

Working Together

WORKING TOGETHER was the theme of our annual Tenants' Conference and it was great to see so many local tenants come together to help make a difference to their housing services and local communities.

Over 150 people gathered in Riverbank Community Hub to discuss key topics and find out about plans for the future. Our new Tenant Participation Strategy was formally launched as well as a consultation on the review and redesign of First Stop Shops.

Feedback from the day was excellent:

"First class conference and a great venue, well done to all concerned."

"Thoroughly enjoyed this conference. Well structured and lots of information."

First time attendee Angela commented:

"This was my first conference and I'll definitely be back. It was great to meet so many people and I got a chance to put questions to housing managers about some of the issues we face. A really good event and we're now meeting with the tenant participation team to see about setting up our own group."



There are lots of ways you can get involved in housing services, visit: northlanarkshire.gov.uk/housing/get-involved to find out about all the opportunities available. Or contact our team on 07890 438431.

Housing Convener: Councillor Michael McPake



Welcome to the latest edition of our tenants' newsletter. Here you will find out how we are supporting our local communities get the help and advice they need over winter and all the issues this can bring.



Your local back page gives you all the up to date contacts for your area as well as setting out our new generic housing officer patches. Having a single point of contact for housing support, dealing with antisocial behaviour and allocations will make it easier for you to get in touch.

There's an update on our performance where I'm happy to see we continue to outperform our previous years and the Scottish average with improvements in satisfaction with overall service as well as the quality of homes.

I've been very lucky to recently attend some very enjoyable events as part of my role as Convener of Housing.

Firstly the NL in Bloom awards where I met all the worthy winners from all across North Lanarkshire. North Lanarkshire Federation of Tenants and Residents very kindly allowed me to join their judging day and it was definitely a tough job to pick only one winner in each area! I was so impressed by the standards tenants were achieving. Many congratulations to all the well-deserved winners.

In November I attended the annual Tenants' Conference Working Together in Riverbank Community Hub, one of my favourite events. What an amazing day it was and I was delighted to meet so many tenants and residents as well as staff and partners. Events like these demonstrate how by working together we really are making a difference to people's lives.

And finally, I want to wish everyone a very happy, healthy New Year!

Positive performance for Housing

Our housing service is performing above the Scottish average in key areas, including providing value for money rents and a high level of repairs service when compared alongside other Scottish Landlords according to the Scottish Housing Regulator's (SHR) Landlord Report.

The comparison report rates the performance of social landlords against a key set of standards which include; homes and rents, tenant satisfaction, quality and maintenance of homes, neighbourhoods and value for money:

- Overall satisfaction levels are 86.6%, which is higher than the Scottish average of 86.5% and significantly higher than the Local Authority average of 80.3%.
- 96.8% of tenants were satisfied with the opportunities to participate in our decision making, highly exceeding the Scottish average of 87.7%.
- Our time taken to complete emergency repairs was 2.8 hours on average compared to a Scottish average of 4.0 hours and the Scottish Local Authority average of 4.3 hours. Whilst our time taken to complete non-emergency repairs was 6.8 days compared to the Scottish average of 9 days and the Scottish Local Authority average of 10 days.

Further information on our performance can be found on our website: northlanarkshire.gov.uk/housing/annual-performance-report/housing-annual-performance-report-20232024



Making life easier

Making Life Easier is an online resource offering information, professional advice and direct access to services and support.

If someone is having difficulties with everyday activities or any aspects of their health and wellbeing, this service is for them. Anyone who lives in North Lanarkshire can use the service for themselves or for someone they care about.

Making Life Easier is available 24 hours a day, 7 days a week, and 365 days a year.

If you need assistance to use the service, contact a Disability Information Officer by emailing makinglifeeasier@northlan.gov.uk or by calling 07583111296/07815521899.

makinglifeeasier.org.uk



Maximising income for tenants For Tenants By Tenants



If you are struggling to pay your bills or are concerned about meeting your rent payments, help is available.

Money worries can affect anyone, and our team of Income Maximisers are here to advise and support tenants. If you are unsure what benefits you are entitled to, we can carry out a financial assessment to make sure you are not missing out on extra income.

We can also help you to claim benefits including housing and council tax as well as community care grants and signpost help if you need advice to manage debts. Last year the team generated over £18 million of additional income for tenants. Acting quickly is key so get in touch as soon as you can.

Email: housingIMSO@northlan.gov.uk or phone us: South area T: 01698 524811 North area T: 01236 758010

Our new revised Tenant Participation Strategy 2025-2030 has now been approved and was formally launched at our conference in November.

The strategy, named by tenants as For Tenants By Tenants, demonstrates that tenant participation goes from strength to strength in North Lanarkshire.

The document sets out our overall aims and objectives for tenant participation and focuses on ways of increasing the how we involve under-represented groups with a real equalities focus. In the action plan you'll find details on how we will achieve our aims in partnership with our tenants and residents.

Thanks to all tenants and resident representatives who gave their time and energy to help develop the strategy, as well as attending conferences, carrying out scrutiny of our services, estate walkabouts, meetings to discuss housing issues and providing views on what matters to tenants.

To find out more or view the full strategy visit: northlanarkshire.gov.uk/housing/get-involved

The Digital Phone Switchover - what you need to know

The UK's telephone network is changing.

Between now and January 2027 most telephone providers will be moving their customers from old analogue landlines over to new upgraded landline services using digital technology.

Your provider should contact you, usually by letter ahead of the migration taking

place, so you do not need to do anything in the meantime.

If you have a community alarm, Health and Social Care Services will update you by letter.



More information at: gov.uk/guidance/uk-transition-from-analogue-to-digital-landlines

New recycling service proving successful for residents in flats

New household recycling facilities for flats have delivered a significant improvement in recycling levels as innovative new shared recycling bins for paper and cardboard, glass, metal and plastics, and food waste have been placed at 80 locations.

Previously recycling bins regularly saw 70% of materials rejected because of contamination. Since the new bins were installed earlier this year, more than 98% is now recycled. And the benefits are clear for all, by recycling more, we're reducing carbon emissions, conserving

natural resources and spending less on getting rid of our waste, which can be better spent on other local services.

The new bins are easily accessible for residents as they are close to their homes and the new designed lids mean the materials placed inside stay inside, keeping the area around the bins clean and tidy.

Full details of all the materials that can be recycled in household waste bins are available at: northlanarkshire.gov.uk/high-rise-recycling



SUM IT UP NUMBERS ARE EVERYWHERE

Do you want to be more confident using numbers in your day-to-day life? It could be to help your children with their maths homework, work out household bills or find out how to save.

Sum It Up is a programme of free courses for those aged 16+ who'd like to improve

their number skills, or who need an SQA maths qualification. Classes are fun and informal and will take place in community facilities, such as community centres and schools, as well as online. Some of our SQA courses take place at New College Lanarkshire.

Please get in touch if you'd like to find out more, want to book a class near you or have a chat about how we can support you, email: sumitup@northlan.gov.uk

Did you know you can manage your rent account online? It's easy to set up and once you have registered you can:

- make a payment
- view your balance
- set up or cancel a direct debit
- download a rent statement

Find out more: northlanarkshire.gov.uk/pay-your-rent

Your area manager: **Bob Brownlie**

How to contact us

Coatbridge Office

Buchanan Centre
126 Main Street
Coatbridge ML5 3BJ

e: CKHousing@northlan.gov.uk

t: 01236 812530

Kilsyth Office

Parkfoot Street
Kilsyth G65 9AA

e: CKHousing@northlan.gov.uk

t: 01236 828120

Moodiesburn Housing Office

Blackwoods Crescent,
Moodiesburn G69 0EN

e: CKHousing@northlan.gov.uk

t: 01236 828120

Get Involved!

Contact our tenant participation team if you'd like to get more involved in housing services, join a local group or find out more.

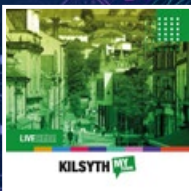
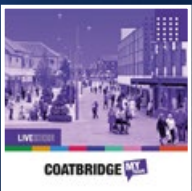
Tenant Participation Officer:
Nancy Roberston

e: tenantparticipation@northlan.gov.uk

Stay up to date with what's happening in your local area by signing up to email alerts and our local town Facebook pages.

As well as news specific to your local area you can choose more topics that interest you such as schools, council news, bins and recycling and housing.

Find out more at: northlanarkshire.gov.uk/email-alerts



Garden Award Winners 2024



Best Individual Garden: Bridie Convey



Best Communal Garden: Pirnie Place Retirement Housing



LOCAL UPDATE

We have recently changed how we deliver our housing service within our local offices to a more general way of working. This will help improve the way we deliver services and tenancy sustainability.

In practice this means there will be specific teams who will provide assistance for homelessness, housing support and temporary accommodation for a specific area/neighbourhood.

There will also be geographical teams of housing officers with responsibility for allocations, estate management and anti-social behaviour within small patches.

This helps tenants to know who the responsible officer is for day to day housing enquiries within their area. Your contacts for help with Rents and Income Maximisation stay the same.

Coatbridge/Kilsyth Locality

Coatbridge East: Barrowfield / Whifflet | Carnbroe | Sikeside / Greenend | Kirkshaws | Old Monkland | Shawhead

Coatbridge Central: Cliftonhill | Greenhill | Langloan | Summerlee / Gartsherrie | Townhead / Espieside

Kilsyth and Moodiesburn: Balmalloch | Banton | Queenzieburn | Rennie Road / Northfield Rd | Barrwood | Fisher / Manse Avenue | Croy | Kirklands Crescent | Kilsyth Central | Moodiesburn Electric | Moodiesburn Main | Old Moodiesburn | Gartferry | Mollinsburn

Northern Corridor and Coatbridge

West: Bargeddie | Kirkwood | Glenboig | Gartcosh | Mount Ellen | Auchinloch | Cardowan / Stepps | Millerston | Chryston | Crowwood | Muirhead

If you need this information in large print, on audio tape, in Braille or in another language, please contact:

t: 01698 274139 e: housingservices@northlan.gov.uk

MANDARIN

如果你需要用其他语言或者其他格式表示这些信息，请与我们联系以便讨论你的要求。

POLISH

Jezeli potrzebujesz tą informację w innym języku lub formacie, proszę, skontaktuj się z nami, żeby przedyskutować Twoją potrzebę.

URDU

اگر آپ کو دوسری زبان میں یہ معلومات درکار ہو تو براہ مہربانی ہم سے مندرجہ ذیل پتے پر رابطہ کریں

ARABIC

إذا كنت بحاجة إلى هذه المعلومات في لغة أخرى أو على شكل آخر، يرجى الاتصال بنا لمناقشة الاحتياجات الخاصة بك