

# KCHA News

Winter 2025 Edition



## TAKING PRIDE IN THEIR GARDEN

### Garden Competition

**Winner**

See page 5

# Annual General Meeting

We were delighted to again host our Annual General Meeting in September.

The AGM is a meeting in which we discuss the performance of the Association in the previous year and highlight our plans for the coming year.

We also enjoy it as a social event, with tea, coffee and cake, playing bingo for cash prizes, and having a prize

draw to give away two widescreen televisions.

The AGM is free to attend for members, and we are happy to see the attendance numbers increasing year in year out.

As a tenant of the Association, you can become a member by applying for a £1 share. This is a one-off charge, and will allow you to attend AGMs thereafter. To find out more, please call us on 0141 944 3881 or e-mail [admin@kc-ha.com](mailto:admin@kc-ha.com).



## Update on the Community Support Fund

The Management Committee set up the Community Support Fund last year to provide assistance to local community groups within our neighbourhoods. This fund provides a grant of up to £300 to help benefit the community and run local events.

This year we have provided grants to the local high and primary schools. The high school grant provided for the setting up of a support area for children with complex needs or sensory challenges.

The primary school has used their grant to assist children with attending extra-curricular activities such as school trips.

During this challenging time, we are aware that local

families are struggling financially, and we continue to support the local food bank with a grant provided to allow them to offer more fresh produce.

We have also provided grants to 3D Drumchapel to provide selection boxes at their annual Christmas market.

The local Karate club have also been supported to allow more local children to take up the sport.

We hope that these donations can continue to help the G15 community thrive. If you are a member of any local group and would like to know more about the support the Association can offer, please contact us on 0141 944 3881 or by email at [admin@kc-ha.com](mailto:admin@kc-ha.com)



# Rent payment in December

While Christmas is a happy and enjoyable time for many people, it can also be expensive, making budgeting and managing your money more challenging. However, it is crucial that you prioritise your rent payment in December the same as any other month; there are no rent free periods, so please do not put your tenancy at risk by failing to make your rent payment.

The Association is dependent on rental income in order to carry out our business, including day-to-day repairs, and improvements such as new windows and kitchens.

If you are experiencing financial difficulties or are struggling with payments, then please contact us at the office on 0141 944 3881 where Clare or Jillian will be happy to discuss the situation with you and signpost or refer you to other agencies for support or assistance as necessary.

Payments, grants & discounts to help with energy bills

The Warm Home Discount Scheme is a one-off £150 discount on your electricity bill.

If you're eligible, your electricity supplier will apply the discount to your bill or to your meter if you have a pre-payment meter. The money is not paid to you. You'll usually get the discount automatically if you're eligible and in receipt of the Guarantee Credit element

of Pension Credit. You only need to apply if you're [on a low income in Scotland](#) - contact your energy supplier to apply.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and you're eligible. Contact your supplier to find out.

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 Clare at our office, where a referral to Citizens Advice Bureau can be made.

## **Pension Age Winter Heating Payment**

You could get either £203.40 or £305.10 to help towards your heating bills. To get the payment for winter 2025 you need to have been born before 22<sup>nd</sup> September 1959. If you're eligible, you should receive your payment automatically from Social Security Scotland.

## **Winter Heating Payment**

This has replaced Cold Weather Payment in Scotland to help people on benefits who may have extra heating needs. It's paid once a year, and the payment amount for 2025 is £59.75. You'll get this payment automatically if you qualify, and may be entitled if you are in receipt of certain benefits such as Pension Credit, Universal Credit or income-related Employment & Support Allowance.

# Annual Assurance Statement

Every year, the Management Committee at Kingsridge Cleddans report to the Scottish Housing Regulator on how the Association is achieving the Regulatory Standards.

These standards set out the expectations of the Regulator on how a housing association should be run.

To ensure that these are being achieved, the

Management Committee review all the documents and reports compiled within the year, which are saved in our online library and are called the Evidence Bank. This allows the Committee to say, with confidence, that we are performing to the highest level and meeting our regulatory commitments.

The report submitted by the Committee to the Scottish Housing Regulator is called the Assurance Statement. A copy of this is saved to our website at:

<https://kc-ha.com/document-library/>

If you would like to know more about the regulation of housing associations or the role of the management committee, please call us on 0141 944 3881 or e-mail [admin@kc-ha.com](mailto:admin@kc-ha.com).

# Do You Have Contents Insurance?

Many people do not know how contents insurance works, and they assume that as long as they are not to blame, they will not lose out.

This is sadly incorrect.

If any items, owned by you, are damaged, it is likely that these will only be covered if YOU have contents insurance.

Consider the following examples:

A tenant with an upstairs neighbour is flooded as the neighbour has left a sink running. This ruins their carpets, damages wallpaper, etc. Just like being hit by an uninsured driver, if the neighbour doesn't have insurance, you rely on your own insurance. If you don't have insurance, you will not be covered.

A fire in your neighbour's house caused by a faulty appliance results in the loss of your own home. You would lose all of your possessions, and cannot claim for them if you do not have insurance. Even if your

neighbour has insurance, it is unlikely your items will be covered.

Even repairs, covered by the Association, may still leave you with damage to your possessions. For example, a broken pipe could ruin your carpets and underlay. Whilst the Association will fix any repairs, we cannot cover the costs of any personal items damaged.

We know the costs our tenants have spent in making their houses into a home. Decorating and carpeting a property is not cheap. We also know people have acquired a lifetime of possessions which would be very expensive to replace.

Contents insurance can be surprisingly cheap, with some companies providing a significant discount to tenants living in social housing.



**HEAT**  
**STRUGGLING WITH FUEL PRICES?**

Are you struggling with fuel prices and need some advice?

If you, or someone you know, is struggling with their energy bills, we may be able to help

Our dedicated mentors can provide advice by visiting you at home and continue support through further visits or remote assistance to help you save money on your energy.

We may be able to help speak to your supplier about any questions you may have regarding billing issues or outstanding debt.

We can support you with:

- ENERGY CRISIS & ADVOCACY SUPPORT
- ENERGY SAVING AWARENESS
- INCOME MAXIMISATION
- ENERGY EFFICIENCY ADVICE

PLEASE CONTACT OUR HOME ENERGY ADVICE TEAM TODAY!

0800 092 9002

HEAT@THEWISEGROUP.CO.UK





**Could your family benefit from extra support?**

The Wise Group is here for you.

Our Relational Mentoring approach provides free, 1-2-1 support to help families and households with children make positive steps toward a brighter future. And it won't affect your benefits.

We offer tailored support to help with:

- household finance and benefits
- mental & physical health
- work & social skills
- home energy advice
- digital skills

Don't know where to start? Talk to us. Contact our team using the details below or scan the QR code.

Delivered by the Wise Group on behalf of The Scottish Government

0141 303 3131 (option 8)

relationalmentoringscotland@thewisegroup.co.uk





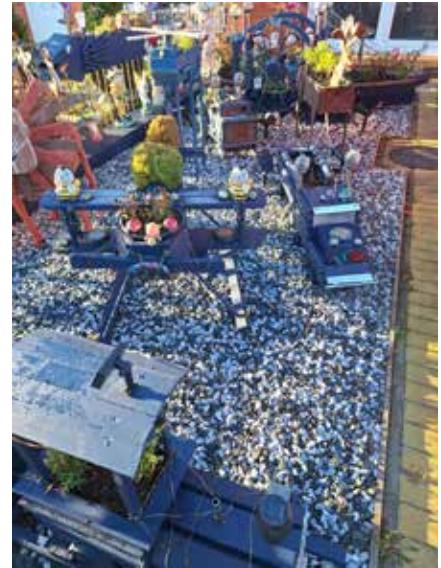
Mentoring to lift people out of poverty

# And the Winner is.....

We're excited to share the results of our Annual Garden Competition!. Our staff have been keeping an eye out for gardens that impressed, and the winners are Mr & Mrs Paterson of Ladyloan Avenue.

We enjoy the fact that their garden can be enjoyed all year round no matter the weather.

Congratulations to Mr & Mrs Paterson – Thanks for making us smile.



## Colouring Competition

We have run a colouring competition in our most recent newsletters, but unfortunately, we have had very few responses. Perhaps children now enjoy online games more than colouring in.

Our previous winter winners were the sole entrants for our summer competition, so we have decided to retire the colouring competition, but to keep these young artists interested, we decided to sign off with a bang, giving them both a trove of art supplies.

Well done Isla and Dmytro!



## Dolly Parton's Imagination Library

As detailed in our last newsletter, we have partnered with Dolly Parton's Imagination Library to provide free books to all children in our properties from 0 to 5 years old.

To register, all you need to do is contact the Association and register. We will then provide your child with **a free book every month** – it couldn't be easier.

To find out more, pop into our office, or give us a call on 0141 944 3881.

# MAINTAINING YOUR HOME DURING THE WINTER MONTHS

Our office will close for the festive break on Wednesday, the 24<sup>th</sup> of December, and re-open on Tuesday 6<sup>th</sup> of January. During this period, we will provide an emergency repairs service, if you experience any emergency repairs during this period, please contact City Building Glasgow on 0800 595 595.

Any non-emergency repairs can be reported to the office from 9 am on the 6<sup>th</sup> of January.

## **SAFETY TIPS**

We want all of our tenants to have a safe Christmas and New Year and we have produced a series of tips to help prevent problems and to help you deal with these should they occur:

### **Fire**

You can prevent the risk of a fire occurring in your home:

- Never leave chip pans unattended, if a chip pan catches fire, immediately turn off the hob. If safe to do so, try to smother the flames with a fire blanket, heavy lid or well-rung-out cloth.
- Do not move the pan or pour water over the chip pan as this can make the fire worse
- 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..

In the event of any 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 until the fire brigade advise it is safe to do so..

## **Gas Leaks**

### **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 gas supply.
- Call your gas supplier on **Scottish Gas Networks (SGN) 0800 912 1700**. Never try to deal with the fault yourself.

### **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. Common causes of power trips are cooking and heating devices such as toasters, ovens, and hair straighteners.

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 outside of office hours, phone the emergency repairs number on 0800 595 595.

### **Water**

If you are going away for a few days, ensure that your heating is left on at a low level, this will prevent frozen pipes.

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.

### **Home Security**

- 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.

# New Life Saving Equipment in Drumchapel

When somebody suffers a heart attack, every second counts.

Kingsridge Cleddans Housing Association have worked with the British Heart Foundation to provide a defibrillator for Drumchapel. This has been installed outside of our office on Ladyloan Place.

A defibrillator is a life-saving device that provides an electric shock to restore the normal rhythm to the heart.

It is designed to be used by anyone. You do not require training. Once you access the defibrillator, it will provide clear instructions.

There is also guidance at the BHF website:

<https://www.bhf.org.uk/how-you-can-help/how-to-save-a-life/defibrillators/understanding-defibrillators-what-they-are-and-how-to-use-them>

The BHF have provided the following guidance:

"If someone is in cardiac arrest, call 999 and start CPR. If you're on your own, do not interrupt CPR to go and find a defibrillator. If it's possible, send someone else to find one. When you call 999, the operator can tell you if there's a public access defibrillator nearby."

To ensure everyone's safety, we are asking that all tenants speak to their family members and let them know about the installation of this defibrillator.

Nobody knows who may need this to save their life, so please ensure that younger family members are aware of the importance of this device and everyone in the community is aware of the importance of not tampering or removing the defibrillator.



## Update on the Housing Crisis

As you may be aware, we continue to face a housing crisis caused by an inadequate supply of new homes. As part of our commitment to Glasgow City Council in addressing homelessness, we have agreed to their request to allocate 70% of our empty properties to people that the council has assessed as being homeless. This reflects the legal duty on the association to work with the council to tackle homelessness.

There are many different opinions on why this crisis has occurred, and some politicians have used this to advance their own political views.

However, the simple fact is that there is not enough social housing to meet the demand.

This is a supply and demand issue.

Supply has decreased. This is because there is not enough social housing properties being built across Glasgow.

Demand for social housing has increased. There are a lot of factors impacting this, particularly:

The costs of buying a house have increased year in year out, making homeownership an unrealistic objective for many lower and middle-income families.

The private rental income has shrunk, reducing this housing option.

With high demand and low supply, we are seeing a significant increase in our housing waiting lists and a low likelihood of being able to re-house applicants.

We know that some of our properties are now facing challenges due to overcrowding as families grow up within our homes with no opportunity for adult children to be rehoused. We would encourage all tenants that are under occupying their properties to discuss this with the Association so that we can look to assist tenants in carrying out exchanges to ensure that families in housing need have access to larger properties.

We also encourage tenants who are either under occupying or overcrowding their homes to put in a transfer application. Whilst we are committed to assisting the council, we also take a pragmatic approach and will look to assist our own tenants who are facing housing challenges.

# New Windows!

As we begin to move into winter, many of our tenants will be enjoying the benefits of brand new windows.

Through our investment plans, we have identified the properties across our estate that are in the most need of improvement, and we have put in place an ambitious investment plan that will look to keep all of our properties at the highest standard.

We have already worked with Sidey to replace the windows across Inchfad Drive and Inchfad Crescent

(OTHERS?), and this has helped tenants through making their properties easier and more cost effective to heat. We are now on to our second project with Sidey and are rolling out new windows and doors to Achamore Road, Ladyloan Avenue, and Lochgoin Gardens.

The most common question we receive with regard to investment, is when will we be improving more properties? The Management Committee have agreed a life cycle for each of our houses, and look to replace key components as they reach this age.



# G15 Youth Project: Lighting Up Drumchapel This Christmas

Hello Drumchapel friends,

As the winter chill begins to settle in, we're turning up the warmth at G15 Youth Project and we want you to be part of the magic.

For 28 years, G15 has been more than just a youth-led organisation. We've been a lifeline. A sanctuary. A place where young people are seen, heard, and supported especially when life feels heavy. This past year alone, we've delivered over 150 one-to-one support sessions, supporting young people to navigate challenges like homelessness, poverty, and anxiety. Every session is a reminder: you are not forgotten, you matter, and you belong.

But G15 isn't just about crisis support it's about joy, creativity, and connection. Every week, we offer over 30 hours of structured activities, from Pickleball and darts coaching to digital clubs, traditional youth clubs and workshops tackling knife crime and creative media groups. That's 30 hours of safety. 30 hours of purpose. 30 hours where young people can simply be themselves.

And now, we're gearing up for something truly special...

Winter Wonderland Is Coming!

In Drumchapel, where the frost bites a little harder and the nights feel a little longer, Christmas can be a tough time for many families. But at G15, we believe every child deserves a little sparkle and that's exactly what our Winter Wonderland delivers.

This December, we'll welcome 200 little ones and 200 families to our wonderland Christmas parties to meet and get a selfie with Santa, surrounded by twinkling lights, laughter, and love. And the best part? It's all powered by young people themselves dressing up, giving back, and making sure every child gets to feel the magic.

Behind every smile is a story of resilience. And behind every act of kindness is a community that cares.

How You Can Help? The wonderland is sorted however Christmas at G15 needs your support!!

Our Christmas appeal - We're seeking fluffy pyjamas, socks, blankets, sweeties and anything that can be gifted to a young person in our community.

When organisations and individuals support G15, you're not just donating gifts you're giving young people the belief that they matter. That they're valued. That they're not alone. So as we head into the festive season, we invite you to join us and make Christmas special for our young people.

From all of us at G15, thank you for caring, and for believing in a future where every young person no matter their circumstances gets to feel the magic of kindness.

Thank you, Warm wishes and Merry Christmas

The G15 Youth Project Team

# Estate Management

Like the majority of our tenants, we want our community to look its best.

We don't want to see dumped rubbish, as not only does it make the area unattractive, it also increases the risk of vermin such as rats.

This year we have seen a significant increase in dumped rubbish within G15. The Association has been working with Glasgow City Council to address this, but there is a role for all our tenants to play in helping to address this as well.

If you have bulk items to be disposed of, either take them to the recycling centre or call the Council to arrange an uplift. If you are awaiting an uplift, please call us on 0141 944 3881 so that we are aware this is scheduled. Please do not leave bulk items in gardens without organising an uplift as this is a breach of your tenancy agreement, will make the area look bad, and will attract rats.

Dumping bulk items at the side of the road is not acceptable. It ruins our neighbourhood and results in future costs for all tenants. If you see somebody dumping rubbish, please report it to the Council or to the Housing Association.

So far this year Kingsridge Cleddans have spent over £4000 on removing bulk items and cleaning up after items have been dumped. This is money that would be better spent on improving the homes of our tenants and keeping our rents affordable. The thoughtless actions of a few are impacting on everyone in the community and this is not fair.

The Council have also reported to us an increase in contaminated bins. There is set guidance on what should go in each colour of bin, and if the wrong items are disposed off in the wrong bin, the council will not uplift these. If you are unsure as to what items to put into your bin, please check the council's website.

Where the bins are contaminated, it may be necessary for the Housing Association to arrange a special uplift and empty of this bin. In such circumstances we may look to charge tenants for the cost of this job, so please ensure that you know the requirements and avoid contaminating your wheelie bin.

We encourage ALL tenants to download the GCC app which allows, among lots of other things, the reporting of fly tipping, missed bin collections, arranging bulk uplift, ordering of new bins and provides the bin pick up calendars.



# Rent Consultation

Each year, we are required to review our rents and compare these with the costs of running the Association.

We appreciate that any change in rent can have a profound impact on our tenants, and we strive to keep our rents affordable. We are proud that we can boast some of the lowest rents in Scotland. However, we must also balance this with ensuring that we can continue to deliver the same high-quality service. This includes ensuring that our repairs are carried out quickly and that we are investing in and improving our properties.

The cost of repairs and investment work within social housing continues to increase, but like our colleagues across Drumchapel, we have striven to keep our rents low and affordable.

Our average rent for a 2-bedroom property is currently £87.73 per week.

This is in comparison to £96 for a GHA/Wheatley property, £102 for a Glasgow West HA property and £103 for a Whiteinch and Scotstoun property.

This means that Drumchapel tenants are, on average £10 per week better off than those living within other areas of the West of the City.

**That's £520 per year better off.**

**This year, we are looking to consult with tenants on an increase of 4.6%.**

We are considering this figure as this will allow us to continue to deliver and invest in accordance with our 30-year plan. This is the investment schedule which provides for new windows, kitchens and bathrooms.

There are a few factors that have impacted this figure: Continuing growths in inflation mean that the amount it costs us to deliver our services has increased. As inflation changes, the cost of parts, such as replacement boilers, increases.

The amount we are charged by our contractors also increases.

We need to carry out repairs and investment works to keep our homes safe and energy efficient to run. This helps reduce heating bills for our tenants.

If you would like to discuss or know more about our proposed increase or improvement plans, please call us on 0141 944 3881. We will also be hosting an informal drop in session at our office on **Tuesday 16th of December between 10 am and 3pm**, in which you can pop in and discuss this proposal with the Director.

We want to know your thoughts on the proposed change.

Please take the time to complete and return the attached sheet.

## All tenants can play a part in helping to reduce the future costs of running the Association.

Every expense that we face has to be paid for through tenants' rents. If we can reduce the expense, we can ensure that rents remain low and that your rent money is spent on improvements to your home.

When tenants look after their homes, repair costs are reduced. As are the costs to the Association in fixing the property at the end of the tenancy. These are called void costs. On average, we are currently spending £2,500 per empty property.

We are also required to spend thousands of pounds each year in clearing bin areas and common closes after people have dumped items. It is not fair that all tenants should have to carry these costs. We ask all tenants to be mindful that such actions do impact the rent charges for the whole community.

This year, we have sought to save money on postage by asking tenants to change to text or e-mail communications. A first-class stamp costs over £1, so each electronic contact that we can make can help reduce our costs. If you have yet to do so, please contact the Association and ensure your details are correct. Through such small changes we can achieve savings and help to keep costs down.

If you would like to have a greater say in the running of the Association, please consider joining our Management Committee. To find out more, give us a call on 0141 944 3881.

# Tenant Rent Consultation Survey 2025/2026

Name

Address

I find my Current Rent Affordable: (please circle)

Strongly Agree

Agree

Unsure

Disagree

Strongly Disagree

My Current Rent provides value for money: (please circle)

Strongly Agree

Agree

Unsure

Disagree

Strongly Disagree

Kingsridge Cleddans is currently proposing a rent increase of 4.6%, this being reflective of the increase in costs in running the service, and to allow us to continue to deliver on our investment and improvement works. Do you agree with this increase? (please circle)

Yes

No

Any comments

Please return to our office at **Unit 2, Ladyloan Place, Glasgow, G15 8LB**

by **Wednesday, 14<sup>th</sup> January 2025**. You can also email us at **admin@kc-ha.com**