



Forgewood  
Housing Co-operative Ltd

# Winter Newsletter

DECEMBER 2020



# Merry



# Christmas...

**and a Happy New Year from all  
Staff and Management Committee!**

Please see below Co-operative's operating hours over the festive period.

- Monday 21 December 2020 – open – phone and email contact only
- Tuesday 22 December 2020 – open – phone and email contact only
- Wednesday 23 December 2020 – open – phone and email contact only
- Thursday 24 December to Tuesday 5 January 2021 \*\* CLOSED \*\*
- Wednesday 6 January 2021 open – phone and email contact only

**For emergency and useful contact numbers,  
please refer to the rear cover of this newsletter.**

While the Co-operative is closed staff will be alerted to any emergencies very quickly and respond as necessary.

In addition our Maintenance Assistant will be in the estate two separate days over the festive period to provide a litter pick service and check on the area.



## ALSO INSIDE:

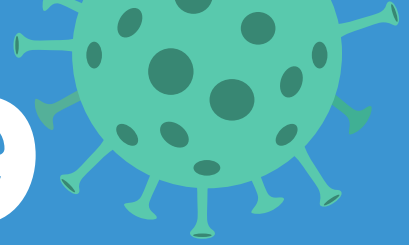
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# Our Covid-19 Response Update



Despite many of the staff team working remotely, we are still delivering 'business as usual' (but in a Covid safe way). Over the past few months, we have adhered to our Governance timetable and delivered the full range of housing services (when restrictions allow).

We have also submitted our second Annual Assurance statement to the Scottish Housing Regular and issued our Annual Report. In addition, we continue to support our tenants.

We thank all of our tenants and customers for their patience and understanding while our office and community centre have remained closed due to Covid-19.

This situation is constantly under review however, in light of recent changes within North Lanarkshire where we moved from Scottish Government Tier 3 to Tier 4 and back again, guidelines state that staff are still required wherever possible, to work remotely to help tackle the pandemic particularly within our area.

We are sure you will understand this and will continue to constantly review the situation in line with official guidance. Meanwhile,

apart from not being able to visit the office/centre you can still contact us by all the other usual methods to discuss problems with rent, neighbour disputes, housing option advice, repairs etc.

You can reach us on 01698 263311 between 9am – 4.30pm Monday to Friday. You can also email [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk) or visit [www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk)

We will continue to monitor the situation and follow Government guidance for a safe phased return and re-opening when guidance from Scottish Government allow us to do so.

**It is also important to observe and comply with all current social distancing measures with your neighbours that have been put in place by Government. Please remember...**

**REMEMBER WE ARE IN THIS TOGETHER...Please help us help You...**

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. We will ask a series of questions before any visits are agreed. There are also procedures we would expect you and staff to follow prior to and during a visit to your home. This practice is to comply with Government guidelines and public health guidance to keep everyone safe. Should you wish to discuss please contact our office.

Healthier Scotland  
Scottish Government

NHS  
SCOTLAND

**F**  
FACE COVERINGS

**A**  
AVOID CROWDS

**C**  
CLEAN HANDS

**T**  
TWO METRES

**S**  
SELF-ISOLATE

Book a test if you have symptoms.  
**Stopping the spread starts with all of us.**

#WeAreScotland

[gov.scot/coronavirus](http://gov.scot/coronavirus)

# Virtual AGM

As a result of Covid-19 the Co-operative held its' first ever virtual AGM on the 29 September on Zoom. The meeting attracted 11 members which was exceptional under the circumstances. Many thanks to our members for attending. The Attendees were informed of the Co-operative's financial performance for the year 2019/20 and the Director, Cathy Brien reported on the Co-operative's highlights during the year.

Following the Annual General Meeting, the Management Committee met to elect new office bearers for 2020/21.

The 2020/21 officer bearers are:

Chairperson	Callum Boughey
Vice Chairperson	Alan Thomson
Secretary	William Muir
Treasurer	Charlie Millar



The remaining Committee Members are:

John Burton	Committee Member
David Hemmings	Committee Member
Jamie Bell	Committee Member
Natalie Barclay	Committee Member
Sandra Murray	Committee Member
Jolene Martin	Committee Member
Lee Murray	Committee Member
Tommy Divers	Committee Member
Melissa Barclay	Committee Member
Teresa Boyle	Committee Member

## Adoption of SFHA Model Rules 2020

At a virtual Special General Meeting of the Co-operative's members which was held immediately prior to the Annual General Meeting on the 29 September 2020, the members present unanimously agreed to adopt the updated SFHA Charitable Model Rules (Scotland) 2020 version.

A full copy of the Rules can be read and downloaded from our website or by contacting Paul Murphy, Corporate Services Officer.



## SHARE MEMBERSHIP

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

The Co-operative is actively encouraging new members to ensure we are represented by the people and areas we serve and to encourage greater participation in our activities.

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. To join you must be 16 years old.

For more information contact Paul Murphy us on 01698 263311 or by emailing paulm@forgewoodcoop.org.uk.

# Annual Assurance Statement

**In November, 2020, the Management Committee signed off and submitted the Co-operative's Annual Assurance Statement which has been prepared in line with Statutory Guidance.**

The Management Committee arrived at this conclusion following a robust self-assessment which tested the Scottish Housing Regulator's

Standards of Governance and Financial Management by an external consultant.

The consultant concluded that the Co-operative were compliant with the relevant regulatory requirements and standards. Subsequently the Co-operative submitted their second Annual Assurance Statement to the Scottish Housing Regulator.



# Rent Consultation

**Our Management Committee have commenced the process of reviewing our rents to ensure both affordability to our tenants and viability of the Co-operative.**

It is essential that we meet our existing and expected costs. As rent is our main source of income it is important we review our charges to ensure we meet our costs as part of a budgeting process.

Our rents are measured in the Scottish Federation of Housing Association's Affordability Tool to monitor that our rents remain affordable to our tenants.

We want to continue to invest in our homes and community and provide you with affordable and excellent housing, repairs and advice services. By increasing our rents, we will be able to continue to do this.

After careful consideration, our Management Committee are proposing for 2021/22 a rent increase of 1.7% taking effect from 1 April 2021.

## Have your say in our rent consultation

We would like your views on our proposal to increase your rent by 1.7% in 2021/22. On average, this will mean an increase of £1.29 per week.

We believe the proposed increase will allow the Co-operative to maintain our current level of services while keeping tenants' rents affordable.

## You are Invited

**If you are interested in having your say please contact the office and provide your name, address and email address. This will allow us to forward an invite to come along to a virtual rent consultation focus group meeting on zoom which we will hold in January 2021.**

We will also send an information leaflet to all tenants, carry out a survey, post information on the website or if you require a chat by telephone we can arrange this.

Your feedback is important to us and will contribute towards Management Committee's final decision in January.

**We would like to know what you think about the proposed increase.**



# Prospects For Parents

North Lanarkshire Council have recently launched a new program called Prospects For Parents. The aim of this program is to help families become better off, by supporting parents who would like to get into work, and also by supporting those in low paid work, to increase their wages.

They will offer a range of support including money, debt and childcare advice, access to funds such as the childcare development fund and the discretionary fund, as well as health interventions and also training.

To be eligible for Prospects For Parents you must tick one or more of the below –

- Lone Parent
- Disabled parent/parent with a disabled child
- Parent with 3 plus children
- Parent with youngest child under 1
- Parent aged under the age of 25
- Ethnic Minority

If you would like to find out more / register for Prospects For Parents please call them on **0800 0730 226**.



## Text Messaging Service

You will be aware this service is now up and running. This will help us send information to you as quickly as possible.

To do this it is vital that we have your up to date contact number to enable us to get a message to you.

If you have not received a welcome text message and messages in regards to the uplift service please contact us with your phone number as soon as possible.

If you prefer us to contact you via email please send your e-mail to [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk) – Pop your name and address in the subject line along with your up to date information.



## Energy best deal sessions available

As winter approaches you may need some help with saving energy/money.

Energy Best Deals in conjunction OFCOM- available for all.

Short sessions are being delivered weekly via zoom and will offer help with...

- how to get a cheaper energy deal (1 to 1 appointments available)
- Info on certain benefits i.e Warm home discount, insulation etc
- Attender can get access to an advisor to check to see if they qualify for energy help.

**Paying more than you need to?**

**ENERGY BEST DEAL**

It is now easier than ever to choose the best energy deal.

Find out about....

- Changing energy supplier
- Save energy=Save money
- If you qualify for the Warm Home Discount Scheme
- Grants to improve the insulation of your home
- Online sessions last less than an hour

Contact John  
To book a place  
07948 702231

Citizens Advice Bureau  
ofgem

# Self-Isolation Support Grants

The Self-Isolation Support Grant is a new grant of £500. It will be offered through the existing Scottish Welfare Fund, administered by local authorities in Scotland.

