



**Drumchapel
Housing**
Co-operative Limited

Summer 2025

Newsletter



Intimation of AGM

Drumchapel Housing Co-operative Ltd: **Annual General Meeting (AGM) 2025**

Date: **Thursday 28 August 2025**

Time: **6PM**

Venue: **Hybrid meeting at 4 Kinclaven Avenue Drumchapel Glasgow G15 7SP and Online via Zoom**

Office Closures

Wednesday Office Closure

Our office will now be closed every Wednesday morning until 10:30am to accommodate our weekly staff meeting. If you have an emergency repair during any office closures, please contact City Building on **0800 595 595**.

Summer Office Closures

**Friday 26th September 2025 and
Monday 29th September 2025 –
September Holiday Weekend**

4 Kinclaven Avenue • Drumchapel • Glasgow G15 7SP
Tel: **0141 944 4902** • Email: enquiries@drumchapelhc.org.uk
Web: www.drumchapelhc.org.uk

 Drumchapel Housing Co-operative





**Drumchapel
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Intimation

Dear Member

As you are aware, the Co-operative, as a membership organisation is required under our rules to hold an Annual General Meeting (AGM) every year within six months of our financial year end.

Under rules 20.1 and 20.2 of the Co-operative's 2020 Model Rules virtual AGM's are permitted. Following on from last year the Co-operative has decided to host the 2025 AGM using a hybrid model which allows members to choose to attend either in person or virtually through Zoom.

If you wish to attend "virtually" you will have to be able to access Zoom from a computer, tablet, smart phone or laptop. You will, therefore, have to let us know in advance if you intend to join the meeting. If you are unable to attend in person or the virtual AGM, the option to submit your apologies or to complete a proxy form to appoint a proxy for someone to vote on your behalf will still be available to you. The form to allow you to do this will also be included in the AGM pack that will be sent to you no later than 14 days before the AGM – we will contact members proactively to encourage this.

In accordance with the Co-operative's Rules, information regarding the nomination procedure for election to Drumchapel Housing Co-operative's Board of Management at the forthcoming AGM is outlined below.

Nomination for Election to Board of Management

Membership of the Co-operative carries with it the right to be nominated for election onto the Co-operative's Board of Management or to nominate another member who you feel would make a valuable contribution.

Only members are eligible to nominate another member or stand for election. A member cannot nominate himself/herself for election to the Board. Nominations must be in writing using a nomination form, which is available from the office, and must be signed and fully completed. If you wish to be nominated or nominate another member for election, please let us know and we will contact you to discuss the best way for us to assist you with the completion of the nomination form and its return to the Co-operative.

In accordance with our rules, completed nomination forms must be returned by close of business on **Thursday 7 August 2025**. As such, should you want to be nominated or to nominate, and need assistance to complete this process, please contact us by **Monday 4 August 2025** to allow time for this to be completed by **7th August 2025**.

No nomination forms will be accepted after this date. If you require a nomination form, please simply contact us to request one.

Further information including the agenda and papers for the AGM, proxy/postal vote procedures and intention to attend virtual AGM forms to allow us to issue access details will be sent out to all members at least 14 days before the AGM.

Yours sincerely

Josephine Barnshaw

Secretary

COMPLAINTS

We have received 11 complaints in total up to the end of the first quarter, 10 of which were resolved at stage 1 and the remaining 1 complaint was resolved at stage 2. All complaints were resolved within designated timescales as shown in table below.

Complaints were mainly in relation to quality of service provided by our contractors and communication regarding repair bookings or progress.

Staff have liaised with relevant contractors and continue to work with them to ensure the provision of a high-quality service and effective communication on behalf of the Co-operative.

We use lessons learned from all complaints to improve the quality of service and we actively encourage tenants to raise a service delivery complaint if they are unhappy with any part of our service delivery.

Indicator	ARC Ind	Q1 2025/26	KPI Target 2025/26	DHC 2024/25
Number of Stage 1 complaints received	3 & 4	10	N/A	41
Average time for full response to Stage 1	3 & 4	3.20 days	5 days	3.07 days
Stage 1 complaints responded to within timescale	3 & 4	100%	100%	100%
Number of Stage 2 complaints received	3 & 4	1	N/A	3
Average time for full response to Stage 2	3 & 4	18 days	20 days	12.33 days
Stage 2 complaints responded to within timescale	3 & 4	100%	100%	100%

"You said,
we did"

The Co-operative strives to deliver an excellent service to all our tenants and service users. We understand that there are times when we can improve upon our service. We appreciate feedback from our tenants and here are some examples below of how we have listened and what we have done.

"Been waiting several weeks to have the fence repaired."

We are aware that there can sometimes be a delay in works being carried out particularly during bad weather. Due to the storm earlier in the year there was a backlog of fence repairs and a high demand for timber. In this case, we contacted our contractor and provided an update to the tenant and an estimated completion time for the repair.

"The grass in the back court hasn't been cut and there is a mess in the bin store."

The bin store had a build up of domestic waste as rubbish bags had been left on the ground due to lack of wheelie bins. The Co-operative are responsible for providing communal wheelie bins for tenement blocks therefore new bins were ordered and a deep clean of the bin store was instructed.

"A mess has been left after the tree-cutting."

We raised this with our Ground Maintenance Contractor. We are continuously working with them to monitor the standard of works to ensure these are carried out to a satisfactory standard and our tenants receive a quality service.

SUMMER

Fete 2025

Our Annual Tenant Summer Fete is coming up!

SATURDAY 30th AUGUST 2025

12-3pm

Food & Drink

Tombola

Glitter Tattoos

Raffle

Information stalls

For more information, contact us at:

4 Kinclaven Avenue

Drumchapel

Glasgow G15 7SP

Tel: 0141 944 4902

Email: enquiries@drumchapelhc.org.uk

Photo Booth

Animal Man

Facepainting

Games and Fun

Activities for kids

...and so much more!

SUMMER OF FUN

Free family play and games sessions

Looking for fun, active ways to spend time together over the school holidays? Come along to your local sports centre and enjoy free game sessions for all ages! Whether it's just you and your little one or the whole family, these sessions are the perfect way to bond, get moving, and make memories. Book your spot by calling your preferred venue, or simply drop in on the day and join the fun!

Sessions will take place Mon 30th June - Thu 7th Aug

	Mondays	Tuesdays	Wednesdays	Thursdays
Mornings (10am - 12pm)		Glasgow Club Maryhill	Kelvin Hall	Glasgow Club Castlemilk
Afternoons (1pm - 3pm)	Tollcross International Swimming Centre	Glasgow Club Springburn & Glasgow Club North Woodside	Glasgow Club Gorbals & Glasgow Club Donald Dewar	Emirates Arena & Glasgow Club Milton

Get planning at glasgowlife.org.uk/summer-of-fun



Glasgowlife

SUMMER OF FUN

FUN DAY ROADSHOW

Celebrate a summer of fun with sporting activity in the city with Glasgow Life. We are excited to host 5 family fun days across the city as well as local activities for everyone to get involved in. With lots to do, you're sure to have a "Summer of Fun".

Our family fun days will give you a chance to visit some of our venues and help our communities to get active every day. Come along to try a variety of sports and games, take part in our fitness challenges, play on inflatables and even get your face painted.

All of our events take place from 11am - 2pm and are perfect for a family day out!

Glasgow Club Bellahouston

Fri 8th August

Looking for an event for kids with a disability? Check out our ASN event.

Glasgow Club Maryhill

Thu 7th August

Get planning at glasgowlife.org.uk/summer-of-fun

Glasgow Life, registered as Culture and Sport Glasgow, is a Scottish Charity (No SC037844) regulated by the Scottish Charity Regulator (OSCR).



Dolly Parton's Imagination Library

Dolly Parton's Imagination Library is dedicated to helping inspire a love of reading by gifting FREE books to children from birth to age 5, through funding shared by Dolly Parton and Local Programme Partners in five countries.

We are inviting all our tenants with children under 5 years to join the initiative. The launch event will be taking place

at Drumchapel Library on Saturday 26th July 2025 between 1pm and 4pm. All children can register for the initiative and pick up a free book on the day! There will also be facepainting.

Once your child is registered, they will receive a FREE high-quality, age-appropriate book addressed to them in the mail each month until their 5th birthday.

You can also register your child by visiting **www.imaginationlibrary.com** or you can collect a registration form at the office.

Please do not hesitate to contact Marisa or Alice at the office for further information.



I remain totally convinced that if we could do one simple thing to inspire kids and adults to **learn** more, it would be to inspire them to **read** more. Thank you for your interest in my Imagination Library programme.

A stylized, cursive signature of Dolly Parton in blue ink.

Dolly Parton Imagination Library Launch Event



Do you have children in your household under the age of 5?

We will be hosting a launch event on **SATURDAY, 26th of July** at **Drumchapel Library**.

1 pm to 4 pm.

Free books for all children.

Face painting.

Sign up to get even more free books!



