

CATHCART STANDARD

 **CDHA**
Cathcart & District Housing Association



The Newsletter of Cathcart & District Housing Association

SUMMER 2017 • ISSUE 28



Estate Management Policy

The Estate Management Policy is in place to provide clear aims and objectives to ensure that all tenants and residents:

- Are able to live in well managed and well maintained housing
- Are able to live in a decent, secure, clean and tidy environment
- Are made aware of and accept their responsibilities in relation to the upkeep of their property and surrounding areas.
- Are aware of CDHA's responsibilities in relation to estate management.
- Know that CDHA will work with other agencies and statutory bodies with the aim of ensuring that the community is well looked after.

The policy provides for CDHA to plan their management services in the area effectively and budget

for works that will ensure our properties and surrounding areas are maintained to a high standard.

Within these standards there are stipulations i.e. that staff resources are provided for in order that sufficient estate management can be provided. Our staff inspect our properties and surrounding areas on a regular basis. A good example of this is early detection of a problem such as graffiti. We will liaise with Community Safety Glasgow and aim to have this removed as soon as it is identified. During this process CSG will gather intelligence and build up a data base with a view to being able to identify the culprit from the "tag".

Estate management is part of our process of sustaining tenancies. Part of the tenancy sign up relates to estate management i.e. all tenants have a duty to ensure that the common areas are maintained properly, rubbish in the right

place and security entry systems respected. All of these issues are explained fully at sign up stage. Housing Officers will note and act upon problems which can be dealt with while they are relatively minor and often prevent them from escalating into more serious disputes.

We ask tenants and other residents to be vigilant to ensure that the place where they live remains as safe and well maintained as possible.

The Committee of Management will review this document at their September meeting. If there is anything you would like to add/ query about this policy or see the document in full please e mail info@cathcartha.co.uk

Any representation from tenants received up to 1 September will be taken on board and discussed in relation to the review of the Estate Management Policy.

The Housing (Scotland) Act 2014

The Bill was introduced in November 2013 and Royal Assent was granted on 1st August 2014. The social housing element of the bill is now moving forward and will be coming into effect later this year.

The Bill is divided into eight sections:-

- Right to Buy
- Social Housing
- Private rented housing
- Letting agents
- Mobile homes with permanent residents
- Private housing conditions
- Miscellaneous
- General

Right to Buy has been abolished entirely although there are still transactions proceeding slowly.

There will be significant changes which will affect 'Social Housing' in relation to Allocations, Creation and term of Short Scottish Secure Tenancies, Assignment/sublets/joint tenancies of SSTs, Succession to SSTs, changes to eviction grounds when crime has been committed during a tenancy and changes to eviction in respect of specially adapted properties.

In the 'Allocations' section there will be changes in regard

to reasonable preference, consultation about rules, ownership of property by applicant and Minimum length of time for application to remain in force. There is also a category of reasonable preference and within this a new list of categories who must be given reasonable preference i.e. homeless persons who have "unmet housing needs", persons living in "unsatisfactory housing conditions who also have "unmet housing needs" and tenants who are "under occupying"

All registered social landlords before making or altering rules on allocations will enter into a period of consultation with applicants on the housing list, their tenants and other specified bodies and will require to publish a report on this consultation

Other areas that are affected by this Bill are ownership of property by applicants, waiting periods before allocation, for example people can be subjected to a minimum waiting period i.e. people who have acted anti-socially, people who have been convicted of using house illegally, people evicted by court order or who have lost a tenancy via abandonment, or persons with rent arrears which are not being

paid and which were not paid, persons who have lied to get a tenancy and persons who have unreasonably refused one or more offers of housing.

Within the Bill there are new grounds and rules being brought in regarding the issuing of Short SSTs and length of time for these

Likewise for Assignment/Subletting/Joint Tenancies there are significant changes in this area mainly down to the length of time someone has been a tenant

In regards to Succession to tenancy there are changes to the length of time that someone has lived within the tenancy and rules surrounding notification to the Landlord regarding this.

There are also changes with regards to Eviction in the areas of Criminal Convictions and Other Grounds

As you can see from the above The Housing (Scotland) Act 2014 makes significant changes to the Association's Allocation Policy and Tenancy Agreement.

We do not yet have a firm date for implementation but will continue to inform you of the changes and dates of consultation as we progress.

Dog fouling and environmental issues

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 (GCC) provide litter and dog waste bins in parks and public spaces. You can also put bagged dog waste in your domestic refuse (green) bin. The 'bag it bin it' campaign is actively promoted throughout the city and signs are mounted to lamp posts and affixed in problem areas. The Public Health Group (PHG) is located within Environmental Health, in the enforcement division of GCC. The unit is responsible for tackling the problems associated with: of GCC. The unit is responsible for tackling the problems associated with:

- Commercial Waste
- Dog Fouling
- Domestic Waste
- Flytipping
- Abandoned Trailers
- Litter
- Disposal of Litter

Enforcement officers have powers to enforce environmental legislation and can offer advice on litter and refuse issues to the public, businesses and schools within Glasgow.

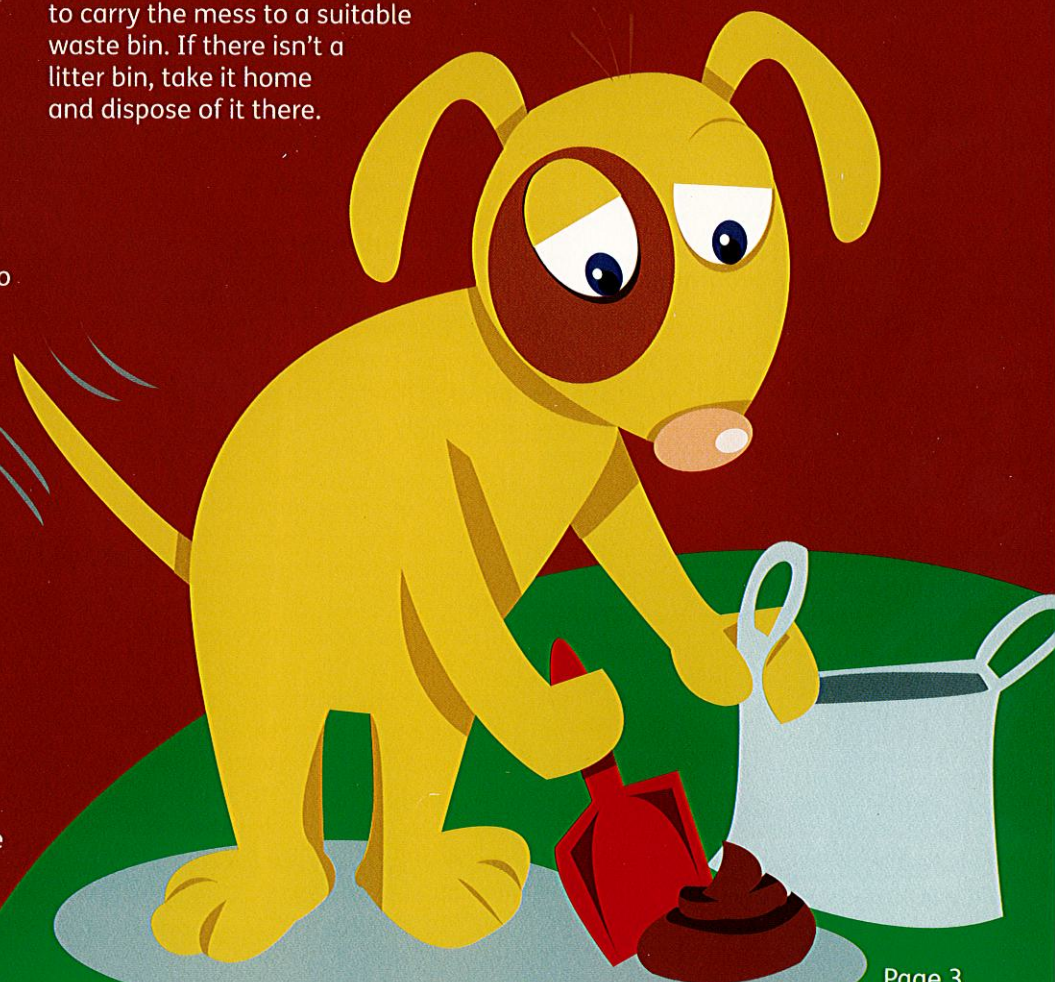
The PHG is part of The Environmental Task Force who combat fly tipping, litter and the illegal dumping and provide advice on all aspects of Environmental legislation in relation to litter and refuse. What will happen if I do not pick up my dog's mess? If you fail to dispose of your dog's waste in the correct manner and are caught, you could receive a fixed penalty notice (FPN) of £80 issued under the

Dog Fouling (Scotland) Act 2003. The penalty increases to £100 if not paid within 28 days. FPN's will be issued by Community Enforcement Officers, to owners or persons in charge of the dog, if they allow their pets to foul in a public place and fail to clean up afterwards. Statutory Notices, Fixed Penalty Notices, surveillance operations and reports to the Procurator Fiscal are all methods used to combat environmental issues and clean-up the city. Details of offenders issued with FPN's are provided to their Registered Social Landlord (RSL) such as Cathcart & District Housing Association for further action as this is antisocial behaviour and is a breach of your tenancy agreement.

Advice for dog owners • Always carry a poop scoop, which is 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 puppy stage helps.

Do not put dog mess in a brown garden recycling bin. How to report issues: Glasgow City Council telephone: 0141 287 1059 or 0300 343 7027 Glasgow City Council Twitter: <https://twitter.com/theenvtaskforce> Glasgow City Council Facebook: <https://www.facebook.com/envtaskforce/> Glasgow City Council online form: <https://www.glasgow.gov.uk/index.aspx?articleid=20188> Glasgow Mobile App, to download: <http://www.mycouncilservices.com/download/> The MYGLASGOW app (available for free from app store Google Play and Windows store)



Planned Mo



In the 2017–18 financial year we plan to carry out a substantial planned maintenance programme.

Kitchen and Bathroom Replacements - 35 properties will be included on the project. The project will involve replacing existing kitchens and bathrooms with new more modern facilities. The kitchens will be supplied by JTC. The procurement process was very competitive with the contract being awarded to DCL Joinery. Works are anticipated to be completed by the end of October.

New Windows – 39 properties will receive new windows; the project is currently at tender stage with the outcome expected by the end of August.

The window projects tend to move faster than other projects and we anticipate a fairly swift turnaround on the project.

The windows will have an external timber appearance finish with a white PVC finish internally.

Gas & Heating project – around 20 properties will receive new gas condensing boilers. The boilers are Worcester Bosch and are very energy efficient. We also anticipate a small number of gas conversions from storage heating and at present are working with an external partner who can aid with these works. We need to work with Scottish Gas Networks on this too and agree a programme for the works.

Water Hygiene Surveys

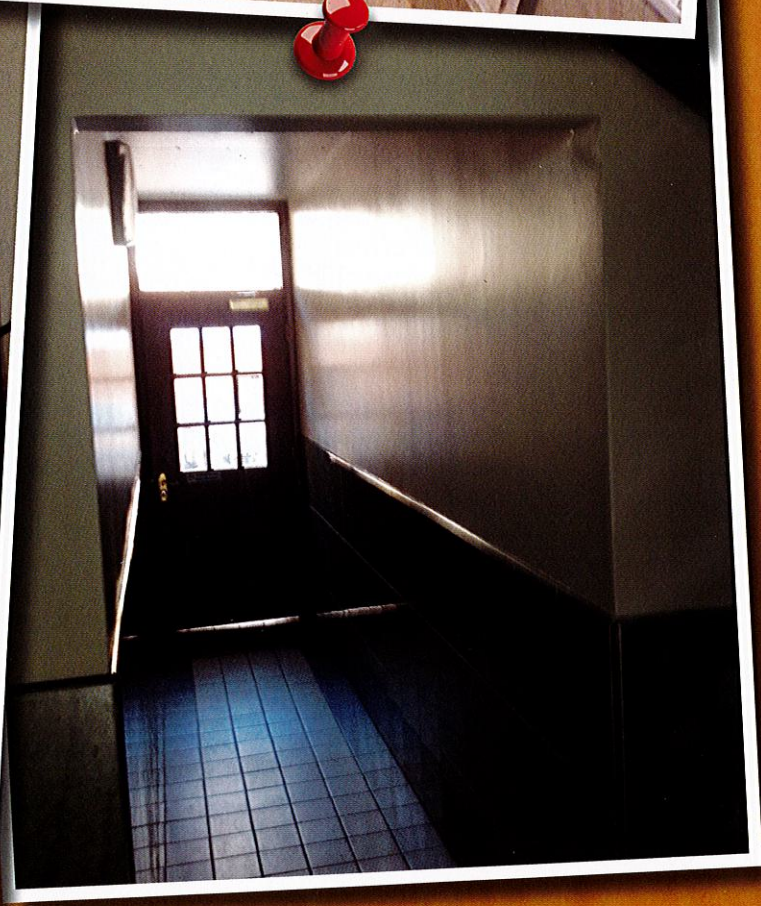
We recently went through a procurement exercise to find a suitably qualified consultant to carry out water sanitation surveys on our behalf. Ritchie McKenzie (RITMAC) were appointed.

We have started with 60 properties, which in the main are not properties with gas boilers. Over the next few years a rolling programme will be used to ensure every property and every common area under our factorship has at least had a risk assessment of the water facilities carried out. Naturally there will be follow on works from the risk assessments and these will be organised into a future programme. There is also a section on what we can all do to aid with legionella control in this newsletter.

aintenance

Tenant's Improvements

It has become more of an issue recently, where tenants do their own improvements to their flats but don't seek the permission from the Association. We would stress that permission is sought prior to any works, there is a policy in place for this and it works as a 2 way street. The association ensure that a suitable standard of products and materials are used and have a good picture of the condition of housing stock while ensuring that should tenants leave their tenancy they can be reimbursed for some amounts of the costs of the works they have paid for.



INSURING THE CONTENTS OF YOUR HOME

Do you have home contents Insurance?

Lately we have had several incidences of persons locking themselves out of their homes with the keys inside or lost keys. When this happens it is a chargeable repair and can be expensive (average price to gain access £125.00)

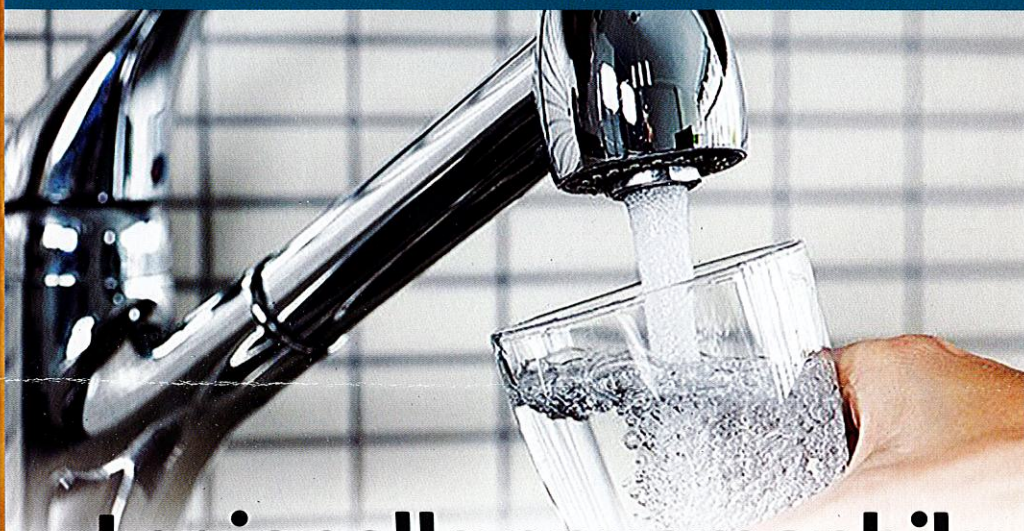
Home contents insurance covers you for loss of keys and you would be able to call your policy provider to get you back into your house or alternatively claim back the cost of calling out a joiner.

More worryingly imagine you had a fire and your contents were damaged/destroyed, our building policy does not cover tenant's personal effects. We insure the fabric of the building – walls, roof, common areas etc. If you are a tenant this is included in your rent and owners pay for this through our factoring service.

Contents insurance also covers your belongings for example if there is a leak at the roof – we will repair the

roof under the block insurance policy but we will not be able to claim for damaged carpets or furniture.

We do not offer any particular home contents policy but our Money Advice service can assist you in finding a suitable contents insurance policy that need not be expensive. If you would like further information about this please make an appointment to see Geri at our office.



Legionella pneumophila

Legionnaires Disease is potentially a fatal lung infection (form of pneumonia) which can affect anybody, but which principally affects those who are susceptible because of age, illness, immunosuppression, smoking etc. and is caused when individuals inhale legionella bacteria. The bacteria can exist in any man-made water systems such as water storage systems, taps, pipework etc.

Even in ideal conditions for growth, (between 20-45°C) Legionella isn't dangerous until it can be inhaled. Aerosols are tiny droplets of water suspended in the air.

- 50°C kills 95% of bacteria within 2 hours
- 60°C kills 95% of bacteria within 2 minutes

- 70°C kills 95% of bacteria within seconds.

MEASURES CAN BE TAKING TO LIMIT GROWTH AND PROTECT YOURSELVES

- Flushing of little used outlets (LUOs) – Carefully running infrequently used taps and showers, after holidays extended periods of non-use.
- Routine disinfecting - cleaning, descaling and disinfecting of shower heads to ensure they are free from bacteria.
- Routine temperature monitoring- keeping water temperature above 50°C or systematically increasing temperatures above 70°C to kill bacteria.

Cathcart & District Housing Association Regulation Plan

The Scottish Housing Regulator (SHR) is currently engaging on governance matters arising from the activities of the associations subsidiary CDHA Management and Development Ltd This engagement will take the form of a Governance Review which will be carried out by an external consultant and we will co-opt two housing professionals onto our Committee for a fixed term to assist with this review. Our engagement level with SHR has increased from Low to Medium.

During this period we will liaise with SHR on the progress made.

Our Regulation plan can be viewed on our website at www.cathcart.co.uk or on the Scottish Regulator's website at the following link.

<http://directory.scotishhousingregulator.gov.uk/2018%20Documents/Cathcart%20-%20Regulation%20Plan%20-%20July%202017.pdf>

PAYING YOUR RENT

The Staff at the Association are very aware that at times paying rent can be difficult for some people. If the economic situation is not already affecting many tenants, there may be problems in the future. Sometimes difficult choices have to be made on what to spend your income on, however the Housing Association must remind tenants of the necessity to make your rent a priority - not paying your rent can mean your home is under threat!

We cannot stress enough that regular weekly/monthly payments is the only way to ensure your rent is kept up to date. If you are in arrears and have entered into a payment plan then you must adhere to that and keep in contact with your housing officer until you are back on track. Our housing staff are skilled in guiding you through difficult times and have every service at their fingertips to assist you, such as welfare advice and access to the housing benefit application process. Many people who have experienced high rent arrears have worked with their

housing officers and are now free of debt and back on an even keel.

Your rent is our main source of income and it enables us to provide you with our other services such as maintenance, estate management and improvements to your flat. The more rent lost through arrears then the more it impacts on what we can provide.

Your rent is due IN ADVANCE by the 28th of each month e.g. the rent for August is due by 28th July and any payment made after that date is an arrear. If you are paying in arrears your housing officer will have been in contact with you and you should not ignore that contact. By paying a little extra each month you will deal with your monthly rent and make a contribution to your arrears. If you miss a payment you should endeavour to make it up as soon as possible and also advise your housing officer when and why that has happened.

All conversations you have with your housing

officer or welfare rights officers are confidential and will not be reported at any time by name.

We have a money advice service also so if you are experiencing general financial problems and having difficulty paying all your creditors, come along and speak with Geri who has a number of options available to assist.

We will at every endeavour try and assist you with debt problems but if you do keep breaking arrangements or fail to keep appointments and don't speak to your housing officer ultimately we will have no choice but to invoke legal action. Legal action is a last resort as we believe no one wins in that situation but we cannot sustain constant rent arrears. In the last two years we have carried out one eviction due to non-payment of rent!

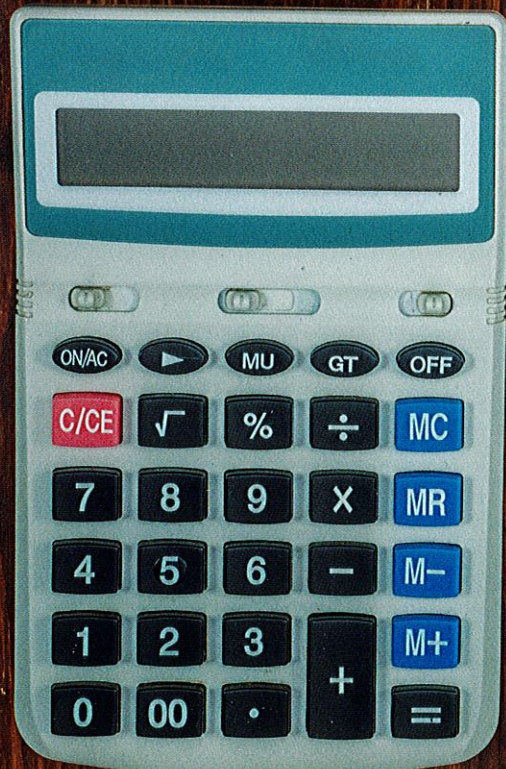
REMEMBER...

Most tenants pay their rent or ensure that Housing Benefit is in place for this.

Of those who get into difficulty in paying rent, most seek assistance from their housing officer or our welfare rights service

Most tenants who build up arrears make and keep payment plans to reduce them

The minority of those who do not keep arrangements are the ones who are likely to face legal action and who put their tenancy in jeopardy





Be a Good Neighbour!

Neighbour Relations Policy

As part of our regular review of our policies we would like to invite comments about our Neighbour Relations Policy. Any comments you make will be taken on board as part of the review process. The details below summarise our aim in having this policy and what it stands for. If you would like to see the full document please contact the office on info@cathcartha.co.uk

There are essentially four parts to this policy

- Prevention
- Intervention
- Supporting Victims
- Enforcement

CDHA wants our tenants to be safe and live in a good condition, with peace and quiet. We want to make sure that everyone can stay secure and live harmoniously. We take complaints seriously and proudly work in partnership with Police Scotland and Community Safety Glasgow to support victims, stop antisocial behaviour, and prevent harm. In the case of a dispute, our first step is to resolve any differences. We try to resolve each problem peacefully and step-by-step through mediation. If we can't solve the problem, we can

enforce CDHA's Tenancy Agreement, or use any other legal means. (This can mean the use of ABSOs and/or eviction.)

CDHA has a zero tolerance policy for anti-social behaviour affecting our tenants.

What Can I Do?

Read the Tenants Handbook so you know how to be a Good Neighbour from the moment you move in. Take steps to make sure that your pet doesn't cause nuisance or present danger to other tenants. Help CDHA protect victims of neighbour nuisance and other bad behaviour.

DO let us know if:

- Something causes you distress, nuisance, annoyance, or alarm.
- You are being repeatedly and verbally harassed.
- You are being targeted for harassment because of your race, sexual identity, or gender.

DON'T report if:

- Someone is eccentric or merely different to you.
- You are involved in a one-on-one dispute that isn't covered above.
- Something happened over six months ago.

Do you have a Good Neighbour? Let us know and we may feature them in our regular newsletter.

CDHA's Commitment to You

We train and equip our Housing Management teams to be thorough, accurate, and supportive when investigating complaints. We work with other Housing Associations, the Health Board, Glasgow City Council Services (including Social Work and Environmental), Victim Support Counsellors, and the Scottish Children's Reporter's Administration to ensure that you are safe and supported. CDHA will respond to every degree of complaint with a set timescale. We keep you informed of progress, expected outcomes, and delays. If we need to, CDHA will compile all of the evidence in preparation for court action. CDHA aims to provide high quality, accountability, and transparency in all of our services.

We review our Neighbour Relations policy within a three year cycle, or as new legislation is enacted, to take account of any new measures for tackling anti-social behaviour that become available.

We desire to meet the needs of all our tenants and support your community's interests.

Annual Report Advice Team 2016/2017

The Advice Team provides an accessible high quality benefit advice and debt management service to Southside tenants; Cathcart District Housing Association tenants; and the wider community where Southside Housing Association operates. The service demonstrates the commitment to both Southside and Cathcart's mission statements:

"CDHA accepts the challenge to deliver comprehensive housing services which meet or exceed the needs and aspirations of our clients"

The Advice service also assists the Association to meet its strategic objectives to:

- To provide excellent services
- Build sustainable thriving communities

The service is underpinned by:

- A commitment to the Scottish Social Housing Charter

- A commitment to the Financial Conduct Authority principles

A commitment to our funders Southside Housing Association; Cathcart District Housing Association; and the Big Lottery's values.

Scottish Social Housing Charter

The Advice Team supports the following charter outcomes

Housing Support SSHC 9 "Social landlords ensure that: people at risk of losing their homes get advice on preventing homelessness."

Tenancy Sustainment SSHC 11 "Social landlords ensure that tenants get the information that they need on how to obtain support to remain in their home; and ensure suitable support is available including services provided directly by the landlord and by other organisations."

Financial Conduct Authority (FCA)

The Advice Team complies with the following FCA principles:

Integrity - A firm must conduct its business with integrity.

Skill, care and diligence - A firm must conduct its business with due skill, care and diligence.

Management and control - A firm must take reasonable care to organise and control its affairs responsibly and effectively, with adequate risk management systems.

Customers' interests - A firm must pay due regard to the interests of its customers and treat them fairly.

Communications with clients - A firm must pay due regard to the information needs of its clients, and communicate information to them in a way which is clear, fair and not misleading.

Conflicts of interest - A firm must manage conflicts of interest fairly, both between itself and its customers and between a customer and another client.

Customers: relationships of trust - A firm must take reasonable care to ensure the suitability of its advice and discretionary decisions for any customer who is entitled to rely upon its judgment.

Relations with regulators - A firm must deal with its regulators in an open and cooperative way, and must disclose to the appropriate regulator appropriately anything relating to the firm of which that regulator would reasonably expect notice.

Cathcart District Housing Association (CDHA)

The Advice Team assists CDHA to achieve their objectives to:

- To engender local empowerment through continued active participation of the community in the organisation's activities.
- To assist with the regeneration of the local community, including 'wider role' activities.

The Big Lottery

The Advice Team upholds the Big Lottery vision: People in the lead

"We believe people should be in the lead in improving their lives and communities. Our approach will focus on the skills, assets and energy that people can draw upon and the potential in their ideas. We feel that strong, vibrant communities can be built and renewed by the people living in them - making them ready for anything in the face of future opportunities and challenges."

Scope of the Advice Team Service

The Advice Team strive to deliver high quality advice, education and assistance to people who require help with benefits, debt, or are financially excluded, and assist to increase Tenancy Sustainment.

The Advice Team has a core staff including the Advice Team Leader, a

Welfare Rights Officer and a Tenancy Sustainment Officer. In addition we have a Welfare Rights Officer and a Money Adviser funded by the Big Lottery for our wider community project.

We currently provide appointments Cathcart Housing Association

Office, Southside's Offices and in community outlets at South East and South West Carer's centres, The Well multicultural centre and the Hillington Park Church Foodbank. In addition we provide home visits for clients unable to attend the office.

Outcomes 2016/2017

The service is extremely busy and has achieved many excellent outcomes for our clients in 2016/2017.

Demand for the service continues to rise, with appointments seen by staff increasing from 3166 in 2015/2016 to 5134 in 2016/2017.

This year we have made financial gains for our clients of over £2.3 million, this includes benefit applications, reviews, and appeals, across all our client base.

2016/2017

Case Details Count Number of Cases	Client Details Count Number of Clients	Financial Gains Sum Calculated Financial Gain
1546	826	£2,310,440.62

Breakdown of benefits client sought assistance with:

WR Summary Issue	Case Details Count Number of Cases
Attendance allowance	40
Carer's Allowance	34
Child Benefit	19
Child Tax Credit	42
Council Tax Reduction	180
Disability Living Allowance & Personal Independence Payment	377
Employment Support Allowance	161
Housing Benefit / Local Housing Allowance	294
Income Support	34
Jobseeker's Allowance	59
Other (including Universal Credit)	88
Pension Credit	55
Scottish Welfare Fund	130
Working Tax Credit	33

This year our Money Advice Service negotiated over £77,000 debts to be written off, which includes Consumer Credit Debts and Utility debts. And assisted people to join the Debt Arrangement Scheme and helped people through Bankruptcy. The total debt currently managed by the service is £1,034,963.

2016/2017

New Clients	Number of new Debts managed	Total of new Debts	Total Debt written off
94	247	£590,369	£77,367

Clients of Money Advice are given a full financial review, and a financial statement is produced. They are then given advice on the options suitable for their circumstances, and once the client decides which option is best for them, the Money Adviser will negotiate with their creditors and assist them to make applications, and navigate through the process.

In 2016/2017 there were 94 new Money Advice clients with the following chosen options:

Chosen Solution	New Clients
Made Bankrupt	2
Awaiting Bankruptcy	9
Debt Arrangement Scheme	3
Awaiting Debt Arrangement Scheme	3
Token Payments	40
Voluntary Payments	19
Debts Written Off	18

We want to ensure the service is accessible to everyone, so provide home visits and interpreters when required. We record ethnicity and diversity so we can identify if there are any client groups that are currently disproportionately low, so we can increase awareness of the service to them or adapt to increase ease of access.

2016/2017 Statistics:

Client Details Ethnic Origin	Percentage
Asian or Asian British Pakistani or Asian British Indian	22.3%
Black or Black British African or Black British Caribbean	2.7%
Eastern European	4.8%
Other	1.8%
White British	68.4%

Client Details - Age Range	Percentage
0 - 16	5.2%
17 - 24	7.6%
25 - 34	15.3%
35 - 49	29.9%
50 - 64	29.2%
65+	12.8%

Client Details - Gender	Percentage
Female	55.2%
Male	44.8%

Tenancy Sustainment

Where a tenancy ends in eviction there are costs to the tenant and landlord.

For some tenants, the loss of their Housing Association home will result in homelessness. For

others there are the financial and personal costs associated with finding a new home and

weakening of ties to family and neighborhood, schools and local services. This is a poor outcome for Tenants, the Association and the community. Cathcart is therefore committed to providing the required support to increase Tenancy Sustainment wherever possible.

Our Tenancy Sustainment Officer works closely with the Welfare Rights Officers, Money Adviser and Housing Management, and whether it is a new tenant who requires assistance to set up home, or an existing tenant in difficulty, they will arrange help and support to maximise their ability to sustain their tenancy. This can be help with benefits, debts, accessing furniture and can

mean a referral on to Welfare Rights/Money Advice or Social Work.

This year the percentage of new tenancies sustained for more than a year has risen:

Year	Percentage
2015/2016	92.10%
2016/2017	95.16%

For new tenancies we can provide a Starter Pack in certain circumstances for Tenants who have primarily come from Homeless Accommodation. This enables Tenants to move in immediately and not build up Rent Arrears as Tenants will not receive Housing Benefit in most cases until they move in. During 2016/2017 we supplied 13 Homeless people with Starter Packs that included a Z Bed, Microwave, Duvet, Pillow, Bedding Set, Plates and Cups. This is at a total cost of around £125.00 compared to lost Rent of £316.00 per month upwards.

Welfare Reform

The Welfare Reform Act of 2012 brought in the 'most radical reform of the Welfare State since it first began'. It has significant implications both for benefit claimants and social landlords. This is due to:

- Changes to the way people make and maintain claims (claims online)
- Changes to the ways people are paid benefits (all benefits monthly direct to claimants, although the new powers given to the Scottish Government will eventually restore the choice to have rent payments sent direct to Social Landlords)
- Changes to the assessment process (changes to entitlement/removal of premiums so many will ultimately be paid less)
- Abolition of some benefits

Scottish National Standards for Information and Advice Providers (SNSIAP)

The process for applying for accreditation from the Scottish National Standards for Information and Advice Providers (SNSIAP) has been revised by the Scottish Legal Aid Board (SLAB) and went live in February 2017. Now we have details of the process and requirements, we have implemented new procedures to comply with the Standards and obtain the required consent from clients for audit purposes. We have notified SLAB that we intend to begin the application process in October 2017, when we will have enough cases with consent for audit purposes. Achieving accreditation will evidence the high standards of the service and hopefully pave the way to future funding of the project.

Quotes from some of our thank you notes:

"Whatever the outcome is, thanks so much for the time and effort you have put into my son's case"

"Thank you for all your kindness and consideration with all you have helped me with"

"Just to say thank you so much for help and your patience with my case, it was very kind of you"

"Thank you for all your help form filling and calls and meetings. Life is a little better with the end results"

"Thank you for all your help, couldn't have done it without you"

"Thank you is such a small word to impart, but means so much when said from the heart, and this surely is. For all your support, advice and expertise in assisting with my paperwork, which has resulted in a very positive outcome, thank you"

"Just want to say a big thanks for helping me with my DLA form, I have been awarded the middle rate care and mobility allowance. This will make a big difference to my life"

Changes to Sheltered Housing

As you will be aware Glasgow City Council has been withdrawing the funding to the sheltered housing warden service with the final cut being fully implemented by the end of November 2017.

Glasgow West of Scotland Forum made appeals for the service to be continued till April next year, giving all parties more time to address the change but it has been made clear that the sheltered housing is not a priority funding for the Health and Social Care Partnership and that

funding would still end at the end of November. Loretto Care equally has been having regular meetings with the relevant parties and again little progress has been made to date.

The staff at the Association have been meeting with Loretto Care who provide the warden service at Gavinton Street and are due to have one further meeting with them in August regarding the changes. We will then be in a position to give an update after this meeting and how changes are going to take effect.

Your housing officer May Dunsmore is also collating information on the tenant's requirements in Gavinton Street and how the Association can address the future needs of the tenants. This may involve tenants and their families working more closely with Social Work for their family needs to be met in order for them to sustain their tenancy.

We will keep you updated during the next few months.



How to contact us: Cathcart & District Housing Association Ltd, 3/5 Rhannan Road, Cathcart, Glasgow G44 3AZ. Tel: 0141 633 2779 or e-mail info@cathcartha.co.uk

www.cathcartha.co.uk

