

CATHCART CDHA Cathcart & District Housing Association

STANDARD



The Newsletter of Cathcart & District Housing Association

DECEMBER 2015 • ISSUE 22

REPAIRS AND MAINTENANCE SERVICE

Following a lengthy procurement process between August and November 2015 the Association will now deliver Electrical, Plumbing and Joinery repairs through one multi trade contractor.



POWER-LITE LTD will deliver our reactive maintenance programme from 10 December 2015 and attend out of hour's emergency calls for all three trades. Power-lite tradesmen are known to most tenants as they have been working with the Association for over 27 years. They will provide dedicated tradesmen in each category and all staff will carry id and wear work uniforms when attending at our houses.

CHRISTMAS HOLIDAYS:

The Office will be closed from 12.00 noon on Thursday 24 December 2015 and will reopen at 9.00 am on Wednesday 6 January 2016

During that time emergency numbers will be in operation and are noted below. We must stress that these numbers are for genuine emergencies only such as loss of power, boiler break

down and burst pipes. Routine repairs will be carried out as soon as normal business hours resume in January. Please ensure that you phone the relevant trade when calling about an emergency)

Power-lite Ltd 0800 028 6734
(Electrical, Joinery, Plumbing)

Power-lite Ltd 07836 70 754
(Alternative mobile number)

City Building 0800 595 595
(Gas and Roofing)

KEEP COSY T

Winter is now upon us, which means higher fuel bills, so the Advice Team at Cathcart have put together some information about the help available towards paying those bills we hope you will find useful.

Even if you don't qualify for assistance, we can refer you to Home Energy Scotland, who will call out to your home to ensure you are getting the best value from your heating system, and ensure you are getting the best deal from your energy supplier, call us on 0141 633 2779 to arrange a visit.

Warm Home Discount

For winter 2015 to 2016, you could get a £140 discount on your electricity bill.

The money isn't paid to you; it's a one-off discount on your electricity bill, usually between October and March.

You qualify for the discount if on 12 July 2015 all of the following apply:

- your supplier was part of the scheme
- your name (or your partner's) was on the bill
- you were getting the Guarantee Credit element of Pension Credit (even if you get Savings Credit as well)

Others who may qualify under the broader group:

- Some suppliers can offer the discount to vulnerable people (e.g. those on a low income, or other benefits).
- Each supplier has their own rules about who else (known as the 'broader group') can get this help.
- Check with the supplier if you meet their rules for broader group help and how to apply for it.

Pre-pay or pay as you go meters

You can also qualify for the discount if you use a pre-pay or pay as you go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible. For example, a voucher you can use to top up your meter.

Energy suppliers

The following suppliers are part of the scheme:

- Atlantic
- British Gas
- Co-operative energy
- EDF Energy
- E.ON
- Equipower (Ebico)
- Equigas (Ebico)
- First Utility
- Manweb - see ScottishPower
- M&S Energy
- npower
- OVO
- Sainsbury's Energy - see British Gas
- Scottish Gas - see British Gas
- Scottish Hydro
- ScottishPower
- Southern Electric
- SSE
- SWALEC
- Utilita
- Utility Warehouse (PDF, 213KB)

Cold Weather Payments

You may get Cold Weather Payments if you're getting:

- Pension Credit
- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Universal Credit

Income Support and income-based Jobseeker's Allowance

You'll usually get Cold Weather Payments if you get Income Support or income-based Jobseeker's Allowance and have any of the following:

- a disability or pensioner premium
- a child who is disabled
- Child Tax Credit that includes a disability or severe disability element
- a child under 5 living with you

Income-related Employment and Support Allowance (ESA)

You'll usually get Cold Weather Payments if you get income-related ESA and have any of the following:

- the support or work-related component of ESA
- a severe or enhanced disability premium
- a pensioner premium
- a child who is disabled
- Child Tax Credit that includes a disability or severe disability element
- a child under 5 living with you

The 2015 to 2016 Cold Weather Payment scheme will start on 1 November 2015.

Payments are made when your local temperature is either recorded as, or forecast to be, an average of zero degrees Celsius or below over 7 consecutive days.

You'll get a payment of £25 for each 7 day period of very cold weather between 1 November and 31 March.

You'll get £25 for each 7 day period of very cold weather between 1 November and 31 March.

THIS WINTER

After each period of very cold weather in your area, you should get a payment within 14 working days. It's paid into the same bank or building society account as your benefit payments.

Winter Fuel Payment

You could get between £100 and £300 tax-free to help pay your heating bills if you were born on or before 5 January 1953. This is known as a 'Winter Fuel Payment'.

Most payments are made automatically between November and December. You should get your money by Christmas.

You usually get a Winter Fuel Payment automatically if you get the State Pension or another social security benefit: Pension Credit, income-based Jobseeker's Allowance (JSA), income-related Employment and Support Allowance (ESA)

You should get your Winter Fuel Payment automatically from

the organisation that pays your benefits.

