



Preparing for Winter

Last winter Scotland experienced some of the coldest weather and the worst snow and ice that we have seen for many years.

But even an average winter is likely to include cold snaps and snowfalls, ice, storms, high winds, heavy rain and fog. Some parts of Scotland can be worse affected than others, and weather has the ability to disrupt our daily lives, whether that's by flooding, blocked roads, uprooted trees, power cuts or burst pipes at home.

The Scottish Government has published information about preparing for winter at www.ReadyScotland.org/ which contains some practical advice and simple steps people can take to protect themselves, their families and their businesses. The link to the specific Ready Winter information can be found here <http://www.scotland.gov.uk/Topics/Justice/public-safety/ready-scotland/Winter>

CHRISTMAS HOLIDAYS:

The Office will be closed from 12.00 noon on Friday 24 December 2010 and will reopen at 9.00 am on Thursday 6 January 2011.

During that time emergency numbers will be in operation and are noted below. We must stress that these numbers are for genuine emergencies only such as loss of power, boiler break down and burst pipes. Routine repairs will be carried out as soon as normal business hours resume in January.

The Police at Aitkenhead Road have emergency contact numbers for a member of staff if required.

CATHCART & DISTRICT HOUSING ASSOCIATION EMERGENCY CALL OUT NUMBERS FROM 28 JUNE 2010

Electrician:

Power-lite Electrical Services 739 South Street, Whiteinch, Glasgow, G14 0AH Tel: 07836 700754
Please note that this is the main number for Power lite and previous numbers should be disregarded

Plumbers/Central Heating:

City Building - 6 Greenholme Street Cathcart Glasgow
Tel: 0800 595 595

Joiners/Builders/Glaziers:

City Building - 6 Greenholme Street Cathcart Glasgow
Tel: 0800 595 595

Door Entry/Aerials:

Sound Services 302 Glasgow Road, Waterfoot, Glasgow, G76 0EW Tel: 0141 644 3445 or 07831 537415

Glasgow Community & Safety Services (GCSS)



Unfortunately in this age of modernity there are specific problems which are experienced by Social Landlords. The good news is that Cathcart does not have a high incidence of Anti Social Behaviour and to date we have not sought any ASBOs through the courts.

However we do have some isolated cases whereby neighbours have experienced disruption to their lives because of the behaviour of others who live in the same tenement or a tenement nearby. We do encourage anyone to report noise nuisance late at night to the police or indeed any other type of behaviour at what ever time of day or night it happens. Almost all neighbour nuisance takes place at night when staff are not on hand to assist or witness the incidents. We do take complaints about other tenants seriously. Our aim is to make offers of houses to people who we hope will stay in the tenancy and fit in with their neighbours and the environment. Occasionally we get that wrong and behavioural problems that could not be known about at the time of allocation raise their head at a future date.

We have recently held talks with the GCSS and have learned about some of the services that they provide to many housing associations across the city. Some of the services they provide are:

- Assistance with Antisocial noise. Intelligence gathering, monitoring, professional witnessing advice and issuing fines of up to £100
- Mediation Services where it is felt that a problem can be better tackled by this method.
- Graffiti removal service. They hold a data base and can very often match the "tag" to the

culprit if there is a previous case.

- Close liaison with the community police
- They have a mobile CCTV van that patrols areas. This can be concentrated in any one area where information may be required to be gathered.
- Surveillance work to establish if drugs are being sold from premises.

GCSS offer three levels of service to social landlords Gold, Silver and Bronze. The Gold deal offers the same level of input but for more cases. Silver service would allow us to refer up to 5 cases of suspected Antisocial behaviour per year to GCSS. They would undertake to work with us as far as court if necessary and would build in legal advice to cover this.

There will be feedback provided to residents who live in the vicinity of the noise nuisance, which will keep residents up to date that action is being taken although people must also understand that personal details cannot be provided regarding individual cases.

The Association have recently discussed this as an option and in light of having encountered 2 such problems during the course of this year have decided to make use of this service during the coming year. We hope that this will allow us to deal with issues more smoothly and obtain proof more easily than we can at present.

GCSS have a very detailed website with a lot of information on it. <http://www.saferglasgow.com/>

Sheltered Housing Waiting List

As many of you will know CDHA now own the Sheltered Housing development at Gavinton Street. Previously all allocations to this complex were via the GHA waiting list. The waiting list is now held in its entirety by CDHA.

Within our general waiting list there is a separate waiting list being operated for Gavinton Street and in order to be placed on this list the initial criteria is that you must have reached at least 60 years of age at the time of being offered a house.

We are happy to receive application forms from existing tenants or new applicants who feel that they may benefit from a housing support service either now or in the near future. The complex at present provides a housing support worker during working hours and an alarm pull cord system linked to the City Council support services which operates on a 24 hour basis.

If you would like to put your name on the Sheltered Housing Waiting List please contact our admin staff and request an application form. Once we have received the form we will process it and let you know the level of points you have. Our housing staff will be happy to talk to individuals and give a general indication of how long you are likely to wait for an offer once the forms have been processed.

PROMOTING ASSISTANCE FOR ELDERLY RESIDENTS



Glasgow's Care and Repair Handy Person Service provides advice, information and practical help to home owners and private landlords' tenants across Glasgow who needs help with minor tasks around their home.

The Handyperson service relies on a dedicated team of volunteers who will carry out a variety of minor jobs, such as fitting shelves or assembling

flat pack furniture. The service is free and available throughout Glasgow to everyone aged over 60 or with a disability.

They also offer free and impartial advice on more extensive repair and maintenance works. The volunteers have a wide variety of skills and experience and carry ID cards, and for added security they use a password system.

The project is based at Southside Housing Association and the Project team want to encourage people to make full use of the service.

For further information contact Glasgow Care & Repair Handyperson Service on 0141 422 2346 or handypersonenquiries@southside-ha.co.uk

The Handyperson Service provided

by Cordia (Services) LLP provide the same service to Social Landlord Tenants. This service is available to anyone aged 65 and over.

The service provides for:

- Changing fuses
- Changing plugs
- Changing washers
- Hanging curtains
- Changing smoke alarm batteries
- Changing light bulbs
- Internal window cleaning
- Minor household repairs
- Room re-organisation
- Spring cleaning
- Furniture flat pack assembly
- Turning of bed mattresses.

You can access this service by calling 0800 587 2239 between 8.45 am and 4.45 pm Monday to Thursday, 8.45am to 3.55 Friday.

POLICY CONSULTATION - TO 14 DECEMBER 2010

ESTATE MANAGEMENT POLICY

The Estate Management Policy is in place to provide clear aims and objectives to ensuring that all tenants and residents:

- Are able to live in well managed and well maintained housing
- Are able to live in a decent, secure, clean and tidy environment
- Are made aware of and accept their responsibilities in relation to the up keep of their property and surrounding areas.
- Are aware of CDHA's responsibilities in relation to estate management.
- Know that CDHA will work with other agencies and statutory bodies with the aim of ensuring that the community is well looked after.

The policy provides for CDHA to plan their management services in the area effectively and budget for works that will ensure our properties and surrounding areas are maintained to a high standard.

Within these standards there are stipulations i.e. that staff resources are provided for in order that sufficient estate management can be provided. Our staff inspect our properties and surrounding areas on a regular basis.

A good example of this is early detection of a problem such as graffiti. We will liaise with Glasgow Community & Safety Services and aim to have this removed as soon as it is identified. During this process GCSS will gather intelligence and build up a data base with a view to being able to identify the culprit from the "tag".

Estate management is part of our process of sustaining tenancies. Part of the tenancy sign up relates to estate management i.e. all tenants have a duty to ensure that the common areas are maintained

properly, rubbish in the right place and security entry systems respected. All of these issues are explained fully at sign up stage.

Housing Officers will note and act upon problems which can be dealt with while they are relatively minor and often prevent them from escalating into more serious disputes.

We ask tenants and other residents to be vigilant to ensure that the place where they live remains as safe and well maintained as possible.

The Committee of Management reviewed this document at their November meeting and subject to any representation from tenants during this consultation period it will be approved in full at the December meeting.

Close Cleaning

The Close Cleaning service is now operating on a weekly or fortnightly basis depending on where you live. The operatives carrying out this service will brush the stairs and landings then follow this up by washing and disinfecting them. They are responsible for the close entrance and the back door entrance areas as well.

The Close windows will be cleaned and cobwebs removed from high areas on a quarterly basis. The same staff will undertake to sweep out bin areas and pull items left for bulk uplift through to the main street for pick up by the Cleansing Department on the appropriate day.

We welcome feedback on the above service and our staff will carry out monitoring visits on a weekly basis to ensure that all aspects of the service are being attended to.

How to contact us:

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350 Holmlea Road, Cathcart, Glasgow G44 4BX
Tel: 0141 633 2779 or e-mail info@cathcartha.co.uk



www.cathcartha.co.uk