



## NEW TENANT PORTAL!

**We are delighted to be able to offer tenants a brand-new online portal, which gives you more information about your tenancy.**

Our tenant portal went live in May 2025 and can be accessed 24 hours a day, 7 days a week. On the portal, you will have the chance to view your rent account, make payments, make changes to your household, view any letters that have been issued and report repairs without having to lift the phone.

On the tenant portal, you will be able to:

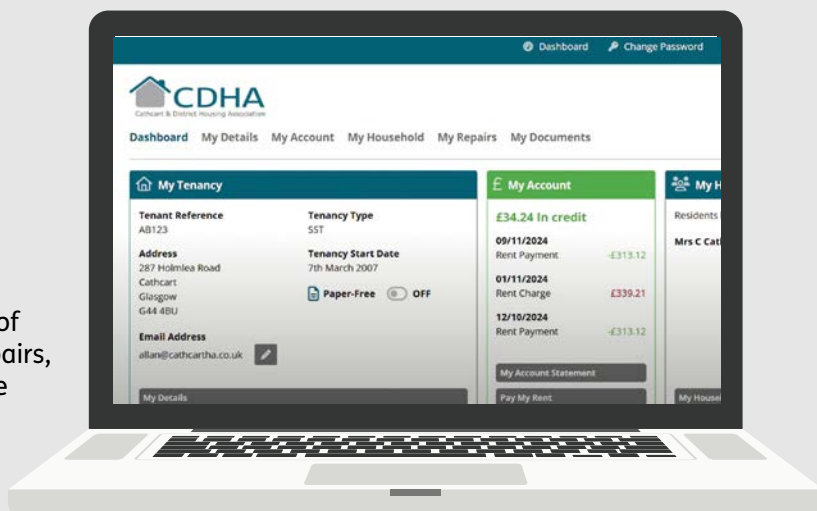
- View your rent charges and balance.
- Make changes to your household.
- Make a complaint.
- Report a repair.
- Make payments via Allpay.

The Tenant Portal allows you to complete a number of tasks when the office is closed, such as reporting repairs, and lets you access recent letters and documents we have sent to you.

By signing up to the portal, you can assist us in minimising the amount of paper we send you,

like letters and newsletters and reduce the time spent on the phone.

The Tenant Portal launched in May 2025. In the upcoming weeks, we will be reaching out via email to all tenants for whom we have an email address. If you do not receive an email but would like to be involved, please email us at [info@cathcartha.co.uk](mailto:info@cathcartha.co.uk).



## Four Day Week

**We are now 1 month into our trial of a 4-day week. In piloting this change, we can offer our customers a modernised approach to our service.**

We spoke to other organisations who operate this way and listened to their experiences. We also carried out a footfall survey and found that on a Friday we had very few people using the office and phone calls were fewer. More of our tenants are moving to the tenant portal which is now available. If you have not connected to this yet and would

like to, please contact your housing officer.

Taking all that into account, we extended our working hours on Monday to Thursday and now keep the office open during lunchtime. Housing staff and maintenance staff are available to meet with customers before or after work/school runs etc.

We have considered our staff wellbeing in making this decision, offering a better work/life balance. Albeit with longer hours on 4 days,



staff have felt the benefit of having more downtime at the end of the week.

Our contractors are still available over 5 days with out-of-hours the same as before.

To date, we have received positive comments on the new week and if you would like to discuss or comment on any part of this, please contact [info@cathcartha.co.uk](mailto:info@cathcartha.co.uk) and a member of staff will contact you.



# 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 where we have to contact you regarding your annual gas service visit, compliance inspections, in 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 if 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**, or by emailing **info@cathcartha.co.uk**.

Time To Update!

## New Patches

Listed below is the name of the Officer, 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.

### Grant Dyer

Email: [Grant@cathcartha.co.uk](mailto:Grant@cathcartha.co.uk)  
Phone: 0141 251 0473

- Brisbane Street
- Cathcart Road
- Cartside Quadrant
- Cartvale Road
- Cumming Drive
- Grange Road
- Gryffe Street
- Kilmailing Road
- Kirkwell Road
- Newlands Road
- Old Castle Road
- Orchy Street
- Ruel Street
- Snuff Mill Road
- Stanmore Road

### Heather Paterson

(Starting on 22/07/25)  
Email: [Heather@cathcartha.co.uk](mailto:Heather@cathcartha.co.uk)  
Phone: 0141 251 0383

- Brunton Street
- Brunton Terrace
- Craig Road
- Dairsie Court
- Dairsie Street
- Dundrennan Road
- Garry Street
- Gavinton Street
- Greenholme Street
- Holmhead Road
- Holmlea Court
- Morley Street
- Mount Annan Drive
- Rannoch Street
- Rhannan Road
- Spean Street
- Tankerland Road
- Tulloch Street

### Hayley Smith

Email: [Hayley@cathcartha.co.uk](mailto:Hayley@cathcartha.co.uk)  
Phone: 0141 251 0476

- Cartside Street
- Clarkston Road
- Holmhead Crescent
- Holmhead Place
- Holmlea Road





# STAFFING NEWS

## Staffing Update

**We would like to say farewell to our Housing Officer Nicole McMaster, who has been an integral part of the Association for the past nine and a half years.**

Nicole began her career with GHA as an apprentice in August 2014, demonstrating her commitment to developing her skills and understanding of housing management. Nicole joined CDHA as a Trainee Housing Assistant in November 2015.

Throughout her time with us, Nicole has earned three promotions. In April 2022, she was promoted to Housing Officer, a role in which she has made a significant impact.

Nicole is now moving on to a new opportunity as a Housing Officer at another Housing Association. We wish Nicole the best in her new role and thank her for her valuable contribution over the years.

We are pleased to share that in March 2025, Grant Dyer and Hayley Smith were both promoted to the post of Housing Officer. Additionally, in May and July 2025, we were pleased to welcome our new team members: Customer Services Assistant Ann McKechnie and Housing Officer Heather Paterson.

## Staff Achievements

Housing Officer Hayley Smith successfully completed a CIH Level 4 Certificate in Housing. 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 is undertaking the AAT Diploma in Accounting (SCQF Level 7) which started in August 2024. We are pleased to announce that Andrew has successfully completed the first year of the course and passed all his exams.

Senior Maintenance Officer Jonathan Lee is undertaking the CIH Level 5 Diploma in Housing which started in April 2025. This course is aimed at senior staff and provides an overview of the major strategic requirements to oversee an organisation.

Other courses our staff have attended include complaints, equalities refresher, worker protection act, health and safety (first aid, manual handling, COSHH, working at height, risk assessments and DSE) repairs and maintenance, landlord compliance (asbestos, gas safety, fire safety, damp and mould) and data protection.

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.

## The New Changes to Benefits - *what we know so far...*



Here's what's happening with **Universal Credit**:

1. From April 2025, the standard allowance (the basic amount you get) rose for new and existing claimants. The rate for a single person aged 25 or over increased from £393.45 per month to £400.14 per month. The Government has announced rates will continue to increase and will reach £459.33 per month by 2029/30.
2. The health addition (Limited Capability for Work and Related Activity element LCWRA) which you get if you can't work because of sickness or disability,

will change as follows:

- For **NEW** claimants, from April 2026, this element will be almost halved, from £97 a week in 2024/25 to £50 a week in 2026/27, and then frozen at this level until 2029/30.

However, the Government says that those with the most severe, life-long health conditions – who have no prospect of improvement and will never be able to work – will "see their incomes protected through an additional premium" we have no details on this yet.

- For **EXISTING** claimants, the health element will be frozen at the current rate of £97 a week until 2029/30.

These changes mean that 2.25 million families who currently receive the health element of Universal Credit will lose £500 a year on average by 2029/30, while 3.9 million other families (who don't get the health element) will gain an average of £265 a year by 2029/30, according to the Government's own analysis.

## Work Capability Assessment to be Scrapped

The test which determines someone's eligibility for the health element (LCWRA) of Universal Credit will be scrapped in 2028.

The Government plans on a new single assessment, based on the existing system for Personal Independence Payments – this will consider on the impact of disability on daily living, not on capacity to work.

## Personal Independence Payments (PIP) and Adult Disability Payment (ADP)

As PIP has been devolved to the Scottish Government and replaced by ADP in Scotland, currently claimants are not affected. However, this may change due to cuts in funding received from the UK Government to provide welfare in Scotland.

## A new 'Unemployment Insurance' benefit will be established

This would be a new non-means tested entitlement "for people who have contributed into the system".

The plan would be to combine the contribution-based Jobseeker's Allowance (JSA) and Employment and Support Allowance (ESA) into a single new, time-limited benefit, paid at the current ESA rate of £138 a week.

People claiming this would be expected to actively seek work, with accommodations for those with work-limiting health conditions, the Government says.

## Establishing a 'right to try work' principle in law

According to a survey by DWP, over half of people claiming Universal Credit or Employment and Support Allowance (with no work-related activity requirements) said they felt worried that they would not get their benefits back if paid employment didn't work out.

The Government says that it will introduce legislation "as soon as possible" to guarantee that trying work will not trigger a reassessment for those claiming.



# Managed Migration to



## Get Help from our Welfare Rights Service.

If you are **under** State Pension age and still in receipt of Housing Benefit. You will shortly receive or have already received a letter from the DWP advising you need to make a claim for Universal Credit

This is because legacy 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.

### Our Welfare Rights Officers can:

- Check your current benefits are correct and calculate if you are entitled to any Transitional Protection (protection if your current benefits are more than you are entitled to under Universal Credit).
- Assist you to make a claim
- Provide guidance on using your Universal Credit account
- Check the award you receive is correct
- Provide ongoing support with your claim.

Contact us for an appointment:

Email: [advice@southside-ha.co.uk](mailto:advice@southside-ha.co.uk) or complete the form on our website <https://southside-ha.org/welfare-benefit-money-advice-service/>

Or call **0141 633 2779**.



# Energy Advice Service

CDHA are working in partnership with three other Housing Associations in the Southside of Glasgow to bring our tenants an Energy Advice Service. The service is funded by the Energy Redress Scheme and has assisted 65 CDHA households so far.

The service is designed to help manage energy usage, reduce bills, and offer support with any energy related concerns



## Ways we can help:

### Reducing Energy Usage

We provide practical advice on how to **lower energy consumption**. We can walk clients through small, everyday changes that can lead to **lower bills** and a **more energy-efficient home**. Examples include:

- adjusting the thermostat,
- managing appliances more efficiently,
- draft proofing
- LED lightbulbs
- Radiator reflective panels

### Fuel Debt Assistance

If Clients are struggling with **fuel debt**, we're here to offer **support and guidance** and explain what options are available.

- Help set up payment plans to make the debt more manageable.
- Assess eligibility for any grants or schemes that can help relieve fuel debts.
- PAYG – access to vouchers for support for people who are in danger of going off supply.

### Understanding Bills and Meters

Energy bills can sometimes be difficult to understand – all those charges, rates, and meter readings can be confusing. We're here to:

- **Clarify bills** – If a client thinks something looks wrong on their bill or if they just want someone to explain what they are being charged for and why, we can check if everything looks okay and help explain the prices.
- **Tariff** – check if clients are on the cheapest tariff or the tariff that is right for them.
- **Check meters** – If a client thinks something is wrong with their meter, we can do a check to make sure it's the right type of meter and it's running in the right way. We can also explain the different types of meters and see which one is the best fit for the client.
- **Explain how the meter works**. Whether it's about reading the meter properly or understanding how the energy provider charges.

### Resolve Disputes with Suppliers

We can provide assistance to resolve meter and bill disputes, we can provide advocacy and assist clients to navigate complaints procedures, and take their case to the Ombudsman.

For an appointment or home visit, please email [energyenquiries@southside-ha.co.uk](mailto:energyenquiries@southside-ha.co.uk) or call **0141 633 2779**.





# Communal Drying Areas

We understand that everyone wants to make the most of the good weather and get their washing out to dry, especially during sunny days. However, we would like to remind everyone that the washing and drying areas provided are **communal facilities**, shared equally among all neighbours.

To ensure fairness and harmony:

- **No individual has priority** over others when using these spaces.
- Please be considerate and **limit your usage time** to allow access for everyone.
- Kindly **remove your washing promptly** once it is finished to avoid unnecessary delays for others.

Your cooperation in keeping these shared areas accessible and respectful is greatly appreciated.

Thank you for your understanding and support.

## Mutual Exchanges

A mutual exchange refers to a process where tenants of social housing (such as council or housing association tenants) can swap homes with another tenant. This arrangement allows tenants to exchange their properties to better suit their needs, such as moving closer to family, changing the size of their home, medical reasons, or relocating for work or personal reasons.



Cathcart & District Housing Association facilitates mutual exchanges on our website at **www.cathcartha.co.uk/properties**. There is a long list of social housing tenants looking to swap their homes. If you are interested in any of the homes advertised on our website, please contact us with the unique reference number, and we can share your information with the tenant to organise a viewing.

Mutual exchanges are also facilitated on websites such as HomeSwapper and Facebook groups.



## PRIVATE LANDLORDS AND OWNERS

It is important that you do not miss anything such as service updates or quotes for building works. At CDHA, we are keen to engage with owners when works are being discussed for your building and other service-related communications.

If you are a private landlord or owner and your correspondence address or contact details have changed, please email your updated details to **info@cathcartha.co.uk**.

# Rent Increase

Cathcart & District Housing Association is committed to providing high-quality services to meet the needs and aspirations of our tenants. Our Management Committee agrees on our rent review annually to ensure both affordability and viability for our tenants. Some of our rents remain among the lowest in the sector.



In January 2025, our Management Committee approved a rent increase of 4%, and a 7% increase for 2 apartments, effective from 1<sup>st</sup> April 2025. This decision followed consultation with tenants and is necessary

to cover rising costs related to property maintenance, direct services and overall operating costs. Additionally, the increase allows us to invest in improvements to keep your home safe, comfortable and energy efficient.

## *What you need to do now:*

If you:	You need to:
Receive Universal Credit (UC)	Notify the DWP of your new rent charge. If you delay notifying them, you may not get all of the Housing Costs you are entitled to, and your rent account will go into arrears.  To do this, please update your housing costs section in your journal to reflect the rent increase on or after 1 <sup>st</sup> April 2025.
Receive Housing Benefit (UB)	You do not need to do anything.  We will notify Glasgow City Council directly of your new rent charge, and you will receive a letter from them detailing your new HB entitlement.
Pay your rent by Direct Debit	You do not need to do anything.  We will notify Allpay of your new rent charge.
Pay your rent by Standing Order	Review and adjust your standing order to reflect your new rent amount.
Don't know your new rent amount	Please contact our office, and we will provide you with your new rent amount.
Are in rent arrears or are unsure of the balance on your rent account	Request a statement of your rent account. You can do this by logging into our tenant portal on the Association's website at <a href="http://www.cathcartha.co.uk">www.cathcartha.co.uk</a> or by contacting your Housing Officer.



# Rent Arrears

We understand that these past few years have been difficult, and if you are facing difficulties paying your rent, please contact your Housing Officer as soon as possible. We can put you in touch with our Welfare Rights team or agree on a payment plan with you to deal with the debt.

However, if arrears build up and we are unable to make contact with you, we will follow our arrears procedure. This could ultimately result in you losing your home. Please always get in touch with us as soon as you have a problem with your rent.

To discuss the arrears on your account, please contact your Housing Officer on **0141 633 2779** (option 2).



## WAYS TO PAY RENT



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).

# COMMITTEE RECRUITMENT



If you are interested in taking your involvement one step further, you can become a Committee Member. Please note, you must be a Share Member first.

## 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](mailto:emma@cathcartha.co.uk)  
Direct Dial: 0141 251 0474.

# 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 July 2024 to June 2025, the

Committee has considered, reviewed and approved various items including:

- Annual Accounts
- Regulatory returns such as the Annual Return on the Charter (ARC), Annual Assurance Statement (AAS), and loan portfolio return
- The Association's budget for 2025/26
- 5 year and 30 year financial projections
- Rent increase
- Factoring charges
- Boiler replacement programme
- Property acquisition programme

- Development plan
- Annual staff salary award
- Staffing requirements
- Share Membership applications
- 23 policies
- Digital Strategy
- Communications Strategy

The Management Committee have also attended training on:

- Health and Safety
- Employment Law
- Charity Law
- Governance Refresher
- Succession Planning
- Data Protection Compliance.



# SHARE MEMBERSHIP DRIVE

WE NEED  
YOU!

**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@cathcartha.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. Once approved, you will receive confirmation and a Share Certificate.



# Where to Report

# SCAMS

## Scams

In Scotland, report all scams to **Advice Direct Scotland** by calling 0808 164 6000 (Mon-Fri 9am-5pm) or online at [www.consumeradvice.scot](http://www.consumeradvice.scot)

## Fraud

If you have been the victim of fraud, report it to **Police Scotland** on 101 or 999 in an emergency.

## Suspicious Emails

You can forward suspicious emails to [report@phishing.gov.uk](mailto:report@phishing.gov.uk) and send links from websites which you think are trying to scam the public to the National Cyber Security Centre's scam website reporting service at [www.ncsc.gov.uk/section/about-this-website/report-scam-website](http://www.ncsc.gov.uk/section/about-this-website/report-scam-website)

## Suspicious Text Messages

If you receive a suspicious text message, you can forward it to 7726. The free-of-charge '7726' service enables your provider to investigate and take action if malicious content is found.

## RECENTLY REPORTED SCAMS

### Council Impersonation Scams

Doorstep scammers frequently claim to work for or on behalf of the local council or housing association. They may ask to enter the property to carry out 'urgent' maintenance or repairs, or offer to carry out work for a reduced cost.

Here are some recent case studies:

### Roof Coating

A cold caller visited a couple and said his company had a contract with the local council to carry out roof surveys and 'roof coating and restoration' services. He told them the council would provide some funding for any work carried out.

The couple allowed him to go onto their roof, after which he quoted a price of almost £5,000 to fix damaged tiles and recoat the roof. However, he said this could be reduced to £2,000 once the council funding was approved.

The couple felt suspicious as they weren't provided with any paperwork to fill out to obtain council funding. They contacted the council who confirmed that they were not working with the company in question.





## Damp/Mould

A cold caller phoned a couple, saying he worked for the council's housing maintenance department and asking if they had any issues with dampness or mould in the property. When they said there was some damp, he asked them to take a video of the problem areas in the house and to send it to him via WhatsApp. At this point, they felt suspicious and ended the call.

They later phoned the council, who confirmed that the caller was not working for them.

## Housing Repairs

There have been cases where a caller says they work for a 'social housing repairs forum'. They say they are offering free housing repairs and have obtained the residents' details from the social housing repairs portal. They offer to arrange for a surveyor to visit the property.

## Roofing Work

Cold callers have visited several properties and offered to carry out roofing work, claiming they are working alongside the local council. They say the council were scheduled to carry out works on council properties in the area and they could offer discounts for home owners.

One couple agreed to have work carried out, for which they were quoted £4,500, and agreed to pay a deposit of £1,000. After they had paid the deposit, they contacted the council to ask when the work would be starting, at which point they discovered that the cold callers were not in fact working on behalf of the council and had no connection with them.

They tried to get their deposit back, but no contact details had been provided by the cold callers.

## Heating

Cold callers have claimed to be working for or with the local council and promise to improve residents' household heating.

In some cases, they offer to carry out free energy efficiency checks or install new heating systems. They may say that council or government funding is available to help with the cost of installing new energy efficiency measures and ask for personal and financial information so that they can 'check' if you are eligible to receive this funding.

## Driveways

There are frequent reports of cold callers who say they have been completing road repairs for the council and have 'leftover' tarmac. They offer to repair or replace driveways for a reduced fee, but then increase the price once the work has been completed.

Scammers offered to replace one woman's driveway for free, and she agreed to let them carry out the work. However, they then presented her with a bill of over £800 and said that, while the tarmac was free, the labour was not.

## How to Avoid

If someone knocks at your door and says they are working for or with the local council or housing association, ask them to wait and **close the door while you phone the council or housing association to verify their identity. Genuine callers will be happy to wait while you do this.**

Most councils will send letters to residents if they are going to be working in their area. They will only attend properties to carry out checks by pre-arranged appointment.

**If a trader starts work on your property without being authorised and then demands payment, report them to Police Scotland.**

If a cold caller says you are eligible for a grant or funding for products such as boilers, insulation, heating or windows, verify that the offer is valid before agreeing to any deal. You can do this by calling Home Energy Scotland on **0808 808 2282** or visiting **homeenergyscotland.org**

If you need to call a trader for property repairs, find someone who has been vetted through a national or local authority approved trader scheme.

**Report any suspicious behaviour to Police Scotland on 101 or 999 in an emergency.**

## Find out More

- TSS Website: [www.tsscot.co.uk/priority-areas/doorstep-scammers](http://www.tsscot.co.uk/priority-areas/doorstep-scammers)
- ScamShare Spotlight on Council Impersonation scams: <https://www.tsscot.co.uk/wp-content/uploads/2024/03/Spotlight-Council-Impersonation.pdf>

Find traders who have been vetted and approved by local Trading Standards officers:  
[www.approvedtrader.scot](http://www.approvedtrader.scot)





# LEGIONELLA

## Legionnaires' disease

Legionnaires' Disease is a pneumonia-like illness caused by Legionella bacteria and is potentially fatal. Everyone is susceptible to infection, however, some people are at higher risk, including:

- People over 45 years of age;
- Smokers and heavy drinkers;
- People suffering from chronic respiratory or kidney disease; and
- Anyone with an impaired immune system.

Legionella bacteria are found in the natural environment and may contaminate and grow in water systems, including domestic hot and cold water systems. They survive low temperatures and thrive at temperatures between 20 – 45°C if the conditions are right. They are killed by high temperatures at 60°C or above.

## Breeding grounds within the home

Domestic hot and cold water systems can provide an environment where Legionella bacteria can grow. Legionnaires' Disease can be caused by the inhalation of small droplets of contaminated water containing

Legionella bacteria. Residents of rented domestic accommodation should follow the guidelines below to minimise the risk of Legionnaires' Disease within their home.

### Most importantly, make sure that:

- Hot water in the system is kept hot;
- Cold water is kept cold;
- The water is kept circulated.

### In particular, it is important that you:

- Tell us if the boiler or hot water tank is not working properly, particularly if the water is not coming out of the taps at a sufficiently high temperature. It should come out at a temperature of 50°C after it has run for a minute at the latest.
- Do not interfere with the settings on your boiler or hot water system. The hot water should be set so that the water is heated up to 60°C.
- Tell us if the cold water is still running warm after you have initially run off any water, which may have accumulated in the pipes. It should not be above 20°C.
- Tell us if there are problems, debris or discolouration in the water.

### Where showers are fitted:

- If they are used only occasionally, then flush them through by running them for at least 2 minutes once a week. Keep out of the way whilst this is being done as far as possible.
- Clean the shower head periodically, descale and disinfect it. This should be done at least every six months.

## Holiday and Vacant Periods

Where a property is left vacant for any time, e.g. over the term breaks, please make sure that when it is occupied again at the outset, both hot and cold water systems are flushed through by running all outlets for at least 2 minutes.

Although legally, it is your landlord's responsibility to take precautions to prevent Legionella from being present in the hot or cold water system, residents also have an important part to play in taking these simple and practical precautions.



# ENGAGEMENT PLAN

**The Scottish Housing Regulator (SHR) publishes an engagement plan for every Scottish social landlord each year.**

The engagement plan describes their work with social landlords and sets out:

- Why they are working with a landlord.
- What the landlord needs to do
- What the landlord needs to send them
- What the SHR will do
- The landlord's regulatory status.

For 2025/26, the SHR has confirmed CDHA's regulatory status is 'compliant'. This means we meet the SHR's regulatory requirements,

including the Standards of Governance and Financial Management.

The SHR is engaging with us about our development plans. We plan to grow through a programme of new homes for social rent and will receive significant public subsidy to help achieve this. We must send the SHR an update on our development programme by 31 October 2025. This will include our latest report to the governing body/appropriate committee about development and details of the scale and tenure mix, timescales for delivery and any material delays or changes to the programme; and tell the SHR if there are any material adverse changes to our development plans which



might affect our financial position or reputation, in line with their notifiable events guidance.

The SHR will review the development update and engage as necessary and update their published engagement plan in light of any material change to their planned engagement with us.

## STONE SURVEYS



**CDHA have instructed Assist Design Ltd to carry out stone surveys on all buildings owned or managed by CDHA\*. As the properties within Cathcart are approximately 100 years of age, we are carrying out stone checks on the buildings. This will focus on identifying and documenting structural stonework issues.**

The engineers carrying out this survey will be on-site for approximately 1-2 hours. The engineers will then deliver the following to the association:

- Photographic records for the front and rear elevation

- Time-stamped documentation with notes outlining current conditions.
- Summaries of findings highlighting closes that require further investigation.

As a homeowner or tenant, there is no need for you to do anything. If any issues are highlighted in the documentation, then we shall be in contact.

*\*Excluding the following: Cumming Drive, Spean Street, Stanmore Road, Mount Annan Drive, Holmlea Court, Gavinton Street and Dairsie Court.*

## ENVIRONMENTAL ISSUES

**Are you concerned about litter, fly-tipping, graffiti, dog fouling, or any other environmental issue?**

You can report this to Glasgow City Council using one of the following methods:

- Using the MyGlasgow app
- Calling 0141 287 1058
- Twitter: @MyGlasgowCC
- Facebook: Glasgow City Council Help



# 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: .....