

A Message from the Chairperson

The Association office is now operating normally after the major disruption to our services since March 2020 and we would like to thank all our tenants and residents for their patience and understanding over that difficult time. As you will be aware no sooner can we see some light from the COVID-19 pandemic than the cost-of-living crisis hits, and we are all experiencing rising food and fuel prices and in particular the rising costs of gas and electricity and to deal with the crisis we have the fourth Chancellor of the Exchequer in as many months.

The Association is not immune to the cost-of-living crisis as costs for providing our services have increased considerably due to the costs of labour and materials. There are difficult times ahead and some difficult decisions will have to be made including whether planned renewals can proceed within the current climate. The Association has always striven to provide cost effective services ensuring value for money in all the contracts we enter into.

The political uncertainty in Westminster has been added to somewhat by the announcement of the Scottish Government to apply a rent freeze until 31st March 2023. What Association's don't know is what the position will be from 1st April 2023, normally this is when a rent increase would take effect from, but we will have to wait on the Scottish Government providing guidance by 14th January 2023.

We will consult on any proposal for a rent increase from April 2023 during February 2023. Any proposal will be well below the current inflation rate of 11.1% as at October 2022. Any rent increase will be set at a level that will ensure the present level of service provision can be maintained.

And finally, within the Association June 2022 also seen the retirement of our original Director, John Docherty, and the appointment of Paul Immelman as our new Director and shortly thereafter Ikra Aziz was appointed as our new Housing Assistant bringing our staff team back to 5 members.

Annual Assurance Statement

This is our 4th Annual Assurance Statement to the Scottish Housing Regulator (SHR). The signed statement assures the SHR that Kingsridge Cleddans Housing Association meets all the statutory and regulatory requirements

Annual Assurance Statement from the Management Committee of Kingsridge Cleddans Housing Association - October 2022

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 4th 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 are also aware that we are required to provide an update on our position in relation to equalities and human rights and in response to this we have discussed and agreed an outline strategy to meet the public sector equality duty and to use data to improve policies, procedures, and services. A substantial amount of work has been undertaken to ensure we can meet all the requirements of equalities compliance and collecting equality information. This strategy was approved by the Management Committee, and we have:

- Produced an equality monitoring form in order to meet legal and regulatory requirements.
- We have distributed forms to all tenant and resident households and housing applicants.
- We will use this information to develop an Equality strategy which complies with legislation and guidance. This will be undertaken in 2022/23.

Our Assurance Statement was considered and approved by the Management Committee at a meeting held on 27 September 2022. 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 2023.

Reactive Maintenance



In the six months between 1 April 2022 and 30 September 2022 we carried out a total of **22** emergency repairs, **357** non-emergency repairs all bar **2** were completed right first time.

Letting Houses



From April to November 2022 we have had **7** vacant properties representing a turnover of **2.36%**, all **7** properties were re-let within the timescales set. **4** to homeless households, **2** to direct waiting list applicants and **1** to supported accommodation.

Help with your Rent

If you have any difficulty paying your rent you can contact our Housing Assistant, Ikra Aziz on **0141 944 3881** to discuss the matter further.

Planned Maintenance/Renewal Works.



Kitchen installation works at Cleddans Court (Ladyloan Place & Fasque Place) will be carried out between January and March 2023. Window and external door replacements within Ladyloan 1 (8-28 Ladyloan Avenue, Ladyloan Court & Ladyloan Gardens) will be carried out within the 1st quarter of 2023

Governance

The Association have operated a hybrid meeting system for Management Committee members throughout the year, some members attending in person whilst others attended online. All regulatory returns were submitted on time. Our AGM was held on 8 August 2022. A new Committee member was elected onto the Management Committee.

Performance

Our **2021/22** ARC results highlighted improvement in several areas compared to **2020/21** results

2.96 days -
average length of time to
complete non-emergency
repairs

27 days -
average length of time
taken to complete
medical adaptations

4.72% of working days
lost due to staff sickness

Gross rent arrears
improved to **3.44%**

100% of new tenancies
sustained for more than a year

2022 Garden Competition



Annually the Association runs a garden competition for residents in which the 3 best maintained gardens receive a prize from the Association to award their hard work and attention. The competition is judged by our garden maintenance contractor and this year the winners were:-

1st Prize and £100.00 Sainsburys voucher went to Mr Raymond McDowell, 49 Lochgoin Avenue.

2nd Prize and £50.00 Sainsburys voucher went to Mr & Mrs Paterson 7A Ladyloan Avenue

3rd Prize and £25.00 Sainsburys voucher went to Ms McManus and Mr Grice 15A Lochgoin Avenue

Congratulations to all.



Christmas and New Year Holiday Arrangements

The office will close at 12.30pm on Friday 23rd December 2022.
Our service will resume at 9.30am on Thursday 5th January 2023.

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.

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: 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.



- 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.

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.



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.

KEEP YOUR HOME SAFE!



Proposal for Rent Increase 2023-2024

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 2023 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 generate. 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 e.g. external paintworks, gutter cleaning etc**
- **Major repairs e.g. kitchen renewals, window replacement etc**
- **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**
- **Inflation**
- **Increase in material costs post Brexit and COVID19 pandemic recovery.**

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 our activities during the year. We also require 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 2022(CPI figure) was 11.1% and is expected to increase further before reducing over the course of next year.

The Scottish Government have placed a rent cap of 0% (a rent freeze) until 31st March 2023, however as with any year any rent increase would not be applied until 1st April 2023. The Scottish Government will soon advise all landlords what increase, if any, can be applied from 1st April 2023. The Scottish Government will notify all landlords by no later than 14 January 2023, therefore the Rent Consultation will not now take place until late January 2023. Your views and opinions are important, and we hope you will take the opportunity to respond to the consultation.



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.

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

As you will be aware, Glasgow City Council introduced a charge for household bulk waste collections on 5th July 2021.

- Residents can place requests for bulk uplift by registering with “myaccount”. Full details and guidance is available at www.glasgow.gov.uk/bulkywaste If you do not have internet access you can utilise the telephone service by calling **287 9700**. This service is only available on Tuesday/Wednesday 9:00m to 3:00pm and will be subject to review.
- Payment can be made by credit or debit card on their secure site and will be taken upfront. Residents will be provided with terms and conditions detailing information on their rights and obligations.
- £35 for up to 10 standard items (£35 for each number up to 10 thereafter).
- £35 for large electrical items. These will be collected separately for recycling.
- Special large items such as sheds, marble fireplaces etc will be charged on a half hourly basis. A full list is available on their website.
- When you request a bulk uplift, you will receive an acknowledgement and will receive a follow up notification with a collection date. Items should be collected within 28 days.
- Information including full terms and conditions, frequently asked questions, list of items they collect, how and where to present items is on the website. www.glasgow.gov.uk/bulkywaste
- Residents can continue to visit the household waste recycling centre at 75 Dawsholm Road G20 0TB. You will have to provide proof of your address such as a utility bill as the service is only available to Glasgow residents.

Unfortunately, we are still experiencing problems in some areas where residents are dumping bulk refuse in back courts and open spaces. Residents require to take responsibility for contacting Glasgow City Council to collect any bulk waste you want to dispose of and paying for the service. If you have a car, you can visit the waste recycling centre and dispose of it free of charge.

We are unable to accept and tolerate irresponsible bulk waste disposal as it blights the area. Where we are able to identify any residents who are not disposing of bulk waste appropriately, we reserve the right to instruct a contractor to remove it and recharge the cost of this.

It is your homes and your neighbourhood, please help us to keep it tidy by acting responsibly.





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
Narozenie
i Szcesliwy 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
Paskoat ng Isang Maligayang,
Malusog at Masagana
Bagong Taon**