



Newsletter

Social Housing Fuel Support Fund



We would like to thank tenants for their kind words and feedback after we secured funding from the Social Housing Fuel Support Fund.

As part of Phase 2 of the funding, we secured £10,000 to distribute vouchers to allow tenants to purchase small energy efficient appliances, high tog duvets, draft excluders. We also received funding for flooring to assist those tenants without sufficient floor coverings. We were able to help tenants as follows:

Item	Number of tenants assisted
High tog duvets	71
Draught excluders	67
Energy Efficient Appliances	45
Flooring	19

With Phase 3 of the funding, we secured £45,900 and we were able to distribute £100 to all households over the winter to assist tenants to heat their homes.

“The fuel support voucher was a huge help this winter. I was able to keep my home warm without worrying about how high my energy bill was going to be.”

“I feel that our housing has been more than generous with helping their tenants.”

“Without the awarded funding I would not have been able to keep my heating on during extreme cold periods it was a major bonus at the time.”

“I appreciate their effort in securing the funds for energy support & also all the other good initiatives they take for the tenant.”

**Dates for
the diary
- office
closures**

- Friday 14 June 2024, (Business Planning Day)
- Friday 12 July 2024 and Monday 15 July 2024 (Glasgow Fair Weekend)

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

COMPLAINTS

The Co-operative received service-related complaints throughout the last year, these are complaints made if a tenant is unhappy with the service provided by us, a contractor or anyone we have asked to carry out a service on our behalf. Information on the number of complaints received between 1 April 2023 and 31 March 2024 can be found in the table below.

	2023-2024
Number of Stage 1 complaints received	29
Average time for full response to Stage 1	2.57 days
Stage 1 complaints responded to within timescale	100%
Number of Stage 2 complaints received	0
Average time for full response to Stage 2	N/A
Stage 2 complaints responded to within timescale	N/A

Please do not hesitate to contact us if you want to make a service complaint, you can do this in various ways: by visiting our office, by telephone, **0141 944 4902** or by email enquiries@drumchapelhc.org.uk

"You said, we did"

*"Close not cleaned properly"
"Close not been cleaned for 2 weeks"*

Our Close Cleaning Contractor carries out a weekly clean of the closes. It is the responsibility of all tenants to keep the closes clean and litter free. If you are unhappy with the standard of the close cleaning, please contact us to raise a Service Delivery Complaint at the time and this can be investigated.

"Contractor did not attend at the time arranged"

"Contractor did not turn up on the day and time requested"

We have reminded all contractors of the importance of keeping us informed if they will be unable to attend scheduled appointments. Please contact the office to report any dissatisfaction with your repairs.

"Condition of back court – grass rarely been cut and weeds all over the place"

"Grass wasn't cut when it was scheduled to be cut"

"Too much grass cuttings left behind after the grass was cut"

We have recently appointed a new contractor for our Ground Maintenance Contract. They began works on 13th May 2024. It is estimated that each ground maintenance cycle will take seven working days to complete. The contractors will visit all areas on a two-week cycle, until the end of September 2024. If you have any comments, positive or negative about the contract, please contact the office.

"Reported an issue with the back door and it's still not been fixed"

"Not received an update about my fence repair"

Our current reactive repair timescales are 2 working days for an urgent repair and a 5 working days for a routine repair. Complex, cyclical, and planned repairs can have timescales of between 28 days and 90 days. If you are unhappy with the time taken to complete a repair, please contact us to raise a Service Delivery Complaint at the time and this can be investigated.

Tenant Consultation

Every year we consult with tenants on a variety of issues and policies. We really value your feedback as it helps us to continually improve our services. Here are some examples of the feedback from the consultations.

Annual Report Consultation

Tenant panel thought that previous colours used in charts had not been positive i.e. positive items should be in green and not red. Dark colours are hard to read, overall the Annual Report Card is easy to read and understand.

Tenant survey – 100% of those who responded stated that although the information on previous report cards was easy to understand they preferred Pie Charts and Bar Charts.

Tenancy Sustainment

Consultation feedback was very positive with tenants confirming that the policies were clear, concise, and easy to understand. We also received compliments on the excellent work staff do on a daily basis to implement this policy. Tenant panel commented that the recent funding we received where we have been able to assist tenants has been great and really appreciated by tenants.

