



Drumchapel
Housing
Co-operative Limited

Winter 2023

Newsletter

Rent Review Consultation 2024/25

Every year, Drumchapel Housing Co-operative carries out a rent review consultation, as required by law, with tenants in relation to proposals for the rent charges for the next financial year. As a small community-based Housing Co-operative owned and controlled by tenants, we depend solely on rental income to provide services, investment in our homes, and maintain and improve the neighbourhood. We are a not-for-profit charity and any surpluses generated

by rental income are re-invested into our community to help achieve our purpose of “working in partnership with the local community to provide good quality homes and create a better Drumchapel.” This means that any surplus income is set aside for future repair and improvement works such as new kitchens, bathrooms, windows and boilers.

We would like to hear from our tenants their views on the proposed rent increase for 2024/25.

*Merry Christmas
and a Happy
New Year*

We would like to wish all our tenants a Merry Christmas and a Happy New Year from all our staff and Board!

The office will close on **Friday 22nd December 2023 at 12.30pm** for the holidays and will re-open on **Thursday 4th January 2024 at 9am**.

If you have an emergency repair during this time, please contact City Building on **0800 595 595**.

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



Do rents have to increase?

Last year as part of the rent consultation we advised tenants that the Co-operative's costs had increased dramatically. Unfortunately, the costs of providing our services and maintaining the neighbourhood have continued to increase significantly in the last year and early indications are that costs will not reduce despite the recent sharp drop in inflation. In the sector on average maintenance costs have increased by around 20% in the last two years, and much higher where new contracts have had to be procured. Some examples of increased costs for the Co-operative are:

- Environmental costs increased by 14%
- Insurance costs increased by 35%
- Planned Maintenance on average 7% higher than 2022.
- Interest rates increased from 3.5% in January to 5.25%

In the last three years the Co-operative has applied rent increases below inflation, as shown in the table below, to assist tenants to sustain their tenancies amidst the cost-of-living crisis.

Year	October CPI	Rent Increase
2019/20	2.40%	2.40%
2020/21	1.50%	1.50%
2021/22	0.70%	0%
2022/23	4.20%	2.10%
2023/24	11.10%	5.55%

The consequences of applying lower than inflation rent increases for the Co-operative is that it has to make up the shortfall between rental income and increased costs. The impact of this is that surplus's put aside for future investment e.g. kitchens and bathrooms reduce. This cannot be sustained in the long term as this reduces the amount available to maintain and improve both homes and the neighbourhood which could lead to properties and the surrounding neighbourhood falling into disrepair. Eventually lower than inflation rent increases would lead to the Co-operative running out of money.

We are acutely aware that the cost-of-living crisis continues to impact our tenants and have included in this document what we are doing to try and support our tenants as they navigate the current economic climate. However, we are also having to consider the financial viability of the Co-operative not only in the short term but also in the long term and the cost of providing services and investment to our properties.

Staff have worked hard over the last few years, identifying savings where possible to ensure rent increases are kept to a minimum whilst still maintaining a high level of customer service and support, both of which tenants have stated are their top priority. We are currently working on our budget for 2024/25 and constantly review costs to identify where savings can be potentially made without impacting on service delivery.



Our commitment to rent affordability

The outcome of our Tenant Satisfaction Survey in 2022 indicated that 87% of tenants find rents affordable. In line with our Business Plan rent increases are based on October inflation each year, either Retail Price Index (RPI) or Consumer Price Index (CPI). Historically, CPI is lower than RPI, therefore CPI has been used when considering rent levels in recent years.

Rent affordability continues to be one of our top priorities and we have made significant efforts to minimise rent increases to ensure affordability for our tenants as shown in the table below. The table illustrates that we have applied one of the lowest cumulative rent increases within the Drumchapel area over the last five years:

Yearly Rent Increase	Drumchapel HC	Kingsride Cleddans HA	Wheatley Homes Glasgow	Cernach HA	Pineview HA
2019/20	2.40%	2.40%	3.30%	2.40%	2.40%
2020/21	1.50%	1.50%	3.40%	1.70%	1.50%
2021/22	0%	1.20%	1.60%	0%	0.70%
2022/23	2.10%	4.20%	1.90%	3.10%	2.70%
2023/24	5.55%	5%	3.90%	5%	3.10%
5-year cumulative rent increases	11.55%	14.30%	14.10%	12.20%	10.40%

How are we supporting tenants?

