



**Drumchapel
Housing**
Co-operative Limited

Issue 8
November 2017

Newsletter

Paying Your Rent...

During the festive season it is important to continue paying your rent as normal.

If you are having difficulty paying your rent, please contact us as soon as possible. Your Housing Officer can offer help and advice, set up a payment plan and assist with claiming benefits you may be entitled to. We also have a Welfare Benefits Adviser from the Citizens Advice Bureau who is based at the office every Thursday. **Don't risk losing your home.**



4 Kinclaven Avenue • Drumchapel • Glasgow G15 7SP

Tel: 0141 944 4902 • Email: enquiries@drumchapelhc.org.uk

Web: <http://scottishhousingconnections.org/drumchapel-housing-co-operative/>

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



HAPPY TO TRANSLATE



Children's Christmas Party Date Confirmed

This year's annual Children's Christmas Party at Drumchapel Housing Co-operative's office will take place on **Thursday 14th December 2017**. All adults and children who returned their forms last month are welcome along to take part in some festive fun, participate in festive drawings, indulge in face painting, and meet with Santa Claus who will be dropping by with presents for all the children who come to see him.



Christmas Jumper Day



During 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!



Save the Children
CHRISTMAS JUMPER DAY



Housing Apprentice

Our Housing Apprentice, Chantelle Devlin, has successfully completed the modern apprentice programme and gained a qualification in Chartered Institute of Housing (CIH). Congratulations, Chantelle from all at the Co-operative!



Director's Half-Year Report

It has been a busy time for staff and Board members alike! We've been doing everything we can to make sure we give you highest level of service possible and, at the same time, ensure that we get the most out of every pound we receive from tenants in rent.

We recently appointed a contractor to carry out window and bathroom replacements to 84 properties in Southdeen Avenue and Southdeen Road and the contractor will be visiting all of these homes from Monday 27 November to discuss specifics with each householder. We are delighted to see progress being made with this programme and Duncan McKnight and his team are here to answer any questions you may have. If you are one of the tenants involved, don't forget to ask anyone asking to enter your home if you can see their ID – anyone representing the Co-operative will always be more than happy to provide this. If you are unsure in any way, please ask

the person to wait outside and call the office on 944 4902.

We have also been spending some time "crunching numbers" in the hope that we can limit the rent increase for 2018/19 to inflation only. Pauline Burke is leading on this and will be in touch with all tenants in December to get as many views as possible before the Board makes its decision at the end of January. I know December can be a bit hectic as people prepare for the festive season, but it would be really useful if you could find some time to let us know your thoughts on the rent review – you can give us a quick call or leave a comment on our Facebook page if that's easier.

Elsewhere, we've been trying to respond to feedback and requests from tenants. For example, a few tenants have suggested running a bus trip to somewhere like Ayr or Largs in the summer and we're intending to do just that – more details

will follow in due course, but please don't hesitate to let us have your thoughts in the meantime. We also got great comments from those who attended the summer fun day and we will soon be starting to think about the 2018 event. Time certainly does fly!

Please don't hesitate to contact us if there's anything we can assist you with.

Caroline Shepherd

Director, Drumchapel Housing Co-operative Ltd



What to do in a winter emergency?

Frozen or burst pipes?

Here's how to take control of the situation...

Turn off the water supply at the stop valve straight away – shutting off the water will minimise the damage a flood could cause. Then check for obvious bursts or sprung joints.

Don't switch on your boiler or immersion heater – in a frozen pipe the water doesn't have anywhere to go so switching on any water heating system will ultimately result in a burst pipe.

Switch off your mains electricity supply – turn off the power if water might come into contact with electrical wirings or fittings.

Call our Emergency Out of Hours Number:

0800 595 595

Wheelie Bin Cleaning

Tenants should note that wheelie bin cleaning prior to the Christmas break will take place on Tuesday 19 December 2017.

Therefore, all bins should be left out after the collection of rubbish. Thank you!





Hallowe'en Update

Thank you to all children (and parents) who visited our office on Hallowe'en. Pictured is one of our youngest guisers, Baby Archie, who came round to collect his Trick or Treat bag.



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I would like to say...

Comments...

Name:

Age (if under 16 years):

Telephone:

Address:

If you would be interested in joining our Committee or Tenants Panel, please tick the box below, and we will contact you.

Management Committee ☐

Tenants Panel ☐