

WE'RE GETTING THERE

Cadder “working constructively and openly with us” says Housing Regulator

YOUR housing association is “working constructively and openly” with the Scottish Housing Regulator in order to achieve what’s known as “compliance.”

The Scottish Housing Regulator – which exists to protect the interests of tenants - has published an updated “engagement plan” for Cadder and confirmed it was engaging with us about our “governance and financial management”.

It is important that we bring you news of this. Compliance means meeting the regulatory standards

set by the Scottish Housing Regulator.

In the Engagement Plan - which can be seen on the Scottish Housing Regulator’s website www.housingregulator.gov.scot - it said:

“In 2019 Cadder identified governance weaknesses following an independent investigation. It developed an improvement plan to address the findings and is working to complete the remaining element of the improvement work, a culture change programme.

“In May 2022, Cadder instructed a further independent investigation

following receipt of potentially serious allegations about the association.

“The independent investigation upheld some of the allegations, including that there was failure to operate within respective governance roles, a lack of transparent decision making, weaknesses in procurement and management of conflicts of interest. The report also noted the need for improvement in the strategic management of Cadder’s community centre to achieve its reopening and future viability.”

Continued on page 2.

IMPORTANT! It’s time to have your say on the future of your community centre. A survey is contained within this newsletter on pages 9-12. Please take time to complete it and let us know your views.



WE'RE ON YOUR SIDE!

A message from our Chief Executive

Welcome to your Spring edition of Cadder News containing news and developments at your housing association.

We plan to publish your newsletter more frequently than before so that we can keep you better informed of our work.

Without a doubt the most pressing matter facing us all is the cost of living crisis.

You will be well aware of rising prices across many aspects of our lives from soaring energy costs to the price of a weekly shop.

Cadder Housing Association is not immune from rising prices and we have done everything we can to limit our rent increase this year to 5 percent which is around half of the current inflation rate.

The Scottish Housing Regulator has confirmed that of 265 social landlords the average rent increase is 5.07%. Cadder's increase is below the Scottish average and one of the lowest within Glasgow. Minister Patrick Harvey said he welcomed 'significant efforts' that social landlords have made to keep rents well below inflation for the next financial year.

Meanwhile, we are delighted to have secured a National Lottery Community



Fund grant of £20,000 to help our tenants with energy costs and food. We will be contacting tenants soon with details of how you can apply for this help.

We are also pleased to welcome four new Board members and you can read more about who has joined us on page 6. They are Elizabeth McEachran, Amir Asif, Mark Fisher and Ross Kirkwood.

Turning now to our community centre, it is our intention to re-open it in the coming months. We know what a valuable asset it is to Cadder and we also know you want it re-opened as soon as possible. We never forget it is here for all of Cadder.

This is why you can help us greatly by completing the survey on your views on the centre in this newsletter.

It is vitally important that we hear from you on this matter so that we can take forward our plans for the centre while remaining focused on what you would like from it.

Pamela Milne



WE'RE GETTING THERE

The Engagement Plan said we had developed some proposals to address the issues, including the recruitment of new members of the Board. It added that we had commissioned an independent consultant to assist in the production and delivery of an action plan to address the findings of the independent investigation.

It concluded: "Cadder is

working constructively and openly with us."

Responding to this development our Chief Executive Pamela Milne said: "Like every other housing provider we are deeply committed to serving our community through the delivery of high quality affordable homes, a good repairs service and a commitment to improving our neighbourhoods.

Continued from page 1

We acknowledge the issues raised by the Regulator and are making huge efforts to reach compliance. Cadder is grateful to the Regulator for recognising that we are working constructively and openly with it through our committed Board and hardworking and professional staff."

THANK YOU FOR HAVING YOUR SAY



We want to take this opportunity to thank tenants for taking part in the recent rent consultation.

Your views are crucial to the process of rent setting – something which was decided upon in early February.

Clearly, imposing a rent rise in line with inflation was not something our tenants could withstand due to the cost of living challenges being faced by so many people.

The Association appreciates the number of responses – and while there are varying views, there is a reluctant acceptance that with rising costs rents have to rise – albeit by a much smaller amount than inflation.

*We received 131 (18% of tenants) completed tenant

surveys. Thirty-one tenants (4% of all tenants) were in favour of a 5% rent rise and 100 tenants (14% of all tenants) voted against the proposed 5% increase. The survey findings and all your anonymised comments were presented to the Board at its meeting on 2nd February and taken into account when the final decision on the rent rise was made.

We undertook a separate survey for our factored owners and we are also grateful for all those who responded.

The result of the owners' survey was that 27 owners sent us a response (6.6% of all owners) Nine owners agreed with the charge increase and 18 disagreed. The results of this survey, along with all anonymised comments submitted were presented to the Board on 2nd February.

Money Advice Team

Our Money Advice Officer Carrie could help you with the following:

- Income maximisation
- Benefit applications
- Challenging benefit decisions including appeal

- Money & Debt advice
- Energy advice
- Budgeting advice
- Help to access grants

Money is something we all worry about especially now as we see a rise in our food, gas, electricity, fuel and we wonder how we will make our money stretch to ensure we can meet these essential living costs.

We understand these worries and concerns and we are here to help you. Our Money Advice Officer will ensure you are receiving income that your entitled to, help you budget your money and manage your debts.



Our service is available to both our tenants and factored owners. Our advice is free, impartial, and confidential. If you need any help or would like to arrange an appointment, please contact us on **0141 945 3282** or email **enquiry@cadderhousing.co.uk**

COST OF LIVING HELP – WHAT IS COMING

We are always looking at ways we can support our community throughout the cost of living challenge.

The UK Government has been delivering what it calls “Help for Households.”

You can find out more at this website

www.gov.uk/helpforhouseholds

In late January it announced what will happen in 2023 and 2024 with regard to ongoing “Cost of Living Payments”. These payments will be made between Spring 2023 and Spring 2024.

They are:

- £301 for people on an eligible low income benefit, to be paid during spring 2023
- £150 for people on an eligible disability benefit, to be paid during summer 2023
- £300 for people on an eligible low income benefit, to be paid during autumn 2023
- £300 for pensioner households, to be paid during winter 2023 to 2024
- £299 for people on an eligible low income benefit, to be paid in spring 2024

Further guidance will be published when more details have been announced and this will be before the first payment is due in the spring.

With regard to help on fuel bills, the UK Government has been running its Energy Bills Support Scheme

This has delivered £400 off bills since October and ran until March. This automatic, non-repayable discount was given in six instalments of either £66 or £67 per month.

The Scottish Government has also been doing its bit to help alleviate the pressure on household incomes. It has listed a number of ways of getting help.

Energy and household costs

Home Energy Scotland is helping people to reduce their bills, use energy more efficiently and create warmer homes. For advice and to find out what support you're eligible for call **0808 808 2282** or visit homeenergyscotland.org.

Depending on your circumstances you could get a discount on your council tax bill or be entitled to benefits to help pay for housing. Visit **gov.scot/costoflivingsupport** for further information.

Money and debt advice

If you need advice on how to manage your money or debt, you are not alone and there is support available. You may be able to get help with rent arrears or mortgage repayments or be eligible for a budgeting loan. Please see the organisations listed below to find out about the services and help available to you.

Benefits and income

Visit gov.scot/costoflivingsupport for information on benefits and payments available and access to free online benefits calculators. The Money Talk Team are also on hand with advice at **moneytalkteam.org.uk** or on **0800 028 1456**.

If you already get certain low-income benefits or tax credits you could be eligible for other cost of living payments. The Scottish Welfare Fund can also provide crisis grants if you need financial help in an emergency. More information is available at **gov.scot/costoflivingsupport**.

Support for families

Support is available to help with a range of family expenses including childcare and school costs. Eligible children can access 1140 hours of funded childcare. The Scottish Child Payment helps families on low incomes with a weekly payment for every eligible child. Best Start payments can help towards the costs of being pregnant or looking after a child. The Money Talk Team are also on hand with advice at **moneytalkteam.org.uk** or on **0800 028 1456**.

Support for older or disabled people

There is a range of benefits designed to support older people; from pension credits that can help to cover living costs for those on lower incomes, to winter fuel payments and free bus travel. To find out if you could be eligible for pension credits call the Pension Service helpline on **0800 731 0469**, or for general advice contact Age Scotland on **0800 12 44 222** or by visiting **agescotland.org.uk**. Additional support is available for adults and younger people living with a disability, from disability payments to winter heating assistance and free bus travel. Visit gov.scot/costoflivingsupport for more information.

