

News

SUMMER 2018

THE NEWSLETTER OF CADDER HOUSING ASSOCIATION LIMITED

HELLO
Summer



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Welcome to our Summer edition of the Cadder News, which is filled with information on our services and activities.

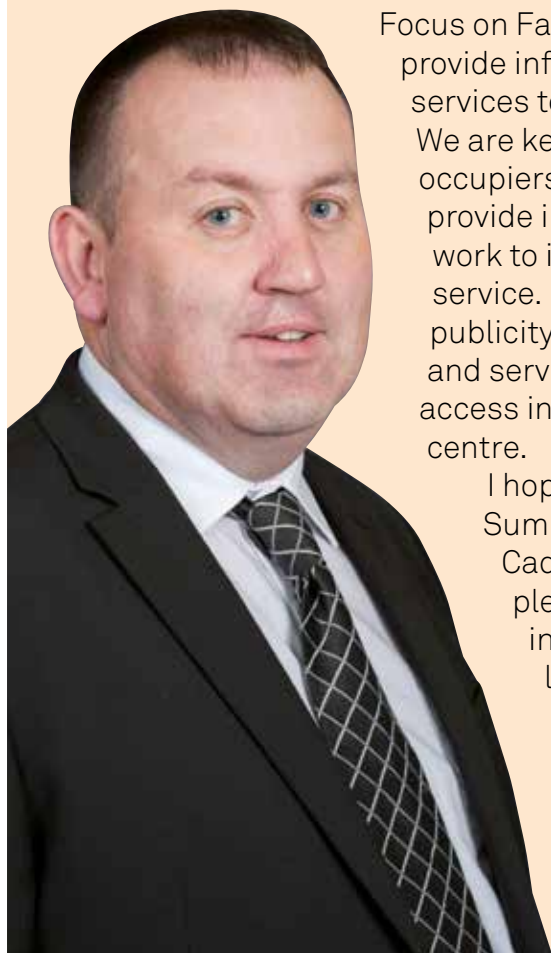
A key feature in the Cadder News will be the findings from the Residents Satisfaction Survey that was completed by independent survey company, M.I Housing Services in February 2018. It is rewarding that 92% of tenants were satisfied with the Association's overall service and tenants and owner-occupiers took the time to give us their views on further improvements we could make to our services. We have developed a plan to make these improvements and I'm sure you will see this first hand in our work and services.

There is much interest in our regeneration plans and the opportunities and benefits they will provide to our tenants, owner-occupiers and applicants to our housing list. Our regeneration projects are all making good progress and they will make a difference to peoples' living conditions and quality of life. We are looking forward and are developing our Vision to further regenerate Cadder and we will publicise this in the autumn of this year.

I am pleased we have added new sections and information, with a Focus on Factoring, which will provide information on our services to owner-occupiers. We are keen to listen to owner-occupiers' views and we will provide information on our work to improve our factoring service. The other addition is publicity showing the activities and services residents can access in your local community centre.

I hope you enjoy our Summer edition of the Cadder News and please tell us if there is information you would like to see in the newsletter.

Kenny Mollins
(Director)



Staffing Updates

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



MARK COLLINS
MULTI TRADE PLASTERER



KATELYNN CARROLL
YOUTH DEVELOPMENT WORKER

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

UC *Universal Credit*

ARE YOU READY?

Universal Credit is the biggest change in the welfare system in a generation and will have a huge impact on Housing Associations and their tenants.

Universal Credit Full service:

This will affect all new claimants in Cadder from October 2018

If your circumstances change and you need to claim benefits then you could be making a claim for Universal Credit.

At a later date, all those who are claiming one or more of the benefits mentioned below, or are currently on the live service, will be transferred on to the Universal Credit Full service. We have not yet been informed of when these changes will affect other groups; the DWP will write to households to advise them.

Universal Credit aims to:

Simplify the benefits system by replacing six existing benefits into a single monthly payment.

The six benefits being:

1. Working Tax Credit
2. Child Tax Credit
3. Housing Benefit
4. Income Support
5. Income-based Jobseeker's Allowance

6. Income-related Employment and Support Allowance.

If you make a claim for Universal Credit you must be aware of the following:

- You will receive one monthly payment. This will include an element for your rent.
- You must maintain your claim on-line
- You are responsible for paying your housing costs to Cadder Housing Association
- You will not receive a payment for approx. 5 weeks – this can lead to arrears of rent
- The new single monthly payment will normally be paid to one member of the household although alternative arrangements are possible in some circumstances.

Who will claim Universal Credit?

Universal Credit is a working-age benefit, so will be available to:

- Those who are aged 18 or over, but
- Under the qualifying age for pension credit.

Need help claiming Universal Credit online?

Digital Inclusion:

We regularly run basic I.T drop in sessions in our community center I.T suite. The sessions can help you with the following:

- Setting up an email address
- Setting up Universal Job Match
- Apply for Universal Credit
- Completing on-line application forms
- Using the Internet

Universal Credit helpline:

Universal Credit live service: 0800 328 9344 (this replaces 0345 600 072)
Universal Credit full service: 0800 328 5644 (this replaces 0345 600 4272)

This is a big change for Cadder Housing Association and our tenants; our staff are here to help you. Our Welfare Rights and Finance Inclusion Team will help you check your entitlement to UC and how the changes might affect you: **Please contact Carrie Smith on 0141 945 6722 or Doreen Milne on 0141 945 6724 to make an appointment. Home visits are available, where required.**



Scottish Government
Riaghaltas na h-Alba
gov.scot

The Association's FIS is funded by the Scottish Government

Thinking of moving house?

If you are considering moving house, there are a number of things you need to think about before you leave. It is important that you make sure you end your tenancy correctly. We have set out the following information that may be of assistance.

1. You will need to give the Association 28 days' written notice that you are ending your tenancy. The form must be signed by you, as the tenant, any joint tenant, your wife/husband or anyone living with you as a husband or wife (spouse).
2. You will be asked to provide us with access to your home during the notice period to enable staff to carry out a short end of tenancy inspection. During this visit staff will assess the property and advise you of anything you have to do before leaving.
3. If you are being considered for a transfer of house within Cadder and your house does not meet the required standard, any offer of housing may be withdrawn. The Customer Service Team will discuss this with you.
4. By the end of your tenancy, you will be required to pay any rent due and any rent arrears or other debt owed to the Association. Ending your tenancy does not end your liability for rent that is due. If you have any concerns about being able to pay any outstanding rent, contact the Customer Services Team.
5. If you are a current tenant of Cadder Housing Association and transferring to another property of the Association, you must have a clear rent account and not owe any monies, such as rechargeable repairs.
6. During the notice period we may request access to your home for viewing purposes to prospective tenants. This will be at a suitable date/time for you and a member of staff will always be in attendance.
7. You must leave the house in a clean and tidy condition, which includes removing all belongings and floor coverings, unless otherwise agreed with the Association. This includes any items in lofts and sheds. If you have a garden you will also be required to continue to maintain it for the duration of your notice period.
8. Your rent will commence on your date of entry for your new property. Please note, that depending on your date of entry to your new home and your date of leaving from your old home, you may be liable for two rents for the overlapping period and it is worthwhile putting money by for this if you are considering moving. The Association's Financial Inclusion Team would be happy to provide any advice or assistance.
9. Please ensure that you return all keys to our office by 12 noon on the agreed date. If you fail to do so, we will charge you rent until the date that all keys are returned. If you think that you will require to extend your date of leaving, it is important that you contact us immediately.
10. Finally, if you meet certain conditions by your date of leaving, the Association will reward you with £50 as a thank you. To qualify, the outgoing tenant must:
 - Have a clear rent account and not owe any other debt to the Association;
 - Provide access for inspection and viewings;
 - Remove all belongings from the house (including any loft or shed), leaving the house in a clean and tidy condition;
 - Ensure that all persons – family and other household members leave with the tenant(s); and
 - Attend to any issues that we have identified, such as repair work.



RENT FIRST

Unfortunately, Association staff are spending a lot of time visiting and phoning tenants who consistently pay their rent late or do not maintain their agreed repayment arrangement with the Association.

We cannot stress enough the importance of paying your rent as this pays for essential services, such as repairs and the ongoing improvement works being carried out to properties.

To assist you in making payments on time, we offer a wide range of payment methods. Some of these can be utilised 24 hours a day / 7 days a week.

If you are experiencing financial difficulties please do not wait – contact the Association as soon as possible to discuss your account. Staff will be able to make a fair and affordable repayment plan with you. Our Financial Inclusion Team are able to advise on all types of benefits and check if you are missing out on any. Home visits can be arranged, where required.

Please remember that we are here to help and if you are having rent difficulties, it is better to speak to us rather than ignoring the issue.

How to pay by telephone:

1. **By payment card** at the Post Office or any Paypoint outlet.
2. **By Direct Debit** – contact a housing officer or housing assistant and they will set a Direct Debit up. This can be set up for Weekly, Monthly, 4 Weekly, Annually, on whatever day of the month or week you require. Please note we require 12 working days for the Direct Debit to be set up, not including public holidays.
3. **On the Internet** – www.allpayments.net
4. **By Telephone** – 0844 557 8321
5. **By Contacting the Association** - 0141 945 3282

Please note you will require to have your payment card for internet or telephone payment and the 19 digit number shown on the front of the card.

How to pay by Internet:

1. **Via Housing Benefit payments**
2. **Allpay App for mobile devices**
3. **Callpay** – contact the office on 945 3282 or visit the office to make a payment a debit card

If paying by card only Debit Card payments are accepted.

COMMUNITY CHAMPION AWARDS 2018

This year is Cadder Housing Association's 25th Anniversary and we are looking for nominations for this special Community Champions Awards.

Our 1st Community Champion event last year was a great success and the awards ceremony and afternoon tea was enjoyed by all the winners who "Make Cadder Better".

Do you know a good neighbour, a volunteer, a community group or a young person who has made a positive difference to the Cadder area? If so we would like to hear about them.

The Association would like to recognise and reward residents, individuals or groups who have made a difference.



2017 Winners

- Do you know a good neighbour or someone who has helped people in the community?
- Has anyone had a personal achievement which has made them a local champion?

If so please nominate them - or you can even nominate yourself!

Nomination forms are available on the Association's website, www.cadderha.co.uk or at the reception area in Cadder Community Centre.

You can post your nomination in the boxes available at the Community Centre.

The closing date for nominations is 31st August 2018.

The Association will hold an awards event and this will be confirmed at a later date!

Factoring Focus

Updated Factoring Policy

The Association's factoring policy has recently been reviewed and approved by the Management Committee.

The Cadder estate now has 410 (40%) owner occupied households and the factoring policy details our approach to our factoring role.

The policy is available via our website (www.cadderha.co.uk) or alternatively, a copy can be obtained by contacting the office. As with all Association policies, this can be made available in other formats if required.

Factoring Service – What We Do

The purpose of the factoring service is to ensure that the shared areas within the Cadder estate are properly maintained. This is in the interest of all residents, whether tenants or home owners. The Association's estate caretaking and trade teams maintain these areas to a high standard, which means that residents can have better enjoyment of their home and neighbourhood. This also helps to protect both the Association's and owner occupier's investment in their properties.

The shared areas can include landscaped areas such as grass, shrubs and trees as well as any footpaths which are not owned by Glasgow City Council. For tenement flats, the shared areas also include common parts of



the building like the roof, stair entrance door, communal greens, bin chambers, and external walls. We also provide a close cleaning service.

All property owners are legally responsible for paying their share of the maintenance costs and the costs we incur in providing the factoring service. Our tenants pay their share of these costs as part of their rent and home owners are required to pay their share too.

The Association also arranges for buildings insurance to be provided to the majority of owners living in tenement properties and also for a number of cottage owners.

Factoring Invoices

The Association issues factoring invoices every 6 months (June and December). We are currently exploring the timing and frequency of invoices being issued, with the aim of making

it easier for owners to pay their costs.

Working with Homeowners

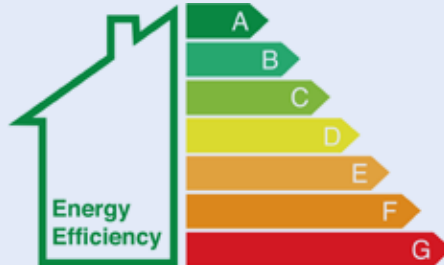
We appreciate that owners, like tenants, have things to say to us. The Association recently appointed an impartial company to meet with 160 home owners, of whom 75% stated that they were satisfied with the factoring service provided by the Association. John McShane, Customer Services Manager said: 'Although this is a real improvement on our last survey figure in 2014 (57%), we would like to improve upon this figure. To do so, would like to form an owners' focus group to discuss issues that are important to you'. If this is of interest to you, please contact Carley Neilson, Receptionist, by either visiting the office, phoning (0141 945 3282) or by e-mailing (enquiry@cadderhousing.co.uk).

Cadder Housing Association achieves Energy Targets ahead of 2020 Deadline

Cadder Housing Association has reached a significant milestone in the area of energy efficiency by achieving 100% compliance with the Energy Efficiency Standard for Social Housing (ESSH) launched by the Scottish Government in March 2014, two years ahead of the March 2020 deadline.

The Government developed the standard to ensure landlords were working towards improving the energy efficiency of their properties and to help reduce energy consumption, fuel poverty and the emission of greenhouse gases. The energy efficiency of properties is measured using the Standards Assessment Procedure (SAP) rating which can be increased by installing more energy efficient measures such as new central heating boilers or external wall insulation.

The Association worked in partnership with British Gas in 2012 to deliver the Community Energy Savings Programme (CESP) to increase the SAP ratings and in turn improve the energy efficiency of tenants / owners' properties and reduce their fuel bills. The programme was tailored to the



needs of individual properties and included the fitting of new central heating boilers, double glazing and external wall insulation (EWI).

Works have continued following the completion of the CESP project to install additional loft insulation and renewal of inefficient central heating boilers where needed to improve energy efficiency.

The Association employed the David Adamson Group surveying company in March 2018 to confirm the current compliance with ESSH. They have confirmed Cadder Housing Association is now 100% compliant. With the standard.

The Association's Maintenance Manager, Lisa Reynolds said, 'We are delighted to have achieved the ESSH standards ahead of the deadline, which reflects a major period of investment in our tenants' homes. The Association's housing stock is in very good

condition and achievement of ESSH ensures our tenants and their families are living in energy efficient homes"

Linda Brown, Chairperson of Cadder Housing Association said, 'This is a major achievement and reflects the Association's investment in our tenants' homes, which is making a real difference to their living conditions and in turn quality of life. I am also delighted our tenants are seeing the benefits of these improvements through reduced energy costs'.

Linda also took the opportunity to highlight the Home Energy Efficiency Programme in Scotland (HEEPS) project for owner-occupiers living in unimproved cottage properties in Cadder, she said, "this is another example of excellent partnership working with the City Council and Home Energy Scotland to improve owners' properties who did not participate in the CESP project at an affordable cost, which will improve the energy efficiency of their homes and install a new render system".

Gutter Cleaning Programme

The Association previously appointed a contractor to carry out the second phase of work to clean gutters on properties above 2 storeys high. Unfortunately it has become necessary to source an alternative contractor

to carry out part of this second phase of gutter cleaning and we apologise for the delay. Properties affected by this delay have received further information and will be kept updated as we progress this work.

Kitchen and Bathroom Replacement Programme

We are delighted with the progress of the planned kitchen and bathroom replacement programme with a further 265 new installations completed in 2017-18, bringing the total to 754 since the start of the scheme. Properties due new installations which become void have the works carried out before the new tenant moves in. New tenant Mrs Hardie from Skirsa Street said 'The guys have done a great job carrying out major works before we moved in including installing a new kitchen and bathroom— we can't praise them highly enough for their quality of workmanship'.

Malcolm McDonald, Technical Services Officer who supervises the trade team said 'The trade team have received positive comments from tenants who are delighted with the quality of work. Tenants are pleased with the showers being fitted in the bathrooms and how easy it is to keep the wallboards clean compared to wall tiles and grout'. The bathroom replacement programme is due completion in December this year, with kitchen replacements progressing for a further 2 years. Please contact Linda Niven on tel: 0141 945 6723 with any questions about your kitchen or bathroom fit.

Right to Repair

When you report a repair, we will inform you if it is included in the 'Right to Repair' scheme which was introduced in 2002 by the Scottish Government giving tenants the right to have some small urgent repairs carried out within a set timescale. The scheme covers certain types of repairs which cost less than £350 to carry out and are known as 'qualifying repairs'. The repairs covered in the scheme include loss of electricity supply, toilets which will not flush and blocked or leaking drains.

Depending on the urgency of the repair, it has to be carried out within one, three or seven working days. For example:

- a blocked flue, drain, toilet, sink or bath should be repaired within one working day
- a loose banister or handrail should be repaired within three working days
- a broken extractor fan should be repaired within seven working days

If the tradesman or contractor does not turn up to do the work by the last day of the time limit set you can call another

contractor however they must be on Cadder Housing Association's list of approved contractors. They will then arrange to do the work instead. You will be paid compensation of £15 for each day the repair is late up to a maximum amount of £100.

The scheme does not apply if you do not give access at the arranged time to allow the work to be carried out. The time limit can be extended if there are exceptional circumstances out with the control of the association making it impossible to complete the repair, such as severe weather conditions. Maintenance Manager Lisa Reynolds said 'We aim to carry out repairs within this category within the set timescale and at the convenience of the tenant. If you are awarded compensation and you owe money to Cadder Housing Association, any compensation payments due will be used to reduce the amount owed'.

Contact The Associations Office on tel: 0141 945 3282 for more information on the Right to Repair scheme or visit our website for full details at www.cadderha.co.uk



More than



Tenants Satisfied with the Association's Overall Service

The Association sets out to provide a high quality and responsive service to meet the expectations of our tenants, owner-occupiers and other customers. We recently appointed an independent survey company, M.I. Housing Services to undertake a satisfaction survey to

gauge tenants and owner-occupiers' views on our services, their home and the local environment. M.I. Housing surveyed circa 40% of tenants (287) and owner-occupiers (160), which gave us a good indication of satisfaction levels and areas for improvement in our services and activities.

The views of tenants and owner-occupiers that participated in the survey are as listed:

Tenants' Views

We were delighted 92% of tenants were satisfied with our overall service. Some other key highlights from the survey were:



99% of tenants felt the Association was good at keeping them informed about our services and decisions



97% satisfaction with the opportunities to participate in our work



96% felt Cadder was a good place to live

Continues overleaf

SATISFACTION SURVEY



94% satisfaction with our management of the area



90% satisfaction with the Association's office opening hours



91% satisfaction with our welfare rights service to help maximise entitlement to benefits

Tenants highlighted the following improvements they would like to see in Cadder:

Improved traffic management - 66%



(40% of tenants' top priority)

New build housing - 47%



(26% of tenants' top priority)

New improved shops - 37%



Backcourt environment improvements - 35%



Improved recreational facilities - 32%



There were sections of the survey where there were reasonable satisfaction levels, although we feel we can improve in these areas, these are:



83% of tenants were satisfied with their home

Association's Response: (It was clear from tenants' responses, many were awaiting their new kitchen and bathroom, although we have noted other improvements tenants would like in their home)



81% of tenants who had a repair undertaken in the last year were satisfied

Association's Response: (The tenants dissatisfied felt the Association could improve the quality and ensure repairs were undertaken right first time. This will be a key focus for service improvement)



81% of tenants felt the rent represents good value for money

Association's Response: (Tenants dissatisfied felt we should freeze the rent or provide better quality of service or property. We will consider carefully the affordability of our rents and continuously strive to improve our service. In terms of the quality of our tenants' homes we have and continue to make major investment to achieve this aim, where currently the kitchen and bathroom renewal programme is on-going)



79% satisfaction with the upkeep and maintenance of the backcourts



78% satisfaction with close cleaning service

Association's Response: (We will consider how we can further improve our maintenance in backcourts and close cleaning)

The Customer Services Manager, John McShane said, 'We will look into these areas and consider the improvements we can undertake through our existing service arrangements. The Association is keen to keep our service costs for the upkeep and maintenance of common areas affordable to our tenants and owner-occupiers, although

to enhance the specification for close cleaning beyond the basic clean or deliver improvements to backcourts, in particular to alter the bin shelter for the roll-out of the City Council's bin replacement project (wheelie bins for tenements) may result in increased cost for the Association and in-turn owner-occupiers'.

Owners' Views



75% of owners were satisfied with the factoring service



93% of owners felt we were good at keeping them informed



94% felt Cadder was a good place to live.

Continues overleaf

SATISFACTION SURVEY



95% satisfaction with Association performance in upkeep and maintenance of the overall area.



86% were satisfied with the Association's management of the area.

Association's Response:
(Owners dissatisfied spoke about litter on the street, dog fouling, bulk uplifts and parking arrangements, which are all the responsibility of the City Council. Through our Estates Team we do undertake many of these tasks to improve Cadder.)



65% were satisfied with the factoring management fee.

(Owners not satisfied said we should freeze the fee, offer more or provide a better service and there should not be a fee. The Association aims to ensure our factoring management fee reflects the time the Association's staff on dealing with owner-occupiers and other costs. We will consider the views on affordability and would like to hear from owners on how we provide a better service).



Around 20% of owner-occupiers were interested in accessing the Association's maintenance service and major repair programme for the upkeep and improvement of their home.

Are you interested in telling us how we could further improve our service and activities?

We are keen to meet with our tenants and owner-occupiers to hear their views on our service. If you are interested please phone the Association's office (0141 945 3282) and register your interest with Carley Neilson (Receptionist)

The Association's Director, Kenny Mollins said, 'We would like to thank the tenants and owner-occupiers who gave us their time to take part in our survey. We are pleased with the outcome of the survey, where there are good levels of satisfaction from our tenants and owner-occupiers for much of our work

and services and there are areas for improvement. Our aim is to 'Make Cadder Better' in all that we do, whether this is to improve our service, repair and improvements in our tenants' homes or the upkeep of the local area. We have established an improvement plan from the survey and are starting to contact tenants and owner-occupiers to listen and hear more about their views and experience of our service to inform improvements we need to undertake. We would encourage people to register for meetings for us to hear how we can further improve in our work to 'Make Cadder Better'.

Energy Improvement Project commences in Cadder

The Association has been working with its partners, Glasgow City Council and Home Energy Scotland over the last few years to deliver improvements to owner-occupiers' properties. Glasgow City Council have appointed Everwarm and they have commenced work in Cadder Road, Langa Street, Skirsa Street and Tresta Road to install the insulated render system.

Kenny Mollins, Director, said, 'We are delighted this project has come to fruition and many owner-occupiers are having their property improved and will

enjoy warm and comfortable living conditions at an affordable cost. We would like to thank Glasgow City Council, Scottish Government, Home Energy Scotland and Care & Repair Glasgow for their sterling work, commitment and funding to make this project possible for owner-occupiers in Cadder'.

Kenny further stated, 'We are aware there are owners living in traditional cottage properties who were ineligible for the Scottish Government's HEEPS (Home Energy Efficiency Programme in Scotland) grant. We are working with our partners to assess the options



for these owners with the aim to assist these owners to improve the energy efficiency of their home and in turn reduce their energy costs'.

Elected Members visit Cadder to assess Traffic Management Issues

Bob Doris MSP and local Councillor, Bailie McLaren visited Cadder to attend a walkabout with the Association's Director Kenny Mollins and Jamie Rodden of the Council's Land & Environmental Services Department to assess the Traffic Management issues in Cadder.

During the walkabout they visited parts of the area where residents have raised concerns about traffic management and parking arrangements in the area, specifically, Tresta Road, Skirsa Street and Scapa Street.

Kenny Mollins said, "It was a very productive walkabout and it is good to have the support of the locally elected members, where Bob Doris MSP and Bailie McLaren made time to see first-hand the



traffic management issues in Cadder. The Association is aware of residents' concerns about traffic management and parking in the area, where in recent years it has been highlighted as serious issue through community consultation and recently the Residents Satisfaction Survey. We are developing our vision for Cadder to continue the regeneration of the area and traffic management will be a key feature".

Bob Doris MSP who organised the walkabout with the Association and Land & Environmental Services said, 'Local residents are becoming increasingly concerned over traffic flow, safety and parking issues in Cadder. It was helpful to discuss these challenges during the walk about and to consider what could be done to improve the situation. Clearly there's no silver bullet to fix matters and anything that may be considered must have significant community consultation. I welcome that Cadder HA are going to include consideration of these matters as part of their 'Cadder Vision' work to try and further regenerate the local area and I will continue to offer my support'.

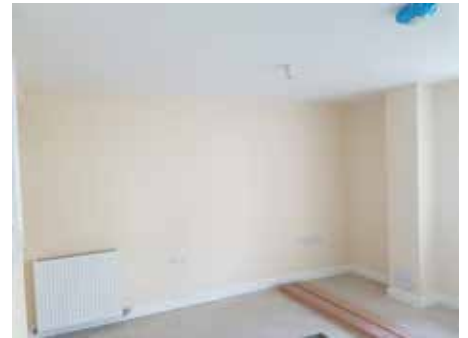
Refurbished Offices due for completion in July

The Association's contractor, Community Workforce Partnership is nearing completion of the refurbishment of the former offices into homes for rent, with the work scheduled for completion in July 2018.

Tom Downie, Director of Community Workforce Partnership, 'It has been a good project where we have worked well with the Design Team and the Association to progress the refurbishment of these properties. We would also like to thank local residents who have been patient and understanding during the works.'

Lisa Reynolds, Maintenance Manager said,

'Through regular visits to the former offices I am delighted with Community Workforce Partnership's progress and high quality of workmanship and I am looking forward to seeing the full transformation of the flats on their completion.'



New Housing Development Taking Shape

The Association's new build development of 50 new homes is making good progress, where the external fabric of the terraced properties on Tresta Road is complete with the internal and environmental works on-going. The contractor, McTaggart's Construction has experienced a delay in the flatted properties at the rear of the site, due mainly to the adverse weather conditions and subsequent ground conditions preventing work to the foundations.

There will be a phased handover of properties to the Association from October 2018 through until January 2019, which will reflect the current programme for completion of the development.

There continues to be a high demand for these properties from applicants on our housing list. The Customer Services Manager, John McShane, 'We are experiencing unprecedented demand for the new houses in the Tresta Road development, which is not surprising as they are new and high quality homes. We will commence the letting process shortly prior to the phased handover of properties.'

The Association's Director said, 'The new properties on Tresta Road certainly create a more welcoming entrance to Cadder. We are pleased with McTaggart's progress and recognise some of the delay has been unavoidable due to poor weather conditions at the start of the year. We know the contractor is making use of the excellent weather in recent months in their efforts to get the development completed at the earliest date.'



Protecting your Personal Data

On the 25th May 2018 data protection laws changed to make your personal information safer in line with the General Data Protection Regulation (GDPR). The Association respects the personal data it holds on all our tenants, factored owners and the Community Centre customers and service users and maintains its accuracy and security.

We will still use your data in the same way, however, we wanted to let you know that

we've made some changes to our Privacy Policy to reflect how we collect, process and protect your personal data.

As part of updating our Privacy Policy, we have put together a new Privacy Notice that clearly sets out how we collect and process personal data belonging to our tenants, factored owners and Community Centre customers and users. The Privacy Notice outlines how we use your personal data, the legal grounds of processing such data, how we keep your data secure and your

rights in relation to such data.

A copy of the new Privacy Notice is available on the Association's websites at www.cadderha.co.uk

If you have any questions relating to the Association's Privacy Policy these should be sent to:

Finance & Corporate Services Manager, Cadder Housing Association, 20 Fara Street, Glasgow G23 5AE
fesm@cadderhousing.co.uk

Independent assessment of Association's Governance arrangements shows Good Compliance

The Association is delighted with the results of a comprehensive independent assessment of our compliance against the Scottish Housing Regulator's Regulatory Standards of Governance and Financial Management.

The Association's Chair, Linda Brown said, "We appointed Indigo House Group in January to undertake the comprehensive review to ensure that we were aware of our areas of strong compliance and where improvement was required. Cadder Housing Association prides itself on delivering high quality homes and services for our customers and we wanted to ensure that our governance was also of a high standard. Our Management Committee and staff have been fully and positively engaged in the Review and welcomed this opportunity to assess our strengths and areas for improvement. It has been a very enlightening

and positive experience and the Management Committee are assured we have a very good level of compliance in meeting the regulatory standards.

Karen Anderson, Director of Indigo House Group advised that, "Cadder Housing Association had scored highly in the independent assessment with compliance against all regulatory standards, specifically 75% of the standards being rated as good or strong, with several areas of good practice being identified. The assessment evidenced that the Association invests considerable efforts in striving to ensure effective governance."

The Association will continue to work through a prioritised action plan to further strengthen our governance arrangements and compliance with the regulatory standards, with the Management Committee reviewing progress quarterly.

Cadder Youth Initiative

We have now recruited a new Youth Development Worker – Katelynn.

Katelynn started in post on 22nd May and will be leading in the delivery of the junior youth club, Wednesday night Drop in and Cadder Youth Initiative Committee.

Please keep an eye out for posters and facebook updates for new changes coming to the youth clubs, Wednesday night Drop in will be changing to accommodate 9 and 10 years from 6.30 - 7.30 and 11 and 12 years from 7.30 - 8.30 to enable more structured youth work to take place.

And Junior youth club will have sports and games for the first hour 5-6 then 6-6.30 youth activities in Youth Hall. The junior Youth Club will be starting back week beginning 18th June day to be confirmed.

Plans are underway to deliver a summer programme for youth club members 2 extra days throughout July 2018.

A&M are delivering free dance workshops for young people from the Community Centre on Monday evenings and Football training sessions from the MUGA on Tuesday evenings.



Learning and Development

- **Thirteen local people successfully passed their CSCS course in partnership with McTaggart's Construction and Wise Group.**
- McTaggart's Construction have also been delivering a youth programme at Wednesday Night Drop in.
- Friday Night Youth Club's young people run by Glasgow Life have been participating in their 6 week Youth First Aid Course.
- Cadder Online's Project – digital Inclusion drop in's are Monday evenings and Wednesday afternoons, contact Angela@ cadderhousing.co.uk for more info on getting online,

using tablets, phones, or help creating a new CV or job search.

Check out our Jobs board updated fortnightly with local vacancies.

If you are interested in any wider access programmes at the centre provided by Glasgow Kelvin College or any other groups or clubs you'd like to access at the centre please leave your details on the sign-up sheet at reception with the Community Centre

Operatives. A current list of wider access programmes is available at the centre.



Recreation and Leisure

- Snooker room available £3.00 per hour (£5 deposit required for balls)
- Please sign up your contact details at reception if you are interested in starting carpet bowls at the community centre, please leave details of preferred days and times.



Cadder Community Gym



Personal Training sessions available from £22 please ask fitness instructor or at reception for further details.

Legs, Bums and Tums class – 7-8pm Tuesdays

Circuits Class 6.45pm - 7.45pm Thursdays

£3.50 each class (try out your first class for free!)

OPEN
Monday- Friday
9am -9pm and
Sundays
10-2pm



£8
per month for
Cadder residents
(£10 outside
Cadder residents)



info@caddercommunitycentre.co.uk or tel: 0141 428 4621
www.caddercommunitycentre.co.uk

Cadder First Junior Snooker Tournament

Cadder Community Centre held its first junior snooker tournament for the boys in one of Scottish Snooker's recognised junior snooker academies. The boys have attended regular coaching sessions throughout the year and the completion was an opportunity to use their skills and knowledge against each other.

David Heinrichsons was our first winner of the junior snooker tournament in what were close and competitive semi-final and final.

Kenny Mollins, snooker coach said, "The boys have made excellent progress and I was delighted to award them their 'Red' ball certificate in World Snooker's



Elliot, Daniil, David and Jeremi with their 'Red' ball certificates and trophies

White to Black Programme. I would like to congratulate David on winning Cadder's first junior snooker tournament and say well done to Daniil, Jeremi and Elliot for playing some good snooker and making it a very competitive event."



David Heinrichsons, Winner of the Cadder Junior Snooker Tournament 2018

BBC Children in Need Small grants award for Cadder



Cadder Housing Association are delighted to announce that BBC Children in Need has awarded them a grant of £26,682 over 3 years. This grant will fund youth worker costs and help make a difference to the lives of disadvantaged children and young people right here in Cadder.

The Cadder Youth Initiative works towards helping each

child realise his or her true potential through creating positive relationships, having strong self-belief and being positively empowered. The junior youth club and Wednesday night Drop in will continue to provide somewhere safe for children and young people to go in Cadder.

The Community Centre Co-ordinator, Valerie Temporal said "We could not provide this service from the Community Centre without the support of BBC Children in Need. This grant will go on to support young people and give them access to services they need

here in Cadder"

BBC Children in Need funding relies on the energy and commitment of thousands of fundraisers and supporters across the UK who donate their time and money to support the Appeal. Whether it's cake sales, wearing pyjamas to school or having a song or dance, every penny of the money raised goes towards supporting projects across the UK.

Cadder Housing Association will be delivering some fundraising events for BBC Children in Need this summer and closer to appeal night in November.



QUALITY AND AFFORDABLE EVENTS SPACE AVAILABLE

Room hire and catering available for up to 100 people

Community café open Tuesday to Friday
11am to 2.30pm

www.caddercommunitycentre.co.uk

0141 428 4621 • info@caddercommunitycentre.co.uk

WEDDINGS

ENGAGEMENTS

ANNIVERSARIES

FUNDRAISING
EVENTS

FUNERAL WAKES

CHRISTENINGS

COMMUNIONS AND
CONFIRMATIONS

NAMING DAYS
AND BABY
SHOWERS

CONFERENCES

CADDER HILLS *Community Café*

NOW OPENING SUNDAYS

**From 27th May 2018 the café
will be opening on Sundays
from 9.30am to 2.30pm**

**Serving: Teas, coffee's, breakfast
and hot rolls only**

**To pre-order please
call café direct:
0141 428 4620**

**Cadder Community Centre
110 Tresta Road, Cadder**



STAFF TELEPHONE NUMBERS

Finance & Corporate Services			
NAME	Job Title	DIRECT LINE	EMAIL
Kenny Mollins	Director	0141 945 6701	kenny.mollins@cadderhousing.co.uk
Gerry Casey	Finance & Corporate Services Manager	0141 945 6721	gerry.casey@cadderhousing.co.uk
Sandra McPhee	Corporate Services Officer	0141 945 6708	sandra@cadderhousing.co.uk
Barry Wolfe	Finance Assistant	0141 945 6707	barry@cadderhousing.co.uk
Community Centre			
Valerie Temporal	Community Centre Co-ordinator	0141 945 6700	valerie@cadderhousing.co.uk
Allan McDermott	Community Centre Operative	0141 428 6218	allan@cadderhousing.co.uk
Katelynn Carroll	Youth Development Worker	0141 945 3282	katelynn@cadderhousing.co.uk
Margaret Howieson	Community Centre Operative	0141 428 6128	margaret@cadderhousing.co.uk
John Chambers	Community Centre Operative	0141 428 6128	john.chambers@cadderhousing.co.uk
Clare / Angela	Café	0141 428 4620	
Customer Services - Housing Management			
John McShane	Customer Services Manager	0141 945 6702	john@cadderhousing.co.uk
Julie Kelly	Customer Services Team Leader	0141 945 6727	julie@cadderhousing.co.uk
Elaine Haldane	Customer Services Officer	0141 945 6704	elaine@cadderhousing.co.uk
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Kirsty Scott	Customer Services Co-ordinator	0141 945 6720	kirsty@cadderhousing.co.uk
Stephen McHarg	Customers Services Administrator	0141 945 6705	smcharge@cadderhousing.co.uk
Debbie Martin	Repairs Administrator	0141 945 6706	debbie@cadderhousing.co.uk
Carley Neilson	Community Centre / Housing Reception	0141 945 3282	carley@cadderhousing.co.uk
Carrie Smith	WRO/Finance Access Officer	0141 945 6722	carrie@cadderhousing.co.uk
Doreen Milne	Financial Inclusion Co-ordinator	0141 945 6724	doreen@cadderhousing.co.uk
Donna Ferguson	Tenancy Support	0141 945 6728	
Customer Services - Maintenance			
Lisa Reynolds	Maintenance Manager	0141 945 6703	lisar@cadderhousing.co.uk
Linda Niven	Repairs Co-ordinator	0141 945 6723	linda@cadderhousing.co.uk
Malcolm MacDonald	Technical Services Officer	0141 945 3282	malcolm@cadderhousing.co.uk
Stephen Duffy	Chargehand Estate Caretaker	0141 945 3282	stephen@cadderhousing.co.uk



Cadder Housing Association Ltd

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

E-mail: enquiry@cadderhousing.co.uk • 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.

Scottish Registered Charity – SC036455