



# Winter Holidays

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

**We will be closed from 12 noon on Friday 23rd December 2022 and will re-open on Thursday 5th January 2023 at 9 am.**

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:

- Boiler and Gas Central Heating - 0800 595 595 (City Building)
- For everything else, including electrical, joinery, plumbing, roofing, and glazing - 0330 053 1804 (Everwarm)

## 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, and EICRs
- **Option 2** – Factoring payments and all other financial enquiries

- **Option 3** – Speak to your Housing Officer about tenancy-related matters and rent account, make a rent payment, housing applications, and allocation enquiries.

- **Option 4** – All other general enquiries

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

You can also enter the extension number of the member of staff you would like to speak to and will be transferred directly.

### Housing Management:

Lynsay Gallagher, Housing Officer - 215  
Allan MacDonald, Housing Officer - 214  
Nicole McMaster, Housing Officer - 212  
Grant Dyer, Trainee Housing Officer - 208

### Maintenance:

Hayley Smith, Compliance and Planning Assistant - 222  
James O'Hanlon, Maintenance Officer - 211

### Finance:

Andrew Milne, Finance Assistant - 221

### Customer Services:

Emma Connelly, Corporate Services Officer - 209  
Suzi Sweeney, Customer Services Assistant - 206



# Preventing Damp & Mould

Although we want our homes to be warm, it's important to remember that a healthy home requires adequate steps to prevent damp and mould.

Many people have experienced issues with damp and mould in their property at some point. Even in warm, well looked after properties mould growth can occur in parts of the home, especially in the colder months. Most mould growth people will experience is most likely to be the result of condensation.

**To help prevent condensation you can:**

## **Ventilate your home:**

On dry days open some windows to allow humid air to ventilate out of the house. It is better to open a few windows a little throughout the whole house. This helps the air to move through the house. One window open wide in one room may not be as effective. Try to do this as often as possible (2-3 times a week), but keep windows closed on wet days as damp air may increase indoor humidity

## **Don't seal or block extractor fans:**

These quickly remove damp air from moisture-dense rooms like kitchens, bathrooms, and utility rooms.

## **Try to keep your home at a healthy temperature:**

On cold days try to keep indoor temperatures at least 18°C

## **Keep doors closed:**

This will prevent warm moist air travelling through the house and finding the colder surfaces.

## **Keep lids on pots while cooking:**

When cooking ensure that you cover your pans with a lid to reduce moisture being created from the water boiling

## **Think about the location of your furniture:**

Keep furniture away from walls to allow air circulation. Cool areas behind furniture will be high humidity areas conducive to mould growth. Open wardrobe doors regularly to promote air circulation.

## **What is condensation?**

Condensation is the process where water vapor becomes liquid. It happens one of two ways: Either the air is cooled to its dew point, or it becomes so saturated with water vapor that it cannot hold any more water.

Condensation moisture can be created by everyday living: cooking, showering, and even breathing. It is present in the air all the time but only becomes visible when it comes into contact with a cold surface, and you see the water droplets.

## **Household Plants**

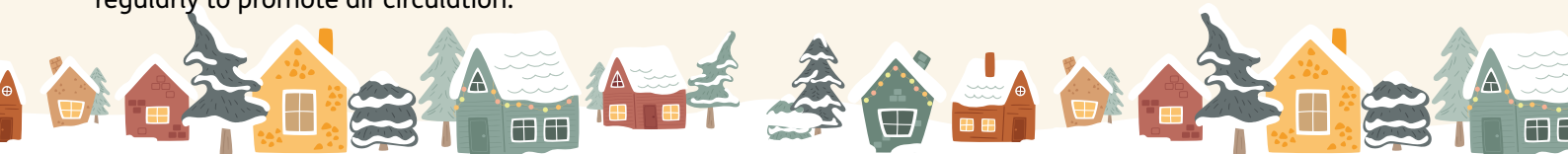
We understand with the raising fuel prices and trying to keep your home warm, some tenants do not want to open their windows to let the heat out, however, this may lead to dampness in your home.

One quick and cheap solution to assist with damp prevention is to buy houseplants as they absorb moisture. We recently purchased peace lilies which were available for our tenants to collect from our office.

Peace lilies love humidity and are one of the best plants for absorbing moisture and purifying the air. They need plenty of sunshine to flower, however low light with only occasional exposure to sunlight will work for them too. They are low maintenance too and require minimal care.

**Please note, peace lilies are toxic to cats and dogs.** Although, they are not as dangerous as actual lilies they can cause severe poisoning and potentially fatal health issues if great amounts are ingested.

Spider plants are a great alternative for those with pets, they do a great job of absorbing both moisture and pollutants from the air. Spider plants require little maintenance and are great value for money as they produce baby spider plants that you can cut off and grow your own collection.





# Cyber Security



We are pleased to announce that we have been re-certified in Cyber Essentials for another year.

The Cyber Essentials scheme is a UK government-backed framework supported by the NCSC (National Cyber Security Centre). It sets out basic security controls that help us protect our organisation against a wide range of the most common cyber-attacks. The scheme helps us reduce the impact of threats such as:

- Phishing attacks
- Malware
- Ransomware
- Password-guessing attacks

## • Network attacks

We have enabled multi-factor authentication on all our user accounts and cloud services which adds an extra layer of protection. We have also engaged the services of a cyber security consultant and they will be carrying out vulnerability scanning and penetration testing on our systems. A vulnerability scan is designed to search for potential vulnerabilities within the system and focuses on finding potential and known vulnerabilities on the network but does not exploit the vulnerabilities. Penetration testing goes a bit further and tries to exploit those vulnerabilities and



attempt to breach some or all of that system's security.

We hope this provides our tenants and customers with the assurance that their data is held securely, and that the Association is committed to improving our cyber security and reducing the threat of cyber-attacks.

## 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.

**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.

**Bicycles** – We have been informed of bike thefts in the area recently. Please ensure your bicycle is chained up

appropriately. Please note, bikes should not be stored in the close landing, this is a fire hazard.

Glasgow City Council has introduced secure cycle storage facilities in areas across Glasgow where there is a lack of storage space. This will particularly benefit those residents within tenemental properties by removing the requirement to lift cycles up and down stairs, as well as reducing the incidence of cycle storage in stairwells and communal areas. Space within the units is available for £1.38 per week. Details of the locations to apply for a space are available on the cyclehoop website: [www.cyclehoop.rentals](http://www.cyclehoop.rentals)



# National Panel of Tenants and Service Users

The Scottish Housing Regulator (SHR) is looking for tenants to join their National Panel of Tenants and Service Users.

The Panel was established in 2013 as one way for the SHR to engage effectively and directly with tenants and other service users. The Panel helps them hear about views, experiences, and service priorities.

Topics covered by the Panel so far include:

- Rent affordability
- Service quality
- Value for money
- Performance reporting
- Experiences of using homelessness services
- Anti-social behaviour
- Tenant safety
- Empowering tenants
- Gypsy/Traveller site standards

- Experience of owners using social landlord factoring services
- Receipt of information on landlord Annual Assurance Statements
- Impact of the pandemic on:
  - Landlord services
  - Family and financial circumstances
  - Experience of heating their home
  - Digital access to services

All of the published outputs from the Panel can be found on the publications section of the Regulator's website: <https://www.housingregulator.gov.scot/for-tenants/national-panel-of-tenants-and-service-users-research-reports>

If you would like to join the Panel, please contact:

Engage Scotland

Tel: 0800 433 7212

Email: [nat.pan@engagescotland.co.uk](mailto:nat.pan@engagescotland.co.uk)

## The Castlemilk Pantry

The Castlemilk Pantry is one of several new Pantries, established across Glasgow and Inverclyde which are aimed at helping local residents access healthy and affordable food. The Pantry is led by Ardenglen Housing Association, Cassiltoun Housing Association, Craigdale Housing Association, and Glasgow Housing Association. They operate by giving members who sign up for £1 a year access to around £15 worth of goods for a flat rate of just £2.50 per shop.

Membership is currently open to everyone living in the G45 postcode area; however, they do have plans to open membership to other local communities once established. The Pantry is currently open two days per week from 10 am to 3 pm on Tuesdays and Wednesdays.

Our Management Committee agreed on donating to the Pantry and this was greatly appreciated. Pictured are our Director Christine Leitch and Pantry Assistant Naomi.





# Inclusive Homework Club

The Inclusive Homework Club provides a variety of educational support to young people in the Glasgow area, including young people with learning disabilities and from disadvantaged backgrounds.

They have partnered with the Scottish Refugee Council and the National Lottery Community Fund to provide free courses for adults, including ESOL for beginners and IT

Skills. They are running a computer skills course with Clyde College which leads to a level 3 qualification and are registering students for 8-week sessions beginning on 24<sup>th</sup> January. The next 8-week ESOL course will also start in January.

Registration and additional information for both courses are available at: <https://inclusivehwclub.org.uk/courses-for-adults>.



Scan below to Apply!




**inclusive**  
**HOMEWORK**  
**CLUB**



*What we do!*

We support children who have additional support needs and those from disadvantaged backgrounds. We provide homework and exam support to students on one-to-one and group sessions.



SESSIONS BEGIN:  
**15 NOV**  
&  
**24 JAN**


TUESDAYS  
9:30 AM — NOON  
@  
43 CORNWALL ST  
G41 1BA

CLICK 2 CONNECT - SCQF LEVEL 3  
**IT SKILLS**  
**COURSE**

Register at:  
<https://forms.gle/6U5ePgbtNCYLML1X9>



**inclusive**  
**HOMEWORK**  
**CLUB**



CARLY@INCLUSIVEHWCLUB.ORG.UK - INCLUSIVEHWCLUB.ORG.UK

## Staff Retirement

Sandra Fleming, our Maintenance Assistant will be retiring at the end of December this year. Sandra has been with the Association since October 2000. On behalf of the committee, staff, contractors, tenants, and owners we wish Sandra a long, happy, and healthy retirement.

## Modern Apprenticeship

We are delighted to welcome our new Modern Apprentice Amie Bewley to Cathcart & District Housing Association. Modern Apprenticeships provide paid employment and the opportunity of gaining skills and qualifications without having to study full-time. Amie will complete six modules and will achieve an SVQ Level 2 in Housing at the end of the apprenticeship.



# 25 Holmhead Place Major Repairs

Comprehensive major repair works have just been completed to 25 Holmhead Place off Newlands Road. This will enable the Association to assist three decanted tenants back into their improved homes and let out the other seven to people on the waiting list, just in time for Christmas.

The property had been in deteriorating condition, with one ground floor flat unoccupied for around twenty years. The Association worked hard to pull together a common repairs scheme for the privately owned flats as well as the six flats it owned.

It also worked closely with the Glasgow City Council to trace the owner of the empty flat. With no success in finding the owner, the Council initiated a Compulsory Purchase Order [CPO] to acquire the flat. This was approved by the Scottish Government, and the flat was then transferred to the Association.

With the common repairs costs imminent, the remaining owners elected to sell their properties to the Association in preference to shouldering the cost of the common repairs.

Work started in March 2022. The common repair works included roof and chimney repairs,

stonework and pointing, rot and structural works, new close windows, and replastering inside the close.

With full ownership, the Association was able to carry out more comprehensive works to the inside of the flats as well as the outside and the common areas. Works have included rewiring and new plumbing, new central heating systems, new kitchens and bathrooms, and upgrades to the windows. In addition, external walls have been insulated and draught proofed to make the flats cosier and cheaper to heat.

The empty flat which was subject to the CPO was very small. It was amalgamated with the adjacent flat to create a three bedroom flat of which there are very few in the area.

The close has been finished off inside with fresh decoration from top to bottom. New railings have been installed to the front gardens, brightening up the street.

The Association worked closely with Glasgow City Council who funded the acquisitions with money from the Scottish Government and provided match funding to the Association to carry out the repairs and improvements.



*Ground floor flat before ownership was transferred to the Association*



*Front elevation following stonework repairs and pointing*



*Stone cope repairs and new railings*

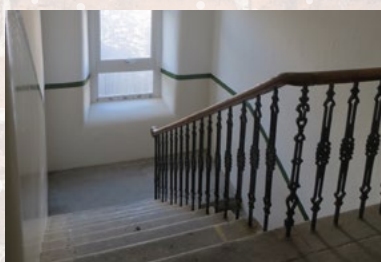




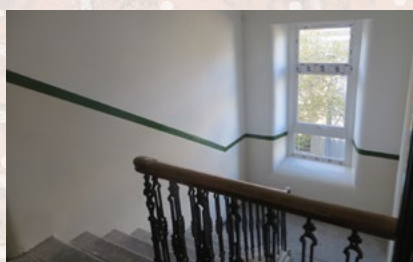
Close entrance



The kitchen inside one of the flats



Stairhead



The living room in one of the flats

# Get the cover you need this Winter!

Did you know that the Thistle Tenant Risk Homes Contents Insurance Scheme offers cover for fire, theft, water damage, floods and much more.

In fact, over the festive period or other religious festival, the Crystal Scheme automatically increases the contents sum insured by **£1,500** or **15%** of the sum insured (whichever is greater), for loss or damage to gifts bought, for one month before and one month after each special occasion.

The holidays could see more accidents, such as risks of spillages, breakages and general mishaps.

Optional extensions are available, subject to an additional premium, such as extended accidental damage.

A £50 excess may apply, full details are available on request.

Terms & conditions apply to all sections. A full policy wording or Insurance Product Information Document is available on request.

To find out more about the Thistle home contents insurance scheme contact:

- » Crystal on **0345 450 7286**
- » Request an application pack from your local housing office
- » Visit **[www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk)**, where you can also request someone to call you back!



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# Cost of Living Support

Please note, you do not have to be on benefits to qualify for assistance from any of our cost-of-living support projects.

## Fuel Support

CDHA has access to new funding from the Scottish Government Social Housing Fuel Support fund for fuel vouchers to assist tenants with pre-payment meters (smart or standard) struggling to heat their homes. The new funding will hopefully be in place before the end of December. If you are struggling now, please get in touch, as we still have a small amount of funding from the previous fuel voucher project funded by the Energy Savings Trust Redress Scheme.



If you are in debt to your energy supplier (pre-payment or dry meter) or rationing your heating due to the inability to meet the costs, the Advice Team can apply to the Scottish Government Home Heating Grants for assistance on your behalf. Get in touch for more information.

## Food Support

We have had funding confirmed from the Big Lottery Community Anchor Fund for food vouchers (Asda Gift Cards) to provide an alternative to food banks for people struggling with the rising costs of food. We hope to have this in place by mid-December, applicants will receive a full benefit check and advice on how best to manage any outstanding debt. We will announce on CDHA's Facebook page when the project is available.



Local food support is also available at the East Renfrewshire Larder, 11 Muirend Road, Cathcart G44 3QR they are open Wednesday 5-7 pm, and Friday 4-5.30 pm.

## Scottish Child payment



You may be able to get Scottish Child Payment if all of the following apply:

- you live in Scotland
- you or your partner are getting certain benefits or payments
- you or your partner are the main person looking after a child who's under 16 years old

## Benefits or payments you or your partner must get

You can apply whether you're in work or not, if you or your partner are getting one or more of the following benefits:

- Universal Credit
- Child Tax Credit
- Working Tax Credit
- income-based Jobseeker's Allowance (JSA)

Social Security Scotland also accept claims if you alone are named on one of these benefits:

- Pension Credit
- Income Support
- income-related Employment and Support Allowance (ESA)

If your partner is named on any of the above 3 benefits and you are not, your partner should apply.

Apply online at <https://www.mygov.scot/scottish-child-payment/how-to-apply> or call 0800 182 2222

**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](mailto:info@cathcartha.co.uk)