Our focus has been to support tenants wherever we can. Some of the services to achieve this go above and beyond normal landlord services and include the following services:

- Weekly Welfare Rights Surgeries by the Citizens Advice Bureau at our office providing a wide range of advice and assistance. In 2022/23 our tenants seen financial gains of £206,124
- Weekly bulk uplift collection for our tenement blocks and clearing fly tipping from the tenement access lanes.
- Garden Maintenance Assistance Scheme for those who are unable to maintain their garden.

- Tenancy Sustainment Fund – which funded 64 food parcels, 52 food vouchers and other support including 17 fuel vouchers, 8 Starter Packs for new tenants and other support in 2022/23.

Recently we have been successful in applying for funding to help tenants with energy costs. We have secured two lots of funding from the Social Housing Fuel Support Fund, £10k to provide some of our tenants with small energy efficient appliances, high tog duvets and draught excluders and £45.9k to provide all households with a £100 energy voucher which we are currently in the process of issuing.

Proposed rent increase of 5.60% for 2024/25

The Management Board and staff, supported by our financial consultants FMD Financial Services, held a rent setting meeting in November 2023 to discuss various 2024/25 rent increase scenarios and the impact of those on the Co-operative's financial plans. Last year as part of the rent review consultation Board advised tenants that the half CPI rent increase for 2023/24 could mean that the Co-operative may have to look at CPI +1% when considering the rent increase for 2024/25.

Lengthy discussions took place due to the challenge of keeping rent increases to a minimum whilst the Co-operative continues to face increasing costs, particularly within maintenance where the highest spends are.

The Board also discussed the feedback from tenants from the tenant survey on what tenants' priorities were for 2024/25. Tenants had advised they did not want to see a decrease in the services provided and wanted continued investment in their homes such as new kitchens, bathrooms, boilers etc., therefore this was taking into consideration when arriving at the rent

increase proposal. In order to meet tenant expectations, the board feel that a rent increase proposal of 5.6% (October CPI of 4.60% + 1%) for 2024/25 is required.

This allows us to continue to provide all current services and ensures the following planned maintenance for 2024/25:

- 24 Bathroom replacements at a cost of £134k
- 26 Kitchens replacements at a cost of £130k
- 23 Boiler replacements at a cost of £61k
- 1 Access Door at a cost of £2k

In addition the Co-operative has budgeted the following for 2024/25:

- Cyclical Repairs & Planned Repairs (Revenue) - £427k
- Reactive Repairs including voids - £218k

This does not include our additional services such as Welfare Rights Surgeries, Tenancy Sustainment Fund and Community Events.

Proposed rent increase of 5.60% for 2024/25

The table below details each current rent charge and the impact of a 5.60% increase:

Current monthly rent	Current weekly rent	Monthly rent with 5.60% rent increase	Weekly rent with 5.60% rent increase
£325.53	£75.12	£343.76	£79.33
£340.77	£78.64	£359.85	£83.04
£343.07	£79.17	£362.28	£83.60
£348.36	£80.39	£367.87	£84.89
£355.99	£82.15	£375.93	£86.75
£371.14	£85.65	£391.92	£90.44
£373.29	£86.14	£394.19	£90.97
£373.34	£86.16	£394.25	£90.98
£376.32	£86.84	£397.39	£91.71
£386.52	£89.20	£408.17	£94.19
£388.52	£89.66	£410.28	£94.68
£391.56	£90.36	£413.49	£95.42
£391.67	£90.39	£413.60	£95.45
£401.70	£92.70	£424.20	£97.89
£403.64	£93.15	£426.24	£98.36
£403.73	£93.17	£426.34	£98.39
£414.38	£95.63	£437.59	£100.98
£424.57	£97.98	£448.35	£103.46
£429.72	£99.17	£453.78	£104.72
£437.30	£100.92	£461.79	£106.57
£439.85	£101.50	£464.48	£107.19
£444.92	£102.67	£469.84	£108.42
£449.39	£103.71	£474.56	£109.51
£452.56	£104.44	£477.90	£110.29
£460.12	£106.18	£485.89	£112.13
£467.72	£107.94	£493.91	£113.98
£475.25	£109.67	£501.86	£115.81
£475.27	£109.68	£501.89	£115.82
£479.93	£110.75	£506.81	£116.96
£483.01	£111.46	£510.06	£117.71
£490.54	£113.20	£518.01	£119.54
£498.26	£114.98	£526.16	£121.42
£505.87	£116.74	£534.20	£123.28
£528.71	£122.01	£558.32	£128.84
£533.22	£123.05	£563.08	£129.94
£536.23	£123.75	£566.26	£130.68
£544.00	£125.54	£574.46	£132.57
£574.37	£132.55	£606.53	£139.97



What happens next?

This is the start of the consultation period, and it will run until Thursday 11th January 2024.

We are asking tenants to take the time to complete the SurveyMonkey questionnaire which has been issued via text message. The Management Board will take tenants views and feedback into account before a decision is made at the next Management Board meeting on Tuesday 23rd January 2024.

We are holding two drop-in sessions at the office on the following dates to answer any questions you may have –

Wednesday 10th January 2024 between 2pm and 3pm
Wednesday 10th January 2024 between 5pm and 6:30pm

Thank you in advance for your participation.

All returned questionnaires will be added into a prize draw with the chance of winning one of two £50 Love2Shop vouchers.

Paying Your Rent

We understand that money becomes tighter and spending priorities can change for people on the run up to Christmas, 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 should remain your priority.

We offer various ways to pay your rent including Direct Debit (payments can be made weekly, fortnightly, monthly etc), Standing Order (please contact us for our bank details), Debit Card (call the office to make an appointment over the phone), Rent Payment Card (at any Post Office and at shops, garages etc displaying the Allpay.net or PayPoint signs or alternatively **online at www.allpayments.net**

Please remember, if you are struggling to make ends meet and particularly if you are worried about debt and how to manage your money; you need advice on benefit entitlement, or you're concerned about your fuel bills remember we are providing our Welfare Benefit Service every Thursday in the office from 9am to 5pm by appointment.

Please call your Housing Officer or our office on **0141 944 4902** to arrange the appointment or to chat about your concerns.



Christmas Raffle

The raffle prizes up for grabs are:

We have entered all households into a Christmas Raffle for the chance to win the prizes opposite donated by our contractors. We would like to take this opportunity to thank our hardworking contractors for the work they carry out on behalf of the Co-operative on a daily basis.



£50 One4all Gift Card x 2

Donated by:
City Building



Airfryers x 3

Donated by:
Magnus Electrical Services



£100 Amazon Gift Card x 2

Donated by:
Paterson Safety Anchors



£25 Love2Shop Gift Card x 2

Donated by:
CCG Group

We received cash donations from our contractors below which will be used towards our Community Events:

- DG Joiners
- WMC Plumbing and Heating
- MCN Construction
- Mellicks Solicitors
- SDM Housing Software



Shopper Fish Tea for 2

Donated by:
McMonagles

Community Events

Every year we set aside a budget for Community Events such as a Summer Fete, Childrens' Christmas Party, Pensioners' Christmas Lunch, amongst others. This year we would like to hear from our tenants what community events they would like us to organise. We welcome any suggestions/ideas that you may have. Please contact the Co-Operative on **0141 944 4902** or emails us at enquiries@drumchapelhc.org.uk.

Tenant Panel

Throughout the year we review our policies, as per our policy review register. So far this year our tenant panel has reviewed a number of policies and given us valued feedback. 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.

Pensioners Christmas Lunch



Our Pensioners Christmas Lunch took place on Thursday 7th December 2023 with a two-course lunch being provided at the award winning McMonagle's Boat in Clydebank.



FROZEN PIPES

When temperatures drop there is a possibility that pipes will freeze. If the temperatures remain below zero degrees for 2-3 days, it is likely that pipes will freeze and burst when the temperature rises.

To prevent frozen pipes, keep your heating on. It does not need to be at a high temperature, an average temperature of 5 degrees will stop your pipes from freezing. Turn your thermostat down low but keep your heating on until the outside temperature rises above freezing. This will also ensure your condensate pipe from your boiler will not freeze.

Minimising the damage from a burst pipe!

If your pipes burst then your priority must be to minimise any damage from escaping water. You can do this by

undertaking the following actions:

1. Switch off any water heaters or boilers.
2. Turn off the main stopcock. (Normally under the kitchen sink in the bathroom or in the hall cupboard.)
3. Contact our office on 0141 944 4902 or City Building on 0800 595 595 should the emergency be outside office hours.
4. If possible, collect as much water as possible in buckets, baths and containers as this water can be used to flush the toilets. Do not use the water to drink or cook with.
5. Individual electric circuits can be isolated from your electrical consumer unit. Do not touch the consumer unit or any electrical fittings if they are wet in any way.

Leaks and how to prevent them.

There is always a possibility of getting a leak from the room or flat above, either from the roof damaged by a storm, or faulty plumbing.

A common source of water going below is in our flatted properties is when a resident leaves a tap on at the bath, wash hand basin or kitchen sink which then overflows. Always remember to turn off taps before you leave your home, even if only nipping out to the shops or taking the rubbish out.

Another source of leaks are faulty washing machines and their connections. For existing washing machines check that all connections are tight on a regular basis, and before using a new washing machine make sure that all connections are tight.

CONDENSATIO

What is dampness?

Dampness can originate from:

- Leaking pipes, wastes, drainage and overflows
- Rainwater from defective roof coverings, blocked or leaking gutters and broken pipes
- Penetrating dampness around windows, through walls and due to raised ground levels
- Rising damp due to lack of, or no effective, damp-proof course

Condensation dampness

Condensation dampness is a condition that affects many homes and has probably become the major cause of “environmental” dampness within a property. Condensation is particularly common in homes which are poorly heated and poorly insulated and usually gets worse in the colder months i.e. “the condensation season”.

Problems caused by condensation

Running water on windows and walls is perhaps the most immediate indication of a condensation problem. If ignored this can lead to a deterioration in the decorative condition of the property, stained curtains, decay in window frames and the appearance of moulds on the surface of wallpapers and paints in poorly ventilated areas. Condensation can also occur under suspended floors and in roof voids, greatly increasing chances of fungal decay.

What is condensation?

There is always some moisture in the air, even if you cannot see it. If the air gets colder, it cannot hold all the moisture and tiny drops of water appear – the Dew Point. This is condensation. You also notice it when you see your breath on a cold day, or when the mirror mists over when you have a bath. Kitchens and bathrooms are often primary sources

of atmospheric water. Moisture is released into the air through normal daily activities such as washing, cooking, drying clothes, showering and bathing. Condensation can occur commonly on windows or external walls, or cold surfaces within the fabric of the property. Look for it in corners, on or near windows, in or behind wardrobes and cupboards. It often forms on north-facing walls. Condensation is often associated with poor heating and ventilation in buildings. It is more apparent in winter, as the external air temperature is low and walls and windows are cold. The usual sequence of events is as follows:

- Cold air enters the building
- The air is warmed for the comfort of the occupants
- The warm air takes up moisture
- The warm, moist air comes into contact with cold surfaces (walls, windows, etc.) and is cooled below its Dew Point
- Condensation occurs as the excess moisture is released

Mould

The development of mould growth is the most common tell-tale sign that is frequently associated with condensation. It can lead to staining, damage to wallpaper, wall surfaces, window frames, furniture and clothing. The appearance of mould

may be black, white, yellow or green in colour, depending on the specific type of mould and the surface on which it grows. Moulds are hydrophilic fungi in that they require high levels of moisture. Capillary held dampness (such as that originating through rising dampness) is not sufficient to cause mould growth. The mould requires free moisture on the surfaces to germinate and grow. Tiny spores produced by the mould and the higher numbers of dust mites due to the moist conditions can increase the risk of asthma and respiratory illnesses in some people.

In the short-term you should wipe off the condensed water from windows and sills every morning during the condensation season. Wring out the cloth into a sink rather than drying out on a radiator.

Maintaining a reasonable balance between heating, ventilation and insulation can reduce excessive condensation. However, a review of lifestyle and occupation of the property is often necessary.

Mould Cleaning

Regular cleaning away of mould is vital. To remove mould, wipe down walls and window frames with a preparatory mouldicide or fungicidal wash (one which carries a Health and Safety Executive approval number). Spray containers of mouldicide can be obtained from chemists and retailers and mould kits can be obtained from specialist suppliers. Follow the manufacturer's instructions precisely which will provide longer term prevention.

Handy Tips

- Dry-clean mildewed clothes
- Shampoo carpets
- Avoid disturbing the mould by brushing or vacuum cleaning
- Following treatment, redecorate using a good quality fungicidal paint to prevent mould

N CONTROL

- Do not over-coat with ordinary paint, emulsion or wallpaper. Use a mouldicide solution additive to mix with the paint, or wallpaper paste containing a fungicide
- Using a dehumidifier will help control the airborne moisture and help reduce the problem, however, dehumidifiers will not solve the cause(s) of the condensation problem

Produce less moisture

Reduce the potential for condensation by producing less water. Cooking with pan lids on and turning the heat down once the water has boiled, will greatly reduce condensation. Only use the minimum amount of water for cooking vegetables and when filling the bath, run the cold water first then add the hot – it will reduce the steam which leads to condensation by up to 90%.

