



**Kingsridge Cleddans**

December **2 0 1 9**

**HOUSING ASSOCIATION**

# *Christmas and New Year Holiday Arrangements*

**The office will close at 12.30pm on Tuesday 24th December, 2019 and re-open at 9.30am on Monday 6th January 2020.**

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 eg 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.

**Don't turn your back on rent payments this Christmas**

**Rent first at Christmas, rent first always**

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



# CHRISTMAS RENT PAYMENTS

Payment of rent is not a choice and failure to pay your rent by the due date in 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 have implemented an action plan to reduce current tenant rent arrears which have now reached an unacceptable level.

- We have developed a new arrears management procedure based on early intervention and frequent contact with a greater emphasis on home visits.
- We have divided responsibility for arrears management between our Housing Manager and Housing Officer who will each be responsible for managing arrears cases.
- Our Housing Management staff will be given protected time (1 day a week each) where they are both off line and will focus on arrears recovery for the entire day.
- We will be actively targeting tenant arrears where the debt is increasing or remaining constant and we will use face to face contact for those tenants who are not engaging with the Association

If you fall into any of these categories, you can expect strong and frequent intervention from the Association and although regrettable, we will take court action where required and will evict after all attempts at recovery have been exhausted.

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.



*Christmas lunch for  
the over 60's*

The Association, in partnership with other Drumchapel Housing organisations hosted a Christmas lunch for our over 60 residents in John Oliver's restaurant on 11th December. The event was a great success and those who attended enjoyed a 3 course festive dinner, refreshments and danced the afternoon away to a selection of tunes played by the resident DJ.

Participating organisations included Cernach Housing Association, Drumchapel Housing Co-operative, Kendoon Housing Association and Pineview Housing Association.

# PROPOSAL FOR RENT INCREASE 2020 - 2021

As you are aware, the Association considers and reviews rent increase proposals on an annual basis and we require to make a decision in February 2020 on how much rents are to be increased by.

It is a legal requirement of the Housing (Scotland) Act 2001 that we consult with and take account of tenant's views prior to implementing rent increases.

Prior to deciding how much rents might change, the Association prepares a budget for the year ahead which takes account of how much we expect to spend on providing a service and how much income we expect to take. The majority of the Association's income comes from rent and service charges and the level of rent arrears can influence the amount of money we have available to provide an effective management and maintenance service.

When setting our budget we need to take account of several things, including the following:

- Salary costs
- Cost of providing a reactive maintenance service
- Planned maintenance eg external paintworks, gutter cleaning etc.
- Major repairs eg kitchen renewals, window replacement etc.



- Mortgage costs in respect of private finance used to part fund previous new build housing development
- Insurance costs
- Office overheads including rent, heating, phones etc
- Affiliation fees to other organisations
- Training costs
- Day to day running costs including printing, postage, stationery, photocopier and equipment charges
- Maintenance of computer systems
- Bank charges

Once we have identified what we think we will spend and how much income we expect to generate, we can determine how much we will have at our disposal to fund all of our activities during the year. We also have to take into account the rate of inflation and comparability with rents charged by other landlords operating in the area. The rate of inflation in October 2019 (CPI figure) was 1.5%

Rent increase consultation letters were sent out to all tenants on Friday 6th December 2019 outlining our proposals for the rent increase and we hope you will take the opportunity to comment before the increase is considered by our Management Committee on 28th January, 2020.

Your views and opinions are important and we hope you will take the opportunity to comment.



# SAFETY TIPS



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:

- 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 the Fire Brigade 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) Emergency number 0800 111 999. Never try to deal with the fault yourself.



- 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.

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.



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.

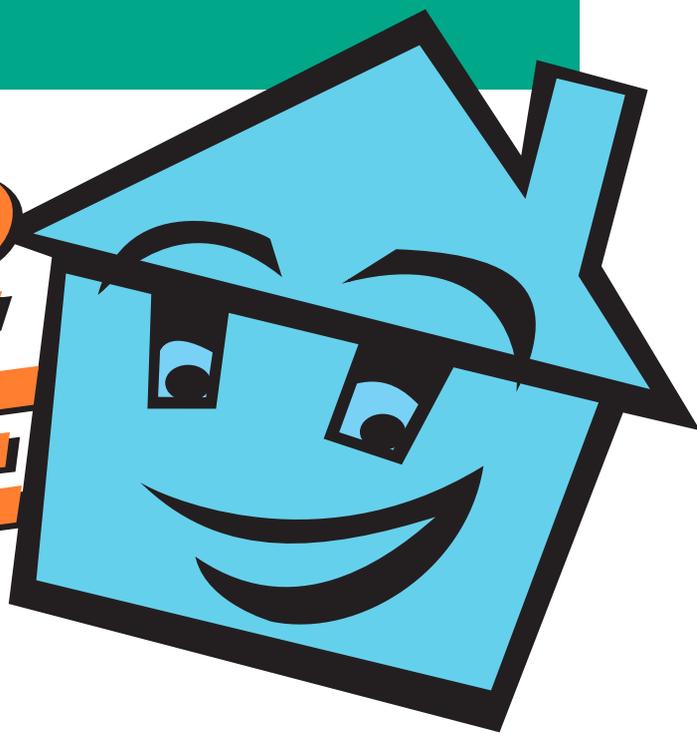
It is not always winter that brings about burst pipes or flooding so it is important that you know how to turn off your water.

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.

To prevent burst pipes in winter, you should try to keep your home as warm as possible. This will prevent your pipes from freezing.

**KEEP YOUR  
HOME SAFE**



# 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 up to 11 Management Committee Meetings per year. Meetings are held monthly 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 Committee Members. This leaflet is on our website [www.kc-ha.com](http://www.kc-ha.com) and is also available on demand from our office.



# KITCHEN RENEWAL CONTRACT

at • ACHAMORE ROAD • LOCHGOIN AVENUE • LADYLOAN AVENUE • LOCHGOIN GARDENS

The Association recently replaced kitchens at:

**80 – 96 Achamore Rd,  
1-7 Lochgoin Avenue,  
2-15 Lochgoin Gardens and  
1A – 7B Ladyloan Avenue**

The work was carried out by City Building Glasgow and demonstrates our commitment to investing in our housing stock by carrying out planned renewals in accordance with our major repair programme.



The project was completed within programme and budget. We appreciate that works of this nature can be disruptive and the patience, co-operation and understanding of our residents was greatly appreciated.

## ANNUAL ASSURANCE STATEMENT

The Association was required to submit its first Annual Assurance Statement to the Scottish Housing Regulator by 31st October, 2019.

Effective compliance with Regulatory Standards is a continual, ongoing process where performance requires to be assessed, reviewed and substantiated in order to provide continuous assurance to the Governing Body that demonstrates effective governance and delivers good outcomes and services for our tenants and service users.

The Management Committee considered evidence at a meeting held on 24th September, 2019 and confirmed that we have appropriate assurance that we can demonstrate compliance with:

- **All Regulatory Standards set out in Chapter 3 of the Regulatory Framework**
- **All relevant standards in the Scottish Social Housing Charter**
- **All relevant legislative duties**

Our assessment process was considered proportionate, taking into account our size, structure, complexity and local context. When considering our approach to providing appropriate assurance, we used a self-assessment template and considered internal audit reports, supporting evidence, performance reports and policies and procedures.

Our Assurance Statement was considered and approved by the Management Committee at the meeting held on 29th October 2019. A copy of our Assurance statement is on our website and can be made available in other formats on demand.

We issued our most recent report on the charter to all of residents on 24th October 2019. We hope you found the content useful and informative.

We operate within a diverse and changing framework where performance management and continuous improvement remain central to our ethos.

We strive to ensure that we are open, transparent and accountable for the service we deliver.

We enclosed a survey form with the report in order to give residents to tell us your views and opinions on the report. This was done in order to evaluate what we are getting right and to address issues that you would like us to change.

Unfortunately we only received 2 survey forms .....

Your views and opinions are important to us and I have enclosed another survey form which I hope you will complete and return. All returned survey forms will be entered into a prize draw and the winner of the first survey form drawn will be given a £50 gift voucher. Forms should be returned by 28th January, 2020. Remember to put your name and address on your survey form.

We are keen to allow local residents the opportunity to have a key role in influencing the format of the report and in particular, how the information is provided.

If you are interested in getting involved with the Association, please contact our Director, John Docherty on 944 3881 or email [admin@kc-ha.com](mailto:admin@kc-ha.com)

# Annual Report on Meeting the Requirements of the Scottish Social Housing Charter 2018 - 2019

## 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.

From 11th November 2019 Kingsridge Cleddans Housing Association is designated as a Scottish Public Authority and will need 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.

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

The Association is registered with the Scottish Information Commissioner.

# NEW STANDARD FOR FIRE SAFETY

The Scottish Government has passed legislation to confirm that all existing homes in Scotland will be required to meet a new standard for fire safety by February 2021. The new standard requires that every home has:

- 1 smoke alarm installed in the main living area
- 1 smoke alarm installed in every circulation space in each storey such as hallways and landings.
- 1 heat alarm installed in every kitchen.
- All smoke and heat alarms to be interlinked.
- Carbon Monoxide (CO) alarms to be installed in all rooms where there is a fixed combustion appliance.

The contract for this work has been awarded to Magnus Electrical Services and work to properties within Inchfad Drive, Inchfad Place, Inchfad Crescent, Fettercairn Avenue and 37 – 45 Lochgoin Avenue commenced on 4th November 2019.

Existing alarms are being replaced with long life sealed battery units with a lifespan of 10 years. The new alarms will be interlinked by radio communication as this will avoid the need for alarms having to be linked by wiring and having conduit fitted along walls and ceilings to hide wires.

Work to properties in Ladyloan Place, Fasque Place, Ladyloan Avenue, Ladyloan Court, Ladyloan Gardens, Ladyloan Grove, Lochgoin Avenue, Lochgoin Gardens and Achamore Road will commence in April 2020.

It is a legal requirement that this work is carried out and your co-operation in providing access would be greatly appreciated.

## Tenant Satisfaction Survey

The Association commissioned a comprehensive and independent tenant satisfaction survey to be carried out in August/September 2018. The survey was carried out by The Knowledge Partnership and the findings of the survey are based on quantitative feedback gathered from tenants by means of an interview administered questionnaire. A total of 160 tenants took part in the survey and the co-operation and participation of those tenants surveyed is greatly appreciated.

Your views and opinions are important and we have included summary results from the satisfaction survey within the newsletter which provides a summary of the satisfaction levels in relation to services such as repairs, information provision, housing quality etc.

On balance, the research has indicated that a substantial majority of tenants are very or fairly satisfied with the overall service they receive.

We are developing an action plan to address some issues which were raised during the survey and this will be issued to all our residents in 2020



**New Fire and CO safety legislation for Social Landlords affecting all Scottish homes.**

# Summary Results from Tenant Satisfaction Survey 2019

Measure	% of tenants very or fairly satisfied from 2019 survey	Scottish RSL Average 2017 - 2018
Satisfaction with Kingsridge Cleddans overall service	97%	91%
Satisfaction with being kept informed about services and decision	96%	93%
Satisfaction with opportunities to participate in decision making	100%	86%
Satisfaction with quality of home	97%	88%
Satisfaction with Kingsridge Cleddans' contribution to the management of the neighbourhood	97%	89%
Rating of rent as very good or fairly good value for money	98%	83%
Satisfaction with repairs service provided	98%	94%

## G15 BUSES

Your Transport Charity

**Do you travel to  
Queen Elizabeth  
University Hospital?**

We will shortly be offering  
a direct service from Drumchapel.



Whether you're a staff member, attend regular appointments or just an occasional visitor.

To find out more email us at [g15buses@gmail.com](mailto:g15buses@gmail.com)

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



**A Merry Christmas  
and a Happy, Healthy and  
Prosperous New Year**  
**Szczesliwe Boze Narodzenie  
i Szczesliwy Zdrowy  
i Pomyslny Nowy Rok**  
**Um Feliz Natal e um  
Ano Novo Feliz,  
Saudável e Próspero**  
**Krismasi ya Krismasi  
na Mwaka Mpya Mpya  
wa Afya na Furaha**  
**Isang Maligayang Pasko  
at ng Isang Maligayang,  
Malusog at Masagana  
Bagong Taon**

