

CATHCART STANDARD

 **CDHA**
Cathcart & District Housing Association



The Newsletter of Cathcart & District Housing Association

AUTUMN 2016 • ISSUE 25

GAVINTON STREET OPEN DAY

The Residents Organisation was interested this year to develop the picnic area of the complex and made approaches to the Lottery for funding to see if they could turn the picnic area into something that the residents could enjoy. The Organisation were successful in their application and with the funding made available they were able to bring someone in to transform the picnic areas. All bedding boxes are at a height where residents can stand at them and grow their own plants, veg, strawberries etc. In addition to this they now have their greenhouse, picnic table chimera and barbecue.

The official opening took place on Saturday 20th August when the sun did come out for some of the time and Kirsten Oswald MP for East Renfrewshire opened the garden. Loretto Care who provides the warden service for the Association and the activities for the residents

provided the food for the barbecue with local businesses donating prizes for the raffle. There were a good number of residents present and it was really good to see them enjoying the day with their own children and grandchildren.

If you asked the residents what this does for them at this stage in their life they would say it gives them a new interest in the gardens, that they enjoy growing their own plants, strawberries veg etc., it also gives them better community within Gavinton Street whilst working together to keep the gardens nice giving all residents something to enjoy.

When recently visiting the complex the housing officer noted the activity that was going on with people enjoying the sunshine whilst others were busy with the gardens.



PLANNED WORKS



CLOSE PAINTING

We hold a stock list based on cyclical information for the repainting of our closes and each year we inspect those due for repainting. We then issue tender documents on a close by close basis rather than a complete job basis. Our contractors submit their prices for each close after surveying some.

The reason for not getting a contract price is so that we can demonstrate to owners that they are getting best value for money for their share of the close redecoration.

This year we are carrying out close painting in Holmlea Road and Cartside Road/Quadrant. You will have or will shortly receive information about the timescale for this work.

We would ask that when the work commences care is taken entering and leaving the close in order not to spread any wet paint. Our contractors will put up signs as required.

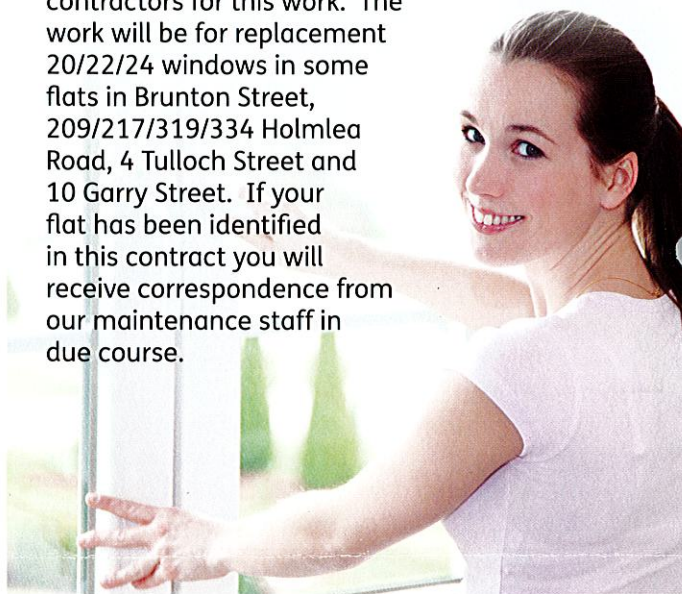
MEDICAL ADAPTATIONS

Cathcart & District Housing Association has been provided with a grant of £30,000 to provide medical adaptations where Occupational Therapists have recommended they should be. If you think you may qualify for an adaptation to your bathroom please speak to your housing officer who will direct you to the appropriate channels.



WINDOW RENEWAL CONTRACT

We have just put the window renewal contract on the Public Contracts website seeking interest from appropriate contractors for this work. The work will be for replacement 20/22/24 windows in some flats in Brunton Street, 209/217/319/334 Holmlea Road, 4 Tulloch Street and 10 Garry Street. If your flat has been identified in this contract you will receive correspondence from our maintenance staff in due course.

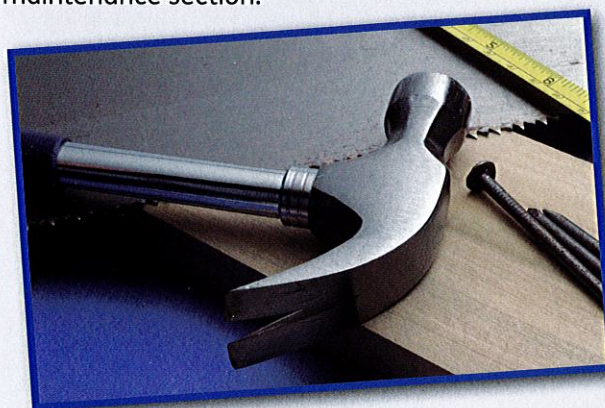


KITCHEN AND BATHROOM CONTRACT

We have recently appointed L & D contracts as the successful contractors to fit our new kitchens and bathrooms. This contract is now underway and tenants have been invited into our office to pick their choices of units, worktops and tiling.

The kitchen range on this contract is JTC of Dundee and we currently have a carousel of the choices in the office.

If your flat is due to have this work carried out you will have received a letter from our maintenance section.



REACTIVE MAINTENANCE CONTRACT

The new maintenance contract is now more than half way through the first year and to date feedback has been very good.

Power-lite Glasgow has embraced new technology to assist tenants and the Housing Association with our targets. Once a job is complete you will be asked to sign off the repair order on the contractor's iPad. They will then send the repair line back to us highlighting that the repair has been attended to.

We have received many positive responses about our new maintenance contract and their vans make a known presence in the area. We hope that the single

approach adds a feeling of surety and security to some of our tenants who had concerns about letting contractors into their house. All Power-lite operatives wear easily identifiable uniforms and if you find that not to be the case on any occasion you should report this to the Association.

In respect of Emergency call-outs we would once again ask that you ensure it is a real emergency before calling the out of hour's number. The company will not normally call out for lost keys but they will always ascertain the details of the situation before refusing. We are entirely happy that they use their discretion in those cases.



CDHA Management Limited Full private lettings and repairs service

The Association's subsidiary company, CDHA Management Limited, has been successfully managing properties on behalf of owners and private landlords for over a year now. The response and interest to the company in the Southside of Glasgow has been fantastic, so we would like to take this opportunity to thank all of you for supporting us. We will continue to provide this service to the highest of standards and welcome any enquiries landlords or tenants may have.

For anyone who is not yet familiar with the management company, here is an idea of what we can do for you and your property to ensure

a successful stress free let;

- Carry out void inspections and the relevant safety checks before re-letting the property
- We will carry out reference checks for any perspective tenants
- Accompany viewings
- Ensure deposits are paid upfront and held with Deposit Scotland
- Actively check your tenants rent account ensuring the rent is paid on time
- Deal with any Housing Benefit queries for your tenant (if your tenant pays in this way)
- Arrange repairs between our contractors and your tenant

- Carry out pre-term inspections when your tenant leaves
- Advertise your property on our website/social media and in our office
- Monthly Commission 10%
- £75.00 Re-let Service, checking inventory and tenancy checks
- £30.00 Re-sign service if tenants decide to extend their tenancy for a longer period

Our dedicated staff members Morna Smillie, Gillian McCann and Nicole McMaster are here to help and can be contacted on 0141 633 2779 to answer any questions you may have. We look forward to hearing from you!



WAYS TO PAY YOUR RENT

The Association provides many ways in which you can pay your rent and we revise this on a regular basis.

Following on from the recent closure of two branches of RBS and one branch of BoS we recognised that this limits the places available to pay your rent.

As a result we have recently upgraded our website to accept payments through Paypal. This is a secure alternative method of paying your rent or tenant to pay invoice or for owners and landlords their factoring accounts.

The full range of payment methods are now

- Payment by Allpay payment card at post offices and Paypoints at local shops. Always ensure you retain your receipt if paying by this method.
- Online to allpay at www.allpayments.net

- By phone to allpay on 0844 557 8321
- By Standing Order
- By Direct Debit
- By phone to the Association through our cardpay facility using your bank card
- By paying through Paypal on our website at www.cathcartha.co.uk/ payments.

Please note we do not accept cash payments in the office.

If you would like advice on any of the above methods of payment you should contact your housing officer in the first instance.



THE COMMON AREAS OF THE TENEMENT CLOSE SECURITY – THE LOCKS ARE THERE FOR YOUR PROTECTION

Last week two closes in Cathcart had the lofts accessed by persons unknown. It is a well known fact that many break-ins in tenements to top floor flats are as a result of someone gaining access to the loft.

In these cases entry was made through UNLOCKED front or back doors and the service duct was used to climb up to the loft hatch.

This not only results in potential distress for those who may be unfortunate enough to be burgled but additional costs in making good of the damage... and is the result of thoughtlessness on the part of other residents.

We would therefore ask, as we have done before, that you ensure that your building is kept secure at all times even if it is just a visit to the shops this would then ensure that only those people who are entitled to be in the building gain access to it.

If you see anyone acting in a suspicious manner in your building please do not hesitate to contact the Police on 101 and advise them of this. The police are aware of these incidents we have been advised that they have identified members of the Romanian sector as the likely culprits. We would ask everyone to be vigilant.

CLOSES ARE YOUR FIRE ESCAPE – KEEP IT CLEAR

Can you imagine what it would be like if a fire were to break out in your close? It may not be in your flat but smoke fills an area very quickly and can kill! Even a small bag of rubbish left at the back door, depending what it contains, could fill a whole close with smoke if it were set alight.

KEEP IT CLEAR

- Never leave rubbish at the back door always take it out to the bin
- Do not store large items in the close – this must always be a clearway
- If you have bulk to be uplifted report it to the Council as soon as you require it to be uplifted and site it tidily in the back court.

IF THERE IS A FIRE

- Keep door closed to prevent smoke travelling wherever possible
- Dial 999 and ask for the fire brigade giving as much information as possible.

The Scottish Fire Brigade are happy to give home advice and you can call home fire safety advice on 0800 0731 999 or visit their website at www.firescotland.gov.uk

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

