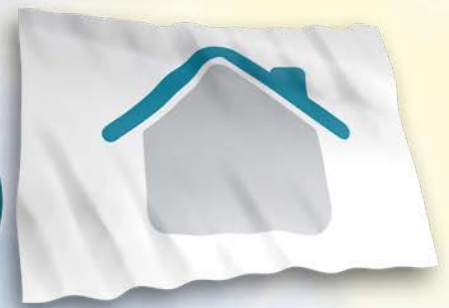


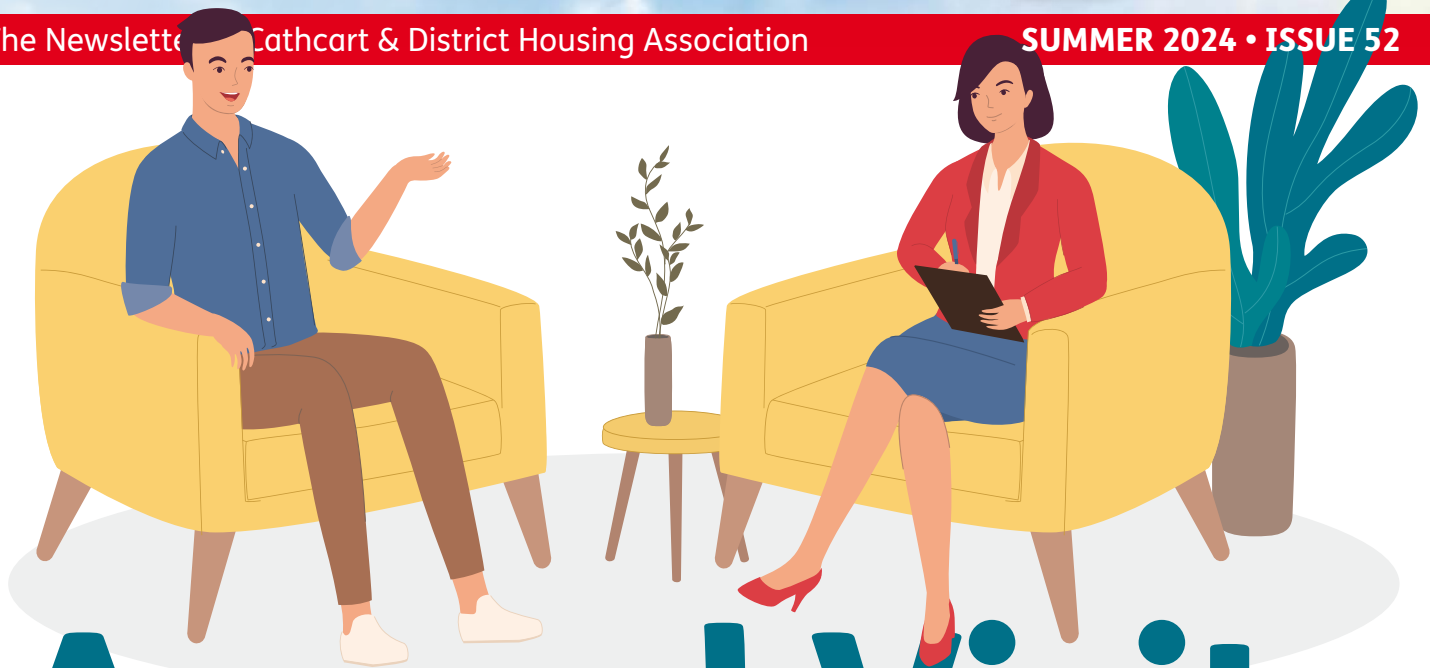
CATHCART CDHA STANDARD

Cathcart & District Housing Association



The Newsletter of Cathcart & District Housing Association

SUMMER 2024 • ISSUE 52



Annual Visits

We want you to feel safe and happy at home - and our annual visits play an important part in this.

Every year you will get a visit from our housing staff. It's one way we can make sure your home remains safe and in good condition.

You do not need to prepare anything for the visit, just be available at the scheduled time. The visit typically lasts 10 to 15 minutes and gives you the chance to meet with your Housing Officer or Housing Assistant in person.

It is also an opportunity to discuss any issues you have and find out how we can support you.

The annual visit is an important part of your tenancy agreement, and your Housing Officer or Housing Assistant will be in touch with your appointment details. If the appointment does not suit you, please contact us to reschedule.

For more information on annual visits, please call our office on **0141 633 2779**.

Rent Payment Methods

Your rent payments must be paid in advance and reach us by the 1st of each month. For example, the rent for April is due on 1st April.

Cathcart & District Housing Association (CDHA) offer a number of convenient ways for you to pay:

- By **Direct Debit** from your bank or building society account
- By **Debit Card** at our office or by calling **0141 633 2779**

- By **Allpay Rent Card** - this card can be used at any PayPoint outlet
- By **Bank Giro Credit** - use this pay-in-book at any Royal Bank of Scotland
- By **Standing Order** - set up a regular payment through your bank
- By **Bank Transfer**

When making a payment via Standing Order or Bank Transfer,

you must quote your tenancy reference number. If you are unsure what this is, please contact our office. If you would like to set up a Direct Debit, please contact our office and a member of the housing team will assist with setting this up.

If you wish to discuss your rent account or rent arrears, please contact your Housing Officer on **0141 633 2779** (option 2).



CDHA Outcomes 2023/2024

In 2023/2024, the Welfare Rights & Money Advice Team assisted 235 CDHA households with 602 cases and achieved financial gains for tenants of over £400,000.

We applied to the Scottish Government Social Housing Fuel Support Fund and were awarded grant funding to assist tenants during the cost-of-living crisis.

145 Fuel Vouchers were issued to CDHA tenants with pre-payment meters, to prevent self-disconnection during the winter months.

3 Cash First payments were issued to CDHA Tenants, who had been excluded from the Warm Home Discount Scheme due to a change in criteria.

116 CDHA households were assisted by the Energy Goods Project, set up to assist tenants to improve insulation, cut cooking costs and stay warm in their homes. The goods included Carpet Vouchers; Air Fryers; Thermal Curtains; Hi Tog Duvets & Draft Excluders.

We made 5 applications to the Scottish Government Home Heating Fund for tenants with dry meters who were struggling with debt or to pay their bills, this generated over £3.8k in grant payments to tenants.



Do you need advice about Benefits?

Our Welfare Rights Service can help you to:

- 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; DLA; Attendance Allowance; Scottish Adult/Child Disability Payments, Tax Credits; Housing Benefit; Council Tax Reduction and discounts; Best Start Grants; Funeral Payments; Carer's Allowance and many more.



Are you worried about Debt?



Do not suffer in silence! If you are in debt to your Energy Provider or have Consumer Debt with loan or credit card companies, and you are struggling, we can help!

Our Money Advice Service offers free confidential, impartial, and independent debt advice. We can assist you to get your debt under control, and in some cases, written off.

We can review your finances, prioritise your debts and complete a financial statement which 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 decide what is best for you and assist you through the process. We will contact your creditors and negotiate with them on your behalf.

Energy Advice Service coming soon! Watch this space!



We have been successful in securing funding from the Energy Industry Voluntary Redress Scheme and are in the process of recruiting 2 Energy Advisers to provide a service to CDHA and 3 partner Housing Associations in the Southside of Glasgow.

They will assist to access help with fuel debt, provide help to understand your energy bills, advise you on the most efficient way to use your heating system and identify other energy efficiency measures that can be applied in your home.

Managed Migration to



If you are State Pension Age, and NOT in receipt of Working Tax Credits you will not be affected.

If you are receipt of 'legacy benefits' – tax credits, income support, job seekers allowance, employment and support allowance or housing benefit – you may soon get a letter from the Department for Work and Pensions (DWP) advising you that your benefits are coming to an end.

This is because these benefits are being phased out and replaced by Universal Credit. The letter from the DWP should advise you of the date that you need to claim Universal Credit by, to ensure that you do not get less on Universal Credit than you did on your old benefits.

The following benefits are ending and are being replaced by Universal Credit:

- Working Tax Credit and Child Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)

To continue getting financial support, you must claim Universal Credit by the deadline date in your letter.

Current DWP Timetable to Migrate from Legacy Benefits to Universal Credit:

Migration Notices are currently being sent out to:

- Income Support claimants
- Tax Credit & Housing Benefit claimants
- Housing Benefit only claimants

Migration Notices will be sent out:

- In July - to those claimants getting Income-Related ESA and Child Tax Credit (and Housing Benefit).
- In August - to those State Pension age claimants not getting Pension Credit but entitled to Working Tax Credit.
- In September - to all other Income-Related ESA claimants (this is expected to continue for approx. 12 months) and Income-Based JSA claimants.

If you get a Managed Migration Notice and are unsure what to do, please contact our Welfare Rights Service for free, confidential advice and assistance.

Staffing News

Staff Update

In January 2024, we said goodbye to Housing Officer Allan MacDonald who worked for the Association for 22 years! On behalf of the committee, staff, contractors, tenants, and owners, we wish Allan the very best for the future.

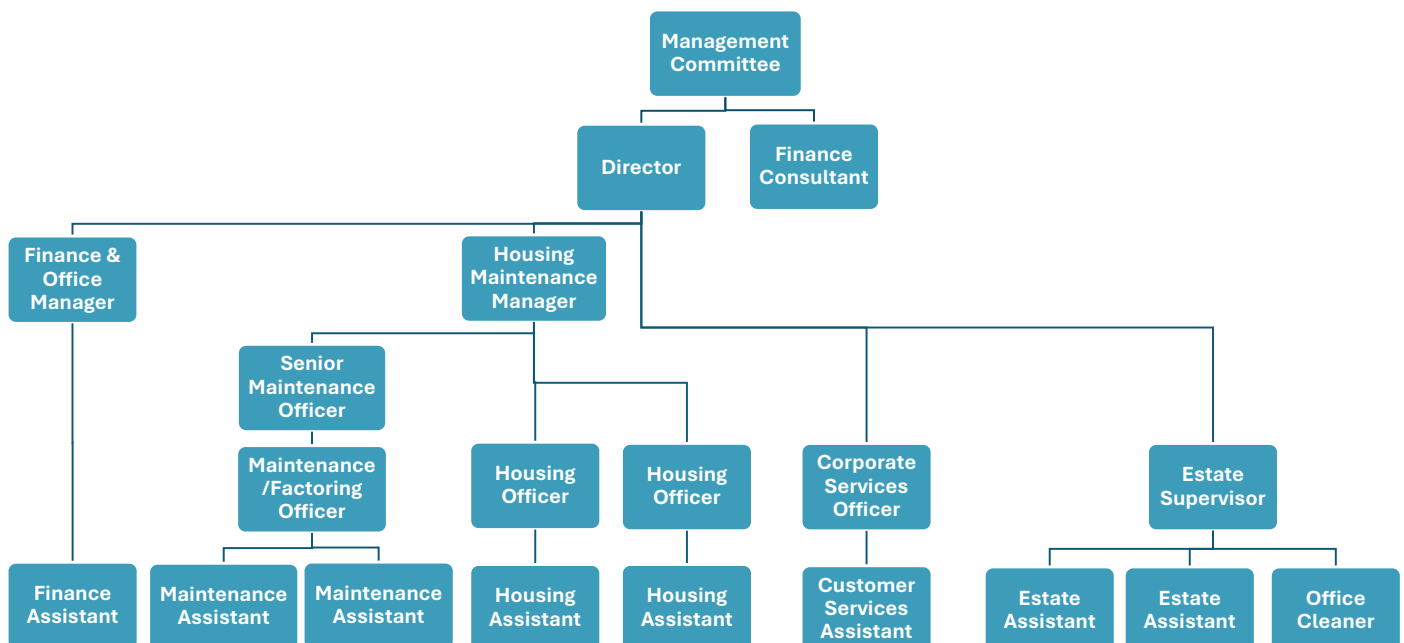
In March 2024, Maintenance/Factoring Officer David Ellis joined the Association. David has been settling in well and is a great asset to the maintenance team.

In April 2024, Jonathan Lee was promoted to Senior Maintenance Officer and Amie Bewley was promoted to Maintenance Assistant.



Organisational Structure

Below is our current organisational structure (from 1st April 2024):



Staff Achievements

Maintenance Assistant Amie Bewley completed a Modern Apprenticeship and obtained a CIH Certificate in Housing Practice at SCQF Level 5 and SVQ Level 2 in Housing.

The qualifications focused on:

CIH Certificate in Housing Practice

- Housing provision and housing organisations
- Customer service for housing
- Professional development in housing
- Asset, repairs and maintenance

SVQ Level 2 (Housing)

- Develop and maintain relationships with housing customers

- Maintain effective working relationships with housing colleagues and other stakeholders
- Monitor and maintain health, safety and security.
- Use organisational IT
- Give customers a positive impression of yourself and your organisation
- Assess housing need
- Respond to customer requests for repairs.

Senior Maintenance Officer Jonathan Lee successfully completed a CIH Level 4 Certificate in Housing, while Housing Assistant Hayley Smith is currently enrolled in the same course.

This qualification focuses on:

- Housing policy
- Finance for housing
- Housing law
- Professional practice skills for housing
- Managing people and change
- Housing management services

Finance Assistant Andrew Milne will begin studying for an AAT Diploma in Accounting (SCQF Level 7) in August 2024. This qualification comprises four mandatory units:

- Business Awareness
- Financial Accounting: Preparing Financial Statements
- Management Accounting Techniques
- Tax Processes for Businesses.

Other courses our staff have attended include health and safety, data protection, complaints, equality and diversity, maintenance, housing management and governance.

The Association is committed to the learning and development of our staff to ensure they are equipped with the necessary knowledge and skills to fulfil their roles.





Enter our chromebook Competition!

At the end of 2023, the Association secured lotto funding. We purchased winter heating packs to benefit tenants who needed them and with the remaining funds, we purchased Chromebooks.

The Association has 3 Chromebooks to giveaway. For a chance to win, please solve the below anagram:

BLIND RIFFLE SMUG

Hint:
Local
Landmark

Please respond by email to: info@cathcartha.co.uk with your answer, name, address and telephone number.
The closing date is 12 noon on Wednesday 31st July 2024.

Housing Officer Patches

Listed below are the names of the Housing team, their email address, and the streets they will be responsible for. You can contact them about your rent and any tenancy matters you wish to raise with them.

Patch A:

Lynsay Gallagher, Housing Officer
Email: Lynsay@cathcartha.co.uk
Telephone: **0141 251 0471**

Assisted by Hayley Smith,
Housing Assistant
Email: Hayley@cathcartha.co.uk
Telephone: **0141 251 0476**

- Cathcart Road
- Cartside Quadrant
- Cartside Street
- Cartvale Road
- Cumming Drive
- Dundrennan Road
- Holmhead Crescent
- Holmhead Place
- Holmhead Road
- Holmlea Court
- Holmlea Road
- Mount Annan Drive

Patch B:

Nicole McMaster, Housing Officer
Email: Nicole@cathcartha.co.uk
Telephone: **0141 251 0383**

Assisted by Grant Dyer, Housing Assistant
Email: Grant@cathcartha.co.uk
Telephone: **0141 251 0473**

- Brisbane Street
- Brunton Street
- Brunton Terrace
- Craig Road
- Clarkston Road
- Dairsie Court
- Dairsie Street
- Garry Street
- Gavinton Street
- Grange Road
- Greenholme Street
- Gryffe Street
- Kilmailing Road
- Kirkwell Road
- Morley Street
- Newlands Road
- Old Castle Road
- Orchy Street
- Rannoch Street
- Rhannan Road
- Ruel Street
- Snuff Mill Road
- Spean Street
- Stanmore Road
- Tankerland Road
- Tulloch Street

COMMITTEE

NEWS

CDHA is led by a voluntary Management Committee which is made up of tenants and local residents and other individuals with an interest and/or skill that suits the aims of the Association. The Management Committee is tasked with making key decisions about the Association's direction and providing 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.

From January to June 2024, the Committee has considered, reviewed and approved various items including:

- The Association's budget for 2024/25
- 5 year and 30 year financial projections
- Regulatory returns such as the Annual Return on the Charter (ARC) and loan portfolio return
- Business Plan 2024 – 2029
- Integrated Asset Management Strategy 2024 – 2029
- Rent increase
- Factoring charges
- Property acquisition programme
- Procurement of reactive and void maintenance

- Procurement of internal audit services
- Internal Audit Strategy and Annual Plan 2024-25
- Annual staff salary award
- Staffing requirements
- Share Membership applications
- 11 policies

The Management Committee have also attended training on:

- Risk management
- Sustainability
- Housing to 2040
- Overview of key governance documents
- Data protection compliance.

Share Membership Drive

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.

There are very few occasions when we refuse membership, however, this might be the case if there is a clear conflict between your interests and ours. The cost to become a member is £1.00. Once your Share Membership is approved, you have the opportunity to be elected to our Management Committee.

How to Apply

If you would like to become a member, please contact the Association on **0141 633 2779** or send an email to **info@cathcart.co.uk**.

Alternatively, please complete the application form at the end of this newsletter. Your application will be considered at the first available meeting of the Committee and once approved you will receive confirmation and a Share Certificate.

Committee Recruitment



In April 2024, our Director and Vice Chairperson held a committee information session with a group of tenants who had expressed an interest in joining our Management Committee.

If you are interested in taking your involvement one step further, you can become a Committee Member.

What's in it for you/What can you expect?

1. Making a difference to the people of Cathcart
2. Personal development opportunities and training
3. Use your skills where they are really needed.
4. Networking opportunities and meeting new people.
5. Help support the work of Cathcart & District Housing Association
6. Contribute to decision making processes involved in the development of CDHA.
7. Attend our business planning day.
8. We will reimburse out-of-pocket expenses including childcare and travel costs for attending meetings.

What's in it for us/What can we expect?

1. Your skills and enthusiasm
2. New ideas for CDHA
3. Your attendance at approx. 9 meetings per year
4. Increased support for the Management Committee and Staff.

If you would like more information or an informal chat, please contact:

Emma Connelly, Corporate Services Officer
Cathcart & District Housing Association
3/5 Rhannan Road, Glasgow G44 3AZ

Email: emma@cathcartha.co.uk
Direct Dial: 0141 251 0474

Integrated Asset Management Strategy

An integrated approach to asset management focuses on every aspect of asset performance to establish if continued investment is sustainable. If an asset is fit for purpose, it should be:

- managed efficiently and generating demand;
- in good condition with a costed, affordable maintenance programme;
- making a positive contribution to the Association's business plan;
- delivering value and amenity.

To support Cathcart and District Housing Association's pursuit of achieving an integrated approach to asset management, and to ensure

our assets continue to meet the needs of tenants and residents, the Scottish Housing Regulator has recommended five practical principles:

- Principle 1: Governing bodies and committees lead the strategic response to Asset Management and should be assured that assets are managed effectively.
- Principle 2: Social landlords should have a comprehensive understanding of their assets.
- Principle 3: Social landlords should develop an approach to understanding the value of their assets.
- Principle 4: Integrated asset management outcomes should be

understood and used as evidence to inform future investment decisions.

- Principle 5: Social landlords should use the integrated asset management outcomes to inform their asset management strategies.

To ensure that our strategy covers all essential elements of Integrated Strategic Asset Management, it reflects the five principles of Strategic Asset Management detailed within the Scottish Housing Regulators Recommended Practice.

A copy of our Integrated Asset Management Strategy can be found on our website at www.cathcartha.co.uk

Business Plan

Our Management Committee recently completed a review of our Business Plan, which was formally approved in June 2024. During this review, the Committee agreed on the following objectives for 2024 to 2029:

- Objective 1: Deliver excellent housing & related services
- Objective 2: Strengthen our communication & engagement with our tenants and other customers

- Objective 3: Continue to strengthen our governance
- Objective 4: Continue to ensure strong financial and risk management

A copy of our Business Plan can be found on our website at www.cathcartha.co.uk

UNACCEPTABLE ACTIONS



We believe that all customers have the right to be heard, understood, and respected. We also believe that our staff have the same rights.

Unfortunately, our staff have been subjected to an increase in unacceptable and abusive behaviour in recent months.

In June 2024, we carried out a staff survey on unacceptable behaviour, with the following results:

- 60% of staff surveyed said they had been threatened by a tenant or housing applicant.
- 90% of staff surveyed said they had been verbally abused by a tenant or housing applicant by email or over the phone.
- 80% of staff surveyed said they had been verbally abused by a tenant or housing applicant in person.
- Overall, 90% of staff surveyed said they had faced unacceptable behaviour.

We understand that people may act out of character in times of trouble or distress. However, Cathcart & District Housing Association does not tolerate abusive or unacceptable behaviour. We ask that you treat staff fairly, consistently and appropriately and we expect our staff to treat you the same.

Examples of unacceptable behaviour include:

- Swearing, derogatory remarks and aggressive language
- Making threats in person, on the phone or via letter or email
- Violence and aggression
- Making unreasonable demands, such as asking us to complete a task in an unreasonable timescale and sending excessive emails, letters or calls about this
- Unreasonable persistence, such as relentlessly contacting the office and refusing to accept a decision.

Action we may take if your behaviour is unacceptable:

- Terminating the phone call
- Calling the police
- Restricting contact, such as providing a single person to contact or email-only contact
- Contact through a third party such as CDHA solicitors or relevant mediator.

In all cases of unacceptable behaviour, we will contact you to explain what actions we consider unacceptable and why. We will ask you to amend your behaviour and explain what actions we may take if you do not.

Where we must act, we will tell you in writing what action we are taking and why. We may also offer to meet you at our office to discuss the unacceptable actions and agree on a way forward.

Full details of the actions the Association deems unacceptable, and how we may deal with this, can be found in our Unacceptable Actions Policy on our website at www.cathcartha.co.uk.

Annual Complaints Report

Cathcart & District Housing Association is committed to providing high quality services to customers. However, there may be occasions when customers are dissatisfied with the level or type of service they have received and wish to make a complaint.

We actively encourage complaints, comments, and compliments. We will use them as an opportunity to learn about our strengths and about areas requiring improvement (which may be policy, procedure, behaviour, or outcomes), to inform and improve the services we deliver.

Some examples of what you might find cause to complain about:

- If a repair has not been carried out properly;
- If you have not received information you asked for;
- If you feel a member of staff, a committee member, or a contractor has not provided an efficient and courteous service;
- If you feel your housing application has not been handled properly.
- If you feel you have been treated unfairly or have been discriminated against.

- If there is a problem with any of our services
- If we have failed to meet our obligations to you under your tenancy agreement.

The Association handles all complaints under the Scottish Public Services Ombudsman's (SPSO's) Model Registered Social Landlord Complaints Handling Procedure.

Complaints against neighbours will be dealt with under our Neighbour Relations Policy.

Number of complaints received in 2023/24:

29

Stage 1
Complaints
Received

13

Stage 2 Complaints
Received

*1 carried forward to 2024/25

42

Total Number
of Complaints
Received

Number of complaints received in the previous reporting year (2022/23):

26

Stage 1 Complaints
Received

*1 carried forward to 2023/24

9

Stage 2 Complaints
Received

*1 carried forward to 2023/24

35

Total Number
of Complaints
Received

The total number of complaints recorded has increased slightly since last year. We are confident that we are capturing all complaints. We have joined the Housing Complaints Handler Network, carried out

staff training and are actively reminding staff of the importance of recording, and dealing with complaints appropriately.

Response times for responding to complaints

Stage 1: Frontline Resolution

Stage 1 is for issues that are straightforward and easily resolved, requiring little or no investigation. These types of complaints should be resolved, or a response provided within 5 working days.

Stage 1	2023-2024	2022-2023
The average time in working days for a full response at Stage 1	3.76 days	3.44 days
The percentage of all complaints responded to in full at Stage 1	100%	96.15%

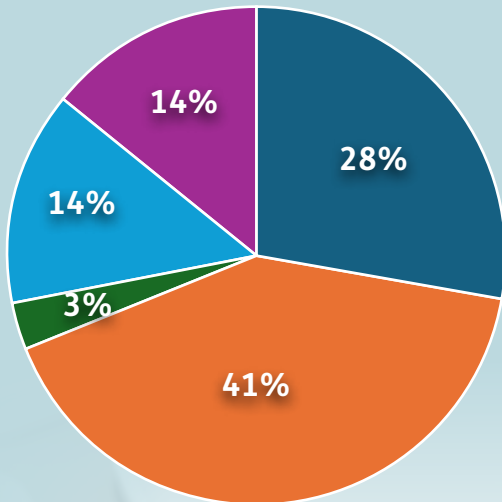
Stage 2: Investigation

Stage 2 is for issues that are not resolved at stage 1 or are complex, serious or “high risk”. These types of complaints should be resolved, or a response provided within 20 working days.

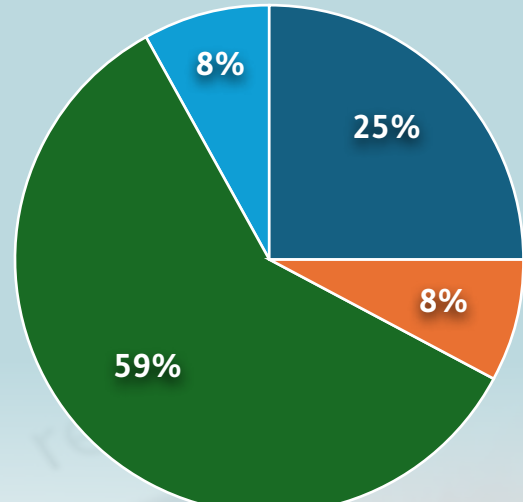
Stage 2	2023-2024	2022-2023
The average time in working days for a full response at Stage 2	14.08 days	14 days
The percentage of all complaints responded to in full at Stage 2	92.31%	88.89%

Complaints by Department

Stage 1 Complaints



Stage 2 Complaints



COMPLAINTS

You said

We did

A tenant complained that the hedges outside their property had not been cut.

We added the block to our winter cutting programme and asked the contractor to add the hedges to any future contract.

A tenant complained that they had called our office out with working hours and the emergency number for electrical central heating was not on our voicemail.

We added the emergency number for electrical central heating to our voicemail for when the office is closed.

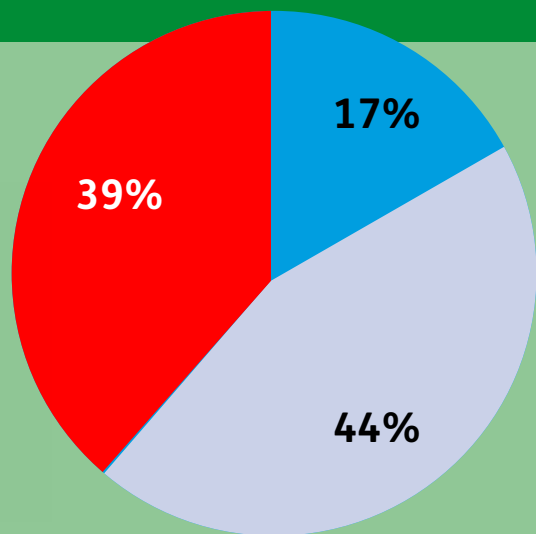
An owner complained that the contractor had made a mess of the close when they were working in one of our properties.

We asked the contractor to re-attend to fully clean the close.

Compliments

18

Compliments Received



Welfare Rights
Customer Service

Repairs/Contractors

Considerations on using CCTV and Ring Doorbells

The use of recording equipment, such as CCTV or smart doorbells, to capture video or sound recordings outside the user's property boundary is not a breach of data protection law.

People should try to point their CCTV cameras away from their neighbours' homes and gardens, shared spaces or public streets. But this is not always possible.

How can I use CCTV responsibly at my property?

You should ask yourself whether CCTV is actually the best way to improve your home security.

Think about the following questions:

- Do I really need CCTV?
- Are there other things I could use to protect my home, such as better lighting?
- What is the most privacy-friendly way to set up the system?
- What areas do I want the cameras to capture?
- Can I position the cameras to avoid intruding on my neighbours' property or any shared or public spaces?
- Do I need to record the images, or is a live feed enough?
- Has my CCTV system got an audio-recording facility? Audio recording is very privacy intrusive.

Think about the problem you are trying to tackle; it will usually be to capture anti-social behaviour or criminality.

Cathcart & District Housing Association encourages reporting antisocial behaviour to us, and you should detail your complaint direct to your Housing Officer.



What are the rules about domestic CCTV?

If your CCTV captures images beyond your property boundary, such as your neighbours' property, communal areas, or public streets and footpaths, then your use of the system is subject to data protection laws. This does not mean you are breaking the law, but it does mean that, as the CCTV user, you are a data controller. This means that you will need to comply with your legal obligations as a data controller under the data protection laws. You should:

1. tell people that they are using recording equipment;
2. in most circumstances, provide some of the recording if asked by a person whose images have been captured;
3. regularly or automatically delete footage;
4. in most circumstances, delete recordings of people if they ask; and
5. stop recording a person if they object to being recorded, but only if it is possible to do so. For example, if they can point the camera in a different direction but still use it for the same purposes, e.g keeping their property safe.

The Information Commissioner's Office (ICO) enforces data protection law and has published the following guidance:

<https://ico.org.uk/for-the-public/domestic-cctvsystems/>

If you have any questions about the use of doorbell cameras or personal CCTV, please contact the ICO by calling 0303 123 1113 or by visiting their website at ico.org.uk.

Rechargeable Repairs

There are certain circumstances where you will be charged for repair work carried out, for example:

Lost Keys



If you lock yourself out or lose your keys and then require a contractor to force entry to your property you will be recharged for this. Often these repairs occur out of hours and incur the high costs of an emergency call-out. It is recommended therefore that wherever possible you leave a spare set of keys with a friend or relative.

Blocked toilets, sinks and showers

Proper and regular cleaning should prevent the occurrence of blockages. You should not dispose of oil and fat down the sink. The build-up of hair should be cleared from plug holes and waste traps.



It is strongly advised that over the rim toilet blocks, cleaners or fresheners are **not** used.

Faulty Appliances

Household appliances are owned and maintained by you.

A faulty appliance can often “trip” your electrics or circuit breaker resulting in a temporary loss of power.



We would advise you to unplug all appliances, reset the circuit breaker and then plug in your appliance. This procedure can be explained to you in detail and if necessary, demonstrated by arrangement with a member of staff from our Maintenance Team.

However, if an electrician is called out to attend to a fault, which turns out to be due to an appliance, then costs will be recharged to you.

General Neglect

Abuse of the property, including its fixtures and fittings, is not reasonable wear and tear and will be recharged to you. Common examples are:

- holes in doors
- burns to work tops
- unapproved removal of heating or other appliances
- failure to report minor repairs which then become serious and costly.



End of Tenancy Repairs

When you give up your tenancy you are obliged to return all sets of keys to us and to leave the property in a clean and habitable condition.



The property should be emptied of all your possessions and household goods including floor coverings, furniture and rubbish. Washing machine connections and waste pipes should be properly capped and made safe.

Any fittings you have installed should be removed and the original fitting provided by us should be reinstated. If at the end of the tenancy these items have not been attended to then we will have them carried out and recharge the costs to you.

Gas Servicing and Other Compliance Checks

If you are not in or do not allow entry to the property to allow a gas service or other compliance checks to be carried out, then we will



have no alternative but to force entry to the property. Please also note if we receive no prior contact and you allow entry at the forced entry, then you will be liable for all costs regardless if the locksmith is required or not.

Boiler Replacement Programme

The Association's boiler replacement programme 2023-24 was carried out by CLC Alltrades and BW Heating and Plumbing. 40 boilers were replaced within 8 weeks, resulting in 40 additional tenants now enjoying the benefits of A+ rated boilers.

We conducted a tenant satisfaction survey, with the following results:

- 91% of tenants surveyed said they were very happy with our contractor's overall service, with 9% fairly happy.
- 91% of tenants surveyed said they were very satisfied with the initial contact from our contractor's office to schedule their appointment, with 9% fairly happy.
- 91% of tenants surveyed said they were very satisfied with the attending engineer's timekeeping, with 9% fairly happy.
- 100% of tenants surveyed said they were very satisfied with the engineer's standard of work.
- 100% of tenants surveyed said they were very satisfied with the engineer's cleanliness and how they left their property.

This financial year, we are set to replace 62 more boilers, further enhancing the energy efficiency of our properties.



Apprenticeship Opportunity

One of our contractors, CLC Alltrades has asked us to share the below opportunity.

"At CLC Alltrades we're committed, not just to repairs, but growth within the communities in which we serve. As we work with tenants and families across Cathcart, we are keen to help develop young talent and provide opportunities for employment. To that end, we will be recruiting young people into apprenticeship roles over the coming years, and we will be starting with a young person who would like to learn the trade of 'painting and decorating' and who would be able to start in the new Autumn term of 2024! This would be a great opportunity for a young person between the age of 16 and 18 who has an interest in learning a lifelong trade. Interested applicants should send a CV and covering letter to susan@clcalltrades.co.uk"

Acquisition Programme

In November 2023, our Management Committee approved the recommendation to develop a programme funded by Glasgow City Council aimed at acquiring existing housing stock to meet the needs of Section 5 referrals for homelessness.

GCC's Strategic Acquisition Programme provides grant funding to assist housing associations in buying individual private homes, increasing the supply of affordable housing and helping to combat homelessness.

Following a successful initial marketing campaign in January 2024, a total of 49 Expressions of Interest were received for properties within the target area of properties improved and factored by the Association. By mid-March, the Association identified the potential to acquire more properties with additional grant funding. In total, 7 properties have been purchased and let to meet the needs of Section 5 referred tenants, furthering our commitment to addressing homelessness.

Condensation

What is condensation?

There is always some moisture in the air even if you cannot see it. If the air gets colder, it cannot hold all the moisture and tiny drops of water appear. This is condensation.

Moisture production is caused by everyday living, from cooking to having a shower. Normally moisture will remain in the atmosphere, but as the room air temperature drops, the ability for air to hold moisture reduces, and the air becomes saturated. This leads to water droplets forming as condensation on cold surfaces such as walls, windows, metal and most commonly on the bathroom mirror.

Condensation occurs mainly during cold weather, whether it is raining or dry. It appears on cold surfaces and in places where there is little movement of air such as behind large furniture and in bay windows. It can be spotted in the corners

of windows, around window frames, in or behind wardrobes and cupboards and often forms on cold north-facing walls.

Modern features such as double glazing and loft insulation are important to keep homes warm, but they can contribute to poor air circulation. In the past, there would be a natural escape for hot, damp and poor quality air around window frames, doors, uncarpeted floorboards, and up chimneys. However, buildings are now designed to cut down heat loss and therefore inhibit natural ventilation particularly if there are no trickle vents on windows.

With the high costs of heating, we don't want to keep windows open all day, so we need to minimise the problem as much as possible. If not, stale humid air is trapped and this will inevitably lead to musty smells, dampness, and ultimately mould growth.

What is mould?

Condensation can lead to staining and mould growth, damaging wallpaper, wall surfaces, window frames, furniture and clothing. The development of mould growth is a tell-tale sign that is frequently associated with excess moisture production and condensation.

The three basic ingredients to start mould growth are organic material, a fungal spore and Water.

The vast majority of products used to build and furnish homes are made from organic materials. Fungal spores are microscopic and are present in any indoor or outdoor environment; they can easily enter any dwelling undetected. The main source of water for mould is from the air around it, so if the relative humidity is high the mould will thrive.

Is it condensation or another type of damp?

Condensation is not the only cause of damp, however, it is the most common.

Dampness can originate from numerous sources and can be caused by factors such as:

- Leaking pipes, waste and drainage pipes or overflows.
- Rain seeping through the roof where tiles or slates are missing, spilling from a blocked gutter, penetrating around window frames or leaking through cracked pipes.
- Rising damp due to a defective damp proof course, a bridged damp proof course or because there is no damp proof course.
- Penetrating damp around windows or through porous walls due to driving rain, or from high ground levels against retaining walls.

n and Mould

How to avoid condensation

There are several ways to reduce the amount of moisture in your home - through lifestyle changes, increased ventilation and keeping the heat in your property. To prevent condensation, you must get a balance of heating, insulation and ventilation.

Producing less moisture in your home

Cooking

- When cooking try to reduce the amount of moisture by cooking with lids on pans and do not leave kettles on the boil or pans of water on the hob when not in use. Try and use the minimum amount of water in a pan when boiling vegetables, rice or pasta and open a window.

Bathing

- When filling the bath, run the cold water first then add the hot - it will reduce the amount of steam produced, which will prevent it from condensing on surfaces.

Washing Clothes

- Put washing outdoors to dry if you can. If this isn't possible, place it in the bathroom or kitchen with the door closed and the window open or the extractor fan on. If you have a tumble dryer, make sure the vent leads outside (unless it is a self-condensing type).
- When wiping down surfaces to remove condensation, wring out into the sink but do not leave the

wet cloths to dry on radiators, as the moisture will be released again. Try not to dry clothes on radiators as the moisture will stay in the room and condense on other surfaces.

Ventilate to remove the moisture

You can ventilate your home without making draughts. Ventilation is needed to get rid of moisture that is produced throughout the day, including from people's breath and daily lifestyle activities such as bathing and showering.

Kitchens and bathrooms

- You need much more ventilation in kitchens and bathrooms, especially when washing, cooking, bathing or drying clothes.
- This means opening windows wider, or where possible install a humidistat-controlled ventilation fan.
- Close kitchen and bathroom doors when these rooms are in use even if the kitchen or bathroom has an extractor fan. This will remove the moisture using the ventilation fans, rather than letting it move to other

rooms, especially bedrooms which are often colder and more likely to be affected by condensation.

Living rooms and bedrooms

- In living rooms or bedrooms keep windows ajar where possible and keep trickle vents on windows open. If you have air bricks or vents keep these clean and make sure they are not covered over or blocked by large furniture.
- Ventilate cupboards and wardrobes by leaving doors ajar. To reduce the risk of mildew on clothes and other stored items, allow air to circulate round them by removing false wardrobe backs or drilling breather holes in them at the top and bottom. Avoid putting too many things in them as that will stop air from circulating.
- Leave space between the back of wardrobes and the wall. Where possible place floor mounted wardrobes and furniture against internal walls, rather than cold outside walls. It is essential to allow space for the air to circulate in and around your furniture, as condensation will form in cold spaces.

Bins and Recycling

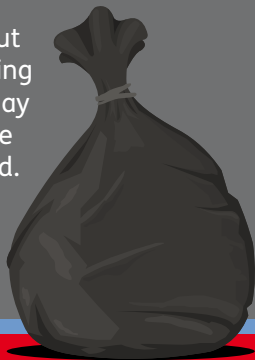


Rubbish and Refuse

In 2022-23 the Scottish Fire and Rescue Service attended 7,631 refuse fires, including rubbish and fly-tipped materials.

Remember NOT to:

- Store rubbish by doors, windows or any other openings
- Store bins or sacks up against your home as fire can quickly spread to buildings
- Overfill your bin or leave rubbish around it
- Smoke in or around storage areas
- Put bins out for emptying until the day your refuse is collected.



Blue Bin Recycling

The blue bin recycling service is for the collection of paper, card, plastic bottles, empty aerosol cans and food and drink cans.

Your blue bin is collected every two weeks. You can view the online calendar for information on collection dates here: glasgow.gov.uk/collectiondays

You can recycle the following items within your blue bin:

- Mixed papers - newspapers, magazines, journals, junk mail, brochures, catalogues, directories, yellow pages, envelopes
- Cardboard - cardboard boxes, card packaging
- Plastic bottles - milk bottles, drinks bottles, sauce bottles, shampoo bottles, cleaning product bottles
- Food and drink cans - steel cans, aluminium cans and food tins.
- Empty aerosol cans

Placing items, other than those noted above, into the blue bin will adversely affect the quality of the material that GCC sends to their re-processing partners which can result in the material not being recycled. The quality of items collected is as important as the quantity of items collected.

Please do not place the following items into your blue bin:

- General waste/food waste
- Glass bottles
- Yogurt pots
- Tetra paks
- Elopak
- Cardboard beverage containers
- Plastic bags
- Margarine/butter tubs
- Cartons
- Books

Missed Bin Collection

A missed bin collection is when Glasgow City Council have not emptied your bin after 7 pm on the scheduled collection day.

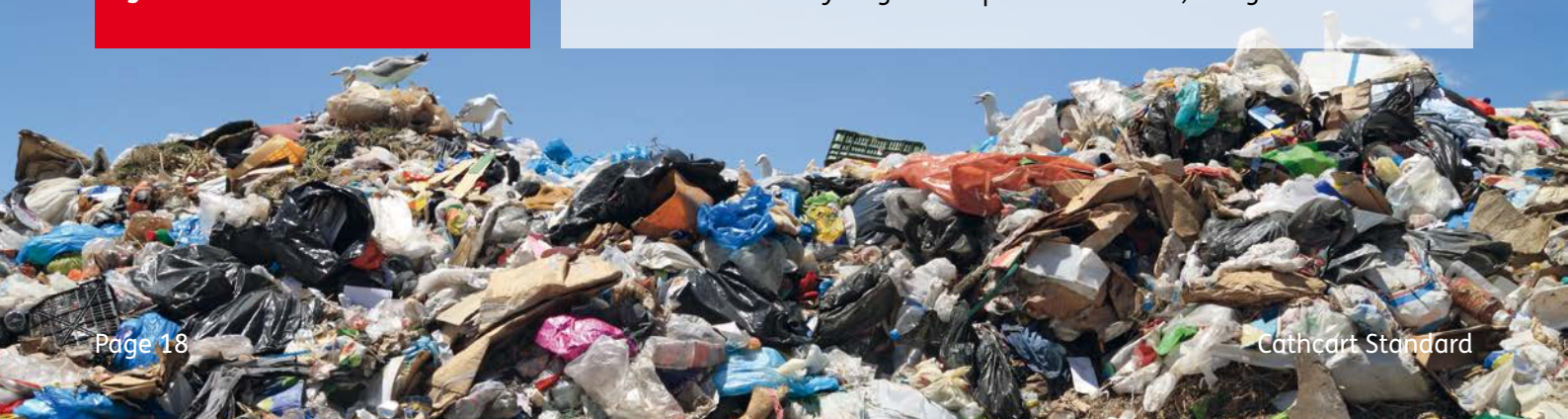
For more information or to report a missed bin collection, please contact Glasgow City Council here: www.glasgow.gov.uk/missedbincollection

Recycling Centres

Glasgow Recycling Centres are making it easier than ever for citizens to do their part in preserving the environment. From accepting a variety of materials including paper, plastic, and glass to offering a range of educational materials and activities, Glasgow is committed to making recycling a priority. Whether you're looking to get rid of some unwanted items or learn how to reduce your carbon footprint, Glasgow Recycling Centres have you covered.

Locations of Glasgow Recycling Centres:

- Polmadie Recycling Centre | 425 Polmadie Rd, Glasgow G42 0PJ
- Shieldhall Recycling Centre | Renfrew Rd, Glasgow G51 4SL
- Dawsholm Recycling Centre | 75 Dalsholm Rd, Glasgow G20 0TB



BULK UPLIFT

Cathcart & District Housing Association provides a bulk uplift service for our tenants and factored owners.

Our contractor CleanScene carries out the service and will be in the area every Tuesday and Wednesday.

CDHA tenants and factored owners (if the block is on the rota) can request an uplift by:

- Emailing bulk@cathcartha.co.uk

- Phoning our office on 0141 633 2779

When contacting us, please provide your address and the list of bulky items requiring removal. It is important that you let us know you have put items out.

When placing bulk items in the backcourt, please be mindful not to block public footpaths or cause an obstruction/hazard. Keeping the backcourt area tidy is crucial.



The close/common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your close/common stair? It may not necessarily be in your flat! A fire started in a close/common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close/common stair. Items left in a close/common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building.
- Make sure storage areas are kept locked.
- For advice on uplifting items contact your local Council.

If fire does start

- Keep doors closed to prevent smoke filling your house.
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can.



To request a free Home Fire Safety Visit

CALL 0800 0731 999

For more fire safety advice visit:

www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Dog Fouling



What is dog fouling?

Dog fouling in a public place is when an owner or person in charge of the dog fails to remove their dog's mess.

If your dog fouls in an open space, you must clean it up. Glasgow City Council provide litter and dog waste bins in parks and public spaces. Back courts are not a place for your dogs to run free or foul, we expect tenants to walk their dogs or else have them on a lead at all times in back court areas.

If you fail to dispose of your dog's waste in the correct manner and are caught, you could receive a fixed penalty notice (FPN) issued under the Dog Fouling (Scotland) Act 2003.

Advice for dog owners

- Always carry a poop scoop, either a specially designed plastic shovel or a bag to carry the mess to a suitable waste bin.
- If there isn't a litter bin, take it home and dispose of it there.
- Dog owners should not allow their pets to foul at random in public areas. Toilet training at the puppy stage helps.

How to report issues:

If you see dog fouling in the street or public places like parks etc, you can report this to Glasgow City Council's environmental task force.

Online: <https://www.glasgow.gov.uk/article/4250/Report-Environmental-Issues>

Smartphone App: MyGlasgow app can be downloaded from the App Store or Google Play

Telephone: **0141 287 1058**

If dog fouling is an issue in your backcourt area, please contact the Association with as much information as possible.

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.



Living Wage

Cathcart & District Housing Association is accredited as a Living Wage employer. Our Living Wage commitment will see everyone working at CDHA receive a minimum hourly wage of £12 per hour. This rate is higher than the government minimum for over 21s, which currently stands at £11.44 per hour.

In Scotland, 91% of all jobs pay at least the real Living Wage, this is higher than any other UK nation. Despite this, nearly 1 in 10 jobs still pay less than the real Living Wage which equates to 221,000 jobs.

We are thrilled to announce that we have been officially recognised as a Living Wage Employer. We have been paying our staff above the living wage for many years,

and we are proud to be part of the increasing number of Scottish employers who are dedicated to this important cause.

The real Living Wage is the only UK wage rate calculated according to the costs of living. Employers choose to pay the real Living Wage on a voluntary basis, recognising the value of their workers and ensuring that a hard day's work receives a fair day's pay.

Peter Kelly, Director of The Poverty Alliance said: "We all need an income that is enough to cover our needs and protect us from poverty, and it's only right that employers pay a wage that reflects the cost of living. Too many workers in Scotland are paid less than the real Living Wage and, at a time of rising costs, are struggling to stay afloat. The real



Living Wage can offer protection from those rising costs."

"Congratulations to Cathcart & District Housing Association on their Living Wage commitment, and I hope more organisations follow their lead by becoming Living Wage accredited."

Lynn Anderson, Living Wage Scotland Manager said: "We're delighted that Cathcart & District Housing Association has become an accredited Living Wage employer. They join a growing movement of over 3600 employers in Scotland who together want to ensure workers have what they need."

Living Hours

Cathcart & District Housing Association has become the latest Living Hours employer in Scotland.

Living Hours accreditation requires employers to pay the real Living Wage to all their employees over the age of 18 and commit to providing at least four weeks' notice for every shift, with guaranteed payment if shifts are cancelled within this notice period.

Living Hours employers also provide a guaranteed minimum of 16 hours every week (unless the worker requests otherwise), and a contract that accurately reflects hours worked.

Cathcart & District Housing has been an accredited Living Wage employer since 2024. This announcement of our commitment to Living Hours further demonstrates the importance we place on setting standards for fair work. The Living Hours standard was created to ensure that people have predictable working patterns and income, enabling them to better plan their lives.

Rachel Morrison-McCormick, Projects Coordinator, Living Wage Scotland said:

"There are over 3600 Scottish-based employers that are committed to paying at least the real Living Wage, and it's fantastic to see Cathcart & District Housing Association take further steps to protect their workers from low pay and insecure work by becoming Living Hours accredited."

The values that led them to commit to the real Living Wage are the same values that have led to their expanded commitment to fair work at a time when workers need it most."



Cathcart & District Community Council Festival



Cathcart & District Community Council will be running the first ever Cathcart and District Festival. The festival will run from 3rd August to 25th August across various venues.

Confirmed events include a fete at Cathcart Baptist Church on 10th August, Sunday music sessions at Holmwood NTS, an open day at Linn Equestrian Centre, the Merrylee Plot holders Association Open Day on 24th August and SO much more!

There is plenty of room for more people to get involved, so if your community group or business would like to run an event during

**3-25 August
various venues**

the festival, get in touch with the Community Council.

More information can be found on the Cathcart & District Community Council's page on Facebook.

- Live Music
- Storytelling
- Petting zoo
- Book swap stand
- Summer party
- And much more!
- Face Painting
- Farmers market

Mount Florida Local Place Plan

A group of local residents and organisations have started to develop a Local Place Plan for Mount Florida. This will inform the City Council's planning policy to 2037 and everyone in Mount Florida can have a say. Mount Florida Community Council would like everyone who lives and works here to get involved!

- What do you like and dislike about Mount Florida?
- What would improve your quality of life?
- What facilities and services are missing?

Please take a few minutes to fill in their survey below. <https://forms.office.com/e/er1Su8Kiem>



Funding



We successfully secured funding of £150 from the Co-Op Community Fund.

The Association plans to use this award to enhance the beauty of the community and make the most of the funds. Our current focus is on improving the Cumming Drive area. We are meeting with Nurture who have indicated their willingness to donate some plants to co-inside with our plans. We kindly request that, once the project is finished, the residents of Cumming Drive continue to upkeep the area.

Tenant Portal



Our housing management system HomeMaster is making a number of software enhancements to the Tenant Portal.

The Tenant Portal will be rolled out later this year and more information is to follow.

On the Tenant Portal you will be able to:

- ✓ Check your rent balance
- ✓ Update contact information
- ✓ Request any non-urgent repairs to your property or block
- ✓ Answer surveys
- ✓ View documents
- ✓ View our latest newsletters.

<https://www.cathcartha.co.uk/content/tenant-portal>

Public Holidays



Our office will be closed on the following dates:

Glasgow Fair

- Friday 12 July 2024
- Monday 15 July 2024

September Weekend

- Friday 27 September 2024
- Monday 30 September 2024

Christmas

- Wednesday 25 December 2024
- Thursday 26 December 2024
- Friday 27 December 2024
- Monday 30 December 2024
- Tuesday 31 December 2024

New Year

- Wednesday 1 January 2025
- Thursday 2 January 2025
- Friday 3 January 2025



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: