

# A Message from the Chairperson

The Association appreciates the patience and understanding shown by our residents since the Covid-19 pandemic hit the country and the economy in March 2020 and hopefully the implementation of the vaccination programme will help us to return to some form of normality in 2022. In the meantime, wearing masks and following strict hygiene practices will be the new normal for the foreseeable future

Valuable lessons were learned which enabled us to develop our business continuity framework to ensure that we were able to react to the pandemic and deliver a service which met legal requirements, best practice and regulatory guidance.

## Reactive Maintenance

Staff returned to working from the office on 23rd August 2021 but we provided a full repairs service from 1st June. Our contractors have appropriate risk assessments in place to ensure resident safety. All reactive repairs carried out since June were completed within our target timescales

## Letting Houses

Void property inspections continued to take place during lockdown with appropriate control measures in place. Void properties were cleaned and sanitised on completion of repair work prior to being re-let. We re-let 5 void properties from April-November

## Help with your Rent

Arrangements were in place to enable rent payments to be processed. Payments can be made at any Pay Point facility, by phone or online and at the Post Office. Our Housing Management staff have been in contact with tenants by telephone, to discuss rent accounts and to offer advice and assistance to anyone experiencing financial difficulties. Telephone consultations with our welfare benefits adviser are available by appointment.

Continued over

## Planned Maintenance works.

Installation of integrated smoke alarms, heat detectors and carbon monoxide alarms has been ongoing since June with appropriate risk assessments in place. 99% of our properties have had the new fire detection systems installed.

Kitchen installation works at Inchfad Phase 4 were postponed due to the pandemic but work commenced on 2nd August and was completed on 24th September 2021.

## Governance

Management committee meetings were held remotely during lockdown to meet regulatory requirements and ensure business continuity. All Regulatory returns were submitted on time, our annual audit was carried out remotely and our AGM was held on 14th September via the zoom platform. Flexibility was pivotal during lock down and staff and committee were responsive and flexible during difficult times.

## Performance

Our 2020/21 ARC results highlighted improvement in several areas compared to 2019/20 results and we:

- Improved the average length of time to complete non-emergency repairs from **1.86 days - 1.72 days**
- Average length of time taken to complete medical adaptations improved from **40 days - 27 days**
- Percentage of working days lost due to staff sickness improved from **3.36% - 0%**
- Percentage of new tenancies sustained for more than a year improved from **87.5% - 100%**
- Gross rent arrears improved from **6.77% - 4.07%**





# Christmas and New Year Holiday Arrangements



The office will close at 12.30pm on Friday 24th December 2021.  
Our service will resume at 9.30am on Thursday 6th January 2022.

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 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 has presented economic challenges and furlough working and redundancies have affected many people, but 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 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 consultations on Tuesday mornings.



# PROPOSAL FOR RENT INCREASE 2022 - 2023

**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 2022 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 eg external paintworks, gutter cleaning etc**
- **Major repairs eg 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**

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 2021(CPI figure) was 4.2 % and is expected to increase to 5.1% in April 2022.

**Your views and opinions are important, and we hope you will take the opportunity to respond to the consultation.**





# Annual Assurance Statement

**The Association was required to submit its third Annual Assurance Statement to the Scottish Housing Regulator by 31st October 2021.**

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 26th October 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 for our business and our 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.

A copy of our Assurance statement is on our website and can be made available in other formats on demand.

## 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.

# 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 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 your gas supplier on Scottish Gas Networks (SGN) 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.

## 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.

The stopcock is usually located under the kitchen sink.

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 and is also available on demand from our office.

# 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](http://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 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/bulkywaste](http://www.glasgow.gov/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.



# KITCHEN RENEWAL CONTRACT INCHFAD PHASE 4



The Association recently completed a kitchen renewal contract in 33 properties in Inchfad Crescent and Inchfad Drive. The contract commenced on 2nd August and was completed on 24th September 2021.

The work was carried out by City Building Contracts LLP 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, and we received a number of positive comments about the attitude and commitment of the installation teams. We appreciate that works of this nature can be disruptive and the patience and understanding of our residents was greatly appreciated.

## Christine Wards – An Obituary

**The Association would like to pay our respects to one of our former Management Committee Members, Christine Wards who sadly passed away on 20th November 2021.**



Christine was a respected community activist and in addition to being a management committee member of KCHA and Cernach Housing Associations, was also a Board Member of Kingsridge Cleddans Economic Development Group and was previously involved with The Phoenix Neighbourhood Centre and the Kingsridge Cleddans Co-ordinating Group.

She worked tirelessly to inspire change within the community and campaigned tirelessly for the investment required to effect change in the area.

Her contribution to the community cannot be understated and we would ask that all her former colleagues, neighbours and friends take a moment to remember her. Our thoughts and sympathy go out to her family.

**Rest in Peace Christine**

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**

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



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

**Isang Maligayang  
Paskoat ng Isang  
Maligayang,  
Malusog at  
Masagana  
Bagong Taon**