



Kingsridge Cleddans

HOUSING ASSOCIATION LTD

Garden Competition 2019

British summer time is upon us again and the lighter nights coming in. We hope that residents will be able to take advantage of the warmer weather and enjoy the use of their gardens over the next few months. This is the perfect time to get out and get your garden into shape for the summer season and in anticipation of our popular annual garden competition.

We will once again be offering prizes for the competition this year:

- **Best Garden: £100 gift voucher**
- **2nd Place: £50 gift voucher**
- **3rd Place: £25 gift voucher**

There is no requirement to submit an entry form to take part in the competition and all gardens will be assessed over the next 6 - 8 weeks during our regular estate management inspections. We will select a shortlist of properties for consideration in August and our Environmental Maintenance Contractor will select the winner and runners up.

Remember, you don't have to be green fingered to take part and a little effort can go a long way to improving the appearance of your garden. The simple task of keeping your garden tidy and litter free helps create a pleasant clean environment which our residents can be proud of.



Summer Newsletter
2019

Annual Gas Safety Inspections

The Association has a legal responsibility to ensure that your central heating boiler is checked, serviced and maintained in a safe condition on an annual basis.

During the service visit the Gas Engineer will carry out the following checks:

- **The Gas Engineer will check the condition of the boiler to ensure that it is working safely**
- **The Gas Engineer will test the appliance to ensure there are no gas leaks**
- **The Gas Engineer will inspect and test the flue to the boiler**
- **Ventilation will be checked for blockages**

The Gas Engineer will complete a gas safety certificate which you will be asked to sign on completion of the service visit. A copy of the certificate will be sent to the Association.

It is a legal requirement of your tenancy that you must give access to our contractor to carry out the annual service of the boiler in accordance with current gas safety legislation. Your co-operation in allowing access is important and essential. Failure to give access when requested will be treated as a breach of your tenancy agreement.

Unfortunately, we still have a small minority of tenants who fail to comply with access arrangements and we will be actively targeting those tenants in the coming year.

We have also reviewed our gas servicing procedures to improve performance in this area and our focus will be on early intervention. Where attempts are ignored, or appointments continually broken, we will arrange a forced entry to the property or cap the gas supply where external gas meters are fitted. We will also consider fitting shut off devices during the service visit which will cause the boiler to shut down if the service visit is not carried out within 12 months of the previous service.

Within 8 weeks of your service being due, the contractor will contact you to confirm a service date, specifying a morning or afternoon call. If the date you are given is unsuitable you should contact the contractor on **0800 595 595** to arrange an alternative appointment.



If the contractor does not gain access to your property on the specified appointment date you will be given another specific appointment date. The Association receives notification of abortive no access visits the same day and where this happens we will contact you within 24 hours.

Service visits are put on hold after 2 no access calls if this happens, we will arrange a service date for you and write to you confirming the date, specifying am or pm call.

If access is not made available for the third visit, you will be issued with a final appointment letter and will advise that we may force access to the property or cap the gas supply to prevent you using an appliance that may be unsafe to use until it has been inspected, serviced and certified as being safe to use. If we require to force access to the property you will be recharged for the cost of the work and any associated legal costs (approximately £400). Please remember that we have a legal requirement to carry out gas servicing and certification every 12 months. This is for your benefit and to ensure that your safety is not compromised by using an unsafe appliance.

SCOTTISH HOUSING REGULATOR

National Panel

Would you like to help improve social landlord services in Scotland? The National Panel is one of the ways that the Scottish Social Housing Regulator can hear what people think and make sure that they focus on the important things.

Panel members are asked for their views on a range of issues affecting people who use social landlord services. They may invite you to take part in occasional surveys, information updates and invites to take part in other feedback exercises. Participation is always optional and you can leave at any time.

The Regulator wants to include as many different voices on the panel as possible including people who are not involved in any of the other ways of giving views on landlord services. Members **include Council and Housing Association tenants**, people who are using or have used **homeless services**, home owners who receive **factoring or common repairs** from a social landlord, and people living on **social rented Gypsy/Traveller sites**.

Find out more and join:

Online at www.bit.ly/shr-panel

Call Engage Scotland (who manage the panel) on 0800 433 7212

Request a printed form by email: natpan@engagescotland.co.uk or call **0800 433 7212**

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 help us 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 sufficient interest is expressed.

Induction training will be provided and regular training is delivered locally in partnership with the other Drumchapel Housing Associations and Co-operative. If you have child care responsibilities, the Association can meet any reasonable expenses you incur to have someone look after your child/children while you attend meetings.

We have an information leaflet and committee member role descriptions which outline in more detail the role and responsibilities of committee members. These documents are available on request.

If you would like to have an informal chat about committee membership, please contact us on 944 3881 to arrange an appointment.



Welfare Benefits



Service

As you will be aware, the Association provide a free Welfare Benefits Advice surgery from our office on a Wednesday morning.

Our Benefits adviser had another successful year in 2018 - 2019 and assisted a number of residents to claim various benefits, resulting in financial gains of £60,457.76

This included:

| Advice Area | Number of Clients | Amount |
|---|-------------------|-------------------|
| Benefits – DLA (Care) | 4 | £20,032.85 |
| Benefits – Employment and Support allowance | 2 | £9,773.40 |
| Benefits - Housing Benefit | 7 | £10,978.27 |
| Benefits – PIP (Daily Living) | 2 | £7,430.80 |
| Benefits – PIP (Mobility) | 2 | £6,214.00 |
| Benefits – Universal Credit | 1 | £4,693.08 |
| Tax – Council Tax | 1 | £997.36 |
| Utilities and Communications – Fuel – Regulated | 1 | £338.00 |
| Total Client Financial Gain | 20 | £60,457.76 |

Breakdown of areas of advice

| Advice Area | Count | Overall % of advice given |
|---------------------------|-------|---------------------------|
| Benefits | 77 | 79% |
| Housing | 3 | 3% |
| Legal Proceedings | 1 | 1% |
| Tax | 7 | 7% |
| Debt | 6 | 6% |
| Finance & Charitable | 2 | 2% |
| Relationship | 1 | 1% |
| Utilities & Communication | 1 | 1% |

Total appointments available during the year: 143
Total appointments clients attended: 71
Clients failing to attend/cancelled: 8

The service is available from 9.30am – 12.30pm on Wednesday mornings. You can make an appointment by contacting the office on **944 3881**.

Performance Summary 2108 - 2019

| INDICATOR | 2019 | 2017-2018 |
|--|------------|------------|
| General Needs Lets | 18 | 15 |
| Lets made to existing tenants | 5 | 4 |
| Lets made to housing applicants | 8 | 8 |
| Mutual exchanges | 1 | 1 |
| Homeless referrals | 5 | 3 |
| Number of reactive repairs completed | 1059 | 965 |
| Average number of repairs per property | 3.80 | 3.43 |
| Number of emergency repairs completed | 154 | 161 |
| Average length of time taken to complete emergency repairs | 2.89 hours | 3.43 hours |
| Average length of time taken to complete non-emergency repairs | 1.90 days | 1.95 days |
| % of reactive repairs completed right first time | 98.89 | 98.76% |
| % of properties which had a gas safety check completed by the anniversary due date | 100% | 100% |
| Number of tenancy offers made | 18 | 15 |
| Number of tenancy offers refused | 0 | 0 |
| Number of anti social complaints reported | 4 | 6 |
| % of lettable houses that became vacant | 6.45% | 5.38% |
| Average time to re-let properties | 18.33 days | 11.33 days |
| % of new tenancies sustained for more than a year | 87.5% | 95.23% |
| Rent collected as % of total rent due | 100.73% | 99.23% |
| Gross Rent Arrears | 4.20% | 5.38% |
| % of rent lost due to voids | 0.3% | 0.2% |



We strive for continual improvement and our key performance indicators highlighted improvement across the board in a number of areas.

Service Complaints

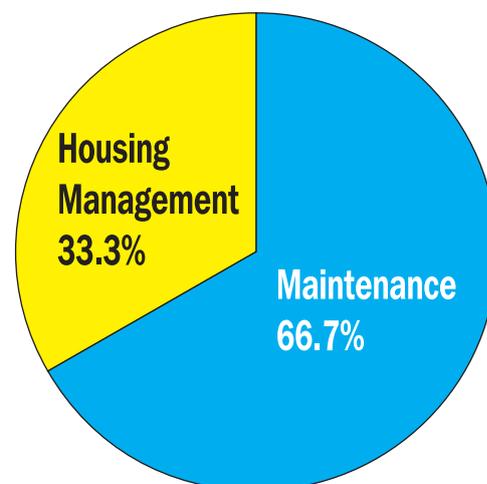
2017–2018

The Association is committed to providing good quality customer service. We monitor complaints and use complaint information to help us improve service delivery. We strive to get things right but are realistic enough to accept that things can sometimes go wrong and there can be occasions where customers are dissatisfied with our service. If this happens, please tell us and we will always try to deal with problems quickly. Sometimes a matter may require detailed investigation and where this is necessary we will tell you, advise you of the timescale and keep you informed.

During the course of the year, we received 6 service complaints and all of these were dealt with at stage 1.

4 out of the 6 complaints were upheld and all were responded to within the Scottish Public Services Ombudsman timescale.

We also receive positive comments from residents who feel they have received good service and we have started to log these as examples of positive practice. If you have experienced good service from the Association please let us know as this also helps us to improve our service by learning from good practice.



Service complaint categories

Would You Like to Become a Member of the Association

Who may become a member?

- Any Drumchapel resident who is aged 16 or over

How much does membership cost?

- Membership of the Association costs £1 for a lifetime membership

What are the benefits of membership?

- Being a member of the Association entitles you to be involved in the Association's activities and have a say in how we run our business. Other benefits include:
- An invitation to our AGM which is held in August each year
- An invitation to any Special General meeting
- Eligibility to vote at our AGM
- Eligibility to become a member of the Management Committee
- Receiving a copy of our rules and a share certificate
- To be able to request minutes of Management Committee Meetings

How do I apply for Membership?

Simply complete a Membership Application Form which is available from our office or as a download from our website. Return the form to our office along with your £1 fee.

Applications are considered at our Management Committee Meetings which are held monthly.

Tenant Satisfaction

Survey Analysis

Key highlights from our tenant satisfaction surveys carried out in 2018 – 2019 are highlighted in the table below. 76 tenants were surveyed during the year.

| | 2018 - 2019 | 2017 – 2018 |
|--|-------------|-------------|
| % of tenants who were very satisfied/fairly satisfied with the opportunities to participate in our decision making process. | 100% | 100% |
| % of tenants who were very satisfied/fairly satisfied about how the Association keeps you informed about our services and decisions. | 100% | 98.33% |
| % of tenants who were very satisfied/fairly satisfied with the quality of their home. | 97.37% | 100% |
| % of tenants who were very satisfied/fairly satisfied with the repairs and maintenance service provided by the Association. | 100% | 100% |
| % of tenants who are very satisfied/fairly satisfied that the rent they pay, taking into account the accommodation and services that the Association provides. | 97.37% | 98.33% |
| % of tenants who are very satisfied/fairly satisfied with the management of the neighbourhood they live in. | 96.05% | 98.33% |

The Association will be carrying out a full comprehensive satisfaction survey between August and September 2019 in order to assess resident satisfaction against a range of service indicators. We have appointed Knowledge Partnership to undertake this work and members of their survey team will carry out face to face interviews with 155 tenants. Interviews will take around 10-15 minutes to complete and they will write to you in advance giving a specific date and time when the interviewer will call out. The views and opinions of residents are important to us and the outcomes will help us review and evaluate the services we provide. The co-operation of all residents selected for survey will be greatly appreciated.

All participants in the survey will be entered into a prize draw with a £50 gift voucher being awarded.

Emergency call out repairs

The Association provide an out of hours emergency call out service to enable our contractor to respond to emergency repairs which occur outwith office hours. The cost of a call out is £90 + VAT.

The cost of providing this service during the period 1st April 2018 – 31st March, 2019 was £3,977.47. A number of emergency call outs reported were non- emergency repairs as opposed to genuine emergency repairs. Examples of emergency repairs include:

