



CHAIRPERSONS REPORT

John Docherty, the Association's Director is retiring on 3rd June 2022.

John has been with the Association since 23rd August 1991 and was our first member of staff. John began his career in housing with Glasgow City Council and was employed as Housing Assistant in the Waverley area of Drumchapel before being promoted to Senior Housing Assistant in new neighbourhood housing office at 10 Fasque Place in 1994. He left Drumchapel in 1987 to take the post of Neighbourhood Housing Manager in the North East of the city, with specific responsibility for Blackhill, Germiston, Royston and Sighthill, prior to returning back to Drumchapel in 1991.

John describes his 31 years at KCHA as a vocation rather than a career and the journey began when we took ownership of 235 homes from Glasgow City Council and embarked upon a programme of demolition and new build to replace the dilapidated properties we inherited. We made a substantial contribution to the regeneration of the area and invested over £25m to provide new homes for existing and future tenants.

John said that he was fortunate to take up the post with the Association and he was supported by a strong and stable staff team and a dedicated Management Committee who were committed to delivering good quality affordable housing that would meet the needs, demands and aspirations of our residents. We have delivered many achievements over the years, have striven for continuous improvement, and recorded high levels of customer satisfaction.

We also received a high number of positive comments from residents who participated in the options appraisal survey and expressed a preference for the Association to remain independent and to continue to provide the range of services we currently deliver.



John Docherty

Managing the Association has been a privilege and I am proud to have served the Association for 31 years. I sincerely hope that everything we have done over the years has benefited the community that we are pleased to serve, and it is the right time to handover to someone else to support the Association through the many challenges which lie ahead.

An intensive recruitment process was undertaken to appoint a new Director and I am pleased to advise that our Housing Manager, Paul Immelman was selected from a strong field of suitably qualified and experienced applicants. Paul takes up his new post on 6th June and I would take the opportunity to wish Paul, the Management Committee, and staff all the very best for the future as the Association enters the next stage of the journey.

Spring/Summer Newsletter 2022



A new look to Drum

HOUSING IN Drum
undergone a radical des
to a new devel
Stellans



Site of housing

The development is a far cry from the tenemental property and provides the detached suburban style housing development in Inchfad Dr
The houses are built to the highest standards and include gas central heating, double glazing, kitchens and smoke alarms. The Association is committed to keeping rents affordable and levels range from £109 per month for a one bedroom semi-detached, £123 per month for a two bedroom semi-detached, £129 per month for a three bedroom semi-detached and £141 per month for a four bedroom semi-detached and £151 for a four bedroom detached house.



Architects 'informal

IN 1992 Kingsridge Cleddans Housing Association acquired over 200 properties in the Drumchapel area from Glasgow City Council. Since then most of the old housing stock has been demolished and replaced with quality homes at affordable rents. Based in the Inchfad Drive area of the former Glasgow City Council housing scheme, this is the fourth and final phase of a major regeneration programme and is due for completion this month. Procured on a design and build basis in partnership with Cruden Estates, the contract started on site at the end of May 2000. The development was designed to create a suburban edge to the new West Flank Drumchapel area. Architects out the suburban design and site and scheme which...

Buildings have been set well back from the existing road line and a new shared road surface incorporated. Parking provision is in-curtilage and a Secure by Design approach played an important part in planning the layout in terms of private and public space and provision of elements such as windows, doors and lighting. Specification was for timber frame construction, clad externally with facing brick, render and concrete roof tiles. The project provides a range of six different house types from two-apartment, two-person flats to four-person apartments, six-person homes. Two wheelchair accessible amenity bungalows have also been incorporated. Properties are designed to...



...area had 60% of the houses by Kingsridge Cleddans Housing Association had the highest standard for competition to name the development. Local children came up with several suggestions which were chosen as the most suitable. The development was established in the area to get a credit to everyone in the area for public and private...



...ed mix of one, two, three and four bedroom affordable rents which Kingsridge Cleddans Housing Association has planned over 100 homes with a range of features. Its wings are the design and...



...erated Quantity
94 Yarr Street, Glasgow
Tel: 0141 554 0675
www.randytylop.co.uk



...people who have no cars or possessions. It is an excellent investment about the future of the area. Kingsridge Cleddans Housing Association has been a key player in the area for 30 years and is proud to be known as a success story in Glasgow. Kingsridge Cleddans Housing Association Glasgow 0141 554 0675

Performance Summary 2021-2022

The undernoted table outlines the Association's performance in key areas during the period 1st April 2021– 31st March 2022.



Performance Indicator	Our Performance for 2021-2022	Our Performance for 2020-2021
General needs lets	11	10
Lets to existing tenants	2	4
Lets to housing applicants	4	3
Lets to homeless applicants	5	3
Number of reactive repairs completed	1093	795
Number of Emergency repairs completed	217	249
Average length of time to complete emergency repairs	3.00 Hours	3.07 Hours
Average length of time to complete non-emergency repairs	1.9 Days	1.72 Days
Number of non-emergency repairs completed	876	579
% of reactive repairs completed right first time	99.6%	99.08%
Number of properties which did not have a gas safety check completed by the anniversary date	Nil	15
Average length of time to complete medical adaptations	18.77 Days	27 Days
% of days lost through staff sickness	4.72%	0%
Number of tenancy offers made	12	11
Number of tenancy offers refused	1	1
Number of Anti-Social cases reported	5	2
Number of properties abandoned	1	1
% of lettable houses that became vacant	3.94%	3.23%
Average time to re-let properties	13 Days	17.3 Days
% of tenancies sustained for more than a year	100%	100%
Rent collected as a % of total rent due	100.44%	103.72%
Gross Rent Arrears	3.44%	4.07%

Performance Summary 2021-2022



Performance Indicator	Our Performance for 2021-2022	Our Performance for 2020-2021
Number of households where we receive Housing costs directly	172	149
Void Rent Loss	0.13%	0.31%
% of former tenant arrears written off	34.56%	67.63%
% Rent increase applied in the next reporting year	4.2%	1.2%

Customer Satisfaction



% of tenants satisfied with the overall service	96.88%	96.88%
% of tenants who feel we are good about keeping them informed about our services and decisions	96.63%	96.63%
% of tenants satisfied with the opportunity to participate in our decision making processes	100%	100%
% of tenants satisfied with the quality of their home	96.88%	96.88%
% of tenants satisfied with the maintenance service	98.13%	98.13%
% of tenants satisfied with the management of the neighbourhood	96.88%	96.88%
% of tenants who feel that the rent for their property represents good value for money	97.5%	97.5%



Complaints

Number of stage 1 complaints received and responded to	1	5
Average time for a full response (days)	3 Days	1.2 Days

We strive for continual improvement and our key performance indicators highlight improvement in a number of key areas. Areas where performance improved or remain the same are highlighted in green and areas where performance deteriorated are highlighted in red.

Performance Targets 2022 – 2023

Indicator	Target
Average time taken to complete emergency repairs.	4 Hours
Average time taken to complete non-emergency repairs.	3 Days
% of reactive repairs completed right first time.	100%
Number of properties that did not have a gas safety check completed by the anniversary date.	Nil
Average time to re-let void properties.	12 Days
Rent collected as a % of total rent due.	100%
Gross Rent Arrears.	3.5%
% of anti- social cases resolved within agreed target response times.	100%
Void Rent Loss.	0.6%
Response times for stage 1 complaints.	5 Days
Response times for Stage 2 complaints.	10 Days
% of days lost through staff sickness.	5%



Interested in joining our management committee?

Our Management Committee is made up of local people like yourself, who live in the community. They are committed to the area they live in and are responsible for ensuring that the Association is managed properly. We are looking to attract new members to help run the Association and help us face the challenges which lie ahead. Management Committee meetings are held on the last Tuesday of the month at 5.45pm but can be changed to accommodate working requirements if sufficient interest is expressed.

Induction training will be provided, and regular training is delivered locally in partnership with the other Drumchapel Housing Association's.

If you have child- care responsibilities, the Association can meet any reasonable expenses you incur to have someone look after your child/children while you attend meetings.

We have an information leaflet and committee member role descriptions which outline in more detail the role and responsibilities of committee members. These documents are available on request.

If you would like to have an informal chat about committee membership, please contact us on 944 3881 to arrange an appointment.



Annual Gas Safety Inspections

The Association has a legal responsibility to ensure that your central heating boiler is checked, serviced and maintained in a safe condition on an annual basis.