Support for carers

If you are caring for someone you could also be entitled to claim a carer's allowance. Find out more at gov.scot/costoflivingsupport, or call Carers UK on **0808 808 7777**.

KEY CONTACTS

Advice Direct Scotland

Provides a range of services that can help with cost of living issues. This includes energy and debt advice, as well as access to the Scottish Government's Home Heating Support Fund. They also have a free benefits calculator on their website to check entitlement. Visit www.advisedirect.scot Call **0808 800 9060**.

Breathing Space

A confidential phone line for anyone in Scotland over the age of 16 and feeling low, anxious or depressed. Visit www.breathingspace.scot Call **0800 83 85 87**.

Citizens Advice Money Talk Team

Get free, confidential advice locally about what benefits and grants you're entitled to, as well as help and support on making your money go further and how to manage debt. Visit www.moneytalkteam.org.uk Call **0800 028 1456**.

Social Security Scotland

Apply for a benefit or find out what to do if you've already applied and need more help. Visit www.mygov.scot/benefits Call **0800 182 2222**.

StepChange Debt Charity Scotland

Free, impartial debt advice and practical solutions to help you take back control of your finances. Visit www.stepchange.org Call **0800 138 1111**

CASE STUDY: Great news for One Cadder resident

Our Money Advice Officer Carrie was able to help one resident and it has proved that asking for help can bring a great result.

This person was refused a Personal Independent Payment – also known as PIP – and asked for our help.

An application was made for a new Adult Disability Payment last November.

Happily, this ADP was awarded in February thanks to our intervention and was backdated to cover the period 22 September 2022 to 15 February 2023 resulting in a payment of £3294.

We are delighted for this person who received what was due and it proves that contacting our Money Advice Service is worthwhile.

Remember our service is FREE and CONFIDENTIAL so why not get in touch.

Contact us at enquiry@cadderhousing.co.uk or call us on **0141 945 3282**.



UK Government

Help for
Households

Help is available for every household

Find out more: gov.uk/HelpForHouseholds

JUNE FUN DAY

With summer fast approaching, we are planning a Family Fun Day on Saturday, June 17. It will be a great opportunity to bring the community together.

Watch our Facebook page and website for a full update. We aim to have something for all the family so we look forward to seeing you in June! Search on Facebook for Cadder Housing Association.

WELCOME TO OUR NEW BOARD MEMBERS

We want to give a very warm welcome to our new Board members at Cadder and thank them for the contribution they will make to the good running of your housing association.

Elizabeth McEachran

Liz has worked in the local authority and housing sector for the last 21 years. She has worked as a housing services manager for 15 years with responsibility for all aspects of housing management. She is a passionate advocate of the importance that community-based housing associations have in providing both housing and as a community anchor. She is particularly interested in housing and asset management.



Mark Fisher

Mark has worked as a Human Resources Director in the airline, education, engineering and local authority sectors as well as the Scottish Government. He has extensive trade union engagement experience and has implemented legislative requirements. He has developed strategies and reviews which improve business performance and has extensive experience in start-up organisations.



Amir Asif

Amir Asif is skilled in accountancy and finance with experience in practice and industry working with clients across many sectors including financial services, food and beverage, consultancy, investors and charities. He has experience in volunteering for charities and was involved in a mental health organisation "GAMH" from a young age growing up in Glasgow. Amir also has experience leading projects and teams, previously, he created an e-mentoring project to connect students in the business school at the University of Glasgow leading a team and creating a beneficial collaborative environment.



Ross Kirkwood

Ross is a "Change and Transformation Programme Director" with expertise in creating strategies to meet business, commercial and regulatory obligations across public & private sector organisations. His key strengths include designing, leading and delivering multi-million pound projects and programmes across diverse sectors to meet stakeholder & customer requirements and drive technological & organisational change. He also has a background in compliance, accountancy & management consultancy as well as trying to keep young with sporting activities (mostly now watching) and keeping his young family entertained!



Petition from Cadder Residents

By Pamela Milne, Chief Executive

The Association has received a petition from a large number of our residents - both tenants and owners, relating to some of the services that we offer. Firstly, I can assure each of you that the Association is embracing this opportunity to listen to your experiences of the services that we offer and introduce service improvements to meet the needs of our customers and community.

The petition lists issues which those who signed it would like addressed

- Poor Communication
- Poor customer service
- Lack of cyclical maintenance and upkeep of estates resulting in higher repair costs
- Not demonstrating best value
- Failing to provide work programmes for planned and estates work
- Information requests ignored
- Dissatisfaction with Cadder as a landlord
- Inconsistencies in charges and refunds
- Lack of confidentiality – no area to meet staff (made to stand outside)

Cadder Business Plan

Some of these issues have already been identified as priority areas for improvement by the Association's Board within our Business Plan 2022 – 2025. A copy of the Plan is available upon request and is also accessible on the Association's website www.cadderha.co.uk.

In summary, the plan identifies four priorities for the Association, known as our Strategic Objectives. These objectives are:

- Strategic Objective 1: Improving our Customer Service and Satisfaction

- Strategic Objective 2: Improving our Housing Quality and Health & Safety
- Strategic Objective 3: Improving our Business Performance
- Strategic Objective 4: Ensuring Governance Compliance and Financial Sustainability

To achieve these objectives, we have developed a list of specific actions that have been identified and prioritised in a number of ways, including via customer feedback. Indeed, many of the issues raised within the petition mirror the actions already identified within the Plan and development work to deliver these actions is scheduled throughout the Plan. Please be assured that we are committed to addressing the issues that you have raised.

Residents' Group

The petition also notes the need to set up a residents' group. One of the actions within the plan, is to do just that, although it is referred to as a Scrutiny Group. The remit of this group is yet to be formally defined, but effectively it would measure and review our services and hold the Association to account on our performance.

If you are interested in hearing about a residents' group, what it would involve, what it would do and how much of your time would be required, I would ask you to contact my colleague Jennifer MacDonald by phone on **0141 945 3282** or by email at Jennifer.macdonald@cadderhousing.co.uk. Jennifer will note your interest and we will then arrange for us to meet to discuss issues raised within the petition, and the possibility of forming a residents' group.

***This article is a version of a letter sent to Cadder residents recently**

**YOU
SAID**

**WE
DID**



Reception area – we recognise that not having a reception area to the office is unacceptable, since changes were made to the existing reception within the community centre. Until we resolve this matter with a new reception area, we will ensure that all callers to the office have access to private interview facilities.

Complaint management - we have centralised how we manage complaints so that a dedicated member of the team co-ordinates a response to complaints within defined timescales. This also allows us to learn from each complaint received.



Close Cleaning and Landscape Maintenance – last year, we responded to high levels of dissatisfaction with the close cleaning and grounds maintenance services. This was also having a negative effect on the appearance of our community. We have since appointed a new contractor to carry out this service and we have noted much higher levels of satisfaction.



**Contacting us via
enquiry@cadderhousing.co.uk**

- you asked us to provide an acknowledgement to these enquiries when an email has been received. This is now in place and confirms when we will respond to your enquiry.



**Contacting us
via phone** – We

recognised that the existing phone arrangement sometimes created a queue for customers trying to reach us. We have since changed how our phone system is set up to divert callers to an available member of the team. We have also established monthly monitoring of the level of unanswered calls.



**Improved
communication
regarding repair
timescales** – When you

contact us regarding repairs we will confirm the timescale in which you should expect to hear from the contractor and when it will be completed, depending on the type of repair and your availability for access.



CADDER COMMUNITY CENTRE

WIN £50 worth of
shopping vouchers

TIME TO HAVE YOUR SAY



It's time to have your say on the way forward for your community centre.

We've teamed up with Community Links Scotland - an inspiring organisation which offers a range of services including community development and participation. Their expertise will help us as we endeavour to obtain your views on the Centre.

As mentioned on the front page, we want to know what you're thinking and you can do this by answering the questions in the survey.

Once completed here's what to do:

- Tear it out of the newsletter and:
- Hand it in to our office
- Post it back (remember to use a stamp)
- Complete it online at <https://www.surveymonkey.co.uk/r/CadderHA2023>



We will report back once we have had a chance to assess what you've had to say.

THE DATE BY WHICH WE NEED TO RECEIVE YOUR COMPLETED SURVEY IS TUESDAY 2ND MAY and if you give us your contact details we can enter you into a prize draw to win £50 worth of shopping vouchers.

SEE OVER FOR SURVEY >

Q1. Cadder Community Centre Activities	Very Important	Important	Less Important	Not Important	No Opinion
Music Lessons					
Indoor Bowls					
Parent and Toddler Groups					
Cinema Club					
Martial Arts clubs					
Low cost food stall once a week					
Children's Birthday Parties					
Arts and crafts classes					
Slimming classes					
Bingo					
Smoking/alcohol/drug addiction services					
Cafe					

Q2. Services provided	Very Important	Important	Less Important	Not Important	No Opinion
Financial/welfare rights advice					
Health and wellbeing services					
After school care					
Free book exchange					
Community information					
Community Food Project					
Councillor/MSP/MP surgeries					

Q3. Local Activities	Very Important	Important	Less Important	Not Important	No Opinion
Activities for older people					
Activities for young people					
Activities for working age people					
More volunteering opportunities for local people					

Q4. Sports and Leisure	Very Important	Important	Less Important	Not Important	No Opinion
A variety of fitness, and sports classes in the Centre					
Establish a local walking/jogging group at the Centre					
Establish a walking football group					
Re establish a gym group and use of gym					

Q5. Cadder HA Potential Services	Very Important	Important	Less Important	Not Important	No Opinion
Volunteer Support					
Digital Inclusion					
Energy Advice					
Welfare Rights/Financial					
Help to manage your home					
Food Pantry					

Q6. Community	Very Important	Important	Less Important	Not Important	No Opinion
More community events through the year in the Centre					
Social media updates of services/ activities in Centre					
Improved street lighting					
Lockable Bicycle Storage in the area					
More dog bins/litter bins					

Q7. The Place Standard Table is a Scottish Government tool to measure the quality of a place.	For each of the questions in the table below, think about where you live in Cadder and how it meets your needs and demands as a resident. By putting a mark in the appropriate box, please tell us how satisfied you are currently with each aspect of your community on a scale of 1 to 7, with 1 meaning there is a lot of room for improvement and 7 meaning there is little room for improvement.						
	1	2	3	4	5	6	7
Can I easily walk and cycle around Cadder using good quality routes?							
Does public transport meet my needs?							
Do traffic and parking arrangements allow people to move around safely and meet community needs?							
Do buildings, streets and public spaces create an attractive place that is easy to get around?							
Can I regularly experience good quality natural space?							
Do I have access to a range of space and opportunities for play and recreation?							
Do facilities and amenities meet my needs?							
Is there an active local economy and the opportunity to access good quality work?							
Does housing support the needs of the community and contribute to a positive environment?							
Is there a range of spaces and opportunities to meet people?							
Does this place have a positive identity and do I feel I belong?							
Do I feel safe when walking around the area?							
Are buildings and spaces well cared for?							
Do I feel able to participate in decisions and help change things for the better?							

Q8. Is there anything else that you think is important for the future of the Centre and Cadder in general? If you think there is something else, please tell us what, and if possible why you think it's important.

Q9. In order to send you updates on activities in the Centre it would be useful if you gave us your e-mail address, and or name and telephone number so we know where to send the £50 shopping vouchers to.

Name

and/or Email address:

and/or: Telephone number:

Personal Information – this will help us to determine if the feedback we receive is representative of all age groups and areas of Cadder and will be used for the purposes of this study only.

Tenure: ☐ Cadder HA ☐ Owner Occupier ☐ Private Landlord ☐ Other

Gender: **Postcode:**

Age: ☐ Under 16 ☐ 16-21 ☐ 22-29 ☐ 30-39 ☐ 40-49
 ☐ 50-59 ☐ 60-69 ☐ 70-79 ☐ 80-89 ☐ 90+

If you are interested in volunteering with Cadder HA to develop new activities and services in the Cadder Community Centre, or help with other community development projects, please provide your idea outline here along with your details and we will get in touch with you.

Data Protection Notice

By completing and returning this form to us, you agree that we may use the information you provide in this form to better understand what age groups and residents are looking for from the Community Centre. The results of the survey will be made publicly available on a collated basis. It will not be possible to identify you from these results. Community Links will have access to the completed survey forms to help us with this. We will keep your completed form securely for no longer than needed to meet legal, accounting, reporting or regulatory requirements.

Please contact our Data Protection Officer, Daradjeet Jagpal, at daradjeet@infolawsolutions.co.uk or 07852 905 779 for information on your rights in relation to the personal information we hold about you or to report any data protection concerns. Complaints can also be made to the Information Commissioner's Office at: <https://ico.org.uk/make-a-complaint/> or 0303 123 1113.

Scottish Child Payment

What is a Scottish Child Payment?

Scottish Child Payment is a payment from Social Security Scotland made to low-income families.

You receive a payment of £20 per week (£25 from 14 November 2022) for each eligible child in your family. While the payment is initially made to children aged under six only, from 14 November 2022 it was extended to children under 16.

There is no limit to the number of children that you can be paid for. A Scottish Child Payment will still be made for children who are affected by the two-child limit in Universal Credit (UC) and Tax Credits (TC).

How do I qualify for a Scottish Child Payment?

To qualify for a Scottish Child Payment, a family must be receiving 'a qualifying benefit'. This means you must be getting one of the following:

- Universal Credit
- Working Tax Credit and / or Child Tax Credit
- Income Support
- Pension Credit
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance (ESA).

You also need to show that you are the person responsible for the child in question.

You are treated as responsible for them if either:

- You get child benefit for them
- The child is included in your Universal Credit, tax credits or Pension Credit claim
- You are their kinship carer.

How to apply

- You need to apply for the Scottish Child Payment. It is not paid automatically
- You can apply online and can also apply via freephone helpline on **0800 182 2222** or ask for an application form to be sent to you that you can fill in and return.

Applications for children aged 6 to 15 are now being taken.

Getting the Scottish Child Payment will not affect any other benefits or tax credits you receive.



IS ALL IT TAKES

One pound is all it takes to support your housing association.

What do we mean by that?

Traditionally, in the housing association movement in Scotland paying £1 gives you LIFETIME MEMBERSHIP

Of course you don't need to be a Member of Cadder Housing Association to be a tenant but paying a nominal sum of £1 is a way of giving support to your housing provider and the important work we do in our community.

It also means you can attend our AGM and if you so choose can stand for election to the Board – our governing body – whose decisions shape the future of Cadder Housing Association.

If you would like to know more call us or send an email to enquiry@cadderhousing.co.uk

Remember this £1 to become a Member is a one-off cost and literally lasts a lifetime!

INVESTING IN AND OUR COM

As your housing association we know our role in the community reaches far beyond simply collecting the rent and offering a good repairs service.

Like so many housing providers we recognise our role as a community anchor – bringing people together and celebrating a sense of community in a vibrant neighbourhood like Cadder.

Our “investment programme” is ongoing as it helps to maintain the housing stock in good condition and has a wider impact on the community by keeping it neat and tidy as best we can.

We recently completed what we call our **Winter Maintenance Programme** and this has included:

- Gutter Cleaning
- Power washing of back courts, closes and common brickwork
- Pruning of trees and bushes in readiness for Spring

We are also beginning our **Spring Maintenance Programme** to include:

- Grass cutting of common areas starting in April with 14 cuts which will be done throughout the season
- Grass cutting of back courts starting in April and again, 14 cuts will be done throughout the season

Where a tenant has a garden or where a garden is owned by an owner occupier it is their responsibility to take care of it.

Del Ralston, Property Services Officer, said:

“We are strongly-committed, through our investment programme, to improving tenants’ homes as well as keeping the community looking good. The pictures here show just how homes can be transformed internally with things like a new kitchen. Additionally, outdoor spaces are also the subject of improvement.”



Pictured: Looking good.....work recently undertaken with some images showing before and after



YOUR HOMES COMMUNITY

We are pleased to report that the following important **Investment work** has been carried out during the financial year which ended in March.

90 
Kitchen replacements

14 
Bathroom replacements

10 
Boiler replacements

140 
Electrical Safety Testing


6 
Medical Adaptations

More investment is coming with the following work being carried out from April

20 
Kitchen replacements

10 
Bathroom replacements

140 
Electrical Safety Testing

10 
Boiler replacements

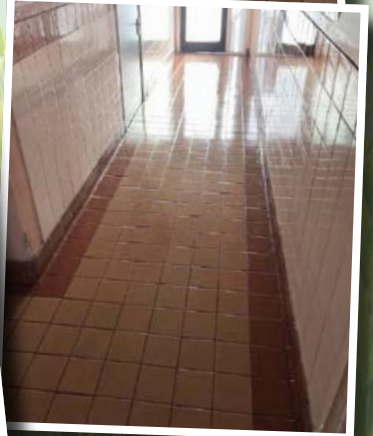
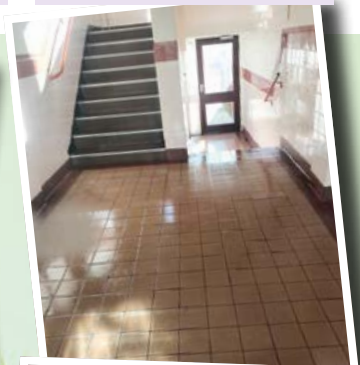
Common area drainage repairs

Back court environmental improvements

BEFORE



BEFORE



DRAWING COMPETITION

We are pleased to bring you our Spring Drawing Competition for Kids.

It is open to children of all ages and there will be a single prize of a £25 Amazon voucher.

All you need to do is create a picture of something you'd like to see in Cadder using whatever you like – it can be pencils, pens, paint or crayons. The only advice we can offer is make it colourful!

Then hand in your entry or post it to us making sure you give us the following details:

- Name of child
- Age
- Address

The closing date for entries to be received is May 2nd. We will then contact the winner by phone or post. Keep up to date with our Facebook page and on our website

COMING SOON

THE CADDER GARDEN COMPETITION

Later in the year we will have full details of our **Summer 2023 Garden Competition.**

We know we have some exceptional gardens in our community and many are worthy of winning a prize.

Full details will follow on our website and social media channels. You will be able to enter yourself or nominate a garden you like. The judging will take

place in August.

But meantime we can tell you the **THREE** categories for the competition.

- Private garden
- Best balcony
- Best back court

Good luck to all our green fingered residents!

Follow us on Facebook!



Cadder-Housing-Association

MEET YOUR HOUSING TEAM

Our housing team pride themselves on giving you the very best service possible.

So we thought it would be a good idea for you to be reminded of who they are.



We split the entire housing stock Cadder owns into two areas. Area 1 is handled by Housing Officer Kamran Aziz

His email is **Kamran.aziz@cadderhousing.co.uk** tel **945 6729**

The streets Kamran looks after are:

Skirsa Street	66, 92, 94, 140-176, 182-206
Skirsa Place	3, 15, 21
Skirsa Square	All
Tresta Road	126-172, 149-187 186-224, 191-234
Vaila Place	6-24
Vaila Street	6-24, 34-62, 45-51

Kamran's Housing Officer colleague is Lauren Campbell. Lauren looks after Area 2. Her email is **Lauren.campbell@cadderhousing.co.uk** tel **945 6704**

The streets Lauren looks after are:



Cadder Road	All
Fara Street	All
Herma Street	All
Inga Street	All
Langa Street	All
Scapa Street	All
Skirsa Place	6, 12, 18, 24
Skirsa Street	3-61, 78, 80, 143, 145, 147, 149, 153, 159, 165, 171, 175, 177, 179, 181, 187, 189, 191, 193
Tresta Close	All
Tresta Road	1A-104
Vaila Street	3, 9, 15, 21, 27, 33

Included in the housing team are Kirsty Scott, Assistant Housing Officer and Lauren McClure, Housing Assistant. Their emails are **kirsty@cadderhousing.co.uk** tel **945 6720**

Lauren.mcclure@cadderhousing.co.uk tel **945 6720**



Carrie Smith



Kirsty Scott



Lauren McClure

Also part of the team is Carrie Smith - our Money Advice Officer. Carrie can be contacted on **carrie@cadderhousing.co.uk** or by calling **0141 945 6722**

Wanting help?

To contact Glasgow City Council one of the easiest ways is to go online and find the My Glasgow CC section of the council website www.glasgow.gov.uk

Search on the site for My Glasgow CC and you can make a report, request and apply for a service, or make a payment 24/7. There is also a live chat option. Items people often ask about include council tax, bulk uplifts, clothing grants and free school meals, lighting faults and street cleaning and litter

You can also download the My Glasgow App

MyGlasgow is a mobile phone app that enables you to report issues to Glasgow City Council.

You can attach photos, video or any other contextual information to your report and pin point the exact location via integration with Google Maps.

Once submitted your report is routed to Glasgow City Council for processing and allocation to the relevant Service Delivery Team.

SORT IT ON **THE MYGLASGOW APP**



REPORT IT ON **THE MYGLASGOW APP**



FEATURES

There are many features to MyGlasgow

- Submit a report.
- Receive information about your submitted report by SMS, push notification or email.
- View your submitted reports.
- Add notes to existing reports.
- News and events.
- Search for Council facilities near to your current location.
- View local information, e.g. council tax bands, planning applications, jobs, etc.
- View the incident using Google Street View.
- Integrated help.

WHAT ISSUES CAN YOU REPORT?

You can submit reports for issues such as;

- Missed bin collection
- Broken parking meter
- Illegal fly posting
- Parking meter
- A broken street light
- Graffiti
- Pot holes
- Illegal dumping of waste
- Dog fouling

Available for both iPhone and android

Here are some useful organisations you may have reason to contact

Other helpful contacts:

- **SAMH** www.samh.org.uk – Information line directing people to local support services across Scotland
- **NHS Inform** www.nhsinform.scot - online platform for a range of health problems including mental health
- **Breathing Space** www.breathingspace.scot - 0800 83 85 87 out of hours telephone support line for those with Mental Health problems
- **Samaritans** www.samaritans.org - 116 123 emotional support for anyone struggling to cope
- **Living Life** Telephone Support 0800 328 9655 free telephone support service for people with low mood and/or anxiety
- **Headspace** www.headspace.com – Mindfulness for everyday life – Stress less, move more, sleep soundly.
- **Lifelink** www.lifelink.org.uk Lifelink can offer support to anyone who is struggling to cope with everyday stress or feels anxious or depressed through counselling or courses
- **Time Out Scotland** www.timeoutscotland.org.uk - a self-help support group which meets every week.
- **GAMH** www.gamh.org.uk support for mental health recovery
- **www.glasgowhelps.org** is useful for food deliveries, prescriptions.
- **Children and Young people. Childhood Bereavement UK** has produced a short film, supporting bereaved children during difficult times. <https://www.childbereavementuk.org/coronavirus-supporting-children>
- **Home Energy Scotland** is funded by the Scottish Government and can help if you are worried about paying for your gas and electricity. Their service is free and impartial, contact them free on Tel. 0808 808 2282, Monday – Friday 8am – 8pm and Saturday 9am – 5pm. or for the latest information from Home Energy Scotland and top tips for saving energy, visit www.homeenergyscotland.org
- **Young Scot:** provides a wealth of information to help support young people during COVID 19. <https://young.scot/campaigns/national/coronavirus>
- **Heads Up:** has information about some common mental health conditions, and includes advice and tips on ways on how people can cope with living with the condition. <http://headsup.scot/>
- **Cruse:** information on dealing with bereavement and grief during COVID 19 <https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief>
- **NHS Living Life:** 0800 328 9655: A free telephone based service for people over the age of 16 feeling low, anxious or stressed
- **Food Train:** Anyone over the age of 65 who can't manage a food shop can use this service. Our volunteers will go for your messages and deliver to your door. There is a £5 delivery fee and a one off £1 membership fee. Tel: 0141 423 1722 or Email: glasgow@thefoodtrain.co.uk
- **Good Morning Service:** Provide a telephone befriending and alert call service for the elderly. Phoning every morning 365 days a year. Tel: 0141 336 7766 or 0333 101 0036. Email: info@goodmorningservice.co.uk

Cadder Easter Bunny

The Cadder Easter Bunny made a very special trip to Cadder Primary and Langa Street Nursery just before the holidays.

She dropped in to deliver Easter Eggs for every child before they finished up for the Easter break.

The donation of eggs was made possible thanks to the financial generosity of three firms who work for your housing association and we thank them for their kindness.

They are: Bell Group, ICE and Pro-Cast.

As our pictures show the youngsters at Cadder Primary and Langa Street Nursery were delighted to each receive an egg.

And in a further boost for Cadder Primary, the housing association has made a financial donation to the school's forthcoming prom.



Cadder Housing Association Ltd

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

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



Cadder-Housing-Association

OPENING HOURS: MON-THUR (9 AM TO 4.30 PM) FRI (9 AM TO 4 PM). WE ARE CLOSED ON THE LAST WEDNESDAY MORNING OF EACH MONTH FOR STAFF TRAINING AND OPEN FROM 1 to 4.30 pm.

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