tenants' news

Fuel Poverty Support

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Adaptations

Temporary

Accommodation

Temporary

Accommodation

NORTH LANARKSHIRE COUNCIL

For tenants of North Lanarkshire Council

Issue 32/July 2021

Chief Executive's update

There is no doubt that Coronavirus continues to have a major impact on all our lives, but having redoubled our efforts, we remain on track to recover and deliver the Plan for North Lanarkshire.



The completion of 830 new homes, with a further 200 under construction and more in the planning stage is a significant achievement towards meeting our desired target of 5,000 new homes by 2035.

Our new homes are built to high energy and sustainability standards, using renewable technologies to help reduce future carbon emissions and lower energy costs for tenants.

Record investment in our NL Homes Programme has brought over 1,200 social rented homes into council stock, through our new build programme and our buy back schemes.

This record investment will continue with around £200m of investment planned over the next five years.

Over the next ten years, we plan to invest £3.6 billion in North Lanarkshire, creating

around 12,000 jobs and generating an additional £1billion spend within the local economy.

This will include targeted investment to address the impact of economic, demographic, technological and social trends in our towns to create vibrant, sustainable towns and will transform our housing landscape replacing our multistorey towers with homes fit for the future in spaces and places we all want to live.

Major improvements to roads and active travel infrastructures are also underway to improve traffic flow, reduce journey times, ease congestion, reduce carbon and improve overall air quality in our towns and communities.

Better connections between residential areas, parks and centres will increase employment and education opportunities whilst creating connected transport corridors.

Plans for the new East Airdrie Link Road have been published on our website for public feedback and a planning application is in progress to upgrade the travel connections through Motherwell, Ravenscraig and beyond.

I'm also pleased to announce that our new multi-million pound investment programme has now re-started and will include investment in new energy efficient heating systems, new kitchens and bathrooms and roofing and render projects as we continue to maintain safe, secure and healthy homes for all tenants.

Read on to find out more about our latest housing news and projects.



Inside this issue

- Draft Local Housing Strategy
- NL in Bloom garden competition
- Investing in housing
- New build update
- Climate change

LIVEMERE



Foreword



Welcome to the latest edition of our newsletter where you can find out more about our services and projects as well as regeneration and investment plans for the coming year.

Our draft Local Housing Strategy for North Lanarkshire is now available and we want to hear your views on it. The strategy provides a vision and plan for housing and housing-related services for the next five years and it's vital it meets the needs and aspirations of all our residents and local communities.

This past year has been a year like no other and has certainly highlighted the central importance of how our homes and environment can help improve our health and wellbeing.

Our vision is: 'to make North Lanarkshire the place to live, through the provision of high-quality housing and support in sustainable communities, that enables people to thrive and prosper.'

In this edition you will read how we are achieving this through £200m of investment over the next five years, our award winning Open Market Purchase Scheme and our successful new build programme.

We've completed 830 new homes so far with a further 200 under construction and more in the planning stages.

With summer already here entries are now open for our garden competition, "North Lanarkshire in Bloom" so if you've a garden to be proud of, we'd love to see it. Details of how to enter are in the newsletter and I look forward to seeing the winning gardens later in the year.

I am very proud of the progress we have made so far in all our ambitious plans and will continue to work with our communities and partners to deliver real change and improvements to people's lives.

Clir. Heather Brannan-McVey Convener, Housing and Regeneration Committee

ACT now for climate change

The United Nations COP26 is coming to Glasgow in November this year.

Nations of the world will work together to agree to reduce their greenhouse gas emissions, these emissions have been scientifically proven to be the main cause of climate change.

It is a global issue but in Scotland we have already seen record high temperatures occurring since 1997. While we enjoy our more frequent sunnier spells, it also means more rainfall and a higher frequency of intense rainfall which leads to flooding of our roads and gardens.

To tackle climate change we have declared a climate emergency and set a target of net zero by 2030. We all need to make changes to achieve this but they don't need to be big changes:

- turn your heating down 1°C
- shop local
- · use your car less
- have a shower rather than a bath
- reduce your household waste: think about donating unwanted items or try your hand at upcycling

All these things will also help you save money as well as the environment.



House move incentive scheme

People thinking about moving to smaller council homes could soon be given a helping hand thanks to our new incentive scheme.

Tenants currently under-occupying larger family homes would be encouraged to consider moving to smaller properties and therefore freeing up bigger homes for other families.

Under-occupancy is a concern for most social landlords in Scotland. We are trying to provide the most suitable housing for as many individuals and families as possible with the limited stock we have available.

Downsizing to smaller properties can lead to lower fuel bills, rents and council tax levels.

We could also offer additional incentives including providing help with removal costs, awarding extra allocation points for each room under-occupied, offering financial incentives, providing things like white goods and carpeting, and providing practical assistance with removals. A consultation on the scheme will be launched shortly with all our key stakeholders.

Contact your local housing office for more details.



tenants' **news**

Safer properties for tenants

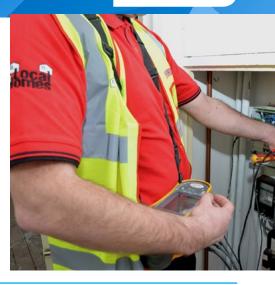
Our Housing Repairs and Maintenance Team has completed 6,500 Electrical Safety Tests (ESTs) in our tenants' properties since August last year.

The team has delivered 6,500 EST visits to ensure that properties - identified as potential fire risks due to poor installations such as tampered meters - are compliant with legislation.

They also made referrals to social work on behalf of vulnerable people.

A new procedure was introduced in April 2020, following committee approval, to inspect properties where access had not been previously provided to carry out full safety checks.

The inspections were carried out in full compliance with current public health guidance and good communication with our tenants and co-ordination between administrative operational teams and service providers were crucial to its success.





Work underway to transform Coatbridge sheltered housing complex

A £1.9m renovation project is now underway at Dundyvan Gardens sheltered housing complex to provide a modern, inspiring and homely environment for its residents and their families to enjoy.

From new landscaped gardens and a hairdressing facility, to additional common room areas and safety features, including dementia friendly colour coded doors and frames, these exciting changes are set to improve the lives of the residents living here.

It's anticipated the project will be completed by summer 2022. However, residents could start to see improvements as early as this summer through the upgrading of fire doors and some decoration work.

Housing boost for local communities

Our ambitious council house building plans continue to gather momentum. Additional sites for future developments were given the green light following our recent Housing and Regeneration Committee and will deliver significant investment to regenerate our communities and support the local economy.

We've completed over 800 new homes, with a further 200 under construction and more in the planning stages. Our buy back scheme figures show a further 490 homes being brought back into use for our tenants to meet their aspirations and needs.

The latest sites approved for new council homes are at Calderrigg Place, Airdrie, which will see approximately 30 new homes built and the former Petersburn Primary School, Airdrie, where plans for around 40 new homes are being developed.

Groundwork is now underway at our largest new council housing site in Holehills, Airdrie, to deliver 150 new homes, 19 of which are

the first confirmed Net Zero project undertaken by the developer CCG - delivering new, modern and eco-friendly homes to the area.

Councillor Heather Brannan-McVey, Convener of Housing and Regeneration, said: "Our plans are significant and are already having a positive impact on the lives of our tenants and residents across communities. All of our new homes are designed and built to the highest standards and this new build investment supports the local economy and provides training and employment for local people.

Our housing regeneration plans and proposed developments can be found on our website: northlanarkshire.gov.uk/ investing-housing



tenants' **news**



Lottery funding keeps tenants digitally connected

Our Tenant Participation Team and the North Lanarkshire Federation of Tenants' and Residents' Associations are continuing to find creative new ways to engage with tenants while the usual forms of consultation are still unable to take place due to the pandemic.

A successful funding award of £3,500 from the National Lottery will enable the set-up of a digital lending library project to keep tenants connected and involved.

A bank of ten data enabled tablets will be available for tenants to bridge barriers from digital exclusion by providing a gateway for them to take part in on-line events and consultations.

And while our tenant participation team cannot hold their usual forms of consultation



or meet face to face they are still here to support existing groups with advice and support and help new groups set up.

You can request a virtual meeting with any of the team via Zoom or Microsoft Teams. They are always happy to answer any questions you may have and to hear your

views on what matters most to you within your community.

For more information contact:

<u>TenantParticipation@northlan.gov.uk</u>

Tel: 01698 302565

Visit online at: <u>northlanarkshire.gov.</u>

<u>uk/housing/get-involved</u>

Gas Safety Certificates now available online...

We're changing the ways you can access your Gas Safety Certificate.

After successful completion of the annual gas safety inspection, the engineer will now ask how you would prefer to receive your certificate.

A copy can be posted to you within 28 days of completion or you can opt to view, download or print a copy on-line from Saltire Tenants' Portal at:

servicecert.aeromark.co.uk/user/account

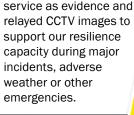


Keeping our communities safe

Our award-winning community safety team has captured over 6,000 CCTV incidents, including helping to locate missing people and alerting police to a man armed with a knife, and is playing a significant role in reducing disorder and antisocial behaviour across communities.

Operating 1,288 cameras, 24 hours a day, CCTV provides an invaluable tool for the detection of crime, antisocial behaviour and community safety.

During its first 18 months, the team has passed 975 environmental incidents to Environmental Protection Officers, produced and provided over 1,000 evidence discs to the Procurator Fiscal







tenants' **news**

NLin BLOOM GARDEN AWARDS 2021

Is your garden in bloom?

Entries are now being accepted for this year's North Lanarkshire Council Garden Awards "North Lanarkshire in Bloom 2021". The competition, which is open to council tenants exclusively, recognises the dedication and hard work of tenants in nurturing gardens of all shapes and sizes.

Each year standards rise and there's prizes available for the best garden and best communal garden.



Find out more by contacting

<u>TenantParticipation@northlan.gov.uk</u>

Closing date is Friday 27 August 2021



Asymptomatic COVID-19 Testing available at Airdrie Leisure Centre

People without any of the three main Covid-19 symptoms (a new continuous cough, temperature, loss or change in sense of taste or smell) are being encouraged to get tested.

You do not need to book and can turn up at Airdrie Leisure Centre from 9:30am to 5.30pm - 7 days a week.

Evidence has shown people infected with COVID-19 can have no symptoms and still spread the virus to others without being aware. Testing people with no symptoms can help stop the spread of infection and help us to return to normal. We are asking people with no symptoms to come forward and get tested regularly.

You will be tested using lateral flow devices and it takes less than 15 minutes to complete the test.

People will receive their results in around 45 minutes. Any positive cases will then be confirmed by PCR test.

Anyone who receives a positive test will be asked to self-isolate. Free Covid-19 lateral flow home testing kits are also available for collection without an appointment at Airdrie Leisure Centre.

You will also be able to order them online or pick them up from mobile testing centres.

Further information on the location of your nearest mobile testing centre, ordering online testing kits and what support is available for people who need to self-isolate is available by visiting:

nhsinform.scot/testing or northlanarkshire.gov.uk/coronavirus

New programme launched to help parents work

'Prospects for Parents' is a new programme to help families in North Lanarkshire become better off, by supporting parents to get into work or by helping those in low paid work to increase their wages.

Our support officers can help you access a wide range of support including money, debt and childcare advice, access to funds (such as the childcare development fund and the discretionary fund), as well as health interventions and access to training/work experience.

To be eligible you need to meet one of the following criteria:

- lone parent
- disabled parent, or the parent of a disabled child
- parent with more than three children
- parent with a child under the age of 1
- parent aged under 25
- · from an ethnic minority

If you'd like to sign up for the programme, or refer a parent you think may be eligible and could benefit, please call or email North Lanarkshire's Working Tel: 07583 108 725

Email: <u>griersonle@northlan.gov.uk</u>





tenants' **news**



Investing in homes

April 2021 saw the start of our new multi-million-pound investment programmes following the Government announcement that all building works can resume in people's homes.

There is investment right across North Lanarkshire including:

Energy efficiency programmes

Energy efficiency remains a priority as we move towards more sustainable and renewable forms of heating and energy for your homes wherever possible.

The heating replacement programme involves the replacement of existing central heating systems with more energy efficient condensing boilers and high heat retention storage heaters.

And our replacement windows and doors programme are also ensuring that tenants are benefiting from the installation of new triple glazed windows.



Other energy efficiency measures include the replacing of loft insulation, cavity and external wall installation and the roofing and rendering programme.

Kitchens and bathrooms

Our kitchen/bathroom replacement programme is also up and running again after restrictions have been lifted and we continue to maintain the highest health and safety standards for both tenants and staff as the works takes place.

If you are contacted it is crucial to take up the opportunity to have the work completed as our current kitchen and bathroom replacement programme is coming to end. We are currently contacting all tenants that haven't had the works completed in the past and aim to be completed by spring 2022.

Smoke and heat detectors

Replacing smoke and heat detectors is essential for your safety and as of February 2022 it's a requirement from the Scottish Government that all homes are fitted with heat and smoke detectors.

As well as all our main investment programmes we are also replacing lead mains, installing controlled door entry systems and replacing lifts in our towers.

More details on all our programmes at: northlanarkshire.gov.uk/investing-housing

New recycling booking system



You asked and we listened! In response to requests for an online system for booking vans/ trailers into recycling centres to dispose of

residential waste, we're pleased to announce our new booking system is now available.

The van booking service is quick and easy to use and can be accessed 24/7. You'll be able to view available times and choose a slot that suits you best.

Van bookings are available at the following recycling centres:

- · Netherdale Road, Netherton
- · Foundry Road, Shotts
- Stobcross Street, Coatbridge
- Wardpark Industrial Estate, Cumbernauld

You can access the online booking system from a mobile phone, laptop or PC at: **northlanarkshire.gov.uk/ bins-and-recycling**

To access online council services you'll need a Scottish Government Myaccount.

You can sign up for one at: mygov.scot/myaccount

*Please note - the van booking service is for residential waste only. Commercial/business waste will not be accepted. Proof of a North Lanarkshire address & photo ID will be required.

Developing our new Local Housing Strategy

A new consultative draft Local Housing Strategy has been developed for North Lanarkshire which sets out our plans and aspirations for the delivery of housing and housing related services over the next five years. The draft has been developed in partnership with our tenants, residents, communities and partners and sets out our ambitious vision for housing and communities and ensuring people have access to opportunities to thrive and prosper.

Themes include addressing homelessness, tackling poverty, mitigating the impacts of climate change, improving health and wellbeing and promoting inclusive growth.

We would like to thank everyone who has been involved in shaping the consultative draft strategy and would like to know what you think. Your views are vital to us.

Please visit:

northlanarkshire.gov.uk/lhs to complete our online survey and find out other ways you can get involved

Barbecue safely this summer

With warmer weather here, many people are firing up the barbecue and cooking outdoors but please make sure you enjoy your barbecue safely.

Every year firefighters attend a surge in incidents where barbecues are not controlled or extinguished properly.



One of the main causes of fire is the careless disposal of barbecues into bins - some of which already contain flammable materials.

Remember when you've finished cooking wait until the barbecue is completely cool before disposing of any ashes.

For more barbecue safety tips, visit: firescotland.gov.uk/your-safety/barbecue-safety.aspx







Purchase scheme provides additional council homes

An additional 106 properties have been turned into homes for rent over the last twelve months as we continue to expand our open market purchase scheme.

Despite the challenges faced during the health pandemic, we have exceeded our target of buying 100 properties over the last financial year though our open market purchase scheme.

Catriona Arbuckle, Development Officer explained: "Covid has proven very challenging as we have looked to boost our affordable housing stock. We are therefore delighted to have exceeded our target of home purchases and we are grateful to all the owners who have helped us to buy their properties during this period.

The open market scheme allows us to increase the number of good quality homes for rent in our towns and villages in places people and families want to live."

Of the properties purchased in 2020/21, 47 were categorised as having been long term empty properties and 59 were purchased through the open market purchase scheme. A further 17 properties are also currently at the conveyancing stage.

The council run scheme has seen £8.65m being spent over the last year on acquisitions and repairs with a further £790,000 committed. The scheme is supported by £3m of grant funding from the Scottish Government.

For more information visit: northlanarkshire.gov.uk/ councilbuybackschemes

High-rise plans continue taking shape

The drive to improve future housing options for people living in high-rise homes is continuing as coronavirus restrictions ease and will see our tower blocks and a number of low-rise properties demolished and replaced with 5,000 modern homes.

Despite significant disruption caused during the health pandemic, works have continued with the next site at Burnside Court, Coatbridge due for full demolition by December this year. Plans are also at an advanced stage to demolish a number of low-rise properties in Gowkthrapple, Wishaw.

Groundworks have begun at the site of three former towers at Holehills, Airdrie for extensive future housing development which will see the construction of 158 new homes for rent.

Stephen Llewellyn, Head of Housing Solutions explained: "This ambitious programme aims to deliver quality new homes and regeneration for our communities. Although building and demolition has been impacted by coronavirus restrictions, we have still achieved substantial progress in moving our programme of works forward. The first phase plan includes the demolition of 15 towers and a number of low-rise blocks.

Of the initial 1,700 properties, we now have 1155 empty flats and we have agreed future housing options with the majority of tenants remaining in those other homes."

As part of our wider tower strategy, major investment and improvement works were agreed for towers forming later stages of the re-provisioning programme. This includes some blocks being fitted with new windows, cladding systems, enhanced entrances and lighting, individual flat sprinklers, fire doors and electrical vehicle charging points.

Major structural and refurbishment work is also continuing at Blairgrove, Merryston, Glen and Millbrae Court in Coatbridge. New sprinkler systems have also been installed at Birkshaw Tower, Wishaw with works now extending to three tower blocks in Motherwell at Burnside, Lodge and Doonside Towers.



Top five energy saving tips from Home Energy Scotland

Most people who contact Home Energy Scotland, the Scottish Government's free impartial energy saving advice service, are keen to make sure they're not overpaying on their bills.

And with long days and better weather, the summer months are a great time to be looking at ways you could save some pennies. Have a look at our top tips to help you make the most of the warmer months and see what you could save over a whole year.

1. Reset your thermostats

Dropping the heat by just 1°C can save you on average £80 per year.

2. Get a better energy deal

Did you know that switching energy supplier could save you hundreds each year? Visit **northlanarkshire.gov.uk/switch** for the councils free comparison website. It's easy to switch and it could save you over £200 per year.

3. Change the way you pay

Contact your supplier directly to find out if there is a better way for you to pay your bill that might save you money such as a discount for paying your bill by direct debit or receiving bills online.

4. Embrace the great outdoors

Take full advantage of the warmer weather by line-drying your clothes instead of using the tumble dryer. This could save on average £35 a year on your electricity bill.

5. Switch off

If you're planning any day trips away, remember to switch appliances off at the wall. Turning off appliances rather than leaving them on standby could save you around £30 a year on your bills each year. For more energy saving tips and free advice to help you reduce your bills and keep warm at home.

Contact Home Energy Scotland on freephone 0808 808 2282, visit homeenergyscotland.org or follow HomeEnergyScotSC on Facebook and @HomeEnergyScot on Twitter.

HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT





Changes to our services

Many of our day-to-day services have been significantly affected by our response to coronavirus.

We have a dedicated section on our website northlanarkshire.gov.uk/coronavirus with regular updates on services affected together with the latest national advice and guidance.

Housing

Our first stop shops and housing offices are closed to the public at this time. If you need to get in touch regarding a housing issue please call your local housing office.

ow to contact

To discuss any aspect of your tenancy or if you need general advice about housing you should contact your local housing office.

1st Floor Coats House. Gartlea Road. Airdrie ML6 9JA

- t: 01236 758035
- e: airdriehousing@northlan.gov.uk

BELLSHILL

26 Motherwell Road, Bellshill ML4 1RE

- t: 01698 332340
- e: bellshillhousing@northlan.gov.uk

COATBRIDGE

Buchanan Centre, 126 Main Street, Coatbridge ML5 3BJ

- t: 01236 812561
- e: coatbridgehousing@northlan.gov.uk

CUMBERNAULD

Fleming House, Ground Floor, 2 Tryst Road, Cumbernauld G67 1JW

- t: 01236 632726
- e: cumbernauldhousing@northlan.gov.uk

KILSYTH

Parkfoot Street, Kilsyth G65 9AA

- t: 01236 828120
- e: kilsythhousing@northlan.gov.uk

MOODIESBURN

Blackwoods Crescent. Moodiesburn G69 0EZ

- t: 01236 638888
- e: moodiesburnhousing@northlan.gov.uk

MOTHERWELL

Dalziel Building, 7 Scott Street. Motherwell ML1 1SX

- t: 01698 274135
- e: motherwellhousing@northlan.gov.uk

SHOTTS

162-164 Station Road. Shotts ML7 4AW

- t: 01501 824747
- e: shottshousing@northlan.gov.uk

VIFWPARK

135 Burnhead Street, Viewpark G71 5DD

- t: 01698 403700
- e: viewparkhousing@northlan.gov.uk

WISHAW

Houldsworth Centre. Kenilworth Avenue. Wishaw ML2 7LP

- t: 01698 302920
- e: wishawhousing@northlan.gov.uk



Club365 Summer **Activity Programme** expanded to include secondary and ASN pupils

Our innovative Club365 Summer Activity Programme is running throughout the summer holidays and this time, we have lots more to offer!

Primary school pupils entitled to free school meals can attend any of our 18 hubs open across North Lanarkshire and enjoy a hot lunch, sports and activities in a fun setting. Sessions run daily from 11.30am to 1.30pm (including weekends) and there's no need to book.

Provision for ASN pupils is also being delivered through an additional six ASN hubs which offer a variety of exciting activities. ASN hubs are open Monday to Friday from 10am to 2.30pm and children can attend along with parents or carers.

For more information visit: northlanarkshire.gov.uk/club365

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

t: 01698 274139 f: 01698 403005 e: housingservices@northlan.gov.uk



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。

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

اگر آپ کوددسری زبان میں بید معلومات در کار ہو توبرائے مهربانی بم سے مندرجد ذیل پید بررابطر کر س

اذا كنت بحاجة الى هذه المعلومات في لغةأخرى أوعلى شكل آخر، يرجى الاتصال بنا لمناقشة الاحتياجات الخاصة بك