

CATHCART STANDARD



CDHA
Cathcart & District Housing Association



The Newsletter of Cathcart & District Housing Association

SUMMER 2026 • ISSUE 56

OUR NEW WEBSITE IS NOW LIVE

We are delighted to announce that our new website is now live.

The new site has been created to make it easier for tenants, owners and applicants to access information and use our services online.

You can still report a repair, pay rent and factoring bills, make a complaint, apply for housing and access the tenant portal.

Take a look today: www.cathcartha.co.uk



Garden Maintenance

The new garden maintenance contract with RMC Land Services commenced in April 2026. Grass cutting is scheduled to take place fortnightly from April through to September 2026, helping to keep our communal gardens tidy and well maintained throughout the growing season.

Hedge cutting began in early June too and will be carried out to ensure hedges remain neat and do not obstruct pathways or communal areas.

We appreciate that weather conditions and operational factors can occasionally affect scheduled visits. If you notice that a grass cut or hedge cut has been missed please contact us as soon as possible so that we can investigate and arrange any necessary follow-up work.



Governance Title Changes

We would like to let our tenants know about a small update to our governance and leadership titles.

The Management Committee will now be known as the Board of Management. The Director role will now be titled Chief Executive. These changes reflect standard sector terminology and do not affect responsibilities or how the Association is run.

There is no impact on services, decision-making, or how you contact us.



WAYS TO PAY RENT AND FACTORING BILLS

Did you know that there are a number of ways to pay your rent and factoring bills?

You can choose the option that best suits you:

Online via our website at www.cathcartha.co.uk

You can pay your rent or factoring bill online using Allpay's Branded Gateway payment system.



By selecting the **"Make a Payment"** button at the top of our website, you can make payments more easily and securely.

You will need your **Account Reference** which can be found at the top right-hand corner of your rent statement, rent increase letter or factoring bill. If you are unsure of your reference number, please contact our office and we will be happy to provide it.

Please note: You will be redirected to an external website not operated by Cathcart & District Housing Association.

Direct debit (tenants only)

Payments are taken automatically from your bank or building society account. Please contact us if you would like to set up a Direct Debit.



Debit card or credit card

You can pay by debit card or credit card at our office or by calling 0141 633 2779.



Allpay payment card

allpay

Use your Allpay payment card at any PayPoint outlet or participating Post Office branch.

If you would like a card, please contact our office to request one.

Standing order

You can set up a regular payment through your bank. Please contact us if you would like to set up a Standing Order or require our bank details.



Please note: our office is cashless and does not accept cash payments in person. However, cash payments can still be made using your Allpay payment card at any PayPoint outlet or at a Post Office Branch. You can also deposit cash at the Post Office and use one of our other cashless payment methods.



Rent Increase



Cathcart & District Housing Association is committed to providing high-quality services to meet the needs and aspirations of our tenants. Our Board of Management agrees on our rent review annually to ensure both affordability and viability for our tenants. Some of our rents remain among the lowest in the sector.

In January 2026, our Board approved a rent increase of 5.5%, effective from 1st April 2026. This decision followed consultation with tenants and is necessary to cover rising costs related to property maintenance,

direct services and overall operating costs. Additionally, the increase allows us to invest in improvements to keep your home safe, comfortable and energy efficient.

What you need to do now:

If you:	You need to:
Receive Universal Credit (UC)	Notify the DWP of your new rent charge. If you delay notifying them, you may not get all of the Housing Costs you are entitled to, and your rent account will go into arrears. To do this, please update your housing costs section in your journal to reflect the rent increase on or after 1 st April 2026.
Receive Housing Benefit (UB)	You do not need to do anything. We will notify Glasgow City Council directly of your new rent charge, and you will receive a letter from them detailing your new HB entitlement.
Pay your rent by Direct Debit	You do not need to do anything. We will notify Allpay of your new rent charge.
Pay your rent by Standing Order	Review and adjust your standing order to reflect your new rent amount.
Don't know your new rent amount	Please contact our office, and we will provide you with your new rent amount.
Are in rent arrears or are unsure of the balance on your rent account	Request a statement of your rent account. You can do this by logging into our tenant portal on the Association's website at www.cathcartha.co.uk or by contacting your Housing Officer.

Preparing for Rent Harmonisation in 2027/28:

What It Means for CDHA and our Tenants

As CDHA looks ahead to 2027/28, rent harmonisation is our focus for our rental income and making rents more understandable and transparent for our tenants. For CDHA, the implications are wide-ranging, affecting financial planning, tenant relationships, asset management strategies, and regulatory compliance.

What is Rent Harmonisation?

Rent harmonisation refers to the process of aligning rents across similar properties to ensure consistency, transparency, and fairness. Over time, historic rent-setting practices, stock transfers, and policy changes have resulted in significant variations in rent levels for comparable homes. Harmonisation aims to address these discrepancies.

Why 2027/28 Matters

The 2027/28 timeframe is emerging as a likely milestone for implementing structured approaches to rent convergence. Rent harmonisation will replace the normal annual rent increase so there will be no additional percentage applied in 2027/28.

Key Challenges for The Organisation

1. Affordability vs. Income Stability

Aligning rents often means increasing some tenants' rents while limiting growth for others. Striking the right balance between fairness and maintaining rental income will be critical.

2. Data Quality and Stock Intelligence

Effective harmonisation depends on accurate, granular data. We are undertaking a detailed review of all our properties and rent levels to ensure we have full confidence in how properties are classified, valued and compared.

3. Tenant Communication

Changes to rent, particularly increases, must be handled carefully. Transparent communication and a clear rationale will be essential to maintain trust. We will hold consultation meetings and invite all our tenants to attend, and we will also carry out a written consultation process.

4. System and Process Readiness

Our new fully functional housing system is ready and able to cope with this transition

Opportunities to Get Ahead

While challenging, rent harmonisation also presents opportunities:

- **Improved Transparency:** A consistent rent framework can strengthen accountability and regulatory confidence.
- **Enhanced Tenant Trust:** Done well, harmonisation can demonstrate fairness and clarity in how rents are set.

What are CDHA Staff doing now?

- Scenario modelling to understand potential impacts on income and tenants.
- Reviewing data quality and addressing gaps in property and rent records.
- We have discussed the proposals with our board and sought approval to go ahead with the changes.
- Developing a clear communication strategy for tenants and stakeholders.
- Monitoring policy developments closely to remain aligned with emerging guidance.

Looking Ahead

Rent harmonisation is likely to be a one-off exercise. It should be seen as part of a longer-term shift towards more structured, evidence-based rent setting.

This is a summary of the existing average rents and those proposed to harmonise our stock. Where rents have been set on New Build projects in line with financial arrangements, we propose no change.

	26/27 Average*	Proposed new rent
Studio	£331.06	£371.30
1 bedroom	£409.82	£429.71
2 bedroom (3 person)	£423.95	£452.50
2 bedroom (4 person)	£464.60	£474.84
3 bedroom (5 person)	£505.52	£523.70
3 bedroom (6 person)	£522.90	£544.67
4 bedroom	£560.89	£571.13

**The average denotes that some flats in that category are currently higher than others and the average has been used for calculation purposes*

So why does the structure need changing?



Rents for some
1 bedroom flats exceed
those of a 2 bedroom
flat



Rents for some
2 bedroom flats exceed
those of a 3 bedroom
flat



Rents for some
3 bedroom flats exceed
those of a 4 bedroom
flat



Rents for some
4 bedroom flats exceed
those of a 5 bedroom
flat

*We propose
to simplify the rent
system by setting rents
in line with the number of
bedrooms and the number
of people who can sleep
in the property without
overcrowding it.*

We will be holding Tenant Focus Groups in our office on the following dates:

**Tuesday 15th September
at 6.30pm**

**Thursday 24th September
at 2.30pm**

If you would like to attend one of the meetings, please call us on **0141 633 2779** or email **info@cathcartha.co.uk**.

Right to Try (work while receiving benefits)

The Right to Try Regulations took effect on 30th April 2026. They allow disabled people to try work or volunteering without the fear of immediately being referred for a review health assessment.

The Regulations make it clear that starting paid or voluntary work will not, in and of itself, automatically trigger a health reassessment for people who receive:

- The health element of Universal Credit
- New-style Employment and Support Allowance.

It gives Disabled claimants the space to test whether a job is right for them and fits with their health issues.

Nevertheless, the DWP do still have the discretion to refer a claimant for immediate re-assessment if the nature of the work undertaken might indicate that a change in functional ability has occurred. If the work does not bring their award into doubt, the re-assessment will be at the normal, scheduled date.

UC and ESA claimants will need to report the work that they are doing.

When their next scheduled review assessment takes place, any work they are doing, and how they are coping with it will be taken into account.

When reporting starting work, or explaining how they are managing, it is a good idea for claimants to explain any special arrangements, support, reasonable adjustments that have been made, and any other limitations/impact on them.

Adult Disability Payments are not affected by work or earnings; however, you must report any significant, permanent changes to your condition, daily living, or mobility needs. (You do not need to report short-term, day-to-day fluctuations if your overall needs stay the same).

If you are thinking of trying work, contact our Welfare Rights service for further information.

Missing out on Pension Credit?

Recent statistics produced by the DWP highlight that many Pension Credit claimants are missing out on additional income. This is because they fail to report changes that would mean an entitlement to the Severe Disability Addition in their award – which can be worth an extra £86.05 a week.

Entitlement to the Severe Disability Addition is based on three factors:

1. Receiving a 'qualifying' disability benefit:

i.e. Attendance Allowance, Pension Age Disability Payment, or Adult Disability Payment daily living component, or an equivalent benefit.

and

2. Not living with someone who could reasonably be expected to provide them with some care,

and

3. Nobody is getting paid Carers Support Payment or has the Carer Element included in an award of UC for looking after them.

So, when a Pension Credit claimant has a change that means they may be entitled to the SDA, - such as being awarded Pension Age Disability Payments, or their carer coming off UC and not getting paid Carers Support Payment, they should report this to the Pension Service.

Our Welfare Rights service can provide a benefit check to ensure you are getting all you are entitled to. Call **0141 633 2779** or email advice@southside-ha.co.uk



Energy Advice

The Southside Energy Advice project is a partnership project between Cathcart & District Housing Association; Southside Housing Association; Craigdale Housing Association and New Gorbals Housing Association. The project launched in June 2024 and is funded by the Energy Industry Voluntary Redress Scheme.

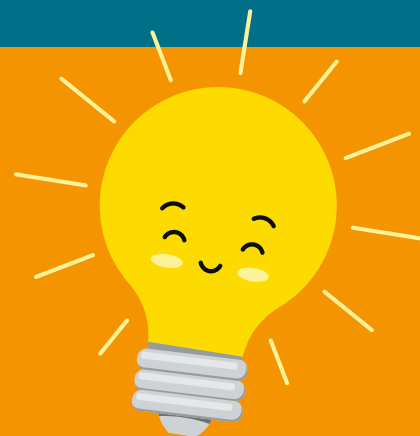
The Energy Advisers have played a key role in helping tenants stay warm and manage bills. So far, they have assisted 1,121 households, achieving more than £222,000 in financial gains.

Support has included help to:

- Reduce energy costs through energy saving measures.
- Manage fuel debt including arranging affordable repayment plans and Grant applications to reduce or clear energy debt.

- Emergency Top ups for pre-payment meters to prevent disconnection.
- Help to understand fuel bills.
- Help to resolve meter or billing issues.
- Help with energy complaints.
- Compare energy tariffs and help to switch suppliers.
- Help to understand heating controls and get value for money from heating systems.

If you would like an appointment with an Energy Adviser, please call **0141 633 2779** or email **energyenquiries@southside-ha.co.uk**. Advice can be provided at office appointments, home visits, by phone or email. Interpreters are available on request.



Updated Patches

Listed below is the name of the Officer, their email address, and the streets they will be responsible for. You can contact them about your rent and any tenancy matters you wish to raise with them.

Grant Dyer

Email: Grant@cathcartha.co.uk
Phone: 0141 251 0473

- Brisbane Street
- Cathcart Road
- Cartside Quadrant
- Cartvale Road
- Cumming Drive
- Grange Road
- Gryffe Street
- Kilmailing Road
- Kirkwell Road
- Newlands Road
- Old Castle Road
- Orchy Street
- Ruel Street
- Snuff Mill Road
- Stanmore Road

Heather Paterson

Email: Heather@cathcartha.co.uk
Phone: 0141 251 0383

- Brunton Street
- Brunton Terrace
- Cartside Street
- Craig Road
- Dairsie Court
- Dairsie Street
- Dundrennan Road
- Garry Street
- Gavinton Street
- Greenholme Street
- Holmhead Road
- Holmlea Court
- Morley Street
- Mount Annan Drive
- Rannoch Street
- Rhannan Road
- Spean Street
- Tankerland Road

Hayley Smith

Email: Hayley@cathcartha.co.uk
Phone: 0141 251 0476

- Clarkston Road
- Holmhead Crescent
- Holmhead Place
- Holmlea Road
- Tulloch Street



Staff Update

In April 2026, Jonathan Lee was promoted to Asset Manager, Andrew Milne was promoted to Finance Officer and Amie Bewley was regraded to Compliance Assistant.

In July 2026, Audrey Stuart was promoted to Finance Assistant and is a great asset to the finance team.



Organisational Structure

Below is our current organisational structure (from 1st July 2026).



Staff Achievements

Housing Officer Grant Dyer is currently enrolled in the CIH Level 4 Certificate in Housing. This qualification focuses on housing policy, finance for housing, housing law, professional practice skills for housing, managing people and change, and housing management services.

Asset Manager Jonathan Lee successfully completed a CIH Level 5 Diploma in Housing. This qualification explores areas of ethical practice, leadership and management, strategic business planning, housing in context, managing partner relationships, customer focused housing services and professionalism in housing.

Other courses our staff have attended include employment law, domestic abuse, rent arrears, anti-social behaviour, health and safety, risk management and landlord compliance (asbestos, legionella, gas safety).

The Association is committed to the learning and development of our staff to ensure they are equipped with the necessary knowledge and skills to fulfil their roles.



CDHA is led by a voluntary Board of Management which is made up of tenants and local residents and other individuals with an interest and/or skill that suits the aims of the Association.

The Board is tasked with making key decisions about the Association's direction and providing challenge and oversight of the staff team to ensure that all decisions and services are provided and delivered in the best interests of our tenants and customers.

From July 2025 to June 2026, the Board has considered, reviewed and approved various items including:

- Annual Accounts
- Regulatory returns such as the Annual Return on the Charter (ARC), Annual Assurance

Statement (AAS), and loan portfolio return

- The Association's budget for 2026/27
- 5 year and 30 year financial projections
- Rent increase for 2026/27
- Rent harmonisation
- Factoring charges
- High heat retention programme
- Property acquisition programme
- Development plan
- Landscape maintenance contract
- Legal services contract
- Annual staff salary award

- Staffing requirements
- Share Membership applications
- 35 policies

The Board of Management have also attended training on:

- Health and Safety
- Finance
- Strategy v Operational
- Induction Training
- Risk Management
- Data Protection Compliance.



Share Membership Drive

At Cathcart & District Housing Association, we encourage all tenants, sharing owners, factored owners, and service users to become share members.

Membership is also open to members of the wider community as well as local groups and organisations who share an interest in our aims and activities or have a special skill to bring to the Housing Association.

The benefits of being a Share Member include:

- You will be able to attend the Annual General Meeting (AGM) and any other general meetings.
- Elect Board members at the AGM
- Stand for election to the Board
- Appoint the Association's external independent auditors at the AGM.

- Request co-option to the Board or any Sub-Committee of the Association out with the AGM if there are places available.
- Review the Annual Accounts at the AGM.

Cathcart & District Housing Association positively welcomes applications from anyone interested in joining our membership regardless of sex, race, disability, sexual orientation, age (providing the minimum age of 16 has been reached), religion or belief. We are

committed to ensuring equality of opportunity and encouraging diversity and are keen to ensure our membership reflects the communities we serve.

There are very few occasions when we refuse membership, however, this might be the case if there is a clear conflict between your interests and ours. The cost to become a member is £1.00. Once your Share Membership is approved, you have the opportunity to be elected to our Board of Management.

How to Apply

If you would like to become a member, please contact the Association on **0141 633 2779** or send an email to **info@cathcartha.co.uk**. Alternatively, please complete the application form at the end of this newsletter. Your application will be considered at the first available meeting of the Board. Once approved, you will receive confirmation and a Share Certificate.

Mutual Exchanges



A mutual exchange refers to a process where tenants of social housing (such as council or housing association tenants) can swap homes with another tenant. This arrangement allows tenants to exchange their properties to better suit their needs, such as moving closer to family, changing the size of their home, medical reasons, or relocating for work or personal reasons.

Cathcart & District Housing Association facilitates mutual exchanges on our website at www.cathcart.co.uk/mutual-exchange. There is a long list of social housing tenants looking to swap their homes.

If you are interested in any of the homes advertised on our website, please contact us with the unique reference number, and we can share your information with the tenant to organise a viewing.

Mutual exchanges are also facilitated on websites such as HomeSwapper and Facebook groups.

Thinking About Downsizing?

If your current home is larger than you need, downsizing could be an option worth considering. Moving to a smaller property can mean lower heating and household costs, less maintenance and a home that better suits your current needs.

There are a number of ways to find a more suitable home. Current tenants can apply to join our transfer list to be considered for available properties or you may wish to explore a mutual exchange with another social housing tenant.



Allocations Policy Review



We would like to thank everyone who took part in our Allocations Policy consultation.

As a social landlord, we are required to review our Allocations Policy regularly to ensure it remains fair, transparent and focuses on meeting housing need. During 2025, we consulted with tenants, housing applicants and members of our Tenant Engagement Panel on a number of proposed changes.

Following consideration of the consultation findings and recommendations, our Board has approved a number of changes to the Allocations Policy.

Why was the policy reviewed?

The Allocations Policy sets out how we prioritise applications for housing, transfers and exchanges. The review aimed to ensure that available homes are allocated fairly and that priority is given to those with the greatest housing need.

What changes have been approved?

Removal of an extra bedroom (except for exceptional circumstances)

Our previous policy allowed for applicants to request an additional bedroom which resulted in under occupation. Following the review, this provision will be removed except in exceptional circumstances such as health and support requirements.

This change will help ensure that larger homes are available for households that require them.

Greater priority for housing need

The consultation showed strong support for giving greater priority to applicants experiencing housing need such as overcrowding or unsuitable housing conditions.

We have reviewed the points awarded under the Allocations Policy to ensure they better reflect levels of housing need. The revised points system will place greater emphasis on applicants facing the most significant housing challenges, helping us allocate homes fairly.

Homelessness

We will continue to meet our statutory responsibilities by accepting homeless referrals from Glasgow City Council through the Section 5 referral process.

Refusal of housing offers

Under the new policy, applicants who refuse two formal offers of housing within a 12-month period will be suspended from the housing list for six months.

Application suspensions

We have also reviewed our approach to suspensions in line with relevant housing legislation.

This means that applications may be suspended where there is a history of serious anti-social behaviour or outstanding debt owed to a previous social landlord.

Effective date

The approved changes were approved by our Board and the revised policy came into effect on 1st April 2026.

Changes to Scottish Housing Law

Important changes to Scottish housing law will come into effect during 2026, affecting Scottish Secure Tenancies and Short Scottish Secure Tenancies. Most tenants do not need to take any action at this stage but should be aware of upcoming changes and where to get support if needed.

Key changes from 1 August 2026

New tenancy agreements and legal updates

The Scottish Government has published new model tenancy agreements which were updated to reflect the domestic abuse tenancy provisions, changes made by the Housing (Scotland) Act 2025, and new repair-related duties.

As your tenancy agreement was granted before these changes, it will not normally be replaced simply because of the new model agreement. However, the law may still affect how some tenancy rights and responsibilities are applied. If we need to issue you with a new agreement or updated information in future, we will contact you directly.

Domestic abuse protections

Social landlords will have new powers to help victim-survivors of domestic abuse remain in their homes where safe and appropriate. In certain cases, courts may allow a tenancy to be transferred to a victim-survivor by removing the tenancy rights of an abusive tenant. Each case will be considered sensitively, with support services involved where appropriate. For further information please see our Domestic Abuse Policy.

Stronger support for affected tenants

Landlords will have an increased duty to support tenants who have experienced, are experiencing or at risk of domestic abuse which can include physical harm, psychological harm, threatening behaviour, controlling behaviour, coercive behaviour or behaviour carried out through another person.

If you are affected by domestic abuse, or are worried about someone else, you can contact us in confidence on **0141 633 2779**. If there is an immediate risk of harm, you should contact the police or emergency services. Local and national support services are also available.

Changes to succession rights

The qualifying period for someone to succeed a tenancy after a tenant's death will reduce from 12 months to 6 months. This does not mean that every person living in a property will automatically be entitled to take over the tenancy, the succession rules will still apply.

Rent increase notices

Landlords will continue to be able to issue rent increase notices by email. If we propose to increase your rent, we will give you the required notice in line with the legal requirements that apply at the time and will explain what the notice means, the proposed new rent, and any steps you can take if you have questions or concerns.

New rights for keeping pets

Tenants will have the right to request permission to keep a pet. Landlords must respond within one month and cannot unreasonably refuse requests, though reasonable conditions may apply.

Changes from 6 October 2026

Damp and mould repairs ("Awaab's Law")

New repair-related duties, commonly referred to as "Awaab's Law", are expected to come into force through the Investigation and Commencement of Repair (Scotland) Regulations 2026. These will introduce clear timescales for landlords to investigate reports of damp and mould, tell tenants the outcome of the investigation in writing, and begin any necessary repair works. These duties are intended to strengthen existing protections and help ensure that damp and mould are dealt with promptly.

What tenants should do: Please continue to report any repair concerns, damp, mould, as soon as possible using our normal contact details. We will update our policies and procedures to reflect the new legal requirements and will provide further information where a change directly affects you.

Further changes to come

Additional changes under the Housing (Scotland) Act 2025 will be introduced over time, including changes to homelessness prevention, repossession proceedings further protections for tenants.

We will provide further information to tenants when the Scottish Government confirms the relevant start dates, regulations and guidance. Until then, your current tenancy rights and responsibilities continue to apply, subject to any changes already brought into force by law.

What this means for tenants

For most tenants, there is nothing you need to do at this stage. These changes are mainly intended to strengthen tenant protections, improve support for people affected by domestic abuse, and update how some tenancy rights operate. We will continue to keep tenants informed as further changes come into force.

If you have any questions about this newsletter article, your tenancy, or support available to you, please contact your Housing Officer on **0141 633 2779**. You may also wish to seek independent advice from a solicitor, Citizens Advice, Shelter Scotland, or another independent advice agency.

Keeping Your Home Cool During Hot Weather

Warm spells and heatwave conditions can make homes uncomfortable, especially when they are built to retain heat. A few simple adjustments can make your home noticeably cooler and more comfortable without needing air conditioning.



Block the sun before it enters

- Close curtains or blinds during the hottest part of the day
- Blackout curtains or thermal linings can reduce heat gain significantly
- If the sun is shining directly into a window, treat that room like a greenhouse unless it is shaded.

Let cool air in (at the right time)

Open windows early morning and late evening when outdoor air is cooler

- During the day, keep windows closed if the outside air is hotter than inside.

- Open windows on opposite sides for airflow
- Place a fan facing outward in one window to push hot air out, while another pulls cooler in.

Cool the person, not the room

In extreme heat, it is often more efficient to cool your body directly.

- Drink cold water regularly to help regulate internal temperature
- Use damp cloths on wrists, neck and ankles
- Take cool showers (not freezing) to avoid rebound heating.
- Wear light, breathable clothing like cotton or linen.

Reduce indoor heat

- Avoid using the oven during hot periods
- Switch off unused electronics (they still generate heat in standby mode)
- Replace traditional bulbs with LED lighting which produces less heat

Sleep more comfortably

- Use lightweight bedding
- Let cooler night air into the room before bed
- Use a fan if needed
- Keep bedrooms uncluttered and airy

Free Home Fire Safety Visits

3,687 accidental house fires in Scotland last year. Most could have been prevented.

That's why the Scottish Fire and Rescue Service is offering **FREE Home Fire Safety Visits**, quick, friendly visits that give you practical, potentially life saving advice.

Who's most at risk?

- Older adults
- People with mobility, sensory or memory challenges
- Anyone affected by alcohol, drugs or smoking
- Homes with high levels of clutter
- People who smoke while using medical oxygen or emollients

If this sounds like you, or someone you care about, don't wait.

A promotional graphic for 'Free Home Fire Safety Visits'. It features a fire officer in a dark uniform with a badge, talking to an older man in a light blue shirt. They are looking at a document. The background is a mix of white and red. Text on the graphic includes: 'Contact us today for a FREE HOME FIRE SAFETY VISIT or a Personal Fire Plan', 'Visit our website: firescotland.gov.uk', and a QR code. At the bottom, it says 'Book a Home Fire Safety Visit here: www.firescotland.gov.uk/contact-us/home-fire-safety-visits/'.

Keep Common Close Clear Of Clutter!



Clutter in stairwells can block exits and fuel fires. Keep common stairs free of bikes, prams, and rubbish to protect everyone in your building!

The close/common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your close/common stair? It may not necessarily be in your flat! A fire started in a close/common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close/common stair. Items left in a close/common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building.
- Make sure storage areas are kept locked.
- For advice on uplifting items contact your local Council.

If fire does start

- Keep doors closed to prevent smoke filling your house.
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can.



To request a free Home Fire Safety Visit

CALL 0800 0731 999

For more fire safety advice visit:

www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

DEFIBRILLATORS: KNOW WHERE TO FIND ONE

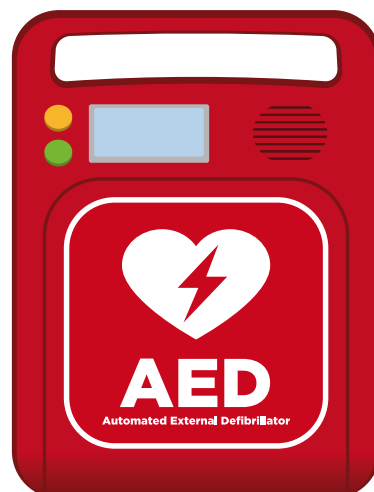
A defibrillator is a life-saving device that can help someone experiencing a cardiac arrest. Quick access to a defibrillator, alongside CPR can significantly improve a person's chance of survival.

You can find your nearest publicly accessible defibrillator by searching your postcode or town on DefibFinder.

In an emergency, always call 999 first. The call handler can direct you to the nearest registered defibrillator and provide any access codes required.

Taking a few minutes to find your nearest defibrillator today could help save a life.

Find your nearest defibrillator:
www.defibfinder.uk



Equality Data Collection

Cathcart & District Housing Association is committed to treating everyone fairly and with dignity and respect. As part of this commitment, and in line with the requirements of the Scottish Housing Regulator, we collect equality information from our tenants, board members, housing applicants, and staff members.

We will, within reason, collect and monitor information that will allow the Association to ensure that no individual or group are discriminated against in relation to employment, membership, service user, or rehousing opportunities.

We are inviting all tenants to complete this voluntary questionnaire. Please do not

include your name or address as all responses are collected anonymously.

You are under no obligation to provide this information but the information you provide will help us when making decisions about the services we provide and how we provide them. It will not be used in any decisions about you personally or your tenancy. The data will not be linked to individuals and will not be used in such a way that would make it attributable to individuals. We are collecting this information on an anonymous basis and in line with the requirements of the Data Protection Act 2018.

To access the form, please use one of the following methods:

Online - <https://forms.cloud.microsoft/e/up9ueaVVd6>

QR Code (scan the QR code using your mobile device)



If you would like the questionnaire in an alternative format, please contact our office on **0141 633 2779** or email info@cathcartha.co.uk.

Please note, this questionnaire is for **CDHA tenants only**.

You can read a copy of our Equality, Diversity and Inclusion Policy on our website at www.cathcartha.co.uk.



ENGAGEMENT PLAN 2026

The Scottish Housing Regulator (SHR) publishes an engagement plan for every Scottish social landlord each year.

The engagement plan describes their work with social landlords and sets out:

- Why they are working with a landlord
- What the landlord needs to do
- What the landlord needs to send them
- What the SHR will do
- The landlord's regulatory status.

For 2026/27, the SHR has confirmed CDHA's regulatory status is 'compliant'. This means we meet the SHR's regulatory requirements, including the Standards of Governance and Financial Management.

The SHR does not currently require any further assurance from us other than the annual regulatory returns required from all RSLs.



Scottish Housing Regulator



COMPLAINTS AND SERIOUS CONCERNS

We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us.

You can complain about things like:

- failure or refusal to provide a service
- inadequate quality or standard of service, or an unreasonable delay in providing a service
- delays in responding to enquiries or requests
- unfairness, bias or prejudice in service delivery
- lack of provision, or the provision of misleading, unsuitable or incorrect advice or information
- a repair that has not been carried out properly or in an agreed timeframe
- dissatisfaction with one of our policies or its impact on the individual
- failure to properly apply law, procedure or guidance when delivering services
- failure to follow the appropriate administrative process
- conduct, treatment by or attitude of a member of staff or contractor (except where there are arrangements in place for the contractor to handle the complaint themselves); or
- disagreement with a decision, (except where there is a statutory procedure for challenging that decision, or an established appeals process followed throughout the sector)

Complaints against neighbours are dealt with under our Neighbour Relations Policy.

Our complaints procedure has two stages:

- **Stage 1: Frontline response**
- **Stage 2: Investigation**

After you have gone through our complaints procedure and we have given you our final decision, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

More information on our complaint's procedure can be found on our website at www.cathcartha.co.uk.

What if your concern affects more than just you?

Tenants can contact the Scottish Housing Regulator (SHR) where their social landlord regularly and repeatedly fails to achieve the regulatory requirements for social housing; and this failure affects a **group of the social landlord tenants**.

Examples of a serious concern includes:

- fails to consult with tenants on a rent increase; or
- does not make its engagement plan available and accessible to tenants; or
- does not collect data relating to the protected characteristics of their tenants; or
- regularly fails to do gas safety checks when it should; or
- regularly does not do repairs when it should; or
- does not allow tenants to apply for another house; or
- does not respond formally to complaints.

More information on serious concerns can be found on our website at www.cathcartha.co.uk or the SHR's website at www.housingregulator.gov.scot/

Key points to remember

- Individual complaints - go through your landlord's complaints process, then to the SPSO if needed
- A complaint that affects multiple tenants - can be reported directly to the Scottish Housing Regulator as a Serious Concern

TAKE CHARGE GLASGOW



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Take Charge Glasgow, a new campaign backed by Glasgow City Council and Scottish Fire and Rescue, says residents should never bin batteries or vapes in standard bins found at home or in the street.

Instead, the campaign calls for people to dispose of their batteries and vapes, as well as other small electrical devices, in the dedicated recycling points found in shops that sell batteries, electrical stores and the council's household waste and recycling centres.

Batteries, vapes and electrical devices are believed to be behind an estimated 1200 fire-related incidents within refuse vehicles and other waste infrastructure across the UK. Lithium-ion batteries, found in a range of common electrical devices such as mobile phones, games controllers, laptops, Bluetooth headphones and vapes, have been highlighted as a particular issue.

Storing batteries

Prior to disposing of waste batteries, it is important to refer to manufacturer's instructions on how to store batteries safely at home.

Batteries should be stored at room temperature, in a dry place, away from extreme temperature and direct sunlight.

Further information on safe battery storage can be found online at the **Scottish Fire and Rescue Service website**.

Safe disposal

Waste batteries and electrical devices must always be recycled responsibly. They should never be disposed in any waste or recycling bins. It is vital that anyone wishing to dispose of a battery always uses a recognised recycling location.

Waste batteries and electrical devices can be disposed of

responsibly using the following recycling locations.

- **Household Waste Recycling Centres**
- Supermarkets and High Street Shops
- Electronic Retailers

Your nearest recycling point can be found on the Zero Waste Scotland website: www.zerowastescotland.org.uk

Vape disposal

Vapes and e-cigarettes also pose a significant risk of fire if disposed of within waste and recycling bins. Residents should use dedicated retailer take-back schemes or household waste recycling centres to dispose of vapes.

You can find your nearest vape recycling point on the Recycle your Electricals website: www.recycleyourelectricals.org.uk



**TAKE CHARGE GLASGOW.
NEVER BIN VAPES.**

Find your nearest recycle point
at glasgow.gov.uk/batteries



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

GLASGOW'S GOLDEN GENERATIONS



Glasgow's Golden Generations (GGG) is Glasgow's leading charity for older adults, initially established in 1948 to tackle loneliness and isolation in older adults across the city.

GGG run a day care centre in Battlefield which supports a network of weekly social clubs and offers digital support and inclusion classes.

A typical week looks like:

- **Monday** – movement and mindfulness
- **Tuesday** – make a tapestry
- **Wednesday** – live music and dancing
- **Thursday** – sporting memories
- **Friday** – armchair yoga and digital club.



£12 per day includes tea and toast in the morning, a 3-course lunch and unlimited tea and coffee throughout the day. For £20 per day, bus transport is included.

Please contact your Housing Officer for a referral.

JOIN THE FUN AT THE
DAVID CARGILL CENTRE 166 Ledard Road, Battlefield

PLACES NOW AVAILABLE

WELLNESS CENTRE
LIVE ENTERTAINMENT
DAILY ACTIVITIES
DIGITAL INCLUSION
WELFARE ADVICE
HOMEMADE MEALS
AND MORE!

GLASGOW'S GOLDEN GENERATIONS

families outside
supporting families affected by imprisonment

We support all families affected by imprisonment...
including people who may not want contact with their family member in prison.

We offer families across Scotland support via our helpline service, and our 1 to 1 support service. We can help you with issues such as housing, finance, and emotional support.

To find out more, you can...
Phone: 0800 254 0088
Email: support@familiesoutside.org.uk
Visit our website: www.familiesoutside.org.uk

HOARDING

If you are considering speaking to your GP or another healthcare professional about hoarding but are unsure how to begin the conversation, you can download a form from hoardingicebreakerform.org and take it with you to your appointment.

The form is designed to help explain your concerns and make it easier to start the discussion.



www.hoardingicebreakerform.org



CLUTTER, DISORGANISATION & HOARDING BEHAVIOURS

Ice-Breaker Form

Empowering people to start a conversation with their GP/doctor, clinician, professional or other trusted person, and get **practical advice, treatment, and support** to feel better

For instructions on how to complete the form, and information about preparing for the conversation with your trusted person, please refer to our website www.hoardingicebreakerform.org

Dear Trusted Professional

I have a problem which is affecting my health & wellbeing

The problem applies to: Me Someone I live with A family member Other

(Tick all the boxes that apply)

I / they have:

A difficulty stopping acquiring things and accumulating them.	
Persistent difficulty or distress discarding or parting with personal possessions.	
Strong urges to save items.	
Areas full of possessions – eg. living areas, gardens, sheds, vehicles, etc.	
Areas where normal use of the space is difficult or impossible (eg. access to or use of toilet, kitchen, boiler, radiators, heating, hot water, lights, etc).	
Safety risks* inside or outside the home (eg. slip/trip/fall hazards; fire risks; blocked doors/windows/stairs; mould; faulty/broken electrical or gas equipment; rats/mice; overgrown garden, etc). Please explain your answer on the next page.	
Children, adults and/or animals that are not being looked after properly.	
Become overwhelmed and find making progress to reduce the problem difficult.	
Been reluctant to talk to people who say they want to help, and/or not permitted them to enter the property or the areas affected.	
Severe difficulty with things like timekeeping, prioritising, planning, organising (eg. paperwork or paying bills on time), making phone calls; making decisions.	
Been told to make changes (eg. by a family member, landlord, Environmental Health Officer, etc), and that action will be taken if nothing is done by a certain date.	

Dingbat Competition

Have a go at solving this Dingbat Competition for the opportunity to win a £25 Sainsbury's voucher.

Complete the puzzle and return your entry by Monday 3rd August 2026. All correct entries will be entered into a prize

draw, with one lucky winner receiving the voucher.

The winner will be selected at random from all correct entries and will be notified by Wednesday 12th August 2026.

Good luck!

**WIN! A £25
Sainsbury's
voucher**

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Name:

Address:

Email:

Phone Number:

General Membership Application Form

Name:

Address:

Postcode:

I wish to apply for membership of Cathcart & District Housing Association Ltd and enclose £1.00 in respect of one fully paid share in the Association, subject to the Association's Rules.

I understand that my application for membership will be considered by the next meeting of the Board of Management and, should this be approved, I will receive a Membership Certificate thereafter.

I would*/would not* like more information on how to become a Board Member. [*please delete]

I agree that the information provided on this form will be used for the purposes of considering my application, enrolling me as a Member of Cathcart & District Housing Association Limited and entering my details in the Register of Members. The information will be kept and managed within the terms of the Data Protection Act 2018 and the Rules of Cathcart & District Housing Association Limited.

Signed:

Date:

You should return this form, along with payment to:- The Secretary, Cathcart & District Housing Association Limited, 3 Rhannan Road, Cathcart Glasgow G44 3AZ

For office use only:

Date received: Date ratified: Reg/Share Cert No: