

CDHA

Cathcart & District Housing Association

Residents' Handbook

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Introduction

Welcome to Cathcart & District Housing Association. We hope that you will enjoy your new home and your tenancy with us.

To help get you settled, we have put together this resident's handbook which has been designed to assist with all areas of your home and your tenancy. We believe it will provide practical advice about your home and services, guidance on your responsibilities as a tenant and external information which may be useful to you.

Please take the time to read through this guide and make sure you keep it in a safe place so you can refer to it in the future.

A copy of our handbook can be found on our website at: www.cathcartha.co.uk.



The Association

Who are CDHA?

Cathcart & District Housing Association is a community controlled housing association founded in 1978 to improve and build homes in the Cathcart area. In 1990 we widened our area and changed our name to Cathcart & District Housing Association as our property by that time covered a wider area.

Cathcart & District Housing Association is a Registered Social Landlord with charitable status. Our aim is to provide good quality, affordable housing for our tenants.

We are registered with the Financial Services Authority and regulated by the Scottish Housing Regulator.

Our Mission Statement

CDHA accepts the challenge to deliver comprehensive housing services which meet or exceed the needs and aspirations of our clients.

Our Values

Honesty

We will be honest, consistent and objective in everything we do

Respect

We aim to treat people with courtesy, politeness and efficiency, and we recognise people's rights, opinions and requirements

Accountable

We will be accountable to our members, tenants, regulatory bodies and ensure openness in all of our business activities

Our Strategic Objectives

Our four strategic objectives are:

Deliver excellent housing and related services

Strengthen our communication and engagement with our tenants and other customers

Continue to strengthen our governance

Continue to ensure strong financial and risk management

Our Commitment to you

We are always committed to improving every aspect of our services. Our staff works to ensure:

- All tenants live in well maintained and well managed homes
- All tenants live in a clean, decent and secure environment
- All tenants know how to contact us in relation to any of the services we provide
- All tenants and other household members understand the responsibilities that come with a tenancy of a RSL and that every effort is made to conduct that tenancy in accordance with these conditions.
- Every tenant recognises adjoining tenants' rights and responsibilities and takes all reasonable steps to ensure that no adjoining tenant or owner is inconvenienced by any action on their part.

When you contact us we will:

- We will ensure that you are put through to the appropriate member of staff to deal with your enquiry
- Respond to your query in line with the relevant policy timescales. These are available upon request from the office.
- We will answer letters and emails within five working days. If we cannot provide a full answer then a holding letter or email will be sent.
- Give you the opportunity to discuss any issue in confidence with the appropriate member of staff.

We are located in the heart of the community within walking distance for most of our tenants. Anyone who has mobility problems and wishes to speak to a member of staff may request a home visit and we will arrange that.

We have 586 homes in ownership and we factor a further 441 for owners and private landlords in the area. We are able to offer a dedicated service to tenants who have the assurance that it will always be the same member of staff who deals with your problems. If we do have staff changes, we will ensure that all our tenants are notified of this through our regular newsletters.

Getting Involved/Tenant Participation

Cathcart & District Housing Association is managed by a voluntary Committee of local people who have an interest in housing and the community in which they live. The Management Committee is responsible for the future planning and strategy of the organisation, and oversees service delivery investment and other local issues. The committee of management is elected annually at the Annual General Meeting.

As a member of the Committee of Management you will have a real say in all our policy decisions and future planning of the association.

For more information about becoming involved contact the Director on 0141 633 2779.

Membership of the Association: To become a member of the Association you must first of all take out a £1 share life membership. This means you will receive our annual accounts and will be eligible to vote at the AGM in September. If you would like more information about this please contact the Director on 0141 633 2779

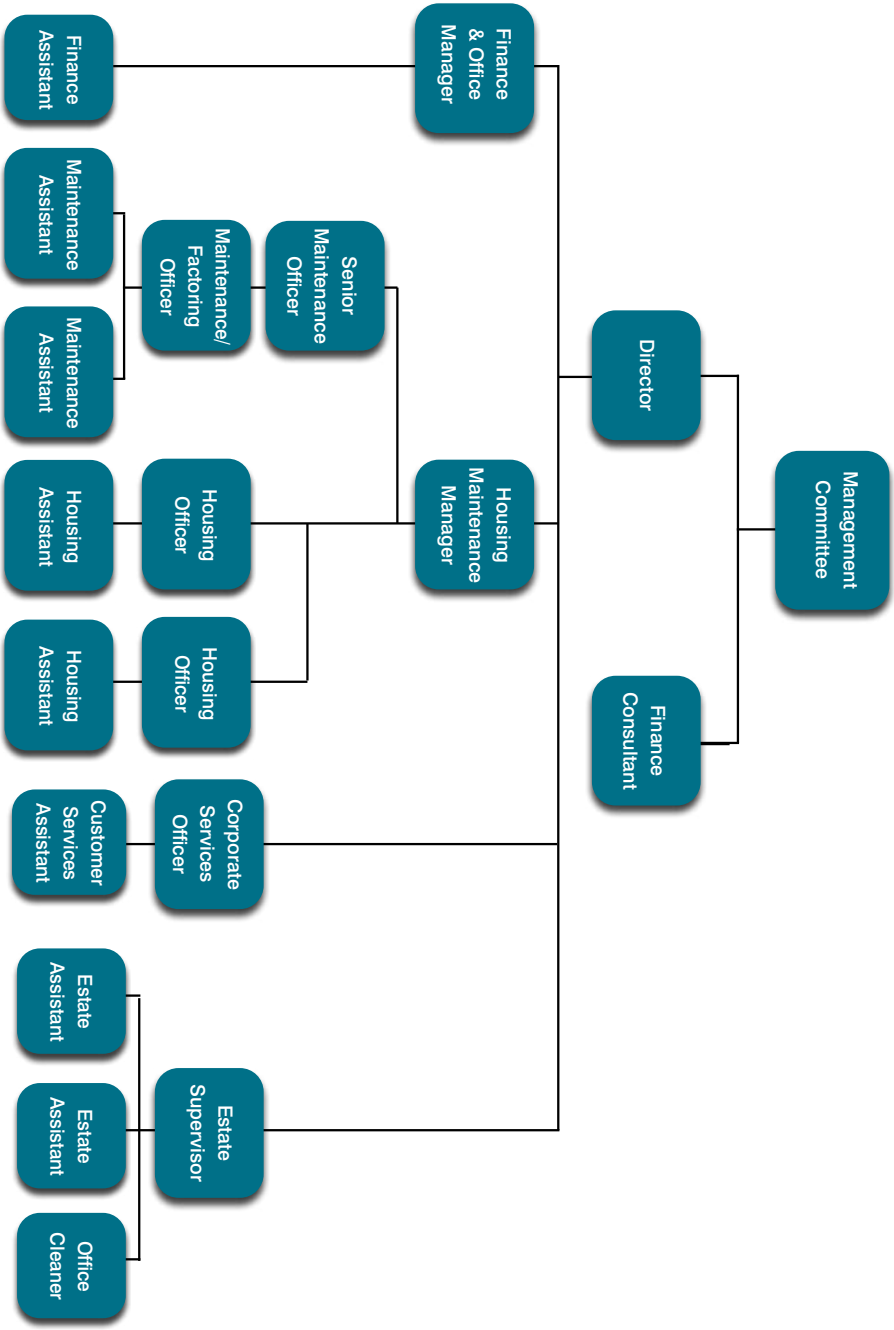
Tenant Participation: The Association consults with Tenants on many of their policies, in fact if it affects you we ask you about it. We will provide you with comprehensive information on any proposed changes to policies that affect you. We will take into account your views before any final decision is made.

Organisational Structure

CDHA is managed by a voluntary committee who employ staff to carry out the day to day work.

This chart shows the way in with the organisation is broken down into different departments.

CDHA Organisational Chart



Complaints/Suggestions

We are determined to put our customers at the heart of everything we do and provide the best possible service we can.

If we don't get things right first time, we will listen and learn so we can stop the same thing happening again.

Your views are important to us as they let us know how and where we can improve. If we have made a mistake or you are unhappy with our service, we aim to make it as easy as possible for you to tell us. We will always try and deal with your concern promptly.

We have a formal complaints policy and copies are available from our office. However many complaints can be resolved informally and the best thing to do is to discuss the problem with a member of staff as soon as the problem arises. Often things can be resolved more easily at this stage.

We are also interested to hear when things go right as well and you can use our comments page on the website to tell us if something has been a good idea too.

You may contact us by:
Telephone: **0141 633 2779**
Email: **info@cathcartha.co.uk** Website: **www.cathcartha.co.uk**
Call in person at our office, or write to us at: **3 – 5 Rhannan Road Cathcart Glasgow G44 3AZ**

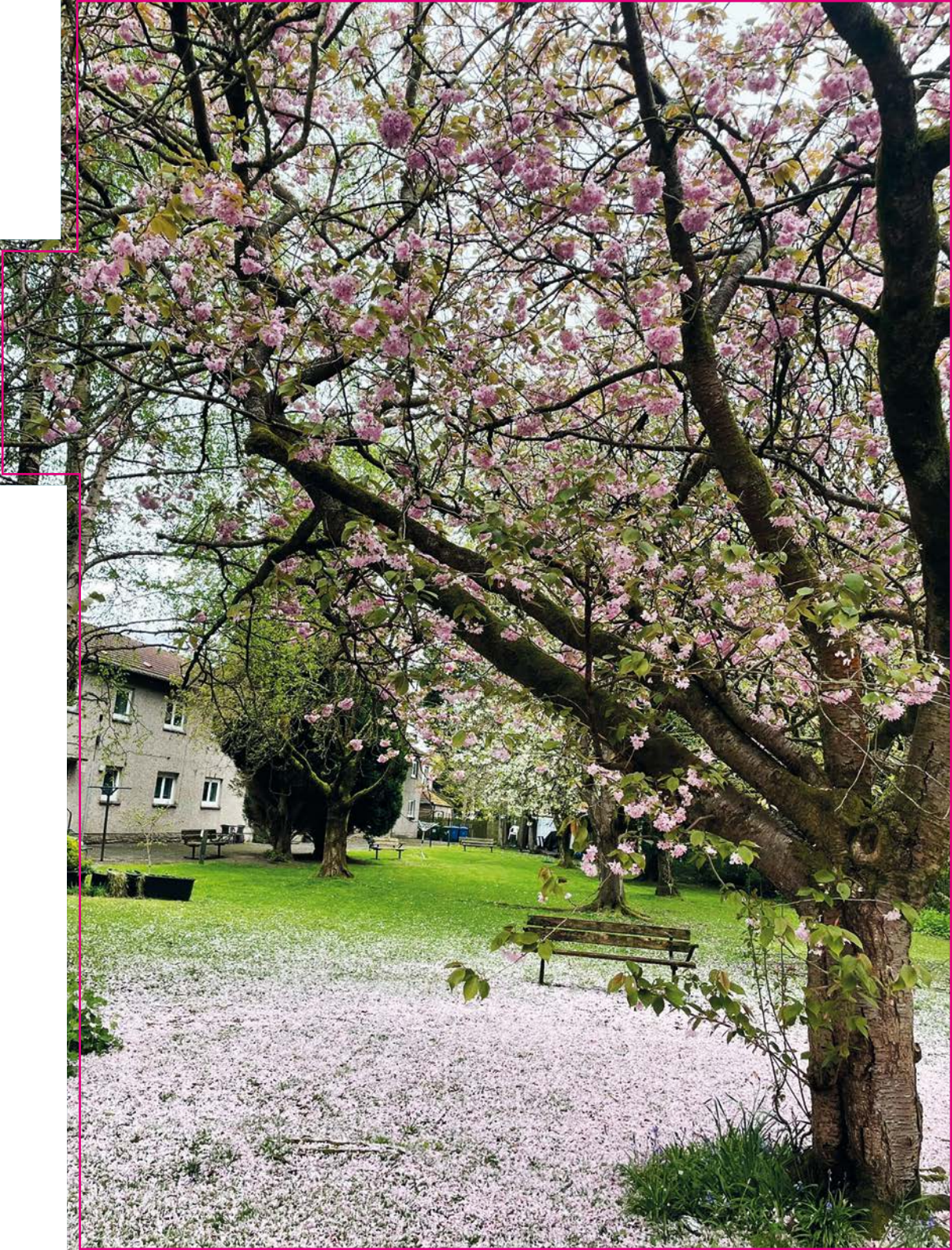
Data Protection and Freedom of Information

Cathcart & District is bound by the UK General Data Protection Regulation (UK GDPR), Data Protection Act 2018 (DPA) and the Freedom of Information, Scotland, Act 2002 (FOISA). This means that:

- We will make sure that all personal data remains confidential and seen only on a 'job role' or 'need to know' basis. It will only be shared for specified purposes and in accordance with the terms of our Privacy Notice which is issued to both Tenants and Factored Owners. You can request a copy if you need one.
- Tenants / Factored Owners are entitled to request copies of information that relates to them that is held within our files. You are entitled to your personal information. We cannot disclose personal data that relates to someone else*. You are also entitled to make a 'freedom of information' request if you wish. However, before doing so, visit our documents library on our website to see if the information you want is readily available.

* We are able to share data if a requisite 'mandate to represent' is filed with us / present.

Tenant Services



Tenant Services

The main aim of the Housing Management/Maintenance Departments is to manage and maintain the Association's houses, back courts and open spaces.

We achieve this by:

- Assisting you to settle into your new home
- Explaining the terms of your tenancy
- Providing advice on welfare benefits, including housing benefit, universal credit, and money/debt advice.
- Assisting you with any problems you experience regarding your tenancy
- Ensuring that the Associations policies and procedures are delivered effectively
- Working closely with other agencies and community groups who also have a responsibility to ensure our tenants live in a clean and safe environment

Your Tenancy Agreement

By now you will have signed your new Tenancy Agreement.

Your Scottish Secure Tenancy Agreement or Short Scottish Secure Tenancy Agreement is a legal document that sets out the Association's responsibilities to you as a landlord and your responsibilities to the Association as a tenant.

Rights and responsibilities

Everything you need to know about your rights and responsibilities as a tenant of Cathcart & District Housing Association can be found in your tenancy agreement. Your housing officer will be able to assist you with anything you don't understand within the agreement.

Your tenancy is a Scottish Secure Tenancy which is a legal contract between you as the tenant and us as the landlord. It outlines your rights and responsibilities as a tenant.

There are some occasions when the association may change your tenancy to a Short Scottish Secure Tenancy. If this happens, it limits your rights e.g. right to succession. This often happens in cases of anti-social behaviour and you will be advised if circumstances exist that permits the association to make this change.

Your tenancy rights

- You have the right to occupy your home without interference from CDHA as long as you comply with your tenancy agreement
- You have a right to have your tenancy in joint names with someone else who lives with you
- We are responsible for ensuring that your house is repaired to keep it in a habitable condition at all times.
- If you die, other members of your household living with you have the right to succeed to your tenancy. Your tenancy may be inherited by:
  - Your husband or wife
  - Your joint tenant
  - Your co-habitee who was living with you for at least 12 months beforehand, with written permission requested and written approval received from your Housing Officer 12 months prior to any assignation or succession.
  - Another member of your household
- You have the right to obtain copies of any of our policies, or to find out about personal data relating to you that we hold. We can provide copies to you upon request.
- If you wish to see your own personal data, please make a request, either via our website or by speaking with a member of staff.
- You must occupy the house as your only or principal home.
- You must take reasonable care to avoid damage to the house and your neighbours' houses.
- You and anyone living with you should respect other people and must not harass or act in an anti- social or threatening manner towards anyone else.
- You must get written permission from CDHA for any alterations or improvements you wish to make to your home. Permission will not be unreasonably withheld although there will be criteria that has to be met. Please contact your Maintenance Officer for further information.

- You must take all reasonable steps to make sure you and anyone living with you or visiting you keeps to the terms and conditions of your Tenancy Agreement.

Rent payments

Your rent helps us pay for improvements to all our properties and to carry out day to day services including:

- Reactive maintenance service
- Planned/cyclical maintenance service
- Tackling anti social behaviour
- Welfare benefit advice

Rent is due monthly in advance Rent is due monthly in advance and by the 1st of the month i.e. the rent for April is due on 1st April etc. and you can make this payment by a variety of methods:

- By Allpay using the card you have been issued with
- Allpay direct debit
- By bank-giro at the Royal Bank of Scotland
- By setting up a standing order with your bank
- By housing benefit or universal credit directly to the Association, either by direct debit or directly from the DWP which one of our Welfare Rights Officers can arrange for you.
- By debit card at our office or by calling 0141 633 2779

Difficulty paying your rent

We understand that there are many reasons why people fall behind with their rent but there are also lots of ways we can help you pay. If you are worried about how you are going to pay your rent please contact us. Remember the earlier the better!

You may be entitled to housing benefit or universal credit, and we will arrange for a confidential discussion about this with our Welfare Rights Officer.

If your circumstances change i.e. you start work or you receive a letter to say your rent is going up, you must advise the DWP immediately.

Please remember if you do not pay your rent you may lose your home.

Customer Service

We are committed to making a difference to people's lives. In order to do that we take account of any feedback we receive from you and continually look at ways in which we can improve our services.

We will deal with all enquiries in line with our procedures. Repairs will be attended to within the timescales set down for the type of repair.

Emergency	6 hours
Urgent	2 working days
Routine	10 working days

We will consult our tenants on:

- Any issues affecting their tenancy
- Proposed rent increases
- Changes to services
- The way in which we deal with anti-social behaviour
- Tenant participation
- Common works to upgrade properties
- How we allocate properties
- Any changes made to the tenancy agreement
- Changes to key policies

Treating you fairly

Our equality and diversity strategy ensures that everyone has equal access to our services. We aim to make sure that our services are relevant, responsive and sensitive to the needs of our existing and future customers and that all sections of the community have equal access to those services. To find out more please speak to your housing officer.

Moving to another CDHA property

We currently operate a transfer policy as part of our main allocation policy. Like our general waiting list this is points based and should you have a requirement to move within our stock please contact your housing officer who will guide you through the process.

Ending your tenancy

If you want to end your tenancy, you must give us at least four weeks notice in writing. This gives us time to find a new tenant for your property.

- You must leave the property clean, empty and in a reasonable condition
- Remove all items including flooring and appliances.
- You must repair or replace any broken fixtures and fittings you are responsible for before you leave the property.

If we have to carry out repairs which you are responsible for, need to clean your property or have to arrange for items to be moved we will charge you. You must also tell your gas and electricity suppliers you are leaving the property so they can read your meters. You must provide us with final meter readings on the day the keys are handed in.

Other people you may need to tell:

- Bank or building society
- Your children's school or nursery
- Housing benefit and council tax
- Doctor
- Dentist
- Job centre
- Post office to redirect your mail

You must also tell your gas and electricity suppliers you are leaving the property so they can read your meters. You must provide us with final meter readings on the day the keys are handed in. All keys and cards should be left in the gas and electric meters when vacating the property.



Repairs & Maintenance



Repairs and Maintenance

In this section

- Our repairs and maintenance service
- Different types of repairs
- Categories of repair
- Who is responsible?
- Your right to repair
- Who carries out the Association's repairs?
- When is a repair and emergency?
- What to do in an emergency
- Planned cyclical maintenance
- Loss of Electricity
- TV aerial
- Door entry system
- Freezing conditions
- Alterations
- Adaptations
- Compliance Checks

Our repairs and maintenance service

As your landlord we have a legal duty to carry out certain repairs to your property and maintain your home to a safe and suitable standard. We provide a range of easy ways for you to report a repair and we encourage you to give us your views so we can keep improving the service we provide.

As part of our service we will:

- Provide you with a high quality flexible and accessible repairs service
- Make sure it is easy for you to report a repair
- Make every effort to have a repair carried out at a time convenient to you
- Aim to carry out all repairs within agreed response times
- Aim to get it right first time
- Offer good value for money

- Provide a 24 hour emergency cover service
- Monitor a high percentage of completed repairs to assess whether you are satisfied

How to report a repair

- Call us Monday to Friday on 0141 633 2779
- Send us an email – info@cathcartha.co.uk
- Complete the repair request form on our website
- Report a repair in person at our office

What happens next?

- We will instruct the appropriate contractor who will contact you to advise of the day and time slot of the repair.
- If in doubt please ask for identification
- Your repair will be carried out providing we are able to gain access.
- If you have not been able to provide access our contractors will leave a card. You may contact them direct to re arrange or you may telephone us to do that for you.
- If you have arranged for a repair to be carried out and have failed to give access on more than two occasions the contractor may charge a no access fee which we would pass to you.
- Please respond to our repairs satisfaction survey which is sent by SMS to let us know what you think about the quality of the service you received.

What repairs are CDHA responsible for?

As your landlord we are legally required to carry out certain repairs and to maintain your home to a safe standard. We are responsible for maintaining different parts of your home both inside and out. Before a tenancy begins we inspect the house and carry out work to ensure that the property is safe and secure, wind and watertight and ready to live in. After you move in, we will carry out work to keep the property in reasonable repair.

Different types of repairs

External fabric

We will repair and maintain the external fabric of the building. This includes roofs, external walls, gutters, down pipes and close doors.

Internal common areas

We will maintain the common entrances, halls, stairways and other communal areas to make sure they are in a good condition. This includes walls, ceilings, stairs, paintwork, window safety catches and communal TV aerials.

Internal fittings

We will maintain the fittings/installations we have provided. This includes kitchen and bathroom fittings, water and gas pipes, heating systems, electrical wiring (including hard wired smoke alarms) windows and doors.

Environmental repairs

We will repair and maintain areas around the property and related communal areas including paths, boundary walls and fences, drains, bin stores, drying areas, play areas, parking areas and hard and soft landscaping. We have a five year cyclical maintenance programme of works which covers general day-to-day maintenance. We also carry out planned cyclical works – such as gas servicing – on an annual basis. We will also inspect houses from time to time as required.

Categories of repairs

Emergency repairs

An emergency repair is classed as one where there is a threat to health and safety or where we need to take quick action to prevent further damage to either your home or a neighbouring property.

Some examples include:

- Your front door is not secure
- You have a burst water or heating pipe
- There is severe water penetration
- You have no cold water supply
- Your windows are broken and there is a security risk
- You have no electrical power (and there is no power-cut)

Emergencies will be attended to within 6 hours and at least a temporary repair carried out if the main fault cannot be fixed. The repair will be completed as soon as possible, subject to any parts being required.

We endeavour to attend all heating failures within 6 hours, in some circumstances* it may be up to 24 hours.

*Weather events

*Extreme pressures on engineers

*Situations out with the engineer's control, such as political or biological.

Urgent repairs

Urgent repairs will be attended to within 2 days

Some examples include:

- Partial loss of power
- Rain penetration
- Partial loss of heat
- Faulty lock or window mechanism

Routine repairs

Routine repairs are where the problem is causing inconvenience but presents no threat to health and safety. These repairs will be attended to within 10 working days.

Rechargeable repairs

We will charge you for carrying out repairs that are your responsibility, for example:

- Replacing your lock because you have lost your keys
- Repairing damage caused by someone in your household or a visitor
- Making good any forced entry
- Blocked sink, drainage or WC - If our contractor reports that the cause of a blocked drain is due to food particles, hair, soap, wet wipes, and sanitary products then there will be a charge.

Who is responsible?

The Association is responsible for carrying out repairs to most items in your home but you are responsible for carrying out some minor repairs and for internal decoration.

The Association and you the Tenant are jointly responsible for keeping your home maintained in good order.

Below is a "Who does what" guide. There may be exceptions to the rule i.e if a Tenant is infirm or disabled, in which case it will be at the discretion of the Committee as to whether the rule is waived.

The Landlord - Cathcart & District Housing Association

- Structural Items (e.g stonework)
- Weatherproofing (e.g roofs, windows, doors)
- Rainwater Damage
- Soil or Waste Drainage
- Gas, Electricity or Water Supplies
- Fixed Heating Appliances (supplied by the Association)
- Sanitary Ware Renewal (through natural wear and tear)
- Common Property (e.g door entry, bin shelters)
- T V Aerials
- Fixtures, Fitting provided by Association (e.g kitchen units)
- Glass breakage due to frost or vandalism by others (we require the Police Crime Reference No.)

The Tenant

- Accidental glass breakage by Tenant
- Renewal of sink plugs or electric plugs
- Internal decoration
- Door keys
- Damage internally caused by Tenant or visitors
- Own appliances and fittings

As soon as you notice something that needs attention in your home you should report it to the Association's Housing Maintenance Staff.

The Common Areas - Close

Your responsibility extends to your close and back green also. Care should be taken to report a fault in common areas as soon as they are noticed.

The closes are inspected at intervals by the staff, but we may not notice repairs immediately.

We would rather hear about one repair from a lot of people, than not hear of any from anybody!

Your Right to Repair

Under the Housing (Scotland) Act 2001 and the amendments as per the Housing (Scotland) Act 2014, Scottish secure tenants and short Scottish secure tenants are legally entitled to have small urgent repairs carried out within given timescales.

If we have delayed or failed to carry out certain types of repair, you may have the right under the Scottish Secure Tenants (Right to Repair) Regulations 2002 ("the Repair Regulations"), and any amendments by the Housing (Scotland) Act 2014, to have the work carried out by a contractor approved by us. This right will be explained to you if you report a repair that qualifies under the Repair Regulations. You may also be entitled to compensation.

If we have failed to carry out repairs that we should under this agreement, you have the right to carry out repairs yourself and deduct the reasonable cost of doing so from your rent, however you may only do so if:

- You have notified us in writing about the need for the repairs; AND
- We have not done those repairs in a reasonable period; AND
- You have made a formal complaint under our complaint's procedure; AND

- You have finished the complaints procedure and you are still dissatisfied OR 3 months have passed since you made the formal complaint under the complaint's procedure

You are strongly advised to take legal advice before exercising your right under the above paragraph. Your home is at risk if you wrongly exercise this right. All repair work instructed by you must be done by a reputable firm and must conform to all current legislation.

The Right to Repair scheme covers certain repairs up to the value of £350. These repairs and the timescales for completion are shown in the table below.

Defect	Deadline
(Working days following date of notification or inspection)	
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilets, where there is no other toilet in the house	1
Blocked sink or bath drain	1
Loss of electrical power	1
Partial loss of Electrical power	1
Insecure external window, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket or electrical fitting	1
Loss of water supply	1
Partial loss of water supply	1
Loose or detached banister or hand rail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor in interior kitchen or bathroom not working	7

The right to repair does not apply if access has not been available or there are exceptional circumstances that we have no control over and make it impossible to the repair in the maximum time.

Who carries out the Association's repairs?

The Association have contracts in place with approved contractors who are used regularly. If you are in any doubt about giving them access to your home, ask for identification or contact the Association to check before letting them in, particularly if you are on your own. No contractor should turn up unannounced and you will, usually, have been notified in advance, or the contractor will carry a letter of authorisation from the Association. Contractors are obliged to treat your personal data with the same level of respect and security as the Association.

The conduct and standard of work of the contractors is monitored by the Maintenance staff, but should have cause to be dissatisfied, for any reason, please report the nature of your complaint to your Housing Officer or the Maintenance Officer.

When is a Repair an Emergency?

Emergencies include the following:

- Burst Pipes/Water Tanks, water leaks likely to cause major damage
- Choked WC or drains
- No electricity supply
- Break-ins (secure front door)
- Dangerous structure
- Fires and damage resulting from same
- Gas leaks - If you smell Gas phone the Gas Board immediately

What to do in an Emergency

If the emergency occurs during working hours phone the Association in the usual manner.

If an emergency occurs out with working hours there is a list of emergency call out numbers for the various trades displayed on the office door, which are also printed at the back of this booklet.

These numbers will get you direct contact to the contractor, who will attend emergencies on a 24 hour basis.

In the event of no one being available, contact the SP Energy Networks, Gas Board etc. to carry out a first aid repair.

It must be stressed that if a contractor is called out, out with working hours, to a repair that does not constitute an emergency then you the tenant will be liable for the call out charge.

Planned and Cyclical Maintenance

As well as carrying out the day-to-day repairs the Association has a Cyclical Maintenance Programme, which covers the following points:

- External, Common and Close Paintwork
- Roof inspections and guttering
- Stonework pointing and repairs
- Servicing of extractor fans
- Servicing of Gas Fires and Gas Central Heating
- Installation of added Safety features, e.g smoke detectors

Not every house is affected by the full range of items each year. You will receive a letter explaining what work will be carried out to your house or close as and when it is scheduled.

Loss of Electricity

If none of your electricity is working do not attempt any D.I.Y, contact the Association immediately.

If part of the system is working you may have blown a fuse or tripped the Circuit Breaker, need to change a bulb, or you may have a faulty appliance. Check another appliance, which you know to be working elsewhere. If the second appliance does not work you may have a faulty socket, contact the Association for an Electrician to call.

TV Aerial

If this does not work, these are common appliances, contact a neighbour to check if their set is working. You may have a faulty set.

If several TV's in the tenement do not work contact the Association.

Door Entry System

If the door entry system does not work, check first to make sure your privacy switch is not in the off position.

Freezing Conditions

Keep heating on as much as possible, even at the very lowest setting - including overnight, but if you are unsure how to go about this, contact the Association.

If you are going away from home in winter drain all water tanks, if you are unsure how to go about this contact the Association.

If possible, leave a key with a neighbour so that in the case of emergency access can be gained, hence damage kept to a minimum.

Alterations

You have the right to carry out alterations or improvements to your home but must receive written permission from the Association before any work is carried out. The Association may refuse, grant or apply conditions to requests received but permission will not be unreasonably withheld.

If permission is refused, you can raise a complaint through our Complaints Procedure.

Alterations include :

- Replacement of kitchen units, sanitary ware, windows, heating appliances or doors
- Replacement or addition of electrical fittings
- Installation of showers
- Fitting of additional locks
- Fitting of laminate flooring, fixed by gluing or nailing
- Satellite dish or other attachment to the exterior of the property.

Compensation for Improvements

In line with current legislation, you may be eligible for compensation from the Association, at the end of your tenancy, for certain improvements you made to your home on or after 30 September 2002. To apply for compensation, write to the Association within the period 28 days before the end of your tenancy with details of the cost of each improvement, the date the improvement was carried out and when permission was granted. We will then inspect the alteration and if the works qualify for compensation a payment will be made. For further details on this please contact your housing officer as each type of improvement is subject to a "length of useful life calculation".

Adaptations:

If you have a physical disability or sensory impairment the Association may be able to adapt your existing accommodation to suit your requirements. You will be required to provide details of assessment by an occupational therapist prior to this work being carried out.
Types of adaptations will include:

- Installing grab rails or ramps
- Replacing baths with showers
- Redesigning kitchens

For more information, please contact our maintenance department.

The Importance of Compliance Checks & Tenant Responsibilities

CDHA has a legal duty to each tenant to make sure their boiler is checked annually and that the electrics are inspected every 5 years.

Tenants are required to allow contractors access to your property for compliance checks. Contractors will do their best to provide plenty of notice. If you cannot make the appointment, please contact our Maintenance Team to advise.

We have a duty-bound agreement in place to look after the checking of your boiler and electrics.

We give everyone the opportunity to make an appointment at a date and time that suits them. Unfortunately, after 2 missed appointments, we need to arrange a 3rd appointment which will be a **"Forced Access"** as we need to ensure the inspection is completed.

Under the terms of the Scottish Secure Tenancy Agreement Section 5, tenants must allow us access to their property to carry out maintenance or safety checks. In the event of continued no access for gas safety checks or EICR tests, tenants should be aware that failure to provide access is a breach of their Tenancy Agreement. Under Section 5.11 it states …. *"If you refuse us entry, to the house or the common parts we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused."*

We arrange for a locksmith, gas engineer or electrician, and a staff member of CDHA to attend at a specific date and time. **The cost of this appointment is charged back to the tenant.** To arrange a forced access, it costs us approx. £200 hence we are keen for tenants to keep their appointments and work with us.

Due to the cost and time involved, it is important that the appointments made are kept. We do not want to be in a position of recharging tenants for contractors having to attend their properties.



Maintenance Tips

Frost Alert

There are many ways that cold weather can be prevented from causing damage to your home and its contents:

Keeping your house warm

Try and avoid burst pipes and damage to your home this winter by keeping your home reasonably warm day and night. In particularly cold weather keep the heating on during the night at a low temperature.

If your water supply becomes frozen

a Turn off the water at the Mains Stop Valve (this is generally located at the incoming supply pipe to your home, usually in the kitchen area).

b Open all cold taps to drain the system.

c Do not open the hot taps as the hot water cylinder may collapse if the pipes feeding it are frozen.

d Turn off the central heating and immersion heater.

e Collect water in the bath for washing and WC flushing.

f Contact the Association's plumber at the earliest opportunity

If you get a burst pipe

a Turn off the water at the Mains Stop Valve (this is generally located at the incoming supply pipe to your home, usually in the kitchen area).

b Switch off the electricity at the mains

c Switch off any water heater

d Turn off the central heating system

e Open all taps to drain your system

f Collect water in your bath for washing and WC flushing

g Warn neighbours who may suffer damage

h Call a Plumber

Going on holiday

If you go away in winter, turn off the Mains Stop Valve and contact a Plumber who can drain both the hot and cold water system. You should also make sure that your central heating system contains anti-freeze additive and you ask your Plumber to check your heating system

Home Safety

As a tenant you must take all reasonable precautions to prevent risks to yourself and to others. These risks include fire and explosions arising from the use or storage of any flammable or dangerous substances in and around your house.

- Bicycles and motorcycles must never be stored on stairwells
- Rubbish should always be disposed of properly, using the bins provided in the back court bin stores, and never left on landings or within closes.
- Unattended rubbish can be a health hazard and may attract rodents or could be a fire hazard if set alight by vandals.

We strongly recommend that you take out contents insurance.

Gas Safety Checks

Everyone in your home should know what natural gas smells like. If you smell gas in your home:

- Make sure all gas appliances and the burners on your stove are turned completely off
- Put out any cigarettes

- Open all doors and windows
- Do not use matches or naked flames
- Turn gas off at the meter
- Do not operate any electrical switches or appliances including door entry system
- Call the National Gas Emergency Service free on 0800 111 999

Remember by law you must allow us access to your home to service your gas system on an annual basis. Failure to provide access is a breach of your Tenancy Agreement. Unfortunately, after 2 missed appointments, we need to arrange a 3rd appointment which will be a "Forced Access". The cost of a "Forced Access" appointment is recharged to the tenant. The check protects you, your family, and your neighbours.

Bogus callers

Bogus callers can cause serious emotional and financial distress. To avoid this please follow some simple rules:

- Always ask for proof of identification and check it carefully – it must have a photograph of the caller on it. Never be persuaded or bullied to let someone inside your home or worry about seeming rude. If in doubt – keep them out!
- If you are concerned that someone else may have a set of keys change the locks
- Never give keys to contractors unless you are certain you can trust them. If you do give keys to contractors, the Association cannot be held responsible for any loss to property within your home.

If you think you may have received a visit from a bogus caller, please call the police immediately on 101 or call us and we will assist you.

Asbestos

Asbestos is a material made up of strong fibres which are resistant to both heat and chemicals. These qualities made asbestos a popular material in the building trade and led to its use in a wide range of building products including fireproofing. Asbestos is most likely to be found in homes built between the 1950s and the early 1980s.

Asbestos was also used in artex and wall paneling. It has not been used since the 1980s and it is very unlikely that there will be any present in your property but there may be evidence of asbestos in unimproved properties. It is not a danger unless it is disturbed. If you think you may have asbestos in your property please tell us and we will check it out.

Asbestos is found in a variety of products, some of the most common being:

- Floor tiles
- Wall boards
- Artex
- Some plaster finishes and wall boards
- Sprayed coatings to pipe work
- Lagging around pipe work and hot water cylinders
- Water tanks
- Lining boards on the back of boilers or service cupboard doors
- Inside electrical distribution boards and fuses
- Bath panels
- Internal window cill boards
- Corrugated cement roofing sheets
- Artificial slate roofs
- Gutters and downpipes

As long as the asbestos is encapsulated there is no danger. Asbestos is only dangerous when released into the air.

Asbestos must be handled carefully. In order to ensure that no asbestos remains in our properties the Association has carried out sample testing on our improved properties. All areas tested have shown no asbestos.

Damp & Mould

Double glazing, new heating types and improved insulation means we have warmer homes, but unless a property is adequately ventilated, it can become damp, which leads to condensation and mould forming.

We ask all our tenants to work with us, to ensure that our properties are sufficiently ventilated by taking a few simple precautions stated below in order to avoid condensation and the build-up of damp.

Bedroom areas – Please open bedroom windows when you go to bed at night; a 10mm gap will do. If it really is too cold to do this, wipe the condensation off the windows first thing in the morning, but please do not put the cloth you used on the radiator to dry as this will create more condensation.

Shower/bathroom area – Please ensure full use of extractor or ventilation fans. Where these are not provided, open a window after bathing or showering to give the steam and damp air a chance to escape. Wipe windows, walls and mirrors to remove condensation (a microfibre cloth is the most efficient means of doing this), and dry the shower tray or bath. Keep the door closed while the bathroom is in use to prevent the steam escaping to other parts of the house.

Kitchen area - When cooking, cover pans. Please use an extractor or ventilation fans where provided. If you do not have an automatic kettle, take care to ensure it is not left boiling. These precautions will help to reduce steam and therefore moisture in the air. Keep the door closed while the kitchen is in use to prevent the steam escaping to other parts of the house.

Living areas - Where there are chimney openings, please do not block them up. If a wall appears to be damp, do not place furniture in front of the chimney opening, allow some circulation of air.

General – Please ensure that any ventilation bricks or openings in the building are not obstructed.

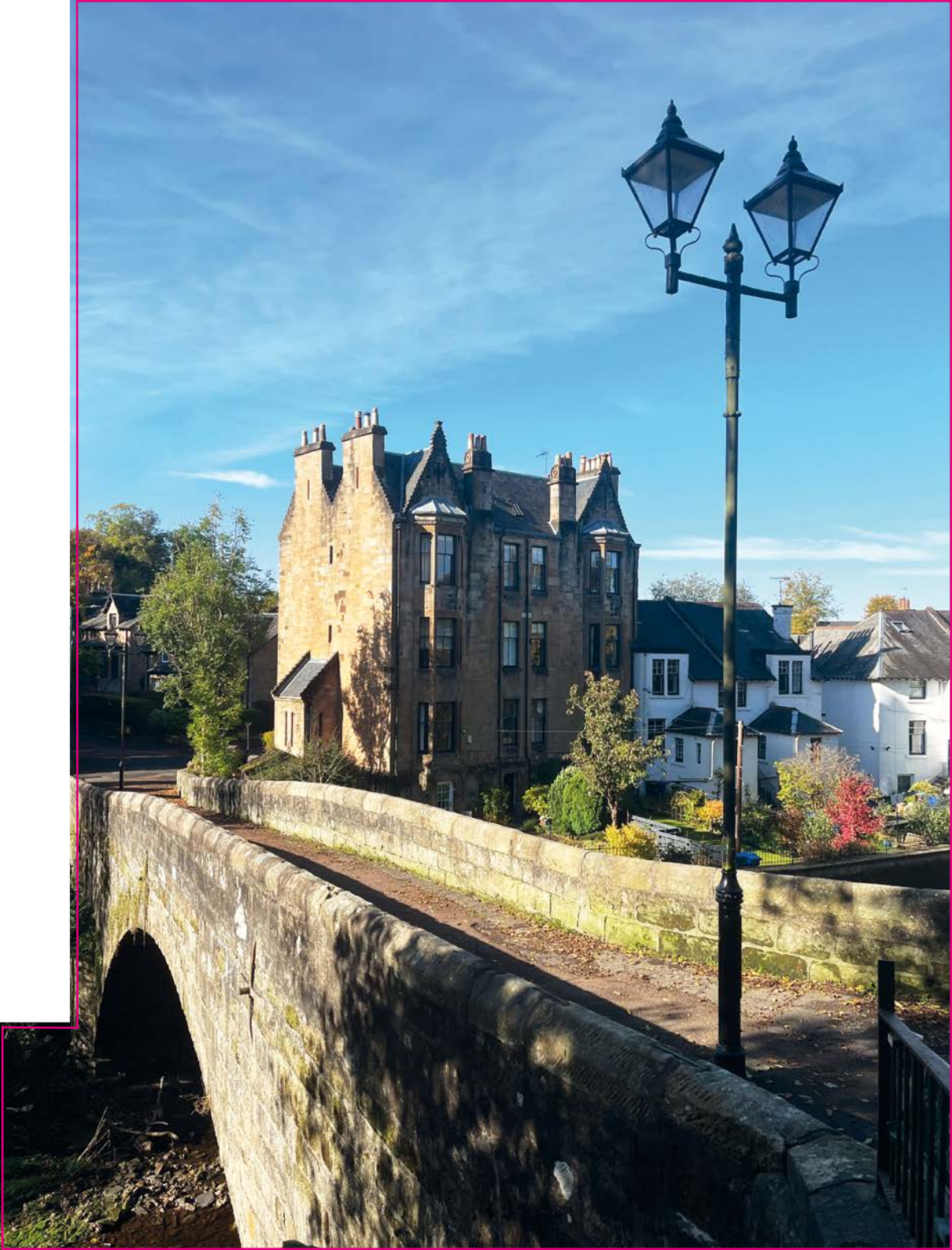
Windows – Please keep glass as clear of condensation as you can. Wipe away any moisture that has formed using a soft cloth. Leave open any ‘trickle’ vents in double glazed units. Please open windows, when required to keep the moisture content in the air down and to air the property whenever you can.

Laundry – Please avoid drying clothes on radiators. Tumble dryers should be vented to the outside, unless fitted with a condenser.

Heating – We do realise and recognise that energy bills have increased over the past year and we encourage our tenants to please provide a reasonable level of heating (no less than 10°C in an unused area, or 16°C if in use); cold rooms are susceptible to condensation. Remember, the best way to heat a room and avoid condensation is to maintain a low level of warmth throughout the day rather than to turn the heating off while you are out and put it on at a high level when you return back home.

Portable heaters - Portable gas heaters can create a significant amount of damp and condensation within our properties. Please do not use these type of heaters unless you have permission from the association.

If you think you have damp or mould in your property, please contact our maintenance department as soon as possible.



Community Information

Cathcart Community Council	cathcartcc@inbox.com
Couper Institute	0141 637 2157

Useful Telephone Numbers

Police Emergency No	999
Crimestoppers	0800 555 111
Police Scotland (Non-emergencies)	101
Emergency Gas (National Gas Emergency Service)	0800 111 999
Emergency Electricity (SP Energy Networks)	0800 092 9290 or 105
Water Mains Leakage or Bursts (Scottish Water)	0800 077 8778
Environmental Task Force (Dog Fouling, litter, graffiti, fly tipping)	0141 287 1058
Cleansing & Bulk Uplift	0141 287 9700
Pest Control	0141 287 1059
Community Safety Glasgow	0141 276 7400
Antisocial Noise	0141 287 6688
Housing Benefit	0141 287 5050
Homelessness	0141 276 8201
Hamish Allan Centre	0141 287 1800
NHS24	111
Samaritans	116 123
Stairlighting	0800 595 595
Street Lighting	0800 373 635

To report an emergency repair out with our office hours (including weekends and holiday periods) please contact:

- CLC All Trades on 0141 556 3500 for electrical, joinery, plumbing, and roofing repairs, Boiler, Gas Central Heating and Electrical Central Heating.

It is important that you recognise these numbers are for genuine emergencies only such as loss of power, boiler breakdown, and burst pipes. Routine and non-urgent repairs can be reported during office hours on 0141 633 2779 (option 1).

Local Amenities

The local area boasts a number of different amenities including convenience stores, health facilities, cafes and pubs. There's also a community centre and a library 10 minutes' walk away on Cathcart Road, a post office across from Cathcart Train Station and two post boxes in the local area. Newlands Lawn Tennis Club and Cathcart Bowling Club are nearby, not to mention Holmlea Park has activities for both adults and children.

Hospitals

New Victoria Hospital	55 Grange Road, G42 9LF
Glasgow Royal Infirmary	84 Castle Street, G4 0SF

Local Doctors and Pharmacy's

Merrylee Medical Centre	142-144 Clarkston Road, G44 4EG
Clarkston Road Surgery (Grantley Medical Practice)	229 Clarkston Road, G44 3DS
Penney Pharmacy	111 Clarkston Road, G44 3BL

Local Shops and Supermarkets

SPAR (Barry's)	20 Clarkston Road, G44 4EH
Premier	67 Clarkston Road, G44 3BQ
Sainsbury's	384-390 Clarkston Rd, G44 3JL
Morrisons	117 Riverford Rd, G43 1PU
ASDA	555 Prospecthill Rd, G42 0AE

Local Nurseys and Schools

Merrylee Primary School	50 Friarton Road, G43 2PR
Hillpark Secondary School	36 Cairngorm Road, G43 2XA

Fire Department and Police Station

Clarkston Fire Station	Dorian Drive, G76 7NT
Cathcart Police Station	744 Aitkenhead Road, G42 0NL

Postal Services

Cathcart Post Office	20 Clarkston Road, G44 4EH

Dental Practices

Merrylee Dental Practice	207 Clarkston Road, G44 3DS
Whitecart Dental Care	15 Clarkston Road, G44 4EF

Cycle Routes

Glasgow has some great cycle routes in the city, with cycle lanes making it easy to ride into the centre of town. With 3 parks nearby there are also some great leisure routes to enjoy. An interactive map and additional information can be found at www.glasgow.gov.uk/cycling.





Cathcart & District Housing Association Ltd, 3/5 Rhannan Road,
Cathcart, Glasgow G44 3AZ. Tel: 0141 633 2779 or e-mail info@cathcartha.co.uk

www.cathcartha.co.uk