

WINTER 2019



# Cadder NEWS

THE NEWSLETTER OF CADDER HOUSING ASSOCIATION LIMITED

Christmas  
closure  
dates  
SEE PAGE 2

Merry Christmas

FROM ALL THE MANAGEMENT COMMITTEE AND STAFF

# Director's Report



**A**s we approach Christmas it is often a time to reflect on our work in the year passed. It has certainly been another year of achievement!

It has been a very productive year in the community with our opening of the new development in May at the end of our 25th Anniversary Year, the new multi-use games court at Cadder Primary School and our programme of improvements to our tenants' homes, owner-occupiers' properties and tenement backcourts.

I would like to thank the staff for their sterling work in the services they provide, whether this is dealing with repairs, maintaining our estate, supporting our tenants with benefit or tenancy matters, or managing our community centre, they all make a real difference in Cadder!.

There is a real feeling of

community spirit in this edition of the Cadder News with our annual Community Champions event and I would like to congratulate all our winners and commend them for the difference they make to Cadder. We also showcase some of the events and activities in the community centre and I would like to encourage more people to get involved and allow us to do more. Finally, I would like to recognise Ewan Campbell and his fundraising efforts to pay for a community defibrillator, which is sited outside our offices and available for local residents. I would echo Ewan's words that 'it could be the difference between life and death'. Well done Ewan on a magnificent achievement to benefit Cadder!

On behalf of the Management Committee and staff of the Association we hope you all have a great Christmas and a happy New Year!

**Kenny Mollins**  
(Director)



## Christmas Office Closure

Please note that Cadder Housing Association Office will close at 12.30 p.m. on Tuesday, 24th December 2019 and will re-open on Monday, 6th January 2020 at 9.00 a.m.

If you have an emergency repair during these times

please contact City Building on 0800 595 595.

For Gas breakdown repairs please contact Gas Sure on 01294 468113

Residents who live within the new build properties at Tresta

Road and Tresta Close please contact:

Tresta Close - McTaggart Construction Limited on tel: 01294 832 1950

Tresta Road - City Building 0800 595 595

# Community Champions

The Association returned to host our third Community Champion event in September this year. This event is the Association's way to say thank you and celebrate the work of a number of local residents who have all, in their own way, made a difference to Cadder and our residents.

Awards were given to Ms Kimmet and Mrs Kenny in recognition of being good neighbours and always going that extra mile to go shopping or just spend time having a chat.

Mrs Currie was awarded our long term customer award having been a tenant in Cadder since 1956! Mrs McIntosh also received an award for her role in being an excellent neighbour and good tenant.

The Cadder estate has a number of wonderful gardens which also benefit the general appearance of the area and the judges were impressed with the hard work and effort put in by many residents.

Our winners in this category were Mr McGregor & Mrs McEntee for the backcourt area, Mr & Mrs Livingston for their colourful balcony and the prize for Overall Garden Winner went to Ms Ruthven.

The Association's Estate Caretaking Team maintain the estate all year round in all



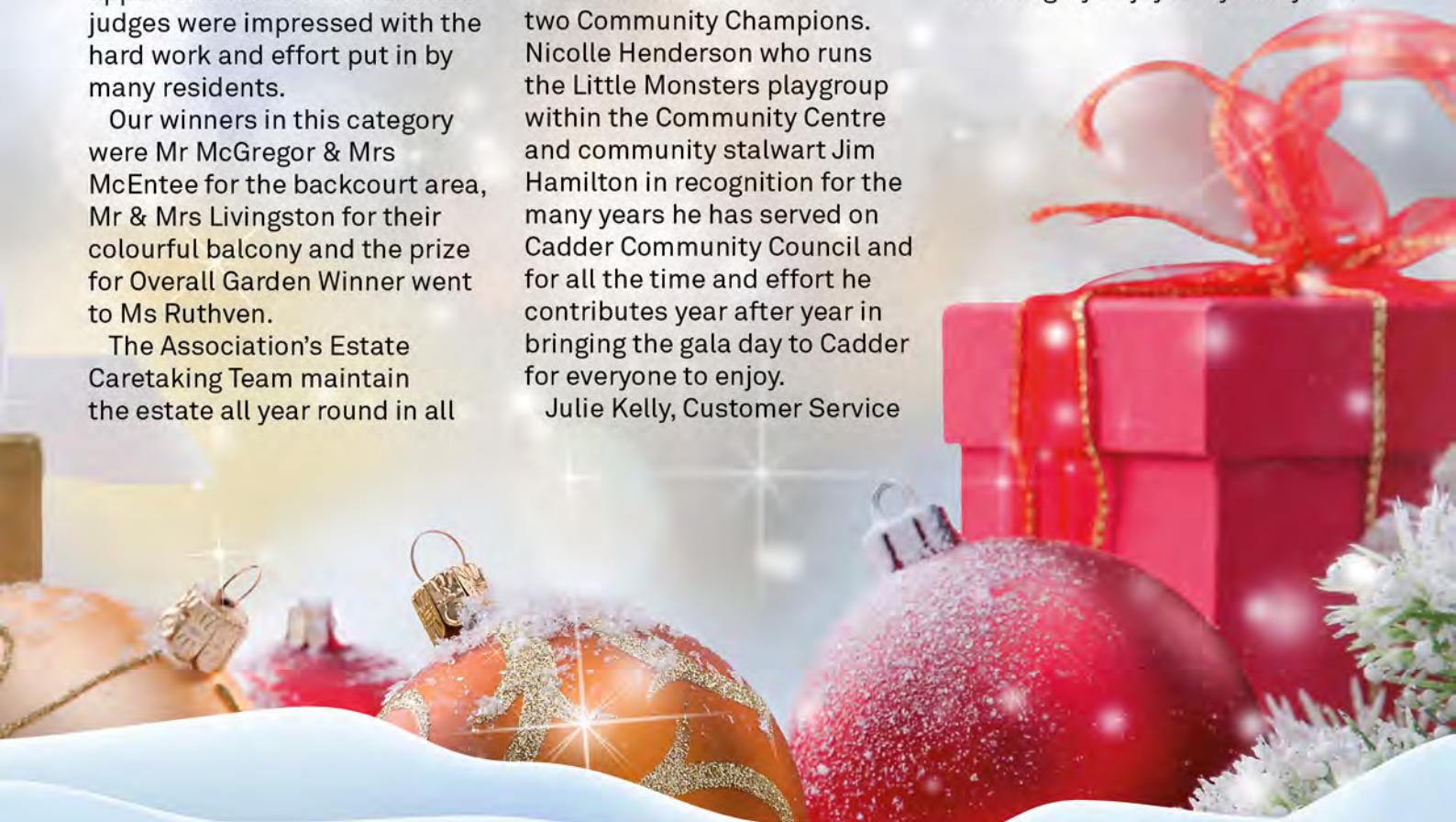
weathers and are supported by our apprentices. We were delighted to announce the winner of the Jamie McColl Apprentice of the Year award went to Ryan Quinn, who's work ethic and positive attitude was praised by his peers and colleagues.

Finally, we were delighted to announce not one but two Community Champions. Nicolle Henderson who runs the Little Monsters playgroup within the Community Centre and community stalwart Jim Hamilton in recognition for the many years he has served on Cadder Community Council and for all the time and effort he contributes year after year in bringing the gala day to Cadder for everyone to enjoy.

Julie Kelly, Customer Service

Team Leader, said: 'It's fantastic to be able to recognise and appreciate the hard work of all the winners, many who dedicate their own time to benefit others and the local community of Cadder'.

We would also like to thank the Cadder Hills Café for another excellent tea which was thoroughly enjoyed by everyone.



# Rent, Management Fee & Service Charges Review - 2020/21

## Have Your Say!

Like everyone else, the Association has rising costs and every year we have to set a budget for the coming financial year which sets out what the Association will have to spend to ensure the continued provision of quality management, factoring and maintenance services.

We then have to make sure that we will have the income to cover all of this expenditure. This involves looking at rent levels, service charges and management fee amounts and considering if they need to be increased and if so, by how much, taking into account:

- How much income we need to generate
- Keeping our rents affordable
- Keeping our service charge amounts at required levels
- Keeping our management fee amount at required levels
- The Association's commitment to provide high quality, affordable housing and services

Every tenant and owner occupier is invited to participate in a consultation exercise on

the proposed increase levels for the coming financial year (1 April 2020 – 31 March 2021). We will consult with every tenant and owner occupier to seek views on the proposed increases. The consultation will be complemented by focus group sessions being held at Cadder Community Centre as shown below:

### Tenants (Rent)

Tuesday, 7 January – 10am  
Thursday, 9 January – 3pm

### Owners (Management Fee & Service Charges)

Tuesday, 7 January – 11am  
Thursday, 9 January – 2pm

John McShane, Customer Services Manager said: '*It is important that the Association hears the views from tenants and owners on such important matters and I would encourage residents to take the time to submit the short questionnaire'*



# RENT FIRST

The easiest way to pay your rent is by:

Direct Debit

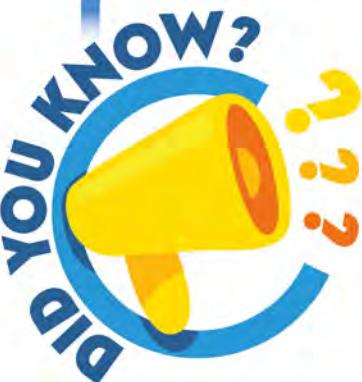
By card at the Post office or pay point outlet

Phoning the office to make a debit card payment

Using the Allpay app or online at [allpayments.net](http://allpayments.net)

Phoning Allpay on 0844557 8321

While we appreciate the pressures of Christmas, we must remind all residents that your rent is your first priority and must be paid for the last day of the month. Unfortunately, all too often staff are having to pursue residents who consistently pay late.



## Lost in Translation?

**D**id you know that the Association can arrange for any of its publications to be published in alternative formats? For example, other languages; large print; braille.

Our website ([www.cadderha.co.uk](http://www.cadderha.co.uk)) can also be translated into many other languages and visitors to our website can also enlarge text by a simple click.

We are also able to arrange for impartial and experienced interpreters to be on-hand when required.

If you have an alternative communication preference, please contact our Customer Services Team or e-mail: [enquiry@cadderhousing.co.uk](mailto:enquiry@cadderhousing.co.uk).

# Welfare Benefits Update

## The Young Carer Grant

In October 2019 the Scottish Social Security launched The Young Carer Grant for 16/17 and 18 year olds who spend an average of 16 hours caring for a person/people who receive a Disability Benefit.

These young people can apply for this grant by phoning 0800 182 2222.

## Best Start Foods Payments

You can apply for, the Scottish Social Security's, Best Start Food payment, when you are pregnant or anytime up to your child turning 3 years old. (You must be on a qualifying Benefit)

Best Start Foods is a prepaid card that you can use to buy healthy food for children under 3 Years old. You can use the card in shops and online.

The payments are:-

- £17 every 4 weeks during pregnancy
- £34 every 4 weeks from your child being born up until they are 1 year old
- £17 every 4 weeks between ages of 1 to 3 years old



## Best Start School Age Payment

Applications are open for the Scottish Social Security Best Start School Age Payment for families whose child was born between 1st March 2014 and 28th February 2015 and will close in February 2020.

This Grant payment of £250 is for low income families, on a qualifying benefit, to help with the costs of a child starting school.

For more information call 0800 182 2222

## The Affordable Warmth Dividend

The Affordable Warmth Dividend is a one off payment of £100 made by the council to all Glasgow residents aged 80 or over to help keep them warm during the winter months.

All residents who received a payment last year **do not need to apply** and will receive their payment before 15 November 2019.

All residents who have turned 80 since 1 April 2019 will need to apply for the dividend. There are several ways in which residents can apply for the dividend:

- Online
- Via the website where they can download the form
- By phone – residents can phone 0141 287 7961 and request an application form



# Welcome to Cadder Greg!

## Contact us

**Good Morning Service**  
G4 Flemington House,  
110 Flemington Street, Glasgow, G21 4BF  
T: 0141 336 7766 or 0333 101 0036 (local rate)  
Email: [info@goodmorningservice.co.uk](mailto:info@goodmorningservice.co.uk)  
Website: [www.goodmorningservice.co.uk](http://www.goodmorningservice.co.uk)

  @Good\_Morning\_2U

## Opening hours

Weekdays: 8am to 3.30pm | Weekends & public holidays: 8am to 12 noon

Recognised by the Scottish Parliament:  
"Parliament congratulates the Good Morning Service on its continuing work;... believes that the service is both life-saving and life-enhancing and gives reassurance and peace of mind to many vulnerable people." S4M-05633  
"Parliament acknowledges the invaluable contribution Good Morning makes to individuals and the community as a whole."  
S3M-3362



## Light-touch

Telephone Befrienders will call you for a blether and to check all is well. Over time we hope to become a good friend on the phone, someone to share a laugh with or simply be there to listen and give emotional support through a difficult time. If you need help we can refer you to health, social care and local services. You decide what we talk about and the level of service that suits you. You choose when we'll phone: from just once a week to every day – it's up to you.

## Safety

We alert to health and safety problems at an early stage. If you don't answer our repeated phone calls we will liaise with other services in an attempt to find you and verify your safety. If you cannot be found we will alert your nominated contact persons or the local police.

Our members feel safer and more confident in living independently knowing that help will be sent if they need it.

You'll have peace of mind.

T: 0141 336 7766  
or 0333 101 0036 (local rate)

the  
**goodmorningservice**  
Est. 2000

## Good Morning Calls

Free telephone alert and befriending service

- start your day with a blether
- light-touch well-being check
- alert a contact person or local police if you fail to answer your phone
- for people aged 55+



## Impact

"My Good Morning Calls give me a lovely warm feeling that lasts all day."  
*Mary*

"It's a great service because it's not intrusive. They're understanding and that means a lot to me."  
*Client*

"As a Carer I find this service invaluable. It's reassuring and I can sleep easier at night. It means an awful lot to me to have friends on the other end of the phone that I can trust and rely on, the team are just great!"  
*Jane*

Connected ~ Safer ~ Valued

**H**eat Services (formally G Heat) will be located in the Association's office every Thursday between 9.00am – 12 noon. Heat Services has been established to provide independent advice on a range of energy related issues and are happy to work with our tenants and owners to resolve billing/meter issues, ensuring residents have the best tariff and making the most effective use of their heating systems.

Greg can also assist residents to apply for the Warm Home Discount which is a grant of up to £140 towards your electricity costs. The money is not paid to you but a one off discount on your bills.

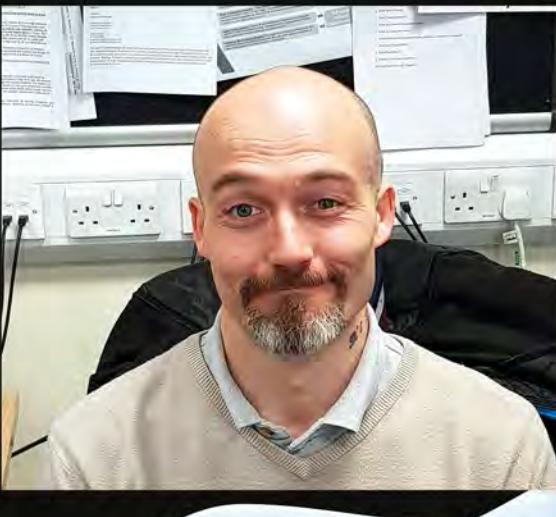
Greg said, 'Many people don't apply but I'm here to do the hard work and it will not affect your Cold Weather payment or Winter Fuel payment'.

There are 2 ways to qualify for the scheme:

You receive Guarantee Credit element of Pension Credit

You may also be eligible if your income is below £16,190 and you meet your energy supplier's criteria.

If you wish to meet with Greg please contact the Association on 945 3282.



# Christmas Safety Tips

Christmas is a special time for celebration and should not end in tragedy because of the extra hazards that are present at this time of year. So when you're decking the halls make sure you follow our simple advice and stay safe.

## Fairy Lights

- Unplug fairy lights or other electrical Christmas decorations when you leave the house or go to bed.
- Check fairy lights are in good working order and replace any bulbs that have blown.
- Bulbs can get very hot, don't let them touch materials that can scorch or burn easily, such as paper or fabrics.
- Make sure the fuse in the plug is the correct rating.
- If you need to plug more than one appliance into an electrical socket use a multi-socket adaptor which is fitted with a fuse and has surge protection.



## Decorations

- Decorations made of light tissue paper or cardboard burn easily.
- Don't attach them to lights or heaters.
- Don't put them immediately above or around the fireplace.
- Keep them away from candles.



## Christmas Trees

Special fire safety precautions need to be taken when keeping a live tree in the house. A burning tree can rapidly fill a room with fire and deadly gases.



## Selecting a Tree for Christmas

Always buy your tree from a reputable retailer to ensure the freshness and quality. Needles on fresh trees should be green and hard to pull back from the branches, and the needle should not break if the tree has been freshly cut. The trunk should be sticky to the touch. Old trees can be identified by bouncing the tree trunk on the ground. If many needles fall off, the tree has been cut too long, has probably dried out, and is a potential fire hazard.

## Caring for Your Tree

Don't place your tree close to a heat source, including a fireplace, heat vent or candles. The heat will dry out the tree, causing it to be more easily ignited by heat, flame or sparks. Be careful not to drop or flick cigarette ashes near a tree. Do not put your live tree up too early or leave it up for longer than two weeks. Keep the tree stand filled with water at all times.

## Disposing of Your Tree

Never put tree branches or needles in a fireplace or wood burning stove. When the tree becomes dry, discard it promptly. The best way to dispose of your tree is by taking it to a recycling centre or having it taken away by a community pickup service.

## Candles

Lots of us use candles to help decorate the house or give the place a more festive feel, however, candles do pose a significant fire risk.

If you do use candles or tea lights here are some key safety tips to keep you, your home and your family safe:

- Make sure that when in use, candles are secured in a proper holder and away from materials that may catch fire – like curtains, Christmas trees, decorations and toys.
- Children and pets should not be left alone with lit candles.
- Put candles out when you leave the room, and make sure they're put out completely at night.
- Trim the wick to  $\frac{1}{4}$  inch each time before burning. Long or crooked wicks can cause uneven burning, dripping or flaring.
- Don't move candles once they are lit
- Follow the manufacturer's recommendations on burn time and proper use.

- Do not burn several candles close together as this might cause flaring (mainly with tea-lights).
- Always make sure tea-lights are placed in a proper holder. The foil container which tea lights come in can get very hot. They can melt through plastic, such as a bath, and have the potential to start a house fire.
- Use a snuffer or a spoon to put out candles. It's safer than blowing them out when embers can fly.



## Freedom of Information

The Freedom of Information (Scotland) Act 2002 (the Act) requires Registered Social Landlords (RSLs) from 11th November 2021 to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner, and publish information in accordance with that scheme. Authorities are under a legal obligation to:

- publish the classes of information that the authority makes routinely available
- tell the public how to access the information and whether information is available free of charge or on payment.

Alongside the Act, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold.



# Local Resident Fundraises for Life Saving Defibrillator for Cadder



Ewan Campbell a local resident from Tresta Road amassed £1,300 through fundraising for a defibrillator for the Cadder Community. The new defibrillator is positioned in a secure yellow box on the side of the Association's office at Fara Street. It has been registered with the Scottish Ambulance service for them to direct any local residents for access and its use in the event of a cardiac arrest or associated heart issues.

Ewan said, 'I wanted to do some fundraising for charity

through my passion for running and thought of the idea of a community defibrillator, which may make a difference to people in Cadder. I hope no-one requires its use, but it could be the difference between life and death. I would like to thank all the people who gave generously in my fundraising, as well as Cadder Housing Association who paid for the Defibrillator cabinet, signage and its installation at their offices.' (Pictured Ewan Campbell)

Mark Scott, Interim Maintenance Manager said, 'We are delighted to have supported Ewan to organise the installation and promotion of the defibrillator at our offices, which is an accessible location in the heart of the community'.

The Association's Director, Kenny Mollins was enthused with Ewan's fundraising efforts for the benefit of Cadder and stated, 'We would like to congratulate Ewan on his achievements and commitment to the community to provide the defibrillator for the benefit of other local residents. This is exactly the community spirit we are trying to create in Cadder, Well Done Ewan!'

The Association would welcome contact from any local residents who have ideas that could benefit the Cadder community.

## Saving Lives in Cadder

### Cadder Community Defibrillator for Emergency Use in the event of a Cardiac Arrest



Contact Scottish Ambulance Service by calling 999 for the P.I.N to access the Defibrillator





**Scottish Housing  
Regulator**

# Housing Regulator reviews Association's Engagement Plan

The Scottish Housing Regulator sets out an Engagement Plan with all social landlords each year. The Regulator has recently reviewed its Engagement Plan with the Association due to an independent investigation that identified weaknesses in our governance arrangements. The Regulator has acknowledged the Association is working openly and constructively with them to improve our governance arrangements through securing independent support to develop an improvement plan to implement the recommendations of the investigation.

The Regulator requires the Association to provide a copy of the improvement plan and they will then monitor its implementation in the coming months.

The Association's Chairperson, Linda Brown stated, 'The Association commissioned the independent investigation which highlighted a number of outstanding actions in our work. We are developing an improvement plan to attend to the recommendations in the report with the support of an independent governance consultant, Linda Ewart, which will in turn ensure we strengthen our compliance with the regulatory standards'.

The Association's new Engagement Plan can be found by clicking at [www.cadderha.co.uk](http://www.cadderha.co.uk).



## Community Centre past events

### OCTOBER HALLOWEEN PARTY

The Centre hosted a well-attended Halloween Party for all primary school age children with the support and input of Achieve More Scotland.



## Up and coming events

### WINTER WONDERLAND

**Thursday 19th December 5-8pm**

Santa's coming to Cadder! plus real reindeer too! Santa's grotto, gifts for all children, activities, Christmas music and food.

### CHRISTMAS FILM MONDAY 23RD December 1-3pm

Cadder Community Centre is showing a free children and families Christmas Film on Monday 23rd December 1-3pm and free popcorn and soft drinks available. Children under 10 need to be accompanied by parents or guardians.



## CADDER DISABILITY SOCIAL GROUP

A new social club and support group for adults with disabilities is being established and held a successful launch event in the Centre with more events planned coming up to Christmas. This is a pilot project with the view to establish a group of members and volunteers and to hold regular social events over the year ahead.



Please join us for our



### WINTER WONDERLAND

- ★ Santa's grotto
- ★ A present from santa!
- ★ Santa's reindeers
- ★ Massage
- ★ Christmas gift stalls
- ★ Arts and craft making
- ★ Brass band performance
- ★ Buffet food and refreshments



**Thursday 19th December**

**2019**

**5pm-8pm**

Cadder community centre  
110 Tresta Rd, Glasgow G23 5AE

for more info contact [info@nwrc-glasgow.co.uk](mailto:info@nwrc-glasgow.co.uk) or call  
0141 3284578 / [info@caddercommunitycentre.co.uk](mailto:info@caddercommunitycentre.co.uk)  
and on 0141 428 4630



## CADDER SENIORS CLUB

A new lunch club for residents of Cadder aged 65+ is being launched and will be held every Tuesday at Cadder Community Centre. This will provide a low cost hot cooked meal and drink at 12pm followed by free activities for men and women. This will be starting on Tuesday 14th January at 12pm and a range of different activities will be available to try out and get involved with.

## UPCYCLING PROJECT

Have you skills to share in mending, fixing, sewing, repairing household items, furniture or clothing – or are you interested in learning those skills to upcycle items to benefit yourself and others. We are looking to setup a new Upcycle Group so please contact Cadder Community Centre for more details.

## CADDER GYM

Get fit this winter! Cadder Gym will be expanding in the New Year with new gym equipment to offer a better range of resources with a new separate Weights Room creating better space for users. Free Gym Inductions are available from our freelance instructor Lauren so please contact the Centre to book a session.



## CADDER SENIORS CLUB

**Cadder Community Centre  
Tuesday 14th January 12-3pm**

**Then every Tuesday**

**HEALTHY LUNCH CLUB FOR  
OLDER PEOPLE IN CADDER**

**Low cost healthy meals, social  
events, music and activities**

**Open to Men and Women**



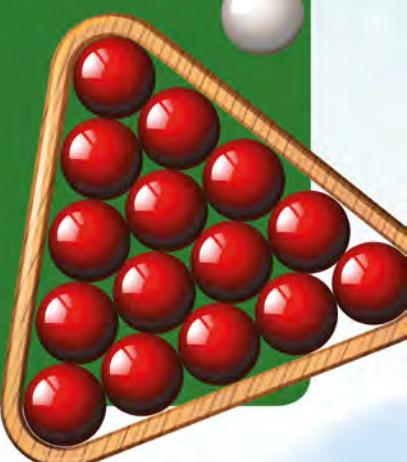
## CADDERHILLS CAFÉ

Cadderhills Café has introduced early hours opening with breakfast deals available from 8am and now open to 2pm for lunches and daily specials Monday to Thursday. The café is looking to introduce home delivery services soon so we will keep you posted!



## SNOOKER

Cadder Community Centre has its own snooker room including a full size table and pool table. Available to hire Sunday to Friday from 8am to 8pm so give it a try for only £3 an hour!



# CADDER COMMUNITY CENTRE

## CADDER COMMUNITY CENTRE ACTION GROUP

This is open to all Cadder residents and members of users groups to enable more people to be involved in Centre based activities. More residents and volunteers are welcome to join us and to ensure local people can help set the agenda to make better use of Cadder Community Centre. Please contact [info@caddercommunitycentre.co.uk](mailto:info@caddercommunitycentre.co.uk) or on 0141 428 4630 for more details.

## NORTHWEST RECOVERY WOMANS GROUP

The Woman's Recovery Group meets in Cadder Community Centre every Thursday 10.30am to 2pm. Social, support and free activities. All newcomers welcome and please contact Natalie at the Centre on a Thursday or at 0141 328 4578.



THE WOMEN'S RECOVERY NETWORK PRESENT

### WOMEN'S DROP IN

All women welcome come join us for :  
Support  
Lunch  
Gym Access  
Workshops  
Recovery Meetings  
Information  
Activities  
Up-cycle  
Massage  
and much, much more!

EVERY THURSDAY  
10.30AM-2.30PM

Cadder Community Centre

110 Tresta Rd, Glasgow G23 5AE

For more information contact  
[info@nwrc-glasgow.co.uk](mailto:info@nwrc-glasgow.co.uk) or 0141  
3284578



## Free Sanitary Products available at Cadder Community Centre

Free sanitary products are available to all service users, volunteers and local residents.

These free items can be accessed through the Community Centre reception or Welfare Rights Officers.

This is a Scottish Government initiative which is made available through FareShare.

For more information please contact:

Telephone: 0141 428 4621 / Email: [info@caddercommunitycentre.co.uk](mailto:info@caddercommunitycentre.co.uk)  
Facebook: Cadder Community Centre / Twitter: @CadderCentre

Cadder Community Centre  
110 Tresta Road  
Cadder, Glasgow  
G23 5AE



FareShare  
Scotland's largest food bank

Scottish Government  
Rioghaillos na h-Alba  
gov.scot



### ABOUT NWRC AND CADDER COMMUNITY CENTRE

North West Recovery Communities is a community led partnership of people and services who are passionate about promoting recovery from Alcohol and Drugs.

Drop in 1st floor,  
Youth Hall



The new Cadder community centre is a state of the art community facility which provides sufficient rooms for dedicated activities and flexible space to achieve the themed uses.

### Gym Access



## WANT TO DO SOMETHING FUN AND WORTHWHILE FOR YOU WHILE THE KIDS ARE AT SCHOOL OR NURSERY?

Local people thought DIY groups would be a good thing.

Fed up of throwing stuff away when you could give it a new lease of life, but not sure where to start? ... Here's your chance to start with furniture and clothing.

Join Isabella from WEvolution on **Wednesday 22 and 29 January 2020** for two fun, hands-on sessions to make stuff last longer.

Suitable for beginners to experienced. **Arrive anytime between 9am and 10am and we'll aim to finish by 1pm**, and you'd be welcome to stay on for a bit afterwards. There is no charge for these sessions, but if you think they've been worthwhile and want to make a donation of £1 or £2, we won't refuse it!

To reserve a spot on these workshops, and get more info, please contact Isabella on 07958680342 or email [isabella@wevolution.org.uk](mailto:isabella@wevolution.org.uk). **Places are limited to 20 and are available on a first come first served basis.** To find out more about other WEvolution events running in the area, visit [srgmovement.com](http://srgmovement.com).

WEvolution is a Scotland-wide organisation supporting anyone to try new things, meet other people and have a good laugh. Some people want to make serious money from their hobbies, other people just want to learn new, useful skills, cut out the high street stores and save what they can. If you have an idea but don't know what to do with it, or are just stuck in a rut and fancy doing something a bit different, WEvolution wants to walk with you. Check out what others are doing with the support of WEvolution here: [srgmovement.com](http://srgmovement.com).

## CADDER PRIMARY'S NEW SPORTS PITCH

Cadder Primary School celebrated the opening of the new MUGA football sports pitch with a Staff v Pupils match. The MUGA will be open free of charge for public use out with school hours to create a new resource for Cadder.



## YOUTH ACTIVITIES

Cadder Community Centre provides youth activities 5 nights a week! These are open to all children and young people at no cost. This includes Dance Sessions (5+ years) on Monday and Tuesday evenings. Achieve More Scotland youth providers holds youth clubs for 5-9 years on Wednesdays 4.30-6pm; and for 10-12 years on Thursdays 5-7pm. Glasgow Life run the Friday evening youth drop in for those 12+ years offering a range of activities, volunteering and opportunities from 6-9pm.

# Ensuring Good Governance of Cadder Housing Association

## Association Publishes its Assurance Statement on Compliance with Regulatory Framework

The Association has published its annual Assurance Statement for 2019 on its compliance with the Scottish Housing Regulator's Regulatory Framework and Standards of Governance and Financial Management.

The Association's Chairperson, Linda Brown stated, 'The Management Committee have assurance we are generally compliant with regulatory requirements, although there are a few areas where we are

working towards compliance. These areas are noted on the Assurance Statement and these should be achieved by April 2020. We have developed an improvement plan to attend to these areas and further strengthen our compliance against regulatory standards and expectations, which will ensure continuous improvement in our management of the Association and the delivery of high quality services to our tenants, owner-occupiers and other customers.



### Extract from our annual Assurance Statement 2019:

The Management Committee has assessed evidence in our work, services and activities to inform their level of assurance, which is as listed:

Legal & Regulatory Requirements	Level of Compliance	Traffic Light Indicator
Provisions of the SHR's Regulatory Framework <ul style="list-style-type: none"><li>• Assurance Notification</li><li>• Tenant &amp; Service User Redress</li><li>• Maintaining the Landlord Portal</li><li>• Publication of Scottish Social Housing Charter</li></ul>	Compliant	
Regulatory Standards of Governance and Financial Management	Working towards Compliance	
Scottish Social Housing Charter – Achievement of Charter Outcomes	Working towards Compliance	
Equality & Human Rights	Compliant	
Legal Obligations	Compliant	

The Management Committee would like to highlight the areas where the Association is working towards compliance, which are as follows:

## Regulatory Standards of Governance and Financial Management

The Management Committee feels it can improve its governance arrangements in its leadership of the Association as outlined in Regulatory Standard 1. The Association is working through an action plan to improve its governance and leadership and this will be achieved by April 2020.

## Scottish Social Housing Charter

The Association has 17 properties where the kitchens do not currently comply the Scottish Housing Quality Standard. We will install these kitchens by March 2020 to ensure full compliance.



# Have you thought about being a shareholder of Cadder Housing Association?



**C**adder Housing Association would like to invite local residents to apply to become a shareholder of the Association.

The Association's Management Committee is made up of mainly local people who are all shareholders and they have been elected at the Annual General Meeting to lead, manage and direct the business. The Committee make the key decisions to ensure our tenants, owner-occupiers and local residents receive high quality and responsive services in our management and maintenance of the area.

The Association's Director, Kenny Mollins stated, "It is important we have a strong and diverse membership of the Association to ensure

succession arrangements for the Management Committee, also to enable us to account for our service in Cadder. We are looking to increase the membership and get more people involved to have their say in the running of the Association".

## Q. How do you become a shareholder of the Association?

A. We would ask you to complete a short application form and pay £1 for your share of the Association. The Management Committee will decide on all applications for membership of the Association.

## Q. What are the benefits of being a shareholder of the Association?

A. As a shareholder you will:

- Be able to attend the Annual General Meeting each September to hear how we are doing and give your views of our service;
- Be eligible to apply for membership of the Management Committee if you would like to get involved in making key decisions on our work and service in Cadder.
- Ensure local people continue to run the Association and make the best decisions in the interests of Cadder and our people.

If you have any questions about becoming a shareholder of the Association or member of the Management Committee please do not hesitate to contact Kenny Mollins on 0141 945 6701

# IMPORTANT NOTICE



Thieves know that over Christmas there will be high value presents and maybe more cash in your house than normal. Keep your home secure - lock all windows and doors, don't leave gifts in view of the windows and keep cash in your home to a minimum.

Always make sure who you are letting into the common close via intercom. If in doubt, don't open.

Make sure the rear and front entrance to your building is secure at all times. If faulty, report to your building factor/ landlord.

When going out, use a timer switch for your lights and consider leaving a radio on.

If you're going away for Christmas, keep your home secure. Lock all windows and doors, set your house alarm if you have one, use timers on lights/ radio, cancel any deliveries and ask a neighbour or friend you trust to keep an eye out while you're away.

Do not leave any valuable items within your vehicle. Make sure your vehicle is secured and locked, and keys are stored within your house – out of sight from thieves. Avoid leaving car keys or valuables within easy reach or visible through a window or door.

Avoid leaving tools, ladders or other items in your garden that can be used to break into your home.

Avoid posting Christmas presents on social media sites.

Be vigilant and keep an eye out for your neighbours and their property. If you hear any disturbances during the night adopt a good neighbour policy and look out for your neighbours.

Please share the above information on social media and to your neighbours and friends to prevent someone having a disappointing Christmas.

Report any suspicion activities to police (101, or 999 in emergency).



**POLICE**  
SCOTLAND  
POILEAS ALBA

CALL YOUR LOCAL POLICE **101** IN AN EMERGENCY ALWAYS CALL 999

# 2020 CALENDAR

PUBLIC HOLIDAY

RENT PAYMENT DUE

JANUARY

2020

M	T	W	T	F	S	S
1	2	3	4	5		
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

FEBRUARY

2020

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	

MARCH

2020

M	T	W	T	F	S	S
					1	
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

APRIL

2020

M	T	W	T	F	S	S
1	2	3	4	5		
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

MAY

2020

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	
25	26	27	28	29	30	31

JUNE

2020

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

JULY

2020

M	T	W	T	F	S	S
1	2	3	4	5		
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

AUGUST

2020

M	T	W	T	F	S	S
				1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

SEPTEMBER

2020

M	T	W	T	F	S	S
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

OCTOBER

2020

M	T	W	T	F	S	S
1	2	3	4			
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

NOVEMBER

2020

M	T	W	T	F	S	S
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

DECEMBER

2020

M	T	W	T	F	S	S
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			



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.

Scottish Registered Charity – SC036455