

CATHCART STANDARD



The Newsletter of Cathcart & District Housing Association

SPRING 2023 • ISSUE 48

Scottish Empty Homes Award

The Scottish Empty Homes Awards celebrate the outstanding work and achievements of individuals and organisations in the revitalisation of empty homes across Scotland. Cathcart & District Housing Association was selected as a finalist for the below award by the Scottish Empty Homes Partnership for our recent project at 25 Holmhead Place:

Best use of empty homes work to create social/affordable housing: *For strong contribution to increasing supply of social/affordable housing.*

We would like to congratulate Whithorn South of Scotland Community Housing for winning the award and we are delighted that we were selected as a finalist.

Planning Application for 12 new build homes

Cathcart & District Housing Association has submitted a planning application to Glasgow City Council with an exciting proposal to build a single block of 12 flats in Craig Road, off Clarkston Road, Glasgow. The designs will provide eight two-bedroom and four one-bedroom homes for social rent.

The layouts have been prepared by Assist Design Architects to meet the Glasgow Standard in order to secure grant support from Glasgow City Council. The four-storey development will replace a row of run down garages and complement both the traditional tenements and recent new build flats nearby.

The designs seek to minimise energy costs through a 'fabric first' approach to reducing the heat requirement with substantial levels of insulation. Heat and hot water demand will be met through ground source heat pumps.

Mechanically ventilated heat recovery will ensure good indoor air quality at low cost. Photovoltaic solar panels will provide electricity to power the heat pumps and ventilation. The proposals will exceed Glasgow City Council's 'Gold Hybrid' standard for sustainability.

A specific feature of the development is the sunspace balconies, which can be closed in winter to provide a buffer space between the cold outside air and the living rooms. In spring and autumn, the spaces can be used on warmer days, and the windows open in the summer where the spaces will act as a conventional balcony. The sunspaces will provide the residents with instant access to a private outside amenity area all year round.

In addition, drying spaces are provided off the sunspaces to conveniently allow clothes to be dried naturally without costly tumble dryers or taking the washing to an outside drying green.

Chairperson Alastair Penney said 'We are delighted to be taking forward this new development. There is a shortage of housing for social rent in the Cathcart area, and this project will help us to meet some of the pent up demand.'

'I am particularly pleased that these new homes will provide high quality warm healthy homes which will be low cost to run.'

Subject to planning and funding approvals, the Association hopes the project will commence onsite in November.



STAFFING NEWS

Maternity Leave

Our Housing Officer Lynsay Gallagher went on maternity leave at the end of February 2023, and we are delighted to announce that she welcomed a beautiful baby boy. Congratulations Lynsay!

Farewell

We would like to say farewell to our Maintenance Officer William McQuillan who leaves for retirement. William joined the Association on a 6-month temporary appointment to assist our Maintenance department and has been of invaluable help.

On behalf of the committee, staff, contractors, tenants, and owners we wish William a long, happy, and healthy retirement.



New Staff Appointments

We would like to welcome our new staff members Suzi, Amie, Anne, Jonathan and Audrey who have recently joined the Association.



Suzi Sweenie
Maintenance Assistant
Joined September 2022



Amie Bewley
Modern Apprentice
Joined November 2022



Anne Esler
Compliance & Planning Assistant
Joined February 2023



Jonathan Lee
Maintenance Officer
Joined April 2023



Audrey Stuart
Customer Services Assistant
Joined April 2023

Housing Officer Patches

Listed below are the name of the Housing Officers, their email address, and the streets they will be responsible for. You can contact them about your rent and any tenancy matters you wish to raise with them

Patch A:

Allan McDonald
Email:
Allan@cathcartha.co.uk
Phone: 0141 251 0384

Assisted by **Hayley Smith**
Email:
Hayley@cathcartha.co.uk
Phone: 0141 251 0476

Cathcart Road
Cartside Quadrant
Cartside Street
Cartvale Road
Cumming Drive
Dundrennan Road
Holmhead Crescent
Holmhead Place
Holmhead Road
Holmlea Court
Holmlea Road
Mount Annan Drive
Rannoch Street

Patch B:

Nicole McMaster
Email:
Nicole@cathcartha.co.uk
Phone: 0141 251 0383

Assisted by **Grant Dyer**
Email:
Grant@cathcartha.co.uk
Phone: 0141 251 0473

Brisbane Street
Brunton Street
Brunton Terrace
Craig Road
Clarkston Road
Dairsie Court
Dairsie Street
Garry Street

Gavinton Street
Grange Road
Greenholme Street
Gryffe Street
Kilmailing Road
Kirkwell Road
Manse Brae
Morley Street
Newlands Road
Old Castle Road
Orchy Street
Rhannan Road
Ruel Street
Snuff Mill Road
Spean Street
Stanmore Road
Tankerland Road
Tulloch Street

Staff Details

Housing Management

● **Allan MacDonald, Housing Officer**
E: Allan@cathcartha.co.uk
T: 0141 251 0384

● **Nicole McMaster, Housing Officer**
E: Nicole@cathcartha.co.uk
T: 0141 251 0383

● **Hayley Smith, Assistant Housing Officer**
E: Hayley@cathcartha.co.uk
T: 0141 251 0476

● **Grant Dyer, Trainee Housing Officer**
E: Grant@cathcartha.co.uk
T: 0141 251 0473

Maintenance

● **Jonathan Lee, Maintenance Officer**
E: Jonathan@cathcartha.co.uk
T: 0141 251 0385

● **Suzi Sweeney, Maintenance Assistant**
E: Suzi@cathcartha.co.uk
T: 0141 251 0387

● **Anne Esler, Compliance & Planning Assistant**
E: Anne@cathcartha.co.uk
T: 0141 251 0389

Corporate & Customer Services

● **Emma Connelly, Corporate Services Officer**
E: Emma@cathcartha.co.uk
T: 0141 251 0474

● **Audrey Stuart, Customer Services Assistant**
E: Audrey@cathcartha.co.uk
T: 0141 251 0388

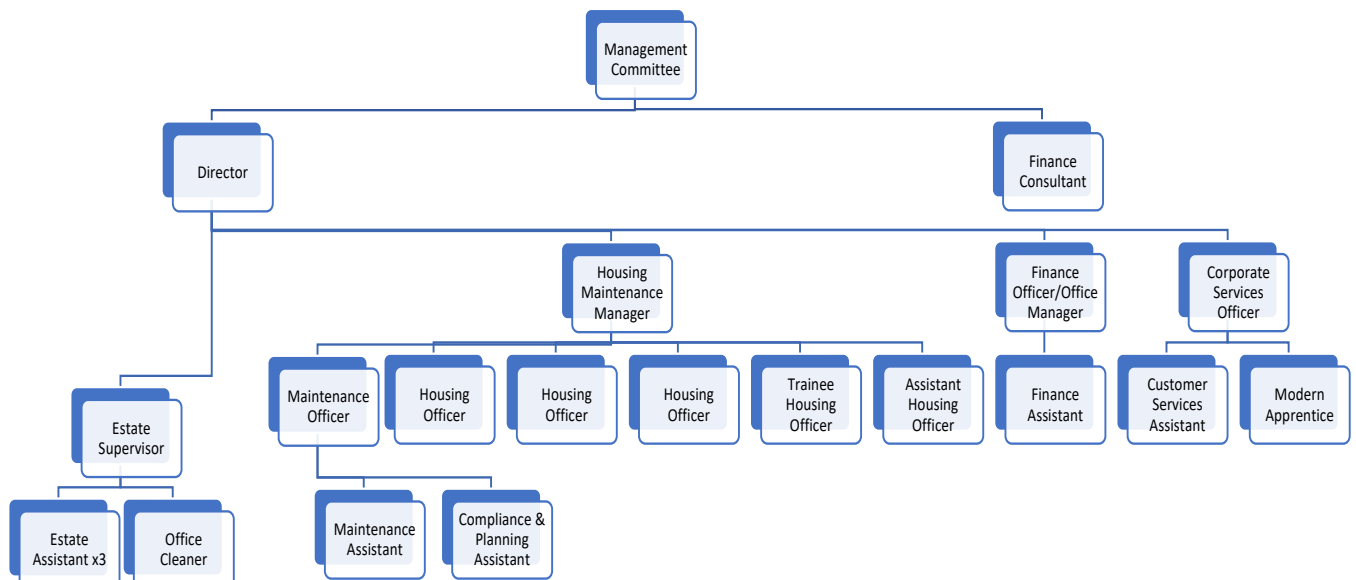
● **Amie Bewley, Modern Apprentice**
E: Amie@cathcartha.co.uk
T: 0141 251 0475

Finance

● **Andrew Milne, Finance Assistant**
E: Andrew@cathcartha.co.uk
T: 0141 251 0472

Organisational Structure

Below is our current organisational structure (from 3rd April 2023):





12:00

Out of Office Hour Repairs – 91 & 99 Spean Street

If you are a tenant at 91 or 99 Spean Street and require an emergency repair to the electric central heating out with our office hours, please contact Brian at Central Energy Plumbing on 07976 962 560 or Ian (if Brian is unavailable) on 07884 053 839.

It is important that you recognise these numbers are for genuine emergencies only such as boiler breakdown. Routine repairs can be reported during office hours on **0141 633 2779 (option 1)**.

Electrical Installation Condition Report (EICR)

Cathcart and District Housing Association have awarded a contract to DRM to carry out electrical inspections in your home. There are approximately one hundred properties that require an electrical safety inspection, and we require your assistance to ensure your home is safe. These are properties that we tried to gain access but unfortunately, access was not granted. Under new guidance, if access is not provided, reluctantly we will require to Force Access which will be a cost recharged to the tenant. Granting access to your tenancy is detailed within your tenancy agreement.

The contractor and CDHA will contact you directly with a proposed date for this work to be carried out. If the date is unsuitable, please contact the contractor or CDHA to rearrange a time as soon as it is possible. If you have any questions regarding electrical inspections, please contact the Office and ask to speak to Anne Esler or Grahame Cairns.

Landscape Maintenance Contract 2023

The Association tendered the Landscape Maintenance Contract through the Public Contracts Scotland portal. Six tenders were received, and three were ruled out owing to errors in their pricing submission. After processing the remaining tenders through the Public Contracts Scotland matrix Nurture Landscape was awarded the contract.

The contract will be managed by the Housing Management department and in particular Allan MacDonald. An initial meeting has taken place to ensure the contract runs smoothly and we agreed on how the contract will be managed.

A schedule of visits will be available on our website at www.cathcartha.co.uk but please note that the dates are indicative as it is likely there will be occasions when this will be amended to reflect the Scottish Weather. Housing Management staff will carry out Estate Management visits commencing in April, and this will include monitoring the contract.

If the gardeners have missed a cut, please report this to us right away by emailing info@cathcartha.co.uk or by calling **0141 633 2779 (option 3)**. If this is reported months later, we are unable to raise this with the contractor or issue a refund to factored owners for any missed cuts.

Cathcart and District Community Council

The Cathcart and District Community Council recently ran a priorities survey and based on the feedback, they agreed on their priorities for the area.

1. *Reopen Linn Park at Snuff Mill*
2. *More trains on the Cathcart Circle*
3. *Keep the Couper Library open*
4. *Cleaner and better streets*
5. *Community events*
6. *Engage with our community*
7. *Improved street lighting*
8. *Enforce the schools car-free zone*
9. *Better opening hours – Castlemilk Pool*
10. *Tackle light jumping: Clarkston Road/Delvin Road*
11. *Improve play areas in Linn Park*
12. *Hanging baskets and planters*
13. *Better cycling infrastructure/ parking*
14. *Restore lamps on Cathcart Bridge*
15. *Improve play areas in Merrylee Park*
16. *Christmas tree outside the Couper Library*
17. *Tree lights in Holmlea Park*
18. *A “Welcome to Cathcart” sign*

The Couper Institute Library

The Couper Institute library re-opened on Monday 16 January 2023. Their full opening hours are below:

- Monday 1 pm to 8.00 pm
- Tuesday 10 am to 5.00 pm
- Wednesday 1 pm to 8.00 pm
- Thursday 10 am to 5 pm
- Friday 10 am to 5 pm
- Saturday 10 am to 5 pm
- Sunday Closed



Condensation and Mould

What is condensation?

There is always some moisture in the air even if you cannot see it. If the air gets colder it cannot hold all the moisture and tiny drops of water appear. This is condensation.

Moisture production is caused by everyday living, from cooking to having a shower. Normally moisture will remain in the atmosphere, but as the room air temperature drops, the ability for air to hold moisture reduces, and the air becomes saturated. This leads to water droplets forming as condensation on cold surfaces such as walls, windows, metal and most commonly on the bathroom mirror.

Condensation occurs mainly during cold weather, whether it is raining or dry. It appears on cold surfaces and in places where there is little movement of air such as behind large furniture and in bay windows. It can be spotted in the corners

of windows, around window frames, in or behind wardrobes and cupboards and often forms on cold north-facing walls.

Modern features such as double glazing and loft insulation are important to keep homes warm, but they can contribute to poor air circulation. In the past, there would be a natural escape for hot, damp and poor quality air around window frames, doors, uncarpeted floorboards, and up chimneys. However, buildings are now designed to cut down heat loss and therefore inhibit natural ventilation particularly if there are no trickle vents on windows.

With the high costs of heating, we don't want to keep windows open all day, so we need to minimise the problem as much as possible. If not, stale humid air is trapped and this will inevitably lead to musty smells, dampness, and ultimately mould growth.

What is mould?

Condensation can lead to staining and mould growth, damaging wallpaper, wall surfaces, window frames, furniture and clothing. The development of mould growth is a tell-tale sign that is frequently associated with excess moisture production and condensation.

The three basic ingredients to start mould growth are organic material, a fungal spore and water. The vast majority of products used to build and furnish homes are made from organic materials. Fungal spores are microscopic and are present in any indoor or outdoor environment; they can easily enter any dwelling undetected. The main source of water for mould is from the air around it, so if the relative humidity is high the mould will thrive.

Is it condensation or another type of damp?

Condensation is not the only cause of damp, however, it is the most common.

Dampness can originate from numerous sources and can be caused by factors such as:

- Leaking pipes, waste and drainage pipes or overflows.
- Rain seeping through the roof where tiles or slates are missing, spilling from a blocked gutter, penetrating around window frames or leaking through cracked pipes.
- Rising damp due to a defective damp proof course, a bridged damp proof course or because there is no damp proof course.
- Penetrating damp around windows or through porous walls due to driving rain, or from high ground levels against retaining walls.

How to avoid condensation

There are several ways to reduce the amount of moisture in your home - through lifestyle changes, increased ventilation and keeping the heat in your property. To prevent condensation, you must get a balance of heating, insulation and ventilation.

Producing less moisture in your home

Cooking

- When cooking try to reduce the amount of moisture by cooking with lids on pans and do not leave kettles on the boil, or pans of water on the hob when not in use. Try and use the minimum amount of water in a pan when boiling vegetables, rice or pasta and open a window.

Bathing

- When filling the bath, run the cold water first then add the hot - it will reduce the amount of steam produced, which will prevent it from condensing on surfaces.

Washing Clothes

- Put washing outdoors to dry if you can. If this isn't possible, place it in the bathroom or kitchen with the door closed and the window open or the extractor fan on. If you have a tumble dryer make sure the vent leads outside (unless it is a self condensing type).
- When wiping down surfaces to remove condensation, wring out into the sink but do not leave the

wet cloths to dry on radiators, as the moisture will be released again. Try not to dry clothes on radiators as the moisture will stay in the room, and condense on other surfaces.

Ventilate to remove the moisture

You can ventilate your home without making draughts. Ventilation is needed to get rid of moisture that is produced throughout the day, including from people's breath and daily lifestyle activities such as bathing and showering.

Kitchens and bathrooms

- You need much more ventilation in kitchens and bathrooms, especially when washing, cooking, bathing or drying clothes.
- This means opening windows wider, or where possible install a humidistat-controlled ventilation fan.
- Close kitchen and bathroom doors when these rooms are in use even if the kitchen or bathroom has an extractor fan. This will remove the moisture using the ventilation fans, rather than letting it move to other

rooms, especially bedrooms which are often colder and more likely to be affected by condensation.

Living rooms and bedrooms

- In living rooms or bedrooms keep windows ajar where possible and keep trickle vents on windows open. If you have air bricks or vents keep these clean and make sure they are not covered over or blocked by large furniture.
- Ventilate cupboards and wardrobes by leaving doors ajar. To reduce the risk of mildew on clothes and other stored items, allow air to circulate round them by removing false wardrobe backs or drilling breather holes in them at the top and bottom. Avoid putting too many things in them as that will stop air from circulating.
- Leave space between the back of wardrobes and the wall. Where possible place floor mounted wardrobes and furniture against internal walls, rather than cold outside walls. It is essential to allow space for the air to circulate in and around your furniture, as condensation will form in cold spaces.

Hygrometers

CDHA has purchased a small number of hygrometers for our tenants. Hygrometers are small instruments that measure the humidity of air: that is, how much water vapor it contains. These can be handy tools to show tenants when there is dampness or condensation within their property.

The top tips to fight dampness and condensation that we can advise are:

- Each morning, pull back the bed covers to allow moisture to escape rather than trapping it by making your bed straight away. At the same time, open windows to allow an escape route for the moisture.
- Open your curtains and blinds during the day to

warm rooms up naturally and prevent moisture from being trapped around the windows.

- Ensure your bathroom/kitchen extractor fans are on when bathing/cooking. Give your bathroom extractor fan a clean by dampening a cloth and clearing fluff from the filter that could cause it to be less efficient. For your kitchen extractor, remove the outer cover and wash in a warm solution of washing-up liquid, or place it in your dishwasher, and dry before replacing it.
- When boiling or steaming on your hob, ensure lids are fitted onto pans.
- If you've no choice but to dry clothes indoors, place them on a clothes horse (not a radiator) near an open window or in a room with an extractor fan.



The Money House helps young people in, or about to move into, independent housing manage their money and maintain their tenancy. Participants gain practical, financial and digital skills to help them pay their rent on time, keep up with bills and budget their living costs.



MOVING INTO YOUR OWN FLAT?

Attend The Money House course and learn how to pay your rent and bills!



Format: 5-day (onsite), 4-day (onsite & online) & 3-day courses(onsite)available



Location: Hope Street in Glasgow, or Zoom

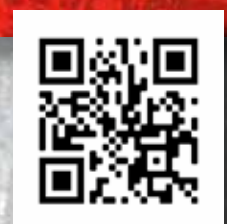
What do we cover?

- Tenancy agreements
- Avoiding eviction
- Online safety & scams
- Budgeting & spending habits
- Benefits
- Banking
- Planning for the future
- Energy efficiency

What's in it for you?

- **SCQF Level 4 qualification in Personal Money Management, credit rated by SQA**
- **Reduced chance of eviction, improved ability to keep up with rent payments and higher confidence with money**
- **Travel and lunch covered (onsite)/supermarket voucher for online courses**

Scan the QR code to find out more



Email TMHScotland@mybnk.org to book

Avoid Impersonation SCAMS

Scammers are targeting people with fraudulent messages offering tax rebates or government grants/funding related to the cost of living crisis.

They are also cold calling and sending scam emails and text messages where they pose as official organisations (such as HMRC) and companies (such as energy, telecoms, or delivery companies) that attempt to obtain consumers' personal and financial details.

Please follow the below advice from Trading Standards Scotland to avoid being scammed.

- Never give any details to a cold caller, even if they appear to have some of your details already
- Don't click on links in unexpected emails or text messages. If in doubt, call the company using a number found on their official website or in a directory
- Never follow instructions given in an automated message
- Be suspicious of any unexpected phone call or text message which appears to be from your bank, a government agency, or a service provider and asks you to act urgently to avoid losing money

- If you receive an unexpected message purportedly from your local council, hang up, clear the line and call the council using a publicly listed number to verify that the call was genuine
- Remember that your bank or the police will never call you to ask you to verify your personal details or PIN by phone or offer to pick up your card by courier
- Never follow instructions from an unsolicited caller or in an unexpected email or text message to download software or an app which would allow somebody to access your computer remotely
- Before taking part in an offer or competition which is supposedly being run by a big brand, look at their official website or social media channels to see if it is genuine
- If you receive an unexpected message asking you to transfer money or purchase gift cards, verify that it really is your friend or family member by calling them directly or asking them to share a voice note. Only consider the request once you are certain that it is from someone you know and trust.



Stay Scam Aware and please share information about scams with vulnerable relatives or friends. Report all scams to Advice Direct Scotland on **0808 164 6000** or via their ScamWatch tool on their website at scamwatch.consumeradvice.scot. You can also forward suspicious emails to the National Cyber Security Centre at www.ncsc.gov.uk/collection/phishing-scams Report suspicious behaviour in your community to **Police Scotland** on **101** or **999** in an emergency.

Welfare Rights News

Cost of Living Support for Food & Fuel

Our Welfare Rights & Money Advice team have been working hard to access funds to help tenants during the Cost of Living Crisis. Below are details of our current projects.

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

Pre-Payment Meter Vouchers

CDHA has access to funding from the Scottish Government's Social Housing Fuel Support fund for fuel vouchers, to assist tenants with pre-payment meters (smart or standard), struggling to heat their homes. The current vouchers have a value of £45.

Dry Meters

If you have a dry meter and have fallen into debt with your energy supplier, please contact our Money Advice Service for updates on what help is currently available.

Energy Efficiency Advice

The funding from the Social Housing Fuel support fund has also allowed us exclusive access to an adviser from Glasgow's Home Energy Advice Team (Heat). This project is available from February-May 2023. The adviser can visit your home and give advice on energy saving measures, assist with any issues with the operation of your heating system, or disputes with your Energy supplier.

Care Package

The Association submitted an application to EVH for the cost of living support grant and we were awarded £2,500 to fund any local initiatives to help alleviate the effects of the cost of living. We put together 30 care packages to help our tenants combat the cold. Each care package consists of the following items:

- Thermal blankets
- Hot water bottles
- Thermal vests and t-shirts
- Hoodie blankets (for adults and children)
- Hats
- Gloves
- Socks

Our Housing Management Team identified tenants who had contacted us looking for assistance with the cost-of-living crisis and heating their homes. The feedback we have received from tenants who received a care package has been positive and they are making use of all the items. We still have care packages left to allocate, please contact us on **0141 633 2779 (option 3)** if you have been affected by the cost-of-living crisis and would benefit from receiving a care package.

Food Support

We currently have funding from the Social Housing Winter Hardship fund to provide an alternative to food banks for people struggling with the rising costs of food. Applicants will receive a full benefit check, and advice on how best to manage any outstanding debt.

For further information on any of the above Cost of Living Support, or to apply, contact the Welfare Rights & Money Advice Team on **0141 633 2779** or email advice@southside-ha.co.uk



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.

The benefits of being a Share Member include:

- You will be able to attend the Annual General Meeting (AGM) and any other general meetings
- Elect Management Committee members at the AGM
- Stand for election to the Management Committee
- Appoint the Association's external independent auditors at the AGM
- Request co-option to the Management Committee or any Sub-Committee of the Association out with the AGM if there are places available
- Review the Annual Accounts at the AGM.

Cathcart & District Housing Association positively welcomes applications from anyone interested in joining our membership regardless of sex, race, disability, sexual orientation, age (providing the minimum age of 16 has been reached), religion or

belief. We are committed to ensuring equality of opportunity and encouraging diversity and are keen to ensure our membership reflects the communities we serve. 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.

Once your Share Membership is approved, you have the opportunity to be elected to our Management Committee. The Management Committee is tasked with making the key decisions about the Association's direction and provide challenge and oversight of the staff team to ensure that all decisions and services are provided and delivered in the best interests of our tenants and customers.

How to Apply

If you would like to become a member, please contact the Association on 0141 633 2779 or send an email to info@cathcartha.co.uk. Alternatively, please complete the application form at the end of this newsletter. Your application will be considered at the first available meeting of the Committee and once approved you will receive confirmation and a Share Certificate.



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: