



Tenant Satisfaction Survey Results

Over the past few years the Association has been seeking the opinions of tenants in a variety of ways. Last January we carried out an opinion survey on the then GHA tenants to see if the majority of them were in favour of the stock transfer to

CDHA. There was an overwhelming positive response to this survey and in June 2010 **83% of the tenants who voted said YES to transfer to CDHA.**

In tandem with the Stock Transfer process we employed Wider Role

Solutions to carry out a general tenant satisfaction survey of our existing tenants.

The figures below are compiled from a list of 85 tenants which represents 1/3 of our stock base prior to transfer.

Question	% Yes response
1. Were Cathcart HA staff helpful, courteous and knowledgeable?	97%
2. Were you happy with the time taken to answer the phone?	95%
3. Were you happy with the quality of advice given?	96%
4. Do you think that your rent charge is good value for money?	97%
5. were you satisfied that Cathcart HA tried to help you with rent arrears? (response based on those who said they had sought advice in this area)	96%
6. Do you feel you have been consulted on rent setting each year?	95%
7. Do you find it easy and convenient to report repairs?	96%
8. Were the trades-people courteous?	97%
9. Did the trades-people arrive on time?	97%
10. Were you satisfied with the quality of repairs?	92%

These are some examples of the responses we obtained from the questions asked about our services. We will use these responses to measure how we are performing against targets and to ascertain where we may improve our services.

In addition to the above core services responses we also learned about areas that tenants were not so aware of. Of those surveyed 80% told us they had not looked at our website, although of those who had looked at it 71% thought it was good, 18% thought it was just OK and 9% thought it was poor.

Overall 99% of those surveyed are happy with their neighbourhood. They attribute this to things like good public transport, quiet and peaceful, no great drug problem and well maintained properties.

We will continue to seek opinions about all aspects of our work, i.e. after planned maintenance contracts we will seek your opinion about the quality of work, tidiness, the timescale etc. This assists us in our ongoing aim for continuous improvement.

Welcome to the 2nd edition of Cathcart Standard which is the newsletter of Cathcart & District Housing Association (CDHA) post second stage stock transfer.

Now that the transfer has gone through and all of the data has transferred successfully CDHA is now

embarking on delivering the promises made to tenants in our business plan. We have detailed a lot of this work further on in this newsletter.

It has been an incredibly quick year as we once again approach our AGM which will be held in Cathcart Trinity Church on 7 September. All members will receive notice and papers in advance.

Staff News

The Association is pleased to welcome two new members of staff who joined us in August 2010. Ruth Kennedy and Emma Johnstone are our new admin assistants and will be happy to assist any customers either on the phone or in person. Emma will concentrate some of her time on repairs and maintenance. She will ensure that contractors are notified as soon as you report a repair, and will track each order line through to completion of the job. Ruth will assist the Director with management and strategic issues as part of her duties and they will jointly provide help and assistance in the front office and aim to help all our customers in all aspects of their enquiries.

Morna Smillie has been promoted to the position of housing assistant and Morna will assist new applicants with application forms, perform estate management duties and engage with tenants in respect of early rent arrears. Julie Roy has been promoted to the position of finance assistant and will assist with the extensive factoring service that we now provide and the additional invoices and rent payments that we now receive. We are confident that the new staff team will provide an even more streamlined service to both our existing and new tenants alike.



Ruth Kennedy



Emma Johnstone



Morna Smillie



Julie Roy

Housing Officer Patches

By now all tenants will have received a letter advising who your housing officer is. The area has been divided into two patches and either Allan MacDonald or May Dunsmore will be your dedicated housing officer. Morna Smillie will assist in all aspects of housing management and if you know you have missed a payment or are likely to, your first point of contact should be Morna who will assist you in every way to manage your account until the problem is resolved. Morna will also advise and refer you to Suzanne Lavelle if it is a benefit issue.



Allan MacDonald



May Dunsmore

Holmlea Primary School

As many of you will know CDHA have carried out a detailed feasibility study with a view to converting this former school to housing and community use. However after many protracted meetings with Glasgow City Council the scheme has been turned down for funding. Glasgow City Council have experienced severe cuts in their housing budget, as well as many other areas and as a result do not feel able to commit funding to this project.

We are continuing to pursue the possibility of other avenues but without government subsidy it becomes even more difficult for a local housing association to tackle this type of project.

We are however keeping close links with Glasgow City Council in respect of this building and are currently liaising with them with a view to getting a commitment from them to de-weed and litter the playground which has become very over grown with vegetation. This process is taking longer than expected owing to the discovery of giant hog weed on the premises which requires specialist treatment. We believe that has now been treated and we are hopeful that the GCC parks department will shortly commence tidying up the playground area.



Cyclical Maintenance

The Association's cyclical maintenance programme is now underway.



Close painting has begun in Tulloch Street and should be completed by mid September. Feedback indicates that there is a high level of satisfaction but we will seek your views on completion of the

contract.

Electrical cyclical maintenance. This work will commence at Gavinton Street in August when smoke alarms, fans and carbon monoxide alarms will be serviced and tested.

Letters will be sent out in September advising when our contractors will call to service smoke alarms, carbon monoxide alarms, fans and loft fans in the rest of our properties. You will receive a letter giving you a date and an am/pm time. If you are unable to provide access at that time there will be provision to call the office and change the date.



Gutter cleaning will be carried out in the early part of 2011 once all leaves have fallen

and potential inclement weather has passed.

Our **Gas servicing** contract is on-going with each property being serviced on an annual basis. This is a legal obligation on the part of the Housing Association. Every tenant must by law give access to their property once a year to allow our contractors to carry out this check. We have now commenced the access process at the 10 month stage to be assured of getting access by the 12 month point. Anyone who fails to provide access after two visits will be subject a legal process, as it is a legal requirement that the Association as a landlord gains access to service gas appliances every year. Any costs incurred in obtaining access will be passed back to the tenant.

Close Cleaning – Back Court Maintenance



We are pleased to advise owners and tenants that close cleaning and back court maintenance will now be provided by the Association's own contractors. This service

will replace the previous service provided by Glasgow City Council. Our contractors will also remove any bulk uplift from the back court to the front street for uplift by Glasgow City Council. Our contractors will sweep, wash and disinfect the stairs. Sweep all bin stores and disinfect them and de-litter the backcourt areas of our managed tenements.

We would appreciate any feedback on this new service. You can e mail us on info@cathcartha.co.uk and tell us what you think of this new service. There will be no change to current charges for owners for this enhanced service.



Investment Work

NEW KITCHENS, BATHROOM AND RE-WIRES...

We will shortly be installing new kitchens, bathrooms and re-wiring the flats at 33 and 55 Cumming Drive. Tenants will shortly receive a letter advising them that Campbell Construction Group are the successful contractors and this work will commence during September.

This is a significant part of the work that we committed to carry out during the SST process.

Following successful completion of this work we will then focus on the internal common works at

Spean Street
Holmhead Road
Cumming Drive

This work will entail new close entrances, door entry systems and common windows.

We anticipate this work to be carried out in the spring of next year.

RE-INTRODUCTION OF FORMER DECANT FLATS....

We will shortly be re-introducing 6 of our held for decant flats back onto core stock. All of these flats will have new windows, kitchens, bathrooms and heating systems installed. The flats will be allocated to people in housing need upon completion of each one. Work is on-going at Holmhead Place and is anticipated to be complete by December 2010.





Rent Arrears

Rent arrears are always a significant area of any housing management team and following stock transfer we have looked closely at how we pursue rent arrears. The aim of this exercise is to make sure that we are engaging with tenants in arrears from the very earliest point, in order that the correct advice can be given and to ensure that the Association is maximizing its income from rents. It is significantly harder to recoup arrears once they have built up as oppose to agreeing a payment plan at the outset.

We have employed Suzanne Lavelle as our welfare rights officer for over

a year now and during Suzanne's first year she has secured a total of £133,376.64 in benefits for tenants who perhaps did not realise they were entitled to certain ones. Of this some £44,965.28 has been achieved in housing benefit. **IF YOU ARE UNSURE IF YOU WOULD QUALIFY FOR A BENEFIT PLEASE GIVE SUZANNE A CALL** – it will be in total confidence and it could assist you in your day to day living by making it a bit easier to make ends meet.

Our new rent arrears procedures will mean that as soon as a payment is late you will receive

correspondence from us seeking a reason for the late payment. Any balances over and above the housing benefit entitlement will be collected. We will enter into payment arrangements and if these arrangements are broken without prior consultation with our housing management staff accounts will be deemed to be in default and recovery procedures will commence. We therefore urge anyone who is experiencing financial problems or anticipate doing so to contact your housing officer as early as possible to avoid the above procedure.



Rent Payment Cards

Many of you will have received new Allpay rent cards which replace the former bank Giro paying in books. This gives you more choice as to where to pay your rent and assists the Association in maximising its income. If you have not yet received a payment card and would like one please contact our housing management team who will be happy to order one up for you.

How to contact us:

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