

CATHCART CDHA STANDARD



The Newsletter of Cathcart & District Housing Association

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HOLMLEA PRIMARY SCHOOL

You may be forgiven for thinking that work on Holmlea Primary School had been abandoned but no... we have had long talks with City Property LLP who wished the housing association partnership to take ownership of the property prior to commencing the full down taking works. On that basis the work which started in June 2015 was put on hold.

Negotiations have been underway with City Property since June 2015 and we are now in a position to take the development forward. Ownership transferred to the Home

Scotland/CDHA partnership last week and we will shortly commence our design team process in order to secure a programme of works.

Owing to this delay we will need to look closely at the enabling works and who will carry them out i.e. removal of the pigeon guano, rot surveys, asbestos surveys. We are hopeful that we will be able to pick up as near to where we left off as possible. It is likely though that the appointed contractors in 2015 will not be available immediately to carry out the removal of the guano, rot surveys etc.

We will continue our discussions with our appointed architect Anderson Bell Christie and it is our intention to enter into pre-planning talks over the summer months. It is therefore with an optimistic attitude that we would like to see a site start in the early part of 2017.

We hope by the time our Summer/Autumn newsletters are published we will be able to report on the flats that will be provided in this development, and provide an impression of the site.



NEW PHONE SYSTEM

As many of you who call the office regularly will know we have installed a new phone system which is helping us cope with the volume of calls we now receive. In order to assist persons calling in to speak with the correct person we have a short voice message which guides you to the relevant department. We would respectfully ask that persons take time to listen to that message and press the correct button when asked to do so. All members of staff also have direct dial numbers and it may assist (if you are a regular caller) to source the direct dial number of the person you wish to contact to save time going through the switch board. All direct dial numbers have voice mail attached so if the person you are calling is not at their desk you are able to leave a message.



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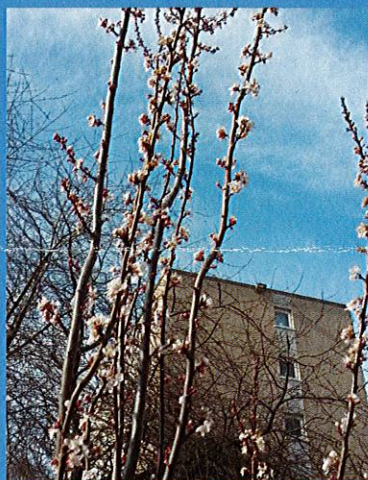


Cathcart & District Housing Associations have now launched a Facebook page. There is a link to this from our website and it provides our customers with another means of communicating with the office. We will add news items to the Facebook page from time to time and you will have the chance to keep abreast with what we are doing or comment on any of the items posted there.

There is a link to our Facebook page on our website at www.cathcartha.co.uk

Stanmore Gardens

The work at the Garden project in Stanmore Road/Cumming Drive is now well underway and enthusiasm for the project is high in the local area. We have received many comments about the improvement this garden project has brought to this extensive piece of ground between the flats at Cumming Drive and Stanmore Road. Stanmore Social issued the following statement and picture.



"The community garden is blooming with spring bulbs and some beautiful blossom and we look forward to a productive year. In the coming months we will be improving the access to the garden, adding some seating, and hosting a variety of seasonal events, arts and crafts workshops and courses about growing and using the produce. The raised beds are currently being planted for the year and will have the planting plans on the side so

you know what everything is. The banks are developing well and there should be good crops from the blackcurrant, redcurrant, blueberry and gooseberry bushes this year. We hope you are enjoying the garden and the improvement to the space. Please keep an eye on our Facebook page (Stanmore Social) and our website: www.stanmoresocial.org for updates about events and activities and please come and say hello and enjoy the garden and it's fruits."

Common areas and Close Security



The Association receives numerous complaints about residents storing personal items in the common areas of the building e.g. bikes and pushchairs which are common items. As a tenant you are responsible for how you use the common area as per your tenancy agreement under 'use of the house and the common parts' these areas should not be used for storing your property as they are common thoroughfares and must be kept clear at all times. As a tenant you should not do anything which causes inconvenience or danger to anyone using the common parts. These conditions apply to owners as part of the deed of conditions.

The Police have, in recent times advised us that the Cathcart and Battlefield areas have been the target of persons looking for any items they consider worth stealing. These opportunists wait until they see someone popping out to the shops and leaving the door on the snib then going into the close and lifting anything that is easily removed.

Security entry has been put on all close doors and should be kept locked at all times even if you are just popping out to the shops. You should not allow access to anyone that has no right to be there, if anyone calls your flat to get into the building first of all please ensure that they are entitled to be there.

BULK UPLIFT

This continues to be a matter that we receive a lot of correspondence about. As Glasgow City Council face cutbacks in their budgets some services will undoubtedly become affected. Bulk uplift is no longer collected as often as it was before and whilst the Council states that they are providing this service on a regular basis we have seen over a month go by and sometimes longer before bulk items are picked up.

We appreciate that some people rely solely on this service in order to take bulk items of unwanted furniture away from the back court areas. However we would ask people who have transport to consider taking unwanted items to the refuse centre themselves. Dumping is free for domestic refuse and you are able to use the service at Polmadie for this purpose.

Another issue that we have experienced in the past is when private landlords have a changeover of tenancy in their flats. On one occasion the old furniture was simply



dumped in the back court and left there. Private landlords do not live in the area and this practice shows little respect for the residents in the building. We would therefore ask all private landlords to treat the disposal of furniture between lets as commercial waste and ensure that it is removed by the owner at the time.

In the meantime if you do require to use this service please also ensure that you follow some simple rules out of respect for your neighbours.

Always e mail or phone the Council bulk up lift at the time of putting out the goods. epsclensing@glasgow.gov.uk or by telephone on 0141 287 9700 You will need to provide

detailed information about what you are asking to be uplifted.

Unused paint is a problematic commodity to get rid of. Council guidelines are that paint should be allowed to harden before putting out for uplift. To do this, once you are finished with the paint, leave the tin with the lid off until the paint has solidified then putting the lid on again firmly place outside for uplift. We recently had to have one back court area industrially cleaned owing to someone putting paint out without securing the lid. The paint leaked all over the bin area. Can you imagine how you would feel if you walked someone else's old paint onto your carpet?

Glasgow is one of the few local authorities who provide bulk uplift as a free service. It may be that this will not be the case for very much longer.

If Council budgets continue to be cut, then more and more responsibility will fall to local residents for the continued upkeep of the area. There are recycling provisions all around the area and we would urge everyone to make use of these facilities by taking your empty bottles with you to the recycle bin of the supermarket.

Home Insurance

Your Landlord does not insure your furniture, belongings or decorations against theft, fire vandalism and burst pipes or other household risks. You are strongly advised to take out your own insurances.

We appreciate this is an additional costs on a household perhaps already working on a limited income however we have sourced a very competitive package through Thistle Tenant Risks.

You can arrange your insurance at a special low cost rate and the scheme is open to all tenants and residents.

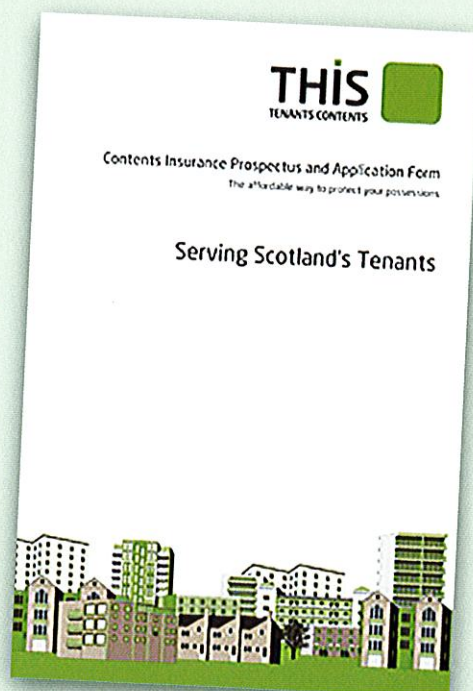
There are several ways to pay your premium and when you take out this insurance most of your household goods and contents will be insured in your home. The insurance also covers the cost of external locks if your keys are lost or stolen. We are

often called upon when someone cannot get into their property because they have lost their keys. The joiner's time to change the lock together with materials can be expensive and we will charge this back to the tenant.

We have a detailed leaflet available in the office which covers all the details of the policy terms. There is an option to take out additional cover for such things as

- Hearing aid cover
- Wheelchair cover
- Accidental damage
- Cover for personal possessions away from home.

If you would like further details please either call your housing officer or e mail in to info@cathcartha.co.uk and we will send out further details or arrange a meeting with you.



Customer Care Policy Review....

Our Customer Care Policy will shortly be reviewed by our Committee of management. We would like to invite any feedback from our customers on the content of the policy. Below are the main headers of the areas

the policy covers and we believe that we work to that on a daily basis.

Our customers drive our business and at all times we aim to keep to timescales for such things

as repairs, responses to letters and e mails and the processing of application forms. When we make allocations we aim to do so within tight timescales to maximise rental income.

..... OUR SERVICE STANDARDS

All our staff are courteous and well informed in order that you will receive constructive advice in all areas

Reception area will be clean, tidy, welcoming and comfortable

Access to persons with mobility problems will be provided

Privacy is available for personal discussions

We display sufficient notices and information leaflets which are easily accessed

When our offices are closed we will provide notice of this in a variety of ways

We aim to have a member of staff available at all times that can answer all queries

Customers will normally be seen within 10 minutes of arriving at the office.

Our telephone system allows you to leave a message during busy and closed times.

You can contact us in a variety of ways and we will aim to respond to letters and emails within 5 working days.

Home visits are available to those who have mobility problems

Participation - we welcome tenant/members to our board of management, sub committees or Registered Tenant Organisations, we will provide information and support in all areas to anyone who is interested

We have a robust complaints procedure in place and if something goes wrong we will make every effort to rectify the problem

You will be provided with a range of written information....

- Tenancy agreement
- Rent and Service Charge Information
- Tenants handbook
- Newsletters
- Annual Performance Reports
- Other information regarding specific issues such as planned maintenance

The above is a brief synopsis of our customer care policy and anyone wishing to contribute to the review of this policy by submitting comments or requesting further information may do so by e mailing **info@cathcartha.co.uk** or calling the office.