



GARRION PEOPLE'S
HOUSING CO-OPERATIVE LTD

Summer 2018 newsletter

TENANCY CHANGE REQUESTS

The Co-operative would like to make it clear what the legal position is before any change of tenancy can take place. We will also give examples to certain types of tenancy changes that can take place.

Succession to tenancy. This only takes place in the event of the death of a tenant and the property is succeeded by a surviving partner, spouse or someone over the age of 16 who has been living in the property and using it as their home for at least 6 months.

Assignment of tenancy. This is when a tenancy is signed over to another member of the household, usually a joint tenant. One tenant leaving the property can result in the tenancy being signed over to a remaining tenant. There can be times when the tenancy can be assigned over to another family member but only if they are over the age of 16 and have been living at the property for at least 6 months.

Sub-letting a property. If you are a tenant of the Co-operative you can sublet your home provided you have the Co-operative's **prior written permission**. If you move out of your home without the Co-operative's permission and don't intend to return, you may lose your tenancy rights. This is because you can only be a Scottish secure tenant while the property is your only or main home.

Taking in a lodger. On occasion, there may be the case for a tenant to want to take in a lodger. We would only approve this if a property was large enough and ensure proper checks were carried out on any application.

All of the above are only granted with the Co-operative giving prior written consent. We have had recent incidents where some tenants have contacted us to advise that others are moving into their home and not asking for permission beforehand. This is not how we would expect a tenant deal with such a request. It is for the Co-operative to decide who is entitled to succeed, assign or sublet a tenancy.

We expect a prior written request, time to consider the position and will only refuse permission if we feel it is reasonable to do so. If you have concerns that a neighbour has sublet their property without permission please contact us, in confidence, immediately.

On 24 June 2018, the Housing (Scotland) Act 2014 (Commencement No. 8, Savings, Transitional and Supplemental Provisions) Order 2018 came into force. This sets out dates that the various provisions of the 2014 Act will become effective. Most of the social housing provisions will come into force from 1 May 2019. The exceptions are relating to assignments, subletting, joint tenancies and succession which will come into force on 1 November 2019.

The measures set out in the 2014 Act are specifically intended to enhance housing conditions, retain much needed social housing for the people of Scotland and safeguard social and private tenants.

The Co-op will write to all tenants and carers (where known) before 1 November 2018 confirming what changes have taken place.

An example of changes which has an impact on this part of the newsletter (tenancy changes) is the qualifying period for those who wish to apply for succession or assignment of housing. Currently the qualifying period for living in a property is 6 months, where the 2014 Act allows for this to be extended to 12 months. This means anyone wishing to succeed or be assigned a tenancy must have lived in the property for at least 12 months. More details will follow. This information has also been translated into Polish and is issued to all of our Polish tenants.

Office Closure The Co-operative will close at 1pm on Thursday 12 July 2018 and reopen at 9am on Tuesday 17 July 2018.

SEPTEMBER 2018 We will also close on Thursday 20 September 2018 at 1pm and reopen on Tuesday 25 September 2018 at 9am. For contact numbers, please see the back of this newsletter.

Our answer machine at the office also provides emergency contact information. The numbers should be kept handy at all times.

Newsletter Summer 2018

Co-operative closed Friday 13 July 2018 and Monday 16 July 2018

SEPTEMBER 2018 Closed Friday 21 September 2018 and Monday 24 September 2018

SKIP DATES



The skip delivery schedule for 2018/19 is now available and is as follows - THURSDAY'S ONLY

DATE	LOCATION
19 July 2018	1-23 Heathfield
09 August 2018	158 – 188 Heathfield
30 August 2018	Car park facing 43 Hopefield Gardens
20 September 2018	94 – 124 Heathfield
18 October 2018	1-23 Heathfield
15 November 2018	158 – 188 Heathfield
13 December 2018	Top of Woodgreen Court
10 January 2019	94 – 124 Heathfield
07 February 2019	1-23 Heathfield
07 March 2019	158 – 188 Heathfield

LAW VIEW SHELTERED HOUSING COMPLEX SKIP DELIVERY

The schedule for skips at Law View is as follows:

Monday 6 August 2018
Monday 26 November 2018

Monday 1 October 2018
Monday 21 January 2019

PROSBA O ZMIANE NAJMU

Co-op chciałoby jasno wyjaśnić czym są legalne pozycje przed zmianami najmu. Chcielibyśmy również przedstawić przykłady różnych typów zmian najmu które mogą mieć miejsce sukces do najmu.

Ma to tylko miejsce w przypadku śmierci najemcy i gdy miejsce zamieszkania jest również wynajęte przez partnera, małżonka lub kogoś powyżej lat 16 kto mieszkał w posiadłości przez przynajmniej 6 miesięcy.

Ustalenie Najmu.

To ma miejsce gdy posiadłość jest przepisana na innego członka gospodarstwa, zazwyczaj współnajemcy. Jeden z mieszkańców który decyduje się opuścić posiadłość może równać się z przepisaniem najmu innemu teraźniejszemu najemcy. Mogą trafić się przypadki kiedy posiadłość może być przepisana innemu członkowi rodziny ale tylko jeśli osoba ta ma powyżej lat 16 oraz mieszkała w posiadłości chociaż 6 miesięcy.

Podnajmowanie posiadłości

Jeżeli jesteś najemcą Co-op możesz podnająć twoje mieszkanie pod warunkiem że posiadasz pisemną zgodę od Co-op. Jeżeli wyprowadzisz się ze swojego mieszkania bez pozwolenia Co-op i nie będziesz miał intencji powrotu możesz stracić swoje prawa najmu. A to dlatego iż możesz być Szkołkim bezpiecznym mieszkańcem tylko gdy twoja posiadłość jest twoim jedynym miejscem zamieszkania lub jest przez Ciebie wykupiona.

Wszystkie powyżej podane punkty są tylko zgodne z pisemną zgodą od Co-op. Mielismy przypadki gdzie niektórzy mieszkańcy kontaktowali się z nami aby powiadomić nas że inni wprowadzają się do ich mieszkań i nie prosili o zgodę przed. To nie takiego rozwiązywania spraw oczekujemy od naszych mieszkańców. To od Co-op zależy kto ma uprawnienia do: sukcesu najmu, ustalenia najmu oraz podnajmowania posiadłości. Oczekujemy pisemnej prośby, czasu aby przemyśleć pozycję i będziemy odmawiać pozwolenia tylko jeśli będziemy uważać to za słuszne. Jeżeli masz jakies obawy że twój sąsiad podnajmuje swoją posiadłość bez pozwolenia od Co-op, śmiało się z nami skontaktuj natychmiastowo.

Co-operative closed Friday 13 July 2018 and Monday 16 July 2018

SEPTEMBER 2018 Closed Friday 21 September 2018 and Monday 24 September 2018

GENERAL DATA PROTECTION REGULATION (GDPR)

You may have heard a lot in the news recently about data protection and the GDPR.

There have also been some really highly profile stories concerning big global companies and how they use our personal data.

So what is GDPR all about?

GDPR

GDPR is European legislation that places a stronger obligation upon organisations like ours to ensure your personal data is processed fairly and securely. GDPR strengthens your individual data rights introduced by the Data Protection Act in 1998, and it came into force on 25th May 2018.

We have provided details of how we use and look after the data that we collect, this is called a Fair Processing Notice and all tenants were issued with a notice in May 2018 on the lead up to GDPR being live.

This document outlines:

- The type of information that we collect.
- Why we collect it and how we use it.
- Who we may share it with and why.
- How we securely store it.
- Ensuring your information is held securely

GDPR also introduces a greater obligation upon organisations to ensure that they have put in place reasonable measures to ensure that your information is held securely, and to protect against the loss of your data or other breaches of data security.

Our Fair Processing Notice also outlines the steps that we take to ensure personal data is handled securely.

We will continue to provide more information about GDPR and please feel free to contact us if you would like to discuss any aspect of GDPR or how we handle personal data.

You can also find out more in-depth information about data protection at the Information Commissioner Office website at <https://ico.org.uk/for-the-public/>

NEWSLETTER INFORMATION

Some of the reporting on our main newsletter repeats information from previous newsletters, particularly on tenant and home safety. We have done this deliberately as we feel there is no room for complacency when it comes to safety for the family and our homes.

Please take time to read this and always have the safety of your family and neighbours at heart.



REPORTING ANTI-SOCIAL BEHAVIOUR

We highlight a lot of information in our newsletters about reporting of anti social behaviour, when to report it etc. We just want to point out the relevant contact numbers for tenants to call and these are as follows:

The Co-operative will get involved when there is clear breach of tenancy issue, but this can sometimes depend on the information we get from Police Scotland.

So a few key pieces of advice:

- Call **101** (Police Scotland) or **999** if the incident is severe and life threatening (always consider the seriousness of the matter before contacting Police).
- Contact North Lanarkshire Council's out of hours anti social service on **0300 123 1382** they may act as professional witnessing)
- Always keep a log/diary of the incidents and write down how it affected you.
- Talk to other neighbours who may be affected.
- As is the case with Police matters, we may need additional proof of Anti-Social Behaviour before taking action.

POLICE SURGERY CENTREPOINT

Earlier this year, the Co-operative hosted a Police Scotland surgery which ran on a few occasions.

The uptake from residents was positive and we would like to see this happen again soon.

Recent feedback from residents on anti social behaviour reporting has shown that this would be a preferred option to help the public report incidents.

There have been some changes with designated community Police officers and we are waiting to hear back from them on when the next surgery will be. We will publicise this when known.



DOG OWNERSHIP

Every newsletter we send seems to highlight how to manage a dog properly.

We know the majority of dog owners are responsible people but there are a few who spoil things and unfortunately we hear of new issues that affect people, examples of which are below.

- Dogs being left to run around off the lead and not supervised properly.
- Dogs being allowed to foul with owners not uplifting the mess;
- Dog barking constantly and in some cases, the 'pet' being left in a property alone for too long;
- Dogs being aggressive to other dogs and people in the estates.

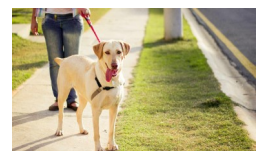
All of the above can be reported to the Animal Welfare Officer (dog warden) on **01698 403110**.

The dog warden tells us however that our estate on record is one of the better ones in North Lanarkshire, mainly due to the lack of reporting.

If the problem is affecting you enough and the dog owner is not approachable, contact **01698 403110**.

As is the case with anti social behaviour, the Co-operative will get involved when there is a breach of tenancy issue but we do need the assistance of others if we are to tackle this problem effectively.

If you wish to discuss anything regarding the pet policy please contact the office.



Co-operative closed Friday 13 July 2018 and Monday 16 July 2018

SEPTEMBER 2018 Closed Friday 21 September 2018 and Monday 24 September 2018

ADVICE FOR TENANTS AND RESIDENTS (AFTAR) PROJECT

Please remember that the Co-operative offers a full advice and information service from Citizens Advice Bureau (CAB) every Wednesday and Friday, either at the office or in your home, whichever is most convenient.

Some recent staff changes at the Bureau has meant that there may be different advisors for the next 2 months, something that is outwith our control.

We have received assurances that the service will be the same and still encourage people who need an appointment to contact the Co-operative. Slots are Wednesday and Friday 9.30am, 11.30am, 1.30pm and 2.45pm.

Remember the service is not only about welfare and benefits advice, with information on the following topics below being specialised in at the Bureau:

Current/ex Armed forces advisor
AFTAR energy specialist
Pensions advisor

Cancer patients advisor
IT (computer) coach
Current and ex prisoners

ENERGY ADVISOR – IAN SYMINGTON

Ian is providing our residents with information and advice on energy costs, cheap tariffs and energy saving tips. He can assist with grant applications, dealing with energy bill queries and helping the client to better understand energy usage in their home.

There is a lot of useful information being provided in particular in relation to off peak white meter heating type properties. We encourage anyone who wants to discuss anything further to make an appointment with Ian on **01698 356777**.

**The Digital Inclusion Project –
FREE Computer Learning run in
CentrePoint every Thursday
between 10am and 12pm**



The FREE service will offer residents access to basic and essential computer skills.

The focus will be on Computer Learning for ALL AGES and ALL LEVELS.

Residents can learn computers step by step and go at their own pace.

Help can be given on:

- Computer basics;
- CV or Job searching skills/online applications;
- Help with online benefit forms/*universal credit applications etc.* (individual session);
- Individual computer learning/one to one sessions also available.

There is also CV appointments available via Motherwell Job Centre

If you miss the opportunity to use the service in CentrePoint, they also run at the following locations and times.

- South Wishaw Parish Church, Computer learning East Academy St., Wishaw every Thursday 1-4pm;
- South Wishaw Parish Church, Job Club, East Academy St., Wishaw every Friday 1-4pm.



There is now a gradual increase in the number of tenants in receipt of Universal Credit. Universal Credit (UC) is one of the major changes with the Government's welfare reforms. We have also published a lot of information on welfare reform in previous newsletters. This information is still available on request.

If you are in the position where you have had reason to make a claim for Universal Credit, please contact the office immediately so that we can make contact with the Universal Credit department to ensure they have the correct information about the tenancy.

There are already 5-6 week delays with the first UC payment for claimants, this is long enough to wait and could be delayed further if there is a lack of communication between the UC department, tenant and the Co-operative. It is vital that we are kept continuously updated on progress of a claim.

A separate welfare reform/universal credit newsletter was previously issued to tenants and is available on request.

SAFETY IN AND AROUND THE HOME



The Co-operative are dedicated to ensuring the safety of our tenants within the houses and flats that we manage. Ensuring this safety is a two way process and we need tenants to be vigilant at all times and help prevent any sort of injury or damage by being a bit more observant.

We have listed below some information and tips provided by other official bodies such as Scottish Fire & Rescue Service on how to stay safer. Please read them and keep the information in mind.

KEEPING SAFE IN THE HOME – GAS SAFETY



The Co-operative has a statutory duty to ensure each of its properties are safe and that is why we carry out an annual gas safety test to every property with gas installed. We do appreciate that the reminder letters for gas safety tests can be firmly worded but the safety of our tenants and all of our homes is paramount.

Please ensure that you provide access when asked for an annual safety check, or arrange something suitable with Saltire Facilities Management Limited. For those who work or have trouble providing access, the contractor can also work evenings and Saturday mornings.

FIRE SAFETY IN YOUR HOME



Inspections are carried out within the estates including checking all communal doors are in working order.

We also try to identify and remove items which are seen as a fire hazard (including bulk rubbish, and resident items)

It is extremely important that communal areas are left clear, and to ensure this, we need your help. You must not leave any personal items in the communal areas, as it is extremely important to maintain a safe environment for yourself and your neighbours. We have engaged with the Scottish Fire and Rescue service on items left on landings and their view is that all items on landings and stairs should be cleared away. Anything left out is an obstruction and potential risk to them. We wanted to make sure our tenants are aware of their view on the issue.

If you notice anything in the building which may be a fire hazard please report it to the Co-operative immediately. You can call or visit the office or speak to our maintenance assistant Kieron Sheehan who is in the estate every day.

Remember that we provide a skip 4 weekly to allow tenants to dispose of items that cannot be placed in bins and should not be left in common parts.

We have a close cleaning company in our estate weekly and will continue to receive reports on any obstacles they identify that would affect their ability to clean the stairs.

Please do not leave any personal items on the landing. If you are unfortunate enough not to have a close store cupboard, this does not mean that other possessions can be stored in common parts.

Please think of the safety of all neighbours. Anyone who does have a close cupboard should also ensure that nothing is stored inside that could be deemed a risk, e.g. flammables, canisters, batteries, cylinders etc.

HOME FIRE SAFETY VISITS



Visit the Scottish Fire and Rescue website and book a home fire safety visit

<http://www.firescotland.gov.uk/> or contact the Co-operative and we will make a referral.

Co-operative closed Friday 13 July 2018 and Monday 16 July 2018

SEPTEMBER 2018 Closed Friday 21 September 2018 and Monday 24 September 2018

ELECTRICAL SAFETY

ELECTRICAL
SAFETY IN THE
HOME

- Do not overload electrical wall sockets; keep a fire blanket in an accessible place in your kitchen.
- Do not damage, remove or wedge open internal doors.
- Do not use of store petroleum spirit (petrol, diesel, or paraffin) or liquid propane gas cylinder in your home.
- Have a plan in case your home is involved in a fire and make sure everyone in your family knows what the plan is.

BEDTIME CHECKS

There are a number of checks you should do every night before bed to prevent a fire from starting and or spreading.



- Close inside doors at night to stop a fire from spreading.
- Unplug electrical appliances unless they have to be left on - for example your freezer.
- Make sure vents on games consoles or satellite TV boxes are not covered.
- Make sure your cooker is turned off.
- Do not leave the washing machine on overnight.
- Put out candles and cigarettes.
- Make sure exits are kept clear in case you need to escape.
- Keep door and window keys where you can find them.

SMOKE ALARMS

We have had some queries from tenants on smoke alarms and how they are checked. All of our smoke detectors are mains linked but there are always back up batteries in them, in the event of a power cut they will kick in.

The batteries can run out on these too and if it starts to bleep this is the most likely issue.

All that needs done is a standard C9 (square) battery replacement. Tenants should also test their own smoke alarms (recommended monthly from Fire and Rescue).

All you need to do is hold in the button on the detector and it should bleep. We want everyone to feel safe so if you have any issues in this area, contact us and we will be happy to help.

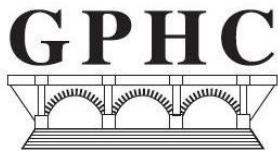


ENERGY ASSESSMENTS AND PERIODIC ELECTRICAL TESTING

Over the last few months, the Co-operative has instructed 2 of our contractors to carry out important assessments and testing to our homes. They are namely John Smith Electrical and Alison Connell Braxfield consultants. The electrical work involves 5 yearly periodic electrical testing and the energy assessment will involve a visit to carry out an assessment in each property to see where it scores with regards to energy efficiency. Both will carry suitable ID and a letter of approval from the Co-operative. There may be times that they will work weekends but we thank all tenants in advance for their co-operation in these important exercises.

SAFETY IN CLOSES – TENANT REPORTING

While the Co-operative carries out regular inspections in our closes and estates, it is the responsibility of all tenants to report faults if they identify them. Periodic close light checks are carried out but lights can go out and it may be another week before we get to check them. Please do not assume a neighbour will report faults. We would rather be notified 3-4 times about a fault than never finding out. Just call us, or email



newsletter

GETTING MORE INVOLVED



Our management committee are always looking to have a maximum (15) members on board during each year.

We understand that this type of voluntary work is not for everyone but are appealing for those who may be interested in getting a bit more involved to contact us.

Being part of our management committee is very rewarding and can result in real change taking place that benefits our community.

For a bit more information, contact Paul Lennon or Cathy Brien on 01698 274670.

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:

GARRION PEOPLES HOUSING CO-OPERATIVE LTD

CentrePoint

70 Smith Avenue

Wishaw

Tel: 01698 274670

Email: enquiries@gphc.org.uk

Web: www.gphc.org.uk

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.

BECOME A SHAREHOLDER WITH THE CO-OPERATIVE

To become a share member of the Co-operative, you need to be at least 16 years old and pay a £1 one off fee for membership. This allows you to stand for election to management committee when our Annual General Meeting (AGM) takes place each September. Share members can also ask to come along to a management committee meeting as an observer.

This is recommended for anyone who wishes to get involved formally. Observing a meeting will give you an idea as to how meetings are structured and what goes on with regards to important decision making at the Co-operative. It may or may not be for you but we encourage membership at all times. Share members are invited along to every AGM but will be removed from the register if 5 AGMs in succession are missed.

USEFUL NUMBERS (INCLUDING EMERGENCY CONTACTS)

Saltire Facilities Management Ltd 0845 606 1555

(all gas central heating faults 24 hours)

Rodgers and Johnston

(all other out of hour EMERGENCY REPAIRS) 0844 247 2120

North Lanarkshire Council (housing benefits) 01698 403210

North Lanarkshire Council (Council Tax) 01698 302901

North Line – North Lanarkshire's 01698 403110

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)

SCOTTISH WATER

ELECTRICAL DAMAGE to electrical supply or network equipment Call 105 or your own electrical supplier

CRIMESTOPPERS 0800 555 111

CONTACT US Garrion People's Housing Co-operative 01698 274670

www.gphc.org.uk

