

HousingNews



New Build Update page 7

Local Housing Strategy Update page 5
Council Team of the Year page 11



**Housing and
Maintenance
Convener,
Councillor
Danny Devlin**

Welcome to the latest edition of the Housing Services newsletter.

I'm sure everyone is happy to see some spring weather coming in after the high cost of heating our homes over the winter. I don't know anyone who hasn't noticed a difference in the cost of living, but we are also facing challenges as everyone else, in terms of rising energy costs and high inflation and as such have increased rents by 5% for 2023/24.

If anyone is struggling with paying your rent and other bills, help is available. Please contact our Money Advice and Rights team who can assist. You can find out more about their service in this newsletter. I'd like to congratulate the Mixed Tenure Team in receiving the Council's Team of the Year award recently. This is a fantastic recognition of the work this team has been providing to owners, private renters and tenants of East Renfrewshire.

As you will see in this newsletter, the capital works programme is moving along and improving our homes for the future. Along with the new build projects completed in Maidenhill, all of this highlights our commitment to providing high quality properties for all our futures. We're continuing with our neighbourhood inspections this year. The last couple of years have shown success in improving our areas and letting us see first-hand from you what needs done to improve the areas we live in. I'd encourage everyone who is able to come along and take part.

Thank you.
Councillor Danny Devlin.



New faces

We would like to welcome our new Tenant Engagement and Customer Care Officer Martin McNelis who joins Lorna McDougall who started last year in the post.

Lorna McDougall, Tenant Engagement Officer
Email: Lorna.Mcdougall@eastrenfrewshire.gov.uk or phone on 07741 235272.

Martin McNelis, Customer Care Officer
Email: Martin.McNelis@eastrenfrewshire.gov.uk

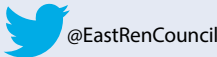
We welcome your feedback and comments it helps us improve our service, contact us if you would like to get involved.



Contents

Put Rent First	3
Money Advice and Tips	4
Local Housing Strategy Update	5
Managing Mould	6
New Build Update	7
Housing Changes	8
Compliments	9
Capital Investment Update	10
Team of the Year	11
Road Safety	12

Contact Lorna McDougall or Martin McNelis on 07741 235272.



Bye bye to Brian!

Brian Coles, Tenant Engagement and Customer Care Officer, retired from his role end of January after 11 years in this post and many more years in previous public sector roles. Lots of you will have come into contact with Brian through surveys, tenant engagement consultations and events and reading these newsletters he prepared. I am sure you all join us in wishing him a long, healthy and happy retirement.



Paying your rent

As a council tenant you will have recently received notification that your rent will increase by 5% from Monday 3 April 2023. If you're in receipt of Universal Credit, you must update your online journal with your increased rent charge. This must be done on or after the 3 April 2023. If you submit the rent increase amount before this date, it will not be accepted and will result in your rent being underpaid.

What's are rents used for?

Rents are the main source of income for the council to fund the housing service. As well as staffing costs, the main areas of spend are:

- repairs and improvements to council houses
- new kitchens and bathrooms
- medical adaptations for tenants and rewiring
- replacement doors, windows and close entry systems.

Why should I pay my rent?

As well as having a legal duty to pay, it is important to realise that if rent is not collected, then the service to all tenants will be affected. Property conditions will deteriorate and individual tenants will not receive the service they deserve.

How do I pay my rent?

To make it as easy as possible the council offer a variety of ways to pay your rent, including:

- online at www.eastrenfrewshire.gov.uk
- by standing order
- by phone on 0141 577 3001 or 24hr line on 0141 577 3030
- in person at council offices or post offices.

Difficulties in paying rent?

We all have occasions where it may be difficult to juggle all of our bills and make sure they are paid on time, including our rent. However it is essential that rent payments are not missed, as this may result in you losing your home. To assist tenants who find themselves struggling with rent and/or other debts the council offers a free, confidential service. If you are finding it difficult to pay your rent or other debts, call us today on 0141 577 3001 or the freephone number below. Don't put it off – we are here to help.

We will be carrying out a large scale survey of tenants over the summer, so look out for more detail. Meantime, you can also provide us feedback via our online tenants survey. Once the April deadline one closes we will clone and re-open for 23/24.

Your feedback is important to us and helps shape our service, to improve things for you and to make our Housing Services the best it can be.



Need help with benefits or debt problems?

Contact **Money Advice and Rights Team (MART)** today.

The team offer free, independent, confidential, and non-judgemental advice.

Help to budget: they can look at a range of solutions such as payment plans, bankruptcy, DAS, or Mortgage 2 Rent. If you need to attend court for your debt they may be able to attend with you and represent your case. If you need help to manage your money, staff can help you prepare and stick to a weekly budget. Where necessary this can be done over a number of sessions to help you meet your goals.

Help to apply for benefits: they can carry out a full benefit check to make sure you are getting all the benefits you are entitled to. They can help you to complete applications for all benefits and council tax discounts. For those with a diagnosis of cancer, they offer a specialist service which includes applications for MacMillan grants and identifying any charitable assistance that may be available to you.

Help to challenge benefit decisions: if you get a benefit decision that you are unhappy with, MART can assist you with the appeal process. If you have to attend a tribunal they can also attend with you and represent your case.

Contact details

Phone: **0800 052 1023**

Email: **mart@eastrenfrewshire.gov.uk**

Text: **MART to 80800 followed by your name.**



Money Advice and Tips

As the cost of living continues to negatively affect lots of us, our Money Advice and Rights team has gathered eight tips that could help you:



1. Shift credit card debt to 0% interest

This is the easiest debt cost-cutting. Simply shift your debt to a new, cheaper card. The key tool is a 0% balance transfer, where you get a new card to repay debt on your old card(s), so you owe it instead, but at 0%. Your repayments then clear the debt rather than just mostly cover interest. To increase chances of success use a 0% eligibility calculator. This shows which of most top cards you can likely get and hat way you can minimise applications, and protect your creditworthiness.

Find out more at www.moneysavingexpert.com/credit-cards



2. Things to consider when travelling

PETROL PRICES

You can compare prices of petrol in your area by inputting your postcode for information on cheapest place to get petrol near where you are. Petrol Prices app is available on android and iPhone.

BUS

Children aged 5 to 21 in Scotland are entitled to free bus travel. You can apply online and link this to their Young Scot card, which gives them discount in many shops.

Visit www.eastrenfrewshire.gov.uk/young-persons-nec to find out more.



3. Broadband Usage

Social tariffs are cheaper than broadband and phone packages for people claiming qualifying benefits such as Universal Credit, Pension Credit and some other benefits. Some providers call them 'essential' or 'basic' broadband. They're delivered in the same way as normal packages, just at a lower price.



4. Food

Please don't go hungry – foodbanks are there to help with the basics. If you're struggling to afford food, there are places that can help. You can and SHOULD use them. Foodbanks give out free parcels that should provide at least three days' worth of in-date, non-perishable food.



5. Flog it

Do an annual stocktake – if you haven't used something for a year, flog it.



6. Follow the Bootstrap Cook's recipes for meals costed to the penny

If you're trying to scythe down your cooking costs, anti-poverty campaigner Jack Monroe's Cooking on a Bootstrap site has a host of recipes, all costed to the penny, which may be able to help: www.cookingonabootstrap.com



7. Find free furniture, clothing, food, toys and more

There are free-to-join online groups where people offer up their unwanted possessions for free – everything from sofas and fridges to baby buggies and DVDs. See the Freecycle and Freegle guide for how to use them:

www.moneysavingexpert.com/shopping/freecycle



8. Income Maximisation

Probably the most important of them all. Check you are claiming any, and all, benefits you are entitled to. Many benefits such as Attendance Allowance go unclaimed because they are simply overlooked. Benefits such as Attendance Allowance or Adult Disability Payment can serve as a vital difference to people's income. As per previous newsletter the Scottish Social Security System now has the responsibility for Adult Disability Payments (replacing Personal Independence payment). During this transition phase there will be many aspects of claiming or managing disability benefits which will cause difficulties.

Please do not hesitate to contact MART or access the many resources online that are helpful in the important fight of protecting and maximising income during these challenging times. **Money Advice Rights Team can be contacted on 0141 577 8420 or MART@eastrenfrewshire.gov.uk**



Local Housing Strategy Update



Thank you to everyone who came along to our recent stakeholder event and contributed to the development of our 2023-2028 Local Housing Strategy (LHS).

Following on from the successful online engagement that took place throughout 2022, this event was an opportunity for local residents to have a face to face conversation with us about the most important issues facing housing and housing related services in East Renfrewshire.

On the day, visual designer Hazel White helped us to faithfully capture the lively and enthusiastic conversation that took place and to co-create visuals representing the key messages that were identified.



Thriving, welcoming,
connected communities



A WELCOME HOME

LOCAL HOUSING VISION · STRATEGY · PRIORITIES



Advice and support
to find a home

Thriving, welcoming,
connected communities

A WELCOME HOME



The LHS has at its centre our ambitions that everyone in East Renfrewshire has A Welcome Home.

What we mean by this is that:

- Those who need a home can find one
- Homes are of good quality
- Residents can afford to live in their home comfortably
- Anyone needing support to find a home can assess the right advice
- Homes are designed to help people to live independently at home
- Communities are thriving, connected and welcoming
- Planning for the future together can help us to achieve our long term goals for modern, low carbon, digitally connected and sustainable communities.

If you would like to be involved as we set about implementing the strategy please contact us on housingserviceimprovement@eastrenfrewshire.gov.uk and we will be in touch. Thank you!

Managing mould: Advice for tenants



During the colder months, many properties struggle with condensation and mould. If left untreated, mould can cause long-term damage to the property, as well as potentially having an impact on the health of those living there.

Condensation is usually the biggest cause of damp within homes, which provides the perfect environment for mould to grow. Mould encourages mites into your home and can increase the risk of respiratory illnesses in some people.

Reducing condensation-producing activities, ventilating your home to remove excess moisture and insulating your property will all help to reduce damp in your home. Here are five ways to reduce the amount of moisture that you produce in your home.

5 Top Tips

1. **Dry clothes outdoors if possible. If you have to, dry them on a clothes airer in the bathroom with the door closed and either an extractor fan on or a window slightly open**
2. **Vent tumble driers to the outside (never into the home) or buy a condensing type**
3. **Cover pans when cooking and do not leave kettles boiling on the stove**
4. **Do not use paraffin or gas bottle heaters, they produce large amounts of water vapour & are very expensive to run**
5. **Always ventilate or open a window when using the kitchen or the bathroom and close the doors to prevent moisture in the air from spreading to other parts of the house.**

Should mould develop, there are a number of steps that tenants can each take to reduce mould in a property. Many of these steps are inexpensive, and if taken together for a prolonged period can do a great deal to keep mould problems at bay.

Tenants should

- **Carefully remove excess mould with a damp cloth and dispose**
- **Do not brush mould as this releases spores into the air**
- **We recommend that you regularly check under divan bed drawers, behind wardrobes, bedside cabinets, bedheads and clothing stored in cupboards, you will then need to wipe down or wash clothing immediately**
- **Wipe down affected areas using a good quality mould and mildew spray.**

Your landlord will

- **Work to determine the cause of the problem**
- **Carry out repairs to make good any defects if identified at the property.**

For more advice, contact your Housing Officer or report a Housing repair online.



Women's Aid East Renfrewshire and South Lanarkshire

Women's Aid is a free, safe, discreet and confidential service that supports women, children and young people who are experiencing or have experienced domestic abuse.

In East Renfrewshire, the charity provides confidential support and access to temporary accommodation. Its premises at The Foundry in Barrhead are open from 9am until 5pm on Mondays to Fridays, and those seeking help are able to drop in anytime during those hours without an appointment. By asking for 'Bonnie,' reception staff at The Foundry will discreetly direct women and families to their office. If crisis help is required, women can be seated in a quiet space in the building for one-on-one support and assistance.

In the last 12 months, 1226 women, children and young people in East Renfrewshire have been supported through Women's Aid's core services and duty helpline.

Last year, Women's Aid was involved in 118 multi-agency assessments for women and family members at high-risk of serious harm or suicide as a result of domestic abuse.

The service works alongside the domestic abuse team at East Renfrewshire Health & Social Care Partnership.

Women's Aid can be contacted by phone on 0141 404 0015, email via info@wasler.org.uk or in person.

New Build Update

We've just received the keys for the final nine "off the shelf" homes as part of the last phase of three undertaken by Taylor Wimpey at Maidenhill, Newton Mearns. Taylor Wimpey have successfully and on programme, provided a total of 82 units for us ranging from cottage flats, terraces, semi-detached and detached homes throughout the difficult circumstances of the pandemic.



Finally, our next Design & Build contract with CCG (Scotland) Ltd is about to be submitted to Planning. This proposal, for a block of 17 flats at Barrhead Road, Newton Mearns includes 3 individually accessed wheelchair accessible homes. The homes will be heated via Air Source Heat pumps, the first of our developments to include this technology.

Since our first new build development commenced on site in January 2018 we have successfully completed some 188 properties comprising a range of house types across Levern Valley and Eastwood to meet housing need and demand. Our latest handovers are at Maidenhill, Newton Mearns supplied by our partners Taylor Wimpey and Robertson Homes.

We're currently in advanced discussions with developers and contractors to provide an additional 170+ units across East Renfrewshire over the next 3 - 4 years.



We are about to accept the first four completed units by Robertson Homes at Southfield Grange, Malletsheugh, Newton Mearns. This comprises a block of four terraced units, three 3-bedroom homes and one 4-bedroom home. The remaining 10 units will complete between by May and these are a mixture of 1 and 2-bedroom cottage flats. All homes are finished to a very high standard with the whole development now complete.

Discussions are underway with developers for 105 units also at Maidenhill, Newton Mearns a mixture of homes which will meet a range of needs. It is hoped that work on these will begin by the end of the calendar year.

HOME ENERGY SAVER SCHEME



AS ENERGY COSTS CONTINUE TO RISE, WE KNOW MANY EAST RENFREWSHIRE RESIDENTS WILL BE STRUGGLING AND LOOKING FOR WAY TO REDUCE BILLS, BUT HELP IS AVAILABLE.

WE CAN PROVIDE FREE AND PRACTICAL ADVICE AND ASSISTANCE TO LOCAL RESIDENTS.



THE WORKS OUR TEAM CAN UNDERTAKE, FREE OF CHARGE, INCLUDE:

- Radiator bleeding
- Replacing old bulbs with energy efficient LED lights
- Silicone seal around door and window frames
- Loft hatch insulation
- Repair or replace window vents



We can also advise on how to be more energy efficient in your home when using electrical appliances and central heating.

If you'd like to find out more,
email: hess@eastrenfrewshire.gov.uk



Exciting changes within our Neighbourhood Housing Team

At present, our Neighbourhood Housing Team is going through a period of transformational change which involves all Housing Officers moving towards generic working. The new role of our Neighbourhood Housing Officers is to oversee the day-to-day management of our properties which includes rent recovery, anti-social behaviour and estate management.

Each Neighbourhood Housing Officer now has a defined area of responsibility and will be the direct point of contact

for tenants within their patch, assisting them to resolve any housing related issues they may have. A welcome letter will be issued to all tenants in due course with details of who your Neighbourhood Housing Officer is.

Everyone deserves a place they're proud to call home, but sometimes you need a helping hand to get there. From your home to your neighbourhood, our Neighbourhood Housing Officers are here to assist you and can be contacted as follows:

Neighbourhood Housing Officer	Area of Responsibility
 Mozhgan Nafouti Mozhgan.Nafouti@eastrenfrewshire.gov.uk or at 07918 445 347	Barrhead: Aurs Road, Balgraystone Road, Braeside Drive, Craigton Drive, Divernia Way, Fenwick Drive, Firbank Drive, Hawthorn Drive, Larchwood Terrace, Newton Avenue, Oakbank Drive, Springfield Drive.
 Brian Curley Brian.Curley@eastrenfrewshire.gov.uk or at 07800 629 455	Barrhead: Aurs Crescent, Aurs Drive, Arthurlie Street, Balgray Crescent, Belmont Drive, Blackburn Square, Bourock Square, Burnbank Drive, Campbell Drive, Conmore Avenue, Fingleton Avenue, Glanderstone Avenue, Harelaw Avenue, Hey's Street, Langton Crescent, Main Street, Manse Street, Moorhouse Street, Netherton Drive, Patterton Drive, Princes Square, Rockmount Avenue, Weir Avenue, Woodside Crescent.
 James McCarroll and Sophia Kaur James.McCarroll@eastrenfrewshire.gov.uk or at 07918445222 Sophia.Kaur@eastrenfrewshire.gov.uk	Barrhead: Barnes Street, Blackbyres Court, Blackwood Street, Carlubar Road, Commercial Road, Corsemill Court, Cross Arthurlie Street, Dalmeny Drive, Darnley Road, Dovecothall Street, Gertrude Place, Glasgow Road, Kelburn Street, Kerr Street, Murray Place, Robertson Street, Stewart Court, Stewart Street, Tait Avenue.
 Derek McClue Derek.McClue@eastrenfrewshire.gov.uk or at 07717 816 510	Barrhead: Barnes Court, Bellfield Court, Bellfield Crescent, Blackbyres Road, Brownsie Grove, Crossmill Avenue, Dealston Road, Fereneze Avenue, Gateside Crescent, Graham Street, Lochilbo Crescent, Lochilbo Road, Lochilbo Terrace, Paisley Road, Ruffles Avenue, Waulkmill Avenue, Victoria Road.
 Gayle Gawel Gayle.Gawel@eastrenfrewshire.gov.uk or at 07800 833 562	Barrhead: Carnock Crescent, Craighead Way, Dougray Place, Kirkton Avenue, Levern Crescent, Springhill Road, Stormyland Way, Sunnyside Place, Tinto Drive.
 Allister Lynch Allister.Lynch@eastrenfrewshire.gov.uk or at 07800 833 562	Neilston North and Uplawmoor
 Angela Biggam Angela.Biggam@eastrenfrewshire.gov.uk or at 07341 640 777	Neilston South and Eaglesham
 David Rae David.Rae@eastrenfrewshire.gov.uk or at 07788 150 224	Thornliebank and Giffnock
 Christine Kyle Christine.Kyle@eastrenfrewshire.gov.uk or at 07900 379 855	Busby and Netherlee
 Susan McKeown Susan.McKeown@eastrenfrewshire.gov.uk or at 07971 676 307	Newton Mearns

Gas Servicing/ Installation Surveys

Our Gas Servicing survey for 22/23 is currently showing 100% satisfaction as is our Gas installation Survey:

Repairs Surveys

Our repair surveys to date for 22/23 are showing an 88% satisfaction rate with 58% of repairs showing tenants are very satisfied:

Homeless Surveys

Our homeless surveys to date for 22/23 are showing a 90% satisfaction in overall service and here are some of the comments received:

- They phoned half hour before the appointment to ask me if he could come earlier
- Very nice woman, polite, done the work, I'm happy
- Great job well done - no mess
- Very efficient pleasant, satisfied with the work carried out.

- Man was very nice and had a nice manner
- They went above and beyond, very pleased with the work
- Very nice person cleaned up after finished job
- Person carrying out works very courteous
- Plumber very cheery, polite and helpful, nothing was a bother
- Very good workmen, polite would have them back any time.

- Really happy, very quiet and safe
- Accommodation has been excellent
- Staff easy to get hold of and very supportive
- I'm so lucky to meet the workers here, I really appreciate their help.



Get Involved

We regularly hold consultations, send out surveys and speak to tenants to find out what we are doing well and areas we can improve. We're delighted when customers take the time to give us feedback on work we have completed. This ensures we are providing the best possible services. If you would like to become involved please contact Lorna McDougall our Tenant Engagement Officer by email Lorna.Mcdougall@eastrenfrewshire.gov.uk or phone on 07741 235272.

Tenant satisfaction survey

We'd like to gather feedback from tenants on our Housing Service. The information you provide will be used to help continuously improve our service to you.

Scan the code to have your say.



Annual Neighbourhood Inspections Schedule

Due to the success of previous Neighbourhood Inspections, we are happy to announce we will be continuing this again into 2023.

Neighbourhood Inspections help us to improve the neighbourhoods you live in by identifying issues that requires attention. Various organisations that are responsible for different issues in your area will be invited to attend.

If you would like to attend these please let us know on customerengagement@eastrenfrewshire.gov.uk

We welcome your attendance and views on the issues in the areas we inspect. If you also would like to add on your area for an inspection or would like to discuss what areas are covered please also get in touch.

DATE	AREA	TIME & PLACE
Tuesday 1/8/23	Auchenback Area	10am ARC Centre
Tuesday 8/8/23	Dunterlie Area	10am Dunterlie Resource Centre
Tuesday 15/8/23	Newton Mearns Area	10am Fairweather Halls
Tuesday 22/8/23	Thornliebank and Giffnock	10am Thorntree Hall, Main Street, Thornliebank
Tuesday 29/8/23	Neilston	10am Neilston Sports Centre





Capital Investment Programme Update

We have been extremely busy this year updating your homes. Our kitchen installations currently have a 100% satisfaction rate, with windows currently at 91% satisfaction.



Here is some feedback:

- I am very happy with my new Kitchen, it was completed to a high standard within timescale I was given, staff were all friendly to deal with and arrived each day on time. I would recommend the company to provide new kitchens to other East Ren tenants
- Excellent work done by top tradesmen follow up work also superb very grateful
- Very satisfied with the job done, mark and Mick were excellent - cleaned up after they arrived on time
- Problem with the handles being stiff - sorted promptly
- Team worked well together and were quick and cleaned up after job completed
- Pleased with new windows and French doors which has hopper window for ventilation - much better quality than before.

CAPITAL PROJECTS FOR 2022/23

Number of Properties Upgraded between April 2022 and Feb 2023

New Gas Central Heating Systems	63
New Energy Efficient Gas Boilers	61
New Kitchen Installations	101
New Bathroom Installations	30
New Window Installations	149
New External Door Installations	72
New Whole House Rewire	20
New Roof Replacement	60
New External & Internal Wall Insulation	61
Properties Changed from Storage Tank to Mains Water Supply	225
New LD2 Fire Alarms Installation	56



Gas Checks & Servicing

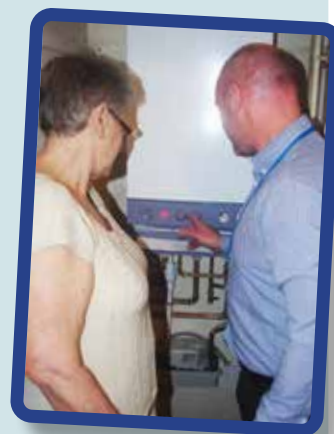

We have continued with statutory gas servicing in-line with national guidance. It's vitally important that we make sure your gas supply is safe and working properly.

Our gas contractors, CityTech, have been trained to keep you and themselves safe during the check and will follow all safe methods of work in your home.

Gas Central Heating Repairs

If your gas heating system fails, phone CityTech on 0333 202 0708. City Technical Services delivers an emergency service 24hrs a day 365 days of the year.

If you have a gas leak contact the Scottish Gas emergency number on 0800 111 999.

My local pharmacist helped me find my way to quit smoking.

Come in and speak to us for free support

QUIT YOUR WAY
with our support

Find out more at [QuitYourWay.scot](https://www.QuitYourWay.scot)
Call free on 0800 84 84 84

East Renfrewshire Council Team of the Year - Mixed Tenure Squad

The Hit Squad as part of the Mixed Tenure Scheme has been working in the East Renfrewshire community for 10 years. The squad cuts grass and hedges, uplifts dumped waste, maintains and removes trees in all weathers and a lot more.

Four years ago we added a Painting and Decorating Squad. This squad do small jobs to fully decorating the homes for some of the most vulnerable members of our community.

A big part of the squad's benefit to the community is training and job opportunities created for unemployed East Renfrewshire residents. Of the current squad of 15, 13 were unemployed at the time they joined.

In recognition of the work they have done and the contribution they make, The Hit Squad won, Team of the year 2022 at the We Are East Ren staff awards.

Before



After



Before



After



Road Safety



Police have issued a safety plea after six pedestrians were killed on Scotland's roads in just 13 days.

Following a series of deaths of pedestrians on the roads in January and February, Police Scotland have issued a safety plea after six pedestrians were killed on Scotland's roads in just 13 days. Officers wish to encourage all road users to be aware of potential risks and keep safe.

Police Scotland advise they are committed to improving the safety of all road users and particularly vulnerable road users across the country. Everyone using our roads needs to be mindful of their own safety and the safety of others around them.



Advice for pedestrians:

- Dress for the weather by wearing reflective or bright-coloured clothing so other road users can see you when it's dark or visibility is poor
- If you are walking home late at night, make sure someone knows where you're going & when
- Vehicles can take up to ten times longer to stop on slippery road surfaces so take extra care crossing the road
- Stick to pedestrian crossings
- If there are no crossings nearby, find a place with a clear view and wait for long gaps in the traffic before crossing the road
- Don't cross the road between parked vehicles, unless it can't be avoided then take extra care (look out for vehicles that suddenly pull out or reverse)
- Never cross the road behind a bus
- If there is no pavement, keep to the right hand side of the road so you can see traffic coming towards you.

Advice for cyclists:

- Make sure your bike can be seen by people on the road
- Use a good set of front and rear lights (white at the front, red at the back)
- Wear clothes that help you be seen on your bike, such as bright and light reflective items
- Pay attention to road signs, markings and particularly red lights
- Do not cycle on the pavements, they may be slippery and can also endanger pedestrians
- Be mindful of the effects poor weather can have on other road users
- Make sure you know about the dangers around you
- Cars can take twice as long to stop in wet weather
- Braking can be unpredictable in ice and snow.



Advice for drivers:

- Check that your tyres, brakes, windscreens, wiper blades and windows are free from defects and clean
- Drive to the road conditions. Road conditions can change without warning, stopping distances will be affected by the weather
- Make sure your windows are clean and aren't misted up
- Accelerate and brake very gently
- Driving distracted (for example, using a Sat Nav) can cause additional stress. It is dangerous to yourself, passengers and other road users.