

CATHCART CDHA Cathcart & District Housing Association

STANDARD



The Newsletter of Cathcart & District Housing Association

WINTER 2018 • ISSUE 32

We've come round again to that time of year
And we wish you all lots of Christmas cheer
The year has been quick and busy as always
We have achieved a great deal and end the year in a blaze

The year has produced new components for some
Meeting our plans achieving a good outcome
But perhaps best of all after all the years of wait
The school is on site and will no longer blight the estate

Development's thriving contractors working through December
it will take them nearly two years there's a lot to do, remember

But around 2020 in the sunny Month of May
We should have super new flats, barring any delay

The office will close down on Christmas Eve
When everyone enjoys some welcome leave
During the holidays you'll not be alone
With all our contractors at the end of a phone

We ask that you recognise a state of emergency
A leak, or no lights of course there is urgency
But if it's not serious then please don't call them out
We will deal with it quickly in January and throughout

We hope you have fun but show concern to those near
Not everyone celebrates and revels in cheer
So we respectfully ask you, if having a do
To consider the feelings of those who live close to you

And a happy New Year when the clocks they do chime
We hope you all have a jovial time
We'll see you all in twenty nineteen
When we're back to pick up the things unforeseen

Emergency Contact Details

During the holiday
period our repairs and
maintenance service
will be emergency only.

Christmas Holidays

The office will be closed
from **Monday 24th
December 2018 until
Friday 4th January 2019**

During that time emergency
numbers will be in operation
and are noted below. It
is important that you
recognise these numbers
are for genuine emergencies
only such as loss of power,
boiler breakdown, and burst
pipes. Routine repairs will be
carried out as soon as normal
business hours resume in
January.

Please ensure that you phone
the relevant trades:

- Power-lite Ltd (Electrical, Joinery, Plumbing) **0800 0286734**
- Power-lite Ltd (Alternative Mobile Number) **07836 700754**
- City Building (Gas and Roofing) **0800 595595**

OWNERS BUILDINGS INSURANCE POLICY

As your Factor is our responsibility to ensure that all of the properties we manage are adequately covered for Buildings Insurance. We automatically include all of the flats we Factor in our Owners Buildings Insurance Policy unless you opt out and have your own insurance, which can cause complications in the event of a common claim.

Our policy covers the usual perils - Fire, escape of water, accidental damage etc.

The policy is due for renewal on 1 April 2019 and we are already in the process of putting a tender together through our broker Bruce Stevenson to ensure that we give owners the best possible policy and value for money.



HOLMLEA PRIMARY SCHOOL DEVELOPMENT

The work to Holmlea Primary School started on site on 1 October 2018. Prior to the end of the year the work will largely be demolition of the bike sheds, and the old Gym Hall and installation of drainage. All the storm drainage is now installed and the foul drainage in Tulloch Street, Spean Street and Holmlea Road will be complete by December.

CCG are the main contractor and will ensure that all residents are kept up to date on works in the immediate vicinity. There is a lot of work going on in the back ground such as initial designs of the timber

frames for the New Build and the Extension where the Gym Hall has been removed.

A roofing contractor will be appointed in the New Year - This is one of the major parts of the works.

CCG have employed a local person as a cleaner and intend to employ local labourers as well as delivering H & S talks to local primary schools by way of making a contribution to the Community. They will continue to publish newsletters about the contract which we will share with our customers.

Repairs Issues:

Electrical Repairs – No Power or Partial Power



A common electrical fault reported as a repair to the Association is no power, either to the entire house or no power to the sockets or lighting. Before contacting the Association you should carry out the following checks, because if the problem is one of your appliances then potentially you could be recharged the cost of the electrician attending.

There are some steps that you can take to ensure that this is not the case.

No power

If you have no power and you have a keycard meter, then check that you have credit in the meter and check whether your neighbours have power as it might be a power cut to the local area.

Consumer unit – fuse box

If you have credit in your meter and there isn't a power cut then go to your fuse box and check to see if any of the switches have changed position i.e down instead of up generally the Residual Current Device (RCD) will have tripped and cannot be reset.

Turn off all the circuits by pushing all the switches down, you should now be able to reset the RCD by pushing the switch up. Now push each switch up one by one. If the RCD trips then the fault will be on the circuit attached to that switch. Each circuit should be labelled and this will enable you to check each appliance plugged into that circuit. For example if the circuit is labelled kitchen sockets then you know the problem is in the kitchen.

Remove the plugs from each appliance on the circuit, and then plug them in one by one until you identify the faulty appliance and remove the plug. Go back to your fusebox and reset all the switches and your electricity should be restored.

What appliances can cause a loss of power?

Any electrical appliance can cause the RCD to trip, in particular anything which heats or has a motor, including cookers, kettles, toaster, free standing heaters, hairdryers, straighteners, fridge, fridge/freezers, washing machines, tumble dryers, TV's etc, even the humble table lamp.

Why do appliances cause the RCD to trip?

The appliance has developed an earth fault which means it is potentially dangerous; however the RCD is sensitive enough to detect the fault before it becomes a danger to you so it closes down the power to protect you. If an appliance develops a fault do not use it.

MISSED COLLECTIONS



Residents should report missed bin collections directly to Glasgow City Council on 0141 287 9700 or alternatively you can report these through the Glasgow City Council website www.glasgow.gov.uk or by downloading their MyGlasgow App via your smart phone.

It is always better that reports come directly from the residents rather than via a third party (The Association) to ensure that the Council have an accurate record of the problems being experienced in order that they are given the opportunity to resolve the matters being raised.

If you have previously reported missed collections to the Council and find the issue goes unresolved or the service does not improve, you may also wish to consider raising the matter with your Local Councillor.

Reminder

The uplift of rubbish is a council responsibility, which all residents pay for via their Council Tax payments. It is helpful if the Association are advised if missed bin collections becomes a persistent problem, and is left unresolved, and we will try our best to try and liaise the Cleansing to resolve the issue.

Winter Benefits

Do you find it a struggle to pay higher winter fuel bills? The Advice Team have put together a reminder of benefits available that may be able to help.

Warm Home Discount

You could get £140 off your electricity bill for winter 2018 to 2019 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between September and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

The discount will not affect your Cold Weather payment or your Winter Fuel payment.

Eligibility

There are 2 ways to qualify for the Warm Home Discount Scheme:

- you get the Guarantee Credit element of Pension Credit - known as the 'core group'
- you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'

Pre-pay or pay-as-you-go meters

You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter.

How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount, and who your provider is, check your providers website or contact our Advice team for assistance.

Cold Weather Payments

You may get Cold Weather Payments if you're getting:

- Pension Credit
- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Universal Credit.

You'll get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees celsius or below for 7 consecutive days.

You'll get £25 for each 7 day period of very cold weather between 1 November and 31 March.

The Cold Weather Payment scheme runs from 1 November 2018 to 31 March 2019.

Winter Fuel Payment

If you were born on or before 5 November 1953 you could get between £100 and £300 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

You usually get a Winter Fuel Payment automatically if you are eligible and you get the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit).

If you're eligible but do not get paid automatically, you will need to make a claim.

The deadline for claiming payments for winter 2018 to 2019 is 31 March 2019

Most payments are made automatically between November and December. You should get your money by 14 January 2019.

Any money you get will not affect your other benefits.

You can claim by phone: **Winter Fuel Payment centre** Telephone: 0800 731 0160

Affordable Warmth Dividend

Glasgow residents 80 years or over can receive a £100 payment from the Council to keep warm during winter.

Applications for this year's payment can be made between 5 November 2018 and 31 March 2019.

Details of the scheme and how to apply are available on the council's website. www.glasgow.gov.uk/affordablewarmth

If you received a payment last year **you do not need to reapply**. You will automatically receive a payment again.

The Council will already have your details on record. These will be checked against our Council Tax records to confirm you still live at the address given.

You will be sent a letter no later than 30 November 2018 advising when your payment will be made. If you have not received a letter by the end of November please phone 0141 287 7961.

If you're in debt to your energy supplier, you might be able to get a grant from a charitable trust to help pay it off. Please contact our Money Adviser for more information and assistance.

If you would like further information or assistance to claim any of these benefits please contact the Advice Team on 0141 633 2779 appointments are available at our offices in Cathcart, if for whatever reason you can't attend our offices, home visits are available on request.



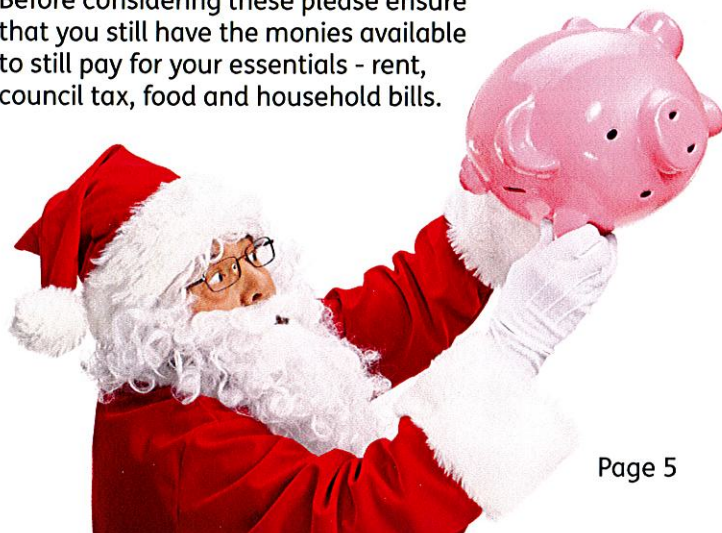
Make it a Cosy Winter!

- Dress for the weather, wrap up warm and add some extra layers of clothes if venturing out and about.
- Have hot food and hot drinks throughout your day when possible
- Have your heating on regularly and keep draughts out by closing room doors and curtains.
- Report any heating or water issues as an emergency
- Ensure your annual gas safety service is up to date
- If you have a few days away planned, ensure your heating is scheduled to come on for a couple of hours per day and your emergency contact details have been provided and a key left with a relative, friend or neighbour.

Christmas and Borrowing

As you look forward to celebrations over Christmas and the New Year period many people may look at alternative ways to borrow money to cover their costs of Christmas, this could be from going into overdraft, payday loans, guarantor loans, credit cards, store cards etc a couple of them i.e. payday loans or guarantor loans could be the most costly and end up making your Christmas even more costly.

Before considering these please ensure that you still have the monies available to still pay for your essentials - rent, council tax, food and household bills.



Universal Credit

- Don't worry, assistance is available. Contact your Housing Officer.
- If your circumstances change and you need to claim UC, make this claim asap to prevent a delay in receiving your first payment.
- An email address and bank account is essential to receive UC

Teenage Rampage

We want to make you aware of some recent vandalism in the area carried out by a group of teenagers. This has taken the form of vandalism to cars, shops, close doors and bus shelters. The Police are aware of this and we have been working with them to try and identify the culprits.

The Police have asked us to remain vigilant and if you are aware of any groups of youngsters hanging around in the closes or Holmlea Park and you think they may be damaging property or causing a nuisance please contact the Police on 101 to let them know.

Fire Safety

Please be reminded that Scottish Fire & Rescue Services offer a free home fire safety visit to everyone in Scotland as part of their commitment to building a safer Scotland and to reduce the risk of a fire within your home.

You can arrange this by:

- calling 0800 0731 999
- texting "FIRE" to 80800 from your mobile phone
- calling your local fire station

Noise Nuisance

As the festivities approach we would ask all residents to respect their neighbours and remember that noise can travel easily into your close.

The association understands that at this time of year people have friends and family visiting, however anti-social levels of noise are not acceptable at any time of the year. For anyone being affected by anti-social noise please remember to contact the Glasgow City Council Noise Team on 01412876688. This is an out of hour's service that can be used between the hours of 5pm and 3am.

Please enjoy this time of year with your loved ones but spare a thought for your neighbours too.



Rent Payments

We understand that this time of year can cause more financial hardship than usual. It is however vital to make your rent payment your first priority. Keeping your home and the roof over your head is too important to miss any rent payments and we are here to assist where possible. The association offers a free money advice and welfare rights service for all of our tenants. If you are experiencing financial difficulty please do not hesitate to contact. We are happy to come to a repayment arrangement and will make sure you are receiving any benefits you are entitled to.

Safety in the community

Cathcart community police have asked the association to remind all residents during the festive period to keep your doors locked. There have been reports of people gaining entry to properties occupied by elderly residents, these people have been disguised as Scottish Power workers and have been carrying out burglaries in the area.

Please remember to ask for identification and if you are not expecting anyone be careful of who you let into the building. The community police and the association want everyone to have a safe and happy Christmas and New Year so please spare a thought for your neighbours by keeping the close doors secure. Thank you.



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@cathcarttha.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 embraces.

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.

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!

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: