



Newsletter



Hallowe'en

We welcome all children to come into our reception area on Thursday 31 October 2019 to show off their most hideous and hilarious Hallowe'en outfits and perform a joke, song, dance, story or anything else which comes to mind.

Trick or Treat bags will be given out to all children 'til they are all gone - the spookier, the better.



Drumchapel & West WINTERFEST

Drumchapel Park Tuesday 5th November 2019

Drumchapel and West Winterfest takes place this year on Tuesday 5th November in Drumchapel Park.

Don't miss this fun filled family event that has something to suit all ages.

Live music, funfair rides and stalls, and a spectacular firework display are all on offer.

No fireworks, sparklers, alcohol or pets should be brought into Drumchapel Park during this event. Please wear suitable footwear. The spectacular fireworks display will be going off with a bang at 7pm. And that's not all there's also funfair rides and stalls for kids of all ages.

4 Kinclaven Avenue • Drumchapel • Glasgow G15 7SP

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Web: www.drumchapelhc.org.uk

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



HAPPY TO TRANSLATE





World's Biggest Coffee Morning

On Thursday 26 September 2019, we welcomed tenants to join us for a cuppa and a cake – and to donate towards MacMillan Cancer Support. We managed to raise the sum of £161. A big thank you to all the staff for all the blood, sweat and sugar which went into making the cakes – and especially to our Acting Senior Housing Officer Caroline Meiklejohn for her efforts.



AGM

On Thursday 29 August 2019, our AGM gathered another fantastic crowd to listen to our plans for 2019-20 and enjoy the raffle/garden prizes.



Congratulations...

...to all our prize winners and thank you to everyone who came out to support their local Housing Co-operative.

“Once again I would like to thank all our tenants, Board members, and of course all the staff who worked really hard on our behalf to make our area a great place to stay. Looking forward to another year of keeping our members happy in their homes with all the improvements over the next few years.”

Joan McFarlane, Chairperson

FOISA Roll-out

The Scottish Parliament has approved an Order which brings Registered Social Landlords and many of their subsidiaries under Freedom of Information (FOI) law. These bodies must be ready to comply with FOI by 11 November 2019.

Designation under FOI law means that authorities must comply with the Environmental Information (Scotland) Regulations (EIRS) when they receive a request for environmental information, and the Freedom of Information (Scotland) Act for all other information.

If someone asks an authority to give them their own personal information, this request must be responded to under Data Protection Law, not FOI.

The three duties placed on authorities are:

- Duty to publish (information about the work we do, decisions we take, and services we provide)
- Duty to respond to requests (for information we receive)
- Duty to advise and assist (by helping people who want access to information)

Paying your rent

Have you noticed that the shops are now stocking up on Christmas goods? Over the next few months in the run up to Christmas, we are well aware at Drumchapel Housing Co-op Ltd that money becomes tighter and spending priorities can change for many people, however, we would urge you to remember that you should not be tempted to miss your rent payments over the next few months. Your rent is the one payment that you should not change in terms of its priority.

The rent you pay not only keeps you in a home, it also pays for vital services that benefit you, your home and your community. Your rent pays for the repairs service; environmental services to help keep your neighbourhood safe and clean; improvements to your home and your community. That's why it's so important to keep up with your payments and always have rent as your priority.

Please remember, if you are struggling to make ends meet and particularly if you are: worried about debt and how to manage your money; need advice on benefit entitlement; concerned about your fuel bills remember we have a Welfare Benefit Service available, please contact our office for an appointment or to chat to your housing officer about your concerns.



Ways to Pay your Rent

The Co-operative offers various ways to pay your rent, these include:

- Direct Debit (contact your housing officer who can set this up, payments can be weekly, monthly, fortnightly, four weekly etc)
- Standing Order (please contact us for bank details)
- Debit Card (payments can be made by calling or visiting the office)
- Cash
- Online (www.allpay.net)
- Rent Payment Card, at any Post Office, shops, garages etc that display the Allpay.net or Paypoint signs

If you do not have a rent payment card it is important that you contact your Housing Officer, Marisa or Caroline to request one.

Donations – Committed Expenditure

Money was set aside within our budget to make donations to a local school and food bank.

As a result of this, we presented £300 to Drumchapel High School for 'Achievement Awards' which will be used towards a study weekend by the school. Pictured is our Housing Officer Matthew Leach presenting the cheque to Joanne Sturgeon (Head Teacher).



A further £500 was presented to Drumchapel Food Bank in advance of the festive period which we hope will go some way to easing the load for the voluntary staff working tirelessly for the people of Drumchapel. Our Asset Management Officer Lorraine Logan is pictured presenting the cheque to staff at the Food Bank.



5 year investment plan

2019/20 to
2023/24

Improvement	Properties	No of units
Year 1 - 2019/20		
Window replacement	3 – 7 Merryton Avenue	25
Bathroom replacement	3 – 7 Merryton Avenue	25
Kitchen replacement	29 – 39 Carolside Drive	6
	Various addresses – to meet SHQS	6
Heating replacements - EESSH	Various addresses	4
Year 2 - 2020/21		
Window replacement	15 – 21 Merryton Avenue	33
Bathroom replacement	15 – 21 Merryton Avenue	33
Kitchen replacement	117 -131 Linkwood Drive	8
	1 – 15 Linkwood Grove	14
Boiler replacement	29 – 39 Carolside Drive	6
	117 -131 Linkwood Drive	8
	1 – 15 Linkwood Grove	14
Year 3 - 2021/22		
Window replacement	12 – 18 Merryton Avenue	31
Bathroom replacement	12 – 18 Merryton Avenue	31
Kitchen replacement	52 – 70 Southdeen Avenue	14
	1 – 10 Southdeen Grove	10
Boiler replacement	52 – 70 Southdeen Avenue	14
	1 – 10 Southdeen Grove	10
Facia and soffits etc	Various - Phases 5 & 7	

Improvement	Properties	No of units
Year 4 - 2022/23		
Kitchen replacement	55 – 75 Merryton Avenue	11
	1 – 20 Merryton Gardens	18
	1 – 21 Kinclaven Gardens	18
	1 – 23 Kinclaven Place	20
	2 Kinclaven Avenue	1
	87 – 99 Linkwood Drive	9
Boiler replacement	55 – 75 Merryton Avenue	11
	1 – 20 Merryton Gardens	18
	1 – 21 Kinclaven Gardens	18
	1 – 23 Kinclaven Place	20
	2 Kinclaven Avenue	1
	87 – 99 Linkwood Drive	9
Year 5 - 2023/24		
Kitchen replacement	56 – 76 Merryton Avenue	16
	76 -82 Southdeen Avenue	27
Boiler replacement	56 – 76 Merryton Avenue	16
	76 -82 Southdeen Avenue	27

Warm Home Discount open now – don't miss out!

Call Home Energy Scotland to check if you're eligible

Good news! The UK Government's Warm Home Discount scheme has opened, which means that if you are eligible, you could benefit from a one-off discount from your energy supplier of up to £140.

If you have qualified in the past, now is the time to re-apply as not all energy suppliers automatically renew their customers' special discounts each year.

Drumchapel Housing Co-operative Ltd continues to work with Home Energy Scotland who can check if you are eligible for the latest discount. If you are, a friendly advisor can help you apply, and also see if there is any other support available for you. If you're not sure if you got the discount last year, just give Home Energy Scotland a call and they can check for you.

If your circumstances have changed, and the team find you no longer



qualify for discount, there may be other ways we can help you make your home easier to heat which will reduce your bills.

Home Energy Scotland is funded by the Scottish Government and managed by the Energy Saving Trust. Their mission is to help people create warmer homes, reduce their bills and help tackle climate change.

