



Kingsridge Cleddans HOUSING ASSOCIATION

December **2023**

A Message from the Chairperson

It's been a tough year for all of us within our community and the relentless cost of living crisis shows little sign of ending. Our world is a turbulent place with the conflict in Europe and the Middle East. I know all of our thoughts are with the people of these troubled lands.

It's against this backcloth that we approach this festive period, reflecting on the year gone by and begin to plan for the New Year.

In this edition you will read our annual assurance statement which we have submitted to the Scottish Housing Regulator. You will see that the association continues to operate to the very highest standards and continues to deliver on its plans to the benefit of our tenants and to our wider community. I'd like to express my sincere thanks to the Board, the staff team and our other partners for their endeavours over the last year. I'm confident that with the same commitment we will continue to deliver for our people in the coming year.

Details of our performance over the last year was distributed to all tenants in October with a Report on our Annual Return on the Charter. The ARC is a statutory requirement to the Scottish Housing Regulator which really highlights our delivery of the services we provide to you, our tenants.

You will also read of our success in gaining specific funding streams to help our people through the cost-of-living crisis.

You will also see our festive opening arrangements and our out of hours service numbers as well as our Christmas rent payment arrangements.

Early in the New Year we will be deciding on the annual rent rise figure to consult on for the coming year starting in April. We will shortly begin our formal consultation process with you, and I ask that as many of you as possible should take the time to respond to it. Give us your views and send us your comments to help us decide the best way forward at this difficult time of us all. It's important that we are able to balance the spending needs of the Association to deliver the improvement programme and the day-to-day repairs with the affordability of our rents to our tenants and the wider community.

Lastly, we are currently recruiting a new director, following the resignation of Paul Immelman. In the meantime we have the services of an interim director Jim Strang who will bridge the gap over the next wee while.

It only remains for me to wish you and your family and friends all the very best this festive season.

Annual Assurance Statement

Annual Assurance Statement from the Management Committee of Kingsridge Cleddans Housing Association Limited - October 2023

Kingsridge Cleddans Housing Association, as a Registered Social Landlord (RSL), are required to provide a statement of assurance on an annual basis to the Scottish Housing Regulator (SHR) no later than 31st. October each year.

The Management Committee of Kingsridge Cleddans Housing Association are pleased to provide our 5th Annual Assurance Statement to the SHR, our tenants and service users. This Annual Assurance Statement will be published on our website and newsletters.

Effective compliance with Regulatory Standards is an ongoing process where performance is assessed, reviewed, and evidenced in order to provide continuous assurance to the Management Committee that demonstrates effective governance and delivers good outcomes and services for our tenants and service users.

The Management Committee are satisfied that our assessment process was sufficient, appropriate, and proportionate for our business and our context. When considering our approach to providing appropriate assurance, we used the SFHA self-assessment toolkit, considered our internal audit reports, supporting evidence and our annual and quarterly performance reports.

We are satisfied that there are no areas of material non-compliance with:

- Regulatory requirements set out in Chapter 3 of the Regulatory Framework
- Relevant standards and outcomes in the Scottish Social Housing Charter
- Relevant legislative duties and Statutory Guidance
- Standards of Governance and Financial Management.
- Our obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights.

We advise that, to the best of our knowledge and understanding, that Kingsridge Cleddans Housing Association complies with the relevant regulatory standards set out in the Regulatory Framework without exception.

Equalities and human rights

We continue to collect equalities information in line with our strategy, taking a human rights approach in all the decisions we take affecting our tenants, residents and applicants

Tenant and Resident safety

We also affirm that we are in full compliance with tenant and resident safety duties:

- Gas safety: 100% Compliance – annually
- Electrical Safety: 100% Compliance – every 5 years, by rolling annual inspections
- Water safety: annual inspections of common tanks for legionella
- Fire safety: annual smoke and alarm safety checks
- Asbestos: asbestos register maintained - Nil asbestos found within our properties
- Damp & Mould: attended reactively by tenant report and proactively from annual tenant visits
- Lift safety: we have no lifts within our properties

Our Assurance Statement was considered and approved by the Management Committee at a meeting held on 26 September 2023.

We will keep this statement under review and will notify the Scottish Housing Regulator and our tenants if we become aware of any areas of material non-compliance prior to issuing our next statement due by 31 October 2024.

Reactive Maintenance



In the six months between 1 April 2023 and 30 September 2023 we carried out a total of 17 emergency repairs and 392 non-emergency repairs, of which 100% were completed right first time.

Letting Houses



Between April and September 2023 we have re-let 6 properties, all were re-let within the timescales set. 2 lets were made to homeless households referred to us by Glasgow City Council, 2 to direct waiting list applicants, 1 to an existing KCHA tenant on a transfer, and 1 to Glasgow City Council under the Ukrainian Resettlement Scheme.

Help with your Rent

If you have any difficulty in paying your rent you can contact our Housing Assistant, **Ikra Aziz** or Senior Housing Officer, **Jillian Fearnside** on **0141 944 3881** to discuss the matter.

Planned Maintenance/Renewal Works.



Kitchen installation works at Cleddans Court (Ladyloan Place & Fasque Place) was carried out between January and March 2023. Window and external door replacements were carried out at Ladyloan Court, Ladyloan Gardens and 8-28 Ladyloan Avenue in the first half of the current financial year 2023/2024.



Christmas and New Year Holiday Arrangements

The office will close at 12.30pm on Friday 22nd December 2023
Our service will resume at 9.30am on Monday 8th January 2024

An emergency repairs service will be in operation during the festive period and the emergency contact number is outlined below.

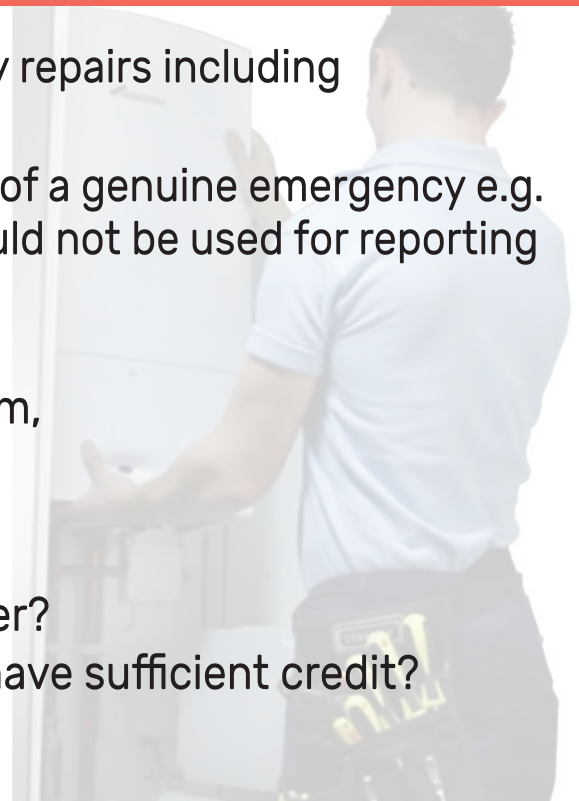
CITY BUILDING (GLASGOW) LLP
350 DARNICK STREET
TELEPHONE NUMBER 0800 595 595

This number should be used for all emergency repairs including gas central heating faults.

The number should only be used in the event of a genuine emergency e.g. fire, flood, loss of power/heating etc and should not be used for reporting minor routine repairs.

Prior to reporting any central heating problem, please check the following:

- Is the heating switched on?
- Is there a warning light flashing on the boiler?
- If you have a card operated meter, do you have sufficient credit?



CHRISTMAS RENT PAYMENTS



The festive period is a time of the year when we tend to overspend and stretch the household budget. While we want everyone to have an enjoyable Christmas and New Year, we would take this opportunity to remind all residents that rent payment must remain a priority and that rent is due and payable on or before 28th December.

There is no rent payment holiday, and we will continue to promote rent payments and recovery of any arrears outstanding over the festive period.

We appreciate that the pandemic and the cost-of-living crisis has presented economic challenges, but payment of rent is not a choice

and failure to pay your rent by the due date each month results in difficulties for the Association in providing services and meeting the cost of carrying out reactive maintenance, planned maintenance and major repairs.

We do of course appreciate the efforts of those tenants who maintain clear rent accounts and who ensure that payment is made promptly by the due date in each month.

If you are experiencing difficulty in paying your rent due to a change in your circumstances, please contact us immediately to discuss the matter. We can also offer welfare benefits advice and our benefit advisor is available for telephone or in person consultations on Monday mornings.



Glasgow Helps is a new service set up to work directly with the people of Glasgow.

It offers free, confidential support, information and advice for citizens on a wide range of issues including:

- **Food Support**
- **Employability**
- **Mental Health**
- **Physical Health**
- **Fuel Support**
- **Housing Issues and much more.**

They will listen to what you need, what your aims are, and work with you to help you to access the right support services at the right time in the right place.

