



Foreword - Chief Executive

As you will be aware, North Lanarkshire is making a major contribution to the ongoing humanitarian crisis, by bringing up to 200 homes back into use on a temporary basis, to help those families escaping conflict in Ukraine.



The temporary homes in Coatbridge and Wishaw are being provided in residential towers formerly earmarked for demolition and will enable people escaping from the conflict to live in a safe, welcoming environment for a sustained period if required.

These homes will play a vital role in ensuring these families, who are mostly women and children, establish both a sense of place and community. A bespoke welcome and information pack has been produced to provide a gateway to accessing vital information on Housing and other local services such as Health, Education and Employment. Amongst these families, are teachers, social workers, carers etc. and they want to make a contribution to North Lanarkshire and its communities.

As well as the humanitarian crisis caused by the war in Ukraine, we are all also seeing its wider impacts land here at home, which, when combined with other

developments, has created a cost-of-living crisis the likes of which many have never seen before in their lifetimes.

We are working to face these challenges head on by making sure help and advice is available for people struggling to pay their bills as food, energy and other costs of living continue to rise. This is in addition to the direct support we are providing to those homes worst affected. New online tools can be accessed to create a budget or conduct a benefits check and staff are also available to offer support and advice around debt and money worries. A range of information and advice is also available on our website: www.northlanarkshire.gov.uk/hardship

Whilst we are doing everything we can, we recognise that this is still not enough, and we need all to work together to help each other get through the tough times ahead.

On a more positive note, we continue to make excellent progress towards our target to deliver 5,000 new homes by 2035, and with our 954 new homes now completed, we are fast approaching our 1,000th new build milestone. A further 413 houses are currently under construction and we continue to identify more sites in town centres and on tower re-provisioning sites as part of the wider regeneration programme which is transforming North Lanarkshire.

Our innovative "Net Zero" project in Holehills, Airdrie, sees the creation of 150 homes, 19 of which will be net zero homes with enhanced sustainability standards. Inventive measures will include air source heat pumps, additional solar panels

producing up to 4kw of electricity whilst reducing Co2 emissions and the installation of battery storage units to store electricity generated from the panels thus providing the home's priority source of electricity.

In addition, the open market and empty homes purchase scheme, which is supported by the Scottish Government has now brought back 576 extra council homes for rent since its launch in 2018. And there's good news for the last remaining owners in blocks of flats too as recent changes to the scheme mean they can apply to sell their home back to the council and potentially remain as a council tenant, making investment works to the whole block the council's responsibility.

Finally, it's great to be able see a return to in person events. Our tenants conference will be back this year on the 26th November in Airdrie Academy, bigger and better than ever and I hope many of you will be able to attend. As a council we are totally committed to offering as much choice as possible to get involved and share your views at a time and in a way that suits you best.

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Foreword



Welcome to this new edition of the tenants' newsletter. In this issue you will hear how we are making a positive difference to people's lives by working with our tenants and local communities.

A key interest for me is in the delivery of new quality, sustainable and affordable homes and I've been able to visit many new build sites across North Lanarkshire. It's truly inspiring to see the progress already made towards our target of 5,000 new homes by 2035 and our plans for the future taking shape.

The new homes being built at Dykehead in Airdrie are of a high standard and will

provide wonderful homes for the people who move into them. I was particularly interested in the net zero pilot project at this development, which is the first step towards more affordable, energy-efficient homes for North Lanarkshire. Of the 150 new houses being built 19 of these are to be 'net-zero' emission homes. These enhanced sustainability homes will have additional solar panels, battery storage and air source heat pumps. The measures are designed to reduce energy costs for the tenant, help keep carbon emissions low and help towards tackling fuel poverty, a critical aim amidst the current cost of living crisis.

It's good to know too that all our new build homes provide for varying needs which means they are adaptable and accessible, with ten per-cent of all properties specifically designed to be wheelchair friendly and all will incorporate dementia-friendly measures. It's great to see tenants settling into new homes at some

of our most recently completed developments including two developments in Wishaw; Roberts Street and Burnhall Place.

With summer already over our garden competition for tenants is now closed and we have some very worthy winners. Judging took place last month by members of the North Lanarkshire Federation and you will be able to see for yourself later in the newsletter just how beautiful these gardens are and the huge amount of effort tenants are putting in to keep their gardens beautiful.

I am very proud of the progress that we have seen 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.

**Cllr. Heather Brannan-McVey
Convener, Housing Committee**

Calling all tenants & residents - get involved and save the date!



After two long years of being unable to meet tenants & residents face-to-face the Tenant Participation Team is enjoying

finally being able to meet in person once again and aims to reconnect with as many tenants as possible to ensure tenants voices continue to be heard and are involved in shaping housing services.

Our annual conference returns for the first time in 3 years to Airdrie Academy on 26th November and the theme is Connecting Communities.

On the day, participants will hear all about the work and investment that has gone on during the pandemic and continues now.

We'd love to hear your stories too. So, if you have a neighbour who has gone above and beyond during the pandemic and made a difference to your life then please let us know.



You can contact our team on **01698 302 565** or email tenantparticipation@northlan.gov.uk

You can find all the details of the conference including how to book and the many other events we have planned at: northlanarkshire.gov.uk/housing/get-involved or by scanning the QR code above.





Working in housing

Have you ever thought about a career in housing? There's a huge range of jobs available working face to face with tenants or behind the scenes, from working in retirement complexes to clerical and financial roles.

Working for Scotland's fourth largest local authority, with a population of over 341,000 means you'd be helping to make a real difference to people's lives. We are currently leading an exciting and ambitious regeneration programme for town centres and local communities and you can become a part of it.

We have a wide variety of roles in our service and details of all posts are advertised on myjobscotland.gov.uk along with job descriptions and how to easily apply.



You'll find vacancies for customer services assistants and modern apprentices and many more. Working in the housing service means you'll be part of a team and eligible for a wide range of benefits such as:

- A competitive salary and incremental salary increases
- 26 days annual leave and 6 fixed public holidays, rising to 36 days in line with service
- Attractive pension and AVC option
- Buy and bank leave scheme
- Hybrid working: opportunity to work from home and in an office based location
- Flexible working
- Training, learning & development opportunities including achieving further qualifications
- Health & wellbeing support and advice
- Cycle to work scheme

Housing and its associated services form an integral part of Scotland's society and it's not just about bricks and mortar - it's about making a positive difference to people's lives by providing them with a decent home and environment which can lead to better life chances.

So, if you are interested in a career in housing then visit **myjobscotland** today and see what positions are available and how you can apply.

myjobscotland



Join a scrutiny group and help improve housing services

Would you be interested in helping to shape housing services by being part of a scrutiny group?

Tenant scrutiny covers a wide range of topics and we're now undertaking a scrutiny looking at allocations.

Tenant Scrutiny is just one of the ways of giving tenants greater influence and the ability to hold their landlords to

account over their performance and decision making.

We would like more tenants to get involved and put forward ideas for any future topics.

If you would like to be part of a scrutiny group that's focussed on affecting the future of key housing services, then please contact us on **01698 302565** or email **tenantparticipation@northlan.gov.uk**.





Gardens in North Lanarkshire are **BLOOMING BEAUTIFUL!**

This year's NL in Bloom Garden Competition is now officially over, the results are in and the judges decision is that gardens in North Lanarkshire are stunning!

This year's competition ran from May until August and we were delighted to receive more applications than ever before.

Members of North Lanarkshire Federation of Tenants and Residents had the difficult job of judging and travelled far and wide across North Lanarkshire to personally visit entries.

They were so impressed that as well as individual and communal winners in each area they also selected several stand out gardens for special commendations.

Take a look at some of the winning gardens!

All the winners are listed:

Wishaw/Shotts Locality

- Communal - Drummond Drive
- Individual - Elizabeth Grant, Mornay Way

Airdrie/Cumbernauld Locality

- Communal - Gartlea Gardens
- Individual - Tommy Ellis, Hawthorn Drive (Below)
- Special Commendation - Mary Struthers

Coatbridge/Kilsyth/Northern Corridor

- Communal - Westfield Retirement Complex
- Individual - Bridie Convey, Huntly Path
- Special Commendation - Carolyn McDonald, Hamilton Crescent
- Special Commendation - Julie McDonald, Greenside Street

Motherwell/Bellshill Locality

- Communal Winner - 3 & 4 Airbles Tower
- Individual Winner - Mike Duffy, Orbiston Drive
- Special Commendation - Scott Kelman, Iona Street
- Special Commendation - Mrs Barr, Martin Place

- Special Commendation - Mr & Mrs Molloy, Melrose Avenue
- Special Commendation - Archie Ferguson, South View
- Special Commendation - Eric Cunningham, Carey Gardens
- Special Commendation - Janice McGowan
- Special Commendation - Mr Daly, Morton Street

All the winners will now be invited to receive their awards at a special celebration ceremony to take place on 5 October where an overall winner will be chosen.

Thanks to everyone who took part and we are already looking forward to next year!







NORTH LANARKSHIRE'S WORKING

North Lanarkshire's Working aims to help jobseekers of all ages and backgrounds from North Lanarkshire into employment. Whether you're long term unemployed, just out of school, or looking for a new challenge - we're here to help.

We have a wide range of jobs with local businesses in sectors such as construction, health and social care, education, engineering, hospitality and business, all of which are exclusive to the jobseekers who've registered with us.

Through the one-to-one support of a dedicated case worker, we'll ensure you're job ready, confident and prepared to take advantage of the great opportunities we have to offer!

To find out more or sign-up for our free service visit:
www.northlanarkshiresworking.co.uk
or give us a call on 0800 0730 226

FREE bus travel for young people

Did you know that all under 22 year olds in Scotland are now entitled to free, unlimited bus travel?

The Scottish Government Scheme aims to transform bus travel for our young people and families. Free bus travel for all young people will open doors to new opportunities and help meet Scotland's target of net zero emissions by 2045.

For more information and to apply visit: www.freebus.scot



Making a house a home

As we progress our new house building programme, more tenants are moving into and enjoying the modern features of our new homes.

We're undertaking one of the largest new council house building programmes which will deliver 5,000 new council homes for rent by 2035. And recent completions see us move ever closer to the milestone of our 1,000th new build home.

A further 137 new homes were completed in the last financial year (21/22), across four sites: Caledonian Avenue, Bellshill; Dimsdale Road, Wishaw; Roberts Street, Wishaw and Lismore Drive, Coatbridge.

All our new homes are built to a very high standard and include Housing for Varying Needs, meaning they adapt to suit future needs of our tenants and are Secure by Design, improving safety and security. We're also building highly energy efficient homes as we embrace new, renewable technologies and include features such as solar panels and vehicle charging points, making our homes comfortable and more affordable.

Mr Alexander and Mrs Elizabeth Bissett are enjoying life in their new home at Burnhall Place. They said: "We moved

here from one of the towers that was demolished in Gowkthrapple. We love our new home and are really pleased with all its modern features."

And Mr Terence and Mrs Ann Mullen are delighted with their new home at Roberts Street. They added: "We lived in our previous property for 20 years and were really looking forward to moving into the Roberts Street development. We've settled in well and love being part of the local community."

We've secured many other sites for our new homes, including several town centre area sites and development of land linked to our tower re-provisioning programme, and currently have 413 homes under construction.

Head of Housing Solutions, Stephen Llewellyn, commented "Our new homes are changing lives and transforming our local communities as well as delivering jobs, community benefits and boosting the local economy. We're committed to improving the lives of our residents and regenerating local communities to make North Lanarkshire the place to live."

You'll find details of our new house building projects on our website: northlanarkshire.gov.uk/regeneration-and-investment/investing-housing/new-build-housing





Cost of living help is available

With household bills rising at unprecedented rates, winter approaching and money worries at a high, help is available.

A new online budget tool and advice page has been launched to help residents get practical advice and support. You can complete a benefit check or create a budget plan at our one stop information page northlanarkshire.gov.uk/hardship, it has details too on saving energy, applying for clothing and free school meals and other sources of help.

Our Tackling Poverty Team (formerly the Financial Inclusion Team) is also here to help and provides free and confidential advice in relation to benefits and debt advice for residents of North Lanarkshire. The team can carry out a benefit check to ensure your income is maximised as well as assisting with benefit application and challenging benefit decisions. The team can also help if you are worried about debt or struggling to manage your money. They can provide budgeting advice and help you take the first steps to gain control of your finances by giving advice on reducing outgoings and maximising income. This could help you avoid debt, reduce the risk of unexpected costs and perhaps even have some money left to save. It can also help alleviate the stress of dealing with your creditors.

You can get in touch with the team by calling 01698 332551 or emailing tpteam@northlan.gov.uk

Home buying scheme extended to private landlords

For the first time under our open market purchase scheme, we will now consider buying homes from private landlords and allowing the tenant to remain in the home as a council tenant, this will help prevent homelessness and increase the council's housing stock.

Benefits of our open market purchase scheme to sellers include no estate agency fees, no home reports being required, no chain of sellers and no viewers. The scheme, which has delivered nearly 600 additional council homes for rent since April 2018, is supported by the Scottish Government.

It enables us to purchase properties that are for sale on the open market, many of which were former council houses previously purchased under right to buy scheme. And in some circumstances we will also purchase properties from owners in blocks of flats, where all the other flats

are already owned by the council, and allow them to stay in their homes as tenants. This will make it easier for us to progress investment works for the benefit of everyone living in the block.

Councillor Heather Brannan-McVey, Convener of Housing said: "This scheme has been really successful in recent years and by expanding it to private landlords, we hope to be able to attract additional sellers and provide more homes for council tenants to rent in our communities.

"The housing market has been difficult over the last few years with the pandemic and cost of living crisis affecting sellers, but we hope that by extending our scheme, we can purchase and deliver more homes in areas where there is demand for that type and size of property.

For more information on selling your home through the scheme visit: northlanarkshire.gov.uk/council-buy-back-scheme

HOME PURCHASE SCHEME

Looking to sell your property?

- No estate agent fees
- No home report required
- No chain
- No viewers

LIVE HERE



Making our website accessible for all

To support our commitment to making our website as accessible as possible, we've made the Recite Me assistive toolbar available for all our website visitors.

The toolbar provides a number of free features to help make our website more digitally inclusive, including:

- a translation facility with over one hundred languages to choose from

- a screen reader that reads out the text
- reading support including a magnifier, screen mask, ruler, margins and dictionary
- styling options so the colour scheme, text, font size and spacing can be adjusted

The software will help people with disabilities or who don't speak English as a first language to customise our website in a way that works for them.

Keep up to date with news in your area with My Town

As well as our main Facebook page @nicpeople we have developed the My Town social media channels to engage with local communities - of which our tenants are a key part - specific to the nine town areas in North Lanarkshire: Airdrie, Bellshill, Coatbridge, Cumbernauld, Kilsyth, Motherwell, Northern Corridor, Shotts and Wishaw.

We use these channels to highlight local news, service updates, consultations and events relevant to the specific area and its residents; from the local winners of NL in Bloom, to road closures, or local health walks and activities, to mention a few.

The community board meetings, which may be of special interest to our tenants, are also promoted on these channels.

So why not visit your local page and find out more about what's happening in your area?

How to contact us

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

AIRDRIE

1 Chapel Lane, Airdrie ML6 6GX

t: 01236 758035

e: airdrie-cumbernauldhousing@northlan.gov.uk

BELLSHILL

26 Motherwell Road, Bellshill ML4 1RE

t: 01698 332340

e: motherwellandbellshillhousing@northlan.gov.uk

COATBRIDGE

Buchanan Centre, 126 Main Street, Coatbridge ML5 3BJ

t: 01236 812530

e: CKHousing@northlan.gov.uk

CUMBERNAULD

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

t: 01236 632726

e: airdrie-cumbernauldhousing@northlan.gov.uk

KILSYTH

Parkfoot Street, Kilsyth G65 9AA

t: 01236 828120

e: CKHousing@northlan.gov.uk

MOODIESBURN

Blackwoods Crescent,

Moodiesburn G69 0EZ

t: 01236 812530/828120

e: CKHousing@northlan.gov.uk

MOTHERWELL

Dalziel Building, 7 Scott Street,

Motherwell ML1 1SX

t: 01698 274135

e: motherwellandbellshillhousing@northlan.gov.uk

SHOTTS

162-164 Station Road, Shotts ML7 4AW

t: 01501 824747

e: shottshousing@northlan.gov.uk

VIEWPARK

135 Burnhead Street, Viewpark G71 5DD

t: 01698 403700

e: motherwellandbellshillhousing@northlan.gov.uk

WISHAW

Houldsworth Centre, Kenilworth Avenue, Wishaw ML2 7LP

t: 01698 302920

e: wishawhousing@northlan.gov.uk



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



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

Jeżeli 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 پر رابطہ کریں

ARABIC

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