Jacqui Mackenzie from Home Energy Scotland said: ***"Our advisors love helping people to reduce their bills by making sure they can access all the funding and help that's available, so get in touch so we can start helping you."***

To speak to a Home Energy Scotland advisor free of charge call **0808 808 2282**, or email **adviceteam@sc.homeenergyscotland.org** and they'll call you back.

TV Licence info for over 75s

In June 2019, the BBC announced that from June 2020, those aged 75 and over in receipt of Pension Credit would receive free TV licences, paid for by the BBC.

People aged 75 and over, who currently receive a free licence (or those acting behalf of someone who is over 75) do not need to take any immediate action. TV Licensing has written to those affected to let them know about the new scheme and make clear that they will remain fully covered by their free licence until 31 May 2020.

If you think you qualify for Pension Credit, please arrange an appointment with our Welfare Benefit Advisor who is available every Thursday at our office. Pension Credit is extra money for pensioners to bring their weekly income up to a minimum amount, as well as access to a range of other benefits. You can check eligibility at www.gov.uk/pension-credit-calculator or by calling 0800 99 1234.

Before the changes come into effect in June 2020, TV Licensing will introduce a new payment scheme which gives the option of paying smaller, regular instalments (weekly/fortnightly/monthly).

Concessions

Remember people who are registered blind or severely sight-impaired qualify for a 50% reduction to the licence - £77.25 colour and £26 black and white.

For further information, please check www.tvlicensing.co.uk or via the customer care number 0300 790 6112.

G15 Buses

G15 Buses is an incorporated organisation which was formed following the lack of bus provision to the Queen Elizabeth Hotel (QEUH) and Royal Hospital for Children (RHC) site after relocation of acute level services to Govan. The organisation has been lobbying for better bus provision serving Drumchapel, and subsequently are seeking support from local residents, community groups and agencies with access to transport.

If anyone is interested in getting involved, please contact **Peter McGillion** on g15buses@gmail.com

Stay Safe this Fireworks Night

Watching fireworks can be great fun for children. However, figures show that, more often than not, it's children rather than adults who are injured by fireworks.



**SCOTTISH
FIRE AND RESCUE SERVICE**
Working together for a safer Scotland

Over the past five years over

350 pre-school children, some as young as one year old, were treated in hospital for firework injuries.

- Supervise all children carefully and keep them well back from the bonfire and fireworks
- Never give sparklers to under-fives
- Avoid dressing children in loose or flowing clothes that could catch alight easily, and give children gloves to wear when holding sparklers
- Steer clear of alcohol if you're running a display or looking after kids

Protect yourself from scam callers – top tips from BT

We are so sorry to hear that there has been spate of scam calls in the Drumchapel Housing Co-operative area. Fraud is no laughing matter.

Fraudsters use various methods to obtain your personal or financial details with the aim of stealing from you. This can include trying to use your BT bill and account number to trick you into thinking you're really talking to us. Sophisticated criminals even mimic the way we talk to our customers on the phone.

We here at BT take the security of our customers' accounts very seriously. We work closely with partners across the industry to close down fake BT websites and regularly add phone numbers identified as nuisance callers to the blacklist included in the free nuisance calls blocking service, **BT Call Protect**. More than three million customers benefit from this service and this helps to prevent 99% of nuisance calls, but as fraudsters can be very sophisticated we cannot block them all.

Our scams website www.bt.com/scams also has information about the latest scams and how you can protect yourself, or you can **call us on 150 from your home phone**.

But, how can you tell you're dealing with a sophisticated scammer? Here are a few helpful tips:

1. BT will never ask for your PIN or banking passwords, so don't ever give this info out over the phone.
2. BT will also never send our customers an email stating that their broadband, router or IP address has been hacked. So, if you receive one of these, it's definitely a fraud.
3. Some fraudsters are more subtle than others. They may ask for something which could throw you off your guard like asking you to access your PC remotely or ask for payment, even though you pay your bills on time. If in doubt, hang up.

We would encourage anyone who's been scammed or were an attempted victim of a scam to **report this to Action Fraud – the UK's national fraud and internet crime reporting centre**. This helps law enforcement agencies build up a wider picture that may help protect others. Customers can link directly to the Action Fraud portal from BT's scams website or by calling Action Fraud on 0300 123 2040.

Wheelie-bin cleaning

The final wheelie bin clean will take place on **Tuesday 19 November**. This is a rescheduled clean from the original planned date of Tuesday 8 October. Can you please ensure that you leave your bin out on this date to enable the service to be carried out.



DogsTrust Checkup & Chip

Free community event for you and your dog

Tuesday 12 November
Drumchapel Housing Co-operative
4 Kinclaven Avenue
Drumchapel, G15 7SP
11am – 3pm

- + Basic health check, nail clip & weight check
- + Microchipping & advice on updating your details
- + Advice about dog ownership

All for free!

www.dogstrust.org.uk/checkupandchip



Microchipping offer open to dog owners aged 18 or over regardless of benefit status, subject to availability and resources of the charity. All breeds of dogs are welcome, however Dogs Trust will not chip active hunting hounds or litters of puppies. We ask that puppies under 6 months old are fully vaccinated and proof of vaccinations are brought along to the event. If your puppy has recently been vaccinated, they must be carried for the 10 days following their final vaccination. Dogs over 6 months old do not require proof of vaccination. Where offered, the basic health check is for ears, teeth, coat condition and general fitness only. No other veterinary treatment will be available. If your dog requires treatment for any problems found during the basic health check you will be advised to see a Veterinary Surgeon. The Promoter: Dogs Trust, 17 Wakley Street, London, EC1V 7RQ Reg. Charity Number 227523 and SC037843

Christmas Jumper Day



On Friday 13 December, Co-operative staff will once again be adorning their finest festive sweaters as part of the “Save the Children” Christmas Jumper Day (savethechildren.org.uk). The fundraising initiative helps to bring essential healthcare, education, protection, and food to millions of children around the world who miss out on the most basic support.

If any tenants would like to get involved, then why not make your own jumpers using tinsel, snowmen, robins, baubles, or anything other which draws inspiration from the festivities, then come by the office to pick up some Christmas treats for the kids while you're here. Make the world better with a sweater!

Children's Christmas Party

This year's Children's Christmas Party will take place on Tuesday 10 December 2019 at our registered office 4 Kinclaven Avenue between 3.00pm and 5.30pm.

Anyone who would like to register their child to meet Santa is asked to fill out the form over-page and return to our office as soon as possible.

This is always a popular event so don't be late in getting your form completed and returned to us.

Deadline for form entries is Monday 18 November 2019.



Annual Pensioner's Christmas Lunch



The annual Pensioners Christmas Lunch will take place in John Oliver's function suite, 20 Drumchapel Road on Wednesday 11 December 2019 with a three-course lunch being served at 1pm and finishing at 3pm.

This is entirely free for our elderly tenants and anyone interested in attending is asked to contact Stephen on 0141 944 4902 before Wed 13 November 2019.

Transport will be provided to persons on request.

Don't miss out - this year's party will be held on Tuesday 10th December 2019

Annual Childrens' Christmas Party

Meet Santa!

To give Santa enough time to prepare all the presents required for our annual Christmas party, parents who plan to bring school-age children (Primary School and below) into the office to meet him are asked to return this **'Meet Santa'** form before **Monday 18th November 2019**. There will be an elf's workshop once more where children can participate in drawings and have their faces painted.

Tenant's name:

Address:

Child's Name:

Gender:

Age:

Child's Name:

Gender:

Age:

Time Slot: 3pm - 4pm

4.30pm - 5.30pm

Parent's signature

Date



**Drumchapel
Housing**
Co-operative Limited

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