



Covid-19

SERVICE UPDATE

Cathcart & District Housing Association are continuing to deliver most of our services as normal despite our office staff working from home. If you need to contact us, please call 0141 633 2779 or email info@cathcartha.co.uk

The following key services are continuing to run as normal:

- Close cleaning
- Garden maintenance
- Emergency Repairs
- Gas servicing
- Bulk uplift (*introduced on 1 April 2021*)

On 16 March 2021, the Scottish Government introduced an indicative timeline of dates for easing Covid-19 restrictions. Two significant timelines are relevant to our business, these include:

- **26 April 2021** – Non-essential in-housework permitted
- **17 May 2021** – Face to face support services (where not possible to deliver remotely) can resume.

We are hopeful that from 26 April 2021 we can resume non-urgent repairs and begin our investment programme. The Association is preparing our Contractors for a re-commencement of services.

It remains clear that the Scottish Government considers working from home as the default position for non-essential offices, and this may well be the case going forward for some time yet.

Please visit our website or Facebook page to keep up to date with the latest changes to our services. Alternatively, you can provide us with your email address to be contacted with updates. To do this, please email info@cathcartha.co.uk.



Housing Management Change of Duties

Following a review of our Housing Management department and the various tasks each member of staff performs we have made some changes to the way in which we deliver this service.

A particular new drive for CDHA will be to roll out further digital inclusion to assist tenants in different ways

to contact us. We are in receipt of a grant which we plan to use to encourage tenants who at present don't have broadband to engage with us and use our Housing System Home Master.

Home Master can be used by tenants to:

- Check your rent account
- Read our Newsletter
- Raise a repair
- Contact our Housing Staff.

In order to facilitate this, we have changed some of the duties performed by our staff.

From 1st April we will introduce the following:

Tenancy Engagement Team

Allan MacDonald
Housing Officer (Tenancy Engagement, Sustainment and Tenant Welfare)

Email: Allan@cathcartha.co.uk
Mob: 07903 263 891
Tel: 0141 251 0384

Grant Dyer
Trainee Housing Officer (Tenancy Engagement, Sustainment and Tenant Welfare)

Email: Grant@cathcartha.co.uk
Mob: 07884 206 218
Tel: 0141 251 0473

Allan and Grant will deal with any tenancy related issues, assisting with benefit claims, working with tenants on the new tenant portal, any difficulties being experienced with a tenancy and carrying out regular tenant visits which will assist in identifying any tenant in need of support. They will then ensure that the correct support is put in place. They will also be working on our Digital Inclusion Policy to try and get as many people connected to Wi-Fi as possible. They will carry out Tenant Satisfaction Surveys both annually and following all our major repairs contracts.

Voids and Allocations Team

Nicole McMaster
Trainee Housing Officer (Voids and Allocations)

Nicole will work with James O'Hanlon, Maintenance Officer to ensure that all voids are inspected timeously and flats allocated in the quickest possible time.

Nicole will also deal with anti-social behaviour issues and ensure that your housing benefit entitlement is up to date on our system. It is important that any changes to your benefits or universal credit are advised to Nicole so she can update our system and hence your account has up-to-date information on it at all times.

Nicole can be contacted by:

Email: Nicole@cathcartha.co.uk
Mob: 07966 100 874
Tel: 0141 251 0383

In making these changes to our Housing Management service we believe we are working with staff's strengths and hope that we are able to provide a strong service covering all areas of our service to our tenants. All of the above tasks will be overseen by our Senior Housing Officer Morna Smillie.

Arrears and Debt Recovery Officer

Collecting arrears and ensuring tenants engage consistently with the organisation by way of payment plans is perhaps the most challenging of areas and especially in difficult times. Our rental income is our main source of income and in order to provide all the improvements in our houses we require to maximise our income.

From 1st April this function will be carried out by:

Lynsay Gallagher
Housing Officer (Arrears and Debt Recovery)

Lynsay has a wealth of experience in debt recovery and is both consistent and determined to ensure that arrears do not escalate once a tenancy has started. You will until now have been dealing with a generic Housing Officer in this regard but from

1st April Lynsay will deal with all cases where an account has fallen into arrears.

We encourage all tenants to speak to our Arrears Officer if you have arrears as our ultimate aim is to assist with arrears and so protect tenancies.

If you wish to contact Lynsay because of existing arrears please contact her on:

Email: Lynsay@cathcartha.co.uk
Mob: 07972 083 324
Tel: 0141 251 0417

If you receive a text message about your rent account it is important that you contact Lynsay without delay.

Online Waiting List

We are pleased to announce we have recently launched our housing application form online through our housing management system Home Master. Applicants will now be able to easily apply for housing with the Association through our website.

Allpay Change of Customer Phone Number



Please note that if you are paying your rent over the phone through Allpay Limited the phone number has now changed to **0330 041 6497**.

Office Phone Options

We have recently updated the options on our office phone number. Please see below for our new updated options:

- **Option 1** – Repairs and maintenance, garden maintenance & gas servicing
- **Option 2** – Rent accounts and rent payments
- **Option 3** – Factoring payments and all other financial enquiries
- **Option 4** – Waiting list applications and allocations enquiries
- **Option 5** – All other general enquiries

Please ensure that you select the correct option so you are transferred to the relevant department.

New Bulk Uplift Service

Following our consultation on the introduction of a new bulk uplift service to replace the former service provided by Glasgow City Council, the Association will introduce a new service.

From 1st April 2021, Cathcart & District Housing Association will add bulk uplift to our list of services that we provide.

Our contractor CleanScene will be carrying out the service and will be in the area every Tuesday and Wednesday.

CDHA tenants and factored owners can request an uplift by emailing

bulk@cathcartha.co.uk. We ask that you provide your address and a list of the bulky items requiring removal.

We are hoping that the implementation of this service will result in a significant improvement to our local area.

Our area will be divided into two. Each week half of our stock will have the bulk removed, and the second week the other half. In this way we hope that all bulk will be removed within two weeks of it being put out. It is important however, that when you put it out you let us know using the above email address or calling our office.



Our tenant engagement team will be working on using the tenant portal for this purpose going forward as another way of reporting things to us and Allan and Grant will be in touch about this in the near future.

We will be seeking your feedback on this new service in order that we can monitor it and address any issues that arise.

Details of the two-week rota are below.

Week 1

33 Cumming Drive	5 Orchy Street	269 Holmlea Road	16 Tulloch Street
55 Cumming Drive	113 Holmlea Road	279 Holmlea Road	24 Tulloch Street
81 Cumming Drive	129 Holmlea Road	287 Holmlea Road	30 Tulloch Street
83 Cumming Drive	137 Holmlea Road	295 Holmlea Road	36 Tulloch Street
93 Cumming Drive	145 Holmlea Road	303 Holmlea Road	42 Tulloch Street
95 Cumming Drive	153 Holmlea Road	311 Holmlea Road	92 Grange Road
109 Cumming Drive	161 Holmlea Road	319 Holmlea Road	84 Grange Road
111 Cumming Drive	177 Holmlea Road	327 Holmlea Road	78 Grange Road
123 Cumming Drive	185 Holmlea Road	334 Holmlea Road	72 Grange Road
125 Cumming Drive	193 Holmlea Road	335 Holmlea Road	66 Grange Road
124 Mount Annan Drive	209 Holmlea Road	340 Holmlea Road	60 Grange Road
82 Stanmore Road	217 Holmlea Road	343 Holmlea Road	56 Grange Road
90 Stanmore Road	225 Holmlea Road	351 Holmlea Road	54 Grange Road
130 Stanmore Road	233 Holmlea Road	7 Rannoch Street	
33 Garry Street	241 Holmlea Road	31 Rannoch Street	
35 Garry Street	249 Holmlea Road	4 Tulloch Street	

Week 2

22 Brunton Street	9 Craig Road	10 Ruel Street	1 Greenholme Street
24 Brunton Street	14 Craig Road	13 Ruel Street	87 Spean Street
4 Brunton Terrace	217 Clarkston Road	20 Ruel Street	120 Old Castle Rd
4 Dairsie Court	333 Clarkston Road	97 Cartside Street	130 Old Castle Rd
6 Dairsie Court	347 Clarkston Road	101 Cartside Street	14 Snuff Mill Road
10 Dairsie Street	8 Holmhead Road	107 Cartside Street	18 Snuff Mill Road
3 Gavinton Street	12 Brisbane Street	22 Cartside Quad	22 Snuff Mill Road
5 Gavinton Street	19 Brisbane Street	26 Cartvale Road	22 Holmhead Place
7 Gavinton Street	24 Brisbane Street	47 Cartvale Road	25 Holmhead Place
9 Gavinton Street	27 Brisbane Street	79 Dundrennan Road	156 Newlands Road
11 Gavinton Street	30 Brisbane Street	2 Holmlea Court	206 Newlands Road
15 Gavinton Street	3 Ruel Street	4 Holmlea Court	9 Old Castle Road
4 Craig Road	6 Ruel Street	9 Greenholme Street	3 Tankerland Road
8 Craig Road	7 Ruel Street	4 Greenholme Street	11 Tankerland Road

The EU Settlement Scheme

What is it and who needs to apply?

The UK has now left the European Union (EU). From January 2021, EU citizens need to apply to remain in the UK - this is called the EU Settlement Scheme. The deadline to apply is **30th June 2021**.

This means that people from EU countries, the European Economic Area (EEA) or Swiss nationals living and working in the UK will need to apply to the scheme in order to remain in the UK. Irish citizens do not need to apply to continue living in the UK, however, their family members living outside of the UK and Ireland will. If an individual has been in the UK for more than five years they will get 'settled' status; if less than five years they will get 'pre-settled' status.

Why is it important?

It is very important that EU, EEA and Swiss citizens apply as they will need either pre-settled or settled status in order to:

- work in the UK;
- use the NHS;
- enrol in education or continue studying;
- access public funds such as benefits and pensions (if they are eligible for them and depending on status type);
- travel in and out of the UK.

How to apply?

You can get more information and apply online at: <https://www.gov.uk/settled-status-eu-citizens-families>

There is no charge to apply to the EU Settlement Scheme.

Further help

Citizens Advice Scotland have been appointed by the Scottish Government to provide advice and assistance to anyone who needs to apply to the EU Settlement Scheme. As this is an immigration matter, only approved organisations (such as Citizen's Advice Scotland) can provide assistance.

Help is available over the telephone on the Citizen's Advice Bureau's national helpline: 0800 916 9847. Lines are open Monday to Friday from 9.00am to 5.00pm.

For customers that require extra help, Citizens Advice Scotland have created an EU Citizens Support Service. This service is for EU citizens who would like to apply for settled status but have additional needs. For more information visit: <https://www.cas.org.uk/brexit>

CDHA Facebook and Website

We would like to remind everyone that we have a Facebook page at www.facebook.com/cathcartdistrictha

Please feel free to like and follow us for regular updates on the Housing Association, services we offer, and welfare rights news. You can post or message us on Facebook and we will respond to any queries/suggestions as soon as we can.

We also encourage everyone to visit our website at www.cathcartha.co.uk for regular updates.

Our website is full of useful phone numbers relating to welfare rights and money advice. There is also information regarding paying your rent, coping with arrears, mutual



exchanges and applying to transfer properties within the Housing Association. You can also report repairs or contact the Maintenance team on the website in our "Report A Repair" section.

As we continue to work from home we would encourage our tenants to contact us via email: info@cathcartha.co.uk or via the Facebook and website as our phone lines are often engaged or busy. You may receive response quicker via email or through our website.

Welfare Rights

Here are the main announcements relating to welfare benefits as announced by the Chancellor on 3rd March 2021.

Universal Credit

- **Standard Allowance** The £20 uplift in the UC Standard Allowance will continue for a further 6 months from April 2021.
- **Minimum Income Floor** The suspension of the MIF continues to the end of July 2021. It will gradually be re-introduced in August but with discretion for it not to be applied to claimants whose self-employed earnings are adversely affected by Covid.
- **Repayment of Advances** From April 2021, New Claim Advances & Benefit Transfer Advances can be repaid over 24 months.
- **Deduction rates** From April 2021, the maximum amount for Third Party Deductions will be reduced from 30% of standard allowance to 25%.
- **Surplus Earnings** The surplus earnings threshold will remain at £2500 until 31st March 2022 (when it is due to be reduced from £2,500 to £300).

Working Tax Credit

£500 payment The temporary £20 uplift ends from April, but claimants will receive a £500 one off payment.

Post Office Card Accounts

Around 900,000 claimants have their State Pension, other DWP benefits or Tax Credits paid into a Post Office Card Account. The government's contract with the Post Office for these accounts is due to end on 30 November 2021.

Ahead of the change, the DWP is currently writing to customers who have their State Pension or benefits paid into a Post Office Card Account. The letter asks them to nominate an alternative account for their benefits to be paid into.

There is no need for claimants to panic - so long as they have notified the DWP / HMRC of their nominated account before their POCA closes, there should be no problem.

If you are unable to open a new account, please contact our Advice Team for assistance.

Scottish Social Security - Job Start Grants

If you are between 16 and 24 years old and in receipt of any of the following benefits for 6 months or more when offered a job:

- Universal Credit
- Job Seekers Allowance (income based)
- Employment and Support Allowance (income related)
- Income Support

You may be entitled to £250 grant to help towards the costs of starting work i.e. clothes or tools. Find out more at mygov.scot/jobstartpayment or contact our Advice Team for more information.



Scottish Social Security - Young Carer Grant

The Young Carer Grant is a lump sum payment of £305.10, which can be made to 16, 17 and 18 year olds who are providing at least 16 hours a week care to a severely disabled person.

The person they care for must be getting a qualifying disability benefit which includes:

- The care component of Disability Living Allowance (DLA) at the middle or highest rate,
- The daily living component of Personal Independence Payment (PIP)
- Attendance Allowance.

The young carer must not be getting Carer's Allowance. He or she can get a grant even if they work or study full-time and it is not means-tested.

To be eligible a young carer must be providing 16 hours or more care a week.

Can a young carer get a Young Carer Grant if someone else already claims Carer's Allowance?

Yes, if a young carer meets the qualifying rules they can get a grant, even if someone else is already claiming Carer's Allowance for the person that they are helping look after.

Only one person can receive a Young Carer Grant for the same disabled person. Making a claim for a Young Carer Grant will not affect any benefits the young carer gets or the benefits of the person they look after.

How does a young carer apply for a Young Carer Grant?

Apply online by downloading a paper form at mygov.scot or by phoning Social Security Scotland for free on 0800 182 2222 (8am to 6pm, Monday to Friday). Young carers can apply once a year while they are 16, 17 or 18.

Pre-payment meters

If you have a pre-payment meter and are struggling to heat your home, please contact our Advice team as they may be able to assist you. To speak to someone, please call our office on 0141 633 2779 or email advice@southside-ha.co.uk.

Garden Maintenance

Our garden maintenance programme will resume from April 2021 to October 2021. The operatives will be in the area full time with normal maintenance for 8 days over two weeks and the remaining two days will be for pruning and hedges.

Please find the programme below.

Block 1

The below streets will be cut every two weeks, commencing on:

W/B 05/04/21, 19/04/21, 03/05/21, 17/05/21, 31/05/21,
14/06/21, 28/06/21, 12/07/21, 26/07/21, 09/08/21, 23/08/21,
06/09/21 20/09/21, 04/10/21, 18/10/21

- Holmlea Road
- Holmlea Court
- Greenholme Street
- Grange Road
- Cartside Quadrant
- Cartside Street
- Cartvale Road
- Brisbane Street
- Morley Street
- Ruel Street
- Spean Street
- Gryffe Street
- Orchy Street
- Garry Street
- Tulloch Street
- Snuffmill Road
- Rannoch Street
- Rhannan Road
- Old Castle Road
- Tankerland Road
- Newlands Road
- Holmhead Place

Block 2

The below streets will be cut every two weeks, commencing on:

W/B 12/04/21, 26/04/21, 10/05/21,
24/05/21, 07/06/21, 21/06/21, 05/07/21,
19/07/21, 02/08/21, 16/08/21, 30/08/21,
13/09/21, 27/09/21, 11/10/21, 25/10/21

- Brunton Terrace
- Brunton Street
- Clarkston Road
- Craig Road
- Dairsie Court
- Gavinton Street
- Cumming Drive
- Stanmore Road
- Mount Annan Road

Winter Tidy Ups

The last cut of the season will be the week beginning 25th October 2021.

Our operatives will then be in the area every 4 weeks from November 2021 to March 2022 doing winter tidy ups.

Covid-19 Advice

The Association works in partnership with Community Safety Glasgow to ensure that our staff have all the help and advice required for any issues of anti-social behaviour that may arise in the area. Unfortunately, during these difficult times the Association has been notified that the laws laid out by the Scottish Government are not being adhered to by some households in the area. We would like to take this opportunity to inform all residents of the area that the guidance issued to the Association is that anyone

breaking the Government laws is a police matter. The Association does not have the power to enforce fines on people for gatherings at their property, however the police do. Therefore, if you are aware of gatherings happening within your close please contact the local police directly by phoning 101. Please also note that this is not the majority of residents in the area, and for those abiding by the guidance and laws the Association would like to express its thanks to you for helping to keep our community safe.

WINDOW WANDERLAND

What is Window Wanderland?

Window Wanderland is an award winning, Covid-19 Safe Project which provides resources for communities around the world to set up fun window displays throughout the UK. It has been featured on the BBC's "One Show", various News programmes and The Guardian Newspaper.

Who are Window Wanderland?

Since 2015, Window Wanderland has inspired communities to create a festival of light and colour, where people transform their neighbourhood into an outdoor gallery of unique displays in their windows. Wanderlands provide a range of affordable Toolkits to enable every community to develop a successful Wanderland and take pride in where they live. They are a not-for-profit organisation dedicated to reducing social isolation and fostering a sense of community.

Why participate?

Window Wanderland brings neighbourhoods together, reduces social isolation, inspires creativity and brings joy to communities. It is free to join in, spreads some fun, and most importantly brings visitors from nearby to the area which helps local businesses. Everyone and anyone can take part.

What do I need to do?

All you need to do is decorate a window and express whatever you want over a given weekend for others to walk around and see.

Who else has participated in the event?

There has been successful Wanderlands throughout the UK and local Wanderlands in Strathbungo, Mount Florida and Battlefield. The areas had hundreds of visitors which benefited local businesses who stayed open late to serve coffee and cakes.



Would you be interested?

Following Mount Florida's Window Wanderland in early March, Cathcart & District Housing Association has received a few enquiries asking if we would run one for the area. If you would be keen to participate can you please visit our Facebook page (<https://www.facebook.com/cathcartdistrictha>) and comment on our Window Wanderland post, or email us on info@cathcartha.co.uk.



If you are interested please get in touch as we are trying to gauge how many of our tenants would like to join in. We will only move forward with the project if we receive a large enough response to the proposal as it would cost the Housing Association a small fee to run the event. If we do not hear from enough people we will not be pursuing the event at this time.

We are currently recruiting for new Committee Members

Cathcart & District Housing Association is a community-controlled Housing Association, and local members make up our Committee of Management. CDHA is led by our Management Committee which is made up of a maximum of 15 local tenants and residents and other individuals with an interest or skill that suits the aims of the Association.

We currently have a casual vacancy on our Management Committee. This role offers you the opportunity to lead on the strategic direction of a growing organisation, playing a key role in delivering high quality services to our customers and defining goals and targets.

What's in it for you / What can you expect?

- Making a difference to the people of Cathcart
- Personal development opportunities and training
- Use your skills where they are really needed
- Meet new people
- Help support the work of Cathcart & District Housing Association
- Contribute to decision making processes involved in the development of CDHA

Committee members learn new skills around governance, finance, development and strategic planning. Being a Committee member can be

a rewarding experience. CDHA offer a detailed induction programme for new Committee members. You will have the opportunity to attend vocational and non-vocational training courses on a range of subjects e.g. Governance, Finance, Regulation.

What's in it for us/What can we expect?

- Your skills and enthusiasm
- New ideas for CDHA
- Your attendance at approx. 10 meetings per year (6.30pm to 8.30pm)
- Increased support for the Management Committee and Staff.

How can I apply?

If you are interested in this opportunity, an application form can be downloaded from our website:

<https://www.cathcartha.co.uk/content/membership-association>

Alternatively, please email Emma@cathcartha.co.uk to request an application pack.

To have an informal chat please contact:

Christine Leitch (Director)

Email: Christine@cathcartha.co.uk

Tel: 0141 633 2779



FACTORING

YOUR NEW FACTORING CHARGES FROM 01 APRIL 2021

We have reviewed your Factoring Charges and with effect from 1 April 2021 your annual charges will be:-

Management Fee £107
there will be no increase this year

Buildings Insurance

Owners & Landlords£91.90

Commercial units.....£64.16

Backcourt & close cleaning

Closes cleaned weekly £171.60
there will be no increase this year

Closes cleaned fortnightly£85.80

Garden Maintenance

All gardens are priced individually and there will be a 2% increase

Bulk uplift.....£35

Please note that some blocks have opted out of the close cleaning and garden maintenance service and therefore these charges will not be applicable.

CLOSE CLEANING JANUARY 2021

Our backcourt & close cleaning service was suspended during the month of January 2021 and we have refunded these charges to you on your Factors Bill.

MISSED GARDEN MAINTENANCE OR CLOSE CLEANING

If you think that your Garden Maintenance or close cleaning has been missed please report it to us at the time instead of waiting until you receive your Factors Bill. It is much easier for us to check this at the point it has been missed rather than months down the line. Please report by phoning or emailing us.

OUR WEBSITE

You can download our **Statement of Services** and summary of cover for the **Buildings Insurance** Policy on our website www.cathcartha.co.uk

EMAIL ADDRESS & CONTACT DETAILS

The majority of owners prefer to have correspondence emailed to them and if you would like email as your preferred method of contact please let us know. Please email Andrew@cathcartha.co.uk

It is also very important that if you change any of your details you let us know so that we can be sure that we have your up to date email address/correspondence address/telephone number on file.

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: