

WINTER 2020



HOUSING ASSOCIATION

Cadder NEWS

THE NEWSLETTER OF CADDER HOUSING ASSOCIATION LIMITED

Merry Christmas

FROM ALL THE MANAGEMENT COMMITTEE AND STAFF



Christmas Office Closure

Please note that Cadder Housing Association Office will close at **4.30pm on Wednesday, 23rd December 2020** and will re-open on **Wednesday, 6th January 2021 at 9.00am.**

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.**

Interim Director's Report

I am delighted to be joining the team at Cadder Housing Association during this exciting period of change. I will be working with the team to deliver on our commitments to you as our customers so that we can all face the future with renewed confidence.

This year has been a very difficult one for all of us. We have all been affected by the coronavirus pandemic one way or another - either through family and friends who have either been ill or sadly passed away; through learning to cope with changes to our every day lives; through losing jobs or struggling financially; or by becoming ill ourselves. Throughout this period the staff and Management Committee at Cadder Housing Association have strived to continue to provide essential services to our customers, whilst ensuring that they, and our staff remain safe and protected as far as possible. Our staff have been working from home either all or part of the time, and learning to cope with changed working arrangements, and our business continuity plan continues to work well to ensure we are able

to deliver our key services which include emergency repairs; voids and allocations and responding to anti-social behaviour complaints.

Most importantly we are here to support you. We know that many of our tenants have suffered financially over the past few months and that many will be worried about rent payments, especially with Christmas coming up. Hopefully the information and advice contained in this newsletter will be helpful, but if you are worried about paying your rent or applying for benefits please contact us so that we can provide individual advice and support. The most important thing is that you do not worry on your own and leave things to get out of hand – the sooner you speak to us, the sooner we can help.

We have seen many positives over the last few months with our new Business Plan being launched, and with our Management Committee continuing to meet via zoom or socially distanced methods to drive forward our plans and ensure that we meet our targets. You will be able to comment on our performance at

the end of December when you will all receive copies of our Annual Report on the Charter which sets out our key performance indicators and shows how we are doing compared to other Housing Associations nationally, and this newsletter sets out information about proposed rent increases and how to let us know your views. This year we are trying to keep rent, service charge and factoring increases to a minimum to make sure that they remain as affordable as possible whilst still allowing us to provide good quality services to our customers, and invest in your homes.

Finally, we are expecting a visit from Santa just before Christmas and despite the current situation we do have one or two festive treats in store, all of which you can read about in our newsletter and watch out for updates on Twitter in the coming weeks.

And on that positive note all that's left for me to do is to wish you all a very Merry Christmas and let's hope that 2021 is a much better year for all of us.

Jill Cronin, Interim Director

Staffing Changes

Kenny Mollins – Director

Our Director, Kenny Mollins, left Cadder Housing Association in September 2020 to move onto pastures new. During Kenny's time with us he worked tirelessly to provide the Cadder area with high quality housing services as well as the development of both a state of the art community centre and also our first new build development comprising of 50 main door house and flats. We wish Kenny all the best for his future career.

New Staff

Jill Cronin – Interim Director

Jill joins Cadder Housing Association as Interim Director until the recruitment is complete early in 2021 for a new permanent Director. Jill has a wealth of knowledge and experience working with Local Authorities and Housing Associations over many years, and we wish her all the best for her time here..

Laura Westwater – Receptionist

Laura comes to the Association as our new permanent receptionist. Laura has worked within housing associations for a number of years and brings a lot of experience and knowledge. We wish her every success in her new role.



Rent, Management Fee & Service Charges Review – 2021/22

The Association is required to set a budget for the coming financial year, which sets out what we will have to spend to ensure the continued provision of quality services to our customers. We then have to make sure that we will have the income to pay for these services. This involves looking at rent levels, service charges and management fee amounts, whilst considering if they need to be increased and if so, by how much.

We are mindful of the current difficulties that have been caused to households by the ongoing pandemic and are seeking to keep increases to a minimum.

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 2021 – 31 March 2022). We will write to every tenant and owner-occupier to seek views on the proposed increases. As a result of the pandemic, we will not be able to host focus groups this year.

We provide a free welfare rights service to all tenants and owners. Our specialist Welfare Rights Officers can submit benefit applications and carry out benefit entitlement checks with no obligation. Our staff are also available to speak to tenants and owners who may be struggling to pay their rent and factoring charges. Julie Kelly, Customer Services Team Leader said; 'We really do understand that hard times can come to anyone and if this happens to any of our tenants or owners, it is important that they know that we are here to listen and help.'

John McShane, Customer Services Manager

added: "It is important that you tell us your views on such important matters and I would encourage our customers to take the time to submit their views on the proposed increases for 2021/22".

The proposed amounts, which every tenant and owner will be consulted on are shown in the below table. Customers are also welcome to contact us by email (enquiry@cadderhousing.co.uk) or by telephone (0141 945 3282) to provide views on the proposed increases.

Area	Proposed Increase 2021/22
Annual Rent Increase (All Tenants)	1.2%
Annual Management Fee (Tenement Owners)	£116.47 to £126.53 per annum
Annual Management Fee (Cottage Owners)	£21.81 to £22.32 per annum
Annual Estate Management Fee (Tenement Owners)	£147.69 to £152.82 per annum
Annual Estate Management Fee (Cottage Owners)	£76.04 to £78.34 per annum
Close Cleaning	£93.10 to £98.10 per annum



Benefits Update

Universal Credit

Tenants claiming **Universal Credit** can now choose to have the rent element paid directly to the Association (similar to Housing Benefit) and receive fortnightly payments. If you are claiming Universal Credit for the first time, you can ask the DWP for an advanced payment, but this will need to be repaid in the first 12 months.

- Employment & Support Allowance
- Income Support
- Universal Credit

Young Carer Grant

The **Young Carer Grant** is a yearly payment of £305.10 from Social Security Scotland for young people aged 16 to 18 who provide care to someone for at least 16 hours a week on average and the person who is being cared for is getting a disability benefit. Persons qualifying can get a **Young Carer Grant** once a year, up until they turn 19. The applicant cannot be in receipt of Carers Allowance

Scottish Child Payment – New Benefit!

The **Scottish Child Payment** is a new payment for families on Tax Credits or certain low-income benefits to help towards the costs of looking after a child. Successful claimants will receive £40 every four weeks for each child under six. Applications will open in November 2020, with payments being made from 2021.

Job Start Payment

The **Job Start Payment** is a one-off cash payment of £250, or the higher rate of £400 if you're the main carer of any children. It is available to those aged between 16 & 24 who have been out of paid work for six months or more and have now been offered work averaging at least 12 hours per week. You must have been in receipt of a qualifying benefit for at least 6 months prior to a job offer. The qualifying benefits are:

- Jobseekers Allowance

Self-Isolation Support Grant – New Grant!

The **Self-Isolation Support Grant** is a new grant of £500. It will be offered through the existing Scottish Welfare Fund, administered by Glasgow City Council. To be eligible for the payment you must be self-isolating at home because:

- You tested positive for Coronavirus
- You have been told to by the Test and Protect Service
- You're unable to work from home, and have lost income as a result of self-isolation

You must be in receipt of, or have been awarded but not yet received a payment of:

- Universal Credit
- Working Tax Credit
- Income based Employment & Support Allowance
- Income Support
- Housing Benefit and / or
- Pension Credit

Housing Benefit Telephone Lines

Due to the ongoing disruption caused by Covid-19, the telephone line for Glasgow City Council's Housing Benefit Department (0141 287 5050) is currently suspended

You can still submit an application or manage your account by visiting the website at: www.glasgow.gov.uk.

We can Help

If you have questions about the above or any other benefits or would like help in making a benefit application, simply contact the Association and our Welfare Rights Officers, Carrie Smith and Doreen Milne will be happy to help. The service is free and is available to both tenants and owners.

Making a Positive Difference to Your Home and Community

We have spent considerable time along with our Management Committee reviewing our Business Plan over the last few months. The Plan sets out our strategic direction for the next two years in terms of what we want

to achieve and sets the context for our investment planning, work programme and performance monitoring.

The review has been timely because it allows us to take account of the impact that Covid-19 has had on our customers and

our business, and reflects the significant changes that have taken place to our operating environment and our organisational culture and risk. As a result we have developed new statements of strategic intent in the form of our Vision, Values, Mission Statement.

..... We have a new set of Strategic Objectives which are:

Objective 1

Mitigating the impact of Covid 19

Objective 2

Improving our Housing Service

Objective 3

Improving our Housing Quality

Objective 4

Delivering Good Governance

Objective 5

Strengthening our Financial Sustainability

Objective 6

Transforming our Culture.

We have put in place Delivery Plans, which outline how we are going to achieve our key tasks against within each of our objections.

Our Business Plan is available on our website <https://www.cadderha.co.uk/downloads-2/policies/>, or if you would like a printed version please ask at our office or by emailing enquiry@cadderhousing.co.uk

Smoke Alarms

Last year the Scottish Government introduced new Fire Safety Legislation which involves home upgrades to comply with the new standards for February 2021, however, this has recently been extended by one year due to Covid-19.

Our trade team will be continuing with their programme and visiting your home to;

- Renew existing smoke alarms and install new smoke alarms all living rooms and halls. Depending on the layout of your home you may have additional alarms installed.
- All kitchens will have heat detectors fitted
- If there is gas in your home we will fit a carbon monoxide alarm
- Once installed the alarms will be linked to each other, so that in the event one alarm

is activated, every alarm in the house will sound. This ensures that no matter where in the house you are – you will hear the alarms soundings.

Derek Ralston, Temp Technical Services Officer, said, *'It's a fantastic achievement that our in house trade team have fitted over 350 smoke alarms since August last year.'*

If you have a loss of hearing please contact the office and we will arrange to fit flashing alarms for your safekeeping.

Mrs Black, Vaila Street said, *'I'm really happy with the service of the Association and how they have considered my needs. My new alarms make me feel so much safer in my home.'*

You do not need to do anything except let us in to carry out the work. Gaining access to your house is vital to ensure that these essential safety works are completed and we appreciate tenant's efforts in working with the Association staff to make this happen.

It is important that you continue to test your smoke, heat and carbon monoxide alarms every week.



APPRENTICE OF THE YEAR

We are delighted to announce the winner of the Jamie McColl Apprentice of the Year 2020 went to **Jack Boyle.**

Jamie Campbell, Chargehand Supervisor, said, 'We congratulate Jack on his win, it was well deserved and gives recognition for all his hard work and positive attitude since he started with the Association last year. He is a role model for our younger apprentices and someone who can offer solid advice when it comes to the day-to-day routine of work'.

Jack said, 'I've always enjoyed working outdoors and when I saw this opportunity in my own area I jumped at the chance. I've enjoyed my first year and I am really pleased to have won this award'.



Free Wellbeing Sessions



During these increasingly difficult times, Cadder Housing Association, in conjunction with Glasgow City Health and Social Care Partnership, is pleased to promote free personal wellbeing classes. The on-line classes are designed to help anyone struggling with today's life challenges.

The free classes include:

- Building Confidence
- Dealing with Stress
- Covid Fatigue
- Boosting Self-Esteem
- Improving Motivation
- Building Self-Resilience
- Affirmation Building

Class and booking details can be found at: <https://mailchi.mp/0bb02b42d13b/wellbeing-classes-november?e=b5125cb90f>

(Cadder HA has no responsibility or liability for the classes provided by Lifeline)





Your Estates Team

We had high praise for David & George from our estate caretakers for contributing to the work at the path for Cadder Primary School. Mr Taylor from the Parent Council wrote

to the Association to thank the staff for working so enthusiastically and for showing initiative in improving the path for the children's' use.

- Please remember to leave clear access for our caretakers as they continue with our main door gutter cleaning programme.

- Despite delays due to staffing levels, a pandemic and storms earlier in the year the estates team continue with the bin replacement programme with completion due in the new year.

- We haven't always got it right and we have had to return to re-clean a few closes throughout the year. Please get in touch with us at enquiries@cadderhousing.co.uk if you are not happy with the basic clean, we will try our best to resolve matters to your satisfaction.

- While many other landlords stopped summer cutting during Covid-19 we were delighted our estate team continued with their programme allowing local residents and children to enjoy their outdoor space during the summer lockdown. – Well done boys!

- We are pleased to welcome two new apprentices to the team – Rhys and Christopher. The boys will undertake a 2 year modern apprenticeship which will see them gain new skills, experiences and a formal qualification which will help them progress towards a permanent job in the future.

Don't put your head in the sand! Help is at hand

We appreciate that many of our customers have been experiencing difficulties in paying rent / factoring charges during the pandemic. The Association's Financial Inclusion Service is at hand to provide practical and financial advice, including supporting many of our customers apply for benefits.

It is important that tenants and owners pay their rent and factoring charges on time - If you are struggling with your payments, we can assist you by making affordable repayment arrangements. However, if you do not work with us, we will not be able to help and will have no

alternative but to proceed with further action, which could include legal action being taken.

We can also help if you have debts. The Association has recently entered into an arrangement with Citizen Advice Bureau (CAB), who are now providing a dedicated service to Cadder residents. The service is free and completely confidential. Information will only be shared with the Association with residents' permission. Residents can contact Suzy Andrews at CAB (Tel: 07378 180 320) with any debt or other issues that CAB normally deal with.

Let us help you – get in touch today!



The easiest way to pay your rent / factoring charges 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
- Phoning Allpay on 0844 557 8321

Santa Claus is coming to Cadder!

Due to current restrictions we will be unable to hold our annual Winter Wonderland event, however, that isn't stopping the fun!

We are very excited to announce that Santa Claus is coming to Cadder on Wednesday 23rd December between 5pm -6pm - We hope all the boys and girls will listen for the sound of Christmas music and give Santa a big wave as he travels through the streets of Cadder before he continues on his special journey.

The fun doesn't stop there...keep your eyes peeled for our festive announcements on our facebook, twitter and website pages. We will also be holding a 'live' prize draw for all our customers with star prizes for our lucky winners!

Bulk Uplift Service

We understand that the Coronavirus lockdown has seen many residents spending more time at home, which has not only lead to an increase in general household refuse but also in the amount of bulk that is being left in backcourt areas and Cadder's streets.

As you may be aware, Glasgow City Council suspended their bulk uplift service in March and they have recently notified the Association that From 1 December 'core bulk' uplift services will no longer be provided and Cadder residents should no longer leave bulk at collection points for uplift on Thursdays. Any residents who leave bulk in the street / open spaces will now be fly-tipping and could be subject to a fine.

Our estate caretakers have been doing a sterling job of carrying out the work that is Glasgow City Council's responsibility and have managed to

clear most bulk every Thursday during the pandemic. We understand that some residents have been frustrated that the removal of bulk has, on occasion, taken an additional day – the reasons for this has been the volume of bulk, coupled with restriction of opening times at GCC's dump (Dawsholm Depot). At this time, our estate caretaking team will continue to remove items from our tenement backcourts **only**. We will review matters early in the New Year, once we received further information from Glasgow City Council.



Main Door Properties

From 1 December, Glasgow City Council will only accept uplift requests for main door houses via the council's MyGlasgow app which can be downloaded for free from your phone's app store.

Alternatively, requests can be made via the council's website www.glasgow.gov.uk

If your item is in good condition and has not been left outdoors, please consider contacting the National Re-use Helpline 0800 0665 820.

We are asking all residents to ensure that if they are clearing out bulk items that you

do not leave these in the close, against buildings or in the street, as it could cause a fire hazard, attract vermin and is unsightly. Any persons found to be leaving bulk in the street area will be reported to Glasgow City Council for fly-tipping.

Bulk items and items for recycling can be taken to Glasgow City Council Household Waste and Recycling Centre at Dawsholm Industrial Estate and disposed of for FREE. You will need to provide proof of address for access. For further information please visit their website at -

<https://www.glasgow.gov.uk/coronavirus>



It's Spooky at Cadder Primary

Children of all classes in Cadder Primary School took part in a Halloween pumpkin competition. The event was funded by Cadder Housing Association, with help from Cadder Action Group and Cadder Primary School.

Linda Brown, Chair of the Association said; 'Given the difficult times that our children are

currently living in, the Association really wanted to do something of real fun at the school'.

A huge pumpkin was given for each class to make their own spooky pumpkin, with treats for the children.

Mairi Baker, Head Teacher told the Cadder News; 'Staff had just come out of a meeting to discuss a Halloween event for the children,

when Cadder Housing Association contacted us. Their timing could not have been better! The children had a great time and loved the pumpkin theme. The school and parents are so grateful for this very kind gesture. We would also like to thank Nicolle Henderson, Cadder Action Group for her help'.

CADDER
Out Of School
SERVICE

LEARN – PLAY – EXPLORE
– ENGAGE – FUN

Limited spaces available
Come & join for the adventure
Ages 5-12

Monday – Friday
Term Time Holiday Club
3.00-5.45PM 8.15AM-5.45PM

****Prices based on required care****

Located inside -
Cadder Primary School
60 Herma Street, Cadder , Glasgow

Contact for more information –
0141 946 6569
or 07563 339377



New Support Services for Cadder Residents



glasgow
north
west

As a result of funding from Glasgow City Council's Communities Fund, the Association is pleased to confirm that it is able to provide further services to support Cadder households during these difficult times. The services, which will be provided by Citizens Advice Bureau to all Cadder residents include:

- Debt / Money advice (including negotiation with creditors)
- Employment advice
- Emergency food provision
- Consumer advice
- Energy advice
- General enquiries

Appointments with the service will be private and confidential. Information will only be shared with customer consent.

To make an appointment, residents can either contact the Association or CAB directly. Due to the ongoing Coronavirus pandemic, the service will not

be able to provide face-to-face appointments and will manage enquiries by telephone or video call.

Service Details

When: Monday – Wednesday, 9am – 5pm (except public holidays)

Where: Appointments will be held over the telephone or by video call

CAB Advisor:

Suzy Andrews (Tel: 07378 180 320) *

(*Suzy will be happy to call customers back)

John McShane, Customer Services Manager said; *'The Association is grateful to Glasgow City Council for its support. The new service will be of real benefit to Cadder during these unique times. We are delighted that CAB will be providing such a range of dedicated services to our community.'*

Holiday Food Programme at Cadder Hills Café

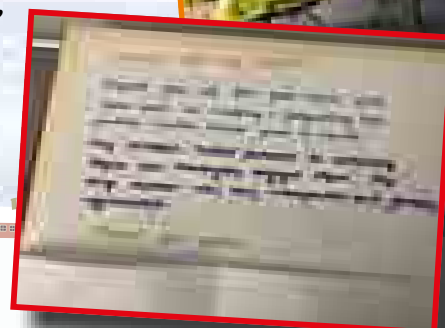
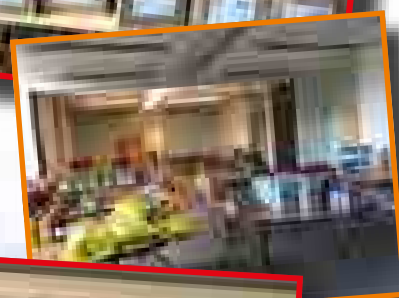


Thanks to funding from Glasgow City Council and the help of volunteers from Cadder Hills Café, the Association was able to organise food, juices, activity packs and vouchers for school aged children in Cadder during the school holiday breaks (Easter; summer and October week). The events have been very successful and a further event is planned for the school holiday break in February.

Volunteers from Cadder Hills Café said; *'An event like this has never been run on this scale before but the turn-out from the kids and families has shown the demand for something like this,*

particularly in current times. We had a lot of fun and laughs, which made it worthwhile.'

John McShane, Customer Services Manager added; *'The Association was delighted to have been able to secure funding from Glasgow City Council and is very grateful for this. As a result of the success of the events held so far, a further funding application has already been submitted for next year. Special mention has to be given to Cadder Hills Café volunteers, who have once again given up their own time to support our community.'*



2021 CALENDAR



PUBLIC HOLIDAY



RENT PAYMENT DUE

JANUARY

2021

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FEBRUARY

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MAY

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JUNE

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JULY

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SEPTEMBER

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OCTOBER

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NOVEMBER

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DECEMBER

2021

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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