During the service visit the Gas Engineer will carry out the following checks:

- **The engineer will check the condition of the boiler to ensure that it is working safely**
- **The engineer will test the appliance to ensure there are no gas leaks**
- **The engineer will inspect and test the flue to the boiler**
- **Ventilation will be checked for blockages**

The Gas Engineer will complete a gas safety certificate which you will be asked to sign on completion of the service visit. A copy of the certificate will be sent to the Association.

It is a legal requirement of your tenancy that you must give access to our contractor to carry out the annual service of the boiler in accordance with current gas safety legislation. Your co-operation in allowing access is important and essential. Failure to give access when requested will be treated as a breach of your tenancy agreement.

Unfortunately, we still have a small minority of tenants who fail to comply with access arrangements, and it is important to recognise that this work is done to ensure resident safety

We have also reviewed our gas servicing procedures to improve performance in this area and our focus will be on early intervention. Where attempts are ignored, or appointments continually broken, we will arrange a forced entry to the property or cap the gas supply where external gas meters are fitted. We will also consider fitting shut off devices during the service visit which will cause the boiler to shut down if the service visit is not carried out within 12 months of the previous service.

Within 8 weeks of your service being due, the contractor will contact you to confirm a service date, specifying a morning or afternoon call. If the date you are given is unsuitable you should contact the contractor on 0800 595 595 to arrange an alternative appointment.

If the contractor does not gain access to your property on the specified appointment date you will be given another specific appointment date. The Association receives notification of abortive no access visits the same day and where this happens, we will contact you within 24 hours.

Service visits are put on hold after 2 no access calls. If this happens, we will arrange a service date for you and write to you confirming the date, specifying am or pm call.

If access is not made available for the third visit, you will be issued with a final appointment letter and will be advised that we may force access to the property or cap the gas supply to prevent you using an appliance that may be unsafe to use until it has been inspected, serviced, and certified as being safe to use. If we require to force access to the property you will be recharged for the cost of the work and any associated legal costs (approximately £400).

Please remember that we have a legal requirement to carry out gas servicing and certification every 12 months. This is for your benefit and to ensure that your safety is not compromised by using an unsafe appliance.

Management of Rent Arrears

Effective arrears management is a core business objective of the Association and we consider that the prevention, control and recovery of rent arrears is the most important aspect of our Housing Management service as we require to maximise our income in order to provide a professional and responsive management and maintenance service.

Payment of Rent

When you signed your tenancy agreement you entered into a legally binding contract to pay the specified rent for your property in full and on time each month. Payment of rent is not a choice and failure to pay your rent in full and on time each month results in difficulties for the Association in providing services and meeting the cost of carrying out our reactive maintenance repairs, planned maintenance and major repairs.

Your home is at risk if you do not pay your rent in full and on time.

We offer a range of rent payment options:

- You can make payments by telephone, using a debit or credit card. Payments can also be made at the office.
- You can set up weekly or monthly Direct Debit for a faster, easier payment. If you would like to set up a direct debit, contact Paul or Jillian at the office.
- You can make a payment at any Post Office or at any location displaying The PayPoint logo, using your Allpay payment card. Payments can also be made online.
- Unfortunately, due to insurance requirements we cannot accept cash payments at the office unless in very exceptional circumstances and by prior arrangement.

If you are experiencing difficulty in meeting your rent obligations, please contact us immediately. Even if dealing with an arrears situation seems daunting or stressful, the earlier you contact us, the sooner we can start to get things sorted out and the problem will become easier to deal with. Contractual Repayment Plans can be agreed and implemented in order to reduce rent arrears over a specified period of time. Repayment plans will take into account income and expenditure but at a minimum must always cover the monthly rent charge plus an amount over and above this to clear existing arrears.

We will always adopt a flexible and sympathetic approach towards anyone who is experiencing financial difficulties and who are prepared to co-operate and engage with us to resolve payment difficulties.

We can also offer free and impartial welfare benefits advice and make referrals to other agencies where multiple debt is an issue. We appreciate the effort of tenants who pay their rent in full and on time and especially so over the past year when many residents faced financial difficulties due to the pandemic.

PUBLIC HOLIDAYS 2022-23

Please note that the office will be closed on the following public holiday dates.

- | | |
|--|-------------------------|
| • Thursday 2nd June & Friday 3rd June | Queens Platinum Jubilee |
| • Friday 15th July & Monday 18th July. | Glasgow Fair |
| • Friday 23rd September & Monday 26th September | September Weekend |
| • Monday/Tuesday/Wednesday 26th/27th/28th December | Christmas Holidays |
| • Monday/Tuesday/Wednesday 2nd/3rd /4th January 2023 | New Year Holidays |

Tenant Participation



The Scottish Housing Regulator has increased the focus it puts on tenant engagement and we are keen to improve the opportunities to enable meaningful tenant involvement in service delivery. Tenants are the most important people in our organisation, and we welcome any suggestions or ideas about how you can become involved and help influence the services we provide.

Our last tenant satisfaction survey was carried out in September 2019 and one of the questions we asked was:

How satisfied or dissatisfied are you with the opportunities given to you to participate in Kingsride Cleddans Housing Association's decision-making process?

100% of tenants surveyed (160) said that they were satisfied with the opportunities to become engaged in the decision-making process but 95% said they had no interest in becoming involved in decision-making. We would like to try and understand the reasons for this and determine if there are any particular issues we need to address.

Your views and opinions are important to us and we would like to explore different options for you to become involved and we would like to try and understand your expectations and aspirations.

Current methods used for resident consultation, information provision and feedback.

- **Tenant consultation register**
- **Newsletters**
- **Information leaflets**
- **Customer comment cards**
- **Customer satisfaction Surveys**
- **Annual Rent consultation**
- **Annual Return on the Charter Performance report**
- **Tenant choice surveys for planned investment work**
- **Post completion surveys**

If you would like to know more or have any ideas or suggestions for improving opportunities, please contact Paul at our office to let us know. We would be particularly keen to discuss options to establish a Focus Group or customer panel to enable greater tenant involvement in Service issues, performance monitoring and the general environment.

Telephone: 0141 944 3881
Email: paul@kc-ha.com
Website: www.kc-ha.com



Tenant Participation cont...



You can also become involved by:

- Becoming a member of the Association which allows you to attend Annual General Meetings and Special General Meetings.
- Joining the Management Committee
- Adding your details to our Consultation Register.

It is your Association, your homes, your community and your future. Please help us make a difference.

The best people to help influence structure are those who are immediately involved with the results that the structure produces.

We welcome your views, comments and opinions on the content and format of our newsletter. You can provide feedback by contacting us by phone on 944 3881, or by email paul@kc-ha.com We will be pleased to provide feedback on any comments or suggestions you may have.

Welfare Benefits Advice Service

Our benefits adviser had another successful year in 2021-2022 and assisted a number of residents to claim various benefits, resulting in financial gains of £43,800.98

This included:	Number of clients	Percentage
Advice Area		
Benefits	139	79.43%
Debt	11	6.29%
Housing	7	4.00%
Tax	13	7.43%
Education	1	0.57%
Finance and charitable support	3	1.71%
Legal Proceedings	1	0.57%
		100%
Breakdown of areas of advice		
Advice Area	Amount	
Benefits-Housing Benefit	£14,649.93	
Debts-overpayment of Housing Benefit	£126.80	
Housing-Registered Social Landlord property	£941.10	
Universal Credit	£21,797.55	
Carers Allowance	£3,515.20	
Carers Supplement	£462.80	
Council Tax	£2,307.60	
Total appointments available during the year:	149	
Total appointments clients attended:	70	
Clients failing to attend/cancelled:	12	
Unallocated	66	

Garden Competition 2022

British summer time is upon us, the lighter nights are coming in and covid restrictions have relaxed. We hope that residents will be able to take advantage of the warmer weather and enjoy the use of their gardens over the next few months. This is the perfect time to get out and get your garden into shape for the summer season.

We have decided to resume our annual garden competition after an absence of 2 years and will be offering prizes for the competition this year.

- Best Garden: £100 gift voucher
- 2nd Place: £50 gift voucher
- 3rd Place: £25 gift voucher

There is no requirement to submit an entry form to take part in the competition and all gardens will be assessed over the next 2 months. We will select a shortlist of properties for consideration in August and our Environmental maintenance contractor will select the winner and runners up.

You don't have to be green fingered to take part and a little effort can go a long way to improving the appearance of your garden. The simple task of keeping your garden tidy and litter free helps create a pleasant clean environment which residents can be proud of.

Major Repair and Planned Cyclical Works 2022–2023

Scheme	Nature of Work	Month	Anticipated cost of work
Inchfad Phase 1 Inchfad Phase 3 Cleddans Court	External Painting	May/June	£36,075
Ladyloan Ave Phase 1 Inchfad Drive Phase 4	Windows and External Door Renewals	March 2023	£379,500
Cleddans Court	Kitchen Renewals	August/September 2022	£175,000
Inchfad Drive Phase 4	5- year periodic electrical checks and inspections	June/July 2022	£2,736
Cleddans Court	5 – Year periodic electrical checks and inspections	September 2022	£3,240
All Properties	Annual Service and maintenance of boilers and central heating systems	April 2022-March 2023	£35,505
			£632,056

We have also set a budget of £142,219 to carry out day to day repairs during the course of the year and £25,000 for medical adaptations.

Domestic Abuse

Domestic abuse is persistent and controlling behaviour by a partner or ex-partner which causes physical, sexual and/or emotional harm. This often gets worse over time. Domestic abuse is overwhelmingly experienced by women and perpetrated by men and can be experienced in many different types of relationships. Anyone can be a victim of abuse and it can be life threatening.

There are a number of laws dealing with domestic abuse and the Domestic Abuse (Scotland) Act 2018 makes it an offence punished by a custodial sentence of up to 12 months.

Kingsridge Cleddans Housing Association takes a zero-tolerance approach to domestic abuse in any form. We will provide advice and assistance to any tenant who is subjected to abuse by a current or ex-partner and will assist the victim in any way we can, including legal action where that is available to us. We will take a victim led approach and support any victim to remain within their home where possible.

If a victim has to move outwith the immediate housing stock, we will seek assistance from another Housing Association or the Local Authority. Whatever decision is made, it must be led by the victim.

We can also seek assistance from other agencies such as the Police or Women's Aid. If immediate emergency accommodation is required, we will contact the appropriate agency eg. Glasgow City Council.

The Association has a duty of care to our tenants, residents and staff and committee members, and none more so than anyone affected by domestic abuse. No one has to suffer and silence and help and support is available. A copy of our Domestic Abuse Policy can be found on our website and a hard copy is available on request.

FREE BMX SESSIONS

To celebrate the **2023 Cycling World Championships** coming to Glasgow, Glasgow Life would like to give kids of Glasgow the chance to gain Accreditations level 1 and 2 for **BMX FREE** at the Glasgow BMX centre, Knightswood.

If you are aged 8-15 and fancy getting on the BMX track then this **FREE** course is for you. You simply need to be able to

- ▶ Complete a lap of the track (flat Ground) while standing and unaided
- ▶ To stop under control
- ▶ Display 'Pedals Level' where appropriate

No experience of BMX is required, but cycling experience is necessary.

To grab your free session and for more information please visit glasgowlife.info/summerbmx

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Live an active
GlasgowLife



Live an active
GlasgowLife

How to control

RATS

in

GARDEN areas



We have been receiving reports about sighting of rats in garden areas and the following tips have been highlighted to help humanely deter rats from gardens:

1. Keep the garden tidy

Tidy gardens are less likely to attract rats as they provide less cover. Keep grass short, clear cluttered storage areas, remove rubbish and reduce overgrown areas, especially near fences or garden sheds.

2. Remove sources of food.

All household refuse should be placed in refuse bags and deposited in the refuse bin, ensuring that the bin lid is securely closed.

Stop feeding wild birds and animals as rats are attracted by fallen food from bird feeders and food left out in the garden.

3. Move things around

Rats are 'neophobic' which means they have a fear of new things. They don't like disruption to their territory, so place obstacles in their runs and move things around the garden frequently.

4. Block access to decking and garden sheds

The space beneath decking is perfect for rats, it's sheltered, hard to reach and food scraps can fall between the planks. Sweep up any fallen food after alfresco meals and block off any gaps in the decking.

Be sure to block any holes in the walls, floors and door of garden sheds and consider adding a metal kick plate to the shed door to minimise the risk of entry. Rats only need a height gap of 15mm to gain entry.

5. Remove water sources.

Unlike mice, rats cannot survive without water. If possible, remove water sources from your garden, including dripping taps. Remove any buckets, empty flower pots or any other container that could hold water.