

Bringing broadband to council homes

All 36,000 council homes will be offered ultrafast broadband over the next five to seven years, helping more tenants get online and access important services, education, healthcare, employment opportunities and smart home technology.

An initial pilot project involving 2,000 homes is now nearing completion, marking an important milestone in the wider rollout programme.

Tenants who have been connected are already seeing the benefits. Jim Dobbie from Motherwell said:

"The broadband installation was excellent from start to finish. The team kept me informed throughout the process, the installation was completed quickly and professionally and they made sure everything was tidied up before they left.

Since being connected, the broadband service has been fantastic, with reliable connectivity that has made a real difference. I would highly recommend the service to other tenants."

More information:
northlanarkshire.gov.uk/broadband
t: 0330 121 1010 or 0758 367 1110



New affordable housing reaches major milestones

We are continuing to make good progress in delivering new affordable homes across North Lanarkshire.

As of August 2026, we have completed 1,693 new build homes, with a further 355 currently under construction and more than 400 in the design stage.

We also recently completed our 1,000th buy back through the Open Market Purchase Scheme, bringing former council homes back into our housing stock for social rent.

In total, the team has delivered 2,735 homes, helping us move closer to our target of 6,000 new homes by 2035.

Find out more about new homes at:
northlanarkshire.gov.uk/new-supply-programme



Students support digital inclusion across North Lanarkshire

Eight students from the council's Summer Placement Programme helped promote digital inclusion by supporting tenants in 11 retirement housing complexes and properties taking part in the broadband pilot across the area.

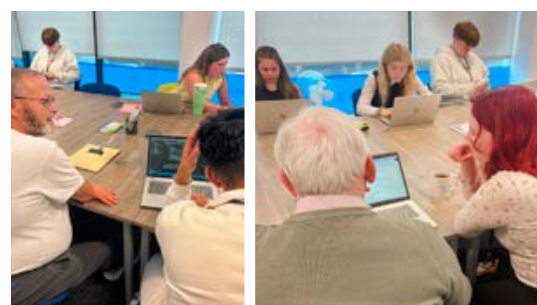
Working with around 40 residents, the students provided one-to-one assistance with using smartphones, downloading apps, sending text messages, connecting devices to broadband and accessing online services.



They also created easy-to-follow guides for tenants to use at home, helping to build confidence and digital skills.

The project highlighted the importance of not only providing internet access, but also ensuring residents have the knowledge and support needed to use technology safely and independently.

A huge thank you to the students whose enthusiasm and dedication made a positive difference to tenants across North Lanarkshire.





Foreword

Welcome to the latest edition of our tenants' newsletter.

Firstly, I'd like to congratulate Stephen Llewellyn, our former Chief Officer, Housing and Communities, on his recent promotion to Depute Chief Executive and thank him for his many decades of dedicated service to our housing service.

We will continue to benefit from his breadth of experience, leadership and commitment in his new role.

I'm also delighted to welcome both Gillian Whitehead and Cameron Barr as our Acting Chief Officers (Housing and Communities).

With their extensive experience, knowledge and enthusiasm, I'm confident they will build on our successes and continue to drive positive improvements for our tenants and communities.

Being involved in the annual NL in Bloom Garden awards has once again been a pleasure. I really enjoyed taking part in the bus tour to help judge the gardens and standards are rising year on year. This year's awards ceremony was a great event, and it was amazing to celebrate the hard work of all our talented gardeners in North Lanarkshire and see the winners receive their awards.

Another significant milestone has been the start of the rollout of ultrafast broadband to council homes. This ambitious programme, the first of its scale by any UK council, will



help more tenants get online and access important services and opportunities from home.

I hope you enjoy reading this edition and learning more about the improvements, activities and opportunities taking place across our housing communities.

Councillor Michael McPake
Convener of Housing



Gardens Awards ceremony 2026

This year's garden awards ceremony was hosted in Colzium House in Kilsyth and the beautiful surroundings and grounds provided a fitting celebration for our tenants who worked so hard to brighten our neighbourhoods.

The competition, which ran from March to July, saw entries increase by an impressive 44% this year.

A new category, 'Pride in Place', was also introduced to recognise tenants who take exceptional pride in their local neighbourhoods through gardening.

The judging panel took to the road in August to see the shortlisted gardens from the high standard of entries.

Congratulations to all our winners and everyone who took part. Special congratulations go to Billy Scott of Calder Court, Motherwell, our Overall Winner and to Sunart Street, Wishaw which was named Overall Retirement Housing Winner.



Both stood out among an exceptionally high standard of entries.

Scan here to see all this year's winners.

Overall winner: Billy Scott



Overall Retirement Housing winner: Sunart Street



New housing measures to support tenants

New housing measures are being introduced to help people stay safe in their homes.

We've launched NL Reach, an initiative to help prevent homelessness through early intervention and support for vulnerable residents.

The programme supports the aims of the new Housing (Scotland) Act 2025, which plans to introduce new 'Ask & Act' duties encouraging organisations to ask about a person's housing situation at an early stage and act before problems reach crisis point.

Another important change will make it easier for victims of domestic abuse to remain in their homes. Social landlords can now apply to the court to transfer a tenancy from an abusive tenant to the person experiencing abuse, helping victims stay safely in their home with the tenancy in their own name.

For housing advice or support, please contact your local housing office.



For more information on the Housing (Scotland) Act scan here.

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**

Tenant participation round up!

We're delighted to welcome Joanne Thomson, our new Tenant Participation Officer. Joanne brings a wealth of housing experience to the role and is looking forward to working with tenants across communities.

We would also like to wish Nancy Robertson a very happy retirement after more than 30 years in tenant participation.

Tenant representatives and housing staff recently came together for a joint training session to share ideas on improving Chairpersons' meetings and tenant-led estate walkabouts. The event provided an opportunity to discuss what works well, identify areas for improvement, and strengthen partnership working between tenants and housing services.

Our latest tenant scrutiny group has completed its review of the voids process, visiting empty properties and examining the process from start to finish.

The group has made a series of recommendations for improvement from a tenant's perspective and the report will be available soon.

The next scrutiny review will focus on rechargeable repairs.

Help us improve your tenants' newsletter!



We want to hear your views on our tenants' newsletter.

Complete our short survey by scanning the QR code or contact the team on **07890 438431** for a paper copy.



Annual Tenants' Conference 2026

- Orbiston Community Hub, Bellshill
- Saturday 31 October
- 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
t: 07890 438431

Bite and blether - get to know your local housing team

Six 'Bite and Blether' sessions were held across North Lanarkshire in July, and they proved to be a real success.

Tenants and residents had the opportunity to drop in and meet officers who deal with a range of issues, including

housing, repairs, rents and income maximisation.

The sessions gave tenants direct access to advice, information and support from their local housing team.



Could YOU be entitled to more benefits?

We are currently writing out to all our pensioner tenants to offer a benefit check, helping you receive all the financial support you are entitled to.

All tenants can contact our Housing Income Maximisation team for help if they are unsure what support may be available to them.

The team can carry out a financial assessment and provide help with claims for a range of benefits including Housing Benefit, Council Tax Reduction, Universal Credit and Community Care Grants.

e: HousingIMSO@northlan.gov.uk
South area: 01698 524811
North area: 01236 758010

Conference celebrates 20 years of the North Lanarkshire Federation

More than 130 delegates attended the North Lanarkshire Federation's annual conference at the Alona Hotel in May, marking the organisation's 20th anniversary.

Delegates heard updates on the council's Digital Connectivity Masterplan, tenant engagement activities and future participation plans.

The conference raised almost £400 for Simon Community Scotland through raffles, while Guide Dogs Trust raised over £300 through marketplace sales.

Donations were also collected for local food banks.

A special tribute was paid to Jim Leonard, who has retired as Chair of the Federation Committee after many years of dedicated service. We thank Jim for his outstanding contribution to tenant participation and wish him a long, happy and well-deserved retirement.

We would also like to thank all outgoing committee members for their hard work, dedication, and commitment to tenant participation over the years.

Introducing your new Federation Committee

Bringing a wealth of experience, knowledge, and enthusiasm, our new Federation Committee is looking forward to building on a strong foundation.

We are excited about the opportunities ahead and look forward to achieving new priorities and milestones together.

Contact NLF:
e: nlfederation@outlook.com
t: 01698 337601
w: nlf.scot



Front row (left to right): Jim Ferguson, John Duffy, Sheila Chambers, Gabe Smith

Back row (left to right): Eddie Hamill, Ena Hamill (Secretary), Kerith Melbrooke (Treasurer), Teresa Mullen (Vice Chair), Jim Dobbie (Chairperson)



Your area manager: Jim Stewart

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.

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Tenant Participation Officer:

Joanne Thomson

e: tenantparticipation@northlan.gov.uk

New homes progress in Coatbridge

As of August 2026, we have completed 1,693 new build homes, including Phase 1 of the School Street development in Coatbridge on the former Columba High School site.

We also have homes under construction in Shawhead, where former low-rise blocks have been demolished to make way for 100 new energy efficient affordable homes as part of the council's rehousing programme.

More information at: northlanarkshire.gov.uk/new-supply-programme



NL in Bloom award winners 2026



Locality winner: Roman Sliwka



Pride in Place:
Bridie Convey

Peter Collins

Jean McRobbie & Zoe McPhee

Celebrating outstanding contributions

Congratulations to Kirkwood Tenants' and Residents' Association, winners of this year's North Lanarkshire Federation Outstanding Group Contribution Award.

Since forming in 2023, the group has made a significant impact in the community through regular meetings, estate walkabouts, local events and partnership working.

Their activities include fun days, film nights, seasonal celebrations and a free bike project for residents.

The award recognises their commitment to improving life in their community.



Below: Kirkwood Tenants' & Residents' Association

Congratulations also to Jean McRobbie, Chairperson of Greenend & Sikeside Tenants' and Residents' Association, who received the Outstanding Individual Contribution Award.

Jean was recognised for her dedication to supporting local people, addressing community issues and caring for a local community garden.

Through her work with residents, partner organisations and the council she continues to make a positive difference in her neighbourhood.



Jean McRobbie, Greenend & Sikeside Tenants' & Residents' Association

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

e: corporatecommunications@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

