

# Business Plan 2024-2027

## Consultation document

The Scottish Government has produced a new *2040 Vision for Housing*.

We recognise that the challenges identified in the 2040 vision are relevant to CDHA and the people who live here which on our journey over the next 3 years means we need to:

- Provide more affordable housing and reduce their running costs
- Play our part in reducing homelessness in the city
- Address the needs of an ageing population and higher life expectancy
- Respond to the growing number of households and that more people are living alone
- Seek to mitigate the impact of climate change and reduce our carbon footprint
- Continue to play our part in reducing child poverty.

The health and safety of our tenants are at the heart of everything we do, and we want to hear about your priorities which will be reflected in our new Business Plan so that our tenant's desires are embedded in the work that we plan over the next three year period.

The following questions are linked to where we see the organisation going and we want to gauge whether we have got that right.

Alternatively, you can complete the below questionnaire on your mobile device by clicking on the following link <https://forms.office.com/e/xWqxTUGxBH> or by scanning the below QR code:

CDHA Business Plan 2024-2027  
Consultation Document



## Building new homes whenever we have the opportunity

Do you agree that building new homes ensures that the organisation is constantly striving to be able to offer quality homes fit for the future?

YES / NO

Comments

Before building new homes, we carry out detailed risk assessments to ascertain that new homes will not impact on the services we can provide for our older homes.

Do you think new homes present a risk to improvements being done to your homes?

YES / NO

Comments

## Our Work

Do you as a tenant think that you are given enough information about the work that CDHA does in our area?

YES / NO

Comments

Would you like more opportunities to become involved in our decision-making process? If so, in what way?

YES / NO

Comments

**Are you aware that we have a continuous programme of improvement work such as replacing kitchens, windows, boilers and bathrooms, and that we carry out stock conditions surveys to inform us where and when to do improvements?**

**YES / NO**

Comments

**Does your property provide you with a healthy home and do you feel that any issues are dealt with to your satisfaction?**

**YES / NO**

Comments

**We encourage feedback on all of our services and would welcome any comments that you feel would inform our way forward on any of the services we provide.**

Comments

We aim to be able to contact tenants and other service users as quickly as possible and providing us with an email address greatly assists that. We also encourage tenants to use our digital tenant portal.

**Are you aware of our digital progress?**

**YES / NO**

**Are you aware of our digital tenant portal?**

**YES / NO**

**Have you used our digital tenant portal?**

**YES / NO**

**Do you find responses quicker using the digital tenant portal?**

**YES / NO**

**Would you like more information on our digital working?**

**YES / NO**

Comments

## Your Rent

We recognise that during an economic crisis, the cost of living affects everyone. We always aim to keep rents affordable to people on a living wage. At the same time, we want to be able to provide all our services and be there to assist anyone at any time.

To assist with rent collection, we offer a free money, benefits, debt, and energy advice service in order that tenants have access to help with their rent at all times.

We consider what work we want to do in the coming year when we set our annual rent figures and try to balance the two.

**Do you feel your rent represents value for money?**

**YES / NO**

**And do you feel that if paying your rent is a problem you receive the help you need at the time you need it?**

**YES / NO**

Comments

The above are just some of the issues that we consider when setting our strategic plan for a further three years. We may not have covered all areas that you have an opinion on and therefore we would welcome any other comments about your tenancy, the work of CDHA, or the neighbourhood in general.

Comments

**Return completed document to:**  
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Cathcart, Glasgow G44 3AZ.  
Tel: 0141 633 2779 or e-mail [info@cathcartha.co.uk](mailto:info@cathcartha.co.uk)