



Home Master

In September 2018 CDHA entered a partnership agreement with Designer Software who would deliver a brand new state of the art Housing Software System. We are the first Housing Association to sign up to this forward thinking system, which is available to use on any platform...

- iPad
- iPhone
- Laptop
- PC

In April 2019 we went live with Property, Rent Accounting, Repairs and Maintenance and we anticipate the Waiting List and Finance sections being ready by June.

Tenants will shortly receive information from their Housing Officers explaining the benefits of the system. You will be able to check your rent statement through your own logging in details, pay your rent through our system, report a repair or just check the balance on



your account. From our side we can email statements straight to you, send text messages reminding you of any agreement or confirm appointments for you.

There is more information available at <https://www.homemaster.designersoftware.co.uk/news>

Last week we attended the official launch of the system to other Housing Providers. This was a very well attended event and it is very likely that there will be many more

Housing Association's signing up to this efficient, web based system designed for the 21st Century.



Congratulations

Congratulations are in order for our former Housing Assistant Nicole McMaster who, as of the 1st April 2019, has been promoted to Trainee Housing Officer. Nicole has been with the association now for 5 years and is a very valued member of the Housing Management Team. She has shown an enthusiastic and caring attitude towards our community and has been working hard to increase her knowledge of social housing by completing her CIH level 3 in housing practice. The

association will continue to help Nicole grow and develop her skills over the years ahead and we all look forward to the positive contribution she will make to our community and association as Trainee Housing Officer. Therefore, on behalf of all the staff and Management Committee here at Cathcart and District Housing Association we would like to say a huge well done and congratulations to Nicole.



Development Update

Holmlea Primary School

CCG Contractors are working well on the Holmlea site with work on schedule and much of the new build already well established. Christine Leitch had the opportunity to go up the scaffolding and see the work from above. There is no doubt the main work is on the roof of the old building which in itself is an awesome task. Some of the photos are interesting and show the extent of the work required to bring this old building back into use.

Completion of the Association's flats is anticipated to be March 2020.



206 Newlands Road

We have now completed the feasibility study on that tenement which suffers greatly from subsidence. A design team will shortly be appointed who will commission a technical survey which will include bore holes to establish the condition of the foundations. Once complete we will carry on discussions with Glasgow City Council with a view to securing funding for the renovation of the building. The building has suffered from lack of investment for many years and it is hoped it can be restored through this process.

Our Planned Maintenance contracts...

Gas Connection and Heating System Upgrades

The association has been working closely with Eco living a branch of the Turner group, to bring more affordable heating solutions to our tenants and try to eradicate fuel poverty wherever possible. We have been working on a project mainly focused to the Cumming Drive area which will bring a gas connection to all the blocks in the street controlled by CDHA. Each flat will be fitted with a new gas connection and meter and a full new heating system driven by a new combi boiler.

This will not only assist our tenants with fuel poverty it also goes a long way to help the properties meet a far higher energy efficiency rating in line with the update to EESSH compliance for 2020.

We have managed to secure substantial funding from the Warm Homes Fund to assist us for the upgrade to the heating systems inside the property. We are now in the process of securing funding to provide the gas supply to the street through YES energy solutions, we will hopefully have a decision on this by the end of May and the contractor is ready to start as soon as we have the funding in place.

Boiler Replacement Project

For this year's boiler replacements we have selected twenty four properties that qualified for renewals. These properties were mainly to the Gavinton Street complex.

After the procurement process Saltire Facility Management were selected and the project was completed by the end of March. The project went ahead with very little disruption to tenants and was completed well within its required timescales with good reports from the tenants about the contractor.

Window Replacement Project

The association has since put a window replacement project together to replace windows in 25 properties in line with our stock condition life cycle reports and surveys carried out by the maintenance department. After our robust procurement process we appointed DCL Joinery to carry out these installations.

The survey stage is complete and the windows have been manufactured to the project specifications. This project is now at the installation stage and will be completed by the first week in July.

Landscape Works Contract

The contract with our original Landscape contractor had run out this year without the option to extend. The association put a project brief together and advertised the contract in line with our procurement policies and the demands by the Scottish government for transparency. After the extensive procurement process we entered into a new contract with the Landscape contractor that is now underway.

Kitchen and Bathroom Project

The association has a project in place to carry out kitchen and bathroom replacement works to 25 properties outlined in our stock condition report and from surveys by our maintenance team.

City Building was appointed through our procurement process on public contracts Scotland from 8 tender returns to carry out these installations.

Now the procurement process is complete we have carried out a pre start meeting and the surveys for this project will be starting in June with a hopeful project completion by the start of August.

Warning Alarms

We are carrying out upgrades to all alarms systems within our stock to meet requirements to changes in legislation made by the Scottish government.

This project is being carried out by Power-lite and is running very smoothly, ahead of our targets and with very little disruption to tenants.

Looking Forward

The association will be putting other projects together in the coming months with our policy requirement to update our stock aided by our stock condition report and to meet our ongoing requirements to SHQS (Scottish Housing Quality Standard) and EESSH (Energy Efficiency Standard for Social Housing) compliance for 2020.

Allocation Policy Review

CDHA review all policies usually on a three yearly cycle. We will shortly be reviewing our allocation policy which will be updated to contain the changes highlighted last year in our Autumn Newsletter.

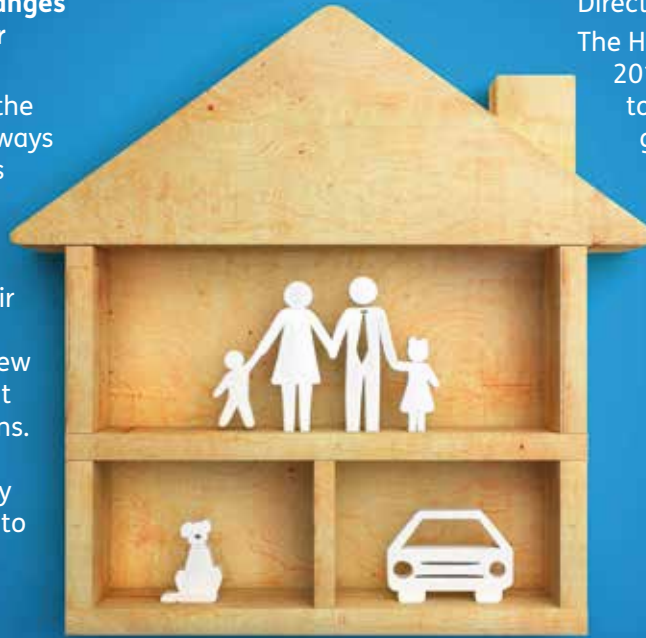
Our Committee will review the policy but in addition we always seek input from our tenants on policies that affect them. We are currently asking all tenants to consider being "An Armchair Scrutiny Group" this means that if you volunteer to review the policy we will send it out to you with a list of questions. Once completed we will arrange to pick up the policy and feed your comments into our process.

If you would like to take part in this new process please contact Emma in our office emma@cathcartha.co.uk or

0141 633 2779 to register your interest. If you wish to have an informal chat about the process you can call Christine Leitch Director on 0141 251 0381.

The Housing (Scotland) Act 2014 has brought in Changes to reasonable preference groups – there are now three reasonable preference groups:

- Homeless persons and persons threatened with Homelessness who have unmet housing needs
- People who are living in unsatisfactory housing conditions and who have unmet housing needs
- Under occupation



Freedom of Information

The Freedom of Information (Scotland) Act 2002 provides a statutory right of access to information held by Scottish public authorities and those performing functions of a public nature. The Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2019 will come into effect on 11th November 2019 and extends this to cover Registered Social Landlords (RSL) and their subsidiaries to ensure access to information for tenants and all other interested parties.

The Order contains a two-part test which is to determine if an organisation falls under the scope of the Order. The first part of the test looks at if an organisation falls within the description of persons and this applies to Registered Social Landlords and their subsidiaries. The second part of the test looks at the functions the RSL carries out. The RSL will only be subject to the Order if it carries out one or more of the following functions:

- The prevention and alleviation of homelessness
- The management of social housing accommodation
- The provision and management of sites for travellers
- Supplying information to the Scottish Housing Regulator

Freedom of Information rights will only apply to information held by an organisation in relation to the functions covered by the Order.



Keep everyone and everything important to you safe. Don't leave appliances such as **dishwashers, tumble dryers and washing machines** on when you're out or asleep.

- Register your white goods so you'll know if a safety issue is identified. Visit www.registermyappliance.org.uk
- Check for product recalls - visit www.electricalsafetyfirst.org.uk/product-recalls/
- Get your free home fire safety visit. We'll help you sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.

- Call 0800 0731 999
- Text 'FIRE' to 80800
- visit firescotland.gov.uk

DOMESTIC APPLIANCE FIRES
2018

121 WASHING MACHINE FIRES

111 TUMBLE DRYER FIRES

53 FRIDGE FREEZER FIRES

33 DISHWASHER FIRES

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CDHA Annual Away Day

Strategic and Operational Objectives

On 21 May the Association had its annual Away Day. This is a time that Staff and Committee get together to discuss both strategic and operations objectives for the coming year. From this meeting our Business Plan is then updated to reflect the decisions and pertinent issues identified. This is just one part of the work that feeds into our Business Plan. Committee discussion and training are other areas that ensure we produce a Business Plan that reflects our plans for the coming year.

This year the main headings that we considered were:

Health and Safety and Risk

A presentation was given highlighting the necessity for embedding risk into everything we do. This presentation focussed on the operational risks associated with our properties and keeping tenants safe through our various projects and plans.

Areas reported on at were:

- Testing for Legionella
- Upgrading Heat and Smoke alarms prior to 2020
- The robust training plans in place for issues such as working at height and proper use of ladders
- The importance of method statements from all contractors as part of their contracts

The New SHR Framework and How it impacts

This presentation covered all areas of the new framework. All Committee members had previously been issued with a full pack of the new Regulatory documents and the presentation focussed on the impact of the new Framework.

Areas discussed were:

The changes to the Governance and Financial Standards, the new wording and the additional standard.

Emphasis was placed on the importance of good governance in order to achieve compliance and be able to demonstrate this in the new Assurance Statements. Assurance statement Training will be carried out on 28 May 2019 by an external trainer.

Following a recent advertising drive we have received 4 applicants for the Committee and it was acknowledged that further representation was required from tenant members. Another drive aimed at tenants would form part of the next Newsletter.

Freedom of Information

This was incorporated into the Away day by inviting an external speaker. Committee and staff will work to ensure we are ready for the implementation of FOI by 11 November 2019. The style of the website was discussed and an action plan of ensuring as much information will be made available through this medium as possible prior to November.

Development and Improvement Work

Current and future development work featured in CDHA plans going forward. The Association are pleased that Holmlea Primary School is progressing well after many years of planning. We are also moving towards a positive outcome for a dilapidated tenement in Newlands Road. Talks will continue with Glasgow City Council in this respect and a design team will be appointed in June 2019 to take this work forward. It is hoped that funding will be available during 20/21 for this project.



CDHA PREPARING FOR THE REGULATORY CHANGES...



From 1st April 2019 the Scottish Housing Regulator (SHR) changed how it regulates social housing in Scotland. This has a direct effect on all Housing Associations.

SHR's role is to "safeguard and promote the interests of current and future tenants, people who are homeless, factored owners and Gypsy/Travellers" They do this by monitoring and assessing Housing Associations' performance and financial well-being using standards which we are measured against.

We have detailed some of the major changes and demonstrated how we will be responding to these.

1. CDHA must prepare an Annual Assurance Statement in accordance with the Regulatory Guidance and submit it to SHR between April and October each year. CDHA will make this available to tenants and other service users through our website and Newsletters.

What have we been doing to prepare for this? Each month CDHA's Committee considers a report which details each of the standards and evidence is produced against each standard. From April 2019 this report is being extended to include the new wording of the standards and we plan to use the toolkit produced by Scottish Housing Network to carry out further self assessment as to how we meet the standards. We believe that we will be able to demonstrate that we are already highly compliant and any areas where we feel we are still working towards full compliance will be subject to an action plan, agreed

with our Committee to ascertain how these areas will be met.

2. Ensure we comply with changes to the involvement of tenants and service users when we prepare our Annual Return on the Housing Charter.

We have discussed the changes with our Committee and will publish the results and report on the changes in our Performance Report that reaches all tenants later in the year. We will continue to report on all changes to our tenants through our Newsletter as you have indicated this is your preferred method of receiving information about the Housing Association.

3. Have effective arrangements in place and a policy for whistleblowing by staff and Committee members easily available and is positively promoted.

We have a Whistleblowing policy which we have promoted among Staff and Committee. Whistleblowing will be incorporated into the annual appraisal process.

4. Ensure that we promote any significant performance failures. Provide tenants and other service users with information they need to exercise their right to complain. It is also important that we learn from complaints and feedback.

We promote SHR's "Significant Failure" leaflet in our office. We will shortly be updating our website in preparation for Freedom of Information and will ensure that this is also on our website.

5. There is a requirement for CDHA to consider and give assurance on equality and human rights issues. There will be further guidance available from SHR before this

becomes mandatory in 2021. We will publish this and detail how we will ensure compliance with this standard.

What operational and strategic directions are we taking to ensure our Assurance statement is evidence based?

- Independent Audit - We agree a three year programme which covers every area of our business. The reports from each audit are presented to our Audit Sub Committee. Any recommendations are built into an action plan which is overseen by the Committee.
- Independent audit of ARC. Each year prior to submission to the SHR we have our Annual Report against the Charter independently validated. This provides the Committee with assurance of the robustness of the figures reported at each indicator.
- External Audit - Each year our External Auditor spends around 2 weeks in our office auditing our Annual accounts prior to making recommendations to the Finance and Audit Sub Committee on the content and financial health of the Association. This assists in giving assurance of our financial compliance.
- Benchmarking and performance - The Association is currently a member of 1 benchmarking club. Each quarter stats that relate to the ARC are considered and measured against similar organisations. Where there are marked differences these are discussed at senior level and action plans provided to the Committee.
- Committee consider and approve actions plans ensuring that they are tasked to a particular area of the organisation and a timeframe set down.

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. At present we are actively looking for someone with financial skills to serve on our Audit & Finance sub committee

What does membership entitle you to do?

As a member you will be invited to attend our Annual General Meeting (AGM) and any Special General Meetings. This enables you to vote on any relevant matters as well as the election of members to serve on our Committee. (If you are unable to attend the meeting you can appoint someone to vote on your behalf by proxy).

Cathcart & District Housing Association welcomes applications from anyone interested over the age of 16. We are committed to ensuring equality of opportunity and encouraging diversity and are keen to ensure our membership reflects the communities we service. 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

How to Apply

If you would like to become a member, please contact the association on 0141 633 2779 or send an email to Cathcart & District Housing Association info@cathcartha.co.uk. Alternatively complete the attached application form. Your application will be given consideration

at the first available meeting of the Committee and once approved you will receive confirmation and a Share Certificate.

What do you get from your Membership?

A chance to have your say in what happens in your community. The Committee of Management are responsible for the strategic direction of the Housing Association, what developments we undertake and how we ensure that all our customers receive value for money from our service.

You will have the chance to network with other like minded people and attend conferences that address all the up to date political and legislative issues that our business embrace.

There are away days where we have round the table discussions about what we want to see in our business plan and you have the opportunity to genuinely feel you have played a part in “doing our best for the Community”

Housing Association’s have been in operation since the early 70’s and all around Glasgow you can see evidence of the work that has been undertaken to make places to live more attractive.

We currently have spaces on our Committee for tenant members. It is important that tenants have the largest representation on the Committee as the Association believes those who live in the area are often best placed to know what the area needs.

If you would like an informal chat please call the office and our Director will be happy to talk to you and answer any questions you may have..... We want to hear from you!



WELFARE

Pension Credit, are you missing out?

About 4 million older people are entitled to Pension Credit, yet about 1 in 3 of those eligible are still not claiming it. If you are one of them, you could be missing out on hundreds or thousands of pounds a year.

Mixed Age Couples

A 'mixed age couple' is where one member of the couple is working age and their partner is Pension Credit age.

From the **15th May 2019** mixed age couples will no longer be able to claim Pension Credit, if they are not already in receipt of it, they will have to claim Universal Credit instead which is significantly less generous.

** There is an exception if you have not claimed by the 15th May 2019, but if you had, you would have been entitled, and it is before the 14th August 2019**

So if you think you may have an entitlement claim today!

Example:

Cathy is 63 years old, John is 67, and Cathy works part time and brings home £100 per week. John gets approx. £110 per week State Pension and has a small works pension of approx. £20 per week. They also have £9,500 in savings. They receive Pension Credit of over £20 per week.

Under Universal Credit they would have no entitlement. If you are receiving Pension Credit before the 15th May 2019 it will continue, providing you don't have a change in circumstances that would trigger a new claim.

If you would like a benefit check to see if you have any entitlement to Pension Credit, or to any other benefits, please contact our Advice Team on 0141 633 2779.

Pension Credit Claim Telephone: 0800 99 1234
Textphone: 0800 169 0133 <https://www.gov.uk/pension-credit/how-to-claim>

Best Start Maternity Grants

The Scottish Government's new Social Security agency (Social Security Scotland) is replacing the UK Government's Sure Start Maternity Grant with the new Best Start Grant Pregnancy and Baby Payment in Scotland.

Social Security Scotland began taking applications on Monday 10 December 2018.

Best Start Grants will provide lower-income families with financial support during the key early years of a child's life.

They replace and expand on the UK Government's Sure Start Maternity Grant by:

- providing eligible families with £600 on the birth of their first child and £300 on the birth of any subsequent children
- not putting a limit on the number of children that are supported
- extending the application window from 24 weeks pregnant to 6 months after

the birth, giving clients longer to apply

Before Summer 2019 they will introduce two additional payments of £250, per child, to help with the costs of early learning at the age of 2 or 3 and around the time they start school. They have not announced a start date as yet.

Apply at: www.mygov.scot/pregnancy-and-baby-payment/ or call 0800 182 2222.

RIGHTS

Universal Credit- Two Child Limit

The Two Child Limit rules are not being scrapped - but the harsher rules that were going to be introduced into the Universal Credit (UC) Regulations from 1st February 2019 will not now go ahead.

These would have seen new UC claimants being limited to having just two Child Elements included in their UC award regardless of when those children were born. A loss of over £230 per month per child over the limit.

So the 'U-turn' announced recently means that the Two Child Limit will no longer be applied to children born before April 2017, as had been the plan.

Campaigners hope that this will lead to the entire policy being scrapped - which is currently being challenged through the courts.

Contact Us

Appointments are available with Welfare Rights and Money Advice at our offices in Cathcart, home visits are available on request.

Our team provide a professional, comprehensive service, and have links with many other support services in the area. The service is free and confidential, and available to owner occupiers, private landlord tenants and housing association tenants.

Contact our Advice Team for assistance with any benefit enquiries or difficulties with debt. Advice is available in person by appointment, over the phone, or by email.

Bulk and Waste Issues in Cathcart

One of our Housing Officers recently carried out a report on the on-going problem of bulk items and other waste being left in the back court areas of closes in Cathcart, namely Holmlea Road. The aim of the report was to try and address the amount of complaints the Association receive weekly about bulk waste by the tenants, owners and residents of this area. There are a number of issues regarding the reporting of bulk waste to the council and the time then taken to uplift items reported. Many items in the back courts have been lying for a considerable length of time.

The following findings were noted:

Residents have a problem reporting bulk waste and requesting uplifts due to the council actively prompting residents to contact their Housing Association stating that they have an arrangement in place with some Housing Association's. However, no such arrangement exists with Cathcart & District Housing Association and the council.

The council do not actively advertise their phone number anymore to report uplifts and require residents to report this online through "myaccount". Once this has been set up, residents can request for their

items to be uplifted. As a result, this has made it difficult for residents who are not familiar with computers or do not have access to the internet to report bulk items.

It can take up to 28 days for items to be uplifted. In this time, many more items may have been added to those already registered to be uplifted. In some cases, the registered items have not been uplifted because there are other items on top of them by time the council arrive to collect them.

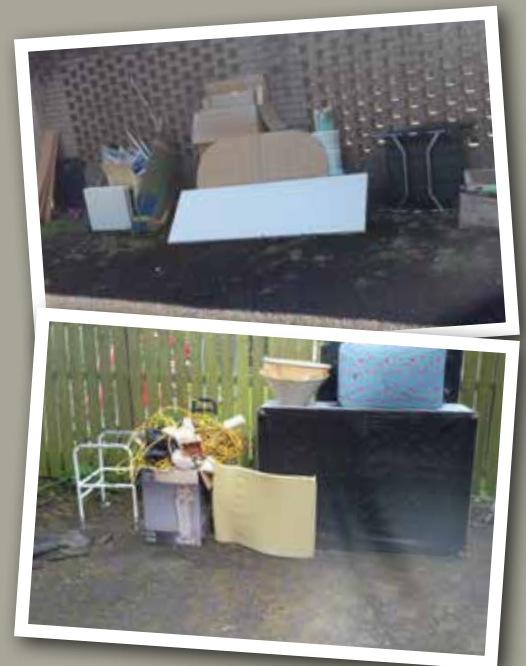
The council ask that all items are listed for uplift. This means that everything has to be individually registered prior to the uplift, for example, if a bed and headboard is put out and a bed is requested to be uplifted the council will only lift the bed.

Residents and Housing Officers do not know if items have already been reported to the council. Often we find that outgoing residents leave bulk behind and this can go unreported for a length of time.

There are many items that have been left lying for so long that they have almost become a permanent fixture in the back court and may be used by vermin for nesting. In

addition, there is a growing problem with rats in the area and with the length of time some bulk waste is lying is leading to ideal conditions for breeding.

To report bulk items in the back court and request to have them uplifted you can contact Glasgow City Council on 0141 287 9700 or by going onto their website at www.glasgow.gov.uk and following the links on bulky waste collection. Please ensure that every item that needs to be uplifted has been reported.



Pest Control

There has been a growing problem with rats in the area. The number of rats in an area depends on the availability of food and places for them to live and breed. If sources of food and shelter are removed this will help enormously in dealing with the nuisance rats and mice cause. Help protect your home from mice or rat infestations by:

- Making sure your rubbish is stored in a bin with closed lids to prevent rodents feeding on the contents
- If you are placing recycling and rubbish in the back court for collection, please make sure you place rubbish bags out on the scheduled collection days. Leaving out bags of recycling and rubbish can provide a convenient source of food for rats, thus encouraging them to stay in the area.
- Cleaning up pet foot and bird seed debris

- If rubbish is stored in a refuse storage area make sure the door fits securely and there are no small gaps for rats to squeeze through
- Keep gardens free from debris and keep clutter to a minimum. Less clutter means fewer places for rats to hide.

If you are worried that there may be rodents in your home, it is very important that you contact Glasgow City Council (GCC) for assistance in dealing with the problem. Please do not call the Association in the first instance. Glasgow City Council investigates and treats mice when they are inside domestic properties, and rats are treated when they are inside or outside domestic properties. The Council can be contacted by phoning 0141 287 1059 or by going onto their website at www.glasgow.gov.uk and following the links on reporting pest control problems.



Confirming your contact details

The Association are currently in the process of moving to a new Housing System. Therefore, it is essential that we have your most up to date contact details.

We would be obliged if you could please fill out the below form and return it to our offices at 3-5 Rhannan Road, Cathcart, Glasgow, G44 3AZ. Thank you.

NAME:	<input type="text"/>
ADDRESS:	<input type="text"/>
HOME TELEPHONE NO:	<input type="text"/>
MOBILE PHONE NO:	<input type="text"/>
WORK TELEPHONE NO:	<input type="text"/>
EMAIL ADDRESS:	<input type="text"/>

PREFERRED METHOD OF CONTACT (please tick):

By Post By Email By Home Telephone By Mobile Telephone

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 1998 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: