



Updating Your Contact Details



It is important that you make us aware that you have changed any of your contact details such as your mobile number or email. There could be instances we have to contact you regarding your annual gas service visit, EICR inspection, in a case of emergency, or to provide you with any important updates about our services. We are unable to do so if old contact information is held on our system.

We would urge anyone who has

changed their mobile number to inform us as soon as possible and where you have an active email account to provide us with this so that any correspondence we need to send can reach you immediately.

You can amend and update your phone number and email address using our Tenant Portal, by calling us at 0141 633 2779, by emailing info@cathcartha.co.uk, or by scanning the opposite QR code on your mobile device.



Equality Data Collection

Cathcart & District Housing Association is required by the Scottish Housing Regulator to collect equalities information from our tenants, committee members, housing applicants, and staff members.

We will, within reason, collect and monitor information that will allow the Association to ensure that no groups are discriminated against in relation to employment, membership, service user, or rehousing opportunities. Whilst CDHA collates equalities information, the data will not be linked to individuals and will not be used in such a way that would make it attributable to individuals.

We are asking all our **tenants** to fill out this form, although it is **voluntary**, and you are under no obligation to provide this information.

Please do not write your name or address on the form as we are collecting the information anonymously. The information you provide will help us when making decisions about the services we provide and how we provide them. It will not be



used in any decisions about you personally or your tenancy. We are collecting this information on an anonymous basis and in line with the requirements of the Data Protection Act 2018.

To access the form, please scan the opposite QR code on your mobile device or click on the following link: <https://forms.office.com/e/gRJVpGK9A7>. If you would like the form provided in another format, please contact our office by calling **0141 633 2779** or by emailing info@cathcartha.co.uk. **This form is for CDHA tenants only.**

A copy of our Equality and Diversity Policy can be found on our website at www.cathcartha.co.uk.



POLICY REVIEWS

The Association is currently reviewing 3 of our policies. A policy is a statement of intent, whilst procedures are how you implement the policy.

We would like to involve our tenants with the reviews and invite you to attend a **policy review meeting** on **Wednesday 26th July at 2 pm** to discuss the three policies.

If you are unable to attend, you can request a copy of the draft policies and provide any feedback for the Association to consider. The current policies are available on our website

at: <https://www.cathcartha.co.uk/content/our-key-policies-strategies>

The 3 policies we are reviewing are:

- **The Estate Management Policy** outlines how the Association will endeavour to look after the Common Land and spaces we are responsible for.
- **The Neighbour Relations Policy (Anti-Social Behaviour Policy)** details how we will respond to neighbour complaints and the various categories we measure our performance against. We report our Performance to

the Management Committee quarterly.

- **The Tenant Participation Strategy** sets out the ways the Association will communicate and engage with our tenants. This can be done via meeting in person, surveys and reviewing complaints received.

If you are interested in any of the above, please let us know and confirm your attendance at the meeting by emailing info@cathcartha.co.uk or by calling **0141 633 2779**.



Garden Maintenance

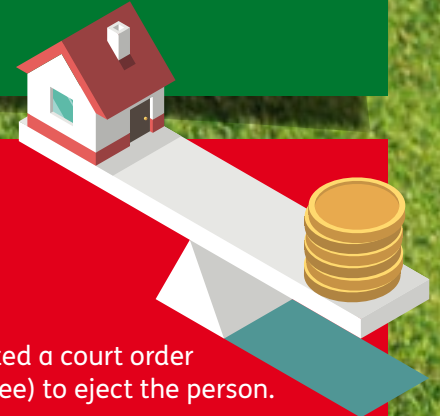
The garden maintenance contractors Nurture are working their way through the contract as per the schedule on our website.

Please remember that hedges are only cut twice in the year. Grass cutting is ongoing (this is weather dependant).

Please note that it is often the case that the contractors have to move heavy machinery over walls or fences between tenements because they cannot get through closes that may be locked.

Nurture also offer community improvement grants for

community projects. If you are interested in receiving further information regarding these grants, please contact our office and we can pass your details over to Nurture.



Rent Arrears

The Association's main source of income is from our rents. This can be paid directly by the tenant or through benefits Universal Credit or Housing Benefit. We understand that these past few years have been difficult, and to assist tenants we provide a Welfare Rights Service (Wednesdays and Thursdays at our office). Tenants are provided with advice on any assistance available to them and if required, budgetary advice.

There are occasions when tenants do not pay their rent and this impacts on the work the Association can do. The rent owed to the Association is quite substantial.

We thank all tenants that pay in accordance with their tenancy agreement, but we have had to address this issue and disappointingly we have raised a number of Notices to Recover their property. We recently presented a case in court and the Sheriff

granted a court order (decree) to eject the person.

We do not want to see anyone lose their home, but we have to ensure tenants pay their rent. If you get into financial difficulties speak to your Housing Officer or Welfare Rights Officer immediately. If an arrears case goes to court, it is not just the rent owing that they are liable for, it's also the court costs.

Please speak to our staff if you have any worries about your rent.

Tenant Portal

We have an online tenant portal where tenants can log in 24/7. On the tenant portal you will be able to:

- Check your rent balance
- Update your contact details
- Request any non-urgent repairs to your property or block
- Answer surveys
- View documents and any letters issued
- View our latest newsletters
- Message us out with office hours.

If you would like to be set up for this, please email us at info@cathcartha.co.uk with your name, address and email.

Glasgow's Low Emission Zone (LEZ)

Glasgow's Low Emission Zone (LEZ) came into force on 1st June 2023. All vehicles entering the city centre zone area must meet the less-polluting emission standards or face a Penalty Charge Notice (PCN) which will be issued to the registered keeper of that vehicle.

Motorcycles and mopeds are not included in the current LEZ schemes and no restrictions will apply. Certain vehicle types are also exempt from LEZ emission requirements and include:

- Vehicles for disabled persons (including blue badge holders)
- Police, Fire, Ambulance and other emergency service vehicles
- Military vehicles
- Historic vehicles
- Showman's vehicles.

How Glasgow's LEZ works:

- Enforcement commenced on 1st June 2023
- This applies to all vehicles entering the zone, unless exempt
- Operates continuously, 24 hours a day, all year round
- Covers an area of the city centre bounded by the M8 motorway to the north and west, the River



Clyde to the south and Saltmarket/High Street to the east

- Identifies non-compliant vehicles entering the zone by using Automatic Number Plate Recognition (ANPR) cameras.

You can check if your vehicle meets LEZ emission standards by using Transport Scotland's vehicle registration checker using the following link: <https://www.lowemissionzones.scot/vehicle-registration-checker>.

Blue Badge holders who require exemptions can register their details on Transport Scotland's LEZ exemption system here: <https://www.lowemissionzones.scot/blue-badge-exemption>

MyGlasgow App

MyGlasgow app allows you to report issues to Glasgow City Council and access a range of services. The app can be used to report problems such as missed bin collections, illegal fly tipping, broken streetlights, graffiti, potholes, illegal dumping of waste, dog fouling and requesting bulky waste collections. You can attach photos and videos to your report and pinpoint the exact location of the issue that you are reporting.

The information goes directly to Glasgow City Council for processing and allocation to the relevant team for action. The app also has handy links to useful information about GCC and their services and can be downloaded on the Apple App Store or Google Play.

We would encourage tenants to use this app to report any issues or concerns as they are then formally logged on GCC's records and this allows the council



to identify hotspots and direct resources to problem areas as well as deal with the issue itself.

East Renfrewshire Larder

East Renfrewshire Larder is a voluntary group that provides parcels of food, household essentials, personal care, and period packs to those who need it.

Muirend Opening Times & Services

Located in Shanta Residential Sales & Lettings Office 11 Muirend Road, G44 3QR

- Wednesdays from 5-7 pm
- Fridays from 4-5.30 pm

The larder can be accessed at these times via the gate on Muirend Road or the back gate on Windlaw Park Gardens.

Donations to the food bank can be made at these times or during normal office hours to the Shanta Residential Sales and Letting office.



Clothing Vouchers for Children Aged 4-14

We have applied for a small fund and purchased a limited number of clothing vouchers for children aged 4-14 to use towards school uniforms or clothing in store at a shop named "Apparel Xchange" located in Strathbungo near Queens Park.

Please note the vouchers are limited to 1 per tenant and we have a restricted number at the time being however we look to purchase more in the future.

If you are interested, please email: grant@cathcartha.co.uk. These will be allocated on a first come first served basis until we run out.

FREE INTERNET ACCESS

We have a number of free dongles & 3 months of free internet for any tenants that would like to use this, please contact Grant at grant@cathcartha.co.uk or Hayley at hayley@cathcartha.co.uk for further information.



Community Council First Birthday Party!

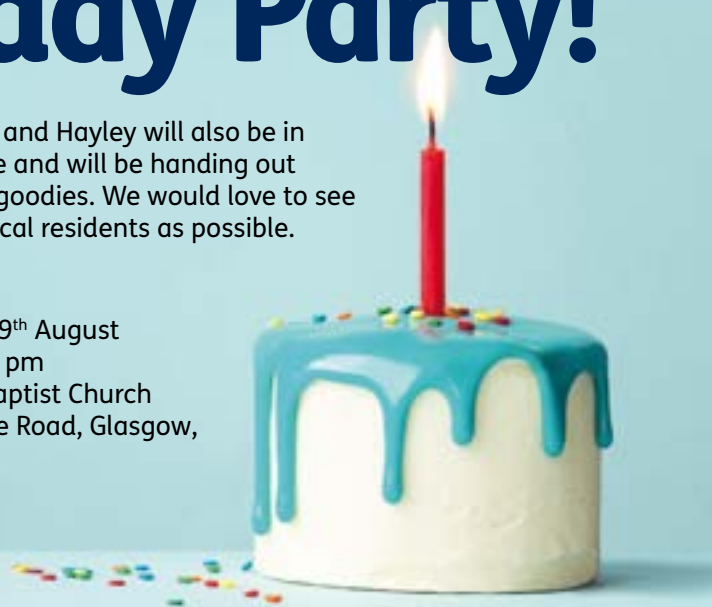
The Cathcart and District Community Council is holding a family-friendly fun day on Saturday 19th August 2023 to celebrate a whole year since they re-established the Community Council. There will be a quiet half hour at 11.30 am for families who might appreciate a bit less noise and then the event will run between 12 pm to 2 pm.

There will be music, cakes, outdoor kids' activities, henna tattoos, face painting and much more. Two of our housing

staff Grant and Hayley will also be in attendance and will be handing out some free goodies. We would love to see as many local residents as possible.

Details:

Saturday 19th August
12 pm to 2 pm
Cathcart Baptist Church
96 Merrylee Road, Glasgow,
G43 2RA



utilita Energy

CDHA has recently engaged with Utilita Energy for the supply of Gas & Electricity. Utilita Energy are providing an excellent



quick and online service that allows CDHA to get supply into void properties quickly. Benefits of using Utilita are the free downloadable app which allows you to top up online using your phone eradicating the use of plastic top up keys/tokens.

Recently Utilita teamed up with Iceland to provide low cost meal ideas.... More information is available on their website.

If you would like to switch to Utilita or require more information, please visit their website at <https://utilita.co.uk/>



INCLUSIVE HOMEWORK CLUB

Summer Sports Club 2023

FREE

Tues, Wed & Thurs
27th Jun - 3rd Aug
10:00-2:30pm

Meeting at Kinning Park Complex, 43 Cornwall St, G41 1BA

Bowling | Nature walks | Beaches |
Outdoor Games | Cycling | Tennis

To sign up, scan the QR Code:
Or contact:
Email: info@inclusivehwclub.org.uk
Phone: 07482695432
Or: 07517 434481





At Cathcart & District Housing Association we encourage all tenants, sharing owners, factored owners, and service users to become members. Membership is also open to members of the wider community as well as local groups and organisations who share an interest in our aims and activities or have a special skill to bring to the Housing Association.

The benefits of being a Share Member include:

- You will be able to attend the Annual General Meeting (AGM) and any other general meetings
- Elect Management Committee members at the AGM
- Stand for election to the Management Committee
- Appoint the Association's external independent auditors at the AGM
- Request co-option to the Management Committee or any Sub-Committee of the Association out with the AGM if there are places available
- Review the Annual Accounts at the AGM.

Cathcart & District Housing Association positively welcomes applications from anyone interested in joining our membership regardless of sex, race, disability, sexual orientation, age (providing the minimum age of 16 has been reached), religion or belief. We are committed to ensuring equality of opportunity and encouraging diversity and are keen to ensure our membership reflects the communities we serve.

Once your Share Membership is approved, you have the opportunity to be elected to our Management Committee. The Management Committee is tasked with making the key decisions about the Association's direction and provide challenge and oversight of the staff team to ensure that all decisions and services are provided and delivered in the best interests of our tenants and customers.

How to Apply

If you would like to become a member, please contact the Association on **0141 633 2779** or send an email to **emma@cathcartha.co.uk**. Alternatively, please complete the application form included in this newsletter. The cost to become a member is £1.00 and your application will be considered at the first available meeting of the Committee. Once approved you will receive confirmation and a Share Certificate.

More information can be found on our website at: <https://www.cathcartha.co.uk/content/membership-association>

If you are interested in attending our AGM being held in September (date TBC) and are not already a Share Member, please return the membership form and £1.00 share by **Tuesday 8th August 2023**.

HOARDING

What is hoarding?

Hoarding is when someone acquires an excessive number of items, resulting in unmanageable amounts of clutter. Often, the items are of little or no monetary value. Hoarding large volumes of clutter leads to unhygienic conditions which may encourage rodents. If items are combustible materials, such as books, paper or magazines, there is a greater risk of a fire taking place and escape routes may be blocked.

In recent years we have noticed that some of our properties have fallen into a state of disrepair and properties being overly cluttered.

Because hoarding goes on behind closed doors, it does not necessarily come to light until we try to make a visit to the property. It can be extremely difficult for the hoarder as they may lack awareness of how it is impacting their life or affecting others.

This can often lead to issues around refusals of access, expiry of gas safety checks and a general concern for the condition of the property and the welfare of the tenant and others in the locality.

If you have an issue with hoarding or need advice, please do not hesitate to contact us.

Useful Information and Websites

- Clutter Chat: Clutter Chat offers Glasgow wide peer support groups for people with chronic clutter and problematic hoarding habits. The groups are facilitated by volunteers who have lived experience of clutter and hoarding and offer practical and emotional support to those on their clutter clearing journey. The groups can be accessed through Zoom at the moment but also looking to be delivered face-to-face soon too. Please contact Barbara Potter or Jan Markwick on the following for more information or to make a referral. Self-referrals as well as third-party referrals are welcome.
- Email: clutterchat@gmail.com
07880 730 254
- Hoarding Disorders UK
www.hoardingdisordersuk.org
- Hoarding Support
<http://www.hoarding.support>



common wheel

Common Wheel aims to support people in living the best life possible. They provide meaningful activities for people with mental health problems. Participating in their bike building/repair workshops or music workshops increases skills, reduces isolation and improves mental well-being.

Build your own bike

If you like bikes and enjoy a workshop environment, why not consider joining Common Wheel? The build your own bike course is for people with or recovering from mental illness. It lets you get your hands dirty and build a new bike using recycled and new parts.

Once you have made your bike... you can keep it! Don't worry if you haven't done anything like this before: you will be given as much help as you need.

In order to complete the course, you will need to attend regularly for half a day each week for 10 weeks. Places are available at the Common Wheel's bike workshops which are located in Maryhill and Bridgeton. You can choose the location and session time.

Ask your CPN, Occupational Therapist, Support Worker, or Doctor to refer you.



Music Workshops

Common Wheel's music activities are for people with or recovering from mental illness. Our workshops give you the opportunity to play, create and share music with professional musicians. They are suitable for all, whether you play an instrument already or have never tried one before.

Everybody gets the chance to play a variety of instruments (and to sing if you want) and there are opportunities to bring your own instrument too. Don't worry if you haven't done anything like this before, you will be supported and guided by our friendly team of musicians.

The workshop is based within Gartnavel Royal Hospital. Ask your CPN, Occupational Therapist, Support Worker, or Doctor to refer you.



Web: www.commonwheel.org.uk / Maryhill Bike Project: **0141 946 0777** /
Bridgeton Bike Project: **0141 550 3854** / Music Department: **0141 211 0668** /
Email: enquiries@commonwheel.org.uk

Inspections



Over the next few weeks, you may hear from our contractors with an appointment to carry out essential inspections in your home. Below is a brief explanation of what these inspections are and why it is important to give access to have these reports produced. If you receive a letter with an appointment which does not suit it is your responsibility to contact the number provided and rearrange to a date more suitable.

Energy Performance Certificate (EPC)

What are EPCs?

EPCs tell you how energy efficient a building is and give it a rating from A (very efficient) to G (inefficient). EPCs let us know how costly it will be to heat and light the property, and what its carbon dioxide emissions are likely to be.

The EPC will also state what the energy-efficiency rating could be if improvements are made and highlight cost-effective ways to achieve a better rating. Some improvements noted on the EPC may be worth implementing, such as switching to more energy-efficient light bulbs.

Cathcart and District Housing Association use the EPCs to build up information on what improvements are needed to bring our properties up to meeting the higher ratings.

What does an EPC inspection involve?

The EPC is carried out by attending the property and carrying out a non-intrusive visual inspection. Whilst on site the energy assessor will be looking at several aspects of the property such as windows, lighting, boiler, insulation, water tanks etc. This should take around 30-45 minutes.

Electrical Installation Condition Report (EICR)

What are EICRs?

EICR stands for 'Electrical Installation Condition Report'. It was previously known as 'Fixed Wire Testing'.

An EICR is when your electrical installations are tested by a 'skilled' person to ensure they are safe, and will not cause any fire risks or electric shocks.

This inspection should take around 2 hours to complete.

What do you mean by 'electrical installations'?

An electrical installation comprises all the fixed electrical equipment that is supplied through the electricity meter. An electric installation consists of:

- Consumer unit (fuse box or distribution boards) that contains all the fuses, circuit-breakers and preferably residual current devices (RCDs)
- Cabling including those hidden in the walls and ceilings.
- Accessories (such as sockets, switches and light fittings)

Legionella Advice

Legionella bacteria is commonly found in water. Legionnaires' disease is a potentially fatal type of pneumonia, contracted by inhaling airborne water droplets containing viable Legionella bacteria. Stagnant water favours Legionella growth. To reduce the risk, there are some simple steps you can follow:

1. On a weekly basis run water through all the taps.
2. Descale your showerhead every 3 months or earlier if scaling is evident.
3. If you have an electric hot water tank fully heat the water in it and then use the water immediately after, at least 2-3 times per week. Temperatures above 60 degrees will kill legionella bacteria so set the temperature of your boiler/cylinder to a minimum of 60 degrees.
4. When returning from holiday or time away from your home, make sure to run your taps and shower prior to use. If you have a shower in your flat, disinfect and de-scale the showerhead

Preventing condensation on your windows

What is condensation?

Condensation is the process where water vapor becomes liquid. Condensation moisture can be created by everyday living: cooking, showering, and even breathing. It is present in the air all the time but only becomes visible when it comes into contact with a cold surface, and you see the water droplets.

Tips on preventing condensation on your windows

Our top tip when it comes to limiting the condensation on your window is air flow and circulation. This will reduce the amount of trapped air between the window and blind and ultimately reduce the levels of condensation. Blinds do not cause condensation, but air can become trapped between the blind and the glass which is a contributing factor.

Here are some handy tips if you are concerned about window condensation in your home and are thinking of buying a blind.

- Don't install the blind too close to the window. Consider an exact fit blind (outside the recess)
- Consider breathable fabrics such as **Teramo** and **Palermo** which has a slightly more open weave. Avoid PVC blackout fabrics if the problem is serious
- If condensation is a particular problem in your home, consider buying a venetian blind or vertical blind instead. This will allow air to flow more easily through the slats and louvres.



- Allow your window to dry by raising your blind when not in use, opening a window or wiping off excess moisture.
- Experiment with different heights of closing the blind, as you may find that having a gap between the window sill and the bottom of the blind can improve airflow around the window.

Hygrometers

CDHA has purchased a small number of hygrometers for our tenants. Hygrometers are small instruments that measure the humidity of air: that is, how much water vapor it contains. These can be handy tools to show tenants when there is dampness or condensation within their property.

If you would like a free hygrometer, please contact our office on **0141 633 2779** or email info@cathcartha.co.uk

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: