



# Garrion People's Housing Co-op

Summer 2009 Newsletter

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## Lottery Bid Success!

Garrion People's Housing Co-operative have been awarded £835,000 from the Big Lottery Fund's Growing Community Assets Programme. The funding will be used to build a new £2.6 million Community Hub in the heart of Gowkthrapple.

The Community Hub is an important part of Gowkthrapple's Masterplan which was developed by North Lanarkshire Council in partnership with Scottish Enterprise Lanarkshire, the Scottish Government, Garrion People's Housing Co-operative and the local community and aims to deliver a vibrant, sustainability community.

The Community Hub will be the centre of community activity and will offer meeting rooms, where advice on financial, employment and health matters will be available to residents. The Hub will also have a café, convenience store and a pharmacy may also be provided. The Hub will be a venue for social and activity groups for all ages.

David Cooper Chairperson for the Co-op said 'The Management Committee are delighted that we have been awarded this funding from the Big Lottery Fund. The Hub will become the heart of the community and will be an excellent meeting point for the residents of Gowkthrapple'.

John Mulholland Director of the Co-op said 'The Community Hub will be owned and managed by Garrion People's Housing Co-operative and is key to the wider regeneration of the estate. Garrion People's Housing Co-operative have been working in partnership with North Lanarkshire Council and Collective Architecture to prepare designs for the Community Hub which will be a local landmark for the area.

Our newsletters will keep you updated on the progress with the Community Hub over the next 12 months.





# Castlehill Grove

## ***Hopefield Gardens***

Dawn Homes has successfully completed the handover of 25 new homes, which have now all been allocated to families in most housing need. All new tenants at Hopefield Gardens have been issued with lots of information to help them settle into their new homes.

We would like to once again confirm relevant contact emergency numbers for those in the new build properties:

During office hours, contact the Co-operative on 01698 360740.

For out of hours **EMERGENCIES** only, contact Dawn Homes on 07801 339051.

## ***Sales Office***

If you or someone you know may be interested in purchasing a new build property on this development the Dawn sales office is now open. The show homes will be open 11am to 5pm Thursday to Sunday. Please feel free to visit the sales office at these times where Anne Marie will be happy to assist.

## ***Site Safety***

The Co-op would like to highlight the dangers of building sites to children. Every year children are injured, sometimes fatally, on building sites. It is the responsibility of parents and guardians to ensure their children know of these dangers and ensure they do not enter the building site.

The Co-op has been in touch with the local primary schools and community police officers to highlight the dangers to the children in the area.





## New Supply Shared Equity Scheme

Are you or someone you know interested in owning your own home but finding it difficult in the current financial climate, then New Supply Shared Equity Scheme could be for you.

You may qualify under the New Supply Shared Equity Scheme if you are:-

- A first time buyer
- Living in the social rented sector
- In the armed forces
- Looking for housing following a significant change in circumstances
- Have particular needs and your home is not suitable for your needs
- Living with relatives or in a private rented housing

You can buy a minimum share of 60% and maximum share of 80% of the property depending on your income and in some instances benefit income is taken into consideration.

Feel free to visit the Dawn Sales Office which is now open and will give you an idea of the house types on offer. The sales office is open Thursday to Sunday between 11am and 5pm.

If you would like more information on this government scheme please contact Cathy Brien on 01698 263311.

## Holiday Weekend Office Closure

The Co-operative will be closed from **1pm on Thursday 16th July 2009** and will re-open at **9am on Tuesday 21st July 2009**.

Should you require any assistance during the public holidays please refer to the emergency contact numbers on the back page of this newsletter.

## Swipe Card Payments

Please note anyone who pays their rent through the PayZone network will no longer be able to do so. You should therefore use alternative PayPoint outlets.





# Gardens

## ***Garden Competition***

The best kept garden competition will be judged over the next few weeks and we will again be awarding prizes to those who have kept their gardens to the highest standards throughout the year.



Winners will be published in the September newsletter. Many thanks to those who have put in lots of effort in keeping their gardens in excellent condition. Good luck!

## ***Garden Upkeep***

Anyone who has exclusive use of a garden should ensure the grass is cut regularly and free of litter and weeds at all times. It is understandable that adverse weather can determine when grass can be cut but this should not have any impact on keeping the garden tidy in general. Please also ensure you lift any litter that is in your garden area this also includes dog fouling which will not be uplifted by the Co-op staff.

## ***Grounds Maintenance***

Land Engineering are currently carrying out all grounds maintenance work for the Co-op. This includes cutting all communal grass areas as well as those gardens belonging to the elderly and those unable to maintain their gardens for medical reasons. Common shrub areas are also maintained within the estate as well as weed-killing throughout the year. We wish to keep high levels of satisfaction in all areas of our service, and any feedback you have on the landscape contractor (or any other contractor we use) would be greatly appreciated.

# Skip Delivery

Please see below the schedule for future skip deliveries in the area:-

**Thursday 23rd July 2009 - 158-188 Heathfield**

**Thursday 20th August 2009 - Top of Woodgreen Court**

**Thursday 17th September 2009 - 94-124 Heathfield**



Please be careful when using the facility, which is usually available between 8.30am and 12.30pm.

To make the most of the skip service please try to flatten any items such as cardboard boxes, drawer units, etc. before putting them in the skip. All residents are asked to ensure that any bulk items placed in the skip are broken down as much as possible beforehand. There have been occasions where large pieces of furniture are dumped and this has left little room for other items in the skip.

Please remember that it is the responsibility of tenants to take their items to the skip and items will not be uplifted by our Caretaker.



## Common Housing Register

Anyone wishing to apply for a property within North Lanarkshire will be required to complete a Common Housing Register application form. The form is rather detailed and requests lots of information but the benefit of the new system is that one form is only required for any landlord operating in North Lanarkshire.

The purpose of the CHR is to ensure applicants get easier access to housing with maximum choice. More information is available from staff at the Co-op.

## Dog Fouling

Despite the Co-op publicising the problems being experienced with dog fouling, it appears certain residents are not acting responsibly as dog owners and are still allowing their pets to foul in common areas. We are taking these matters seriously and will do everything in our power to eradicate the problem. We also need the help of others. If you witness dog fouling and the owner does not uplift afterwards, please report it immediately to the dog warden on 01698 403110 (ask for Sandra the Dog Warden) You will not be asked to provide statements but just to give enough information for the dog warden to visit the area and perhaps fine those responsible. Some residents feel the problem with dogs is worsening in the area however very few reports are given to the Dog Warden. The Co-op will also deal with those tenants who have dogs but do not control them appropriately.

## Close Cleaning

**The first impression visitors have of your home starts from when you enter the close.....**

Regular checks have been carried out to the closes and it is disappointing to note that residents are in some closes not taking their turn at cleaning the stairs in between the visits made by the contractors.

In addition some closes have litter and cigarette ends lying. Reports have also been made to the Co-operative that dogs/humans have been urinating in the close.

This practice is totally unacceptable and we would ask that residents are vigilant of this and ensure that the close doors are closed over at all times which will prevent unwanted visitors entering the close and possibly causing this mess.

We must remind residents that should you fail to take your turn along with other residents in cleaning the closes and common parts i.e. common stairway, it's windows, banisters, etc. and action can be taken should you persistently fail to keep the close area clean and litter free.

Your attention to this matter is essential as I am sure you will agree your close is the first impression that visitors have of your home and wish to make it a pleasant and a clean environment to visit and live.





# Your Rent

## Benefits Advice Information Available

Lots of people can experience financial problems which can affect their ability to maintain payments towards rent and other outgoings. Staff at the Co-operative have vast experience in dealing with rent arrears situations, but the main aim is to deal with a debt as early as possible. If you are having financial difficulties, you should firstly contact the Co-operative, and we can make appointments to discuss the situation, but we also have a good record in referring people to appropriate advice agencies. We are pleased to display below contact details for various organisations who deal with money and general advice matters and highly recommend you use them should you have any difficulties with debt/employment/consumer matters, etc.

*The Co-op is currently involved in a project with Citizens Advice Bureau and other neighbouring landlords to assist our tenants in many ways.*

*The project currently employs an advisor, Alan Marley who has held surgeries at the Co-op to give our tenants advice and assistance in different matters ranging from energy bills, benefits advice, welfare rights assistance and legal issues. Alan is available to visit people at home, interview them at the Co-op or even at the main C.A.B office in Wishaw or Motherwell.*

*Please contact the Co-op or Alan directly on 01698 265349 if you would like to take advantage of this excellent service. Please remember it only runs until October and Alan visits other landlords throughout North Lanarkshire so contact Alan or the Co-op early to avoid disappointment.*

### **Citizens Advice Bureau**

The Citizen's Advice Bureau (CAB) provides advice services on a range of issues, including Benefits, Housing, Consumer advice, employment advice, money advice, tribunal representation (by prior arrangement) and home visits (by prior arrangement).

#### **Motherwell**

32 Civic Square  
Motherwell, ML1 1TP  
Tel: 01698 251981/259389  
Fax: 01698 263250

#### **Wishaw**

The Portacabin, Roberts Street  
Wishaw, ML2 7JF  
Tel: 01698 373388  
Fax: 01698 376767

**Email** [bureau2@motherwellcab.casonline.org.uk](mailto:bureau2@motherwellcab.casonline.org.uk)

### **Welfare Rights : Consumer and Trading Standards -**

#### **Money Advice Service (For those living in Motherwell and Wishaw)**

North Lanarkshire Council's Money Advice Service provides advice and assistance to clients who are experiencing severe financial difficulties. It is well recognised that debt can cause health and relationship problems. The opportunity to be able to discuss these financial problems with a third party and in strict confidence is usually the first step in greatly alleviating the associated stress to an individual.

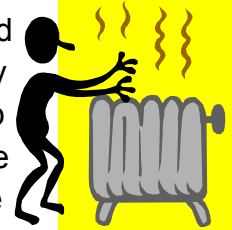
#### **Trading Standards Advice Centre**

10 Motherwell Road, Bellshill **Tel:** 01698 346790 **Fax:** 01698 346 791



# Annual Gas Servicing

All tenants with gas in their homes will be aware how important it is that a service is carried out on an annual basis. Anyone due a gas service is contacted by the Co-op with an appointment date and will then be advised as a reminder by Saltire Facilities Management Ltd, who will carry out the work. Ample notice is given so that arrangements can be made should the date and time be unsuitable. It is essential that servicing is carried out to your property on a date agreed. Continuous failure to provide access will result in the Co-op ultimately forcing access to a property, with the tenant being recharged for the work incurred. Please also ensure that you test any carbon monoxide detector in your home, as well as smoke alarms regularly.



## Gas Central Heating Breakdown

If you have a gas central heating breakdown at any time, please remember that you are entitled to temporary heating and hot water facilities. Please ensure you take advantage of temporary heaters as it can take a few days for Saltire to replace certain parts within central heating systems.

Saltire can be contacted on **0845 606 1555** (24hrs).

## Safety Notice

### ***Close and Back Court Lights***

While the Co-op regularly checks all lights that operate in the closes and back courts, residents are asked to report any faults immediately and we will arrange for response as soon as possible.

### ***Widow Catches***

We would like to take this opportunity to refer to window locks and catches. Please advise the Co-op as soon as possible if you have any problems with any of the windows in your home or in the close. This includes the mechanism of the window, safety catches and broken glass.

If you have a repair to report, you may wish to do so by contacting the office in person, by telephone or in writing and you can also email or submit enquiries through our website (details on back page).



**We must stress the importance of reporting essential repairs to the Co-op as soon as possible.**



## Repair Reporting



Tenants are asked to report any repairs they identify within their home or in their block as soon as possible. We have certain response times depending on the urgency of repair and this information is available at the office.

If you have a gas central heating repair, please contact Saltire directly on 0845 606 1555.

## Tenant Participation

The Co-operative is in the process of reviewing its Tenant Participation (TP) Strategy and the tenant groups will initially look at the current TP strategy and make comments for review. All other tenants in the Co-op will receive an opportunity to make contribution towards the review of the strategy.

It is currently available on our website [www.gphc.org.uk](http://www.gphc.org.uk) as well as being available at the office. Please contact us should you wish to receive a copy.

Any feedback we receive from our tenants is taken into consideration when reviewing our policies

## Polish Community

The Co-op is hoping to set up a group consisting of some of our Polish residents, to take into consideration the views of this community and to discuss ongoing projects with the Co-op. Information sessions have been held in the past, alongside Citizens Advice Bureau, and these events proved to be very successful. Paul Lennon or Elaine Hyslop from the Co-op will contact our Polish residents in the near future with further details. Please note that any information session held will have the benefit of an interpreter present.

## Recyclable Bins

Those tenants living within back and front door/new build properties will no doubt have a number of bins for various methods of recycling. The Co-op has entered into discussion with North Lanarkshire Council with a view to the provision of a communal recyclable bin for those residents living within the flats in Heathfield and Smith Avenue, as there are no recycling opportunities available in the estate. North Lanarkshire Council have confirmed they will be happy to place a blue node (circular bin) for recyclable paper/cardboard/plastic bottles/cans etc.



At present there are none of these bins in stock and the Council are awaiting delivery. They will contact the Co-op for a site visit thereafter to discuss a suitable location in the area and all relevant information (including a DVD) will be issued to residents in the estate.



## Committee & Membership News

Our AGM will take place in September 2009. All shareholders will be given appropriate notice of the AGM. If you are not already a shareholder with the Co-op then you are encouraged to consider becoming one. There is a one off £1 fee, and you would then be entitled to stand for election at the AGM for a place on the Management Committee.

You may also come along to one of the committee meetings as an observer. If you are interested in becoming a committee member, please contact the Co-op for further assistance.

## Website Information

We display lots of information on our website [www.gphc.org.uk](http://www.gphc.org.uk) and hope that you get a chance to have a look at your own leisure. There are opportunities to provide feedback online, as well as reporting a repair. We also continuously display all of our newsletters online. Any feedback on the content of our site would be most welcome.



## Useful Telephone Numbers

Community Police:	01698 202636	Police Office:	01698 202600
Crimestoppers:	0800 555 111	Citizens Advice:	01698 251981
Benefits Agency	01698 483500	Scottish Water	0845 601 8855
Council Tax:	01698 403170	Housing Benefit	01236 638615
Northline:	01698 403110		

*Call Northline for Bulk Uplifts, Pest Control, Abandoned Vehicles, Roads and Lighting, Graffiti Removal, Dog Warden, Environmental Protection Officer*

## Emergency Contact Numbers

**Saltire 0845 606 1555**

Gas central heating repair

**Maintenance & Property Care 01698 403146**

All other emergency repairs

**National Grid Transco 0800 111 999**

Gas leaks

**Scottish Power 0845 272 7999**

Loss of electricity supply

**Scottish Water 0845 601 8855**

Loss of water supply or problems with mains water supply

Garrion People's Housing Co-operative Ltd, 3 Heathfield, Wishaw, ML2 0LY  
Opening Hours 9.00am - 4.30pm Monday to Friday  
Tel: 01698 360740 Fax: 01698 375321

