

CATHCART STANDARD



The Newsletter of Cathcart & District Housing Association

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Accessibility Toolbar

We are pleased to announce that Recite Me will be providing the Accessibility Toolbar on our website for another 12 months. The purpose of the toolbar is to support a wide range of disabilities to aid website usability. Users can customise our website in a way that works best for them.

Accessibility is extremely important to Cathcart & District Housing Association, and we are committed to ensuring our customers can access our online services and are able to contact us.

Functions of the toolbar include screen reading functionality, multiple reading aids, customisable styling options, and

a live translation feature. Users can fully customise our website to suit their own needs by translating content into different languages, requesting for content to be read aloud, or adjusting the colour, font, and size of the text.

To explore our accessibility support tool, please visit www.cathcartha.co.uk and click on the “Accessibility” button at the top of the website.

Our User Guide can be found on any page at the footer. If you require any help navigating our website or to request a copy of the user guide, please email info@cathcartha.co.uk and a member of staff will be more than happy to assist you.

Retirement Announcement



We are saddened to announce the retirement of our beloved and much appreciated Fred McBain, Estate Assistant after 10 years of service with the Association. Fred's last working day was Friday 24th June.

We wish Fred all the best in his retirement.



Allocations Policy Review

CDHA periodically review all our policies, usually on a three yearly cycle to ensure they are relevant, comply with current legislation and reflect our procedures. Our Allocations Policy was last reviewed in November 2019 and is due to be reviewed shortly. Although we are not proposing substantial changes at this review, we are inviting our tenants to make any comments to us as this policy affects current and prospective tenants. This is a great opportunity to voice and influence our service and we will take into consideration any comments or suggestions you have.

The Allocations Policy is one of our key policies because it guides our decisions on things like:

- How many people can be expected to live in each size of property
- How we find new tenants
- How we award points
- Our position on transfers and mutual exchanges
- To whom we grant tenancies
- On what grounds we will refuse a nomination to a property
- How to lodge an appeal.

Our Tenancy Engagement Team will be contacting our tenants shortly using various methods. You can read the current policy on our website at www.cathcartha.co.uk. Please take a few minutes to read the policy and then send us your feedback by Friday 21st October 2022. You can contact us by emailing info@cathcartha.co.uk or by speaking to a member of the Tenancy Engagement Team on 0141 633 2779.

Tenant Focus Group



Scotland's Housing Network and the Tenants Information Service (TIS) are undertaking a consultation with social housing tenants across Scotland to help understand tenants' views and attitudes towards climate change.

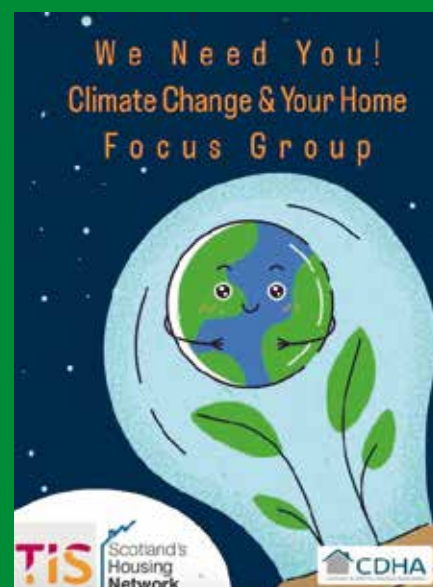
The Scottish Government recently published Housing to 2040 which is a report that sets out their vision for housing in Scotland over the next twenty years. As part of this, they have committed to adapting existing homes to make them more environmentally friendly. An important part of Housing to 2040 is also to reduce climate change by decarbonising heating systems. This means moving away from gas heating systems and using more energy efficient options, such as solar panels and heat pumps.

Meeting these aims is a big task and will require social landlords' to invest a large amount of time and money. This is why they need your help, as a social rented tenant, to plan how to manage the improvements needed to people's homes; especially as this will involve carefully assessing the impact that these changes could have on rent levels.

Taking part will help social landlords across Scotland to understand what tenants' and residents' views on climate change are and what they would like to know more about. This will help us to develop a communication strategy that can be used across the social housing sector.

If you would like to take part please

get in touch via email: info@cathcartha.co.uk or by messaging us via our Facebook page.



WELFARE RIGHTS NEWS

The Government has announced a package of measures to help with fuel costs and the rising cost of living.



£650 Cost of Living Payment

For all households who receive Universal Credit, Income-related Employment and Support Allowance, Income Support, Income-based Jobseekers Allowance, Working Tax Credit, Child Tax Credit, Pension Credit. DWP will make the payment in two lump sums – the first from July, and the second in the autumn. (Payments from HMRC for those on Tax Credits only will follow shortly after each to ensure there are no duplicate payments). To be entitled to the first payment recipients will need to have been on:

- UC - for an Assessment Period that ended in the period 26th April - 25th May 2022
- IR-ESA, IS, IB-JSA or PC - for any day in the period of 26th April - 25th May 2022
- Tax Credits - received a payment, or an annual award of at least £26, on any day in the period 26th April - 25th May 2022

The government has not yet announced the date on which you must be receiving one of these benefits to receive the second payment.

£300 Pensioner Cost of Living Payment

All pensioner households will receive an extra £300 to help them cover the rising cost of energy this winter and will come as a top-up to annual Winter Fuel Payments in November/December.



£400 Energy Support Payment not repayable

The government has decided that the £400 payment that will be given to all domestic energy customers to help with the cost of their energy bills through the Energy Bill Support Scheme will now be given in the form of a grant and not repayable.

150 Disability Cost of Living Payment

People who receive Disability Living Allowance, Personal Independence Payment, Attendance Allowance, Scottish Disability Benefits, Armed Forces Independence Payment, Constant Attendance Allowance, and War Pension Mobility Supplement will receive the support as a one-off payment in September. To be entitled to the first payment claimants will need to be one of the qualifying disability benefits on 25th May 2022.

Notes: You do not need to apply - paid directly into the claimant's bank accounts or energy supplier. No impact on existing benefit awards. You can be entitled to more than one type of payment.

Fuel Vouchers for Cathcart & District Tenants with Pre-Payment meters

CDHA has access to new funding for fuel vouchers for tenants with pre-payment meters. The funding will be available from the 27th of June 2022. If you are struggling with energy costs and in danger of losing connection to your gas or electricity, please contact us for assistance.

If you owe any debt to your energy supplier, regardless of how you pay your bills, our Welfare Rights and Money Advice Team may be able to assist you. Contact our office for an appointment.

Legionella

Legionella bacteria is commonly found in water. Legionnaires' disease is a potentially fatal type of pneumonia, contracted by inhaling airborne water droplets containing viable Legionella bacteria. Stagnant water favours Legionella growth. To reduce the risk, there are some simple steps you can follow:

- 1) On a weekly basis run water through all the taps.
- 2) Descale your showerhead every 3 months or earlier if scaling is evident.
- 3) If you have an electric hot water tank fully heat the water in it and then use the water immediately after, at least 2-3 times per week. Temperatures above 60 degrees will kill legionella bacteria so set the temperature of your boiler/cylinder to a minimum of 60 degrees.
- 4) When returning from holiday or time away from your home, make sure to run your taps and shower prior to use. If you have a shower in your flat, disinfect and de-scale the showerhead.

If you would like any more advice please contact James O'Hanlon, Maintenance Officer at james@cathcartha.co.uk, or by calling 0141 633 2779.

Free Internet Sim Cards

We still have a small number of free internet SIM cards left. If you are keen on obtaining a free SIM Card and Router for 90 days of free internet, please contact our Tenancy Engagement Team by emailing info@cathcartha.co.uk, texting 07884 206 218, or phoning us on 0141 633 2779 and we will arrange for this to be collected or delivered to you.

Laptop Training Session

We recently ran a training session in our office to show some of our residents how to work their laptops and navigate the functions of a laptop. If you acquired a laptop and would be interested in signing up for a training session, please drop us an email: info@cathcartha.co.uk, and we will look at running another class shortly.

CONNECTING

SCOTLAND

We made a successful funding application to Connecting Scotland and were awarded 80 smart devices. These were distributed among our tenants who responded to our annual Tenant Satisfaction survey.

Please note all the smart devices have now been allocated.



HOARDING

What is Hoarding?

A hoarding disorder is where someone acquires an excessive number of items and stores them in a chaotic manner, usually resulting in unmanageable amounts of clutter. The items can be of little or no monetary value.

Why hoarding disorders are a problem

A hoarding disorder can be a problem for several reasons. It can take over a person's life, making it very difficult for them to get around their house. It can cause their work performance, personal hygiene, and relationships to suffer.

The person hoarding is usually reluctant or unable to have visitors or even allow tradesmen in to carry out essential repairs, which can cause isolation and loneliness.

The clutter can pose a health risk to the person and anyone who lives in or visits their house. For example, it can:

- make cleaning very difficult, leading to unhygienic conditions and encouraging rodent or insect infestations
- be a fire risk and block exits in the event of a fire
- cause trips and falls
- fall over or collapse on people, if kept in large piles

The hoarding could also be a sign of an underlying condition, such as OCD, other types of anxiety, depression, and dementia.

Further information

Further information is available at:

- NHS - www.nhs.uk/conditions/hoarding-disorder/
- Life-pod - www.life-pod.co.uk/
- Hoarding disorders UK - www.hoardingdisordersuk.org/

What you can do if you suspect someone is hoarding

If clutter, disorganisation, or hoarding is affecting your health (mental or physical health) and making you feel anxious, depressed, or unwell, then it's advisable to have a chat with your GP. Your GP may be able to refer you to your local community mental health team, which might have a therapist who's familiar with issues such as OCD and hoarding.

If you, or someone you know, is affected by extreme clutter or hoarding disorder contact Scottish Fire & Rescue Service for a FREE Home Fire Safety Visit. Text FIRE to 80800, call 0800 0731 999, or visit: <https://www.firescotland.gov.uk/>

Please contact our Tenancy Engagement Team on 0141 633 2779 if you or someone you know has a hoarding disorder. We use a range of interventions to resolve issues of hoarding, including working with various statutory and other agencies such as social services, GPs, and Community Mental Health Teams.

Living Room?



More than 2.5 million people are unable to use the rooms in their house for their intended purpose.

Hoarding Disorder is a recognised mental condition.

If you, or someone you know is living like this, please talk to your GP today.

Electrical Safety Inspections

The Scottish Government clarified in April 2020 that, in order to demonstrate compliance with Element 45 of the Scottish Housing Quality Standards (SHQS) – Safe Electrical Systems, landlords must organise electrical safety inspections by a competent person at intervals of no more than five years.

CDHA has an ongoing dedicated programme of Electrical Installation Condition Reports (EICR). These inspections are undertaken to ensure that the electrical system in your home and common areas is and continues to be in a safe condition. As part of this inspection, the electrician may be required to carry out essential electrical repairs which are identified.

Providing Access

Our Contractor DRM Electrical Contractors will be in contact to make arrangements for access with those involved in this year's inspections.

Under the terms of the Scottish Secure Tenancy Agreement Section 5, tenants must allow us access to their property to carry out maintenance or safety checks. In the event of continued no access for EICR tests or remedial works to be carried out, tenants should be aware that **failure to provide access is a breach of their Scottish Secure Tenancy Agreement**. Under Section 5.11 it states "If you refuse us entry, to the house or the common parts we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused."

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can



For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



Contents Insurance

What is contents insurance?

Contents insurance is a type of home insurance policy that covers you against loss, damage, or theft to your personal belongings and home possessions. It can also cover you if you take items out of the home or on holiday, for example.

Please note, it is different from buildings insurance which protects the structure of the building and permanent fixtures. It is your landlord's responsibility to buy buildings insurance but **the responsibility for insuring your belongings lies with you as the tenant.**

You do not have to take out home contents insurance, however, we would recommend that all tenants do, either through the Thistle Tenant Risks Home Contents Insurance Scheme or by making your own arrangements because if any

of your contents are lost, stolen, or damaged you will have to pay to replace them.

The **Thistle Tenants Risks** scheme was designed for tenants in social housing, and you can pay premiums by cash fortnightly or monthly, monthly by direct debit, or annually.

To find out more, there are 3 ways to contact **Thistle Tenant Risks**:

1 Call 0345 450 7286

2 Request an application pack from your local housing office

3 Visit www.thistletenants-scotland.co.uk where you can also request someone to call you back.

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: