

Wishaw & Shotts Edition

For tenants of North Lanarkshire Council

Issue 40 / February 2026

Building strong foundations together

A BIG THANK YOU to all the tenants, staff and partners who helped make this year's Tenants' Conference - 'Strong Foundations' such a great success.

Held at the Chryston Community Hub, the event welcomed more than 160 engaged and passionate tenants and residents who came together to share their views, hear the latest housing news first hand and celebrate the meaningful impact getting involved has in our communities.

Participants took part in lively discussions, contributed to our rent consultation and put key questions to our housing panel during a live Q&A session.

Our busy market place was a big hit too with lots of information stalls and freebies!

There are lots of ways to get involved in housing from attending one off events to completing surveys or even getting involved in our tenant scrutiny groups.

Our latest group have been visiting void properties and will review the void process from start to finish before making recommendations for improvement from a tenant's perspective.



Get involved: northlanarkshire.gov.uk/tenant-participation-events

New homes on track

It's been another successful year for our new housing supply programme.

For the second year in a row our new housing supply programme achieved the second highest number of affordable homes completed by any local authority across Scotland.

A total of 278 new council homes were delivered across the area driving regeneration, boosting the local economy and creating jobs. This brings our programme total to 1,629 homes built for tenants across our local communities.

We also have six projects on site and have identified new sites for potential inclusion within the programme.

Our Open Market Purchase Scheme (OMPS) acquired 92 homes and is on track to exceed last year's total.

The programme now totals over 900 homes since its inception.

We've delivered 301 homes through the Affordable Housing Policy and 'Developer Pathfinder' off-the-shelf initiative.

In 2024/25, 96 properties were purchased from a range of developers, enhancing the range of housing available at new housing developments across the authority.

w: northlanarkshire.gov.uk/new-supply-programme



Are you worried about increasing fuel costs?

HELP IS AVAILABLE

HEAT at The Wise Group can help with bills, offer support and give practical advice.

t: 0800 092 9002

w: heat-thewisegroup.co.uk

HOME ENERGY SCOTLAND

also give free and impartial advice about saving energy and reducing your energy bills and can carry out a **FREE Home Energy Check**.

t: 0808 808 2282

w: homeenergyscotland.org



LIVE HERE



Foreword

Welcome to the latest edition of our tenants' newsletter. Here you will find out all our latest news including an update from our recent tenants and residents conference "Strong Foundations" which I was lucky enough to attend and meet so many of you. There's lots of information too on our plans for investment and regeneration in your area as well as how we intend to increase the supply of housing available to rent.

Inside there's an update on our performance for the past year where I'm

happy to see we continue to outperform our previous years and the Scottish average, with even more tenants telling us their rent offers value for money.

We're making good progress too with our collection of rent and our rent arrear levels have continued to decline, reaching 6.6% in 2024/25, showing that our Engagement not Enforcement approach is helping tenants feel supported and confident in managing their rent commitments.

Your local back page gives you all the up to date contacts for your area as well as featuring local news.

Once again I was able to help judge the NL in Bloom Garden Awards and it really is



one of my favourite days, visiting gardens throughout North Lanarkshire and seeing the amazing efforts people have been going to and just how much this improves local communities.

This competition just keeps getting better and bigger every year. You can see the very worthy winners from your area on the back pages and many congratulations to them all!

**Councillor Michael McPake
Convener of Housing**



Resilience packs available to support communities

New resilience packs to help communities cope during emergencies such as severe weather or power cuts are still available for local groups across North Lanarkshire.

Each pack includes practical items like snow shovels, torches, grip gloves, hand warmers, foil blankets and first aid kits.

These packs play an important role in helping volunteers work alongside the council, Police Scotland and NHS Lanarkshire



to keep essential services running and this year extra communication tools such as two-way radios and megaphones are also being provided.

For more information, email: communitymatters@northlan.gov.uk/ [community-resilience-packs](https://www.northlan.gov.uk/community-resilience-packs)



BROADBAND BOOST on its way

All 36,000 council homes will be fitted with ultrafast broadband within the next 5 to 7 years - a first of this scale for any council in the UK.

A pilot installation project will take place in 2000 homes over the next 3 months.

Households have been selected to represent the diverse cross-section of housing types across the area, including a high-rise tower block; temporary accommodation units; retirement complexes; a rural village and new build developments.

If your home has been selected to be part of this pilot, you will receive a letter at some point within the next few months with further details.

Intergenerational Project transforms lives through technology

Pupils from four North Lanarkshire primary schools are the latest to join the Digital Intergenerational Project, helping bridge the digital divide across local communities.

In October, Victoria Primary in Airdrie partnered with tenants from Victoria Garden Retirement Complex, while St Joseph's Primary in Stepps supported fifteen seniors from the Chestnut Café at Stepps Parish Church. More recently, St Brigid's and Newmains Primary, delivered a session for St Brigid's Senior Citizen Club.

The award-winning Driving Digital Locally Intergenerational Project brings generations together by giving older adults essential digital skills while pupils build confidence, communication, and social skills.

During the four-week digital skills programme lively discussions took place as seniors learned to navigate iPads, supported by patient pupils who developed teaching and interpersonal skills.

So far, 165 pupils have helped 130 seniors, some using technology for the first time, proving that learning truly knows no age.





Festive fun for retirement residents



Our Tenant Participation team helped spread festive cheer this winter by hosting Christmas parties for tenants living in our retirement complexes, bringing people together and helping reduce social isolation at what can be a difficult time of year.



With support from our retirement housing officers, every tenant was invited - and the response was

overwhelming, with more than 400 people putting their names forward. What began as plans for one party quickly grew into two, with events held in both the north and south of the area.

More than 350 tenants attended celebrations at St Bride's Chapel Hall in Motherwell and St Patrick's Chapel Hall in Coatbridge.

Tenant Participation Manager Tracy Lennon said it was "magical" to see so many tenants enjoying good company and festive fun. She also encouraged residents to look out for older neighbours during the winter months, reminding us that small acts of kindness - from checking in for a chat to helping with essentials - can make a big difference.

Tenants' and Residents' Groups also got into the Christmas spirit, helping to spread festive cheer across our communities.



Do you own an empty home or are you aware of an empty home in your area?

We can help bring empty homes back into use. For advice and assistance contact the Empty Homes Team at emptyhomes@northlan.gov.uk



Bringing empty homes back into use

Need help with paying your rent or increasing bills?

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

Our team of Housing Income Maximisers can help you claim benefits including housing and council tax as well as community care grants.

We can also carry out a financial assessment if you are unsure what benefits you are entitled to.

Last year the team generated over £20 million of additional income for tenants.

If you are falling behind with your rent, acting quickly is vital.

e: IMSO@northlan.gov.uk

South area: 01698 524811

North area: 01236 758010

Great results for our housing service!

Our housing service continues to deliver strong results, performing above the Scottish local authority average in key areas including tackling antisocial behaviour, completing repairs, and providing value for money rents.

The latest independent Scottish Housing Regulator's Landlord Report, which measures operational performance and tenant satisfaction, highlights consistently strong performance across our housing service.

Key highlights include:

Value for money

- The percentage of tenants who feel that the rent for their property represents good value for money rose by 11.3% to 89.3% in our last Tenant Satisfaction Survey, outperforming the Scottish local authority average of 80.1%.
- Our rent arrears have continued to fall, reaching 6.6% in 2024/25 - 2% below the Scottish Local Authority average. This reflects the success of our Engagement not Enforcement approach, which helps tenants feel supported, empowered, and confident in managing their rent responsibilities.

Safer neighbourhoods

- 96.6% of antisocial behaviour cases were resolved, outperforming both the Scottish average of 93.4% and the Scottish local authority average of 89.9%.

Tenant satisfaction

- Overall tenant satisfaction rose by 5.4% to 86.6%, highly exceeding the Scottish local authority average of 80.7%.

Repairs performance

- Emergency repairs were completed in an average of 2.7 hours - quicker than the Scottish local authority average of 3.8 hours.
- 94.1% of reactive repairs were completed right first time, exceeding the local authority average of 89.2%.

Void properties

- Average re-let times reduced by 4.3 days to 30.7 days, significantly outperforming the Scottish local authority average of 78.1 days.

Getting involved: yearly review

Tenant participation continues to grow across North Lanarkshire, with this year's review of our Tenant Participation Strategy showing increased engagement, more tenant groups and over 80 sessions delivered with tenants and partners.

Our strategy, Involving Tenants, Improving Services, is designed to empower residents to have their voices heard and play an active role in shaping housing services.

Key achievements this year include supporting the rise in tenant groups from 34 to 41, securing £11,000 in funding for three local associations, and recording the highest ever attendance at both annual tenants' conferences.

We also delivered a full programme of events and training and supported an award winning project, Driving Digitally Locally, which brings retirement housing tenants and schools together.

Convener of Housing, Councillor Michael McPake welcomed the progress, praising the dedication of tenants and the TP Team's recent accreditation for excellence.

As we launch our new strategy, 'For Tenants, By Tenants', we look forward to building on this momentum and encouraging even more residents to get involved.