To speak with one of the team, call 0141 276 1185 or use the online referral form which can be found on Glasgow City Council's website at www.glasgow.gov.uk/glasgowhelps They are able to make arrangements for an interpreter if required.

Drumchapel Food Bank

Drumchapel Foodbank is a community organisation run by Kingsridge Cleddans Economic Development Group in partnership with Drumchapel L.I.F.E working to support people facing crisis.

Food parcels are available for those in need. 1,892 food parcels were distributed in August this year alone. If you require assistance from the food bank you can contact them directly on 0141 944 3335 or contact Jillian or Ikra at our office.

If you would like to donate to or volunteer with the food bank please contact them directly, they would be delighted to receive your support.



Funding from the Social Housing Fuel Support Fund

The Association were recently successful in obtaining £21,256 in funding from the Social Housing Fuel Support Fund. This is provided by the Scottish Government and aims to provide practical support to tenants of registered social landlords to mitigate fuel poverty and help them manage or reduce fuel costs. This funding has to be used by 31st March 2024.

We are aware that in the current economic climate many people are struggling with fuel costs, however a requirement of the bid and receiving funding is that we identify and target those tenants most in need. The current cost of living crisis impacts us all, but the impact is disproportionately felt by those who are already struggling to make ends meet.

(<https://www.crisis.org.uk/ending-homelessness/the-cost-of-living-crisis/>)

Our bid stated that we would target those households on the lowest incomes, that being those who are in receipt of either full or partial assistance with housing costs from either housing benefit or Universal Credit. We also have provision for tenants who are not in receipt of any assistance with housing costs but are in rent arrears or struggling to pay their rent.

We will be contacting those tenants who are eligible in due course however if you have not heard from us and feel that you meet the above criteria then please contact Jillian or Ikra at our office.

Tenancy support fund

At the start of the financial year in April 2023, our management committee agreed to the establishment of a tenancy support fund. The amount allocated to this fund was £5,000.

The purpose of it was to enable us to assist tenants who are facing either food or fuel poverty, at the point of need and without the need to refer to other agencies. This is also used to provide Starter Packs and B&Q vouchers to new tenants to help with the cost of decorating products.

As a Registered Social Landlord we not only have a duty to maintain our properties and ensure that tenants are complying with the terms of their tenancy agreement, given the current climate we also have a part to play in identifying households where additional support may be required. We are also well placed to provide some of this support quickly, at the point of need.

The fund is used to provide emergency assistance with energy top ups and food costs for those tenants who are struggling to afford these essential items. If you are in such a situation, please contact Jillian or Ikra at our office as we may be able to help. As ever, any conversations will be in complete confidence.

Partnership with The Wise Group – energy advice service for KCHA tenants

Kingsridge Cleddans Housing Association and Pineview Housing Association have jointly obtained funding from the Social Housing Fuel Support Fund specifically to provide energy advice to our tenants. We have used this funding to buy in service provision for energy advice from the Home Energy Advice Team at The Wise Group.

Home Energy Advice Team (HEAT) is an independent energy advice and advocacy service delivered by The Wise Group.

This service is available to any of our tenants that require support to resolve any energy related issue or are struggling to pay their energy bill. You can contact The Wise Group directly on 0800 092 9002 or contact Jillian or Ikra at our office and ask to be referred.

A dedicated Energy Mentor will get in touch by telephone to discuss what assistance can be provided. This includes:

- Tackling energy emergencies
- Managing fuel debt and related issues
- Saving money on fuel bills
- Accessing energy grants and crisis funds
- Accessing targeted schemes and initiatives
- Optimising energy usage Increasing energy efficiencies.
- Specific energy advice and information

Their approach focuses on the customer's needs foremost so everything they do is person-centred. This has been found to be the most effective method in achieving sustainable change, preventing the customer's need for repeated crisis support. The support is not time limited, recognising the unique needs and different levels of support required by each customer.

Energy suppliers Warm Home Discount Scheme

The Warm Home Discount scheme is a programme of support aimed at households who may struggle to pay their energy bills. If eligible, a one off discount of £150 will be applied to your electricity account by 31st March 2024. In Scotland some households will automatically qualify for the Warm Home Discount rebate if they are in receipt of the guaranteed element of Pension Credit. If you meet this criteria the government will write to you confirming this and you will not need to apply.

Energy customers who do not automatically qualify can apply through the Broader Group scheme, if they meet certain criteria. This applies to certain people on a low income who meet their specific energy supplier's criteria.

You must contact your own energy supplier to check if you're eligible and to apply. If you require assistance with this, please contact Jillian or Ikra at our office where a referral to The Wise Group can be made.

SAFETY TIPS

We want all of our residents to have a safe happy Christmas and New Year and we have produced a series of tips to help prevent problems/accidents occurring and to advise you what to do should a problem occur within your home.



Fires can be caused by many things and by taking the following simple precautions, you can prevent the risk of a fire occurring in your home: We have installed integrated smoke alarms, heat detectors and carbon monoxide (CO) alarms in all properties to alert residents in the event of fire but accidents can still occur.

- Never leave chip pans unattended
- Always empty ashtrays before going to bed and check for live cigarette ends.
- Never hang clothes around fires or cookers.
- Unplug all appliances when not in use.
- Do not overload power points.
- Never leave matches within the reach of children.
- Close all doors at night.

If a chip pan goes on fire, try to smother the flames with a heavy lid or well rung out cloth.

Turn off the gas and electricity.

Do not move the pan and do not pour water over the hot fat as this will make it worse.

In the event of a fire, take the following steps:

- Close the door of the room the fire is in and all other doors and windows. This helps to contain the fire and fumes.
- Get everyone out of the house and alert your neighbours.
- Call Scottish Fire & Rescue on 999.
- Do not go back inside.

If someone's clothes start burning, lay them on the floor and roll them in a rug or curtain to put out the flames then call an ambulance.



If you smell gas:

- Switch off gas appliances.
- Do not use electrical switches (in case of sparks).
- Open doors and windows to let gas out.
- Extinguish cigarettes and do not light matches.
- Turn off your main gas supply switch.
- Call Scottish Gas Networks (SGN) 0800 912 1700. Never try to deal with the fault yourself.



It is not always winter that brings about burst pipes or flooding, so it is important that you know how to turn off your water.

If a pipe does burst:

- Turn off the water at the stopcock.
- Turn on all taps to drain the system.
- If water comes in contact with fittings or wiring, switch off the electricity supply.
- Contact the Association.

You will find where your stopcocks are located in the User Handbook you received when you moved into your home. To prevent burst pipes in winter, you should try to keep your home as warm as possible. This will prevent your pipes from freezing.

ELECTRICITY



Your home is fitted with circuit breakers instead of fuses. These are sensitive devices designed to switch off the electricity supply if there is a fault.

If your power fails and you don't know what caused it:

- Switch off everything including lights
- Set all circuit breaker switches to the "on" position and switch the lights and appliances on one at a time.

If a faulty appliance has caused the power failure, unplug the appliance and have it checked by an electrician.

If you cannot find the fault, report it to the office. If a problem occurs outwith office hours, phone the emergency repairs number on 0800 595 595.



- When you go out, close all windows, and lock your entrance door.
- Never leave your door key under the doormat or hanging on a string behind the letter box. Thieves always look in these places.
- Check the identity of all callers before you let them in. Most officials and tradesmen carry identity cards and will not be offended if you ask to see them.

KEEP YOUR HOME SAFE!

Freedom of Information

The Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004 place a general obligation on Scottish Public Authorities to allow the public access to information that they hold.

The Association was designated as a Scottish Public Authority in November 2019, and we require to make information available in accordance with the legislation.

The Association is committed to the underlying principles of

openness and transparency underpinning freedom of information and will comply fully with the requirements of this legislation.

People have the right to request information from the Association and we will aim to respond to requests which fall under the scope of the legislation within 20 working days of receiving a request.

We have received and responded to 2 freedom of information requests in the past 12 months and provided information on this to the Scottish Information Commissioner.

Our Freedom of Information Policy is published on our website and a hard copy can be made available on request.

The Association is registered with the Scottish Information Commissioner.

BULK REFUSE SERVICE

Glasgow City Council offer a service for bulk uplifts for residents in flats and main door properties. Requests can be made using the online form which can be found on Glasgow City Council's website under "Bins and recycling" then "Collection of bulky waste items".

Charges are as follows:

- **Standard items: £5 per item**
- **Large electrical items: £5 per item**
- **Special items: £80.00 per uplift**

Payment can be made by credit or debit card. Following successful payment you will receive 2 email/SMS messages, the first is an acknowledgement and provides a unique reference for your request, and the second will advise of your collection date. Uplifts should be completed within 28 days of payment being made.

Residents who cannot access the internet can phone **0141 287 9700** on Tuesday and Wednesday 9am - 3pm to place a request. This is subject to review and amendment.

If you have transport or access to a vehicle, the quickest and cheapest option to dispose of your waste may be to take it to the household waste recycling centre at 75 Dawsholm Road, G20 0TB and dispose of it. The council do not charge residents for disposing of their waste in this way. The council's household waste recycling centres are open 7 days a week from 8am - 6pm.

The Association do not provide a bulk uplift

service, this is not a service that is covered by your rent charge. We need your co-operation in ensuring that the area remains a well maintained and attractive place for everyone. Please ensure that you are disposing of your rubbish appropriately.



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 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 specific interest is expressed.

The Role of the Management Committee

The Management Committee work in partnership with the staff to determine how the Association will be run and the staff have responsibility for implementing agreed policies and procedures to ensure that the Association is run properly.

The Management Committee are responsible for ensuring effective governance and has a responsibility to comply with Regulatory Standards of Governance and Financial Management and to ensure that we deliver intended outcomes for tenants and service users.

The Association has a legal responsibility to have an effective Management Committee as we could not function or provide services without having a Management Committee in place.



Management Committee members have a collective responsibility to:

- Lead and direct the business of the Association
- Promote and uphold our values
- Set and monitor service delivery and performance management targets
- Control our affairs and ensure compliance with Regulatory Standards
- Review and agree policies and procedures to achieve organisational objectives
- Approve Annual Budgets, exercising effective financial control over the Association's financial performance
- Commit to and uphold the Association's Code of Governance
- Accept and share responsibility for decisions properly taken by the committee
- Act in the best interests of the Association and its customers
- Understand the roles of the Management Committee as an employer of staff, delegate appropriate authority to them while receiving regular and concise reports on performance, variance and trends while recognising the need for ongoing monitoring and review
- Treat colleagues with respect and foster good working relationships within the committee and between committee and staff



Management Committee Members

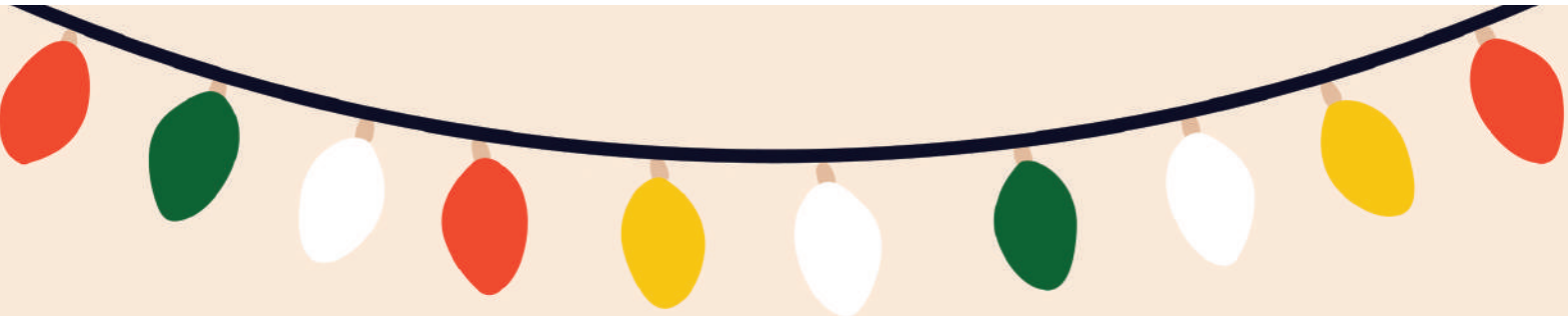
- Are required to attend 1 Management Committee Meeting per month and usually last a maximum of 2 hours.
- Are expected to read reports which are circulated in advance of meetings
- Can attend external training events and conferences

How can I become a member of the Management Committee?

You require to be a member of the Association before you are eligible to join the Management Committee and all members are required to pay £1 to receive their membership share.

If you are interested in becoming a member of the Management Committee, we will be happy to make arrangements for you to call into the office for an informal discussion. You will be surprised at how much you will learn and already know, and advice and assistance is always at hand if you are ever unsure about anything

We have also produced an information leaflet which outlines in more detail, the role, and responsibilities of Management Committee Members. This leaflet is on our website and is also available on demand from our office.



The Association would take this opportunity to wish all of our residents...

**Um Feliz Natal
e um
Ano Novo Feliz,
Saudável e Próspero**

**A Merry Christmas
and a Happy,
Healthy and
Prosperous New Year**

**Isang Maligayang
Pasko at Isang Maligayang,
Malusog at Masagana
Bagong Taon**

**Szczesliwe Boze
Narodozenie
i Szczesliwy Zdrowy
i Pomyslly Nowy Rok**

**Krismasi ya Krismasi
na Mwaka Mpya
Mpya wa
Afya na Furaha**

