

CATHCART STANDARD



CDHA

Cathcart & District Housing Association



The Newsletter of Cathcart & District Housing Association

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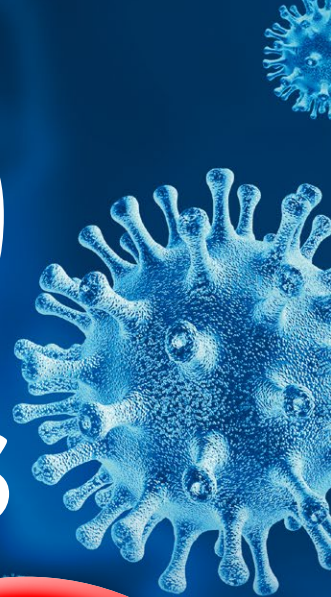
CLAP FOR OUR NHS HEROES AND KEY WORKERS!

Cathcart & District Housing Association would like to offer a huge thank you to every one of our tenants, owners, customers and local residents who are working during this time. We appreciate every single one of you!

Join the nation by clapping every Thursday night at 8pm to publicly show our appreciation of the efforts of our NHS heroes and key workers.



Covid-19 Service Updates



Offices Closed to General Public

Our offices have been closed to the general public since the 16th March 2020 in order to comply with guidance issued by the UK Government.

Our staff are working remotely during the hours of 9am to 5pm Monday to Thursday, and 8:30am to 3:30pm Friday. You can contact

us by telephoning us on **0141 633 2779** or by emailing info@cathcartha.co.uk.

We appreciate your patience during this time and want to assure you that our staff and contractors will continue to deliver the best service possible in these unprecedented times.



Repairs Service

Our main contractors are still operational; however, only emergency repairs will be carried out until further notice. Our staff will be following screening procedures when organising these repairs. We politely ask that you minimise contact with our contractors if they need to visit your property.

Examples of emergency repairs include:

- Boiler breakdown
- Loss of power
- Burst pipes
- No toilet facilities

To report an emergency repair, please call us on **0141 633 2779** (option 1) or by emailing info@cathcartha.co.uk.



Out of Hours Repairs

To report an emergency repair out with office hours please contact the appropriate contractor from the list below:

Gas/Boiler	City Building	0800 595 595
Roofing/Glazier	City Building	0800 595 595
Plumbing and Drainage	Power-lite	0141 954 5151 or 07836 700 754
Electrician	Power-lite	0141 954 5151 or 07836 700 754
Joiner	Power-lite	0141 954 5151 or 07836 700 754

Gas Servicing

Gas servicing and emergency repairs are still being carried out throughout this lockdown period on a case by case basis. Please be aware that the annual gas servicing of your boiler is still a legal requirement and must be carried out within the Association's timescales.

If you are contacted by one of our staff members or by our contractor City Building Ltd, please update them on your current situation such as, if you are self-isolating, in the high risk category or if you or anyone in your household is currently unwell or displaying any symptoms.

City Building have measures in place to carry out these works safely by means of personal protective equipment and following social distancing measures.



Other Services

Garden Maintenance

CDHA are aware that the grass cutting season is now underway and we have been in contact with our Garden Maintenance Contractor, Nurture. Grass cutting is underway in areas where they do not need to access the garden through the close. Nurture have advised that they are awaiting supplies of PPE and once this is received, they will be able to carry out work through the closes. We would respectfully ask that you afford them the social distancing rules if you see them at work.

The Association has been notified that some tenants have undertaken to purchase a lawnmower and cut the grass to keep the area neat and tidy during this period, and we appreciate this as we are sure the other residents do too. We would suggest that where this has happened other residents could offer to make a contribution to the purchase of the lawn mower. This would be a private arrangement between the residents of each close.



Close Cleaning

Close Cleaning is currently still suspended but we note that many residents have undertaken some of these duties and we are sure that is appreciated by everyone.



Bulk Uplift

CDHA are also aware that bulk is still being placed in the back court and Glasgow City Council are not lifting this at present. We have been in discussion with one of the companies that we use to clear out flats and they will be visiting the area in the next few days to ascertain how much rubbish is lying about. The Association have agreed

to do a one-off tidy up in lieu of the services that you are not receiving just now via our close cleaning and back court maintenance service. Again, we would ask that any contractor working on behalf of the Housing Association is afforded the social distancing rules if you see them working in your area.

Covid-19 Service Updates

Other Services (continued)

Council Services

Glasgow City Council have taken the decision to suspend the following services until further notice:

- Food Waste Collections
- Brown Bin Recycling
- Glass Bin Collection
- Bulk Uplift
- Closure of all household waste recycling centres
- Collection of the general waste bin and blue recycling bin will continue as normal.

For more information on council services, please visit their website at www.glasgow.gov.uk/coronavirus



Updating Your Contact Details

As our staff are currently unable to meet with you face to face, can you please ensure that you are notifying your Housing Officer of any changes to your contact details.

Now more than ever this is extremely important as we must be able to get in touch with you regarding any emergencies, gas servicing that is required or to provide you with any updates on the current situation.

Our housing system allows us to contact you by your preferred method of contact – text, email or letter and this can be selected when you get in touch with us. We would urge anyone who has changed their mobile number to inform us as soon as possible and where you have an active email account to provide us with this, so that any correspondence we may need to send can reach you immediately.

PLEASE PROVIDE US WITH YOUR UP TO DATE EMAIL ADDRESS AS THIS WILL BE USED AS OUR PRIMARY SOURCE OF CONTACT WITH YOU.

Paying your Rent or Factors Bill



Your Rent Account

The Association understands that due to Covid-19 some tenants may have difficulty paying their rent. If you are having difficulty paying your rent, it is important that during this time to keep in contact with us.

Your Housing Officer can be contacted by telephoning 0141 633 2779 or by email at:

Allan MacDonald allan@cathcartha.co.uk

Lynsay Gallagher lynsay@cathcartha.co.uk

Nicole McMaster nicole@cathcartha.co.uk

If you are unsure of who your Housing Officer is, please give us a call and a member of staff will be able to pass your contact details on to your Housing Officer.



How to Pay Your Rent or Factors Bill

As our offices are currently closed, we are unable to take rent or factoring payments over the phone, on our card machines and in cash.

You can still pay your rent or factors bill in the following ways:

- For rent only - using your Allpay card at any Pay Point
- For rent only - using the Allpay app - download from the App store or Google Play (you will need your reference number from your rent card)
- Standing Order
- Bank Transfer



Your Factoring Account

If you are having any difficulty paying your common charges bill for our factoring services, please contact our Finance Officer, Lorraine Glasgow in the first instance to discuss your account.

Lorraine can be contacted by telephoning 0141 633 2779 or by emailing lorraine@cathcartha.co.uk.

Text Messaging Service

On the 7th and 21st of each month, the Association's housing system will automatically send you a text message regarding your rent account to keep you on track.

Please be aware that even though you are on full Housing Benefit or full Universal Credit, this is paid in arrears and the Association charges rent in advance, therefore, you may still receive this text as your account may run in arrears until the end of each financial year.

If you are aware that you are receiving full benefits, please do not worry about this message as your Housing Officer would be in touch with you directly if there is any suspension or reduction to your payment. However, if your rent account is in arrears please contact us to make the appropriate payment or to set up a payment plan if required. Your home and having a roof over your head is the Association's priority and we are here to help ensure that you keep it.

Our Services

Although we are currently working under lockdown restrictions our Housing Officers and Welfare Rights Officers are still available to speak to and can assist you in setting up payment plans and any help required applying for Housing Benefit and Universal Credit, to prevent any further action having to be taken in the future.

If you have other debts at this time, we also offer a money advice service that can prioritise the debt for you and assist in calling other companies and agencies on your behalf to get your finances into a manageable position.

Other Help Available

Glasgow City Council are offering a helpline to anyone who is feeling vulnerable at the moment, or requires information on topics such as local food banks/food trains and Welfare Rights Officers – this is if the Association cannot offer you an appointment as quickly as you need it. The helpline telephone number for this service is 0141 276 1185.

Coronavirus

We understand that due to Covid-19 this may have had an impact on the income of some of our tenants and customers.

If you feel you will have difficulties paying your rent, then please contact us so we can assist you.

Our Welfare Rights and Money Advice Service is still in operation. Our Advisers are working remotely, therefore if you would like any further information regarding the undernoted, or support to apply for

welfare benefits, or assistance dealing with creditors then please contact us on 0141 422 1112 option 4 or at advice@southside-ha.co.uk.

We have put together the latest financial advice from the government and included links to the various websites for further information, and how to claim.

Our full Coronavirus Financial Guide can be found on our Facebook page and website.

Statutory Sick Pay

Those who follow advice to stay at home due to the Coronavirus and who cannot work as a result will be eligible for statutory sick pay (SSP), even if they are not themselves sick. Anyone not eligible to receive sick pay, including those earning less than an average of £118 per week, or self-employed people (see section on self-employed), are able to claim Universal Credit and/or contributory Employment and Support Allowance.

The DWP has also confirmed arrangements to support people who are either infected by the virus or have been advised to self-isolate including the following:

- Statutory sick pay will be paid from day one, rather than the fourth day of illness (put in force from 13th March 2020)
- If employees need to provide evidence to their employer that they need to stay at home due to the coronavirus, they will be able to get it from NHS 111 Online instead of having to get a fit note from their GP. This could also take the form of an isolation note, see link: <https://111.nhs.uk/isolation-note/>
- All assessments for sickness or disability benefits are being suspended from 17th March 2020 for three months. Existing claimants will continue to receive payment until their assessments is rearranged
- People who need to claim ESA or UC because of coronavirus will not be required to produce a fit note
 - How to claim Universal Credit: <https://www.gov.uk/universal-credit/how-to-claim>
- How to claim New Style Employment and Support Allowance: <https://www.gov.uk/employmentsupport-allowance/how-to-claim?step-by-step-nav=a661e652-204c-4abf-a2ce-9f183aca85b9>
- When claimants inform the DWP that they are self-isolating or have been diagnosed with coronavirus, they will not be sanctioned and will have their claimant commitment reviewed and revised to remove mandatory work requirements for the period of sickness
- Those affected by coronavirus will be able to apply for UC and can receive up to a month's benefit advance without having to physically attend a Jobcentre
- The seven waiting days for ESA for new claimants will not apply for those affected by coronavirus, so will be payable from day one
- Any claims made for ESA or UC by people infected by coronavirus or by those required to self-isolate will be treated as having Limited Capability for Work without the requirement for medical evidence or undergoing a Work Capability Assessment.

Financial Guide

Job Retention Scheme for 'furloughed' workers

The Government has set up a fund, the Coronavirus Job Retention Scheme, for employers to pay employees 80% of their salary (up to a maximum of £2,500 a month).

HMRC are working to set up a portal for employers to claim, they anticipate this will be available at the end of April 2020, there is no indication as yet, how long it will take from when your employer claims until they receive payment. Therefore, if your employer is unable to pay you until the receipt of government funds, you may be able to claim Universal Credit meantime.

You are classed as a 'furloughed' worker, if you are unable to do any work but you are kept on your employer's payroll, rather than being laid off. Your employer should notify you in writing.

I am on a zero-hours contract and have been sent home

The pledge to meet 80% of wages applies to everyone who is on PAYE – that is, taxed before they are paid. It is not clear what figure the 80% will be based on.

The chancellor, Rishi Sunak, has said that it will probably involve some kind of smoothing of earnings – that is to say it could be based on an average of recent weeks' pay so you are not out of pocket if your last week's wages were much lower than the previous week's.

The information published so far about the Job Retention Scheme suggests it will only apply to those employees who are not working due to the Coronavirus, to help safeguard their job. Therefore, it appears that there is no system in place – apart from the benefit system – for those workers on reduced hours. This may change in the future.

I have been made redundant

The pay pledge is designed to stop people losing their jobs. By covering their pay, the government hopes that firms will keep positions open so that eventually as many people as possible can return to work.

If your employer made you redundant before the Chancellor's announcement and you were made redundant after the 28th February 2020, it is perhaps worth asking them if they would take you back on as a furloughed worker under the Job Retention scheme.

If your employer chooses to make you redundant, there are rules that they need to meet – they cannot ignore your usual rights.

The company may have its own policy, which is more generous than the statutory minimum. If it does not have its own policy and you have worked for your

current employer for at least two years you should be entitled to:

- half a week's pay for each full year you were under 22
- one week's pay for each full year you were 22 or older, but under 41
- one and half week's pay for each full year you were 41 or older
- Length of service is capped at 20 years.

If you were made redundant on or after 6 April 2019, your weekly pay is capped at £525 and the maximum statutory redundancy pay you can get is £15,750.

More information available at: <https://www.gov.uk/redundancy-your-rights/redundancy-pay>

GOOD NEIGHBOUR COMPETITION

Cathcart & District Housing Association are running a "Good Neighbour Competition". During this period of lockdown, we have been made aware of many acts of kindness and we would like to reward those who are going out of their way to help their neighbours and community.

If you would like to nominate any one of your neighbours who have gone above and beyond then please let us know! Those nominated will be entered into a prize draw and we will be picking our 3 favourite "good neighbours" to win a prize which will be a voucher of £30 for Sainsburys for the good neighbour, and a £10 voucher for the nominator.

Some examples could include:

- cutting the grass
- cleaning the close
- checking up on elderly and vulnerable neighbours
- doing a food shop for elderly and vulnerable neighbours

Please note, entry for this competition closes on Wednesday 20th May 2020. If you are able to post your completed form through our letter box at the office they will all be collected, or alternatively you can email your nomination providing the details below to emma@cathcartha.co.uk.

Please provide details of your neighbours good act/act of kindness:

Your Contact Details:

Name:

Address:

Contact Telephone Number or Email:

Your Neighbours Contact Details:

Name:

Address:

Telephone Number or Email (if known):

If your neighbour is one of those who has been selected, we will be contacting them on Thursday 21st May 2020 to let them know that they have been nominated and that they have won a prize. If we are unable to contact those nominated, we will contact you to inform them of their win.

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

www.cathcartha.co.uk



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