

CLOSE SECURITY

It has come to our attention that over the last few years the number of attempted break-ins and break-ins in the area increased over the Christmas period. We have already been made aware of one such attempt this month so far.....

Please be aware of close security and your own security and follow these few simple steps when you enter or leave your property.

1. Shut and lock your flat door when you leave and
2. Shut and lock the main door on entering/ leaving the close -

Sounds simple but on many occasions we have found that close doors front and back are left "off the latch" as people nip out for messages, take the dog for a walk or just to empty the bins. This is ample opportunity for someone to enter the close and try different doors.

There are also many parcels and, cards delivered at this time of year and so many different couriers and delivery companies looking for access into the close - if you do let someone into the close because they have a parcel/ delivery for one of your



neighbours who may not be at home either try to get identification from the courier or if that's not possible listen for them in the close and watch out for when they leave.

If you think that there may be something suspicious you should take a note of any car/van registrations if they are driving or what clothing they are wearing if walking.

If you do see or hear anything or anyone suspicious in or around the close please contact the Police on 101 and if you have notes on the suspect give this information to the officer you speak to.

Bedroom Tax!

Help! My Housing Benefit's been cut - is there anything I can do?



If you are working age, live in social housing, and get Housing Benefit, you will be losing some of your Housing Benefit every week if the government thinks you have one or more 'extra' bedrooms.

It can be hard to make up this extra money.

You **must** pay any shortfall between your rent and Housing Benefit entitlement, but you could also:

Check that you should be affected - ask us.

Get advice about how you can **reduce your bills and/or increase your income.**

Talk to us about a **move** to a smaller home.

Try for a **discretionary housing payment** - we can help you complete the form.

Ask us about your options.

TENANTS SATISFACTION SURVEY



Many thanks to those of you who have returned the Survey form. We are currently collating all the information and will provide feedback in the New Year.

In the meantime there are some survey forms which we have not received and I would ask that you arrange to complete them and return them to our office. Remember the form is available on our website in two formats. Either as a word document which you can download complete and e mail to us, or alternatively complete it via the survey monkey (you may have to unblock popups to access the document)

We would also ask that if your contact details change you notify us of any new telephone numbers. We endeavour to keep our records as up to date as possible to allow us to contact everyone as quickly as possible if we need to.



GETTING READY FOR WINTER

The winter months are upon us again and although the excitement of Christmas is in the air we must all remember to keep safe during the festive period. Here are some handy tips to keeping safe and warm this winter;

- Keep an eye on weather forecasts from the Met Office by telephoning 0870 9000 100 / 01392 885 680 or visit their website www.metoffice.gov.uk/public/weather/forecast/glasgow
- Stock up on basics in case you can't get out of your home for a couple of days.
- Nominate a friend or neighbour who can collect essentials such as prescriptions on your behalf.
- Keep a list of emergency contacts, your tenant's handbook and neighbours telephone numbers by your phone, along with a torch and spare batteries should you experience a power cut due to the weather.
- Keep your mobile phone well charged.
- Make sure your pipes are adequately heated to prevent them from freezing.
- Know where your stopcock is located.
- Don't take any risks in snow or icy conditions. If you have to go out, make sure you wear shoes with a good grip.
- Wear warm clothes in layers.
- Seek advice about any benefits, grants and discounts you might be entitled to such as pension credits and winter fuel payments from your local welfare benefits officer or your utility supplier.
- Look after your elderly neighbours.

By taking a few simple steps to ensure you are prepared for the colder weather coming will give you peace of mind and make any emergency that may arise a little easier to deal with. Please remember to refer to your tenant's handbook for all of the associations emergency contact numbers or alternatively these can be found on the website www.cathcartha.co.uk



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