Equality and Human Rights Policy

Of those tenants took part in the consultation the feedback was positive and there were no additional comments. Of those who completed the survey 79% confirmed that they are happy to provide the Co-operative with equality information and all tenants who completed the survey confirmed that there were no barriers to them contacting or engaging with the Co-operative.

Domestic Abuse Policy

The feedback from the consultation was very positive with tenants confirming that the policy was clear, concise, and easy to understand tenant panel advised the policy was a good document to update tenants. Also, to remind tenants that we can assist and signpost should anyone experience domestic abuse.

Service Delivery Policies

A Consultation was carried out on the following policies:

Racial Harassment, Tenancy Changes, Estate Management Policy and Procedure, Asbestos Management System Policy and Procedure, Repairs and Maintenance Policy and Procedures and Void Management Policy and Procedures.

The feedback from the consultation was positive with the tenants who took part in the consultation agreeing that the policies were clear, concise, and easy to understand.

Rent Review

We asked tenants if they supported a rent increase of 5.60% in 2024/25 which would enable us to continue with our existing services and our planned maintenance programme. Of this, 46% of tenants agreed with the proposed increase, 26% of tenants disagreed and 28% of tenants were unsure.

Of those tenants that disagreed with the 5.6% increase, most highlighted that due to the continuing cost of living crisis particularly food and fuel costs, that increasing rents may be challenging for those working as wages have not increased in line with inflation.

We are looking for more tenants to become involved in the reviews. If you would be interested in becoming involved in the review process, please contact the Co-Operative on **0141 944 4902** or emails us at **enquiries@drumchapelhc.org.uk** and leave your contact details and a member of the Corporate team will get in touch.

Staff updates

We have had some changes in staff recently.

We said goodbye to our Asset Management Officer Lorraine Logan and our Estate Caretaker Kevin Clements. Both have left to take up jobs elsewhere and we wish them well for the future.

Chantelle Devlin has recently moved to the Maintenance Team to be our new Assistant Maintenance Officer. And we would like to extend a warm welcome to Georgia Gentles who joined us a temporary member of staff helping to provide administration support.

Here are all the team:

Staff	
Pauline Burke	Director
Jacqueline McGoran	Finance and Corporate Services Manager
Aileen Brown	Corporate Services and Finance Officer
Marisa McCarthy	Senior Housing Officer
Caroline Meiklejohn	Housing Officer
Saffron Walker	Administration Assistant
Georgia Gentles	Administration Assistant
Alex Gemmell	Senior Maintenance Officer
Chantelle Devlin	Assistant Maintenance Officer



Welfare Rights Surgeries

We would like to remind our tenants that we have an Advisor at the office every Thursday from the Citizens Advice Bureau. You can contact the office on **0141 944 4902** to make an appointment. The service can assist with the following –

- Benefit checks – to check entitlement to a range of welfare benefits and to ensure you are receiving all benefits you are entitled to.
- Assistance with claiming benefits and discounts
- Applying for Housing Benefit and Council Tax Reduction
- Assistance with pursuing appeals
- Energy advice
- Initial debt advice interview
- Budgeting advice

Please note that if you make an appointment and you can no longer attend, it is important that you contact us to cancel or reschedule your appointment as the service is very popular and we usually have a waiting list for cancelled appointments.



Kitchen and Boiler Replacements

We replaced 64 Boilers during 2023-2024.

Tenants were really pleased with the replacements saying the new boilers were quieter, had increased hot water flow rate and were more energy efficient.

We replaced 79 kitchens in properties during 2023-2024.

We received very positive feedback from the tenants included in this replacement program with many stating they were delighted with the quality of the new kitchens.



Home Improvements

All tenants should be aware that if intending to make any alterations to your home or garden area permission must be sought from the Co-operative before any work is undertaken. You must complete an application for Alteration/

Installation form detailing the work you wish to carry out, the form can be obtained from our office. The Co-operative will not refuse permission unreasonably and may grant permissions with conditions.



Gas Audits

We would like to remind our tenants that you may receive a phone call from our contractor **Argon Technical (0141 473 3636)** who carry out gas audits on our behalf, to arrange access to check your gas boiler after it has either been serviced or had a recent repair carried out to it.

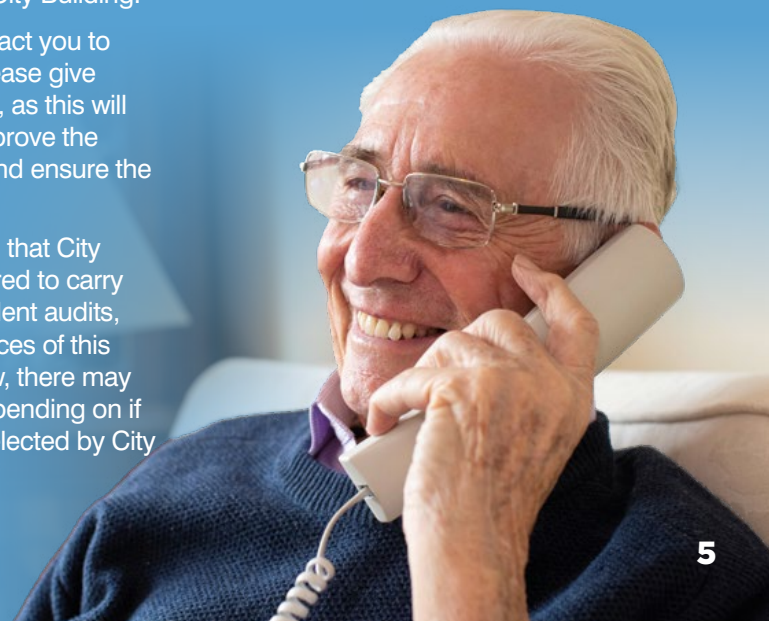
The reason for the gas audit, is to check the boiler appliance has been serviced correctly or the breakdown repair has been dealt with in the right way by our main contractor **City Building** and to report back any follow up repairs required.

The Co-operative will arrange to have monthly gas audits carried out

throughout the year and monitor the performance levels of City Building.

If Argon Technical contact you to arrange a gas audit please give access where possible, as this will help us continue to improve the quality of our service and ensure the safety of our tenants.

Please also be advised that City Building are also required to carry out their own independent audits, and although the chances of this happening are very low, there may be a total of 3 visits depending on if your address is also selected by City Building.



LEGIONELLA

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





Thistle Tenant Risks Home Contents Insurance

Did you know that in the event of a flood, fire, burglary or burst pipes, Drumchapel Housing Co-operative are not responsible for replacing your damaged or stolen items?

The Thistle Tenant Risks Home Contents Insurance can bring you peace of mind offering cover for theft, fire, vandalism, burst pipes and other household risks. They offer flexible regular Pay-As-You-Go payment options as well as paying no excess on your claim.

You can find out more by picking up a booklet at our office reception or by visiting their website at: www.thistletenants-scotland.co.uk

THISTLE 
TENANT RISKS

**Pay as you go
home contents
insurance
with no excess.**

For more information visit:
www.thistletenants-scotland.co.uk



Useful Numbers

Drumchapel Housing
Co-operative - 0141 944 4902

City Building - 0800 595 595
(All heating and hot water repairs and out of hours emergency repairs)

Scottish Gas Network (if you smell gas)
0800 111 999

Scottish Water - 0800 077 8778

Scottish Power (Power cuts and emergencies) - 0800 092 9290

Police Scotland - 101

Crime Stoppers - 0800 555 111

Emergency Out of Hours Homelessness - 0800 838 502

How to check an officer's identity

If Police Scotland contact you, they will do so in person, by phone or by email.

Contact in person

Our officers will always have their Police Scotland Warrant card with them, which you can ask to see.

Contact by phone

Our phone number should show as 'Private', not 'Withheld'. If you are unsure, hang up.

Email

Our email ends in '@scotland.police.uk'. Ensure you fully check the sender address.

In every instance

An officer is formally identified by their shoulder number and is required to provide it when asked for it. If in doubt, call **101** with their shoulder number to verify their identity.

If they have called you via a landline, try to use a different phone to call **101**.

Do not let them into your home or continue the conversation until you are satisfied with their identity.



Glasgow City Council

Health & Social Care Connect
0141 287 0555

Press 1 Social Work Adults and Older People
Press 2 Social Work Children and Families
Press 3 Homelessness

Noise Team

0141 287 6688
(Mon – Sun between 5pm and 3am)

Bulky Waste Collection

0141 287 9700
(Tues and Wed between 9am and 3pm only)

Grants

0141 276 1177
Press 1 – Scottish Welfare Fund
Press 2 - Clothing Grants, School Meals and EMA

Pest Control or Public Health Problem

0141 287 1059



@PoliceScotland

PoliceScotland

scotland.police.uk