

CATHCART STANDARD



CDHA
Cathcart & District Housing Association



The Newsletter of Cathcart & District Housing Association

WINTER 2014 • ISSUE 18

The Committee and
Staff would like to
wish you a

*Merry
Christmas*

and a happy New Year



Christmas Holidays:

The Office will be closed from 12.00 noon on Wednesday 24 December 2014 and will reopen at 9.00 am on Tuesday 6 January 2015

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.

The Police at Aitkenhead Road have emergency contact numbers for a member of staff if required.
0141 532 4900

**CATHCART &
DISTRICT HOUSING
ASSOCIATION
EMERGENCY CALL
OUT NUMBERS**

Electrician: Power-lite Electrical Services
Plumbers/Central Heating: City Building
Joiners/Builders/Glaziers:
Barr & Maxwell
City Building
Door Entry/Aerials: City Building

07836 700754
0800 595 595

0141 881 1937 / 07702 262631
0800 595 595
0800 595 595

TENANTS SATISFACTION SURVEYS...



Congratulations to Mrs Owens in Holmlea road who won our prize of a £30 voucher for Sainsbury's in the Tenants Satisfaction Survey draw.

Thank you to everyone who has returned their tenants satisfaction survey. We have had a good response however there are still some outstanding forms and we do rely on your comments when setting our proposals out for our future work.

By way of encouraging further

returns of the survey forms if you haven't returned it yet please do so. We will have another draw in January for a box of sweets/biscuits.

Once all the forms are in we will be looking at your comments and giving consideration to everything that has been said to us.

If you would like to return your form but have been unable to please give the office a call and we will gladly collect it from you.

Don't Fuel Anti-Social Behaviour

Anti-social behaviour can be devastating to those living around the culprit, but at this time of year incidents can be magnified more than any other time by drinking to excess.

It is well known that drink plays a big part in anti-social behaviour and statistics show that young people are more likely to contribute to this than older people. This can cause more vandalism, fights and noise nuisance to other residents.

The festive season should be enjoyed by all and we ask young people to give consideration to their neighbours when partaking of Christmas parties etc. Street drinking is against the law but that should not mean overcrowded houses with parties going on until the small hours, hence causing disturbance to others residing there.

So please enjoy the holidays but try to give consideration to others enjoying a quieter time. If you are having friends round be responsible, tone the music down after midnight and always ensure that your guests do not leave litter behind. You are responsible for the people that visit your flat and any mess should be cleaned up by you the tenant after events.

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.



Benefit checks



Most people should now be aware of the massive changes within the welfare benefits system which has affected those seeking work, those unable to work, pensioners, people needing care and many other groups of people claiming tax credits, Pensions, care allowances etc.

At CDHA we offer an excellent Welfare Rights Service 3 days a week to all our tenants whether in work or not and we would like to take this opportunity to ask anyone who has not been in to use our service within the last 3 months to contact us and make an appointment to come in for a quick benefit check to ensure that you are receiving the correct benefit, tax credit, pension etc.

It only takes half an hour and if we can help you it could make all the difference between a Merry Christmas or a cold December!

Close Cleaning

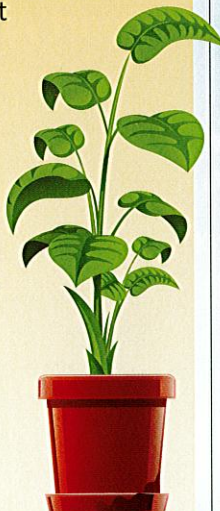
- Plants and ornaments and small items (ie shoes) on stairways

We have often published our policy on bikes and prams in the close and the health and safety risks associated with these items being left in public places. Another issue that has been highlighted to us by our Estate Assistants is the difficulty in cleaning windows/landings where there are a lot of potted plants.

The Estate Assistants have a schedule of work and windows are cleaned quarterly. It would be helpful if you could ensure your potted plants on window sills are removed at the time of the close windows being cleaned.

If you would like to check when your windows are due to be cleaned and you have potted plants please call our admin team who will be happy to give you the dates for your property.

We would ask that all other personal items such as shoes or wellies are taken inside your flat at all times.



We've come round again to that time of year
To wish each and every one Christmas Cheer
We've been busy again and we hope you have noticed
Like the Christmas elves we are totally focussed

The year has seen kitchens and bathrooms and boilers
The elves have been plumbers and painters and joiners
We are checking the wiring and attending to gardens
And looking at ways of reducing the carbons

Development's thriving and the school's underway
Welcome news indeed after all the delay
We hope to see builders in early next year
When work's underway new flats will appear

The office will close down on Christmas Eve
When everyone enjoys some welcome leave
Emergency Trades for if something fails
Routine - leave a message - e mail the details

We hope you have fun but show concern to those near
Not everyone revels in loud party cheer
So we respectfully ask you, your party to manage
And avoid at all costs causing anti-social damage

And a happy New Year when the clocks they do chime
We hope you all have a jovial time
We'll see you all in twenty fifteen
When were back to pick up the things unforeseen



Winter Benefits

Winter means higher fuel bills, so the Welfare Rights team at Cathcart have put together some information on the help available towards paying those bills we hope you will find useful.

Even if you don't qualify for assistance, there couldn't be a better time to contact us to arrange a visit from our dedicated Fuel Advisor from G-Heat, 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.

- Equigas (Ebico)
- First Utility
- Manweb - see ScottishPower
- M&S Energy
- npower
- Sainsbury's Energy
- Scottish Gas - see British Gas
- Scottish Hydro
- ScottishPower
- Southern Electric
- SSE
- SWALEC
- Utility Warehouse

Warm Home Discount

For winter 2014 to 2015, 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 2014 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 (eg 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)

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 2014 to 2015 Cold Weather Payment scheme will start on 1 November 2014. You'll be able to check if your area is due a payment in November 2014.

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.

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 July 1952. 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 2014 to 2015 after 31 March 2015.

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 2015 to keep warm during winter.

Applications will be accepted from 1 November 2014 until 31 March 2015.

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:

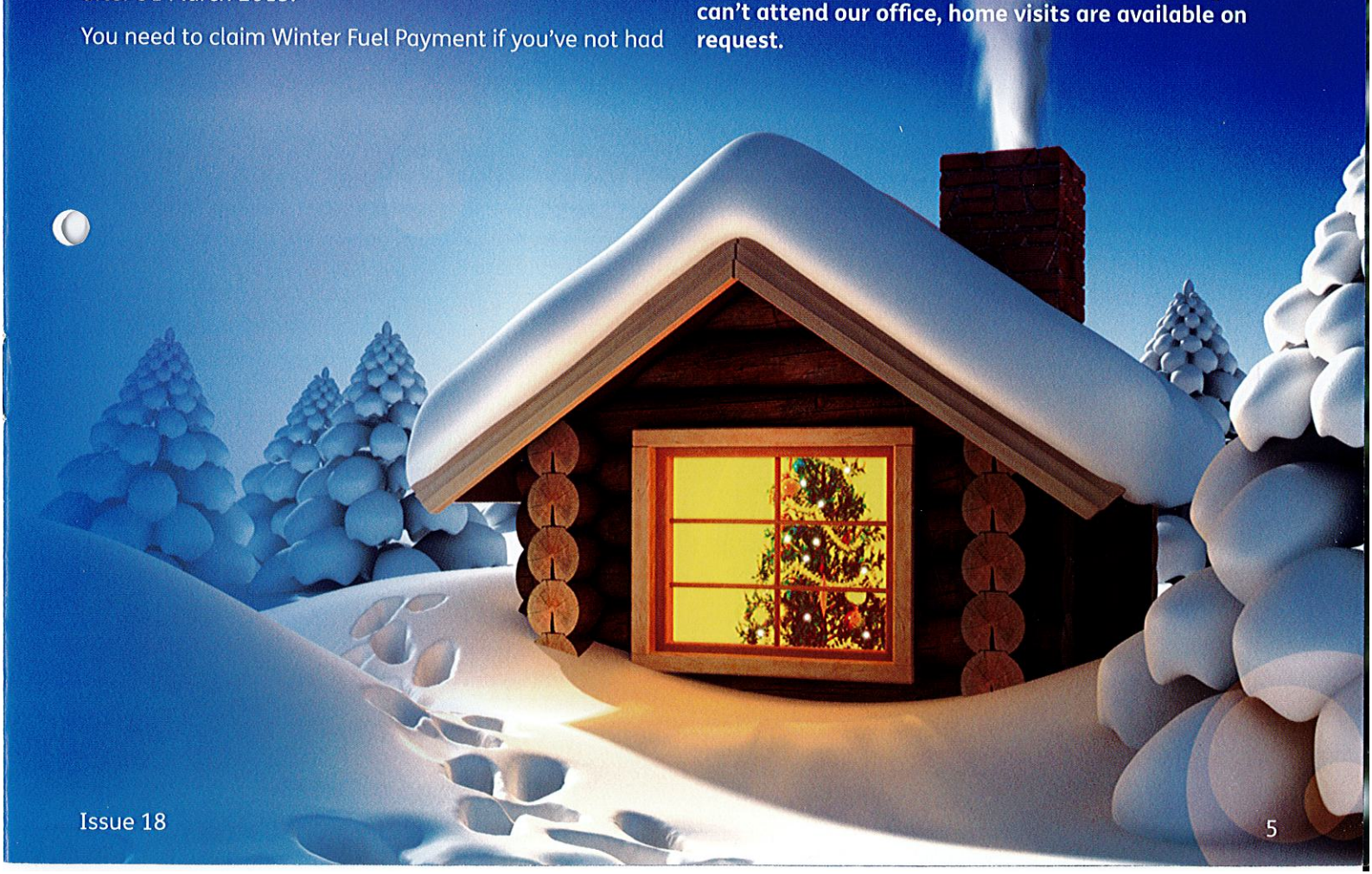
Glasgow City Council

P.O Box 36

Glasgow

G1 1JE

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



News round up in the area.....

Holmlea Gardens Association

In a recent survey of allotment members nearly every person said their love of allotment gardening comes from the fresh air, home grown produce, healthy lifestyle and like-minded people this activity offers. Managed properly, an allotment can produce enough food to supplement a family's weekly shop, with fresh fruit and vegetables over the year. This does require hard work and dedication but even the smallest crop grown, is money saved from the supermarket. Allotments are also essential habitats for wildlife and by cultivating an allotment you are helping to keep biodiversity levels buoyant

These are some of the benefits of allotment gardening and to enhance these points the Holmlea Gardens Association will shortly hope to obtain planning permission for the erection of a community hut to replace the previous one which through time has come to the end of its useful life. The new hut will cover the same footprint as the old one, will be similar in size and will allow the uptake of additional activities such as working

with local primary schools to educate pupils in the art of planning and growing.

Cathcart & District Housing Association wishes them well in their continuation of providing this great community facility.



Cathcart Railway Bridge

The road closures and traffic alterations around the Cathcart railway bridge have over the last 6 months become a way of life. The work under the bridge was due to conclude on 18 December. We have been advised however that work is not yet complete but the roads are now open again and engineering staff will come back in April 2015 to complete these works.





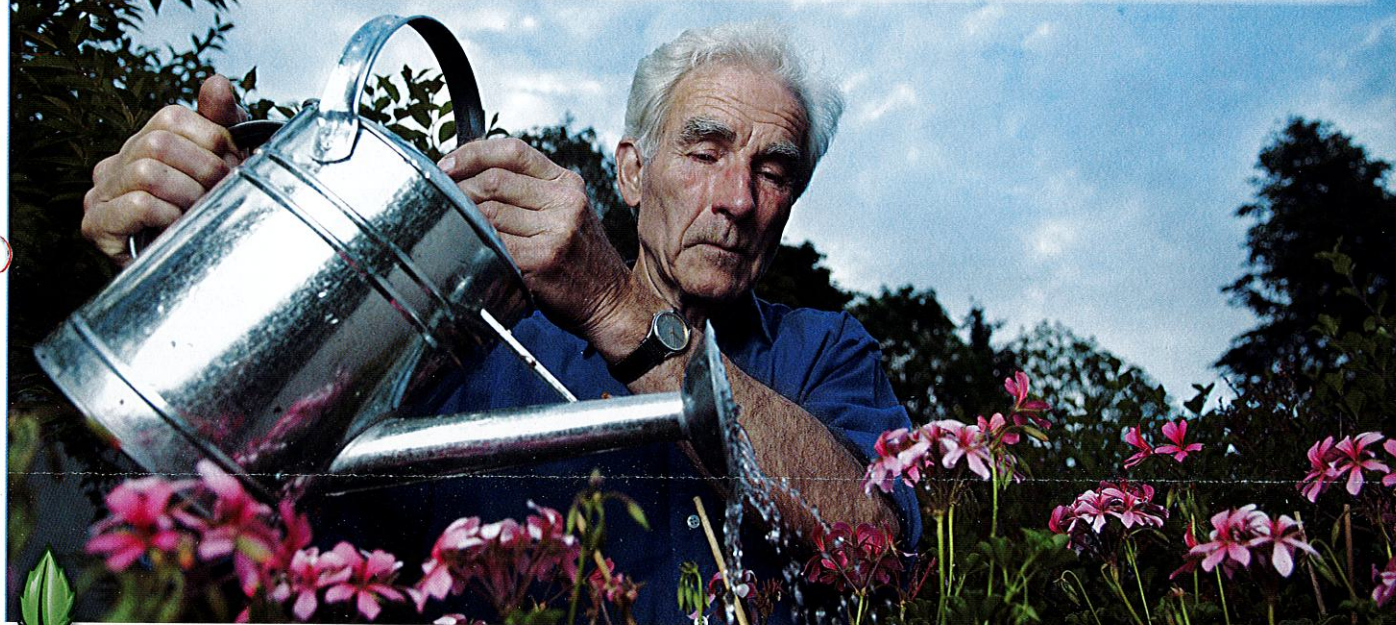
Stanmore Social Community Garden

The initial target of clearing the beds in the Community Garden at Cumming Drive/Stanmore Road within four weeks was completed in three which was due to the high turnout of volunteers on Tuesday nights during October. Most of the cans, bottles and other detritus uncovered due to the excellent litter picking and separating skills of the children and their helpers has been recycled. Colin and the Urban Roots volunteers took away all the foliage and bushes that were chopped down. The topographical survey has also been

carried out and the next stage will be to decide on the design of, and acquire materials to build the retaining walls round the beds.

At the end of November the fruit trees and spring bulbs were planted which signified the considerable progress that has been made.

There is an intention to carry out further scoping exercise in the surrounding open spaces once the community Garden is further advanced.



Scottish Water Construction Works

Some of you may have noticed that earlier this year trees were removed from the area beside the river at the top of Holmhead Crescent. Local residents have tried to find out the reason for this and until recently have been unable to ascertain why these trees were removed but the fence has never been made good. We now have formal notification from Scottish Water regarding their proposed works which are scheduled to commence towards the end of February. This will involve the construction of an underground chamber on the area at Holmhead Crescent and outfall into the river as part of the ongoing sewerage works along the route of

the Cart. There will be disruption to traffic while the work is on-going and the area will be made good upon completion of the works. Specialists will be brought in by Scottish Water to deal with the Giant Hog Weed and the Himalayan Balsam both of which are present in the vicinity around the river bank.

The site plan is available in larger format in our office if anyone wishes to view the proposed works.



Keep warm this winter!

Cathcart & District Housing Association are pleased to announce we have again been working in partnership with DMS Energy Solutions to further insulate tenants and homeowners properties in time for the cold winter ahead. We are pleased to report more than three hundred properties have benefited from loft and cavity wall insulation works during the first phase of our joint project. We are continuing to work closely with DMS on the second phase of the project, to insulate under the ground floors of all suitable properties within our current stock.

Heat is lost through the floor of your home from draughts and gaps in the flooring; the simple process of installing this insulation will reduce at least ten percent of the heat lost from your home. Only one hundred percent recycled, high performance insulation manufactured locally in Scotland is being used to improve the energy efficiency of your homes. DMS Energy Solutions surveyors are currently working in your area or alternatively you can contact their dedicated customer service team today to arrange your free survey on 0141 638 1058.



DMS Energy Solutions Ltd
Unit 4, Ground Floor
Spiersbridge Way
Spiersbridge Business Park
Glasgow
G46 8NG

Dear

RE: Installation Confirmation

We are delighted to advise you we will shortly begin the installation of Underfloor Insulation on your premises. It is our intention that the installation process will be carried out in a manner that will cause you the least disruption as possible.

The date we have agreed with you to carry out the work is:

We thank you for your co-operation in this project which will help to serve both Cathcart Housing Association and all tenants/owners lowering customer energy bills, helping to promote warmer, more affordable housing while greatly assisting in saving the planet.

Should you have anything you wish to discuss regarding any aspects of the installation please do not hesitate to contact our customer service team by telephone or by e mail directly.

Yours sincerely

Sean Maguire
Senior Contracts Manager
DMS Energy Solutions Ltd
seanmaguire@dmsenergysolutions.co.uk
www.dmsenergysolutions.co.uk
0141 638 1058



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

