

# CATHCART CDHA STANDARD



The Newsletter of Cathcart & District Housing Association

WINTER 2020 • ISSUE 39

So sadly, this year no Christmas parade  
Covid still with us though we hoped and we prayed  
Our Christmas jumpers lie dormant and sad  
This year has been difficult lonesome and bad  
But we all remain hopeful that good times will be here  
And we won't have to wonder – What is our tier?

So, we don't have that wind down, that Christmas office spark  
We all work from home with a daily walk in the park  
'But despite the changes and the social distancing  
We have all knuckled down and set up repositioning  
We delivered our services and met via zoom  
It will be strange indeed when we can all be in the room

Christmas is coming and we wish you good will a plenty  
We hope for better things at the end of Twenty Twenty  
And maybe next year a vaccine to make amends  
But in the meantime, be kind to your neighbours and friends  
Be safe and enjoy small family events  
Its what we must do but we know it torments.

There's no door to close at the end of this year  
But we wish all our customers Christmas cheer  
The year has been strange but still we do manage  
Whether from the bedroom, dining room, attic or garage  
We are there in the background at the end of a phone  
With our digital working we have remained firmly in the zone

During the holidays you'll not be alone  
With all of our contractors at the end of the phone  
We ask that you recognise a state of emergency  
A leak, or no lights of course there is urgency  
But if its not serious then please don't be rash  
To wait until January will save us some cash.

For the second year in a row, CDHA will be donating to Radio Clyde's Cash for Kids in lieu of sending Christmas cards. We take this opportunity to wish you a Merry Christmas and a Happy New Year!



cashforkids

HAVE A  
VERY MERRY  
AND SAFE  
FESTIVE  
PERIOD

# BULK UPLIFT

## All will change in respect of how Glasgow disposes of bulky items of refuse.....

For as long as most people can remember Glasgow City Council has picked up bulk refuse from back courts, gardens, pick up points and pavements throughout the city. This service was however suspended during the recent pandemic.

Glasgow residents have always believed that this was a service that was paid for through Council Tax.

### That is not true.

The City Council have a duty to take away household refuse that is put in the dustbins/wheelie bins but not items of bulk such as mattresses, chairs, surplus large items etc.

Only Glasgow and one other Council in Scotland have provided a free bulk service, all other Councils charge for removing bulky items.

Owing to Glasgow City Council's necessity to make savings on their budget because of constraints on Government funding they have announced that from February 2021 there will be a charge of £35 per uplift (you will be allowed to include up to 10 items in each uplift).

The Council have held a series of meetings with RSL's (Registered Social Landlords) across Glasgow to discuss how this service may be delivered going forward.

It has been generally agreed amongst RSL's that relying on persons living in multi tenure blocks to call and pay for uplifts may not work. We have a lot of experience whereby we are contacted by residents advising us of large piles of bulk in back courts where no one lays claim to having put them there.

In June this year CDHA carried out a clean-up of the area as there were significant amounts of bulk items lying in back courts and we were receiving complaints that gardeners could not get to the grass and there were rats seen in various locations. The cost of this one off clean-up was in excess of £5,000

By the end of October there was a new accumulation of bulk in various areas. During the discussions with the Council it was agreed that they would remove as much of this bulk between 12 November and 1 December to create a "clean slate" effect and to date a significant amount of that has been taken away.

From 1 December bulk will continue to be removed by the Council but only if residents log that call using the MyGlasgow App. This will still be removed free of charge until February 2021.

In our capacity of Estate Managers of our area we now need to consider what this service may look like post February 2021.

### Option 1

- Do we leave it to the Council and ask all residents (this includes Tenants, Owners, and Private Landlords) to contact the council pay the £35 upfront and have their bulk item removed as and when they require the service?

### Option 2

- Should CDHA undertake the service on a regular basis? We are looking at a service, whereby we would collect bulk refuse fortnightly and would propose asking residents to call us when there is bulk to be uplifted from their back court and it will be picked up on the next pick up day. We will accept reports from anyone to avoid the situation whereby the owner of the bulk may not tell us.

We estimate that this service could be delivered for an annual payment of £35\* per annum per household and this amount will appear on factors bills in April each year. For tenants this amount will be wrapped up in your rent.

We are currently negotiating with Glasgow City Council regarding waste disposal tonnage charges. The above costs are based on Glasgow City Council permitting free dumping of bulk at their recycling centres. They have indicated to the RSL's at their meeting that this would be extended to our contractors.

Please complete the flyer within this newsletter and let us have your thoughts or alternatively email [emma@cathcartha.co.uk](mailto:emma@cathcartha.co.uk)

\*Estimated cost based on our previous costs for this type of work





# Emergency Contact Details

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

## Winter Holidays

We will be closed from 12 noon on Thursday 24th December 2020 until Wednesday 6th January 2021.



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) 0141 954 5151**
- **Power-lite Ltd (Alternative Mobile Number) 07836 700 754**

- **City Building (Boiler, Gas and Roofing) 0800 595 595.**

All call-outs and repair requests received during this period will be classed as **OUT of HOURS** and will be subject to a minimum of 1 hour per man call-out charge at standard call-out rates.

## Message from Glasgow City Council



**From 10 December Glasgow City Council is restarting its household bulky waste collection service.**

The service is for main-door and flatted properties where Housing Associations have no alternative waste management arrangements in place and will be by request only.

Residents should no longer place bulky waste out onto the streets or lanes as this will be considered to be fly tipping.

Requests for collection by the council can be made using the MyGlasgow app or online at [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste). Residents will be issued a Collection Date and should only put bulky waste outside within their property boundary the day before collection. Alternatively, the council's

Household Waste Recycling Centres are open 7 days a week or if items are in good condition, residents can also use Zero Waste Scotland's National Re-use Tool and donate items to charity.

At this time, the service does not extend to high rise or multi-storey properties - residents in these properties should continue to use their dedicated bulk chambers. For more information and a downloadable poster visit [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste)

May we also take this opportunity to confirm that we are continuing to progress with the charging of bulk waste. It is anticipated charging will come into effect in early 2021. Further details on this will be provided in due course.

**Thank you for your continued support.**

# Tenant Hardship Loan Fund

## Introduction

At the end of August 2020, the Scottish Government announced the creation of a £10M Tenant Hardship Loan Fund as a further support intervention as part of our response to the coronavirus crisis.

This fund will offer loans to tenants (both private rented and social sectors) who are struggling with rent because of changes to their finances and/or employment during the pandemic. Loans will be interest free and repayments will be deferred, with the loan being repayable over a number of years.

The loan will be available from early December and will be administered by Energy Savings Trust on behalf of Scottish Government.



## Background

Throughout the pandemic the Scottish Government have sought to keep people safe and in their homes. We have introduced a range of support interventions in response to the pandemic, including the extended notice periods within the Coronavirus (Scotland) Act and the increases to Discretionary Housing Payments (DHPs), along with interest free loans for landlords. There is no single solution to the difficulties being experienced as a result of the impacts of the coronavirus pandemic in Scotland, and the Tenant Hardship Fund is a part of a broader effort to support those who are affected

We want people to access the most appropriate form of financial support and the loan will not always be the best option for people who are facing difficulty. The loan is repayable and many tenants may be entitled to non-repayable support, for example through Universal Credit and Discretionary Housing Payments, which is a much better option.

This loan offers the potential for people to clear arrears and remove the threat of eviction, particularly for those who have returned to being able to pay their full rent. This includes tenants who lost their job in the period

immediately before the coronavirus pandemic and were unable to seek new employment due to restrictions.

Whilst ongoing borrowing to pay rent is unsustainable, for people who have had reduced earnings but have the prospect of returning to being able to pay existing rent or moving to more affordable accommodation in the short term, allowing borrowing to cover future rents for a limited period of time could be helpful.

The terms of the loan will be more favourable than other lenders, and of course the loan is interest free, but there will be a consideration of affordability and the ability to repay to make sure that all lending is responsible.

Applicants will need to pass an affordability check and a credit check before being offered a loan.

Please note the winter fuel allowance has also been extended until February of next year. If you are struggling with your fuel bills or are at risk of being disconnected over the winter period please contact the Association who will be able to assist you in claiming.

## Further information

Please contact your Housing Officer for further information, who will be able to provide you with the full document and signpost you further.

# Security During the Winter Months

Winter is upon us again and as the nights become longer, we would like to remind everyone of the importance of security. Over the past few years the Association has been informed from time to time by the local Police that burglary has taken place in the area and as we have in previous years, we are using our community newsletter again to inform everyone and ensure everyone has the correct measures in place to protect their home. These measures are as follows;

- **Close Doors** – please keep these secure at all times. Do not allow entry to the close to anyone you do not know. If you are having friends or family over please ensure once they have gained entry that they fully shut the door behind them and only buzz your own property for entry.
- **Main Property Door** – Please keep your door locked at all times. Burglary has been successful through property doors being left open. It has happened at all times of the day, not only at night and when residents have been home. When leaving your property please ensure you have locked your mortice. A yale lock can be opened easily, quickly and quietly, whereas a mortice is a loud and lengthy process and will alert attention to your property quickly.

Thank you all for taking the time to read this article and for following the advice given. We wish all residents a safe and happy time over the festive period.



# OKEachDay Service

OKEachDay is a service provided by Alertacall for elderly and people who experience mobility problems. During the pandemic several people took up the offer of having the Alertacall service in their homes.



You will be sent an OKEachDay Telephone

## How OKEachDay works to protect you



You will be sent a new telephone to plug in. You can use this instead of your existing phone or alongside your current one, whatever you prefer. You can use this telephone to make and receive phone calls in the normal way, your number and phone company will remain the same, and it is hearing aid compatible.

Importantly this telephone has 3 special buttons on it; the OKEachDay button, the Customer Services button which puts you through to a friendly team 365 days a year - and also the CDHA team to help you access other CDHA services more easily. There are also a limited number of other special devices available for people who do not have a working telephone socket at their property.

Each day when you have got up safely - you press the OKEachDay button to confirm that everything is OK. This only takes 2 seconds. If you choose not to, or cannot for some reason (for example you are unwell) you will receive a friendly phone call from a trained adviser at a time you choose. Important messages might be sent to you when you press the button or through the adviser.

This process is therefore suitable for a wide range of people, including people who consider themselves to be very fit and able. If for any reason the team is worried about you, or you are unresponsive for long periods, your friends, neighbours and relatives can be notified if you give us those details. You will also be given a card with a freephone number on it, to keep in your wallet or purse - which you can call to let the team know if you are away from the property, so they can make a note of that on the system.

## How this benefits you and makes it easier for us to communicate

- Helps us stay in contact with you and you with us.
- Protects you from being left alone for long periods.

- Receive updates about Coronavirus and more.
- We'll keep your emergency contact details on file.
- Reduces isolation, loneliness and risk.
- Includes CDHA button to get hold of us.
- May be a "life-saver" in some circumstances.

## What is the cost?

Approximately £4 per week. If anyone wishes to seek clarification as to whether they would qualify for assistance with this our Advice Team will be happy to help.

## What do I need to do next to get signed up for this?

If you would like to use the service please take one of the following actions:

- Call the OKEachDay team for free on **0808 163 0093** leaving your full name, address and postcode, your age(s) and your telephone numbers.
- Send an email to [signup@alertacall.com](mailto:signup@alertacall.com) with your name and telephone number, and a member of the team will call you back to get you set up.

The equipment is very easy to install and will be delivered directly to your property. However, if for any reason you have any difficulty installing it, support will be offered a few days after it has been delivered.

Please note because there is potentially going to be significant demand for this service it might take up to 14 days to arrange the setup of the service with you, please be patient once you have made contact.

# Membership Drive

# JOIN US

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.

## 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 Associations 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.

**In addition to the Committee of Management we are looking to set up a tenant group who will meet twice a year to look at policy issues or how complaints may be better managed and what lessons can be learned from them. This group would serve as a succession group whereby you would find out if you were interested in our work and may progress to the Management Committee.**

**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!*

# General Membership Application Form

Name: .....

Address: .....

Postcode: .....

I wish to apply for membership of Cathcart & District Housing Association Ltd and enclose £1.00 in respect of one fully paid share in the Association, subject to the Association's Rules.

I understand that my application for membership will be considered by the next meeting of the Management Committee and, should this be approved, I will receive a Membership Certificate thereafter.

I would\*/would not\* like more information on how to become a Management Committee Member. [\*please delete]

I agree that the information provided on this form will be used for the purposes of considering my application, enrolling me as a Member of Cathcart & District Housing Association Limited and entering my details in the Register of Members. The information will be kept and managed within the terms of the Data Protection Act 2018 and the Rules of Cathcart & District Housing Association Limited.

Signed: .....

Date: .....

You should return this form, along with payment to:- The Secretary, Cathcart & District Housing Association Limited, 3 Rhannan Road, Cathcart Glasgow G44 3AZ

**For office use only:**

Date received: ..... Date ratified: ..... Reg/Share Cert No: .....