



Forgewood  
Housing Co-operative Ltd

# Winter Edition Newsletter 2023

Season's  
Greetings

Staff and Management Committee kindly donated 7 Christmas hampers to distribute to lucky households who were selected at random.

## Christmas and New Year Closure

The Co-operative's office will close on **Friday 22 December 2023** and re-open after the festive season on **Thursday 4 January 2024 at 9am**.

For any emergency repairs, please refer to the rear cover of this newsletter.

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

# Annual General Meeting 2023

We are pleased to report our Annual General Meeting (AGM) of Forgewood Housing Co-operative was held on **Wednesday 20 September 2023** attended by **15 members**.

The business of the meeting included a report from the Chairperson, Alan Thomson which highlighted our achievements and activities during the year and the financial report from our External Auditors, AAB French Duncan.

The Chair extended a huge thanks to all for taking the time to attend.

Following the Annual General Meeting, the Management Committee met in October to elect its office bearers for 2023/24 who are:-

## Office Bearers:

- Chairperson - Alan Thomson
- Vice Chairperson - Callum Boughey
- Secretary - Jolene Martin
- Treasurer - Charlie Millar

## Committee Members:

- John Burton
- Thomas Divers
- Angie Robinson
- Karen Brown
- Sandra Brown
- Sharon Bonner
- Nichola Mooney
- Karolina Mozar
- Nicola McGregor
- Margaret Hemmings



## 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 on **01698 263311** or by emailing [paulm@forgewoodcoop.org.uk](mailto:paulm@forgewoodcoop.org.uk)

## How can I join the 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](mailto:paulm@forgewoodcoop.org.uk) or telephone the office on **01698 263311**.

# Rent Consultation

You should have received a copy of our **Rent Review 2024/25 Rent Consultation document during December which explains our proposals for next year's rent charge.**

We appreciate this year has been yet again challenging not only for the Co-operative but for you as tenants. Some tenants may be worried about a further increase in household costs.

The same factors that impact you such as increased costs, high inflation and higher interest rates, impact on our budget and what we can do as well.

This makes it especially critical that we find the right balance between affordable rents and the need to maintain our services and continue investment in our homes.

The proposed rent increase as outlined in our consultation document is:-

**5% rent increase for all properties.**

The 5% will allow us to remain within our Business Plan assumptions.

## We are keen to hear your views ...

As part of the rent consultation process a Rent Review Focus Group Meeting is scheduled for **Wednesday 17 January 2024 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](mailto:elaine@forgewoodcoop.org.uk) for further details.

You can also "have your say" in various other ways by: -

- Our website go to [www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk);

- Phoning a member of staff on **01698 263311**;
- Texting your response to **077769 90405**;
- By responding via email to [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk);
- By completing and returning this form in the post box which is located at the front of Forgewood Community Centre.

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 1<sup>st</sup> April 2024.

# Rent First...

## Don't forget to pay your rent

The Co-operative appreciates that due to the increase with the cost of living, money is tight just now and it can be difficult to make ends meet, particularly with Christmas being an expensive time of year.

We understand in today's current climate that this can be difficult and we are also here to support and assist you, however paying your rent should be your top priority.

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



## How to pay...

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

### Register online -

@ [www.allpayments.net](http://www.allpayments.net) using the 19 digit number on your Allpay card. You can pay free of charge using your debit or credit card.



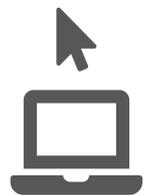
### Virtual Payment -

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](http://www.allpay.net/app).



### Bank Payment -

(standing order) - You can download and complete a form at [www.forgewoodcoop.org.uk](http://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](http://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](mailto:susan@forgewoodcoop.org.uk) or phone on **077769 90405**.

# AFTAR SERVICE

If you are struggling financially this Christmas period, please contact the Co-operative to make an appointment with Robert our AFTAR Project Advisor. This may help you make a good financial start to 2024!



Our Advice for Tenants and Residents (AFTAR) project can provide support and advice on budgeting skills, help you maximise your income, provide money advice or assist with debt issues.

Should you wish an appointment you can get in touch by calling us on **01698 263311** and we can arrange an appointment with Robert our Income/Money Advisor.

# Struggling with your Energy Costs.....

Caroline, Energy Advisor via our AFTAR project can provide assistance with advice on energy bills and usage and help with billing issues, fuel debt, benefits entitlement and energy efficiency.



Should you require assistance from Caroline please contact the office on **01698 263311** and we can arrange this.

# 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 contact Yvonne on **01698 263311** or email [yvonne@forgewoodcoop.org.uk](mailto:yvonne@forgewoodcoop.org.uk) and she can arrange for a referral to be sent through to our local community foodbank at the Maranatha Centre, Glencairn Street, Motherwell.

The foodbank will be closed on Christmas Day and New Years Day (both Mondays) but it will be open on the Thursday between Christmas and New Year.

The foodbanks normal opening hours are - Monday 10am-12pm & Thursday 10am-1pm. You are required to live in the ML1 postcode to access the foodbank.

From 1st January 2024, 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.



# Cost of Living Payments 2023 to 2024

The UK Government has confirmed when you should have received your automatic second £300 cost of living payment by:-

Benefit(s) you get	When you should have received your second £300 payment
Child Tax Credit or Working Tax Credit ONLY (without other benefits on top)	<b>Between 10 November 2023 and 19 November 2023</b>
Any of the below (with or without Tax Credits on top): <ul style="list-style-type: none"><li>• Income-based jobseeker's allowance;</li><li>• Income-related employment and support allowance;</li><li>• Income Support;</li><li>• Pension Credit;</li><li>• Universal Credit;</li></ul>	<b>Between 31 October 2023 and 19 November 2023</b>

**The third instalment of the payment is expected to be paid in Spring 2024.**

If you are unsure if you qualify for this cost-of-living payment you can find out if you are eligible or get more information by visiting <https://www.gov.uk/guidance/cost-of-living-payment>.

## 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 2024. 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>



**FHC**

# Migration from Tax Credits to Universal Credit



The Department of Work and Pensions (DWP) have started 'migration' to Universal Credit for tax credit only claimants (those in receipt of working tax credit and/or child tax credit and don't receive employment and support allowance, income support, jobseeker's allowance, or housing benefit).

If you are affected, you will receive a migration notice and your tax credit will stop after the 3-month time limit if you haven't made a claim for Universal Credit.

Should you wish assistance with this please contact your Housing Officer and they can make an appointment with our AFTAR advisor or for more information, visit <https://www.gov.uk/universal-credit>

## Repair Satisfaction

**As we love to hear from you, we are giving you the opportunity to have your say on an ongoing basis about our maintenance service.**

Should a repair be carried out to your home you will receive a follow up telephone call or email to provide feedback on the service we have provided.

The feedback we receive will enable us to monitor the quality of our repairs service and that of our maintenance contractors. Your feedback is vital to help us monitor the service we provide and ensure a high level of satisfaction is maintained.

All of those who have completed the survey for this quarter have been entered into this prize draw...



**You have to be in it to win it!.....you have the chance to win the next quarterly prize draw, all you have to do is complete and return your feedback to the Co-operative.**

# UPDATE ON SOCIAL SECURITY SCOTLAND BENEFITS



Social Security Scotland  
Tearainteachd Shòisealta Alba

Our Local Delivery service is made up of specially trained Client Support Advisers who are based within every local authority area in Scotland and will be available to help guide people through the application process and provide information on our benefits.

You can arrange to speak with a Client Support Adviser at one of the North Lanarkshire venues below and at a time that suits you. **Meetings are by appointment only.**

## Tuesday

Centre Point,  
70 Smith Avenue,  
Wishaw  
ML2 0LD

## Wednesday

Forgewood,  
49 Dinmont Crescent,  
Motherwell  
ML1 3TT

## Thursday

Cornerstone,  
1 Esk Walk, Town  
Centre, Cumbernauld,  
G67 1BZ

## Friday

Citizens Advice  
Bureau, 61A Stirling  
Street, Airdrie  
ML6 0AS

If you have any communication or accessibility requirements, please let us know in advance so that we can make the appropriate arrangements.



## Book an appointment.

Our Local Delivery service is by appointment only, call us for free on **0800 182 2222** and we can arrange one for you.

Dignity,  
fairness,  
respect.

## Our Benefits

The benefits that we deliver include five family payments, which help towards the costs of being pregnant or looking after a child.

### Five Family Payments

- Best Start Grant Pregnancy and Baby Payment;
- Best Start Grant Early Learning Payment;
- Best Start Grant School Age Payment;
- Best Start Foods;
- Scottish Child Payment;

### Disability Benefits

- Adult Disability Payment;
- Child Disability Payment.

## Heating Benefits

- Child Winter Heating Payment
- Winter Heating Payment **Carer Benefits**
- Carer's Allowance Supplement;
- Young Carer Grant;
- Carer Support Payment.

## Other Benefits

- Funeral Support Payment;
- Job Start Payment.



Apply now at [mygov.scot](https://mygov.scot) or  
call us for free on **0800 182 2222**



**FHC**

# 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](http://www.thistletenants-scotland.co.uk)



# COMMUNITY TEAM UPDATE

## Season's Greetings

Once again, it has been a busy Autumn in Forgewood Community Centre with activities ranging from the Weekly Lunch Club, Men's Group, Women's Group, Community Cinema and our Social Isolation Trips/Activities. We also continue to support the ForgeAhead Group and helped them host a Crafty Christmas event.

Looking forward to the New Year, we have a mixture of new and exciting activities. We will also continue to provide our regular activities and events within Forgewood Community Centre.



### Community Cinema

It's a Wonderful Life  
Monday 18th December @ 1.30pm



### Community Cinema

Olaf's Frozen Adventure  
Tuesday 19th December @ 10am



### Lunch Club

Starts back  
Monday 8 January  
@ 12.30pm



### Christmas Cuppa Tea and Cake

Wednesday  
20 December from  
1.30pm-3pm



# COMMUNITY TEAM UPDATE

## Batch Cooking Classes

Batch cooking is a smart way to save time, money and food waste by preparing meals in bulk and freezing them to use later. Classes will be held on **Wednesday 10 January from 11am-12.30pm & Tuesday 16 January from 1pm-2.30pm**. As spaces are limited, book early to avoid disappointment!



## Digital Money Saving Class

Have you signed up for the latest deals at your local supermarket? Do you want to share how to save money on your shopping? Come along on **Wednesday 17th January from 2pm-3pm** and see what we can do to help.



## MacMillan Coffee Morning

We held a joint MacMillan Coffee morning along with Carers Together in Forgewood Community Centre on 27 September. The coffee morning raised over £200 (including some online donations).

Thanks to everyone who baked, donated cakes, cash, prizes and came along on the day. Hope you enjoyed it!.....Thanks once again for your support.



## Community Team Contact

For more information please contact:

**Richard Bolton**  
Community Development Officer  
[community@forgewoodcoop.org.uk](mailto:community@forgewoodcoop.org.uk)  
07495 549 065  
01698 263311

Thanks to our funders and partners



# Keeping Your Home Safe This Christmas



To ensure you have the best and safest Christmas possible, see the tips below for keeping yourself and your home safe this Christmas:

- Never leave cooking unattended and keep decorations and other fire risks away from open flames;
- Keep candles away from Christmas trees, wrapped presents, decorations and other flammable objects. Consider using flameless LED candles as a safer alternative;
- Ensure fairy lights are bought from a reputable supplier and they are in good working order before use;
- Always unplug fairy lights and other electrical decorations when you leave the house or go to bed;
- Avoid leaving presents in unattended vehicles and ensure they are not easily visible from the street, preferably store them away somewhere safe;
- Think twice about what you post on social media. Avoid details of expensive presents. Do not advertise if you are going away for the festive period and leaving your home unoccupied;
- If you are going away over the Christmas period, make sure your home is left secure. If possible, ask a trusted neighbour or friend to keep an eye out;
- Even if you are just popping out, always lock your doors;
- Secure any sheds or outbuildings, as they may store tools that can be used to break into your home.

## Test Your Smoke Alarms.....

Regularly checking the smoke alarms throughout your property helps keep you and your family safe....**so test them today!**

Regular routine testing and maintenance of your smoke, heat and carbon monoxide alarms are very important to ensure they are working properly.

By taking a few minutes of your time every week by using the integral test button on the alarms could save the lives of you and your family.

If you have any missing or faulty smoke, heat or carbon monoxide alarms, or require assistance with testing your alarms, please contact our office on **01698 263311**.

# Arrange a Free Home Fire Safety Visit from Scottish Fire & Rescue

**...Enhance fire safety in your home with a home fire safety check or visit.**

This visit is free and Scottish Fire & Rescue can spot any fire hazards, sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.

A visit can be arranged for a time that suits you, day or night.

To book a free Home Fire Safety Visit for you, or for someone you know that could be at risk from fire it could be a friend, relative, or neighbour....



**SCOTTISH  
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

CALL **0800 0731 999** OR text "FIRE" to **80800** or visit [firescotland.gov.uk](http://firescotland.gov.uk).

Alternatively you can contact the Co-operative and we can send a referral to Scottish Fire & Rescue.

They do not cold call and will always appear in uniform and show official identification.

# Fire Safety in Closes

**All residents are reminded that the common close is not an extension of your home to store items.**

Please ensure that bikes, prams, furniture and other household items or personal possessions are not stored within the communal areas within your close.

This area must be kept clear of items to ensure a safe escape route in the event of a fire.

We appreciate that you may think a few items stored in your close may not appear to pose a risk. However, in a smoke-filled area, any items could help fire to spread and also cause a hazard which prevents a safe 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.**



# Are you thinking of carrying out any home improvements?

**All tenants should be aware that if intending to make any alterations to your home or garden area permission must be sought from the Co-operative before any work is undertaken. You must complete an Alteration and Improvement form detailing the work you wish to carry out, the form can be obtained from our office or on the website [www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk)**

You will need to ask permission for any alteration you wish to carry out to your home. This can include the following: -

- installing an electric or mixer shower, shower wall panels, shower screens, wall tiling etc;

- change to flooring, external decoration, installing CCTV including ring doorbells;
- replacing or moving fixtures such as lights, kitchen units, sanitary ware, baths, doors, taps or electric sockets etc;
- erecting garden sheds, fences, satellite dishes or other external structures;
- undertaking any internal or external alterations.

The Co-operative will not refuse permission unreasonably and may grant permission with conditions.

If you carry out any alterations or improvements without our permission, we are entitled to restore the house to its

previous condition during, or at the end of your tenancy. If we do so, we can charge you for this work.

It has been found that some tenants have painted the kitchen units within their homes.

The Co-operative would normally **not** permit the painting of kitchen units, cupboards or drawers. Please be aware if the Co-operative has to renew or carry out works to repair this the tenant(s) will be held responsible for the cost of the replacement or works required.



## Disposal of Bulk Household Items

**The Co-operative continues to work hard and remain dedicated to maintaining the cleanliness of our streets and communal areas.**

Due to bulk items left discarded in common areas it left the Co-operative with no alternative but to arrange for a contractor to carry out kerbside uplifts.

This cost is ultimately met by the rental income from tenants – money which could be spent on other services.

Due to the current financial climate and the cost-of-living crisis we have to carefully monitor what we spend.

We therefore require the tenants who can,

to 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](http://www.northlanarkshire.gov.uk/bins-andrecycling/request-special-uplift)**



# Manage condensation in your home

**A build-up of moisture in the home can cause a range of problems and can potentially damage the fabric of the building if allowed to continue.**

Condensation happens when moist air touches a cool surface. It forms water droplets and moisture on the surface.

If this continues over a period of time and does not dry out, it encourages mould growth.

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.

## How To Tackle Mould Growth

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. This should become part of your regular cleaning routine.

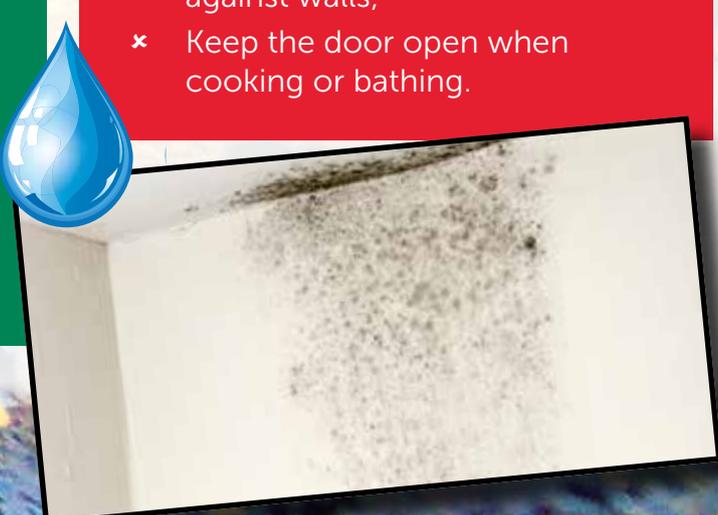
If this doesn't work, you **must** speak to the Co-operative.

### 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;
- ✓ 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.

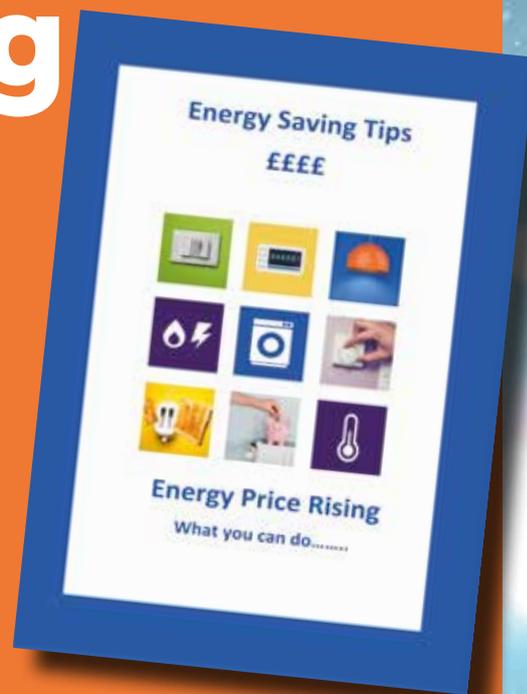


# Energy Saving Tips... ££££

There are lots of free or low-cost things you can do to save you money on your gas and electricity. We have prepared an information leaflet which can be viewed on our website [www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk)

This leaflet provides some useful information and general energy saving tips from heating your home to cooking, washing, appliances and general energy saving tips.

Should you not be able to obtain this information online you can obtain a leaflet from our office.



## 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.

During the winter North Lanarkshire Council monitor the weather and road conditions. They cannot treat all roads at the same time, so they have to

prioritise all roads such as all 'A', 'B' and some 'C' roads, main roads in the vicinity of schools, access roads to hospitals, ambulance depots, main police stations and fire stations, and main bus routes. They have a similar system for treating footpaths.

Trunk roads and motorways are the responsibility of the Scottish Government.

The Co-operative can sometimes assist in the provision of salt but our resources and supplies can be limited.

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.

# 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 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](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 Crime stoppers 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 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.





# Domestic Abuse

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

Domestic violence and abuse can happen in any relationship. It occurs within all age ranges, ethnic backgrounds and economic levels. While women are more commonly victimised, men are also abused, especially verbally and emotionally. The bottom line is that 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.mensadviceline.org.uk](http://www.mensadviceline.org.uk)  
Telephone **0808 801 0327**

#### For the LGBT + community

[www.galop.org.uk](http://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.

# Being A Good Neighbour...

**We want to make sure that all our tenants enjoy living in their homes and the area they live.**

We have inserted within the newsletter a leaflet on "Being A Good Neighbour" which explains your responsibilities as a neighbour and highlights how we will work together to make sure your neighbourhood is and remains a clean, safe and secure environment.

We would ask that you read over this leaflet and should you wish to discuss any of its content, please contact your Housing Officer.



# Dog Fouling... There's no excuse

**The majority of dog owners are respectful of other people and pick up after their pets. However, dog fouling continues to be a problem within the common areas including back courts, grassed areas and pavements within the estates.**

Authorised officers from North Lanarkshire Council can carry out dog fouling patrols and will issue dog fouling fixed penalty notices to anyone found not picking up after their dog has fouled.

You can report this direct to the Co-operative or via North Lanarkshire Council, Customer Service Hub on **0345 143 0015**.

**BAG THAT POO**



# Complaints & Compliments

**All complaints and compliments are welcome as they help change and improve our services.**

Our complaints handling procedure explains how to make a complaint and what you can expect from us.

Visit our website to read our complaints handling procedure [www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk)

You can also share your positive experiences of Forgewood anytime. Just give us a call, chat to a staff member or come into the office.



# Feedback

We would like to hear your suggestions about what you'd like us to post or share online. It could involve information on how we are performing, activities or volunteering opportunities or anything else you would like to hear about.....let us know your thoughts.



# 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**  
**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
- » **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**
- » **ALLPAY 0330 041 6497**

## Jamie Bell

Everyone connected to the Co-operative was saddened to learn of the recent passing of Jamie Bell.



Jamie served on our Management Committee for around 11 years and put a lot of time into the work expected of Committee Members. He always attended training and conferences and we will always appreciate his input to Forgewood Housing Co-operative and the Forgewood area in general.

Jamie proudly met Princess Anne at the Community Centre's official opening in July 2016 and also had the opportunity to have a chat with her.

Our thoughts are with Mary and the family at this sad time

## 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. You can email **kevin@forgewoodcoop.org.uk** to make the switch today.

### 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.

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**CONTACT US**



**FORGEWOOD HOUSING CO-OPERATIVE LTD**

Forgewood Community Centre, 49 Dinmont Crescent, Motherwell



**01698 263311**



**enquiries@forgewoodcoop.org.uk**



**www.forgewoodcoop.org.uk**



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