

Wishaw & Shotts Edition

For tenants of North Lanarkshire Council

Issue 39 / July 2025



IS YOUR GARDEN YOUR PRIDE AND JOY? WE WANT TO SEE IT!

Following on from the success of last year's awards we're inviting even more tenants to take part in this year's North Lanarkshire in Bloom competition.

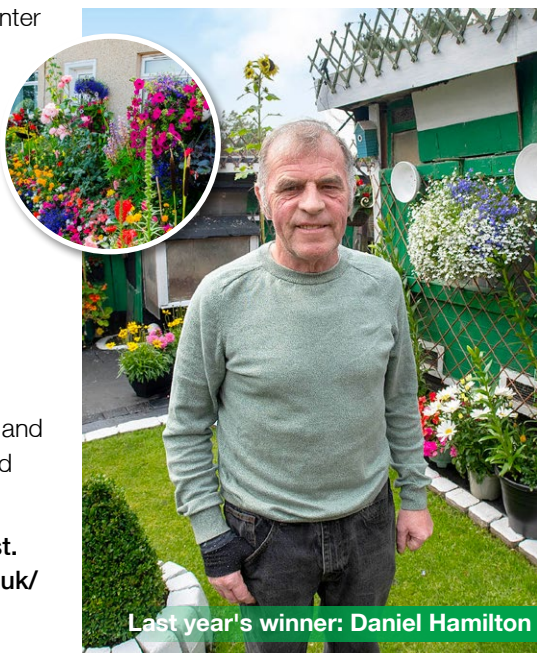
There are five exciting categories to enter - designed to challenge and inspire gardeners of all skill levels:

- Best individual garden
- Best shared/communal garden
- Best use of space
- Best garden transformation
- Sustainable garden

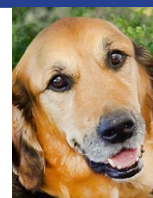
So, get involved and showcase your beautiful space.

Whether it's flowers, veggies, or pots and plants, we want to celebrate your hard work and talent.

Competition closes Friday 1 August.
Enter now at: northlanarkshire.gov.uk/housing/get-involved/nl-bloom



Last year's winner: Daniel Hamilton



North Lanarkshire Federation backs guide dog charity with cheque presentation

The North Lanarkshire Federation of Tenants' & Residents' proudly presented a charity cheque to Guide Dogs North Lanarkshire, following a successful raffle at the recent Tenants' Conference.

Joining the Federation for the presentation were Provost Kenneth Duffy and Housing Convener Michael McPake.



"King" the guide dog certainly stole the show in the official photo! The charity supports people with visual impairments to live independently through guide dog training and vital services.

Find out more on Facebook:
[@GuideDogsNorthLanarkshire](https://www.facebook.com/GuideDogsNorthLanarkshire)



continue providing key services to our tenants.

Open Market Purchase Scheme

Thinking about selling a property

Supported by the Scottish Government

northlanarkshire.gov.uk/council-buy-back-scheme



How your rent supports services and investment

In 2024/25, we collected £158 million in rent, which represents 99.6% of the rent due - a strong result that helps us

Our dedicated Housing Income Maximisers, who are trained to support tenants at every stage of their tenancy, also helped generate an impressive £20 million in additional income for tenants over the same period.

Thanks to the rent collected:

- we provided housing services for over 36,000 homes
- 96% of repairs were completed on time
- 94% of repairs were completed right first time

We're also continuing our ambitious £122 million Housing Capital Programme for 2024/25. This investment supports:

- upgrading existing homes to extend their lifespan and improve living conditions
- increasing housing supply by building new council homes and buying back former council or market homes

To support tenants' independence, we also invested £1.6 million to complete 1,063 home adaptations, making homes safer and more accessible for those who need it.

LIVE HERE



Housing Convener: Councillor Michael McPake

I'm pleased to introduce this edition of our tenants' newsletter, packed with updates, opportunities, helpful advice and support.

Firstly, I'd like to say - there's still time to get involved in our garden competition! Judging by last year's impressive entries, I'm already looking forward to seeing what this year has to offer. If you've already entered, why not encourage family, friends and neighbours to take part and show off their outdoor spaces too.

We're investing in and delivering more new homes across our local communities as approval for the expansion of our new

council housing supply programme was given the go ahead to deliver 6000 homes by 2035. We're increasing the programme, which is already one of the largest in the country, from 5,000 to 6,000 homes, which in turn will boost local communities, transform town centres and bring jobs to the area.

Please also come along to the upcoming annual Tenants' Conference - a key opportunity to have your say, hear about the work being done to improve housing and communities and help shape future services.

It's always an interesting event and it's great to see some new faces each year.

Finally, I want to highlight that support is available if you're experiencing money worries or struggling with rent or debt.

Our team of Income Maximisers are here to help you access the benefits you're entitled to, manage your finances and ease some of the pressure many are feeling right now. Don't hesitate to reach out - early support can make a big difference.

As always, thank you for getting involved, sharing your views and I hope you find this newsletter helpful and informative.



Standing room only: Tenants come together to make a difference

It was standing room only for North Lanarkshire Federations Annual Conference in May.

Over 100 tenants, staff and partners responded to our conference theme of **"Making a Difference"** and enjoyed a day filled with presentations, awards, videos showing tenant participation in action and more.

Over 90% of delegates rated the day as very good and were already looking forward to next year's event.

Find out more about how to get involved:

w: northlanarkshire.gov.uk/housing/get-involved

Contact the Tenant Participation Team on 07890438431 or email: tenantparticipation@northlan.gov.uk to find out how you can make a difference.



Working for Families

Are you a parent in North Lanarkshire who's looking for support to increase your household income or get into employment?

Working for Families is a free service that can help you with:

- work, training and placement opportunities
- learning new skills
- childcare advice & support
- money advice



Get in touch today for an informal, confidential chat:

e: workingforfamilies@northlan.gov.uk

t: 0800 073 0226

w: workingforfamilies.co.uk



SAVE THE DATE

**Tenants' Conference 2025
Saturday 15 November**

YOU ARE INVITED!

Annual Tenants' Conference 2025

Where: Chryston Community Hub

When: Saturday 15 November

Time: Registration at 9am, closes 2pm

Join us for a packed agenda of workshops, hear the latest housing news first hand and get the chance to speak to housing staff and meet other tenants.

w: northlanarkshire.gov.uk/tenant-participation-events

New Local Housing Strategy coming soon

We're developing a new Local Housing Strategy that will help address the housing needs of people and communities across North Lanarkshire - and we want to hear from you!

The strategy will guide future decisions on housing policy, investment and services to ensure that homes are sustainable, affordable, and of high-quality.

We are currently preparing a draft based on the housing issues and the priorities you have told us matter most.

These include increasing access to affordable housing and tackling homelessness.

The draft version of the strategy will be available for public consultation on the council's website over the summer.

Your feedback will help us finalise the strategy and ensure it reflects the real priorities of our communities.

Find out more at:

w: northlanarkshire.gov.uk/local-housing-strategy



Worried about paying rent? Support is available



If you're struggling with rent or bills, or worried about falling behind, help and support is available.

Money worries can affect anyone. Our friendly team of Income Maximisers is here to support you with advice and practical help to ease financial pressure and protect your tenancy. **We can:**

- carry out a free financial assessment to make sure you're receiving all the benefits you're entitled to
- help you apply for Universal Credit, Housing Benefit, Council Tax Reduction, and Community Care Grants
- support you to challenge benefit decisions or request a mandatory reconsideration
- provide advice or signpost support for managing debts

Last year, our team helped tenants access over **£20 million** in additional income, so let us help.

e: housingIMSO@northlan.gov.uk

t: South Area - 01698 524811

t: North Area - 01236 758011



Recycling tips

Thank you to all our tenants who recycle your household waste.



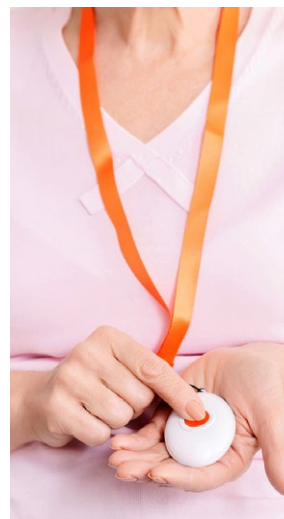
To help us recycle more, please put paper and cardboard only in your blue household recycling bin. This includes, cereal boxes and other card products, newspapers and magazines, egg boxes, greetings cards and corrugated cardboard.

But it must be clean or it can't be recycled. For example, pizza boxes with oil and food on them can't go in your blue bin.

Similarly, tissues, kitchen roll, wallpaper, padded envelopes and disposable cups can't be recycled in your blue bin. So please put these in your general waste bin.

You can find more information and watch our short video about what goes in your blue bins at:

w: northlanarkshire.gov.uk/what-goes-my-blue-bin



Beware of scam calls pretending to be about the switchover.

ATTENTION TENANTS!

Your community alarm is **going digital**

Over 50% of our analogue alarm units have already been upgraded as part of the UK-wide digital switchover.

If you're a tenant with a community alarm - don't worry! The switch is simple and there is no charge.

If your alarm hasn't been upgraded yet, we'll send you a letter before the end of the year.

w: gov.uk/guidance/uk-transition-from-analogue-to-digital-landlines

Your Locality Housing Manager:
Laura Quinn

How to contact us

Wishaw

Houldsworth Centre
Kenilworth Avenue
Wishaw ML2 7LP

e: Wishawhousing@northlan.gov.uk
t: 01698 302920

Shotts

162-164 Station Road
Shotts ML7 4AW

e: Shottshousing@northlan.gov.uk
t: 01501 824747

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:
Julie Gonzalez Bradley

e: tenantparticipation@northlan.gov.uk

Look at the tunnel now!

The underpass between Pather and Gowkthrapple has had an amazing makeover - all thanks to the fantastic efforts of the Birkshaw Tower Tenants' & Residents' Group and our Tenant Participation Team, who worked together to secure funding for a stunning new mural.

A huge thank you to our wonderful Ukranian tenants for this beautiful work - you've truly brightened up the area.



Changes to First Stop Shop Services

From 2 June, we made changes to the operation of our First Stop Shops.

Key changes include:

- Local Housing Surgeries established in Kilsyth, Moodiesburn, Viewpark, and Bellshill maintaining service access.
- Integration of First Stop Shops into local housing offices in Airdrie, Coatbridge, Motherwell, Wishaw, Cumbernauld, and Shotts.
- All offices will move to **cashless payments only**.

Payment Options:

During housing office and surgery hours, cashless payments will be accepted.

You can also make payments using the following methods:

- Payment line: 01698 403130**
- Rent direct debit: 0300 555 0106**
- Council tax direct debit: 0800 163491**
- Find a local PayPoint: w: consumer.paypoint.com**

Location	First Stop Shop closure date	New service	Opening days and times
Shotts	2 June 2025	Housing office	Monday to Thursday: 8:45am-1pm & 2pm-4:30pm; Friday: 8:45am-1pm & 2pm-4pm
Wishaw	18 August 2025	Housing office	Monday to Thursday: 8:45am-4.30pm Friday: 8:45am-4pm



Exciting refurbishments ahead for Phyllis Jane Court residents

Residents at our retirement housing complex in Phyllis Jane Court, Drummond Drive, Wishaw are looking forward to extensive refurbishments designed to enhance comfort, accessibility, and community life.

A full upgrade of communal and flatted property fire doors has already been completed and works which commence this month will include:

- a new easily accessible landscaped social space within the courtyard for all residents
- new internal and external lighting
- new signage to assist movement throughout the complex
- electric scooter storage area

- colour-coded fire doors to make things easier for residents with dementia or visual impairments
- a brand-new hairdressing/beauty wellbeing room
- a new, accessible modern communal kitchen

Even better - residents helped choose the colours and furnishings at a recent mood board event to shape the new look and feel of the place.



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 پتہ پر رابطہ کریں

ARABIC

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

