



An update to tenants on service delivery - 24 September 2020

The Co-operative has been undergoing preparation for a phased return of housing and administration staff and thereafter the phased re-opening of the centre.

However, in light of recent government restrictions/guidelines, staff are still required wherever possible, to work remotely for the time being, to help tackle the epidemic in Scotland.

We are sure you will understand the reasons for this. We will continue to monitor the situation and follow government guidance for a safe phased return and re-opening.

You will be aware the Co-operative's maintenance staff are around the estates on a regular basis to provide as normal a service as possible to our tenants. They along with the staff who are working remotely are continuing to provide a valuable service to our tenants during these difficult times.

Due to Covid-19 you should still expect to be asked a series of questions prior to a contractor or staff member carrying out an essential visit to your home. This practice is to comply with Government guidelines and public health guidance to keep everyone safe. Your co-operation is vital to ensure the safety of yourself and others.

Hours of Service Delivery

Our staff are still available during the normal office hours from 9am-4.30pm Monday to Friday however, due to public holidays we will be closed Friday 25 and Monday 28 September, 2020.

Service Delivery

If you wish to report a repair, discuss a housing application or a complaint during working hours please call 01698 263311 and a member of staff will deal with your request.

Should an out of hours emergency repair be required, please contact the following contractors:-

- Saltire Facilities Management Ltd Emergency Repair Number **0845 606 1555**
(all gas central heating faults 24 hours)

- Saltire Facilities Management Ltd servicing number **01698 743647**
- Rodgers & Johnston (all out of hours EMERGENCY REPAIRS) **0844 247 2120** (New Freephone number **0800 999 2520**)
- TRANSCO (National Grid) (smell of gas) **0800 111 999**

Rent Payments/Advice

If you wish to discuss rent payments or experiencing difficulty paying your rent please contact Susan on 01698 263311 or 07776990405 or email susan@forgewoodcoop.org.uk

More information on the ways you can pay your rent can be found on <http://www.forgewoodcoop.org.uk/page/?id=10&title=Pay-Your-Rent>

AFTAR Project

Should you be experiencing financial difficulty and require welfare rights advice, debt advice, general or specialist advice please contact the Co-operative and we will pass your details to Maria at Citizens Advice Bureau via our Advice for Tenants and Residents (AFTAR) project. She will contact you within 48 hours of receiving this request. Maria will carry out an initial benefit/financial assessment and allocate a telephone appointment as necessary.

Text Messaging Service

Our text messaging service will shortly be up and running.

A welcome message will be sent and regular updates on service delivery will be provided via this service to all tenants who we hold a mobile number for.

It is therefore vital we have your up to date mobile number on our system. Please contact us with your number should you have changed it or if you have not already provided this.

Phone Lines

You should be able to reach a member of staff by telephone however if our phone lines are busy you can email the Co-operative on enquiries@forgewoodcoop.org.uk and a member of staff will call you back as soon as possible.

Estate Management – Bulk Uplifts

The next date scheduled for uplifting bulk refuse is:-

- Thursday, 5th November 2020 at Forgewood

Please look out for a text message, details on the website or an email reminding you of this service.

As the cost of this service is considerable and to keep costs to a minimum we would encourage tenants who have transport to take any bulk refuse to the local recycling depot which is located at Bellshill Waste Disposal & Recycling Centre, Jubilee Way, Bellshill, ML4 1SA.

Please check North Lanarkshire Council's website for more information on this <https://www.northlanarkshire.gov.uk/>

Landscaping Contract

We have received several complaints from tenants in regards to the garden maintenance this year and we would like to apologise for the standard of this workmanship.

We took your complaints on board and raised them with the contractor along with other issues identified by maintenance and housing staff. Our Maintenance Officer has spent a considerable time overseeing this contract and during a recent walkabout of the estates an improvement plan has been agreed with the contractor.

It is hoped that you will notice an improvement with the standard of the landscaping and we will continue to monitor their performance.

Fire Protection Installation of Smoke Alarm/Heat Alarm and Carbon Monoxide Detector (if required)

We have instructed a contractor, John Smith to carry out this work. This will be planned on a street by street basis and you will receive a letter in advance of the Co-operative commencing this work to your home.

If you require any further information please contact our office on 01698 263311.

We are required to have this work completed by February 2021 to meet the new standards of Fire Protection in our homes.

Thank you.....

We would like to thank all residents for their ongoing support as we continue to deliver the best possible service to our tenants under these extremely difficult times.

Keep well and keep safe!!