



Forgewood
Housing Co-operative Ltd

Winter Edition Newsletter 2024

Have Yourself a Merry Little Christmas Time



Christmas and New Year Holidays

The Co-operative's office will close on **Monday 23 December 2024** and re-open after the festive period on **Monday 6 January 2025 at 9am**.

If you have an emergency repair during this time, you will find all the emergency numbers listed on the rear cover.

Our Maintenance Officers will be in the estates at times over the holiday season to deal with any non-emergency repair issues.

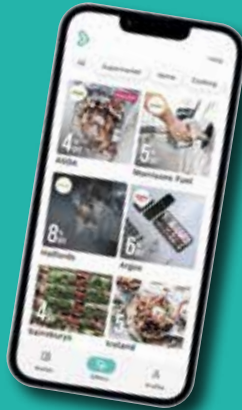
Housing Perks



We've joined forces with Housing Perks to find new ways to help you save money.

You will have received a text by now with details of the Housing Perks app along with your own unique reference number. This app offers discounts at over 100 national retailers such as Sainsbury's, ASDA, B&M, Sports Direct, Argos and many more.

It is free to use for our tenants and the exclusive discounts can offer savings of between 4% and 18%. You can obtain details on this app from our website



- Change website to <https://www.forgewoodcoop.org.uk/news/422.Housing-Perks/> on how to sign up and how it works....**Get saving!**

Attention All Tenants

It is important that you keep the Co-operative up to date with your phone number and contact/household details.

This is vital to enable us to communicate with you and provide the best service to you at all times.

Repair Satisfaction Survey – Winner



Many thanks to all our tenants who have completed the repairs satisfaction survey for this quarter. Any tenants that took part were entered into the quarterly prize draw with the lucky winner being:

Erika Downie! Well Done



Winner of our Annual Report Consultation

You will have received a copy of Forgewood Annual Report for 2023/24. Many thanks to everyone who completed the online survey and for your positive feedback on the Annual Report.

The lucky winner of the £50 gift voucher was Lynsey Middleton!

Radio Teleswitch Service Switch Off (RTS) What you need to know.....



ATTENTION ALL RESIDENTS WITH ELECTRIC STORAGE HEATING

The Radio Teleswitch Service (RTS) uses a radio signal to tell some electricity meters when to switch between peak and off-peak tariff rates such as Economy 7 or Economy 10.

The RTS is used for some traditional multi-rate meters and was designed to support those who use electricity for their heating and hot water. This may include those who use electric storage systems, panel heaters or immersion heaters in water tanks – some of which typically charge up overnight.

RTS allows energy suppliers to offer different tariff rates so that consumers can make use of cheaper off-peak tariffs to charge their heating and/or hot water systems up overnight.

Your electricity suppliers should be contacting you to offer a smart meter upgrade before the RTS service ends on 30 June 2025.

It is the responsibility of your energy supplier to replace these meters, they may already have been in contact with you regarding this.

If not, we would strongly urge you to contact your energy provider as soon as possible to discuss this and arrange for a new meter to be fitted.

Your electric storage heating and hot water could stop working if you do not have your radio teleswitch meter replaced before the radio frequency is turned off on 30th June 2025.

The Co-operative is unable to arrange this for you as this is

your responsibility.

For more info about the closure of radio teleswitching follow the link below:

<https://www.energy-uk.org.uk/customers/the-radio-teleswitch-service-switch-off-what-you-need-to-know/> or for more information you can visit the following websites:

Ofgem: [ofgem.gov.uk/information-consumers/energy-advice-households](https://www.ofgem.gov.uk/information-consumers/energy-advice-households)

Citizens Advice: [citizensadvice.org.uk/consumer/energy/energy-supply/your-energy-meter](https://www.citizensadvice.org.uk/consumer/energy/energy-supply/your-energy-meter)

Energy Networks Association: [energynetworks.org/industry/engineering-and-technical-programmes/radio-teleswitch](https://www.energynetworks.org/industry/engineering-and-technical-programmes/radio-teleswitch)

Access to Bikes, Parking and Storage Fund 2024

We are delighted to have been granted an award from Cycling Scotland to install bike storage facilities within the front of 2 – 16 Davaar Drive and within the rear court at Nos. 44 – 54 Fife Drive. This cycle storage is currently provided for the use of all tenants within the Heathfield area.

The ground and preparation works are currently underway, and the cycle storage

units are scheduled to be installed in January 2025.

If you are interested in storing your bike within this area please get in touch with the Co-operative, it will be allocated on a first come first served basis.

This is a pilot scheme and if the uptake is great, we can go back to Cycling Scotland and submit a further funding request.

Our Annual Assurance Statement

As part of the Scottish Housing Regulator's Regulatory Framework, all Registered Social Landlords have to submit an Annual Assurance Statement to the Scottish Housing Regulator.

In October 2024, the Co-operative submitted our sixth Annual Assurance Statement to the Scottish Housing Regulator (SHR).

Following a robust self-assessment, the Management Committee considered that Forgewood Housing Co-operative is

compliant with the requirements of the Regulatory Standards of Governance and Financial Management and submitted an Assurance Statement to that effect.

Our Assurance Statement is available on our website www.forgewoodcoop.org.uk

The Assurance Statement advised the Scottish Housing Regulator that the Co-operative was fully compliant with the Standards of Governance and Financial Management.

Annual General Meeting 2024



On Wednesday 18 September 2024, Forgewood Housing Co-operative held our Annual General Meeting (AGM) where members received a report from the Chair highlighting our achievements and activities during the year. Our External Auditors, AAB French Duncan also presented our financial report.

Following the Annual General Meeting, the Management Committee met to elect its office bearers for 2024/25:

Office Bearers:

Alan Thomson, Chair
Callum Boughey, Vice Chair
Charlie Millar, Secretary
Jolene Martin, Treasurer

Committee Members :

John Burton, Thomas Divers,
Angie Robinson, Karen Brown, Sandra Brown,
Sharon Bonner, Nichola Mooney,
Kirsty Wright, Margaret Hemmings

Different Formats

We are striving to make this newsletter as accessible as possible for everyone. Should you require a copy in large print, audio or in another language, please contact our office on **01698 263311** where our staff will be happy to assist.



Rent Consultation

Proposed Rent Increase

Your views are important.....
Have your say!

Our 2025/26 Rent Consultation is now underway and all tenants should have received the consultation document through your door. This document explains our proposals for next year's rent charge.

We listen to, value and act on the views of our tenants and we encourage you to share your thoughts on the proposed rent increase.

Increasing rents is not a decision we take lightly and the consultation document explains

why the proposed rent increase is the lowest possible which allows us to maintain the current level of service and spend required to maintain your homes.

We are consulting on a rent increase of 3.3% for all properties from 1 April 2025.

The 3.3% will allow us to maintain the current level of service and spend required to maintain our homes.

Proposed Change of your Rent Charge from 4 weekly to Monthly

We are proposing to change the way we charge your rents from a 4 weekly basis to monthly with effect from 1 April 2025.

This will make no difference to the way you choose to pay i.e. weekly, fortnightly, four weekly or monthly. You can continue to pay the way that suits you best.

We are keen to hear your views

As part of the Rent Consultation process a Rent Review Focus Group Meeting is scheduled for **Wednesday 15 January 2025 at 5.30pm within Forgewood Community Centre.**

If you are interested in taking part, please come along and have your say or contact elaine@forgewoodcoop.org.uk for further details.

You can also "Have your Say" in various other ways. These are detailed within your Rent Consultation document and available on our website – www.forgewoodcoop.org.uk

All feedback from the consultation process is important and will help the Management Committee make their final decision at the end of January. You will receive a letter in February advising you of their decision along with details of your rent charge from 1st April 2025.

Paying your Rent at Christmas

We understand that Christmas can be an exciting, but also an expensive time of year and budgeting can be difficult. It is important to remember that your rent is a priority payment.

Don't put your home at risk by missing your rent payment this Christmas.

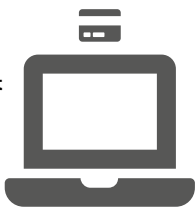


How to pay...

We offer a variety of methods for you to pay your rent which are:-

Register online -

@ www.allpayments.net using the 19 digit number on your Allpay card. You can pay free of charge using your debit or credit card.



Virtual Payment -

Using your debit or credit card you can make a payment over the phone by calling a member of staff at the Co-operative.

Online banking -

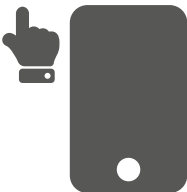
Using your unique rent reference number and the Co-operative's bank details:

Bank of Scotland/
Sort code 80-09-15/
Account number 00357497.



Phone App -

Use Allpay payment App. Download for free with Apple & Android smart phone. For more info www.allpay.net/app.



Bank Payment -

(standing order) - You can download and complete a form at www.forgewoodcoop.org.uk or set up via your online banking using our bank details (as above).



By Phone -

Dial **0330 041 6497** for Allpay's automated phone payment service using debit or credit card.



At the **Post Office** by using your Allpay card. You can pay by cash/debit/credit card.



Paypoint - Using your Allpay card at any PayPoint outlet.

For further details look on the "Rent" section of our website www.forgewoodcoop.org.uk

If you have fallen behind with your rent payments and accrued rent arrears, it is vital that you act quickly and contact your Housing Officer, Susan Kane.

For information, help and support please contact Susan by email susan@forgewoodcoop.org.uk or phone on **077769 90405**.

Our Advice for Tenants and Residents (AFTAR) Project

We understand that money is tight for many people just now especially over the Christmas period.



Should you need support and advice on budgeting skills or help to maximise your income, provide money advice or assist with debt issues, then please contact the Co-operative to make an appointment with Jodie McBride our Income/Money Advisor.



This may help you make a good financial start to 2025!

Help is at hand... Foodbank Christmas Opening

Are you struggling to make ends meet with the cost-of-living crisis and Christmas fast approaching?

If so, you can visit your local community foodbank at Maranatha Centre, Motherwell. There is no longer a need for a referral from the Co-operative to our local community foodbank.

The service can be accessed by one person per household, the foodbank is normally open every Monday and Thursday.

During the festive period, the foodbank will be open on the following dates and times:

Thursday 19th December 2024 from 10am – 1pm
Monday 23rd December 2024 from 10am – 12pm
Friday 27th December 2024 from 10am – 1pm
Friday 3rd January 2025 from 10am – 1pm

If you require to access the foodbank again within the same month, you will require a referral. To do this, you can contact Yvonne at the Co-operative and this can be arranged.

In addition, there will be a free cafe on a Thursday morning along with Citizen Advice Bureau who can assist with any problems.

Carer Support Payment



Carer's Allowance, paid by the Department for Work and Pensions (DWP), is being replaced by Carer Support Payment and will be paid via Social Security Scotland.

The transfer from Carer's Allowance to Carer Support Payment will happen gradually with all awards expected to be transferred by Spring 2025.

If you are already in receipt of Carer's Allowance you do not need to do anything as you will be transferred automatically to Carer Support Payment.

The amount you receive will not change. Both the DWP and Social Security Scotland should letter claimants in advance to let them know their award will be transferring. Carers should continue to report any changes in their circumstances to the DWP until they receive a letter from Social Security Scotland telling them their award has transferred.

You can find out more about Carer Support Payment at <https://www.mygov.scot/carers-support-payment/who-can-apply>





What is Pension Age Winter Heating Payment

Pension Age Winter Heating Payment is a benefit for adults of State Pension age or over who live in Scotland. It's paid once a year to help with energy bills in winter.

Pension Age Winter Heating Payment is paid by the Department for Work and Pensions (DWP). It replaces Winter Fuel Payment in Scotland.

Who can get Pension Age Winter Heating Payment

You can get Pension Age Winter Heating Payment if:

- you are of State Pension age or older - check <https://www.gov.uk/state-pension-age>
- you or your partner gets certain benefits;
- you live in Scotland.

You need to have reached State Pension age during or before the qualifying week. The qualifying week is the third full week of September.

You or your partner must get one of these benefits:

- Pension Credit;
- Universal Credit;

- income-related Employment and Support Allowance (ESA);
- income-based Jobseeker's Allowance (JSA);
- Income Support;
- Child Tax Credit;
- Working Tax Credit.

Payments in Winter 2024

In 2024, Pension Age Winter Heating Payment will be paid by DWP. If you're eligible, you should get your payment automatically. DWP will send you a letter to tell you about your payment. Social Security Scotland will not be involved in making your payment.

You should contact DWP if you have any questions about Pension Age Winter Heating Payment. For more information go to - <https://www.gov.uk/winter-fuel-payment/report-change-circumstances#contact-the-winter-fuel-payment-centre>

Payments in Winter 2025

Pension Age Winter Heating Payment is planned to be delivered by Social Security Scotland from Winter 2025.

Are You Entitled to Pension Credit?

Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income. Pension Credit can also help with housing costs such as rent or service charges.

You might get extra help if you're a carer, severely disabled, or responsible for a child or young person.

Pension Credit is separate from your State Pension.

You can get Pension Credit even if you have other income, savings or own your own home.

To check if you are entitled to pension credit then call our office and make an appointment to speak with Jodie McBride our Income/Money Advisor via our AFTAR project.

Warm Home Discount Scheme

You do not need to apply for the Warm Home Discount Scheme if you get the Guarantee Credit element of Pension Credit.

Instead, you'll automatically get a letter telling you about the discount if you're eligible. Otherwise, you'll need to apply directly to your energy supplier.

You might be eligible if all of the following apply:

- Your energy supplier is part of the scheme;
- You, or your partner, get certain means-tested benefits or tax credits;
- You, or your partner's name is on the bill.

The scheme is limited, so contact your provider as early as possible. Check with them, even if you were eligible for a discount last year. If you're eligible, your electricity supplier will apply the discount to your bill by 31st March 2025. You'll need to stay with your supplier until it's paid.

Find out more here: <https://www.gov.uk/the-warm-home-discount-scheme/energy-suppliers>.

Child Winter Heating Payment

Child Winter Heating Payment used to be called Child Winter Heating Assistance. Child Winter Heating Payment is a benefit from the Scottish Government. It's a payment to help disabled children and young people and their families with increased heating costs over winter.

It's paid once a year. The payment for winter 2024-2025 is £251.50.

Children and young people in Scotland can get the assistance if they're under 19 years old and get one of the following "qualifying benefits":

- the highest rate of the care component of Child Disability Payment;
- the highest rate of the care component of Disability Living Allowance for children;
- the enhanced daily living component of Personal Independence Payment;
- the enhanced rate of the daily living component of Adult Disability Payment.

They must be getting this on at least one day in the third full week of September.

Have you received a Universal Credit Migration Notice?

What is Universal Credit Managed Migration?

The Government are moving people who are currently claiming legacy benefits such as Tax Credits, Income Support, Housing Benefit and Employment Support Allowance onto Universal Credit.

You do not need to do anything until you have received a Universal Credit 'Migration Letter'.

When will I be notified I will be moving onto Universal Credit?

Once you have received the letter, you will have **3 months** to make your claim for Universal Credit.

This is called your deadline date and it is printed on your letter.

The notice tells you:

- The need to claim UC instead;
- The **deadline day**;
- What happens if you don't claim in time;
- Other information about how to claim UC, joint claims, couples, etc.



Getting support before you claim Universal Credit

You should contact your Housing Officer, who can make an appointment with our AFTAR Advisor, Jodie McBride. She will check your circumstances to confirm your benefits are maximised before you move to Universal Credit. This will ensure you receive the maximum amount of transitional protection.

What happens if I don't claim Universal Credit by the deadline date on my letter?

- Your legacy benefits will stop immediately from your deadline date;
- You are not able to get transitional protection and you could be financially worse off;
- Your Universal Credit will not be backdated.



IMPORTANT!

Please do not ignore a Universal Credit Migration Notice! Contact your Housing Officer to seek advice as soon as you receive your Universal Credit Migration Notice and they will make an appointment with Jodie McBride, our Income/Money Advisor via our AFTAR Project.

Why is it important to have Home Insurance?

Your home is one of your most valuable possessions. It contains all your belongings, memories and comforts.

One of the most important things you can do is ensure that you have peace of mind knowing that in the event of Fire, Flood, Theft and accidental damage the contents of your home are covered from the impact of such events.

The Co-operative insures the structure of your home not your belongings inside your home.

These things can impact people's lives in more ways than one and in order to get peace of mind we recommend you get home insurance to cover your personal and household belongings.

If you are interested and would like more information please contact the office or visit www.thistletenants-scotland.co.uk

Disposal of Bulk Household Items at Christmas

The Co-operative continues to provide a kerbside uplift service to remove bulk household items to maintain the cleanliness of our streets and communal areas.

The cost of the kerbside uplifts are met by the rental income from tenants – money which could be spent on other services or help keep your rent charge to a minimum.

To help in keeping the costs or number of these kerbside uplifts to a minimum and where you are able, please take any bulk items to your local recycling centre located within **Jubilee Way, Bellshill, ML4 1SA**.

If you are unable to dispose of bulk items yourself you should call NorthLine on **0345 143 0015**.

Please note there is currently no free uplift service from North Lanarkshire Council. You can obtain details of charges etc from www.northlanarkshire.gov.uk/bins-andrecycling/request-special-uplift

Missed Repair Appointments and Call-outs

When a contractor attends a pre-arranged time and date to carry out a repair and there is no-one at home to give access, this can result in the Co-operative being charged for the cost of the call or call-out through our out of hours emergency service.

This charge can be passed onto the Co-operative by the contractor.

Therefore, unless there are unusual mitigating circumstances, we would ask that you ensure you are at home at the date and time arranged. This is particularly

important when you have reported an emergency repair as the contractor will impose a call-out charge before even attending the repair.

If you have made an access arrangement and you are not going to be at home, you must inform the Co-operative in advance so that abortive calls and unnecessary costs are minimised.

The Co-operative will re-charge the tenant the cost of the contractor's time etc for any missed appointments.

COMMUNITY TEAM UPDATE

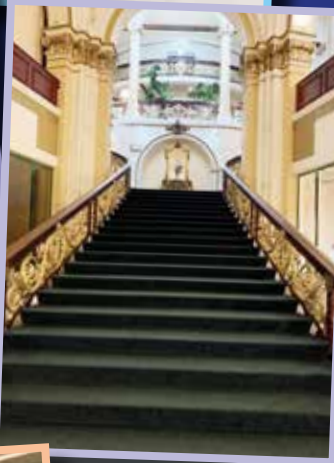
Season's Greetings

Once again, it's been a busy Autumn with activities ranging from weekly Lunch Club to Men's Group, Easy Exercise Classes, Women's Group, Community Cinema Showing, Social Isolation Trips, activities and our monthly Tea Dances.



Our Community Team are planning some Budgeting and Energy Awareness sessions in the Winter months so watch out for these.

Our Men's Group have been busy delivering monthly Bingo sessions to fundraise for another trip away after taking 30 people to Scarborough in September.



The Men's Group enjoyed a ride on the North Yorkshire Moor Steam railway and an afternoon at Whitby.

A big well done to Davie, Alex and John for organising this!

We also continued to support the ForgeAhead Group, who are planning a Burns Lunch in the New Year.

Looking forward to the New Year we have a mixture of new and exciting activities and events as well as continuing some of our regular activities.



COMMUNITY TEAM UPDATE

MacMillan Coffee Morning

Carers Together and ForgeWood Housing Co-operative hosted a MacMillan Coffee morning at ForgeWood Community Centre on Thursday 26th September. A lovely day of cake, coffee and conversation was held and raised £280 for MacMillan Cancer.

A big thank you to everyone who came along, baked a cake or donated.

Thank You!!

WE ARE
MACMILLAN.
CANCER SUPPORT



Community Team Contact

For more information please contact:

Richard Bolton
Community Development Officer
community@forgeWoodcoop.org.uk
07495 549 065
01698 263311

Thanks to our funders.



The Scottish Government
Riaghaltas na h-Alba



ForgeWood
Housing Co-operative Ltd



COMMUNITY FUND



FORGEWOOD HOLDINGS

Be Aware

Scams can be difficult to recognise, it's important to always keep an eye out for scams - they can and do affect anyone.

Recognising a scam

It might be a scam if:

- it seems too good to be true – for example, a holiday that's much cheaper than you'd expect;
- someone you don't know contacts you unexpectedly;
- you suspect you're not dealing with a real company – for example, if there's no postal address;
- you've been asked to transfer money quickly;
- you've been asked to pay in an unusual way – for example, by iTunes vouchers or through a transfer service like MoneyGram or Western Union;
- you've been asked to give away personal information like passwords or PINs;
- you haven't had written confirmation of what's been agreed.

Avoiding Scams

If you receive a text message, email or cold call on your phone or at your door asking for your details, do not click on any links or provide any details.

Don't click or download anything you do not trust and be careful about giving personal information away and make any of your online accounts secure.

No ID = No Access

Always verify the identity of a cold caller before dealing with them. If a cold caller claims to work for a particular company or for the Co-operative, close the door and, rather than phoning the number on the caller's ID card, look up the company's number on their official website or in an official phone directory.

Never feel obliged to answer the door to a cold caller – it is your home and you should not let anyone in unless you feel comfortable.

If you have any doubts about the legitimacy of a contractor, please don't hesitate to contact the

Co-operative and we will confirm if you should be expecting a visit.

Report any suspicious behaviour to Police Scotland on **101** or **999** in an emergency. Report scams to Advice Direct Scotland on **0808 164 6000** or visit www.consumeradvice.scot



of Scams

General advice for avoiding phone, email and text scams

What to do if you receive cold calls or unsolicited emails/texts:

- Do not press 1 or follow any other instructions given in an automated message;
- If you are speaking to a person, don't give them any personal information, don't agree to make any payments and never allow them to access your computer remotely;
- Don't click on any buttons or links in unsolicited emails, even if they look official;
- Contact your bank immediately if you think you may have made a payment to a scammer or if you are worried that a fraudulent transaction has been made from your account. Use the phone number on your bank statement or a publicly listed number (don't use a number given to you by a cold caller). To ensure that you are disconnected from the cold caller, phone another number such as 123 before phoning your bank or call them from another phone;
- Be wary when filling in online surveys or questionnaires through pop-up adverts on social media. These are used to generate leads for companies to cold call you;
- If you agree to a home visit by a trader following a cold call or online survey, you may want to ask a trusted friend or family member to be there with you to provide a second opinion;
- Never agree to a purchase or contract on the spot – get at least two other quotes from trusted companies;
- Report scam calls and texts to **Advice Direct Scotland** - <https://www.consumeradvice.scot/>
- Report scam emails to the National Cyber Security Centre's Suspicious Email Reporting Service <https://www.ncsc.gov.uk/information/report-suspicious-emails>





Share Membership

Would you be interested in becoming a member of Forgewood Housing Co-operative?

If you would like to become a member, we can send you an application form, for £1 you can become a lifetime member. Membership provides the opportunity to stand for election at the Annual General

Meeting and vote for members of the Committee.

For more information contact Paul Murphy, paulm@forgewoodcoop.org.uk or telephone the office on **01698 263311**.

Would you be interested in joining our Management Committee?

We would love to hear from you if you are interested in becoming a Management Committee member.

We are particularly keen to hear from tenants who have an interest in helping and improving the local community.

The Committee are responsible for the strategic direction of the Co-operative. They meet once a month to monitor performance, set standards and ensure compliance against the Scottish Housing Regulator's Regulatory Framework.

By joining the Management Committee, it will have many benefits for you, the Co-operative and the local area. Training and guidance is provided.

If you are interested in joining our committee please contact Paul Murphy, paulm@forgewoodcoop.org.uk or telephone the office on **01698 263311**.

Stay Safe this Festive Season

Here are some steps to help you stay safe in your home:

- Don't leave cooking unattended and don't cook if you're tired, under the influence of alcohol or drugs or on strong medication.
- If you smoke, stub out all cigarettes in an appropriate ashtray.
- Using a laptop? Make sure it's placed on a hard surface. Soft surfaces such as beds and sofas could ignite due to the heat from a laptop.
- Always turn computers and laptops off at night.
- Don't overload electrical sockets.
- Make sure all common areas and exits are kept clear of any combustible materials and don't leave any items in escape routes.
- Ensure white goods such as washing machine, dishwashers or tumble dryer are switched off, and never used while sleeping or out.
- Switch off all electrical appliances not designed to be left on overnight.
- Don't leave chargeable items like phones and tablets charging overnight.
- Turn off any portable heaters.
- Keep mobility aids and any methods of calling for help accessible for a cared for person.
- Before going to bed, check any candles and cigarettes are extinguished.
- Make sure the main door keys are accessible and in a safe place.
- Close all the internal doors before going to bed.

And finally:

- **Make sure you have working smoke alarms. Test them once a week.**



Fire Safety in Closes - Keep Common Areas Clear

If you live in a flat and you have a common close/stair it is important that you keep it clear because it is your only means of escape in the event of a fire. Even a small bag of rubbish can create enough smoke to fill a whole stairwell and also cause a hazard which prevents a fire escape.

You can help keep everyone safe by making sure nothing is left in your close or communal area at any time.

You can request a free Home Fire Safety Visit from Scottish Fire and Rescue Service via their website is: <https://www.firescotland.gov.uk/your-safety/at-home/home-fire-safety-visit>

It is important that as tenants you work in partnership with the Co-operative to ensure the safety of yourself, your family and your neighbours.

By working together, we can have a healthy, safe and very Merry Christmas.



WINTER TIPS

Snowy and Icy Paths

As a tenant it is your responsibility to clear snow or ice from the paths and roadways around your house. If you have an elderly neighbour or know someone who could use some help why not offer to clear their paths too?

Being a good neighbour and clearing paths of ice and snow is the kind of practical step that most of us can take during cold weather. A helping hand with this can make all the difference for people who may be unable to clear their own paths, or who need to use local paths to access services.

North Lanarkshire Council don't have the capacity to treat residential streets, you can pick up small quantities of salt using your own container to treat streets and paths from any local grit bins or at the Council's local recycling centre.

Grit bins are placed around our schemes where there are communal paths and car parks. You can use the grit on the ground in snowy or icy weather to keep them safe.



FHC

Protecting Your Home from Condensation, Damp and Mould

As temperatures begin to fall the risk of condensation and mould in properties increases. Mould is most likely to form in rooms with high humidity, such as bathrooms and kitchens, caused by excess water vapour from washing or cooking.

However, when temperatures fall internal surfaces of windows and walls in your home can become very cold relative to the temperature of the room, which can lead to "sweating" and potentially lead to mould growth.

Ventilation has an important role to play in keeping your property healthy and the

air within fresh, it can be hampered by poor performing or blocked extractor fans or inadequate background ventilation via windows.

It can also happen when large pieces of furniture, for example wardrobes and beds, are placed against an outside wall.

Preventing condensation in the home is your responsibility but the good news is there are steps you can take to stop it happening. There are many ways to reduce the risk of condensation in your home which are listed below.

To help reduce the risk of condensation and mould:

Do:

- ✓ keep a window open when drying clothes indoors;
- ✓ keep the internal kitchen door closed when cooking;
- ✓ keep lids on pots and pans when cooking;
- ✓ use an extractor fan in the kitchen and bathroom;
- ✓ open the window after a bath or shower and open the door;
- ✓ try to keep a good level of background heating throughout the property;
- ✓ try to dry clothes outside where possible;
- ✓ make sure air can circulate by leaving gaps between furniture and wall.

Don't:

- ✗ dry clothes over warm radiators;
- ✗ block off any ventilation around the house such as air bricks or trickle vents on windows;
- ✗ use tumble driers unless they are self-condensing or vented with a hose outside;
- ✗ overfill cupboards and wardrobes;
- ✗ keep furniture and beds hard against walls;
- ✗ keep the door open when cooking or bathing.

Tackling damp and mould together!



We take reports of damp and mould very seriously. We are keen to work with our tenants to identify and resolve these issues quickly and effectively and make sure the cause is accurately identified.

Electrical Inspections

As your landlord, we have a legal obligation to ensure the electrical installation in your home is safe and tested every five years. The disruption is minimal and the checks are vital to keep your home, family and community safe.

The inspection will identify what, if anything, needs to be done to keep the electrical system in a safe and working condition.

Electrical testing will only be carried out by a registered electrician and will be carried out in your home at least once every 5 years.

As our tenant you must permit access to allow the relevant checks to be carried out.

The electrical contractor who will be arranging your electrical inspection will contact you to confirm your appointment date and time.

What will happen during an electrical safety check?

- A qualified electrician will visit your home to do an electrical safety test;
- This usually takes between 2 to 4 hours depending on whether any faults are identified;
- Your electricity will need to be switched off for the test. This is usually for around 1 hour.

It is important that you are at home for your appointment. Please contact the office if you receive a reminder to arrange a date for the inspection.

Your co-operation is necessary and appreciated. We must remind you that failure to allow entry for this inspection may result in the Co-operative having no option but to force entry to your property, the cost of which you will be liable.



Annual Gas Servicing

As your landlord we have a legal duty to ensure that an annual gas safety check is carried out in your home.

In order to comply with these regulations, we will commence the process to carry out this inspection approximately 2 months prior to the anniversary date of the previous inspection.

You will be given plenty of notice to request access to carry out the annual check.

You must allow access for this check to take place.

If you do not allow access, we will need to force entry to the property, and you will be liable for the cost of any repairs that need to be carried out afterwards.

This is for the safety of yourself, your family and of your neighbours, so please ensure that you provide access for your visit.

If the appointment that you have been provided with doesn't suit, then please contact the Co-operative to change the appointment to a more suitable time.

Thank you for your assistance with this.

GAS CARD METER

Sometimes when adding credit to your pre-payment meter you may have issues with the gas flowing, due to:-

Is your card faulty?

- Give the electronic strip or chip on your gas card a wipe with a clean, dry cloth to see if that helps. If not, you might need to get a replacement card from your supplier.

Did The Payment Work?

- Check the receipt from your last top-up. If it says 'cancelled' or 'failed', your payment didn't go through. So please try again;
- If the machine at your usual top-up outlet isn't working, you can find another Payzone, PayPoint or Post Office outlet.

Error message on your meter?

Please get in touch with your energy supplier they will help you sort out the problem. Please be near your meter, as they will need to ask you a few questions.

Smell gas? Call 0800 111 999

- Or if you suspect a gas leak;
- Or if you suspect a carbon monoxide escape.

And then remember to:

- Open all your doors and windows to let the gas out and some fresh air in;
- Don't switch anything electrical on or off;
- Put out all naked flames. Don't smoke, strike matches, or do anything which could make the gas catch fire;
- If you have any electrical security entry phones or locks, don't use them. Open your doors manually.

If your meter is showing none of these symptoms, you should be aware that it can take a few minutes for your radiators to heat up!

Please Note give your heating system sufficient time to heat up and always check your gas meter for issues before calling out a Saltire engineer. You may be recharged the cost of the call out if there is no issue with your gas boiler.

Why is it important to have Home Insurance?

Your home is one of your most valuable possessions. It contains all your belongings, memories and comforts.

One of the most important things you can do is ensure that you have peace of mind knowing that in the event of Fire, Flood, Theft and accidental damage the contents of your home are covered from the impact of such events.

The Co-operative insures the structure of your home not your belongings inside your home.

These things can impact people's lives in more ways than one and in order to get peace of mind we recommend you get home insurance to cover your personal and household belongings.

If you are interested and would like more information please contact the office or visit www.thistletenants-scotland.co.uk



Domestic Abuse

The festive period can be a time when relationships become strained. Unfortunately, in some cases, this can result in instances of domestic abuse.

Domestic violence and abuse can happen in any relationship regardless of age, ethnicity or socio-economic levels. While women are more commonly victimised, men are also abused. Abusive behaviour is never acceptable, whether it is coming from a man, woman, a teenager, or an older adult. Everyone deserves to feel valued, respected, and safe.

If you are experiencing domestic abuse, you can get confidential advice and assistance by contacting;

For Women

<https://womensaid.scot/>
Telephone **0800 027 1234**

For Men

www.mensadvice.org.uk
Telephone **0808 801 0327**

For the LGBT + community

www.galop.org.uk
Telephone **0800 999 5428**

If you become homeless or are threatened with homelessness because of domestic abuse, you can get independent advice by visiting <https://www.northlanarkshire.gov.uk/housing/homeless-and-need-help>

Shelter Scotland on **0808 800 4444** Monday to Friday, 9am to 5pm. Closed bank holidays.

If you would prefer to talk in confidence to a member of our staff please call **01698 263311** during office hours.

Anti-Social Behaviour over Festive Period



We understand that at this time of the year, with Christmas fast approaching, people will be having family and friends at their home to celebrate.

We certainly do not want to spoil this and would simply ask that you take into consideration your neighbours. We will not tolerate anti-social behaviour and will do everything we reasonably can to tackle it, whether the problems are caused by one of our tenants, their visitor(s) or someone else.

The Co-operative believes that everyone has the right to peaceful enjoyment of their home, free from disturbance, intimidation and noise nuisance.

Your tenancy could be put at risk if you commit anti-social behaviour.

We would ask that you be respectful of your neighbour so all our tenants and residents within the community enjoy their home and have a happy and safe Christmas and New Year.

Should you experience any anti-social behaviour over the festive season you can contact:

Police Scotland

Telephone **101**, or visit www.scotland.police.uk/contact-us or call **999** if the incident is severe or life threatening

Crimestoppers

To report crime information anonymously you can contact Crimestoppers by telephoning **0800 555 111** or going online www.crimestoppers-uk.org. Crimestoppers **DO NOT** ask for your name or address

Please report to your Housing Officer when the Co-operative re-opens after the festive period.

Anti-Social Response Team

How to make a complaint

During working hours, you should contact your Housing Officer and they will give advice, investigate the complaint, speak to the person who is causing the problem and take the appropriate action.

Should the anti-social behaviour occur when the Co-operative's offices are closed you can contact North Lanarkshire Council's Anti-Social Response Team on **0300 123 1382**.

During specific days of the week the service has a Night Time Response Team available and they will be available to help residents who are experiencing anti-social behaviour.

If necessary, they can provide a witnessing service and take the required action. The details of the call will then be passed to the Co-operative by means of a report. This report will enable your Housing Officer to follow up the complaint and take the necessary action against the perpetrator.

Please remember, if there is an immediate danger or you think that a crime is being committed you should always call the Police in the first instance on **999** emergencies and **101** for non-emergencies.



Useful Numbers

(Including Emergency Contacts)

- » **Saltire Facilities Management Ltd**
Emergency Repair Number
0330 202 0444 (all gas central heating faults 24 hours)
- » **Saltire Facilities Management Ltd**
Servicing Number **01698 743647**
- » **Rodgers and Johnston** (all other out of hour EMERGENCY REPAIRS)
0844 247 2120
0800 999 2520 (Freephone number)
- » **North Lanarkshire Council** (housing benefits and council tax) **01698 403210**
- » **North Line** – North Lanarkshire's **0345 143 0015** contact centre dealing with Bulk uplift, bins, roads and lighting, abandoned vehicles, Dog fouling, dog nuisance, gritting
- » **National Gas Emergency Service (formerly Transco)** - smell of gas
0800 111 999
- » **POLICE SCOTLAND 101**
(999 EMERGENCY)
- » **FIRE BRIGADE (999 EMERGENCY)** or text "FIRE" to **80800** from your mobile phone
- » **SCOTTISH WATER 0800 077 8778**
- » **ELECTRICAL DAMAGE** to electrical supply or network equipment Call **105** or your own electrical supplier
- » **CRIMESTOPPERS 0800 555 111**
- » **ALLPAY 0330 041 6497**

Christmas Helping Hand Appeal 2024

In recognition of the rising costs of everyday essentials like energy and food, we have approached some of our contractors and suppliers who we work closely with during the year, to ask if they would be kind enough to donate vouchers for the Co-operative to distribute to households within our community.

Christmas can be a stressful time of the year for those that are already struggling with the cost of living and it can be an added financial pressure.

We hope to be able to assist as many tenants as we can to help lighten the load at Christmas.

The lucky tenants will be selected at random and will be gifted with the vouchers before the Christmas break.

Public Holidays

The office will close on **Monday 23 December 2024** and re-open after the festive period on **Monday 6 January 2025**.

Prefer Paperless?

Did you know you can receive this newsletter by email? Going paperless is better for our planet and helps us to keep costs down. We want to make sure that we are providing you with the best value for money. Email kevin@forgewoodcoop.org.uk to make the switch today.

Scan Me



Find us on
facebook

CONTACT US

01698 263311



enquiries@forgewoodcoop.org.uk



www.forgewoodcoop.org.uk



FORGEWOOD HOUSING CO-OPERATIVE LTD

Forgewood Community Centre, 49 Dinmont Crescent, Motherwell

