

**Forgewood**  
Housing Co-operative Ltd

**FORGEWOOD HOUSING  
CO-OPERATIVE LIMITED**

### Suggestions for improvements to our newsletter

Like any other part of our service, we always welcome suggestions for improvement. Is there anything you would like to see in or out of our newsletter? We appreciate positive feedback as well as suggestions to make things better. So please call us or drop us an email [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk) and we will take on board all suggestions.

### Contact Us

We hope you have enjoyed our newsletter and will contact us with suggestions and ideas on what you would like to see in future issues.

Our office is open from 9.00am until 4.30pm Monday to Friday.

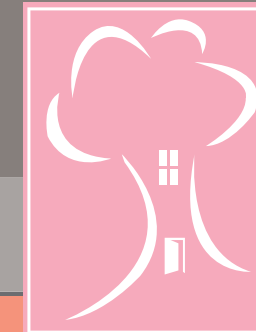
You can visit our office in person at 49 Dinmont Crescent, Motherwell ML1 3TT contact us by telephone on 01698 263311 or by email at [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk).

Did you know that our website [www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk) is a good way to communicate with the Co-op not only can you provide feedback and suggestions to us but you are also able to report repairs via the site.

Forgewood Housing Co-operative Ltd

# Newsletter

Summer 2016



**Forgewood**  
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### Advice for Tenants and Residents project (AFTAR)

Our in house service from Citizens Advice Bureau will run as normal from interview room 2 at the new community centre. Appointments are every Monday and Thursday and should be made via the Co-op. Time slots are still 9.30am 11.30am 1.30pm and 2.45pm. Home visits can be arranged in advance for those who cannot make it to the office.

### Equal Opportunities Statement

This statement is the basis on which we build and provide all our services.

It helps us make sure we try to meet the needs of those from all walks of life, and show respect, fairness and understanding in everything we do.

In practice, it means as a landlord and service provider we try to treat everyone fairly regardless of their personal characteristics - including for example, their age, sex, sexual orientation, disability, race, religion or belief; or their marriage and civil partnership, gender reassignment, or pregnancy and maternity status.

We also firmly oppose all forms of unlawful discrimination, harassment and victimisation.

We do this not only because of our legal responsibilities, but because it is a vital part of who we are and what we are trying to achieve as an organisation. It also helps us become better at what we do.

### Out of Hours Repairs

If you need to report an emergency when the office is closed please contact the following contractors:

All emergency repairs (non gas central heating related) **RODGERS AND JOHNSTON 0844 247 2120**

Gas central heating breakdown – **SALTIRE 0845 606 1555.**

Gas escapes should be reported **IMMEDIATELY TO 0800 111 999**

If you are calling out an emergency contractor, please ensure that the repair is an actual emergency and cannot wait until the Co-op is reopened. If the emergency is related to electricity or gas, make sure any pre payment meters are topped up properly as tenants will be charged for callouts. Please contact our office on **01698 263311** during normal working hours to report any faults.

### Useful Numbers

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

**Rodgers and Johnston**  
(all other out of hour **EMERGENCY REPAIRS**) **0844 247 2120**

**North Lanarkshire Council (housing benefits)** **01698 302930**  
**North Lanarkshire Council (Council Tax)** **01698 302901**

**North Line – North Lanarkshire's dedicated contact centre dealing with Bulk uplift, bins, roads and lighting, abandoned vehicles, Dog fouling, dog nuisance, gritting** **01698 403110**

**TRANSCO (National Grid) (smell of gas)** **0800 111 999**  
**CRIMESTOPPERS** **0800 555 111**  
**CONTACT US Forgewood Housing Co-op** **01698 263311**



### We have moved

The Co-op is delighted to announce that we have relocated to our new state of the art community centre at 49 Dinmont Crescent. The new facility will host many events and activities and provide lets to various agencies. We will provide a separate community centre newsletter for all Forgewood residents in the near future. A lot of tenants have already used the new office and we are sure that the building has made all visitors feel welcome. The Co-op's opening hours are still **9am to 4.30pm** but it is intended that the building will have extended hours to cater for community involvement.

### Before and after

Look what a difference just over a year can make. Here are pictures of how the old community centre was looking before demolition and how it is today. Quite a difference and we expect the new building to be very busy as we start to let out areas to other partners and hold events.



### Holiday closure

Please note the following opening times and closure for holidays at the Co-op. **On Thursday 14 July 2016, the Co-op will close at 1pm and will reopen again on Tuesday 19 July 2016 at 9am**

**On Thursday 22 September the Co-op will close at 1pm and reopen again on Tuesday 27 September 2016 at 9am.**

Our answer machine provides all the relevant emergency contact numbers and these numbers should be referred to and kept handy at all times



## Performance information

We publish quarterly performance information to our tenants within the newsletter. The most recent statistics were for the year 2015/16, which ended on 31 March 2016. The information contained was issued to the Scottish Housing Regulator (SHR) in May 2016 as part of the Annual Return on the Charter. The Scottish Social Housing Charter is a list of indicators and outcomes that all social landlords in Scotland should set out to achieve. The SHR then publish all landlord performance and other relevant statistical information at the end of August. We will then report our annual return on the charter which will also show how we performed against the same period last year as well as against other Scottish landlords for this year. We have reported very good performance in recent years and hope that for this year again we have improved in most areas of our service delivery.

## Right to Buy is ending

The Co-op has kept tenants informed in recent newsletters regarding the abolition of the right to buy (RTB) for all social tenants in Scotland. The RTB ends on 31 July 2016 so any applications to purchase your home must be made before this date, otherwise the application cannot be considered. All tenants have different rights with the RTB depending on the current property they live in and for how long they have been tenants. More information can be provided by contacting the Co-op on 01698 263311 or by calling in to the office.

## If you are leaving your tenancy

We would like to remind all tenants of their legal obligation if they are ending their tenancy.

- All tenants are required to submit 28 days written notice if they intend leaving the property. If the tenancy is joint, the other tenant must also sign any termination notice. The notice should also provide us with reasons for leaving, a forwarding address and details on energy suppliers.
- Access should be provided as soon as possible to allow the Co-op to inspect the property so that we can discuss what work, if any, is required prior to leaving the tenancy. The visit also provides an opportunity to discuss a final balance of the rent account which should be cleared by the time the tenancy ends.
- Tenants are asked to also allow the housing officer to view the property with a prospective new tenant prior to the ending of the tenancy. On most occasions tenants allow access and we are flexible enough to carry out viewings at a time that suits all parties.
- The property must be cleared of all possessions and floor coverings (unless specifically agreed with the housing officer in advance).
- All keys, including keys for close cupboards, back close doors, gates etc should be returned to us on the agreed date.

It is important to remember that a property is completely cleared out. Even a small amount of items being left in a tenancy would require the work of a contractor's disposal. There may not be much of a difference between a major clearout and one where the property has only a few items lying around. The key point here is not to leave anything in the property as charges will have to be met by the outgoing tenant. We will also require to enter into an agreement with a tenant if for some reason, they leave their tenancy and have not cleared the rent account. All other housing related debts, Court expenses, rechargeable repairs must also be paid in full. The Co-op instructs a debt recovery team to pursue debts when we have tried unsuccessfully to negotiate with a former tenant.

## Garden Competition

As usual we will be arranging to have the best kept gardens judged independently over the summer. Prizes will be awarded to the best kept in the new build as well as the flats. If you have your own garden as part of your tenancy, please ensure it is cut regularly and free of litter at all times. Inspections take place and we will take action where necessary. All tenants with gardens should ensure of its upkeep and if you have a medical condition that prevents you from cutting the grass (and have no one over 16 living at the property) you may get your grass cut from our contractor. Medical evidence will be required.



## Become a member/ committee member

The Co-op is controlled by a voluntary management committee who are responsible for directing our strategic objectives. Day to day operation at the Co-op is delegated to staff. The Management Committee is elected annually by the membership at the Annual General Meeting and can comprise of a maximum of 15 volunteer members.

The principle functions of the Management Committee can be summarised as follows:

- Agree the future direction of the Co-op.
- Agree policies and plans for any development and the management and maintenance of existing properties
- Employ staff and delegate management duties
- Agree the Annual Budget
- Monitor the performance of the Co-op in accordance with the above
- Approve the Annual Rent Increase

The current Management Committee has a wealth of experience and is representative of the community in which we operate.

Your Current Committee

<b>Alan Thomson – Chair</b>	<b>Jamie Bell – Vice Chair</b>
<b>Billy Muir - Secretary</b>	<b>Bernadette Harper-Treasurer</b>
<b>Charlie Millar</b>	<b>David Hemmings</b>
<b>John Burton</b>	



## Skip Delivery Contract

The summer season is here which means the skip is delivered every 2 weeks. The skip is provided for tenants and residents of Co-operative properties. We have been advised of non tenants of the Co-op who have been using the skip and whilst we would encourage everyone in the area to properly

dispose of their bulk, our tenants should come first prior to anyone else using the skip. We have therefore found it necessary to place a sign on the skip to say that it is for tenant use only. The dates for the skip deliveries until the end of the year are as follows:

<b>WEDNESDAY</b>	<b>13 JULY 2016</b>	<b>Entrance to new build houses Ashton Street</b>
<b>WEDNESDAY</b>	<b>27 JULY 2016</b>	<b>Side of Forgewood nursery</b>
<b>WEDNESDAY</b>	<b>10 AUGUST 2016</b>	<b>Corner of Davaar Drive/Dinmont Crescent</b>
<b>WEDNESDAY</b>	<b>24 AUGUST 2016</b>	<b>Corner of Fife Drive/Lorne Drive</b>
<b>WEDNESDAY</b>	<b>7 SEPTEMBER 2016</b>	<b>Entrance to new build houses Ashton Street</b>
<b>WEDNESDAY</b>	<b>21 SEPTEMBER 2016</b>	<b>Side of Forgewood nursery</b>
<b>WEDNESDAY</b>	<b>19 OCTOBER 2016</b>	<b>Corner of Davaar Drive/Dinmont Crescent</b>
<b>WEDNESDAY</b>	<b>16 NOVEMBER 2016</b>	<b>Corner of Fife Drive/Lorne Drive</b>
<b>WEDNESDAY</b>	<b>14 DECEMBER 2016</b>	<b>Entrance to new build houses Ashton Street</b>
<b>WEDNESDAY</b>	<b>11 JANUARY 2017</b>	<b>Side of Forgewood nursery</b>
<b>WEDNESDAY</b>	<b>8 FEBRUARY 2017</b>	<b>Corner of Davaar Drive/Dinmont Crescent</b>
<b>WEDNESDAY</b>	<b>8 MARCH 2017</b>	<b>Corner of Fife Drive/Lorne Drive</b>

## Joining the Committee

If you are interested in becoming a committee member, let us know and we will arrange a chat with you. We will also let you know what is involved and also the rewards of being a volunteer.

If you would like to be involved with the Co-op, but can't afford the time to be a committee member we would still be keen to hear from you. We have a number of volunteering opportunities

## Dogs

Irresponsible dog ownership is a serious issue. Anyone who has a dog and allows it to mess an area without uplifting the mess afterwards is not only irresponsible, but guilty of anti social behaviour and should expect a fine if caught. Because we get complaints about dog mess in common areas including roads and footpaths, we encourage people to report any information they may have to the animal welfare officer (dog warden) on 01698 403110. These dog owners must be caught and fined if appropriate but importantly the correct message being sent out is what's required. Help keep the area tidy and report anti social residents.

## Credit Union

Lanarkshire Credit Union will be promoting their services in the near future to try and get residents to save and borrow at affordable rates. It is intended that the credit union will be here every 4th Tuesday and more information on them can be found at [www.lanarkshirecreditunion.co.uk](http://www.lanarkshirecreditunion.co.uk)