the past year it has been a particularly challenging time with the Government's stay at home message therefore neighbours should be able to enjoy outside space at home. Please respect your neighbours and the health and safety issue this causes when you fail to remove it. It also creates a hazardous working environment for our grounds maintenance contractor who are trying to maintain areas to a high standard for our tenants.

You can report neighbours failing to pick up after their dog to Glasgow City Council on the MyGlasgow App. A fixed penalty notice of £80 will be issued under the Dog Fouling (Scotland) Act 2003. The penalty increases to £100 if not paid within 28 days.

We must also stress that pet permission will only remain in place for tenants whilst the terms of the Pet Policy are being adhered to.

This matter will be monitored on an ongoing basis. Please do not hesitate to contact your Housing Officer at the office should you wish to discuss this



Valentines update

Staff and tenants at Drumchapel Housing Co-operative were feeling the love for Valentine's day.

Tenants were invited to send in love poems or anything they wanted to say about the Co-operative to win a Just Eat voucher. As usual, tenants took on the challenge and 4 lucky winners were chosen to each receive a £25 voucher for a takeaway meal of their choice, just in time for Valentine's Day.

Staff also got involved by holding a virtual "Cupid Coffee Break" over Zoom and shared some nice stories about each other while enjoying coffee as a way of keeping a positive outlook.

In these difficult days, the Co-operative have been trying their best to keep the spirits high both for our tenants and staff alike and every little expression of gratitude is going a long way to support each other.



Welfare Rights Service



Drumchapel Housing Co-operative has continued to provide or welfare benefit service throughout the pandemic, this service has been conducted via telephone appointments.

122 tenants have been assisted via the telephone appointments with a variety of issues, including, completion of disability forms, claiming benefits they are entitled to, notifying benefit authorities of change in circumstances, challenging benefit decisions if awards are incorrect and engaging with Glasgow City Council regarding their Council Tax Reduction. Many tenants have been helped in a number of ways and have had several appointments to help them get their benefits and other matters resolved. The assistance provided has resulted in financial gains of £142,043.27.

See the table below outlining the financial assistance provided:

| Advice Area | No. of Clients | Amount £ | Advice Area | No. of Clients | Amount £ |
|---|----------------|------------|---|----------------|--------------------|
| Benefits – Attendance Allowance | 0 | £0 | Benefits – Scottish Child Payment | 4 | £3,120.00 |
| Benefits – Best Start Foods | 2 | £884.00 | Benefits – Scottish Welfare Fund – Community Care Grant | 4 | £1,357.86 |
| Benefits – Best Start Grants – Pregnancy and Baby Payment | 1 | £600.00 | Benefits – Scottish Welfare Fund – Crisis Grant | 1 | £500.00 |
| Benefits – Best Start Grants – Early Learning Payment | 2 | £500.00 | Benefits – State Retirement Pension | 0 | £0 |
| Benefits – Best Start Grants – School Age Payment | 1 | £250.00 | Benefits - Universal Credit (including Housing cost contribution) | 14 | £62,028.64 |
| Benefits – Carers Allowance | 0 | £0 | Benefits – Young Carer Grant | 1 | £305.10 |
| Benefits – Carers Allowance Supplement | 0 | £0 | Debt | 1 | £34.80 |
| Benefits – Child Benefit | 3 | £2,545.40 | Employment | 1 | £1,124.65 |
| Benefits – Discretionary Housing Payment | 7 | £3,825.08 | Finance & Charitable Support – Food Banks | 3 | £90.00 |
| Benefits – Employment & Support Allowance | 2 | £5,720.30 | Finance & Charitable Support – Non Food Bank | 1 | £100.00 |
| Benefits - Housing Benefit | 5 | £14,023.16 | Tax - Council Tax | 20 | £10,090.08 |
| Benefits – Pension Credit | 1 | £3,406.00 | Tax – Income Tax | 0 | £0 |
| Benefits – PIP (Daily living) | 7 | £19,695.50 | Utilities & Communications – Fuel – regulated (gas /electricity) | 8 | £1,029.00 |
| Benefits – PIP (Mobility) | 5 | £10,813.70 | Total Client Financial Gain | 94 | £142,043.27 |

If you need assistance with benefits, debts etc please contact office to arrange a suitable appointment date/time. The Welfare Rights Service is available every Thursday.

Complaints 2020-21

During 2020-21, we recorded a total of 38 service complaints. A total of 37 complaints were rectified at Stage 1, with just one complaint escalating to Stage 2.

A complaint is 'an expression of dissatisfaction by one or more members of the public about our action or lack of action, or about the standard of service that we provide.

This could relate to:

- failure or refusal to provide a service
- inadequate quality or standard of service, or an unreasonable delay in providing a service
- delays in responding to enquiries or requests
- unfairness, bias or prejudice in service delivery
- lack of provision, or the provision of misleading, unsuitable or incorrect advice or information

- a repair that has not been carried out properly or in an agreed timeframe
- dissatisfaction with one of our policies or its impact on the individual

Most complaints related to the environment, maintenance of the estate, and the quality of service in relation to repairs and maintenance. However, it was recognised that most issues were concerned with the interruption of services and/or difficulties associated with the Covid19 pandemic.



No1 Care Agency Services

We are a social enterprise company, and as well as our free, voluntary befriending service, we offer person-centred care services.

If client requires personal care or support services which go beyond what our befriending service can offer, or if client do not meet our criteria for the befriending service, you are welcome to contact us to discuss our care services. Contact us on info@befriend.org.uk or on 0141 465 6998 to discuss what we can offer and our charges for these services.

To be eligible for our befriending services the applicant / client must meet ALL the following criteria:

1. Applicants must be lonely and isolated.
2. Applicants for Telephone Befriending must be aged 60 or over.
3. Applicants for Virtual Events must be aged 18, being socially isolated (e.g. shielding, physical health/mental health/mobility/lack of confidence etc.)
4. Applicants should live alone.
5. Applicants, who are living in a care home can be referred, only if no family or friends visits. Applicants must meet other criteria as well.
6. Applicants must not use any substances such as drugs and alcohol as it would increase the risk during the contact / match. Moreover our volunteers are not trained for this type of support.



The No. 1 **Be-friending** Agency

Office Closures

With respect to the ongoing coronavirus situation, the telephone and office will be closed on **Thursday 27th May** for our annual **Strategy Day with the Board** and for the **Spring Holiday** on **Friday 28th May** and **Monday 31st May 2021**, reopening on Tuesday 1st June at 9.00am.

On the provision that staff are still working from home, phones and office will also be closed for the Glasgow Fair weekend on **Friday 16th July** and **Monday 19th July 2021** re-opening on Tuesday 20th July at 9.00am.

If you have an emergency repair between these dates, please contact **City Building** on **0800 595 595**.