

# CATHCART CDHA STANDARD

Cathcart & District Housing Association



The Newsletter of Cathcart & District Housing Association

SUMMER 2021 • ISSUE 41



## Rent Arrears Texts & Emails

Please be advised that if your rent account is not in advance by one full month's rent charge, your account will show an outstanding balance throughout the month until you make your payment. This is why some tenants will receive text messages and emails informing them of an outstanding balance. We understand that this can be inconvenient, however, our rent system now operates in line with your tenancy agreement which states that your rent is due one month in advance. Please do not hesitate to contact us should you have any queries regarding this matter.

If you are experiencing any financial difficulties or falling behind with your rent please make contact as early as possible. We can assist you to ensure your income is maximised and to prevent rent arrears from accumulating and causing you unnecessary worry and stress.

Please be reminded that paying your rent is your responsibility and you must ensure it is paid in full and on time every month. If you have any queries or concerns or if you have arrears and have not yet discussed these with our Arrears & Debt Control Officer Lynsay Gallagher, please contact her as a matter of urgency. Lynsay can be contacted by:

- Emailing [lynsay@cathcartha.co.uk](mailto:lynsay@cathcartha.co.uk)
- Or by phoning 0141 633 2779 (option 2)



## Power-lite (Glasgow) Ltd

We would like to take this opportunity to say thank you and farewell to Allan Rhodes and his team at Power-lite. Allan has decided to retire after more than 40 years in the business, originally as an electrical contractor and latterly as managing director of his multi-trade company.

Power-lite has provided a service to CDHA since 1987 and both Allan and his staff were well known to many of our tenants.

We wish Allan a happy retirement and good luck to all of his staff in their new jobs.



# Bulk Uplift Service

From 1<sup>st</sup> April 2021, Cathcart & District Housing Association has been providing a bulk uplift service for our tenants and factored owners.

You can request a bulk uplift by:

- Emailing [bulk@cathcartha.co.uk](mailto:bulk@cathcartha.co.uk)
- Or by phoning **0141 633 2779**

**Please provide your address and list all items requiring removal.**

Our contractor CleanScene is in the area every Tuesday and Wednesday delivering this service. The area is divided into two, each week half of our stock will have the bulk removed, and the second week the other half. In this way, we hope that all bulk will

be removed within two weeks of it being put out.

Items should be put in the back court of the property and not left on the street. Items dumped on the street are classed as fly tipping and this is illegal. To report any fly tipping incidents, please contact Glasgow City Council on **0141 287 1058**.

*Please note: in blocks that are not included in the rota or where CDHA is not the factor, we will only uplift our tenant's bulky items. If you are not a CDHA tenant and require a bulk uplift, please visit Glasgow City Council's website for further information on their bulky waste collection service.*



Details of the two-week rota are below.

## Week 1

33 Cumming Drive	5 Orchy Street	249 Holmlea Road	31 Rannoch Street
55 Cumming Drive	113 Holmlea Road	269 Holmlea Road	4 Tulloch Street
81 Cumming Drive	129 Holmlea Road	279 Holmlea Road	16 Tulloch Street
83 Cumming Drive	137 Holmlea Road	287 Holmlea Road	24 Tulloch Street
93 Cumming Drive	145 Holmlea Road	295 Holmlea Road	30 Tulloch Street
95 Cumming Drive	153 Holmlea Road	303 Holmlea Road	36 Tulloch Street
109 Cumming Drive	161 Holmlea Road	311 Holmlea Road	42 Tulloch Street
111 Cumming Drive	177 Holmlea Road	319 Holmlea Road	92 Grange Road
123 Cumming Drive	185 Holmlea Road	327 Holmlea Road	84 Grange Road
125 Cumming Drive	193 Holmlea Road	334 Holmlea Road	78 Grange Road
124 Mount Annan Drive	209 Holmlea Road	335 Holmlea Road	72 Grange Road
82 Stanmore Road	217 Holmlea Road	340 Holmlea Road	66 Grange Road
90 Stanmore Road	225 Holmlea Road	343 Holmlea Road	60 Grange Road
130 Stanmore Road	233 Holmlea Road	351 Holmlea Road	56 Grange Road
35 Garry Street	241 Holmlea Road	7 Rannoch Street	54 Grange Road

## Week 2

22 Brunton Street	9 Craig Road	10 Ruel Street	87 Spean Street
24 Brunton Street	14 Craig Road	13 Ruel Street	120 Old Castle Rd
4 Brunton Terrace	217 Clarkston Road	20 Ruel Street	130 Old Castle Rd
4 Dairsie Court	333 Clarkston Road	97 Cartside Street	14 Snuff Mill Road
6 Dairsie Court	347 Clarkston Road	101 Cartside Street	18 Snuff Mill Road
10 Dairsie Street	8 Holmhead Road	107 Cartside Street	22 Snuff Mill Road
3 Gavinton Street	12 Brisbane Street	22 Cartside Quad	22 Holmhead Place
5 Gavinton Street	19 Brisbane Street	26 Cartvale Road	25 Holmhead Place
7 Gavinton Street	24 Brisbane Street	47 Cartvale Road	156 Newlands Road
9 Gavinton Street	27 Brisbane Street	2 Holmlea Court	206 Newlands Road
11 Gavinton Street	30 Brisbane Street	4 Holmlea Court	9 Old Castle Road
15 Gavinton Street	3 Ruel Street	9 Greenholme Street	3 Tankerland Road
4 Craig Road	6 Ruel Street	4 Greenholme Street	
8 Craig Road	7 Ruel Street	1 Greenholme Street	

# The Road to Digital

**We have all recently experienced 15 months of finding different ways of doing things. We have shopped online and banked online to name a few... Time does not stand still and the world of technology keeps on turning.**

In 2019, CDHA went live with our new Housing Management System Home Master. Having had just over a year to get to grips with all the systems whilst coping with Covid-19, we have now rolled out the next stage of this future-proof Housing System – The Tenant Portal.

In striving for improved service delivery, efficiency and speed are closely related – the quicker services such as maintenance repairs are delivered to tenants, the greater the efficiency required in the supporting processes. In the age of on-demand, instant gratification services, tenants expect the same immediacy from their Housing Association.

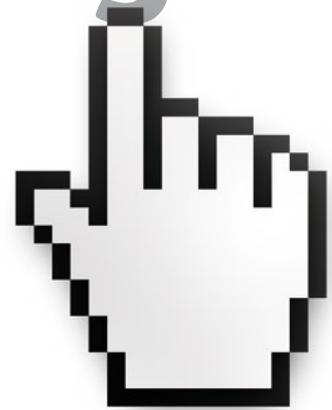
We recognise this and so do our

software suppliers. We want you to have access to your accounts or to make requests for our services at a time to suit you.

We believe that by making available alternative ways to contact us or use our services enhances our service delivery. Ultimately this will should make our service more economical and improve customer satisfaction. We have provided enhanced access for every tenant who has an email address which among other things will allow tenants to book online repairs themselves which is far more convenient for both parties – removing the need to wait for office opening hours before reporting an incident.

Digital transformation is an ongoing process and we believe we are ahead of many other similar organisations.

You will by now have received either an email or letter detailing how to use the tenant portal.



If you have not received correspondence or just want some further reassurance in using the system, our Tenancy Engagement team of Allan MacDonald and Grant Dyer are there to discuss any concerns with you. Grant and Allan will be detailing more about the operation of this service later in this newsletter.

Email:

**Allan@cathcartha.co.uk**

**Grant@cathcartha.co.uk**

Tel: **0141 633 2779**

## QR Codes/Surveys

**As we continue to work from home we have been thinking about how we will develop a strategy for what the “new normal” will look like. When we blend home working with working in the office, we have decided that one practice we will be moving forward with is online surveys and satisfaction questionnaires due to the high response rate. In line with our sustainability goal, we are looking to move towards digital inclusion and feel that using QR codes and emailing our tenants is a positive step towards this.**

We are looking to collect all of our tenant’s email addresses so that questionnaires and satisfaction surveys can be emailed out instead of by post. If you would like to disclose your email to us please email your name to: **info@cathcartha.co.uk** and we will add this to your account.

We have been using QR codes recently to share information with some of our tenants. An example is with those who signed up for our tenant portal. Our tenant portal is a secure online space where tenants can log in to check their rent balance, report repairs, contact us, and read any correspondence we have sent out. There is a short tutorial video below on how to use the portal:

If you have a mobile phone, iPad, or tablet with a camera all you have to do is:

- 1) open your camera
- 2) hold the camera over this barcode
- 3) a website tab should open on your phone/tablet.
- 4) click on the tab and it will open the YouTube clip.

To sign up to receive surveys etc online simply email your name to: **info@cathcartha.co.uk**



## ALERTACALL

For anyone who is struggling with mobility or growing older and would like some daily reassurance, we are able to offer the Alertacall service which is a verifying wellness telephone service that works alongside your own telephone. Depending on whether you are on benefits there may be a small charge and again please speak to our staff if you are interested in finding out more about this.

# Procurement, Maintenance, and Planned Projects

At Cathcart and District Housing Association we are committed to improving our housing stock and to achieve this ambition, we are investing in upgrades and entering into new contracts to make sure that we offer high quality, energy efficient, healthy, safe & secure homes. CDHA has gathered information from our stock condition survey, EESSH modelling, and continual inspections to ensure the most in need properties receive the upgrades they require.

We look forward to welcoming **Everwarm** as our new Responsive and Void Repairs Contractor from the 2<sup>nd</sup> of August 2021.

We are also delighted to have **Sidey** on board to carry out our current window replacement programme.

We are in the final stages of securing another contract with **City Building Gas Section** to continue the stellar service they had provided with the previous gas servicing contract.

With Covid-19 disrupting workflows and supply chains across the country, leading to supply shortages and escalating costs, the Association has looked at various options to take our planned and responsive projects forward. The Management Committee decided to partner with the Scottish Procurement Alliance (SPA) and Scotland Excel (SE). They are procurement experts providing framework options to Registered Social Landlords (RSL's) and Local authorities.

## Scottish Procurement Alliance

The Scottish Procurement Alliance (SPA) was officially launched in March 2016. SPA is now the largest, free-to-join procurement organisation representing over 100 public sector organisations throughout Scotland, ranging from small co-operatives, to regional and national RSL's and Local Authorities.

SPA's frameworks can be used by local authorities, social landlords, and other public sector bodies to procure works, goods, and services for the construction, refurbishment, and maintenance of social housing and public buildings.

## Scotland Excel

Scotland Excel (SE) was established as the Centre of Procurement Expertise for the local government sector in 2008. They are a leading non-profit organisation serving Scotland's 32 local authorities and over 100 associate members from across the public and third sectors.

As with SPA, SE provides framework agreements for RSL's and Local Authorities.

A framework is an agreement with suppliers to establish the terms governing contracts to be awarded during the life of the agreement with regard to scope, quality, price, quantity envisaged, and importantly the terms in which organisations can "call off" contracts to be awarded through the framework.

Suppliers compete through a competitive procurement process evaluated on a price/ quality ratio ensuring the best value at all times. After accessing the framework suitable to the needs of the Association, we asked the interested parties to provide contract specific information and we scored these in line with the framework instructions or directly awarded where applicable.



## Everwarm

After meeting all our Procurement obligations regarding the responsive and void repairs contract, Everwarm was successful in winning the contract.

Everwarm delivers high quality, multi measure projects all across the UK. They operate in both Domestic and Non-Domestic sectors, providing multi-discipline, planned, and responsive maintenance services.

To ensure these ventures run smoothly, they have various bases across the country and have recently opened a new base in the Hillington area to service contracts in Glasgow and surrounding areas.

CDHA will have a dedicated, core team providing the responsive and void repairs contract, this will

include a single point of contact for all responsive emergencies that occur out of working hours.

As part of the Association's dedication to developing the local community, we have asked Everwarm to advertise any contract vacancies within the local area and they hope to support the use of local contractors and services wherever possible for the life of the contract.

As part of our due diligence, we also gathered references from various Housing Association's already working with Everwarm in a similar capacity and we are happy to say all organisations reported Everwarm provides an excellent service and are a joy to work with.

## Sidey

Utilising another partner framework, created by SPA we have appointed Sidey to take the window replacement contract forward.

Sidey was established in 1932 and has grown consistently through the years, they provide services to Homeowners, New Build & Developer, and Local Authority & Housing Association market sectors. With high quality manufacturing, supply, and fitting services they have received scores of awards throughout the years.

If you are selected, please ensure you provide access to your home when asked. Surveys will need to be completed before the works start.

The contractor will visit your home just once to do all the surveys they need. If you or anyone living in your home has a disability or long-term medical condition, and you may have difficulty using your existing

windows. You should discuss this with the surveyor or a CDHA representative who visits your home so that a referral to an Occupational Therapist can be considered.

Access will be needed to all rooms and there must be clear access to the windows so that they can be measured. Your home will be fitted with energy efficient sealed unit double glazed windows that comply with current Building Regulations. Frames will generally be coloured white on the inside and brown on the outside. The design of your new windows will meet current health and safety requirements which means that the style of your window will be specifically designed for tenemental properties.

Your property may also be selected for a separate asbestos survey. This does not necessarily mean that your home contains asbestos but the information is needed to comply with current regulations.

## City Building Gas Section

We are hoping to keep continuity with our gas servicing contract by appointing City Building through the SE framework. City Building has carried out this work impeccably over the term of our last contract and throughout the Covid-19 restrictions.

City Building is currently the highest rated contractor on the framework, meaning it has allowed the Management Committee to decide to directly award the contract whilst meeting the Association's procurement responsibilities. We hope to have this contract signed in the near future and City Building will continue until the new contract terms are agreed.



Before making an appointment within your property, please ensure no one in your household is isolating or showing any symptoms of Covid-19. Please let the contractor or a CDHA representative know before anyone attends your property if this is the case.

Please respect all relevant government guidance whilst our contractors or staff are in and around your property to help keep our communities safe.

# Welfare Rights Advice

## Best Start Grants

You can get Best Start:

- if your child is the right age for a payment
- whether you're in work or not, as long as you're on certain payments or benefits

### What affects whether you can apply

If you're under 18, you do not need to be on any payments or benefits to apply for Best Start Grant or Best Start Foods.

If you're a parent over 18, you can apply whether you're in work or not, as long as you're getting one of these:

- Universal Credit
- Child Tax Credit
- Working Tax Credit
- Housing Benefit
- Income Support
- Pension Credit
- Income-based Jobseekers Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- as long as you're the parent of a child, or the main person looking after the child

### School Age Payment:

When you need to apply for the School Age Payment depends on when your child was born:

Your Child's Date of Birth	When you can apply
Between 1 March 2016 and 28 February 2017	Between 1 June 2021 and 28 February 2022

### Early Learning Payment:

You can apply when your child is aged between 2 years old and 3 years 6 months old.

If you get the School Age Payment or an Early Learning payment, you'll get £252.50 for each child you can get the payment for.

See <https://www.mygov.scot/best-start-grant-best-start-foods> for further information and how to apply.

## School Clothing Grants

If you are a new applicant, forms will be available on Glasgow City Council's website on the 1st of July, once the automatic payments have been made.

### Who is eligible for a clothing grant?

Families on low incomes may be eligible to receive a School Clothing Grant award of £110 for each qualifying child. The award is given annually to assist with the cost of purchasing essential school clothing for families who are on qualifying benefits.

You may be eligible for a school clothing grant if you have a child that attends a Glasgow school and you receive any of the following benefits:

- Housing Benefit/Council Tax Reduction (this is not Council Tax single person's discount or student discount)
- Universal Credit (UC), and your monthly take home pay is £625 or less.
- Income Support/Income based Job Seeker's Allowance (JSA) or any income related element of Employment and Support Allowance (ESA)
- Child Tax Credits only (CTC) with an annual income of less than £16,105
- Working Tax Credit and Child Tax Credit with an annual income of less than £15,050
- Support under Part VI of the Immigration and Asylum Act 199



## Free School Meals

The Scottish Government has announced additional funding for children currently in receipt of Free School Meals to receive an additional one-off payment of £100 per child for the summer break.

New applicants who meet the criteria and apply **before** the 13th of August will be paid the additional summer payment within 2 weeks of submitting their application.

Please note children going into P1 are not eligible for the summer payment.

Applications received **after** this date, if eligible, will only receive free school meals and not the additional summer payment.

To qualify you should be in receipt of one of the eligible Benefits listed below, check Glasgow City Councils' website for what evidence you will be expected to provide.

- Income Support or Jobseekers Allowance
- Both Working Tax Credit and Child Tax Credit with a household income of £7,500 or less
- Universal Credit with a monthly earned income of not more than £625
- Child Tax Credit only with an annual income of less than £16,105
- Income related Employment and Support Allowance

For further information and application forms go to [www.glasgow.gov.uk](http://www.glasgow.gov.uk) and search clothing grants and free school meals.

## Welfare Rights Service

The Welfare Rights Service at Cathcart and District Housing Association assisted tenants to apply for £170k in benefits during 2020/2021, despite the Covid-19 lockdown. We also issued fuel vouchers to tenants with pre-payment meters who were struggling to pay for gas and electricity.

The Welfare Rights Service can help you:

- Choose the right benefit or grant
- Check you get the maximum correct award
- Fill in benefit claim forms
- Deal with letters about benefits
- Appeal against benefit decisions, and represent you at hearings

We give assistance with all benefits including; Universal Credit; Employment and Support Allowance; PIP; DLA; Attendance Allowance; Tax Credits; Housing Benefit; Council Tax Reduction and discounts; Best Start Grants; Funeral Payments; Carer's Allowance, Bereavement Support Payments and many more.

## Are you worried about debt?

Our Money Advice Service offers free confidential, impartial and independent debt advice.

We can review your Finances, prioritise your debts and complete a Financial statement that includes details of your income and expenditure. We will then give you advice on what options are suitable for you and provide you with the necessary information to help you make a decision. We will contact your creditors and negotiate with them on your behalf.

We can also assist with accessing cheaper fuel tariffs, and can liaise with your utility provider to resolve disputes about your bills.

Please contact us if we can assist you, face to face appointments are now available at the office, and advice is available on the phone or via email.

We still have access to fuel vouchers for pre-payment meters, tenants can claim up to 3 vouchers per annum (this does not include the £30 vouchers issued from a separate funding source in March). If you are struggling with utility costs please contact us to see if you are eligible.

# Home Energy Scotland



Home Energy Scotland is funded by the Scottish Government to help households reduce their heating costs and make their homes warmer and more energy efficient.

## Home Energy Scotland helping you stay warm for less

Home Energy Scotland is pleased to be supporting tenants with free and impartial energy advice and support. Covering everything from simple energy saving tips in the home to transport and active travel advice.

## Who is Home Energy Scotland?

Home Energy Scotland is a network of local advice centres covering all of Scotland. Our expert advisors offer free, impartial advice on saving energy, keeping warm at home, renewable energy, greener travel, and cutting water waste. We are

funded by the Scottish Government and managed by the Energy Saving Trust, and our mission is to help people in Scotland create warmer homes, reduce their bills and help tackle climate change.

## We will help you stay warm and well

Recent research by Home Energy Scotland has revealed that 70% of people in Scotland feel concerned about energy bills rising, with almost two-thirds using more energy than usual during the first 12 months of the pandemic. The research also found that 59% of Scots have noticed a worrying rise in their energy bills already.

Simple steps like changing your thermostat settings in the warmer months, regularly switching your energy supplier, or changing the

way you pay can all make positive changes to the amount you spend on keeping you warm and well at home.

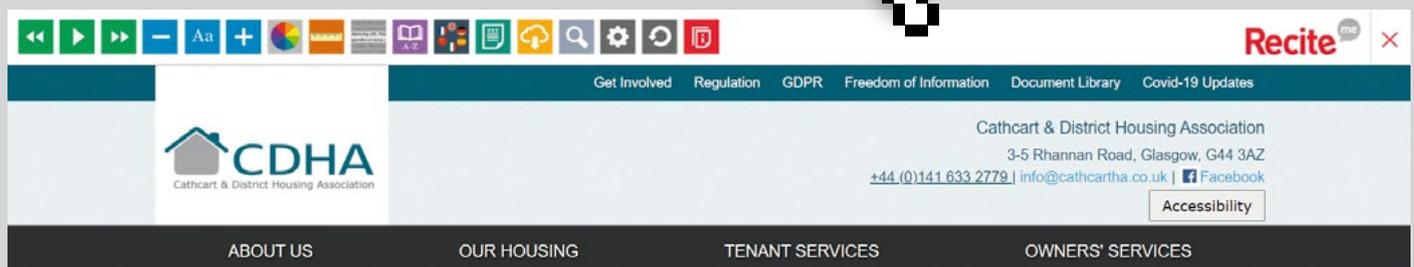
Home Energy Scotland's friendly advisors can help you make the best use of your energy, so your home is warmer and your bills are as low as possible.

## Speak to an advisor

If you are worried about your energy bills, call Home Energy Scotland free of charge on **0808 808 2282**. You can also contact their Advice Team by email at [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org).

**HOMEENERGYSCOTLAND.ORG**  
**0808 808 2282**  
FUNDED BY THE SCOTTISH GOVERNMENT

# Accessibility Toolbar



**Cathcart & District Housing Association now provides an inclusive online experience to enable website visitors to access online content and services barrier-free.**

As part of our diversity and inclusion strategy, website visitors are now able to access a wide range of accessibility and language support tools to customise their digital experience through Recite Me assistive technology.

Being able to offer an inclusive experience is essential to support over 20% of the population who may encounter barriers when exploring our website due to having a disability, learning difficulty, visual impairment or if they speak English as a second language.

The accessibility toolbar on our website includes screen reading functionality, multiple reading aids, customisable styling options, and an on-demand live translation feature

that boasts over 100 languages including 35 text-to-speech and styling options.

The internet can be an incredibly intimidating place for those with access barriers, and those lacking the tools they need to adequately understand or communicate are at a significant disadvantage.

To explore our accessibility support tool, please visit [www.cathcartha.co.uk](http://www.cathcartha.co.uk) and click on the "Accessibility" button at the top of the website.

**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](mailto:info@cathcartha.co.uk)

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