



## AGM AND COMMITTEE

**Our AGM was held on 15th September 2021 by Zoom again. We are especially grateful to our members for being able to join us through this medium and are pleased to report that it was well attended and all the business was able to be accommodated. We are hopeful that next year we will once more be back in our own premises to hold the AGM or at least in a church hall should we still require an element of social distancing.**

Our Auditors gave the members assurance that the organisation is a going concern and that all aspects of the audit had been met with no qualifications. Our Committee was elected for the year commencing on 15th September 2021 to September 2022. We still have 4 spaces left on the Committee to fill either by casual vacancies or if we require to bring on any area of expertise.

As a tenant or owner in our area of operation, you are able to take out a share membership which will then allow you to attend the AGM in future years. If you are interested in becoming a shareholder (price £1.00) and would like to find out more about what that means, please contact the office and our Director will be happy to chat to you about this. Alternatively, please complete the separate form contained within this newsletter and return it to our offices.

The Management Committee of a Housing Association is the governing body charged with the strategic implementation of the Association's policies, accountability, and financial management of the organisation.

**“ We are especially grateful to our members for being able to join us ”**

The role of a committee member is an important one and the MAIN CRITERIA IS TO HAVE A GENUINE INTEREST IN THE COMMUNITY. Any new members to the Committee after an AGM are welcomed by the other members and assistance is given to ensure that you get the most out of being on the Committee.

Being a Committee member is being an important team member. Decisions are made after full and frank discussion and training is carried out on a team basis. No one is ever “put on the spot” and your commitment to the organisation can be as little as 1 meeting every second month up to a maximum of 1 to 2 meetings every month (one of which will be external if you so choose).



# CYBER ESSENTIALS



We all operate in a technological age and this year CDHA has been committed to our digital strategy. Part of that work has been to look at our IT systems and be assured that they are as tight as they can be and that the threat of being hacked is at the very minimum it can be.

We have approached this from two angles:

- We are at present under going an internal audit of our IT systems carried out by our appointed internal auditors TIAA. The results will be available in our Christmas newsletter. This is a very thorough test of all our systems and policies to ensure we meet the legal requirements and those of best practice.
- Cyber Essentials

Cyber Essentials is a simple but effective, Government backed

scheme that helps us to protect our organisation, against a whole range of the most common cyber-attacks.

Cyber-attacks come in many shapes and sizes, but the vast majority are very basic in nature, carried out by relatively unskilled individuals. They are the digital equivalent of a thief trying your front door to see if it's unlocked. Cyber Essentials is designed to prevent these attacks. We like to think of it as "Cyber hygiene" whereby all our systems are checked out and measured against a set of criteria and deemed clean, safe and secure.

Simply being certified can reduce our cyber risk by up to 98.5% and it's a great way to demonstrate to our customers and partners that we take cyber security very seriously ensuring that all the data we hold remains safe.

It has been an intricate process with a lot of work undertaken but we feel that we can offer you our customers more peace of mind in the knowledge that we do everything we can to ensure safety is uppermost in our minds.

A certificate of assurance for Cathcart and District Housing Association Limited. The certificate is titled 'CERTIFICATE OF ASSURANCE' and 'Cathcart and District Housing Association Limited'. It states that the organization complies with the requirements of the Cyber Essentials Scheme. The assessor is Terry Norton, the certificate number is IASME-CE-027292, the date of certification is 2021-09-28, the profile version is Beacon, and the scope is Whole Organisation. The certificate is issued by the Cyber Essentials Certification Body, IASME Consortium, and is a Cyber Essentials Partner. The certificate includes the Cyber Essentials Certified logo, the Cyber Essentials Certification Body logo, and the IASME Consortium logo.

**CYBER ESSENTIALS**

## CERTIFICATE OF ASSURANCE

Cathcart and District Housing Association Limited

3-5 Rhannan Road, Cathcart, Glasgow, Renfrewshire, G44 3AZ

COMPLIES WITH THE REQUIREMENTS OF THE CYBER ESSENTIALS SCHEME

**NAME OF ASSESSOR :** Terry Norton

**CERTIFICATE NUMBER :** IASME-CE-027292

**DATE OF CERTIFICATION :** 2021-09-28

**PROFILE VERSION :** Beacon

**RECERTIFICATION DUE :** 2022-09-28

**SCOPE :** Whole Organisation

**CERTIFICATION MARK**

**CERTIFICATION BODY**

**CYBER ESSENTIALS PARTNER**

The Certificate certifies that the organisation was assessed as meeting the Cyber Essentials implementation profile and thus that, at the time of testing, the organisation's ICT defences were assessed as satisfactory against commodity based cyber attack. However, this Certificate does not in any way guarantee that the organisation's defences will remain satisfactory against a cyber attack.



# RETURN TO WORK AT THE OFFICE

**We returned to the office on 28th September and customers can once again make an appointment to speak to a Housing Officer, Maintenance Officer, or Welfare Rights Officer.**

Staff will work in a blended way with some days spent working from home and some days in the office. This is the accepted trend now being introduced following the pandemic.

We have shown that we can work effectively remotely and in the interest of safety, so there are not too many people sharing the office space at any one time whilst mask-wearing and social distancing still applies and also to address the life/work balance of the staff, we have found the new way to be very effective.

Staff will of course attend on other days if their job dictates that they must but each member will have core hours in order to keep the office open.

We ask at this time that all visits to the office are by appointment so that we avoid cross contamination and the risk of too many people being present at any one time. To arrange an appointment, please email [info@cathcartha.co.uk](mailto:info@cathcartha.co.uk) or call the office on **0141 633 2779**.

Houses continue to be let in the normal way and staff can carry out house visits so please do not hesitate to contact the appropriate member of staff with any query you have.

Repairs can be reported by email, telephone, or through the tenant portal for those who are set up on this.

## TENANT FEEDBACK

**Thanks to everyone that has provided the Association with feedback relating to our services, not only recently but on an ongoing basis. The team takes all the views, ideas, and opinions put to us seriously and we are working to ensure that everyone is being answered. Please continue to give feedback as often as you can.**

We would like to cover two areas that have been reported to the Association by many of you and these areas are the bins and people loitering in closes.

### **BIN AREAS**

We have received reports of the bin men not emptying the bins on the scheduled day. If you find that this is the case and nothing is obstructing the bin men from entering the back court, please immediately report the issue to Glasgow City Council on **0141 287 4221** and request that they come back and empty them. If the bin areas are not looked after and bulk is lying around and bins have been contaminated with items that should not be placed in them, the council will not move these items to get the bins out or empty them. The Association offers a bulk uplift service to our factored closes which operates on a fortnightly basis, therefore bulk should

not be left unreported. The way in which this can be reported is by emailing [bulk@cathcartha.co.uk](mailto:bulk@cathcartha.co.uk). The Association also provides a backcourt cleaning service to our factored closes, again the area needs to be clear for this service to be carried out. We are aware there are issues with bin areas in the closes we do not factor and are actively speaking with the relevant factors regarding this.

### **LOITERING IN CLOSES**

Although the Association does not have the required power to remove people from hanging about closes and outside buildings, we do work closely with the Community Police Officers for the area and are able to pass on any information regarding this to the officers when reported to us. Unfortunately, this type of situation usually occurs in the evenings when the Association is closed, therefore, we would strongly advise you to contact 101 and ask for the local community police for Cathcart to be made aware of the situation. The officers patrol the area and once alerted will attend as soon as they can. Phoning when loitering is happening is the most effective way to deal with this as the police are required to catch people on site.

# CHANGES TO THE TENANT PORTAL

A massive thank you to all the tenants participating in using the tenant portal. We are pleased to tell you that more than 50% of our tenants are now making use of this service allowing them to access their rent account information, follow the link to make payments, and retrieve the latest information from the Association.

Please note the link to access the portal has been updated for IT reasons and this will be the reason you may not have been able to gain access recently. We are currently working with our system provider to connect the new link to the existing one. Whilst this is in progress please access your portal through <https://live.homemaster.co.uk/Cathcart/login>

Alternatively, you can log into the tenant portal on our website at [www.cathcartha.co.uk](http://www.cathcartha.co.uk). Please click on the Tenant Services tab for more information.



## TENANT SATISFACTION SURVEY 2021

We received a great response to the recent survey we conducted about the rent increase proposal for our 1-bedroom properties. We believe the reason for this is because of the ease and convenience of using a QR code to complete the survey.

We are currently conducting our Tenant Satisfaction Survey and have emailed all of our tenants that we hold email addresses for with a copy of the QR code and also included it on the letters we posted out to everyone else.



If you have not yet completed the Tenant Satisfaction Survey for 2021, please can you scan the above QR code on your mobile device to be directed to the questionnaire.

The Tenant Satisfaction Survey is important for us to gather information on how our tenants view the Association and allows us to focus on areas for improvement.



## ONLINE CONNECTIVITY

We understand that it can be difficult for some people to access online content. You may feel that it is too difficult to understand or it can be too expensive to buy. Well, good news, we have recently acquired funding to help tenants with this and we are hopeful that we may be awarded some free internet dongles for our tenants to use.

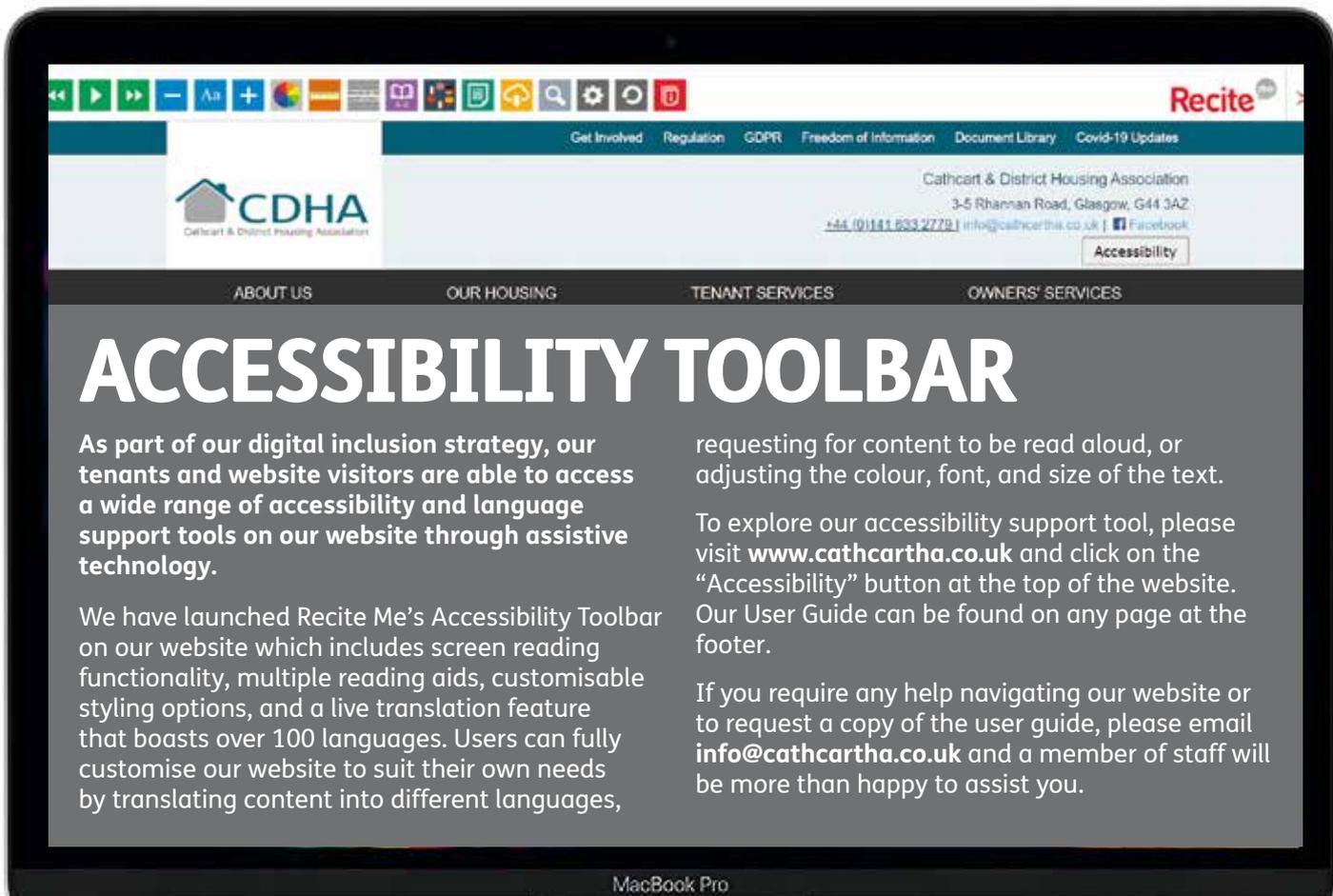
### What is a dongle and how does it work?

A dongle plugs into your laptop's USB port and then acts as a portable modem. Once plugged in, the dongle connects to the internet in the same way as your smartphone and gives the user 3G, 4G, or 5G connectivity.

These dongles will allow tenants free access to the internet for a limited period on a trial basis.

If you are interested in taking part in this trial, the only condition for usage is that you provide us with your email address and agree to try out our Tenants Portal. The portal will allow you to check your rent balance, update your contact information, report repairs and contact us without having to phone or wait in a queue. The dongles can be used for 90 days and after this expires there will be an option for you to continue to use this service on a pay as you go basis.

If you are interested in the dongle please advise so in the Tenant Satisfaction Survey in the last 2 questions and we will contact you in due course.



# ACCESSIBILITY TOOLBAR

As part of our digital inclusion strategy, our tenants and website visitors are able to access a wide range of accessibility and language support tools on our website through assistive technology.

We have launched Recite Me's Accessibility Toolbar on our website which includes screen reading functionality, multiple reading aids, customisable styling options, and a live translation feature that boasts over 100 languages. Users can fully customise our website to suit their own needs by translating content into different languages,

requesting for content to be read aloud, or adjusting the colour, font, and size of the text.

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. Our User Guide can be found on any page at the footer.

If you require any help navigating our website or to request a copy of the user guide, please email [info@cathcartha.co.uk](mailto:info@cathcartha.co.uk) and a member of staff will be more than happy to assist you.



# DATA PROTECTION

Cathcart & District Housing Association is committed to ensuring the secure and safe management of the data it holds in relation to its customers, staff, and other individuals. The Association must collect, handle and store personal information in accordance with the relevant legislation which includes:

- (a) the UK General Data Protection Regulation ("the UK GDPR");
- (b) the Privacy and Electronic Communications Regulations 2003 ("the PECRs" (as may be amended by the proposed Regulation on Privacy and Electronic Communications); and
- (c) The Data Protection Act 2018 (DPA 2018)

The UK GDPR requires that controllers and processors

must be transparent about how they collect data, what they do with it, how they process it and must be clear in explaining this to data subjects.

We have produced a Privacy Notice which sets out how personal data is processed by Cathcart & District Housing Association and the basis for that processing. This document is provided to all CDHA's customers at the outset of processing their data. For more information on how we process your data or to request a copy of our privacy notice, please visit our website at [www.cathcartha.co.uk](http://www.cathcartha.co.uk).

We have recently been accredited with cyber essentials which further demonstrates our commitment to ensuring the safe and secure management of our customer's data.

# PLANNED MAINTENANCE UPDATE

As part of our ongoing commitment to upgrade our properties and meet our Energy Efficiency Standard for Social Housing (EESH) targets and Scottish Housing Quality Standard targets (SHQS). We have put together various planned maintenance projects.

These upgrades and renewals are selected based on age, quality standard, and energy efficiency as outlined by our stock condition surveys, internal condition survey's and Energy Performance Certificates (EPC).

## Window Replacement Project



We have teamed up with Sidey on this project to replace our lower performing timber windows with high quality energy efficient uPVC windows.

This project will benefit more than 70 association owned properties, with a proposed start date for the project on the 8th of November 2021 in Cartside Street and Cartvale Road, moving on to Greenholme Street and Grange Road between the 9th and 11th of November.

Orchy Street, Ruel Street, Rannoch Street, and Tulloch Street will follow between the 12th and the 15th of November.

With the final phase commencing on Holmlea Road between the 16th and the 26th of November.

The above dates are proposed awaiting manufacturing confirmation and all selected properties will be contacted directly to confirm installation dates.

## Gas Conversion

The Association has been working with SGN, British Gas, and Turner Services to bring gas combination heating and hot water systems to various lower performing electrical only properties within our area.

This project was partially supported by funding and was originally to benefit more than 90 properties including private owners and association owned properties. This project encompassed supplying infrastructure and gas services to electric only properties, and within our own properties upgrading the low performing electric heating to energy efficient combi heating and hot water systems.

Due to the working restrictions and restraints caused by Covid-19, this project is not as far on as we had hoped at this stage, however, we will continue to work through the installs in the coming months.



## Boiler Upgrades

We propose to replace upwards of 130 of our older, lower performing boilers with new energy efficient alternatives.

Craig Smith, Senior Maintenance Officer has been working with our partners at Scotland Excel and the Scottish Procurement Alliance this month to create suitable proposals for committee approval, and all tenants involved in the project will be notified when we secure approval.

# RENT PAYMENTS

**Please be reminded of the importance in paying your rent on time and keeping your account up to date.**

Your monthly rent charge is due in advance and by the 28th of every month in line with your tenancy agreement regardless of how your rent is paid. If you are falling behind on your rent, please contact our Arrears Officer Lynsay Gallagher by emailing [lynsay@cathcartha.co.uk](mailto:lynsay@cathcartha.co.uk) or by calling 0141 633 2779 (option 2).

Should you be experiencing any financial hardship, especially over the Christmas period, please get in touch as soon as possible as we may be able to assist you. We can also assist with any benefit/universal credit issues you may be experiencing.



# HOME ENERGY SCOTLAND

## Helping you stay warm for less

Home Energy Scotland's friendly advisors offer free, impartial advice on saving energy, keeping warm at home, renewable energy, greener travel, and cutting water waste. They are funded by the Scottish Government and managed by the Energy Saving Trust. Their mission is to help people in Scotland create warmer homes, reduce their bills and help tackle climate change.



## Speak to an advisor

If you are worried about your energy bills or would simply like some advice about saving energy at home, call Home Energy Scotland free of charge on 0808 808 2282. You can also contact the Advice Team by email at [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org).

## Top tips for a cosier winter

Everyone wants a warm home without spending too much on their energy bills and with winter just around the corner, we have teamed up with Home Energy Scotland to share some top tips to help keep you cosy for less.

1. Set your heating controls to manage the temperature of your home. Remember to use the weekday and weekend settings.
2. Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder, and can also encourage condensation and mould growth.
3. Your room thermostat should be set to the lowest comfortable temperature (typically between 18°C and 21°C) Turning down the room thermostat by one degree can save up to £55 a year.
4. Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and the cold out.



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

## Garden Maintenance – Winter Tidy Ups

Nurture will be carrying out the winter tidy ups programme the week commencing 15th November 2021. The operatives will be in the area and will be at your property every 4 weeks. Please note: the gardens will be maintained every 4 weeks rather than a fortnightly cut.

# General Membership Application Form

Name: .....

Address: .....

Postcode: .....

I wish to apply for membership of Cathcart & District Housing Association Ltd and enclose £1.00 in respect of one fully paid share in the Association, subject to the Association's Rules.

I understand that my application for membership will be considered by the next meeting of the Management Committee and, should this be approved, I will receive a Membership Certificate thereafter.

I would\*/would not\* like more information on how to become a Management Committee Member. [\*please delete]

I agree that the information provided on this form will be used for the purposes of considering my application, enrolling me as a Member of Cathcart & District Housing Association Limited and entering my details in the Register of Members. The information will be kept and managed within the terms of the Data Protection Act 2018 and the Rules of Cathcart & District Housing Association Limited.

Signed: .....

Date: .....

You should return this form, along with payment to:- The Secretary, Cathcart & District Housing Association Limited, 3 Rhannan Road, Cathcart Glasgow G44 3AZ

**For office use only:**

Date received: ..... Date ratified: ..... Reg/Share Cert No: .....