

KCHA News

Summer 2025 Edition

Kingsridge team up with **Dolly Parton's Imagination Library**



Find out
more on
page 2

Kingsridge team up with **Dolly Parton's Imagination Library**

We are delighted to announce that Kingsridge Cleddans Housing Association have teamed up with the legendary country and western singer to help deliver free books to the young children of our community.

Since launching in 1995, Dolly Parton's Imagination Library has become the preeminent early childhood book-gifting programme in the world. The flagship programme of Dolly Parton's charity, The Dollywood Foundation, has gifted over 270 million free books in the United States, Canada, the United Kingdom, Australia, and the Republic of Ireland. This is achieved through funding shared by The Dollywood Foundation and local community partners.

The Imagination Library mails more than 3 million high-quality, age-appropriate books directly to children's homes each month. Each child enrolled in the programme receives one book per month from birth to age five, at no cost to families. Dolly envisioned creating a lifelong love of reading and inspiring children to Dream More, Learn More, Care More and Be More.

The programme's impact has been widely researched, and results demonstrate its positive impact on early childhood development and literacy skills. Penguin Random House UK is the exclusive publisher of Dolly Parton's Imagination Library across the UK and Republic of Ireland.

KCHA will be writing to all tenants



with children under the age of 5, providing details of our official launch and how to register children for free books.

If you want to know more about this initiative, please give us a call on **0141 944 3881**.

Launch of Gardening Competition

**£100
FIRST
PRIZE!**

This summer we will be delighted to run the **KCHA Garden Competition**.

There will be a first prize of **£100!**

As well as prizes for second and third place of **£50 and £25**.

Our Housing Management Team will be carrying out their regular estate inspections throughout the summer, but they will also be keeping an eye out for the most picturesque and well-maintained gardens, so there is no better time to get out and enjoy the gardening.



An Update from the Director

It is hard to believe that it has now been over a year since I started at Kingsridge Cleddans Housing Association. Time really has flown by.

As I look back on the last year, I am happy to reflect on the significant amount that the Association has achieved, and I want to pass on my thanks to the staffing team who have been incredible in adapting to new systems and being open to taking on new ideas and in modernising the workplace. I also want to thank the Management Committee, who have been responsive to new concepts and reporting formats and who have provided a great deal of support and encouragement to me and the team.

When I started, I knew I was coming into a community. We are not the largest housing association, but we have a clear identity of who we are. Tenants are proud to be Kingsridge Cleddans tenants, and that name is synonymous with a high quality of service and the provision of great homes. We have a brilliant relationship with local contractors who care deeply about delivering for our tenants, and this has allowed us to ensure our repair times remain amongst the best in the city.

It has been a very busy year, and there have been key areas of focus for the Association. One has been looking at governance and how the Association is run. We wanted to ensure that there was an adequate amount of internal and external scrutiny with regard to the key aspects of the running of the Association. We have worked closely with the Scottish Housing Regulator to ensure that we have brought about positive changes that have resulted in us returning to compliance with their Regulatory Standards. These have included: carrying out a full governance review with an external consultant, appointing external auditors to carry out quarterly review of our services, developing an online evidence bank to provide assurance to Committee Members, and changing the format of our reports to ensure that it is quickly evident where we are delivering on target and where we need to improve.

The organisation remains in a strong financial position, and we have been well supported in achieving this through external consultants FMD. They have made sure that we keep rents affordable, but also that we have adequate funds to deliver on all our investment plans. I have carried out a review of our investment plans and agreed with the Management Committee that as our properties continue to age, we should look to be more ambitious in our investments. What this means for our tenants will be that in the next five years we will deliver a significant increase in investment works, including new windows, doors, kitchens and bathrooms across many of our properties. We believe these improvements will help keep our properties looking their best, but also reduce the cost of heating and maintaining homes, which is especially important at present with the impacts of rising energy prices.

Keeping 'community' at the centre of what we do remains essential. We will look to carry out increased estate inspections to ensure that the neighbourhoods remain clean and tidy, and we will work with Glasgow City Council to address the issues of rubbish being dumped. We have also looked to increase participation from tenants in the decision-making of the Association, after all, our main income is tenants' rents, and it is important that they have a say in how this is being spent. To improve this, we have reviewed the format of our AGMs, looking to make them more welcoming and based more towards a social event with games and prizes than a formal evening. We were delighted to see an increase in attendance last year, and we will be heavily promoting this again for September this year.

I hope you will agree with me that this has been a very positive year, and if you wish to discuss this or the opportunity for you to play a role in the Association, please get in touch with us at **admin@kc-ha.com**.

Annual General Meeting

Every year we host an Annual General Meeting.

This is a great time for the members of the Association to discuss the future:

- *How will rent money be spent?*
- *Where will we be investing in the future?*
- *What has the organisation been up to?*

If you are a tenant of the Association, this is a key meeting that **will** impact your future.

We appreciate that people are giving up their time to attend these meetings, so we also look to make it fun and add incentives.

This year we will again be playing bingo for cash prizes!

We will also be giving away fabulous



prizes in our free to play raffle: last year, that was two wide screen TVs.

To participate, all you have to do is become a member of the Association (it costs £1 for a lifetime

membership), and then attend the AGM. It really is that easy.

To find out more, contact the Association on **0141 944 3881** or speak to one of our team.

UNDER OCCUPYING?

We are currently in a housing crisis, and it is unlikely to improve in the near future.

Record numbers of children are currently in homeless accommodation, as there are not enough large properties available across social housing. As there are fewer properties available, we also have properties in which families have grown, and they are now in desperate need of a move to a larger house.

Some of our households are now under-occupying, which has happened after family members have moved away. We understand that these properties remain 'home', but also that it costs a lot to heat an empty home and people may wish to downsize to free up housing for those who need larger properties more.

If you are underoccupying and are looking to downsize, there are a few incentives on offer from Glasgow City Council, these include help with removal costs and decorating a new home, as well as assistance with any outstanding rent arrears.

As a KCHA tenant, we want to continue to ensure that you are happy and that you love your home, so rest assured, you will have the freedom to discuss properties that may become available and nobody will force you to move against your will. You will be free to refuse any property that is offered. You will also have the comfort of knowing that your old home is being enjoyed by a family that is in housing need.

If you are thinking about downsizing, please get in touch with the office on **0141 944 3881**.



Dampness and Mould

Condensation

Condensation is the most common cause of dampness within a property. This is where the steam cools and returns to water.

This is to be expected. People and pets create moisture in the air simply by being in a property. There are also things that we do that will increase the moisture in the air, such as drying clothes or boiling a kettle. We need to live and enjoy our homes, and that includes actions that create moisture.

There are, however, actions that can help reduce the moisture in the air arising from condensation. For example, in the bathroom, it is important to open a window or run the fan when running a shower or bath. This will ensure that the steam escapes the property, rather than creating damp or mould.

When drying clothes in the house, especially in winter, try to ensure that there is space between the clothes and the pipes, and that there is a route for the steam to leave the property.

In winter, it will be common for condensation to build up on windows. To avoid damage to the window or its sealant, it is good practice to dry these every day.

We continue to invest in our homes to make them easier to warm, as we upgrade our windows. This will help address condensation, but it remains important to keep trickle vents open to allow steam the opportunity to escape the property.

Water Ingress

You will normally see water ingress at the highest points of the house, e.g. the ceiling near the roof, or at the windows. This can be a sign of there being a loose tile or an issue with the window ceiling. If you have a neighbour upstairs, and you are seeing water damage or water coming into your property, this is likely to be an issue with a pipe or with the neighbour's bathroom. In all of these instances, please contact the Association to arrange an inspection.

Rising Damp

Rising damp is rare, especially in Kingsridge Cleddans properties. This is because our properties are all relatively new and have been built to a high standard. Rising damp is normally apparent on ground floor properties, and rises up from the floor, with the moisture travelling through the brickwork. As detailed, we would not expect to see this as modern construction prevents this. But if you feel your property is impacted by this, please let us know.

If you have any concerns about dampness, mould, or any other repairs, contact us straight away on 0141 944 3881.

Play *YOUR* Part

The Association plays a key part in the lives of our tenants.

We invest in maintaining and improving our properties.

We set the rents to ensure that they are affordable, but also to ensure that we can carry out all our essential works in the year.

To achieve this, we need to be run by volunteers at the highest level. These volunteers are our Management Committee. If you would be interested in knowing more about this Committee and are available to volunteer for two hours a month, please contact the Association to find out more, at admin@kc-ha.com.

If you cannot afford the time to volunteer, but still want to play your part in the Association, we have opportunities that may suit.

Members of the Association, are the shareholders. They own a £1 lifetime share in the Association and can attend the AGM. The AGM is a great opportunity to find out more about the Association and to discuss our upcoming improvement works. We will also be giving away great prizes at the AGM, including a cash



bingo game and widescreen televisions. To become a member or to find out more about attending the AGM, please send us an e-mail admin@kc-ha.com.

We always welcome feedback from tenants, especially with regard to any new policies or initiatives. To help achieve this, we are looking for tenants who would be happy to communicate via e-mail to discuss any new ideas or policies that are being developed. If you feel that you could provide the occasional time to discuss or review such ideas, why not join our armchair scrutiny group?

This will allow you to participate at your own time. If you wish to do so, please send us an e-mail at admin@kc-ha.com detailing the best e-mail address to communicate with you on.

Do You Have Home Insurance?

How would you cope if you lost all your possessions to a fire or a flood?

How much would it cost to replace everything?

Nobody wants to consider the worst-case scenarios, but it is important to take steps to protect yourself and your family from the costs that could occur.

We at Kingsridge Cleddans Housing Association encourage all of our tenants to take out contents insurance. We do this because we have had far too much experience of seeing the impact on families that do not have such insurance. Examples we can provide include where people have been flooded from properties above. It's worth noting that in most cases insurance companies won't pay out unless the

flooded parties are insured, that means even if your neighbour has insurance and floods you, you will not be covered.

We have insured the external physical aspect of our properties. This is called building insurance, and it means that we will repair or replace any damage to the building themselves.

What we do not provide is insurance for the items within, which includes furniture, white goods, clothing, carpets, and decorating.

There are many insurance companies available, and it is worth searching as some provide significant discounts to tenants living in social housing.

Launch of the New Business Plan

The Management Committee and Staff have spent the last 6 months working closely to create a new Business Plan for the future of KCHA.

The Business Plan sets out our objectives and strategic direction. This means that the plan looks towards the future, it considers what is important to the organisation, our tenants, and our community.

The key areas highlighted in our business plan are:

- To continue to **improve our properties**, we are looking to keep reinvesting rental income in improving our homes.
- Ensuring our **homes are efficient** to manage. This means making sure our properties are cheaper to heat and easier to run.
- Investing in **adapting our properties**. As our tenants face life challenges, they may require adaptations carried out so they can continue to fully enjoy their property. We have spent heavily on adapting our homes so that tenants can continue to remain within our community.
- Continue to work within the community to **deliver value for money**. We are proud of how low we have kept our rents. We have achieved this through achieving great value for money on our repairs

service, working with other organisations to achieve positive outcomes, tendering and procuring key contracts, and through engaging with our tenants to ensure rent and recharge payments are made on time.

If you wish to see our new Business Plan, this is available on our website, or feel free to pop into the office and ask for a copy.

If you want to play a larger part in shaping the community and the services provided by the Association, give us a call on **0141 944 3881**.



Strategic Objectives

The Management Committee have reviewed and updated our Strategic Objectives.



1. We will deliver quality, local services for our tenants and customers, through collaboration with our partner agencies, ensuring value for money and long-term financial viability.
2. We will work with our customers to provide an excellent service and to deliver safe, high-quality homes.
3. We will listen to our customer's feedback to ensure effective service delivery that aspires to meet their expectations
4. We will exercise effective and robust governance to ensure we are compliant with all legal and regulatory requirements
5. We will invest in our people to ensure that they fulfil their potential and that we create a positive workplace environment.

What do you think? Do these encapsulate what you are looking for from the organisation?
Please feel free to e-mail your thoughts to **admin@kc-ha.com**.

Glasgow City HSCP

Health and Social Care Partnership

Glasgow City Health and Social Care Partnership Draft Locality Plans reflect our priorities for health and social care services. The plans for 2024/25 can be accessed via <https://glasgowcity.hscp.scot/strategic-and-locality-plans>

The North West Locality is

focused on supporting ongoing improvements to engagement and diversifying their audiences to gather different perspectives. To expand engagement, leading to a greater representation of the neighbourhoods we have introduced a North West Locality Database as a new system of engaging and involving people.

The database will support future HSCP responses and participation to be more inclusive and representative of the North West neighbourhoods. Partners can promote the database and register on their phone using the QR code.

North West Locality Engagement Forum. This page will allow people to access the minutes and upcoming LEF meetings.

<https://glasgowcity.hscp.scot/north-west-locality-engagement-forum>



Knightswood Community Shop

 **Wednesday: 11am-1pm**
Thursdays: 1pm-3pm

 **160 Lincoln Avenue,**
Knightswood, Glasgow G13 3PN

 We accept both cash and card payments, and kindly ask that you bring your own bag.

 Contact Ashleigh, our Community Shop Coordinator for more info and volunteering opportunities
ashleigh@goodfoodscotland.org



Just like a supermarket but at a fraction of the price!
Membership is just £1 per month plus the cost of your shopping.

 goodfoodscotland.org

 [KnightswoodCommunityShop](https://www.facebook.com/KnightswoodCommunityShop)

Update on Cycle Shed Installation

Following discussions with tenants at Lochgoil Avenue, we have sourced and installed some bike sheds. We hope this will assist the tenants living within the close and make it easier for them to keep bikes.

As bikes left out within a tenement close can be a tripping hazard, and as such are dangerous in the event of fires, it's important to us to offer alternatives.

We will be trialling the bike sheds to see how well these work for tenants and how popular the designs are.

If you have any views on the bike sheds, or any suggestions for other changes we can incorporate, please contact the Association.



Christmas Lunch

KCHA and Drumchapel Housing Co-op were delighted to host a Festive lunch for our tenants over the age of 60.

This was held at McMonagal's in Clydebank.

We had a fantastic crowd of 31 tenants attending, with great food and lots of chat, as well as some great fish and chips!



Investment Work

It is important to us that our properties are kept and maintained in good condition, and we know how much pride our tenants have in their homes. We now have an ambitious project underway that will see millions of pounds being reinvested in maintaining and improving our properties.

Our Management Committee have been working hard to finalise our planned investment works. This plan looks at the next thirty years, so that we are best prepared to spend on our properties as they grow older. This also ensures that the Association is better protected against any unexpected or high cost works, such as the recent replacement of many of our fences following the storm.

When investing in our homes, it is important that we achieve value for money, and we have been working with external procurement companies to ensure the companies we employ are providing quality products at reasonable prices. We also achieve value for money by carrying out works across development projects; this is far more efficient than doing works in single properties or streets.

We have used the construction

dates of our properties to set these 'developments'. This allows us to ensure that properties are invested in when they reach a certain age and ensures that we invest in the older components (kitchens, windows, bathrooms, etc) first.

Last year, we worked with Sidey to replace windows and doors across some of our areas. When this work was completed, we asked the tenants for their feedback, and this was very positive. Because of the feedback and the satisfaction levels of these tenants, we have decided to again instruct Sidey to carry out more work this year. They will soon be starting on the provision of replacement windows and doors across our Achamore and Lochgoin areas.

This year we are looking to replace the windows and doors at Achamore and Lochgoin, and to replace the kitchens at Ladyloan Phase 2. Next year we will begin the roll out of our bathroom replacements, starting at Inchfad 1. Alongside these major works, we are also continuing our reactive repair service, which

ensures all reported repairs are completed as quickly as possible. We will also be carrying out external paint works, gutter cleaning, boiler replacements, and electric checks.

We are delighted at how happy our tenants are with our repair service and investment works and we will be looking to continue to work hard to deliver for all our homes.

If you would like to know more about the planned investment works, please feel free to contact the Office on **0141 944 3881**.





Fly Tipping of Bulk Waste

Unfortunately, a minority of residents believe that bulk and other waste is to be placed on the street for collection. GCC would advise that **this is not the case and is considered fly-tipping.**

Fly-tipping is illegal, unsightly and damaging to the environment. Any person found to have fly-tipped is liable to receive a fixed penalty notice of £500.

We are seeking your co-operation in resolving this issue and ask that any information on those involved in fly-tipping is reported to us via our website at: <https://glasgow.gov.uk/reportenvironmentalcrime>

Smartphone and tablet users can point their camera at the QR code opposite to travel directly to the report it page.



Please dispose of your waste responsibly by placing it in the bins provided to you.

Bulky Waste is items that you wish to dispose of that do not fit into your wheeled bin. The options for disposal are:

- Contacting National Re-use who take items such as beds, sofas, tables, chairs and bikes that are in good condition, could be re-used and if they haven't been left outside, as well as sofas and armchairs that still have the necessary fire labels. Please donate online at: <https://wasteless.zerowastescotland.org.uk/articles/reuse-tool>
- Alternatively, Residents can dispose of items free of charge at our Household Waste Re-cycling Centres: <https://glasgow.gov.uk/hwrc>
- We offer a service for bulk uplifts from residents in flats and main door properties and residents

can place a request by using our online form:
<https://glasgow.gov.uk/bulky-waste>

When requesting a Bulky Waste Collection, please note the Council now operates a by-request-only service and the service is chargeable, with charges introduced in July 2021.

The Council will no longer be collecting bulky waste from designated pick-up points on 'bulk day'.

Please only present your bulky waste on the day before your Collection Date.

Place it within the grounds of your property (e.g. a backcourt or garden) and ensure it does not obstruct bins or common pathways. **Leaving bulk items on the street or in a back lane will be regarded as fly-tipping and those responsible will be open to enforcement action.**

Winners!

We were delighted to announce two joint winners to our Winter Colouring Competition.

Isla and Dmytro.

They impressed the judging panel with their colour choices and the neatness of their colouring, and they really made Santa come to life: making us all smile.

They were both presented with a £50 Amazon voucher to treat themselves to a prize online.

Well done to our winter winners!



E-mail as Preferred

Have you noticed the price of a stamp?

A first-class stamp is quickly making its way towards £2.

The Association needs to be wiser on how we spend our money.

Each year, we send out hundreds of letters to our tenants, these include reminders about repair appointments, invitations to meetings, and letters about rents. Many of these letters could be replaced by e-mails or texts.

E-mails are free, and texts cost us only pennies.

We want to move away from letters so that we can save this money and spend it on better things. With every saving that

we make, we can re-invest in improving our homes and investing in the communities – that's a win for our tenants!

This year we will be contacting tenants to make sure we have the best mobile number, and that we have up to date e-mail accounts.

If you have updated your contact details and have yet to let the Association know, please get in touch at admin@kc-ha.com or give us a call.

We understand that not all tenants like to use these contact methods, and that's ok, we will still use letters for the tenants that prefer those – but where tenants are happy to use them, this is a real chance for us to save costs and to spend it on things that really benefit our tenants.

Colour me in!

WIN!
A £50 AMAZON
VOUCHER!



Name:

Guardian name:

Address:

Age:

Entries to be handed in or emailed to the association (admin@kc-ha.com) by 1st September 2025.



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