If you have never received a Winter Fuel Payment before please Note:

You can't claim Winter Fuel Payment for 2015 to 2016 after 31 March 2016.

You need to claim Winter Fuel Payment if you've not had it before and either of the following apply:

- you don't get benefits or a State Pension
- you only get Housing Benefit, Council Tax Reduction or Child Benefit

You can claim by phone:

**Winter Fuel Payment centre
Telephone: 08459 15 15 15**

Affordable Warmth Dividend

The Affordable Warmth Dividend is a £100 payment made by the council to Glasgow residents who are 80 years of age and older on or before

31 March 2016 to keep warm during winter.

Applications will be accepted from 1 November 2015 until 31 March 2016.

How can I make an application?

Application forms are available on the council's website at www.glasgow.gov.uk/affordablewarmth or from your local Revenues and Benefits Centre or by phoning 0141 287 7961.

If you want to mail in your application return it to:
Glasgow City Council
P.O Box 36
Glasgow
G1 1JE

If you would like further information or assistance to claim any of these benefits please contact the Advice Team on 0141 633 2779 appointments are available at our office in Cathcart, or if for whatever reason you can't attend our office, home visits are available on request.



A ROUND UP OF WORK IN THE PIPELINE

Homlea Primary School

We continue to negotiate with City Property LLP regarding the acquisition of the building in order that we may continue with the remedial works prior to putting a building contract out to tender. Plans are still on the drawing board as we have experienced planning difficulties in adding new build to the site. We are confident that the New Year will bring more activity to the site.

Window renewal contract.

This contract is now almost complete and 26 flats will benefit from new windows as the last two are fitted just after the Christmas holidays. The contract was carried out by Briarbuild and we have received very positive comments about their workmanship.

Close Painting

17 closes have been redecorated during this year's programme. Again the feedback has been excellent. Two closes that were not on the schedule where the Association have little ownership have approached us as factors and requested that we carry out the

work at these locations. This work will be tendered after the holidays.

After the Christmas holidays we will put together a kitchen and bathroom renewal tender and also renewal of up to 20 boilers as part of our planned maintenance programme.

Our gardening contract will continue with McDermott Contracts who will be carrying out winter tidy ups prior to the season starting in March /April.

City Building continue to provide gas servicing for the Association and to date the out-turn has maintained a 100% success rate. As a reminder to tenants it is a legal obligation to provide access for the gas to be serviced in your property. We would ask that wherever possible you make access available when notified of the due date.



And so to finish on a light hearted note (we hope you enjoy our Christmas poem) All our Committee and Staff wish all our customers a very happy Christmas and a peaceful New Year. We look forward to working with everyone again in 2016.

*I'm proud to be the Christmas fairy
Sitting high up on top of the tree
Ok there are more active roles to be had
But it's ok just being me*

*Imagine being a red nosed reindeer
Flying through the clouds in the night
Visiting each boy and girl on the way
And all done by magic nose light*

*I could have been created an Elf
With the job to make toys to fill socks
I'd be employed every month of the year
Instead of spending eleven months in a box*

*There's a downside to being a fairy
At the top of the tree as it flickers
The pine needles can make me sneeze
As they get in my nose.... and my knickers*

*But during the month of December
There are one or two stories to share
I've seen mum kissing Santa
And dad, poor man is unaware*

*But no - I'm proud to be a fairy
Assuming my position on high
You all think I'm boring and stationary
But when you're sleeping I twinkle and fly*



How to contact us: 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

recycle

BULK UP LIFT OVER THE CHRISTMAS HOLIDAYS

During the Christmas season the usual bulk up lift services can be delayed or suspended. The service can be delayed as it is a busier time and the service is more in demand with items from Christmas clear outs to be collected. Bad weather, ice and snow can also cause delays as this makes it harder for the vans to be out collecting items.

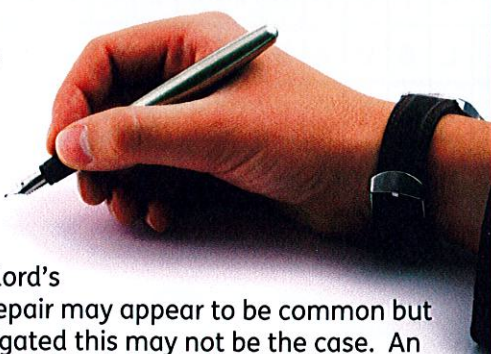
The service will also be suspended from Sunday 20th December to Monday 18th January for the holidays, so items reported during these dates will not be collected until after Monday 18th January. Also items reported after 20th November may not be collected before the holidays so these items may also not be collected until after Monday 18th January. Glasgow City Council is working on bringing the service up to date before the holidays to avoid a build-up of uncollected items as much as possible.

REPAIRS REPORTING FOR PRIVATE LANDLORDS

All common repairs must be reported by owners. We cannot instruct repairs reported by Private Landlord's

tenants. A repair may appear to be common but when investigated this may not be the case. An example is when an intercom is faulty. The fault may be within the flat and not at the common control panel. In cases like this owners are charged for the repair through their Factoring account which may come as a surprise if their tenant has not told them about it.

If you are a Private Landlord and wish to authorise your tenant to report repairs on your behalf please inform us in writing.



DOG FOULING

This has become an issue in the local area, one which is prevalent all around the city. As a result the Community Safety Glasgow and Glasgow City Council have taken action in this respect.



Cathcart & District Housing Association is working closely with Community Safety Glasgow to ensure that the people responsible are caught.

If you allow your dog to foul the pavement or public areas you can cause a great deal of stress to other people who may pick it up on their shoes and carry it into their homes. Children may fall on it and become unwell if they then touch it and transfer their fingers to their mouth. It is because of these reasons that the issue has been given priority.

£40.00 'on the spot' fines are being issued.

We will work with Community Safety Glasgow and the Council and report any incidents whereby someone is persistently letting their dog foul the street, that we either witness or that you tell us about. All reports will be treated in strict confidence.

Reports can be made directly to Glasgow City Council on 03003437027

You can also go to the Community Safety Glasgow website to report or ask questions regarding all types of anti-social issues.

NOISE NUISANCE

As the festivities approach we would ask all residents to respect their neighbours and remember that noise can travel easily in your close. The association understands that at this time of year people have friends and family visiting, however anti-social levels of noise are not acceptable at any time of the year. For anyone being affected by anti-social noise please remember to contact the Glasgow City Council Noise Team on 0141 287 6688. This is an out of hour's service that can be used between the hours of 5pm and 3am. We would ask that noise of this level at any other time of the day be reported to the local police station by dialling 101 from your landline or mobile phone. Please enjoy this time of year with your loved ones but spare a thought for your neighbours too.



CHRISTMAS WORD SEARCH



Try our
Christmas word
search. Every
entry returned
to the office
by 11 January
2016 will go
into our draw
for a £30 M & S
Voucher.

Words can go horizontally,
vertically and diagonally
in all eight directions.
Words overlap and share
1 or more letters.

When you are done, the
unused letters in the grid
will spell out a hidden
message. Pick them out
from left to right, top line
to bottom line.

S	G	O	C	O	D	T	J	E	I	S	D	E	E	R	T	R	E	H	S	A	D	I
T	N	R	A	G	S	A	L	I	L	N	G	D	K	A	S	A	N	T	A	M	E	R
H	A	E	R	R	I	V	Y	E	N	G	Y	S	C	A	H	R	I	J	O	Y	S	T
G	D	C	O	M	E	A	I	E	N	G	I	S	T	C	C	O	Y	O	U	Y	Q	J
I	V	N	L	S	Y	G	N	O	K	N	L	C	H	F	O	R	V	V	P	E	D	X
L	E	A	S	L	H	Y	G	X	G	A	D	E	O	T	R	M	A	F	K	K	R	M
Y	N	D	L	E	S	N	I	T	D	X	L	E	B	L	A	N	E	T	V	R	N	W
E	T	O	P	D	Y	F	N	R	R	R	M	F	C	E	D	E	Z	T	S	U	A	B
N	H	C	S	D	K	K	E	E	G	S	U	Q	W	E	L	R	R	T	R	T	M	Y
M	J	U	N	L	K	D	N	N	A	K	T	D	Z	O	M	L	E	W	E	N	W	R
I	B	P	O	R	N	N	I	M	M	H	Q	X	O	R	N	B	S	C	I	F	O	R
H	L	I	W	O	O	K	T	S	Y	O	T	J	V	L	H	S	E	N	N	X	N	E
C	I	D	S	D	C	S	V	I	X	E	N	M	Y	M	P	C	S	R	D	A	S	M
V	T	E	R	O	I	N	O	R	T	H	P	O	L	E	A	H	T	X	E	Y	R	E
G	Z	Y	T	R	M	K	G	N	I	D	D	U	P	E	Z	L	F	G	E	K	N	P
Q	E	S	H	N	F	S	E	L	B	U	A	B	P	L	K	P	I	N	R	I	F	T
R	N	C	P	M	I	S	T	L	E	T	O	E	Q	K	W	Q	G	P	P	W	N	V

HIDDEN MESSAGE:

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advent
dancer joy
reindeer
tinsel
baubles
dasher
lights
rudolph
toys

blitzen
december
merry
santa
tree
cake
donner
mistletoe
sing

turkey
carols
eggnog
north pole
sleigh
vixen
chimney
elves
peace

snow
wreath
christmas
gifts
pine
snowflake
cold
holly
prancer

snowman
comet
ivy
pudding
star
cupid
jingle bells
red nose
stocking

Name:

Tel No:

Address:

E mail:

Drop your entry into our office or scan and e mail to info@cathcartha.co.uk - Good luck!