Avoid drying laundry on radiators and where possible, dry washing outdoors or place in the bathroom with the door closed and the window open/extractor fan on. When using a tumble dryer, make sure it is vented to the outside (DIY kits are available for this) or is a condenser dryer.

Do not use your gas cooker to heat your kitchen as it produces moisture when burning gas – you will notice the windows misting up. Ideally, extractor fans should be constant duty fans or be humidistat controlled. Most will be solely activated by a light switch. If you are purchasing a new fan, it will be worth investigating the automatic function.

Heat your home a little more

In cold weather, the most efficient way to keep rooms warm enough to avoid condensation is to have low background heating on all day – even when there is no one at home. This is very important in flats, bungalows and homes where the bedrooms are not above a warm living room.

If you have central heating, set it to provide background warmth in ALL rooms including any unused rooms. Use the heating system on a regular balanced cycle with all radiators working to all rooms during colder periods. Otherwise install suitable thermostatically controlled heaters where necessary. The thermostats will help control heating and costs.

Insulate and draft proof

Draughtproofing of windows and outside doors will help keep your home warm and should result in lower fuel bills. When draughtproofing:

- Do not block permanent ventilators
- Do not block unused chimney breasts – fit a ventilator/air brick
- Do not draughtproof rooms where there is a fuel burning heater (e.g. gas fire)
- Do not draughtproof windows in bathrooms and kitchens
- Insulation should also be considered for roofs, cavity walls and sloping ceilings (soffit) as these are traditionally poorly insulated.

Tips to circulate the air

Allow space for the air to circulate in and around your furniture:

- Open doors to ventilate cupboards and wardrobes
- Leave space between the backs of wardrobes and the wall. Where possible, position wardrobes and furniture against internal walls i.e. walls which have a room on both sides rather than external walls
- Avoid overfilling wardrobes and cupboards as it restricts air circulation
- To reduce the risk of mildew on clothes and other stored items, allow air to circulate round them by removing 'false' wardrobe

backs or drilling breather holes in them. You can place furniture on blocks to allow air to circulate beneath.

Ventilate to remove moisture

- You can ventilate your home without making draughts. Some ventilation is needed to get rid of the moisture being produced at the time, including that from people's breathing.
- Keep trickle vents open at all times or alternatively, open small window/top lights.
- Use passive Vapour Vents if no trickle vents are fitted to windows.
- Do not have airbricks fitted at low levels.
- The installation of suitable extractor fans in the moisture producing rooms of a property such as the kitchen, bathroom and ensembles, will help remove the majority of this moisture-laden air from these areas (that are most responsible for condensation), with minimal running costs. This is a requirement of the Building Regulations for new properties, whilst also applying to existing buildings.
- Kitchen and bathrooms require more ventilation due to cooking, washing, bathing and drying creating high levels of moisture.
- Close the bathroom and kitchen doors when these rooms are in use, even if the kitchen or bathroom extractor fans are on. This stops the moisture reaching other rooms, especially bedrooms which are often colder and more vulnerable for condensation.

Clean and tidy Christmas!



At Christmas, we throw away a lot of items. Please remember to put these in the correct bins, both to make sure they are uplifted by Glasgow City Council and to help the environment. Nobody wants to wake up on Christmas morning to other people's litter, old items, and boxes to look at – so do your bit to keep the area tidy!

Where do I put all my rubbish!?!?

Glasgow City Council has provided residents with bins for recycling. The Blue bin is for the collection of paper, card, plastic bottles, and food/drink cans.

You can recycle the following items in your blue bin:

- Mixed papers - newspapers, magazines, journals, junk mail, brochures, catalogues, directories, yellow pages, envelopes
- Cardboard - cardboard boxes, card packaging
- Plastic bottles - milk bottles, drinks bottles, sauce bottles, shampoo bottles, cleaning product bottles
- Food and drink cans - steel cans, aluminium cans, food tins, empty aerosol cans.

What should you not place in your blue bin?

If you place items, other than those listed above, you will adversely affect the quality of the material sent to our recycling which can result in material not being recycled. So please do not put the following items into your blue bin:

- General waste/food waste
- Glass bottles
- Books
- Yoghurt pots
- Tetra paks
- Plastic bags
- Margarine/butter tubs
- Cartons
- Foil

Residents wishing to recycle glass –the nearest glass recycling point is located at Sainsbury's bottle bank located in Great Western Retail Park. You cannot put glass in the blue recycling bins. If you are not



recycling the glass, they must be disposed of with your household rubbish. If you would like any further information on bins, please contact Glasgow City Council at www.glasgow.gov.uk and select Bins and Recycling.

What do I do if I want to get rid of my old items now that Santa has been good to me?

You can take it to a local recycling centre, Dawsholm Recycling Centre, 75 Dawsholm Rd, Glasgow G20. Please remember Fly tipping is illegal and carries a fine if you are caught.

Anyone caught dumping bulk may be liable for a fine and/or prosecution. As residents you can also contact the Environmental Task Force if come across the following problems: -

- Litter
- Dog Fouling
- Graffiti
- Fly posting
- Fly Tipping

To report an incident online please use link <https://www.glasgow.gov.uk/envtaskforce>

You can also report an incident by phoning **0141 287 1058**. Or you can use your smart phone to report incidents by downloading the My Glasgow app from the App store and Google Play [MyGlasgowCC - Glasgow City Council](#)



Christmas **Fire Safety** Advice

1. Candles

Be careful when lighting candles this time of year around decorations which creates an extra fire hazard in the home.

2. Pet Safety

Everyone knows that during the holidays, we tend to have more chocolate around the house; please make sure that you keep chocolate out the way of your pets as anything containing xylitol can be poisonous to your pet and wrappers can cause your pet to become ill if eaten.

3. Fireplace

Keep your tree away from heat sources and fireplaces. A real tree can get really dry and easily go up in flames very quickly.

4. Christmas Trees

When putting up your tree ensure that it is on a stable base to avoid it falling over and causing injury. For artificial trees, make sure that it is flame resistant to eliminate the hazard of a potential fire. Real and Living trees can get very dry and can be a risk if faulty lights ignite the pines; keep your tree watered to avoid potential risk.

5. Fairy Lights

Check your Christmas lights are working and in good condition. The newer the light, the higher the safety standard will be. Like candles make sure that lights are switched off when you leave the house or go to bed. When putting up your fairy lights make sure you check them for any potential hazards. Check the wires for fraying, any bare spots in the wire and kinks in the line.

6. Ladder Safety

Be safe when putting up decorations in high up places by using a stepladder or ladder and inspect it beforehand.

7. Drink Driving

In the December period, it is no myth that people like to have a few more drinks than usual when visiting family and friends. It's simple...don't drink and drive. If you are out and about visiting people and have a few drinks, leave the car there until the morning. Another option is to designate a sober driver.

8. Christmas Dinner

When preparing your Christmas dinner make sure you think about food hygiene. Thoroughly wash your surfaces and utensils after cooking with raw meat.

9. Leftovers

If you decide to reheat your leftovers the next day make sure you reheat them properly. 74 degrees Celsius is the minimum temperature your reheated food should be.

More Christmas Safety Tips

Christmas is a busy time of year for us all, but it also is for A&E. Thousands of people every year are involved in Christmas related accidents around the home over the festive period.

Here is some more advice on how to stay safe this Christmas.

Toys and Present Safety

Falls are the most common kind of accident in the home, now imagine how much the likelihood of a fall is increased when there is clutter, boxes and presents added into the equation. Keep walkways and stairwells clear and well lit, this needs to especially be taken into care if you are likely to have a guests over Christmas.

When buying toys, make sure you check the packaging thoroughly to ensure that the toy is age appropriate. Keep an eye out for any small parts that could cause a child to choke. In order to assure that it meets the legal standard, make sure this is shown on the packaging. When opening presents, be careful when using scissors and avoid using a knife.





**Drumchapel
Housing**
Co-operative Limited

2024 calendar

"Committed to providing a quality service"

January 2024						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

February 2024						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

March 2024						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

April 2024						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

May 2024						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

June 2024						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

July 2024						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

August 2024						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

September 2024						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

October 2024						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

November 2024						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

December 2024						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

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**
Bulky Waste
Collection **0141 287 9700**
*(Tues and Wed between 9am and
3pm only)*
Noise Team **0141 287 6688**
(Mon - Sun between 5pm and 3am)
Pest Control or Public
Health Problem **0141 287 1059**

**Rent Due: on or before
1st of each month**

Key

- Public Holidays - Office Closed
- Staff Training - Office Closed (pm)
- Welfare Benefits Advisor present
- Wheelie Bin Cleaning
- Rent Due