



# Newsletter

## Planned Maintenance

Window and bathroom replacement has now commenced and work will be complete by the end of March 2018.

The contractor CCG has allocated a Tenant Liaison Officer for this project to assist with communication and any issues that arise on site.

*Comments from tenants include:*

*"I'm very happy with the work. It's made a massive difference."*

*"I was thinking about moving, but I'm delighted with the house now and I'm staying where I am"*

*"It's fantastic, I love it and the house is far warmer."*



## Board Recruitment

As a tenant/joint tenant you can become a Board Member. The Management Board is responsible for directing the affairs of the Co-operative with the aim of achieving good outcomes for its tenants and other service users in accordance with Regulatory Standards and Guidance issued by The Scottish Housing Regulator.

**As a tenant, it is important for you to have your say, so why not apply to become a Board Member?**

If you would like more information on becoming a Board Member, please contact Stephen Watt to make an appointment to discuss this further.





# Cash for Kids Charitable Donation



**cashforkids**

During the festive period, our staff were involved in raising funds for Cash For Kids.

A sum of £21 was raised as a result of staff wearing Christmas Jumpers for Christmas Jumper Day.



## CERTIFICATE OF ENVIRONMENTAL ACCOMPLISHMENT

This is to certify that

**Drumchapel Housing Co-operative**

participated in Shred-it's shredding  
and recycling program and saved **11** trees  
from destruction in **2017**.

Shred-it congratulates staff members on the  
positive impact this initiative has made towards  
saving our environment.

THANK YOU FOR  
YOUR BUSINESS.



## Tenant Panel: What could make your home more affordable?

We are looking for tenants to come  
along **Tuesday 13th March** from  
either **10.00am- 11.00am, 3.00pm -  
4.00pm** or drop in any time to  
discuss the topic, *'What could make  
your home more affordable?'*

Please contact us if you can come  
along and let us know what time  
suits you. An evening session can be  
arranged if this would be more  
convenient - please contact us.

Tea and coffee etc will be available.

## Wheelie Bin Cleaning

All tenants are asked to leave  
their general waste bins  
(green) out for cleaning on  
**Tuesday 13th March 2018**.

Bins must be left out after they  
have been emptied by Glasgow  
City Council to ensure they are  
ready for CAS Cleaning.



# AGM Results 2017/18

Thank you to everyone who contributed to our AGM questionnaire in August 2017. There has been a strong and fair response, with all findings now collated and summarised below:

## Q1 What are we doing well?

Repair work was considered to be the Co-op's strongest attribute. Commendation was also given for the maintenance of the area and in terms of communicating planned work and events.

## Q2 What would you like to see us improve?

Responses ranged from various aspects of the home to external issues including gardens, parking spaces and littering.

## Q3 Do you find it easy to access our services?

It was unanimously agreed that accessing the Co-operative services was considered to be an easy process.

## Q4 Is there anything else we can do to make it easier to contact us?

With a website and social media presence now in place, along with improved telephone facilities in the office, the large majority of responses deemed it easy to contact the Co-operative.

## Rent Increase

Management Board have approved a rent increase of 3%, this will be effective from 1st April 2018. You should now have received a letter to confirm what your rent charge is increasing to.

If you currently pay by direct debit, your direct debit will be increased to reflect your new rent charge.

Tenants who receive Housing Benefit should not need to do anything as your benefit should be updated automatically, however if Housing Benefit contact you requesting further information it is essential that you provide this promptly.

Tenants who receive Universal Credit should take their rent increase letter to their local jobcentre to update, as failure to do so may result in the wrong payment being received.

## New Van Competition

### Sadly our new van doesn't have a name :(

If you are aged between 5 and 11yrs, please send us your suggestions for a name and the best one selected will win a prize!

Pictured are our Estate Team, Kevin (Estate Caretaker) and Liam (Environmental Handyperson Trainee).



My suggestion for the new van's name is:

Name:

Age:

Address:

Telephone:

Return your entry to our office at 4 Kinclaven Avenue, Drumchapel, Glasgow G15 7SP for your chance to win!



## Children's Easter Drawings

We are looking for school-age children to hand in their best drawings (crayon, coloured pencils, felt-tip, or computer designed) associated with Easter, i.e. Easter eggs, chickens, Spring flowers/lambs, etc). Every child who provides us with a drawing can claim a free chocolate Easter Egg at the reception desk from one of our staff up until close of business on Thursday 29th March.

***Get on it like an Easter Bonnet!!***



## Easter Closure

Please note that our offices will be closed on **Good Friday** (30th March) and **Easter Monday** (2nd April).

The office will re-open on Tuesday 3rd April. If you have an emergency repair, please contact City Building on **0800 595 595**.

## Councillor Kerr (SNP) Weather and Community

With the weather being cold and sometimes wet, snowy or icy I would like to remind people to take into account that all services may experience difficulties in running as normal and I would also like to encourage the more able people to help out and look out for people who are less able especially with using the grit bins to make pavements safe and bin sheds clear. I have managed to get 2 new grit bins and a grit bag put in place to help to make the place safer. Let's be kind to each other and roll on summer!

Now good news! Ted Scanlon, Drumchapel's Thriving Places Community Connector, and Community Partners have managed to rent the shop in the shopping centre that used to be Greggs. There are load of things going on there. The shop is to be a place of connection between local people themselves and between local people and the different organisations in Drumchapel.

The community shop is a step in the direction of attending to the vision of Thriving Places. This is a 10 year vision for Glasgow where local people are to be at the centre of defining their own future in the place where they live. This shop is a space where local people can come on a 1-2-1 or group basis to become more engaged about how Drumchapel should develop.

Please feel free to drop in, there is free tea and coffee and you may even get a bit of cake if you are lucky!

Here are my contact details. Please do not hesitate to get in touch if there is anything I can do for you.

Email – [Elsbeth.kerr@glasgow.gov.uk](mailto:Elsbeth.kerr@glasgow.gov.uk)

Phone – **0141 287 5931 / 07747108671**

Twitter – **@ElsbethKerrSNP**

Facebook.com/**Elsbeth Kerr for Drumchapel/Anniesland**

## New Staff

We would like to welcome Andy Docherty to the team. Andy has vast experience of working in housing and arrived mid-February in Drumchapel courtesy of EVH on a temporary/part-time basis to provide support on our reception desk.