Any questions? Give the team a call on 0141 944 3881.



**Drumchapel
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G15 Pantry Cupboard

Drumchapel Community Centre
320 Kinfauns Drive
G15 7HA

£1 for 1 year membership and £3.50
(10 items) per shop



Wednesday and Friday 11am -
2pm

Planned Maintenance Update

On Track for Completion

We're pleased to share a positive update on our two-year Planned Maintenance Programme (2024–2026), which was undertaken by MCN and City Building which continues to progress smoothly and on schedule.

Year 1 Success: 2024–2025

The first year of the programme saw the successful and timely completion of:

- 24 kitchens
- 23 boilers
- 21 bathrooms

This phase laid a strong foundation for the following year, demonstrating our commitment to quality, efficiency, and minimal disruption to residents.

Year 2 Progress: 2025–2026

Now well into the second year, the programme is due to deliver:

- 48 new kitchens
- 32 boiler installations

All current works remain on track to meet the proposed completion date of 21st August 2025, marking a significant milestone in our efforts to improve living standards and modernise our housing stock.

We thank all tenants for their continued cooperation and patience throughout the works. Our contractors are working diligently to ensure that the final stages of the programme are delivered with the same high standard and efficiency as the previous phases.

What do you think? Let us know!

Proper Bin Use – Help Keep Our Community Clean

A quick reminder to all residents about responsible waste disposal:

- **Use the Right Bin:** Please make sure all rubbish and recycling go into the correct bins – blue for recycling, green for general waste, and brown for food/garden waste (if provided).
- **Designated Bins Only:** Only use the bins allocated to your property. This helps avoid overflowing and ensures everyone's waste is collected properly.
- **Keep Back Court Areas and Common Foot Paths Clear:** Please do not leave bulk items (like furniture or large bags) in or around the bin areas. These create hazards and can delay waste collection.



Let's work together to keep our back courts tidy and our bins used correctly. Thank you for doing your part!

STAFF UPDATES!

Maintenance

We welcomed our new Senior Maintenance Officer Fraser Irving to the Team in April 2025. Fraser is pleased to be joining Drumchapel Housing Co-operative, bringing 19 years of experience in the construction industry, with a background as a Joiner, Construction Manager and Building Surveyor. Fraser has spent the last 7 years working in maintenance roles within the housing sector. Fraser is passionate about delivering high-quality housing maintenance services and looks forward to working with the team to maintain and improve our homes and is committed to meeting the high standards tenants expect and deserve.

Corporate and Governance

We also welcomed our new Corporate and Governance Officer Alice MacDonald to the team in June 2025. Alice has come from the Education sector, having worked in secondary education and in universities. Alice has previously worked in research, learning development and quality assurance administration, and is committed to ensuring quality assurance procedures, maintaining high standards and meeting regulatory and legal requirements.

Garden Competition

We are in the midst of the Scottish summer and we've seen our tenants out in their gardens and verandas making sure they look their best.

Whether it's a garden, flowerbed, hanging basket or a plant pot full of beautiful blooms, we want to recognise our tenants' efforts!

The garden competition is open to all tenants – you can nominate yourself, a neighbour or any other tenant. Please contact the office on **0141 944 4902** or you can drop us an email at: **enquiries@drumchapelhc.org.uk** by Friday 15th August 2025.

Our Ground Maintenance contractor M Squared will be judging the competition. The winners will be announced at our Annual General Meeting held at the office on Thursday 28th August 2025 at 6pm. Good luck!

Tenancy Sustainment Fund

The Co-operative recognises that some tenants and their families may require help in times of hardship and require immediate help with food or energy. We have continued to provide support to our tenants in emergency situations via our Tenancy Sustainment Fund.

The fund is administered by our Housing Management Team. We issue emergency food parcels, food vouchers and energy vouchers. We also have provisions to help new tenants, including starter packs to help assist with setting up their new tenancy.

If require any emergency assistance, please do not hesitate to contact your Housing Officer at the office.



Useful Numbers...

Drumchapel Housing Co-operative	0141 944 4902
City Building (All heating and hot water repairs and out of hours emergency repairs)	0800 595 595
Scottish Gas Network (if you smell gas)	0800 111 999
Scottish Water	0800 077 8778
SP Energy Networks (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

Do you have anything you would like to discuss?

We always welcome our tenant's feedback on any part of our service, you contact us by:

- Contacting the office on **0141 944 4902** or pop in to chat to a member of staff
- Emailing us at **enquiries@drumchapel.org.uk**

I would like to say...