

# KCHA



## News - Summer edition 2024



**The new team at  
Kingsridge Cleddans  
Housing Association**

Latest news and  
information from  
Kingsridge Cleddans  
Housing Association



# New Director

## Daniel Wilson

I am delighted to have joined Kingsridge Cleddans Housing Association as director.

I have worked within the social housing sector for almost twenty years, and have worked in a wide range of areas, including Knightswood, Anniesland and Glasgow City Centre. From these experiences, I have developed a strong knowledge of the needs and challenges being faced by tenants living in social housing.

The Association has an excellent reputation for delivering for the people of Drumchapel and I look forward to continuing to build on this.

Our key areas of performance, such as our fast response time to repairs, and our competitively low rents, talk to how we are prioritising the needs of our tenants.

This year, I will be working with the KCHA team to help deliver on some more key objectives, this will include:

- further investment in our houses, such as the provision of new windows and doors,
- working with tenants with medical needs to ensure that their homes are adapted so that they may continue to enjoy living in this community,
- ensuring that our empty properties are re-let as quickly as possible to help those families in search of social housing,
- supporting and developing the Committee in ensuring they continue to provide the strategic direction for the organisation.

I look forward to getting to know all of our tenants through estate and house visits, meetings in the office, and through our AGM in September.

## Joy joins the KCHA Team

In May 2024 we were joined by Joy Chilambe who took up the role of Finance Officer.

She has 10+ years of experience in finance and comes with a good knowledge and understanding of charity accounting.

She brings a wide range of experience having previously worked in the cash office of a large Glasgow based legal firm and more recently as Finance Officer for the Renfrewshire Citizens Advice Bureau.

Joy has many transferable skills that she will bring to this her first role in housing.

She will make a great addition to our team at Kingsridge.





# Your Views Matter

**Kingsridge Cleddans Housing Association is run for the benefit of our tenants.**

Our tenants have told us that they are proud to be residents of the Association, they are proud of how quickly the Association carries out repairs, and they are proud of the fact that their rent payments are re-invested in the upkeep and improvement of their homes.

It is essential that we continue to link in with all tenants to ensure that the Association continues to develop in a positive manner.

To this end, we have instructed an external survey company to carry out a survey of all tenants. They will be in contact with tenants throughout the summer months and seek to discuss with you how you feel the organisation is performing.

## Repairs continue to be carried out quickly!



**It is a fact of living in a home, that sooner or later it will require a repair.**

Roof tiles fall off, boilers break down, and sinks get blocked. When these events happen, we want them to be fixed as quickly as possible.

We at Kingsridge Cleddans Housing Association pride ourselves on how quickly we can respond to repair requests, we understand how much outstanding repairs impact on tenants and the stress that is caused whilst waiting around for a contractor to call out. We have continued to sustain impressively low repair call out times.

The time from reporting an emergency repair, to the works being completed remains below 4 hours, and the time for a non-emergency repair being completed is only 2.4 days. These are far below the average time scales faced by tenants in social and private housing.

We need to balance the costs of repair times to ensure that we have value for money. By being efficient with our costs, we have more money available to invest in homes. But we are lucky in that our Asset Team have developed a great working relationship with local contractors to ensure that we can continue to deliver these impressive timescales.

# HOUSING CRISIS

As you may have heard in the press, a Housing Emergency was declared in Glasgow in November 2023 with the Scottish Government then declaring a national housing emergency in May 2024.

This reflects the fact that demand for social housing far outstrips the supply.

The number of households assessed as homeless has been growing, and this has increased significantly in recent years. The construction of new properties has struggled to keep up with this demand, especially as construction costs have increased.

We at KCHA will continue to work with the council to both support homeless persons in their search for housing and also to tackle and prevent homelessness. We will work closely with the council as part of our application process to help support people with the move into permanent housing.

Our tenants can also help address this crisis:

Do not risk your tenancy, if you are struggling to pay rent or to maintain your home, speak to Ikra or Jillian in our housing management section as soon as possible. Our team are skilled at supporting tenants to maintain their tenancy and to keep their homes.

If your circumstances have changed and you are now under occupying your home, speak to the housing team. We can work with you to help you to secure a smaller property. This will always be in an area of your choice and will help free up larger properties for families in need.



## There is a growing issue with rats in Glasgow.

**Council cleansing officers have begun to refuse to pick up rubbish from certain areas due to a fear of being bitten.**

**Signs of a rat issue within your garden may include rat droppings, damage to wheelie bins, disturbance to rubbish bags, and evidence of digging or nesting. However it is important to act before these signs become apparent.**

- Nobody wants to see these unwelcome visitors and we all have a role to play in reducing and preventing the spread of rodent infestations:
- Do not leave out loose rubbish.
- Ensure wheelie bin lids are closed and secure.
- Manage gardens to keep the grass short and any bushes cut back.
- Do not leave bulk items in the gardens – this includes tidying away children's toys and disposing of trampolines that are no longer used.
- If you are concerned that a neighbour is struggling to maintain their garden, let our staff know so that we can look at ways to support them.
- If you think you may have a rat infestation, report it to: Glasgow City Council Pest Control on 0141 287 1059.
- By taking these actions we can all ensure that everyone is able to enjoy their garden and we have a healthy and clean environment!

# *Summer is here! Time to enjoy the Garden!*

**With the summer months now upon us, we will all be hopeful of seeing some sunshine and spending some time cooling off in our gardens.**

**When we do so, it is important that we don't allow our enjoyment to impact on others. There are a few key things that we can do to ensure that we don't impact our relations with our neighbours:**

If you are having friends over, be conscious of the noise. Neighbours may have young family members or work to attend the next morning, so look to end your outdoor festivities at a reasonable time.

Barbeques can be great, and it can be fun to have a fire pit for toasting marshmallows, but always be conscious that this may impact neighbours, especially if they have a washing out - it's always best to check with them before you start.

Ensure that the bins are regularly emptied - a full bin can become very smelly in the heat and attract flies, which could ruin our enjoyment of the garden.

Trampolines can be great, especially in the summer months when children are young, but as the kids grow up they can fall into disuse and disrepair. In time they can become rusty and unsightly. If you have an old trampoline that is no longer in use, it is important to get it removed.

If you are impacted by any issues of anti-social behaviour in your neighbours, you can contact Ikra or Jillian at our office on **0141 944 3881**.

If there is a noise problem, out with office hours, please contact **0141 287 6688**.





# Help RUN THE ASSOCIATION

**KCHA is a charity. We are run by a Committee of volunteers. The Committees aim is to run the Association in a manner that benefits all tenants and prospective tenants.**

This requires making key strategic decisions with regard to investment, repairs, rent setting, and development. Without the Committee the Association could not function.

We require new Committee members to ensure the organisation continues.

**The benefits of joining the Committee are:**

- You get to have a key say in the running of the Association.
- You receive experience of running an Association at the highest level – the Board room.
- You will receive training in all the essential areas of social housing, which can help you develop a career in social housing or the charity sector.

All Committee members are supported by the staff of the Association, which includes detailing the current issues the Association is facing, explaining in depth complex matters, and the support of external specialists.

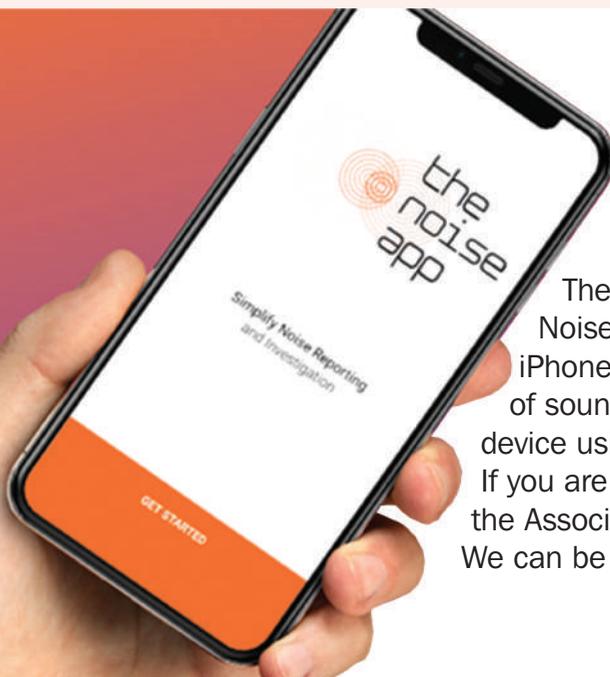
**What commitments are required?**

Our Committee meet monthly on a Tuesday evening at 17:45. With these meetings usually lasting an hour and a half.

It is important to keep up to date with changes in social housing, and our Committee members can do this through attending optional training events.

All Committee members take on a collective responsibility for any decisions that are made, and are required to act in the best interests of the Association.

If you are interested in finding out more, please contact our director Daniel Wilson: [daniel@kc-ha.com](mailto:daniel@kc-ha.com), or on **0141 944 3881**.



## THE NOISE APP

**- a tool to record noise nuisance**

The association have recently subscribed to the Noise App – this is a phone app that allows both iPhone and Android users to record evidence (by way of sound recording) of noise nuisance onto their mobile device using the app and then send it directly to us. If you are impacted by anti-social noise, please contact the Association to find out more about installing this app. We can be contacted on **0141 944 3881**.



# Replacement Windows and Doors

Providing quality homes is a core objective for the Association, and we achieve this through re-investing and improving your home. We have budgeted for investment works of over £400 thousand pounds this year.

This year, we have taken on one of our most ambitious investment projects to date, looking to replace windows and doors across the 42 properties in our Inchfad Phase 4 development.

This will include providing new efficient windows, to

help keep heating costs down, and sturdy secure by design doors.

We are currently meeting with contractors to procure this service; this means that we are looking to ensure that we get the highest quality at the best price, as we always want to ensure value for money when looking to re-invest in our properties.

It is our aim to have this work started this year, and all tenants that will be due this investment shall be contacted prior to the works being carried out.

## TIDY AND SAFE COMMUNAL Areas

In May we introduced a draft procedure on managing items left in common areas designed to help improve and maintain our communal closes within our tenements.

We invited tenants to provide feedback on this and to come up with ideas on how we can improve both the safety and aesthetics of the tenements.

After taking on board the ideas of the tenants, we have now gone live with the procedure and we have been working with tenants to help improve their shared living areas.

In practice, this means that we are asking tenants and their visitors to not leave items in common areas, such as the stairwell and close.

The reasons are twofold, these items can provide a tripping hazard, which would be particularly an issue should a fire occur and tenants be required to leave their homes in a hurry, and secondly, to allow our contractors to clean and maintain the close to the level we expect.

Through maintaining this, we can ensure that everyone is able to safely access their homes and that our common areas are maintained to a high standard.

If you are struggling due to items being left in the close, please contact Ikra or Jillian at the office on 0141 944 3881.

## A **BIG** thank you to Moyra!

**KCHA's long-serving Finance Manager, Moyra McKenzie, decided to retire in May.**

Moyra joined the Association in 1992, working with us for an impressive 32 years. During that time, she has helped keep the financial books balanced and ensure that the Association has always been efficient and provided great value for money on all our purchases and investments. This has allowed us to keep our rents low, and to ensure improvement works are carried out in our tenant's homes.

The Management Committee, colleagues and former colleagues, all met up to see Moyra away in style, enjoying a leaving night in the City Centre. Moyra will be enjoying her retirement in sunny Australia where her family now live.





## Bin uplifts for main door properties- stickers now required on bins

Glasgow City Council have recently introduced a change to refuse collection, with grey bins being distributed to main door properties. The grey bins are for recycling plastic, metals, cartons, soft plastics and film.

As a result, the blue bin is now to be used for **paper, card and cardboard only**.

Due to the increased recycling capacity provided, Glasgow City Council now also have a strict one green bin policy per household – if you have more than one green bin then any additional ones will NOT be emptied.

To reinforce this policy, the council sent out an information pack to each household affected (every main door property) giving further details and also providing two stickers to be placed on your blue bin and one sticker to be placed on your green bin.

The stickers are to remind residents that blue bins are now only for paper, card and cardboard and also to ensure that households do not have more than one green bin.

**If your blue and/or green bin does not have stickers on it – it will not get emptied.**

This is GCC policy and the Association have no control over this.

If you have thrown the stickers out by mistake, you can request replacements by contacting Glasgow City Council directly either by email at [twinstreamrecycling@glasgow.gov.uk](mailto:twinstreamrecycling@glasgow.gov.uk) or by telephone on **0141 287 2000**. The pack will be addressed to the householder it will not have your name on it.

Please ensure that both your green and blue bins have stickers on them to ensure that they continue to be uplifted by the council and to maintain the appearance and cleanliness of our area.

### **In summary:**

- Green and blue bins must have a sticker on them as provided by the council - they will not be emptied otherwise.
- Only one green bin per household will be emptied, this is now council policy.
- Brown bins will only be emptied if you have purchased a permit for it from GCC (cost of £50) and have it attached to the brown bin.