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WIDER ROLE

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# SPRING INTO CADDER

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**I**t is a very exciting time for the Association where we enter our 25th anniversary year and we progress a range of projects to improve our tenants' homes, owner-occupiers' properties and the Cadder community.

A key objective of the Association is to maintain our tenants' homes to a high standard, which continues to be achieved through the programme of kitchen and bathroom installations. We will also be installing new gas central boilers in March 2018 through our appointed contractor, James Frew and together with top-up loft insulation we will be compliant with the Scottish Government's Energy Efficiency in Scottish Social Housing (ESSH) programme by March 2018, which is two years ahead of the deadline of March 2020 for housing associations in Scotland to achieve these new housing standards.

We have received confirmation the energy efficiency project to improve non-traditional owner-occupiers' properties is to commence in March 2018. We were delighted so many owner occupiers

turned out to meet the new contractor, Everwarm and receive advice from Home Energy Scotland and Glasgow's Care & Repair Service on reducing energy costs and affording the cost of the improvement work. We are mindful there are a number of owner-occupiers not eligible for the Scottish Government's HEEPS grant as their properties are of traditional construction. We will be working with Home Energy Scotland and others to assess any assistance and advice we can provide to deliver energy improvements to these owners in an effort to also reduce their energy costs.

There has been good progress with our development projects, firstly the new build development at Tresta Road where the contractor, McTaggart Construction continues to be on programme despite recent challenging weather conditions. Secondly, the refurbishment of the Association's former offices into flats has progressed by Community Workforce Partnership, who are a contractor with social values and a commitment to employability.

We look forward to seeing our programme of improvements and continuing regeneration of Cadder progress through to completion and the difference they will make to residents' living conditions and to Cadder.

The Association is making preparation for community events in our 25th anniversary 'Year of Celebration' in 2018-19. We will advertise these events and we hope you will join us for days of enjoyment and to help us mark a major anniversary and milestone in our history.

**Kenny Mollins**  
(Director)

## Staffing Updates

The Association welcomed some new members of staff to the team.



**JOHN CHAMBERS**  
COMMUNITY CENTRE OPERATIVE



**ANGELA BEATON**  
DIGITAL INCLUSION WORKER



**MARGARET HOWIESON**  
COMMUNITY CENTRE OPERATIVE

We wish them well in their new roles with Cadder Housing Association.

# Association's 25th Anniversary Celebrations

**C**adder Housing Association was founded by a number of local residents mainly living in Vaila Street, where they were concerned at the lack of improvement in their homes by the then landlord, Scottish Homes. These residents formed a steering group to establish a community based housing association, which was seen as a vehicle for local control and a greater say in the improvements of tenants' homes. The steering group formally formed Cadder Housing Association on 5 April 1993 and worked toward acquiring the properties in Vaila Street (Even numbers), Vaila Place and 66 Skirsa Street from Scottish Homes.

The new Cadder Housing Association took ownership

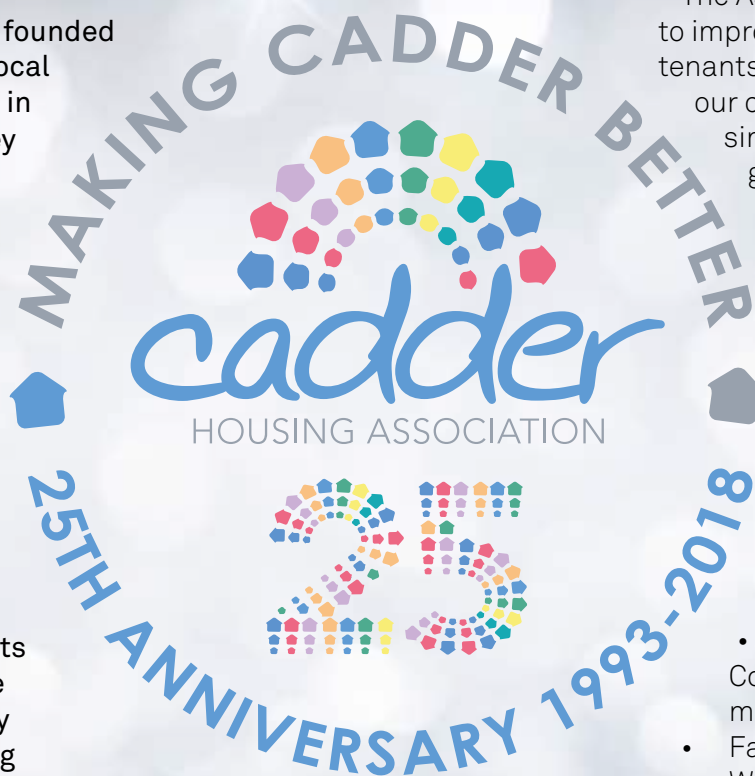
of 107 properties from Scottish Homes in 28 April 1994, thereafter securing the remaining 647 properties in Cadder in a second stock transfer from Scottish Homes in 1998.

The Association's vision today to improve the quality of our tenants' homes and regenerate our community remains similar to the reasons a group of local residents set out to change their landlord in the early 1990s.

The Association would like to mark our 25th anniversary 'year of celebration' with our people, therefore we have established events throughout the year which include:

- Current and former Committee and staff members;
- Family fun day;
- Winter Wonderland event; and
- Official openings of our Development projects

We will advertise these community events and we hope you will join us in our anniversary celebrations.





# Rent, Management Fee & Service Charge Increases - 2018/19

Following our rent, service charges and factoring fee increase consultation with all Cadder tenants and owner occupiers, the Association's Management Committee met on 15 February and approved the below increases for 2018/19.

The Committee took account of the level of funding that the Association requires in order to continue to provide services to our tenants and owners in conjunction with meeting the requirements of our Business Plan. The new amounts are effective from 1 April 2018 and letters have been issued to all tenants and owners. These are as follows;

## Rent

The Association's average weekly rent will increase from £82.58 to £85.80 (3.9%) from 1 April 2018.

## Factoring Charges (Management Fee & Administration Fee)

- Tenement Owners - monthly management fee will increase from £7.92 to £9.19.
- Cottage Owners - monthly administration fee will increase from 56 pence to 62 pence.

## Service Charges

### Close Cleaning

The close cleaning charge will increase from £6.05 to £6.27 per month.

### Estate Management Fee

- Cottage Owners - monthly estate management fee for will increase from £5.80 to £6.19.
- Tenement Owners - monthly estate management fee for will increase from £11.51 to £12.06.



John McShane, Customer Services Manager said, 'We really do appreciate that people don't like to see costs rising. However, the approved increases for 2018/19 are necessary to continue the high level of services that the Association provides to tenants and owners. Our average rent charge compares well to the Scottish sector average and our factoring and service charge amounts were found to be amongst the lowest when we compared these to other landlords.'

John further added, 'The Association's Financial Inclusion Service is available to all Cadder residents. Please get in touch with the Association if you are concerned about being able to pay your rent or factoring charge. The Association can check to make sure you are receiving all the financial assistance you are entitled to. The service is free of charge and confidential!'

# Spring Clean Your Garden

**I**t may still look like winter, but the cutting season is fast approaching which can only mean one thing...it's time to get the lawnmowers and strimmer's out. The Association will be inspecting resident's gardens throughout April – October and we would remind those residents with your own garden that it is your responsibility to ensure that the hedge and grass is kept to a good standard. This also includes keeping weeds and litter at bay.

If you are finding it difficult to manage your garden, you may qualify for assistance through Glasgow City Council's Assisted Garden Maintenance Scheme. You must be over 70 years old or have a medical condition that prevents you from maintaining your garden. There must also be no other able bodied person within your household who is between the ages of 16 -69 years old. Applications are accepted from both tenants and owners. If you feel that you would meet the criteria applications can be found at our Association offices or at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

The Association's Estate Caretaking team can also provide a garden cutting service for a cost.

Please contact the office if you would like further information.





# New Build Development on programme despite adverse weather conditions

**M**cTaggart Construction continue to be on programme despite the winter weather condition, where there has been excessive snow fall and low temperatures. The new build properties are scheduled for completion in October 2018.

Joe Jordan, Site Manager said, 'It has been a challenging period due to the weather conditions, although the terraced properties on Tresta Road are wind and water tight and we are making excellent progress with internal works. This is slightly off-set with the tenement building at the rear of the development as the weather has impacted on the completion of foundations, although this will be progressed in the coming weeks as the weather improves.

The Association's Director, Kenny Mollins said, 'We continue to be delighted and impressed with

McTaggart's progress with the development, particularly given recent challenging weather conditions.



## Refurbishment of former offices

**T**he refurbishment of The Associations former offices into three flats is well underway at 66 Skirsa Street.

The contractor Community Workforce Partnership (CWP) cordoned off the site at the end of January and work to transform the properties into 3 flats began in February. Staff from the Customer Services Team have visited the site and good progress is being reported to return the flats for let in June this year.

Craig Downie, Site Project Manager of CWP, has been supervising the site to ensure the works are completed on time and to a high standard. Craig and his team are pictured within one of the properties

at the start of February when the former offices were being stripped out in preparation for works to begin. The work includes new kitchens, bathrooms and heating systems and the flats will be decorated throughout due to the extensive works which have taken place to change the office layouts back into flats.

Lisa Reynolds, Maintenance Manager says 'It is good to work along with Craig and his team to provide a further three properties for let. The works being carried out will make the properties attractive for new tenants as well as making use of the former office accommodation which has lain empty for some time'.

The flats will be allocated



from The Associations waiting list. The Customer Services Team can be contacted on Tel: 0141 945 3282 should you wish to apply for a property or make any amendments to your current application.



# Owner-occupiers meet the contractor for the Energy Improvement Project

Owner-occupiers in unimproved cottage properties attended an event in the Cadder Community Centre to hear from the City Council and their contractor, Everwarm on the project to install external wall insulation to their homes. Home Energy Scotland and Glasgow Care & Repair Service were also in attendance to provide owners with energy advice and options to allow them to afford or defer the cost of the improvement work.

The Association's Director, Kenny Mollins said, 'We are delighted that so many owners attended the Open evenings and are interested in this project and to get advice on how they could reduce their energy costs. This project gives many owner-occupiers in the area the opportunity to improve their home and to make it warm and comfortable whilst reducing their energy costs. We would like to thank Glasgow City Council for securing the grant funding from the Scottish Government and procuring this contract, which will make the cost of these improvements affordable to owner-occupiers. We would also like to thank Home Energy Scotland together with Care

& Repair Glasgow for giving owners energy advice and information on how they could afford these improvements. We were delighted the contractor, Everwarm could attend the Open evenings to meet owner-occupiers and advise them of the specification of works and installation process. We look forward to working with Everwarm on this project to improve owner-occupiers' homes.

Kenny further stated, 'There are many owner-occupiers who have not expressed an interest in this project and we would encourage owners either eligible or ineligible for the HEEPS grant and these improvements to contact Home Energy Scotland, where they will either register their interest and/or provide advice to support owners with payment arrangements and reduce their energy costs'.

Owner-occupiers can contact the following to discuss this project:

**Home Energy Scotland**  
0808 808 2282

**Glasgow City Council**  
0141 287 8450

**Care & Repair Glasgow**  
(Stephen Kelly)  
0141 422 4815

## Kitchen and bathroom progress

**O**ur kitchen and bathroom replacement programme continues to make excellent progress with 711 new installations being completed up to the end of January this year. All tenants received a letter in January this year which gave details of their completed installations and expected dates for future installations.

Mr Douglas of Vaila Street had a new bathroom fitted in February and says 'Myself and my wife are delighted with both the quality of work and the way in which the trade team Joiner and Plumber carried out the fitting'. The Associations

plumber Christopher Reilly is pictured with Mr Douglas in his new bathroom just after the works were completed.

Linda Niven, Maintenance Co-ordinator within the Customer Services team can be contacted on tel: 0141 945 6723 with any questions in relation to the programme. Should you be due works to be carried out during 2018/19 and will not be available at times due to holidays or other commitments, please also call the team to let us know which allows us to plan the works to accommodate your own circumstances.



Mr Douglas with Christopher (plumber)

## Boiler replacements

**T**he Association is replacing boilers in 31 of our properties before the end of March this year. Boilers can become less energy efficient and be more prone to breakdown the older they get.

The contractor James Frew has been appointed to supply and fit the boilers and they have been carrying out visits with our Customer Service staff to survey the properties and explain to the tenants how long the works will take and what is involved. The Customer Services team will ensure any support required is put into place before the works begin which will take either a morning or afternoon to complete. Support can include the delivery of temporary heaters while the boiler is being replaced or clearance of a kitchen worktop or other area



Graham Iley (James Frew) and Mrs McVey

where the boiler is situated.

Maintenance Co-ordinator Linda Niven says 'This programme of boiler renewals replaces older less energy efficient boilers with new 'A' rated ones which can result in lower energy bills for our tenants and reduces the potential for breakdowns and repair visits. The works have been well received with the tenants involved being delighted at the prospect of having a new more energy efficient boiler'.

One of the tenants who will be receiving a new boiler is Mrs McVey of Vaila Street, pictured with Graham Iley, Contracts Manager with James Frew. Mrs McVey was happy with the initial visit to explain the works being carried out and is looking forward to having a new boiler fitted. James Frew operatives will also explain how the system operates to tenants, and a follow up visit to ensure the works went well and customers are satisfied with the process will be carried out by our Customer Services Team.

The Association works with G.HEAT who provide a free service to Cadder Housing Association residents that can help save money on fuel bills.

For more information visit or telephone us on Tel: 0141 945 3282 and ask to speak to a Customer Services Officer. Alternatively you can contact G.HEAT directly on tel: 0800 092 9002.



# COMPLAINTS - October to December 2017

**C**adder Housing Association, as always, is committed to providing high quality customer service.

Complaints that we receive are valued and help the Association to improve on the services we provide to all our customers

During the period October to December 2017, the Association received 7 complaints and these were as follows:-

## Complaints by Category

HOUSING SERVICES -  
GENERAL SERVICE



MAINTENANCE -  
GENERAL SERVICE



MAINTENANCE -  
PLANNED MAJOR REPAIRS



MAINTENANCE -  
RE-ACTIVE REPAIRS



All Complaints that we received were dealt with in the set timescales for dealing with complaints.

## Compliments

As well as complaints, we regularly receive compliments from customers on our services.

“really thankful that they done a great job with the repairs”  
(Repairs)

“Job was done perfectly, has help me so much”  
(Welfare Benefits Service)

“Junior maintenance team doing a great job”  
(Apprentices)

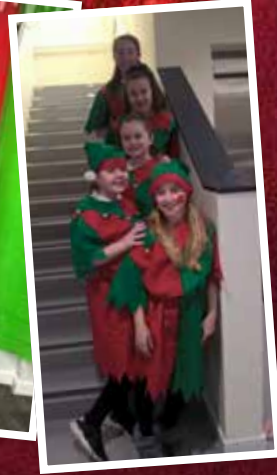
“The boys do a great job cleaning out the bin stores and back court areas.”

# Christmas Winter Wonderland

**W**e would like to say a huge thank you to all the volunteers, staff and people who attended the Winter Wonderland and Panto back in December, we appreciate all the time and effort everyone put in to make the nights possible and of course to Glasgow City Council's local area budget for granting us funding to support the event!

We'd also like to thank Greggs Community Foundation for

granting us funding to provide 6 winter warmers over December and January via Café to provide over 60's with free soup and sandwiches.



## Recreation and Leisure

- Many gym members have been enjoying our new Smith Machine at the Community Gym.
- Come along on Tuesdays and try our Legs, Bums and Tums Class or Thursdays for our new Body Blitz class, classes are £3.50 but your first class is free, so come and give it a go!
- Personal training sessions with our fitness instructor are also available please ask at reception for info.
- Carpet bowls club is now on Monday afternoons. If you are interested please come along on Mondays at 12pm.
- Thursday club for adults with learning difficulties and parent/ carer 2-4pm.
- Glasgow Life have also been running an easy exercise class for elderly residents every Friday at 11.30am.

## Youth and Community

We are currently waiting to hear from potential funders for outcomes from submitted applications to start the Monday junior youth club back up and to continue for the Wednesday night drop in. Current funding for the Wednesday night Club ends on 31st March so we are hopeful that we'll get funding to continue the youth provision, staff have been working hard to try and secure funding. Updates will be posted on the Community Centre and Youth Initiative Facebook pages.

Parent and Toddler group continues on Tuesdays, Wednesdays and Thursdays : 9.30 - 12.30pm







## Learning and Development

- Our Cadder Online project is underway. Drop ins are Mondays 5.00pm - 7.30pm and Wednesdays 12.00pm - 2.30pm. These drop ins are for anyone wanting to develop their IT skills, learn how to use smart phones, ipads and are suitable for beginners or people just wanting to brush up or learn a particular thing. For more info please ask at reception or contact our Digital Inclusion Worker Angela: Angela@cadderhousing.co.uk.
- In partnership with Wisegroup and McTaggart's construction we are providing 10 places for over 16's for CSCS card course at the community centre over 4 half days in April. Places are booking up fast, so please contact reception or see posters in Centre for further info or to book a place on the course.
- Cadder Volunteering project has recruited a new volunteer – Victoria who supports the Wednesday night Youth Drop-in.
- We would like to welcome Victoria to the team and hope she enjoys working with the young people.
- We'd like to thank all our existing volunteers within the youth initiative, Café and Bingo for their continued support the services simply couldn't operate the way they do without your support.

## Community Café

Our Community Café is currently open Tuesday – Friday 11am – 2.30pm and provides a selection of hot and cold filled rolls, sandwiches, toasties, panini's, baked potatoes, chips and breakfasts.

Thanks to the Cadderhills café who supported the winter wonderland and Winter warmers. Date and times of afternoon teas coming soon, please check poster boards and Facebook page for updates.

Please remember the café can cater for functions and events at the community centre, providing good value catering and buffets for birthday parties, funeral teas and other functions and events.

## Functions and Events



### QUALITY AND AFFORDABLE EVENTS SPACE AVAILABLE

Room hire and catering available for up to 100 people  
Community café open daily



Further information on all Community Centre events and activities can be found on the centre website at [www.caddercommunitycentre.co.uk](http://www.caddercommunitycentre.co.uk) or Facebook.

# The Council in Cadder

**W**e understand the way we manage the neighbourhood is very important to our residents and all the Customer Service Team work hard in making Cadder a clean and safe place to live. Our estate caretakers often carrying out works that are the responsibility of Glasgow City Council such as gritting and graffiti removal.

However, no matter how hard we try we cannot do this on our own – We need our residents and Glasgow City Council to play their part in Making Cadder Better.

Glasgow City Council remain responsible for a number of services in your neighbourhood including:

- Bin Collection
- Bulk Uplift
- Maintenance & Cleaning of Langa Street lane
- Ground maintenance of open space at Skirsa Square
- Fly-tipping
- Graffiti removal
- Recycling bin replacement or collection of contaminated bins
- Dog Fouling
- Litter in Public areas
- Missed collection of public bins

- Assisted Garden Maintenance Scheme

Kirsty Scott, Customer Services Co-ordinator says, 'We receive a large volume of calls with regards to missed bin collection and we would encourage residents not to put up with it, report it. You can report missed bin collections or contaminated recycling bins to Glasgow City Council's Cleansing line on 0141 287 9700'.

Reporting any of the above issues couldn't be easier with the new My Glasgow app or you can report via



GCC's website [www.glasgow.gov.uk](http://www.glasgow.gov.uk). If you are unsure of your collection days this can also be found on Glasgow City Council's website select 'Collection Days' from the front page.

## Do you have large items to be disposed of? Do you know how to dispose of them correctly?

**Main Door Properties** – Residents in main door properties should place the items neatly in their garden and report using one of the above methods detailing the items for uplift. These should be collected within 28 days of processing your request. Please note some items may incur a charge, you can check the list of items on GCC's website.

**Tenement Properties** - Residents who live in tenement properties should place the items neatly next to the bin store (not inside). We would ask that items are brought out either on a Wednesday evening or early Thursday morning. Our estate

caretakers will remove all items from the backcourt to the designated pick up points agreed with Glasgow City Council. **We would stress that main door residents should not use these points for their bulk items.**

We are offering our residents the opportunity to walk around the neighbourhood with our staff to give you a chance to see the works we carry out and the opportunity to talk about any issues you may have and make suggestions for your area. If you would like to take part please register your interest by contacting Carley Neilson on 0141 945 3282.



**Cadder Housing Association Ltd**

20 Fara Street, Glasgow, G23 5AE • Telephone: 0141 945 3282

E-mail: [enquiry@cadderhousing.co.uk](mailto:enquiry@cadderhousing.co.uk) • [www.cadderha.co.uk](http://www.cadderha.co.uk)

Opening hours: Mon – Thu (9am – 4.30pm); Fri (9am–4.00pm). We are closed on the last Wednesday morning of each month for staff training and open from 1pm–6pm.