



ABRONHILL HOUSING ASSOCIATION NEWSLETTER



Office Closure - Christmas Holidays

The office will close on **Wednesday, 24th December 2025** at **12.30** for the Christmas and New Year break and open again at **9am** on **Tuesday, 6th January 2026**. Please note we will have our out of office emergency message on our phone. There are also useful numbers listed below.



WHAT'S INSIDE?

We don't accept cash payments at our office.

Please continue to make payments
by phone **01236 457948** Or online **www.allpay.net**

Our 2025 AGM

— page 02

Update for Tenants

— page 03

Recipe

— page 06

Quiz

— page 8

Winter Safety Tips

— page 11

Stay Safe from Scammers

— page 12

Service Spotlight

— page 14

Useful Numbers

- page 16

Out of Hours Repairs

If you need to report an emergency out of hours
please contact the following contractors:

All emergency repairs (non gas central heating
related)

RODGERS AND JOHNSTON
0800 999 2520

Gas central heating breakdown

GasSure (James Frew Ltd) 01294 468113.

Please contact our office on 01236 457948
during normal working hours to report any faults.

Gas escapes should be reported **IMMEDIATELY** TO 0800 111 999

Our answer machine also details the above numbers. Please keep them handy.





Volunteer Opportunities

The Association is a community based and community led organisation. We are run by a volunteer management committee and are always ready to welcome committee volunteers.

The committee makes all of the big decisions over the Association's budget, spending and policies and it's really important to have a range of people overseeing the important choices that have to be made. Please don't think that you don't have anything to offer because you definitely do!

It's not all one way traffic though. Being on a Committee offers training and experience that looks really good on CV's and Job applications and if you think you lack the required skills you will soon be confident you have gained them.

Most important though is that it helps keep the Association delivering for tenants, here in the Abronhill community it serves.and there are always biscuits; not rubbish ones, chocolate ones....

If you are interested, there is a short form to complete, which we can help you with. If being on the Committee is not for you, we are also looking for tenants to form a focus group, where you can meet a few times a year on issues that matter to you and to the Association.

Please phone us on **01236 457948** or send us an email to: **admin@abronhillha.org.uk**



Our 2025 AGM

The Management Committee of Abronhill Housing Association held it's Annual General Meeting at Abronhill Parish Church, on Thursday 11th September 2025.

12 members attended in person and the Association received 0 proxy votes.

Our members received an update from the Chair on key activities and were introduced CT Audit Limited who presented the annual accounts for 2024 -2025 on behalf of the Association and were confirmed as the External Auditor for 2026.

Following our AGM there was a Committee Meeting where the following office bearers were elected to cover the period until September 2026.

We can confirm our Committees as follows:-

MANAGEMENT COMMITTEE

CHAIR – Anne Marie Thomson

VICE CHAIR – Raymond Russell

SECRETARY – Iain Smith

COMMITTEE MEMBERS

Alison Peden

Carolann Docherty

Adam Smith

Andy Robinson

CASUAL VACANCY – Aidan Lewis

SUB COMMITTEE MEMBERS

CHAIR OF SUB COMMITTEE – Raymond Russell

Vice Chair – Andy Robinson

Anne Marie Thomson

Iain Smith



IMPORTANT ANNOUNCEMENT!

Abronhill Update:

Planning for a Stronger Future Together

We want to make sure everyone is up to date with the latest developments at Abronhill Housing Association. Tenants may remember our engagement events earlier in the year and our survey, collecting your views on what is important to you about the future of Abronhill Housing Association?

While we recently held a tenant event on 11th September and updated shareholders at our Annual General Meeting, this newsletter brings all tenants up to speed on our future plans and priorities.

What's in Our Business Plan (2025–2028)

Our new three-year Business Plan outlines how we'll continue to deliver high-quality services while preparing for a strategic partnership that can help us improve our homes and protect tenant rights.

Here are the key goals:

- **Secure a Strategic Partnership**
We're actively seeking a partner who shares our values and can help us invest in our homes—especially those in mixed-tenure blocks.
- **Continue Providing Local Services**
We'll maintain our local office and ensure services like repairs, tenancy support, and customer care remain responsive and personal.
- **Invest in Our Homes**
We've identified over £1.6 million in the next five years for investment. We're committed to making meaningful improvements.

- **Tackle Mixed-Tenure Challenges**
Over 40% of our homes are in blocks where we're a minority landlord, making shared repairs difficult. We're committed to finding and working with partners to find solutions

Strategic Partnership Prospectus: What's Next?

To secure our future, we've published a Strategic Partnership Prospectus inviting other housing associations to propose how they could work with us. We're looking for a partner who can:

- Help us meet housing standards (SHQS and EESSH)
- Invest in our homes and infrastructure
- Keep rents affordable
- Maintain a local presence for tenants
- Support our staff and committee members

Important Date:

The Stage 1 application deadline is Friday, 16th January 2026 at 12 Noon. For any interested partners.

What You Told Us

Thank you to all the tenants who completed our survey or came along to one of our engagement events. Please see below what you told us matters to you:-

- Keeping a local office and staff
- Affordable rents and financial support
- Investment in homes—especially kitchens, bathrooms, windows, and heating
- Better maintenance of shared areas and tackling damp and insulation issues
- More community facilities and reducing isolation

Stay Involved

We'll continue to keep you informed and involved as we move forward. Your voice matters, and we're committed to making decisions that reflect your needs and priorities.

If you have any questions or want to know more, please contact Audrey Murphy, Interim Director at amurphy@abronhillha.org.uk or call 01236 457948.

Our Annual Performance Report Is Now Available

We're pleased to share our **Annual Performance Report for 2024/25**, which is now available to view on our website. All tenants should have received a link to read the report, which outlines how we've performed over the past year in areas such as repairs, tenant satisfaction, and housing quality.

You can also compare our performance with other landlords across Scotland using the **Scottish Housing Regulator's Landlord Comparison Tool**. View Abronhill's performance on the SHR website [<https://www.housingregulator.gov.scot/landlord-performance/landlords/abronhill-housing-association-ltd/>]

If you'd like a printed copy or need the report in another format, please contact us at admin@abronhillha.org.uk or call **01236 457948**.

Investing in Your Homes – What's Happening and Why Access Matters

We're committed to improving your homes and keeping them safe, warm, and comfortable. Last year and this year, we've made significant progress in planning and delivering key investment projects—and we want to keep you informed.

Current Investment Projects

We've either procured or are in the process of procuring the following improvement works.

- **Door Replacement Project** – £20,000
- **Kitchen Upgrades** – £150,000
- **Boiler Replacements** – £18,000
- **Small Windows Project** – £30,000

Total planned investment: £218,000

In addition, we're actively reviewing:

- **External cladding issues** affecting some properties
- **Roofing needs**, prioritising homes most in need of attention.

We've also faced high structural **unexpected repair costs**, which have added pressure to our budgets—but we remain committed to delivering quality and safety.



Considerate Parking – Supporting Our Community

We want to make sure everyone living in Abronhill properties has fair access to parking near their homes. While we do not operate allocated parking spaces, we know how important it is for tenants to park close to where they live—especially for those with mobility needs or young families.

What We've Done So Far

To help encourage considerate parking, we can only put signs up where we own the ground, however, we are still subject to the legal parameters around parking. At Larch Place, where we do own the land we've installed two new signs in reminding drivers to think about residents who live there, however we will add additional logo based signs here to help raise the issue. These signs are designed to promote fairness and reduce inconvenience for our tenants.

How You Can Help

- Please park responsibly and avoid blocking access for neighbours.
- If you have visitors, remind them to respect local parking needs.
- Share feedback with us—your ideas help shape our approach.

Together, we can make parking fair and stress-free for everyone.



Warm Home Discount



If you're on a low income or receive certain benefits, you may be eligible for a £150 discount on your electricity bill this winter.

Who Qualifies?

- **Core Group:** Receiving the Guaranteed Credit part of Pension Credit — you'll be contacted automatically.
- **Broader Group:** Receiving benefits like Universal Credit, Income Support, or Housing Benefit — you need to apply through your electricity supplier.

How to Apply: Check your supplier's website during the application window. Ensure your details match your DWP records.


More info:
[gov.uk/the-warm-home-discount-scheme](https://www.gov.uk/the-warm-home-discount-scheme)

Tenant Energy Saving Tips for Autumn & Winter




Stay warm, save money, and reduce energy waste this season


As the colder months settle in across Cumbernauld, keeping your home warm without breaking the bank becomes a top priority. Here are some practical, low-cost energy-saving tips to help you stay cosy and cut down on bills this autumn and winter.



Heating Wisely

- **Set your thermostat to 18–21°C** – This is usually warm enough for most households.
 - **Use timers** – Heat your home only when needed, especially in the morning and evening.
 - **Check your radiators** – If they're not heating evenly, they may have trapped air, call us if your radiator is not heating properly.
- 

Keep the Heat In

- **Close curtains at dusk** – This helps retain heat and reduce drafts.
 - **Seal gaps** – Use draft excluders or rolled-up towels at the bottom of doors.
 - **Layer up** – Rugs and throws add warmth and comfort.
- 


Lighting & Appliances

- **Switch to LED bulbs** – They use up to 80% less energy and last longer.
- **Unplug unused devices** – Chargers and appliances still draw power when plugged in.
- **Use energy-efficient settings** – On washing machines and dishwashers.

Hot Water Efficiency


- **Shorter showers** – Aim for 4–5 minutes to save water and heating costs.
- **Fix dripping taps** – Especially hot taps, which waste both water and energy.

Help & Support

- **Warm Home Discount Scheme** – You may be eligible for a discount on your electricity bill.
 - **Home Energy Scotland** – Offers free advice and support: www.homeenergyscotland.org
 - **Speak to us** – If you're struggling with bills, contact the housing office for guidance or referrals.
- 

Final Thought

Small changes can make a big difference. Whether it's layering up, switching off, or sealing up drafts, every little helps to keep your home warm and your costs down.





Winter One-Pot Recipe

Takes less than 30 minutes to prepare, cooking time 30 minutes to 1 hour, serves 4
Dietary – Dairy-free, egg-free, pregnancy friendly

Ingredients

- 1 large onion
- 1 garlic clove
- 2 tbsp olive oil
- 500g/1lb 2oz minced beef
- 30g/1oz packet chilli seasoning mix
- 500ml/18fl oz beef stock (from a stock cube)
- 1 tbsp tomato purée
- 400g tin chopped tomatoes
- 2 tbsp tomato ketchup
- 400g tin kidney beans, drained and rinsed
- salt and pepper

To serve

- 350g/12oz brown or white rice

Method

1. Peel and chop the onion then peel and finely grate the garlic. Heat the oil in a heavy-based casserole dish over a medium-high heat, add the onions and garlic and fry for 5 minutes until soft.
2. Add the beef to the pan and fry for 5 minutes until browned. Add the chilli seasoning mix and a little of the stock, fry for 1 minute then add the tomato purée and fry for a further minute. Add the and chopped tomatoes and stock and stir to combine, then add the ketchup. Simmer gently uncovered for 30 minutes, stirring occasionally.
3. Meanwhile bring a large pan of salted water to the boil, add the rice and cook for 25 minutes or according to the packet instructions.
4. Add the kidney beans to the chilli and cook for a further 2 minutes, until heated through. Season with salt and pepper and serve with the rice.



What's Changing in Housing

The Housing (Scotland) Bill - What It Means for You

The Scottish Government is making some important changes to housing laws that will affect social landlords like us—and you as a tenant. The **Housing (Scotland) Bill** is at the stage of receiving Royal Assent; after this, it will become the **Housing (Scotland) Act 2025**.

Here's a quick summary of what's coming and how it could impact you:

Stronger Rules on Damp and Mould

From **March 2026**, new rules (known as *Awaab's Law*) will require all social landlords to fix serious issues like damp and mould within strict time limits. While we await the details of this, we are already reviewing our processes to make sure we're ready.

What you can do:

It's important to let us know if you have damp or mould in your home. Damp and mould can have a range of causes and might be related to the fabric of the building, damage to pipes, drains/guttering, or poor ventilation. Whatever the issue, we will identify the root cause and work with you to resolve it

Let us know as soon as you spot any signs of damp, mould, or poor ventilation. The sooner we know, the quicker we can help

Helping Prevent Homelessness


We'll have a new legal duty to help tenants who may be at risk of losing their home—especially in cases involving domestic abuse or financial hardship.

What you can do:

If you're struggling to keep up with rent or feel unsafe at home, please reach out. We're here to help before things reach crisis point.

More Say in Your Home Life

New rights are being introduced to give tenants more control over their homes, including:

- The right to **request a pet** (we can't unreasonably say no). 
- The right to **decorate or make small changes** to your home.
- Easier rules for **joint tenancies** and **succession** (who can take over your tenancy if you pass away).

What you can do:

If you'd like to make changes or have questions about your tenancy, just get in touch—we'll guide you through the process.

Keeping You Safe – Our Commitment to Your Health and Safety

Your safety is our top priority. We work hard to make sure every home meets the highest standards, and that means carrying out essential checks and maintenance throughout the year. These checks help prevent risks and keep your home safe and comfortable.

We're continuing to meet all safety standards, including:

- Annual gas safety checks
- Five-year electrical inspections
- Void checks of smoke and heat detectors and fire safety inspections
- Legionella – We do not have any lead pipes, and we change all showerheads and run any stagnant water at void stages.
- Asbestos management
- Damp and mould management, including advice, monitoring, and responsive repairs

What you can do:

- Always allow access for safety checks and repairs.
- Let us know immediately if anything seems unsafe in your home.
- Keep your contact details up to date so we can reach you quickly for appointments.

If you've changed your phone number or email, please contact us today to update your details. This helps us keep you safe and ensures you don't miss important appointments.

Questions or concerns?

We're here to help. Contact us for advice.

Autumn/ Winter Fun Quiz

Here is a wee brain teasing quiz to test yourself out. Do this google free (I bet Google has all the answers).

First a wee bit of Geography:

1. What is the "Prime Meridian". (1 point)
2. Name five countries on the "Prime Meridian". (give yourself one point for each one you get right **but** for each one you get wrong deduct a point! ...so max 5 points).
3. Name four countries that the Arctic circle passes through, with the same fiendish rule as above deducting points for any you get wrong. (max 4 points).

Next round Sport:

4. How many players in a rugby team. (1 point)
5. Which two teams were defeated in the 2025 Scottish League Cup. (2 points)
6. In which country was Golf Invented? (1 point)
7. Who holds the record for the fastest ever 100m sprint, and for a bonus point in which year was it set? (2 points)

Finally History:

8. In the reign of which monarch was "Great Britain" formed by uniting Scotland & England? (1 point)
9. How many Scottish Kings were called James? (1 point)
10. What nationality was Christopher Columbus? (1 point)
11. What year was he credited with discovering America? (1 point)
12. What European group is now thought to have really found it first (1 point)

Answers on page 15

Rent Increase Consultation – What you need to know

Each year, the Association consults with you, our tenants, on the rent increase and asks for your views through a formal rent consultation.

This is an opportunity for tenants to understand what is being proposed and to share their feedback before any changes are made.

Why Rents Go Up

Rent helps cover:

- Day-to-day repairs and maintenance costs
- Improvements to homes and energy efficiency
- Tenant services and support
- Building or purchasing new homes

To keep delivering these, landlords, like us, often need to increase rent slightly above inflation.

What Is CPI and Why Does It Matter?

CPI (Consumer Price Index) tracks how much prices have risen over the past year. As of September 2025, CPI was at 3.8%.

If rent rose only with CPI, it would keep up with rising costs. A small increase above CPI helps fund improvements and meet legal standards.

The rent consultation is a thorough process, with any feedback taken into consideration and presented to the Management Committee before any final decisions are made. The consultation will take place in January 2026, approval of the final rate in February, and tenants informed of the actual rent increase with four weeks' notice, due to take effect from 28 March 2026

How You Can Take Part

- Read the consultation info carefully when it arrives in January,
- Ask questions if anything's unclear

Please share your views with us in January by returning the survey, emailing us, or contacting us on 01236 457948 and we will be happy to discuss further. Your feedback helps shape final decisions.

Changes to your circumstances

Have any of your household details changed or have you changed your phone number or email? Please let us know! Keeping your contact details up to date helps us arrange visits, coordinate contractor attendance and undertake satisfaction surveys. Even a minor change can make a big difference - just give us a quick call or drop us an email to update your details.



Have Your Say

Tenant Satisfaction Survey Coming Soon!

Every three years, we carry out a Tenant Satisfaction Survey to hear directly from you—our tenants—about how we're doing and where we can improve. The next big survey is coming up soon, and we'd love for you to take part!

What Happened Last Time?

Our last survey took place Dec 22/Jan 23, and we were thrilled with the results. Here's what you told us:

- ✓ 95% of tenants were satisfied with the overall service we provide
- ✓ 96% were happy with how we keep you informed
- ✓ 95% were satisfied with our repairs service
- ✓ 91% felt involved in decision-making
- ✓ 89% were satisfied with the quality of their home
- ✓ 88% said their rent was good value for money
- ✓ 88% were satisfied with how we manage the neighbourhood

We are hugely proud of the feedback you gave us, and we know there is always room for improvement however, this was a huge achievement for a small, locally run organisation like ours, and we can't do it without your help

Why Your Feedback Matters

As a small housing association, your voice has a big impact. The feedback you give helps us:

- Improve the services that matter most to you
- Make better decisions about repairs, communication, and neighbourhood management
- Show funders and regulators how we're performing
- Plan for the future based on what you need

Get Involved – It's Quick and Easy

The survey will be carried out by an independent company, and you may be contacted by phone, receive a survey through the post, ask to fill it in online or be asked in person. We would appreciate you taking the time to do this, and your answers are completely confidential. We know life is busy—but taking part in the survey is one of the most powerful ways you can help shape your housing service.

Respecting Your Neighbours

A Reminder About Anti-Social Behaviour

At Abronhill Housing Association, we want everyone to enjoy their home and live in a peaceful, safe environment. That's why we're reminding all tenants of their responsibilities under the **Anti-Social Behaviour Act** and your **Scottish Secure Tenancy Agreement**.

As a tenant, you are responsible not only for your own behaviour, but also for the actions of:

- People living in your household
- Visitors to your home

Anti-social behaviour includes things like:

- Loud noise or disturbances
- Harassment or intimidation
- Vandalism or damage to property
- Drug-related activity or criminal behaviour

We understand that everyone has the right to enjoy their home—but that right comes with the responsibility to respect others in your community.

If you're experiencing anti-social behaviour, or if you're unsure about what's acceptable, please contact us. We're here to help resolve issues and support you and your neighbours to all share your neighbourhood environment in a peaceful way.

Let's work together to keep Abronhill a safe and welcoming place to live.

How to Raise a Complaint and What to Do if Things Go Wrong

At Abronhill Housing Association, we value your feedback. Complaints help us improve our services and resolve issues quickly. Here's what you need to know

How to Make a Complaint

You can complain if you're unhappy with:

- A service we provide (or fail to provide)
- Delays in repairs or responses outwith timescales
- The quality of work or service
- Staff or contractor behaviour
- How a policy affects you

Our Policy

We follow the **SPSO Model Complaints Handling Procedure**, which means:

- A clear, two-stage process (Frontline Resolution and Investigation)
- Focus on early resolution and fair, thorough investigations
- Complaints can be made in any format (phone, email, letter, in person)
- We aim to respond promptly and keep you informed throughout

How to complain:

- Speak to us in person, by phone, email, or in writing.
- Tell us what went wrong and what you'd like us to do.
- We'll try to resolve it quickly at Stage 1 (Frontline Resolution).
- If you're still unhappy, you can ask for a Stage 2 Investigation.
- If you remain dissatisfied after our final response, you can contact the Scottish Public Services Ombudsman (SPSO) for an independent review.
More info: <https://www.spsso.org.uk>.

What if It's a Serious Issue?

If your concern is serious and affects many tenants, you can report it to the Scottish Housing Regulator as a Significant Performance Failure (SPF).

Examples include:

- Failure to carry out **gas safety checks**
- Consistently not doing repairs
- Not consulting tenants on rent increases
- Putting tenant safety at risk

Before contacting the Regulator:

- Raise the issue with us first and give us time to respond.
- If we don't resolve it, you can report it to the Regulator.

How to report an SPF:

- Complete the form on <https://www.housingregulator.gov.scot>
- Email **SHR@SHR.gov.scot** or post the details of your concern to **Scottish Housing Regulator, 5th floor, 220 High Street, Glasgow, G4 0QW**
- The Regulator will review and respond within 20 working day

Need Help?

- **Contact us** for advice or to make a complaint.
- **SPSO** for independent review: 0800 377 7330
- **Scottish Housing Regulator** for serious concerns: 0141 242 5642



Benefits Advice/AFTAR service

The Association would like to bid farewell to Jodie from the Citizens Advice Bureau and AFTAR Project. Jodie has moved onto a new job on the 20th October and will be sorely missed by staff and tenants that she has helped over the last few years.

We would also like to extend a warm welcome to our new AFTAR advisers who have started in Jodie's place. Lucy, Lesley and Rachel will be sharing the role. All advisers have a wealth of experience, Lesley is a holistic adviser (benefits and money advice), Lucy also has holistic advice expertise with an experience in immigration issues and multilingual skills (Polish, Czech), Rachel is a holistic adviser and IT adviser.

There have been changes made to the appointments system, office visits will be available on Tuesday afternoons and telephone appointments will be available on Friday mornings. To arrange a confidential appointment please call the Association on 01236 457948.

Winter Safety Tips for Abronhill Housing Association Tenants



As the colder months approach, Abronhill Housing Association encourages all tenants to take steps to stay safe and well during winter. Whether it's preventing burst pipes, avoiding slips and falls, or accessing financial support, here are some key tips and resources from Age UK to help you keep warm and safe this winter.

Know Your Home

Your heating system is checked annually to ensure it's safe and efficient. Please ensure you give access when your appointment is due.

Know where your stopcock is in case of frozen or burst pipes, if you don't know where it is, please contact us.

Stock up on essentials like food, particularly long-lasting food items, like tins and frozen foods, also ensure you have your prescription medicine and cold remedies in case bad weather makes it difficult to go out.

Stay Warm Indoors

Layer up with warm clothing, blankets, and thermal socks. Use hot water bottles or electric blankets safely (never together). Keep curtains closed at dusk and windows shut at night to retain heat.

Stay Safe Outdoors

Wear non-slip shoes, gloves, and a scarf to cover your mouth. Use salt or sand on icy paths to prevent falls. Check local weather reports before heading out.

Energy & Financial Support

Winter Fuel Payment: Up to £300 to help with heating costs.

Health & Wellbeing

Get your flu jab and other winter vaccines. Keep moving – even gentle chair exercises help. Eat at least one hot meal a day and consider a vitamin D supplement.

If you feel lonely, contact Age UK's Telephone Friendship Service: **0800 434 6105**

Emergency Repairs

Office hours – **01236 457948**

Out of office hours - **0800 999 2520 (non gas related)**
01294 468113 gas heating repairs

Support for Vulnerable Tenants

Check on neighbours: If you have elderly or vulnerable neighbours, a quick check-in can make a big difference.

Support Agencies in North Lanarkshire

Out-of-hours homelessness support: **0800 953 2424**

Social Work Emergency Service: **0800 121 4114**

Age Scotland Confidential Helpline: **0800 124 4222**

Final Tip

Planning ahead and knowing who to contact can help you stay safe and supported this winter. Keep this list handy, and don't hesitate to reach out if you need help.



Stay Safe from Scammers

It seems like every day we hear about horrible new scams and people losing hundreds or thousands of pounds to con men and criminals. Whether it's someone knocking at your door pretending to be from the housing office, or a suspicious email asking for personal details. Here are some helpful tips to stay safe and protect yourself from fraud.

1. Spotting Scams at the Door

Scammers may pose as housing staff, tradespeople, or utility workers. Here's how to stay safe:

- Always ask for ID: Genuine staff will carry photo identification. Don't be afraid to ask to see it.
- Verify before letting anyone in: If you're unsure, close the door and call Abbrons Hill Housing Association to confirm the visit.
- Don't feel pressured: Scammers often use urgency to trick people. Take your time and don't let anyone rush you.
- Report suspicious behaviour: If someone seems suspicious, report it to your housing office and, if necessary, the police.

2. Staying Safe Online

Online scams can come through email, text, or social media. Here's how to protect yourself:

- Don't click on suspicious links: If you receive an unexpected message asking you to click a link or download something, don't do it.
- Check the sender's email address: Scammers often use addresses that look similar to official ones but have small differences. Often it's actually a weird email address that's been hijacked or hacked from somewhere unconnected. Always look at the full email address not the name that shows up on your sender inbox.
- Never share personal or banking details: Legitimate organisations will never ask for sensitive information via email or text. If it asks you to go to the website don't use the link they "helpfully" provide in the email. Sometimes they set up fake web pages that look really realistic.
- Use strong passwords: Make sure your online accounts are protected with secure, unique passwords. Avoid using the same password for lots of sites. This is because if one site gets a data breach from hackers they could find your email and password and use it on other sites to see if they get in.



- Watch out for fake listings on sites like Facebook Marketplace or Gumtree: It might look like a private seller selling for a real bargain price but when you ask it turns out to be a “New Online Warehouse Shop” or similar. Something else to watch out for is not wanting you to come with cash to their house but wanting you to make a bank or online payment before they send or you can collect.

3. Common In Person/Phone Scams to Watch Out For

- Fake repairs or inspections: Someone claiming urgent work needs to be done and asking for payment. They say they are in the area and noticed you have say a loose tile, offer to fix it for what sounds like a good price but then find other work needing done. You roof could be half stripped so your now manipulated into paying much more.
- Rental scams: If you're looking for a new home, beware of fake listings asking for deposits before viewing.
- Phone Scams: You get a phonecall from a number that starts in a four digit dialcode starting 08. The phone just ring out once or twice. The trick is that they want you to call back to see what it was. It's a premium rate number which will charge you for your call! Sometimes there is a message on your answering service but the phone didn't ring. Its similar, the internet protocols that phone networks use enable this. It will basically ask you to call them (again premium rate) or just be trying to sell you something.

- Text Scams: Never answer a text that comes from a five digit shortcode, you might be charged or inadvertently subscribe to more texts that they are able to charge you for receiving!

4. What to Do If You're Targeted

- Don't engage: Stop communication immediately.
- Report it: Contact your housing provider, local council, or Police Scotland via 101.
- Get support: If you're unsure, speak to a trusted neighbour, family member, or housing officer.

5. Helpful Contacts

- Police Scotland (non-emergency): 101
- Action Fraud: <https://www.actionfraud.police.uk>
- Your housing office: Check your provider's website or tenant handbook for contact details.

Final Tip

Trust your instincts. If something doesn't feel right, it probably isn't. Staying alert and informed is the best way to protect yourself and your home.

Let Us Know.....

One of the things we chat about when we are signing a lease with someone is the need to tell us when your household changes. It's really important that you let us know when people move in, are born or move out of the house.

It matters if you are looking for a transfer or if something happens to you. There are statutory rules that set down who can inherit a tenancy and the law says a person can only take on a tenancy if they have been registered as living in the home, this is currently at 12 months (if you aren't married).

It can also be really important for getting your rent paid to avoid issues with the bedroom tax and Universal Credit or Housing Benefit.

If you aren't sure whether you let us know about maybe a new partner moving in with you or a new baby born since you moved in give us a call and let us know.

Service Spotlight



Whilst the campaign for SPT to rethink the access to bus routes is ongoing, please see a service highlight below that may help the most vulnerable of residents. Please give us your feedback if you use the service, as we would be happy to share this with SPT.

The **MyBus** service in North Lanarkshire, operated by **Strathclyde Partnership for Transport (SPT)**, is a **pre-bookable, door-to-door transport service** designed to support people who may have difficulty using standard public transport.

Who Can Use MyBus?

MyBus is available to:

- Older adults
- People with disabilities
- Anyone who struggles to access regular bus services

You do **not** need to hold a bus pass to use the service, but priority may be given to those with mobility challenges or who are socially isolated.

What Can It Be Used For?

MyBus can be booked for:

- Shopping trips
- GP or hospital appointments
- Visiting friends or family
- Attending local clubs or community activities

Service Features

All vehicles are **wheelchair accessible** and have **low-floor access**.

Drivers can assist passengers **from the pavement onto the bus**, but **not from inside the home**.

The service aims to pick up and drop off passengers as **close as possible** to their destination.



M90 Cumbernauld

Operates Monday to Saturday 0900 - 1800 hrs and Sunday 0900 - 1700 hrs

To book your journey call 0345 125 9957 between 0900 - 1530 hrs Monday to Friday.

Call the day before you want to travel except for the following:

- For Monday travel call on the Friday prior.
- For Sunday travel call on the Thursday prior.

Alternatively, book online at spt.co.uk/mybus.

For enquiries, new registrations or to cancel your journey call 0345 128 4025.

Booking and Availability

- You can book up to **28 days in advance**.
- Journey confirmations are typically provided **two days before travel**.
- Bookings can be made **online** or by calling **0345 128 4025**.
- Some routes in North Lanarkshire (Motherwell, Monklands, and Cumbernauld) have **additional buses** running as part of a pilot scheme until **March 2026** to meet high demand.

Community Campaign to Restore the No. 49 Bus or Similar Route

We're proud to share an inspiring story of community action led by residents of Abronhill, supported by the Association.

Following the withdrawal of the No. 49 bus route, many tenants and residents have faced difficulties accessing essential services, shops, and appointments—especially those without cars or with mobility challenges.

In response, residents have come together to campaign for better public transport access. A total of 391 letters have been signed by residents and submitted to Councillor Adam Smith, who has delivered them directly to SPT (Strathclyde Partnership for Transport) on Friday 7th November, with a subsequent meeting arranged with Canavan, the current route operator. Councillor Smith also continues to make representations to North Lanarkshire Council regarding accessibility of the bus stops on Blackthorn Road

This grassroots effort shows the strength of our community and the importance of public transport in supporting independence, wellbeing, and inclusion for all.

Why It Matters

Access to reliable public transport is vital for:

- Getting to work, school, and appointments
- Reducing isolation
- Supporting older and disabled residents
- Connecting our community to wider services

What's Next?

- Await a formal response from SPT and outcome of the meeting with Canavan.
- We'll keep tenants updated on any developments or consultations.

We thank everyone who took part in the campaign and hope this collective voice leads to positive change.



Quiz Answers

1. The Prime Meridian sometimes called the International Date Line or the Greenwich Meridian is the line of Longitude that passes through the Royal Observatory in Greenwich London. Accepting either of the alternate names or the description.
2. There are eight countries the meridian passed through. They are: The UK, France, Spain, Algeria, Mali, Burkina Faso, Ghana and Togo.
3. There are also eight countries that the Arctic Circle Passes through. Those are: Norway, Sweden, Finland, Russia, United States (Alaska), Canada, Greenland (Denmark) and Iceland.
4. There are 15 players in a rugby team.
5. The two defeated teams were Motherwell and Rangers.
6. Scotland (though the Dutch try to steal it!).
7. World 100m Sprint record is held by Usain Bolt. It was set in 2009.
8. Queen Anne.
9. Six (officially recognised) Scottish kings were called James with the last also being James 1st of England.
10. Italian.
11. 1492.
12. The Vikings.

Your Local Councillors

Four local Councillors are covering the Abronhill area.

- **Claire Barclay** who can be contacted on **07939 280 059** or alternatively you can drop her an email a **barclaycl@northlan.gov.uk**
- **Barry McCulloch** who can be contacted on **01698 302 621 / 07581 049 533** or alternatively you drop him an email at **mccullochba@northlan.gov.uk**
- **Adam Smith** who can be contacted on **07581 032 674** or alternatively you drop him an email at **smithada@northlan.gov.uk**
- **Tom Johnston** who can be contacted by email at **johnstont@northlan.gov.uk**

Equal Opportunities Statement



This statement is the basis on which we build and provide all our services.

It helps us make sure we try to meet the needs of those from all walks of life, and show respect, fairness and understanding in everything we do.

In practice, it means as a landlord and service provider we try to treat everyone fairly regardless of their personal characteristics - including for example, their age, sex, sexual orientation, disability, race, religion or belief; or their marriage and civil partnership, gender reassignment, or pregnancy and maternity status.

We also firmly oppose all forms of unlawful discrimination, harassment and victimisation.

We do this not only because of our legal responsibilities, but because it is a vital part of who we are and what we are trying to achieve as an organisation. It also helps us become better at what we do.

Useful Numbers

Below are some useful numbers which may be of use:

Rodgers & Johnston 0800 999 2520

Abronhill's Housing Contractor

James Frew (Gas Sure) 01294 468113

(for any gas heating repairs)

Gas escapes should be reported immediately to

Transco on 0800 111 999

Police Scotland 101

Crimestoppers 0800 555 111

Cumbernauld Citizens Advice 01236 723 201

Scottish Water 0800 0778 778

Council Tax & Housing Benefit 01698 403 210

North Line 0345 143 0015
(Environmental Services)

Call North Line for all your bulk uplifts, pest control, abandoned vehicles, road and lighting, graffiti removal, Animal Welfare Officer and Environmental Protection Officer.

If you can think of any numbers that would be useful to list in this section, please let us know.



Contact Us

Our office is open from 9.00am to 5.00pm Monday to Thursday and from 9.00am to 4.00pm on Friday. We close each day 1.00pm to 2.00pm for lunch. You can visit our office at:

Abronhill Housing Association Ltd

Unit 10, Abronhill Shopping Centre, Abronhill, Cumbernauld G67 3AZ

Tel: 01236 457948 | Email: admin@abronhillha.org.uk | Web: www.abronhillha.org.uk

Registered under the Co-operative and Community Benefits Societies Act 2014 (No 2443 R(S)

and with Scottish Housing Regulator (No HCB 275 AL)

Abronhill Housing Association is a registered Scottish Charity (Number SC033116)

Tax Reference CR533055