To be eligible for the Grant, you must:

- have been told by the Test and Protect Service to self-isolate as a result of COVID-19, either because you have tested positive for coronavirus or have recently been in close contact with someone who has tested positive
- be employed or self-employed
- be unable to work from home, and lose income as a result of self-isolation
- be in receipt of, or have been awarded but not yet received a payment of:
  - Universal Credit
  - Working Tax Credit

- Income-based Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Income Support
- Housing Benefit and/or
- Pension Credit

These payments are designed to help ensure people who have tested positive for COVID-19 and their close contacts self-isolate for the required period to stop the onward spread of the virus.

The Self-Isolation Support Grant does not cover people who are self-isolating after returning to the UK from abroad, unless they have tested positive for coronavirus or have been told to stay at home and self-isolate by the Test and Protect Service.

For more information go to [www.gov.scot/publications/coronavirus-covid-19-test-and-protect/pages/support-grants](http://www.gov.scot/publications/coronavirus-covid-19-test-and-protect/pages/support-grants).

## Social Security Scotland Benefits

Social Security Scotland has introduced a number of benefits and grants in the last year that you may be entitled to depending on your household circumstances.



Social Security Scotland  
Tèarainteachd Shòisealta Alba

These include:

- Best Start Grants and Best Start Foods
- Funeral Support Payment
- Carer's Allowance Supplement
- Young Carer's Grant
- Job start Payment
- Young Carer's Grant
- Scottish Child Payment
- Child Winter Heating Assistance (New)

It is worth checking out ...for more information on these grants, find out if you are eligible or apply, visit [www.mygov.scot/benefits/](http://www.mygov.scot/benefits/) or call 0800 182 2222.

**Ex Armed Forces**  
CSCS Card &  
Employability Course  
**FREE for Veterans**

Gain a Health & Safety Qualification and CSCS Card (Construction Skills Certification Scheme) that allows you to work in a construction environment or similar

Ongoing courses 2020/21  
Contact: John McLean - Mobile 07948702231  
[www.cscsveterans.org](http://www.cscsveterans.org)

**CSCSVeterans.org**  
Motherwell & Wishaw  
Citizens Advice Bureau  
10 Braxator's Parade, East  
Ardrossan  
ML1 1LJ  
Cherry Hill, SC009733

citizens advice bureau



# Universal Credit payments over the festive period



The Department of Work and Pensions (DWP) have announced when Universal Credit (UC) and benefits claimants will be paid over Christmas and New Year. Some tenants might receive their payments on a different day because of the festive season. Tenants who usually receive payments on the following dates will receive their money on the new dates below:

When your payment is due	When Universal Credit will be paid	When other benefits will be paid (not Universal Credit)
Thursday 24 December 2020	Thursday 24 December 2020	Wednesday 23 December 2020
Friday 25 December 2020	Thursday 24 December 2020	Wednesday 23 December 2020
Monday 28 December 2020	Thursday 24 December 2020	Wednesday 23 December 2020
Friday 1 January 2021	Thursday 31 December 2020	Thursday 31 December 2020
Monday 4 January 2021	Monday 4 January 2021	Thursday 31 December 2020

## Please note Jobcentre opening times over the festive period -

Thursday 24 December 2020	Offices are open, however, phone lines are open for PIP new claims only
Friday 25 & Monday 28 December 2020	Offices and phone lines are closed
29, 30 & 31 December 2020	Offices and phone lines are open as normal
Friday 1 January 2021	Offices and phone lines are closed
Monday 4 January 2021	Offices are closed, however, phone lines are open for missing or urgent payments only

## Useful phone numbers for DWP departments:

<b>Universal Credit:</b> 0800 328 5644	<b>JSA, Income Support, Incapacity Benefit and ESA:</b> 0800 169 0310	<b>DLA, Attendance Allowance and PIP:</b> 0800 121 4433
<b>Carer's Allowance:</b> 0800 731 0297	<b>State Pension/Pension Credit:</b> 0800 731 0469	<b>Tax Credits:</b> 0345 300 3900

## Changes to payments to Post Office card accounts

**Benefit payments to Post Office card accounts will stop on 30 November 2021.**

If your benefits are paid to a Post Office card account, you must arrange for your payments to be transferred to your bank, building society or credit union account. Call the Department for Work and Pensions on 0800 085 7133 Monday to Friday, 8am to 6pm to arrange for the payments to be transferred.

# Rent Payments this Christmas

We know this has been a more difficult year than most as a result of the Covid pandemic, however we must remind all tenants that their rent is due to be paid in full and on time and this includes during the Christmas period.

There is no scope to stop paying rent at any time during the year and Christmas is no exception. We will always allow a fair process for tenants to catch up on any delayed payments, however we are unable to facilitate non-payment to allow for the expenses of the festive season.

Any tenants failing to pay without our permission or without a justifiable payment agreement being put in place would leave us with no option but to start legal proceedings against them.



# Are you struggling to pay rent? Talk to us

If your income has been affected by Covid-19 or for any other reason it is essential that you get in touch with your Housing Officer, Susan Kane as soon as possible to discuss this further. We will help, support, and potentially sign post you to other agencies.

You have a legal and contractual obligation to pay your rent. Do not therefore put your home at risk by refusing to pay or by failing to engage with us. Please keep in mind that our AFTAR Project (details below) service continues by telephone or email. We can refer you to an Advisor through our AFTAR Project who can complete benefit checks and maximise your income.

If you engage with us we can support you during this time of uncertainty and financial hardship and can establish an affordable repayment plan, taking into account your individual circumstances.

For information, help and support, please contact your Housing Officer, Susan Kane by email [susan@forgewoodcoop.org.uk](mailto:susan@forgewoodcoop.org.uk) or phone on 07776 990405.

There are many ways to pay your rent i.e. Online Banking; On the Internet; By Phone; Text pay by Allpay; Bank Payment (standing order); Allpay Phone app.

**For further details look on the "Rent" section of our website.**

# Benefits and Money Advice

We are continuing to support all tenants with financial inclusion and money advice services via our AFTAR project. Should you experience 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 AFTAR Project. She will contact you within 48 hours of receiving this request. Maria will carry out initial benefit/ financial assessment and allocate a telephone appointment as necessary.





# Anti-Social Behaviour over Festive Period

**We understand that at this time of the year, with Christmas fast approaching, people will be celebrating (within the Scottish Government Covid-19 current restrictions).**

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.

We would ask that you be respectful of your neighbours 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](http://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](http://www.crimestoppers-uk.org). Crimestoppers DO NOT ask for your name or address

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

## Support for Victims of Domestic Abuse At Home Shouldn't Mean At Risk

Anyone experiencing domestic abuse which could be behaviour in the form of a pattern of acts of assault, threats, humiliation and intimidation or other abuse

that is used to harm, punish, frighten or controlling behaviour ....help is still available even through the coronavirus outbreak.

You can do so by speaking in confidence and calling Scotland's Domestic Abuse 24 hr helpline on 0800 027 1234 or visit [safer.scot](http://safer.scot).

## It's what's inside that counts...

**Do you have Home Contents Insurance? What would you do if there was a fire, flood or your home was broken into?**

The Co-operative insures the structure of your home, but not what's inside, so it is recommended that you protect your furniture and personal possessions with a home contents insurance policy.

We would urge you to get peace of mind and insure your personal and household's belongings against theft, fire, flood and any damage. This is your responsibility as a tenant.

If you are interested and would like more information please contact the office or visit [www.thistle tenants-scotland.co.uk](http://www.thistle tenants-scotland.co.uk)

# GARDEN COMPETITION

## Beautiful Gardens

### – 2020 Best Garden Competition

We were determined this year's garden competition would go ahead despite the pandemic. After all, beautiful gardens help cheer us all up! And let's face it..... we needed that this Summer!!

We want to say a massive thanks once again to everyone who made an excellent effort in taking care of their gardens. As the standards of the gardens were very high again this year it made it an extremely difficult job for our independent judge to select winners.

## Garden Competition Winners Revealed

### Congratulations To Our Winners

Winner



Runner up



We encourage our tenants to take pride in their gardens within the areas they live. Gardening is a healthy, fun activity that enhances and enriches not just your own property but the whole community.

## Residents from the flats show off their green fingers!

Winner



Runner up



Congratulations once again to everyone.



# Defibrillator at Forgewood Community Centre



Thanks to funding from Forgewood Holdings, we now have a defibrillator here in Forgewood. You may have noticed the bright yellow box on the side of Forgewood Community Centre that appeared just before lockdown and houses our new defibrillator. The box is kept locked at all times, should you need access to the defibrillator follow the instructions on the front of the box.

A defibrillator is a device that gives a high energy electric shock to the heart of someone who is in cardiac arrest. This high energy shock is called defibrillation, and it's an essential part in trying to save the life of someone who's in cardiac arrest. If a defibrillator is used and effective CPR is performed within 3-5 minutes of cardiac arrest, the chance of survival increases from 6% to 74%.

As soon as Covid19 restrictions allow, we will be hosting CPR training in the Community Centre.

**Defibrillator Heart Restarter**

Anyone can use it  
No training necessary

For an unconscious person  
**NOT** breathing normally

Call 999 → Start CPR → Switch on defibrillator → Follow its instructions

Resuscitation Council (UK)

## Forgeahead Volunteering Group – AGM

Due to Covid19, the Forgeahead Volunteer Group will be holding their AGM virtually this year on Thursday 21st January – if you would like to attend please contact the community team.



## New Activities (Forgewood)

Due to the change in Covid-19 restrictions the communities' team have planned a range of new events and projects which will take place in a Covid-19 safe way.

- Our Health walks restart on Monday the 11th January, meeting outside Forgewood Community Centre at 10.30am. The walks are 'social distance strolls' at a leisurely pace for all abilities, lasting around 45 mins to 1 hour.
- Digital Training Project - We have a number of digital training programmes, including digital for beginners, social media, zoom and video calls, shopping online, etc. Not got a digital device? No problems, we have a small number of tablets that can be borrowed to help you complete your training.
- Community Cinema & Carpet Bowl coming early Spring subject to Covid-19 restrictions

### CONTACT THE COMMUNITIES' TEAM:

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

Isla Dundas  
Community Development Assistant  
Isla@forgewoodcoop.org.uk  
01698 263311  
07733 919 332

## ESTATE BULK UPLIFTS

**Unfortunately due to the Coronavirus pandemic, North Lanarkshire Council have restricted its services and they were unable to meet the requirements of a skip delivery schedule.**

In light of this we temporarily reviewed this service by providing one off estate bulk uplifts. Notifications of any bulk uplift dates are done by text message or emailing tenants. It is therefore vital that you advise the Co-operative of your up

to date contact details (phone number and email address) to enable you to be advised of this service.

If this service is overused and the costs are excessive we will require to review and ultimately withdraw this service. As the cost of this service is ultimately met by your rents we must closely monitor that it is not overused and the costs do not excessively increase. We would ask therefore to assist in minimising the cost of this,

please where you can, take any bulk items to your local recycling centre located within Jubilee Way, Bellshill, ML4 1SA.

If you are not able to dispose of bulk items yourself you should call NorthLine on 0345 143 0015. Please note there is currently no free uplift service from the council and they would apply a charge for this. You can obtain more details from northlanarkshire.gov.uk.

# Repairs During Covid-19

We will continue to follow Scottish Government guidelines in regards to our repairs service to ensure the safety of our staff and contractors.

Tier 1 – Full Service  
Tier 2 – Full Service  
Tier 3 – Full Service  
Tier 4 – Full Service with exclusion of non-essential internal works.

We would like to remind tenants that our maintenance section is still operating to it's full capacity as per government guidance/restrictions. All of our contractors have safe working practices in place to allow them to carry out works on our behalf and minimise risks.



## Essential Works

You will all be aware of the challenges being faced at this time, however we must continue to meet our landlord obligations to ensure that you and your neighbours remain safe in your homes. We are therefore continuing to carry out repairs throughout our stock including planned maintenance work and especially health and safety related works. This includes but is not limited to:

- Gas servicing
- Electrical inspection
- Heating repairs
- Smoke alarm installations – Fire protection test and upgrades

- Improvement works which are assessed as an emergency i.e. Rotted timber flooring under a bath which is unsafe. We need to ensure tenant continue to have washing facilities.
- Works to dangerous paths- common areas.

In addition some Non-Essential works

- Outdoor landscaping works.
- Close cleaning.
- Void repairs.
- External adaptations.
- Litter picks.
- Gutter cleaning.

## Planned Maintenance

**A number of social landlords in Scotland have decided to cancel all planned maintenance programs for 2020-21 due to the uncertainty around the pandemic.**

We are pleased to announce with the support of our Management Committee, we will carry out a reduced program of planned maintenance for 2020-21.

We will be advertising for a new contractor in the year and once selected, we will finish all properties that are due a new bathroom within the flats.

These are:

- Phase 1 - 152 – 230 Fife Drive
- Phase 2 - All flats Davaar Drive, Dinmont Crescent and Ashton Street
- Phase 3 - 32 – 150 Fife Drive



# Keeping Yourself Safe in Home This Winter

At all times of the year but particularly in winter it is vitally important that you keep yourself safe in your home. The Co-operative will carry out all the major checks that are required but there are also things that you can do to protect yourself and your family.

## Fire Safety

Fire safety has been at the forefront of people's minds and the Scottish Government's policy since the Grenfell disaster. The Co-operative takes its responsibility seriously as a landlord to ensure tenant safety and has undertaken a programme of upgrading the smoke alarms in your homes as part of this.

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. For those tenants that have gas central heating when your annual gas service takes place, the Co-operative will ensure that your detectors are tested.

However, a vital part of ensuring continued fire and carbon monoxide detection is for resident to perform a regular test.

Alarms should be tested monthly to ensure everything is working correctly.

## To Test the Alarm

- Check that the green light on the alarm is on (this shows that it is receiving mains power)
- Press the 'Test' button for 10 seconds
- The alarm will sound loudly, so that you know the alarm is functioning
- Many of our properties now have more than one smoke detector and also carbon monoxide and heat detectors. This test should be carried out on each individual alarm. If your alarms are all interlinked (these will be ones fitted from 2018 onwards) hold the Test button on the main alarm for 20 seconds, this will set off the sound loudly all on alarms so that you know that they are all functioning correctly.

## Electrical Safety

The Co-operative carry out periodic (5 yearly) electrical inspections in your home but what can you do to keep yourself safe?

- Check that sockets, switches and light fittings are in good condition with no signs of damage such as cracking or burn marks.
- Report any electrical repairs to the Co-operative as soon as you become aware of them. Under no circumstances should you attempt the repair yourself.
- Do not overload your electrical sockets and never be tempted to plug an extension cable into an extension cable.
- Check that leads (flexible cables) on appliances aren't damaged or frayed. If they are do not use them!
- Do not charge your mobile overnight while you are sleeping. These can overheat and cause a fire.
- Remember to unplug appliances when you are finished using them e.g. hairdryers, straighteners and, at this time of year, Christmas fairy lights.
- Never touch an electrical appliance with wet hands.
- Do not take electrical appliances into the bathroom.

**Working together we can have a healthy, safe and very Merry Christmas**

# Condensation

Do your windows steam up when the heating is on? Do you notice wet spots on your walls when you're cooking? If so, it is likely to be condensation.

Condensation happens when moist air touches a cool surface. It forms water droplets. 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.

You can treat little spots of mould quickly and easily. Use three parts warm water and one part bleach. Make sure you dry the wall after cleaning it. If this doesn't work, please contact the Co-operative.

## 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;
- ✓ if you have one heat and ventilate rooms at risk.

## Don't:

- ✗ dry clothes over warm radiators;
- ✗ overfill cupboards and wardrobes;
- ✗ keep furniture and beds hard against walls.

# Tenant Feedback on service delivery during Covid-19

Many tenants will have already been contacted by the Co-operative to discuss the impact Covid-19 has had on you and your family, how it has affected your personal circumstances and the Co-operative's service delivery during the pandemic.

We will use this feedback to look at how we continue to deliver our housing services and design the delivery in the "new normal".

If you have participated in this survey you will be entered into a prize draw for the chance to win a £20.00 supermarket voucher.

Upon completion of the surveys a winner will be drawn and announced within the next newsletter.

We would take this opportunity to thank you for taking the time to complete this survey. The feedback is vital to enable the Co-operative to monitor and improve on our service delivery.



# Changes to Waste & Recycling Collection Services Christmas and New Year 2020/21

Usual uplift Date	New Uplift Date
Friday 25th December 2020	Thursday 24th December 2020
Saturday 26th December 2020	Sunday 27th December 2020
Friday 1st January 2021	Thursday 31st December 2020
Saturday 2nd January 2021	Sunday 3rd January 2021

Please note your normal waste and recycling collection will continue as normal outwith these dates

## Useful Numbers (Including Emergency Contacts)

- » **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 and Johnston** (all other out of hour EMERGENCY REPAIRS) **0844 247 2120**  
(New Freephone number **0800 999 2520**)
- » **North Lanarkshire Council** (housing benefits and council tax) **01698 403210**
- » **North Line** – North Lanarkshire's **0345 143 0015 (New Number)** contact centre dealing with Bulk uplift, bins, roads and lighting, abandoned vehicles, Dog fouling, dog nuisance, gritting
- » **TRANSCO (National Grid)** (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**

Wishing you health, happiness, peace and prosperity this Christmas and in the New Year.

**CONTACT US**



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