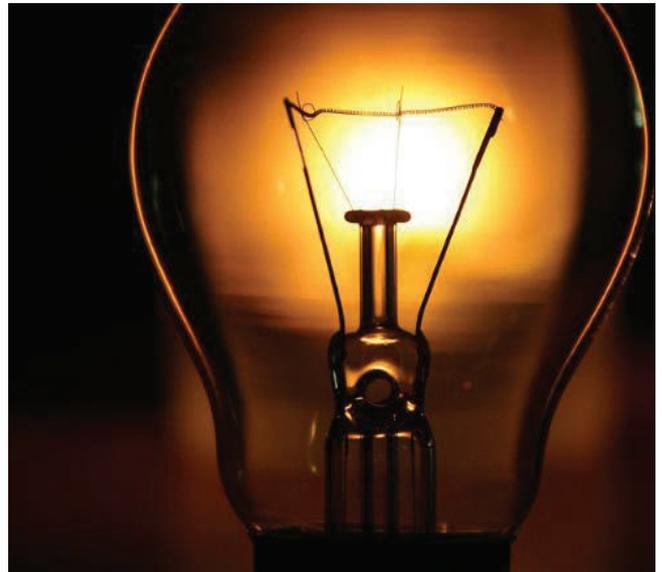
- **Fire**
- **Flooding**
- **Insecure property**
- **Loss of power and heating. Please be aware that sudden loss of power can be caused by a faulty appliance. If your power fails you should firstly switch off everything, set all circuit breakers to the on position and switch the lights and appliances on one at a time. If a faulty appliance has caused the power failure, unplug the appliance and have it checked by an electrician. Using cheap light bulbs that do not conform to British Standards can also cause light fittings to blow.**

Examples of non-emergency repairs include:

- **No hot water**
- **Cistern not flushing if you have more than one WC in the property**
- **Minor leaks**

Non-emergency repairs can affect the comfort and convenience of residents but are not immediately dangerous or will cause substantial damage to property. Any repairs which fall into this category can be reported during office opening hours without incurring a call out charge.

We would kindly ask all residents to ensure that they exercise care when using the call out service as repeated misuse of the service may result in call out costs being re-charged. The co-operation of all residents would be greatly appreciated.



Smoke Alarms

Upgrades to smoke alarms to comply with new Fire Safety Legislation

Following the tragic fire at Grenfell Tower in London, a Ministerial Working Group on Building and Fire Safety was established to review Scotland's building and fire safety regulatory frameworks.

The standard requires:

- One smoke alarm installed in the room most frequently used for general daytime living purposes.
- One smoke alarm in every circulation space on each storey, such as hallways and landings.
- One heat alarm installed in every kitchen.
- One carbon monoxide detector to be fitted where there is a fixed combustion appliance such as a boiler or fire.
- All smoke and heat alarms to be interlinked.

The Regulations come into effect in February 2021 and all our properties require to comply with the standard by this date.

We plan to install sealed battery alarms which are interlinked by radio communication as this will avoid alarms having to be linked by wiring and having conduit fitted across walls and ceilings to hide wiring. These alarms are more expensive, but installation costs are much cheaper and work can be done in around 2 hours.

The works will be programmed over 2 years:

The undernoted properties will be done in year (1) August 2019 – March 2020

- **Inchfad Phase (1)** 89-133 Inchfad Drive
- **Inchfad Phase (2)** 90-124 Inchfad Drive, 1-8 Inchfad Place
- **Inchfad Phase (3)** 68-88 Inchfad Drive, 9-14 Inchfad Place, 1-5 Fettercairn Avenue



- **Inchfad Phase (4)** 1-61 Inchfad Crescent
- **37 – 45 Lochgoin Avenue**

Year 2 April 2020 – February 2021

- **Ladyloan Phase (1)** 8-28 Ladyloan Avenue, 1-17 Ladyloan Court, 5-26 Ladyloan Gardens
- **Ladyloan Phase (2)** 2-24 Ladyloan Grove, 9A-29 Lochgoin Avenue, 47-53 Lochgoin Avenue
- **Achamore Road, Lochgoin Gardens** 80-96 Achamore Road, 1A-7B Ladyloan Avenue, 1-7 Lochgoin Avenue, 9-15 Lochgoin Gardens, 2 Lochgoin Gardens
- **Cleddans Court** 2-52 Fasque Place, 2-38 Ladyloan Place

Tender documents have been issued and we will appoint a contractor in August. The contractor will prepare a programme of works and when this information is available we will contact you, giving details regarding an installation date.

This work is being carried out in order to comply with legislation and to ensure the safety of residents. Your co-operation on this matter will be greatly appreciated.

Management of Rent Arrears

Effective arrears management is a core business objective of the Association and we consider that the prevention, control and recovery of rent arrears is the most important aspect of our Housing Management service as we require to maximise our income in order to provide a professional and responsive management and maintenance service.

Payment of Rent

When you signed your tenancy agreement you entered into a legally binding contract to pay the specified rent for your property in full and on time each month. Payment of rent is not a choice and failure to pay your rent in full and on time each month results in difficulties for the Association in providing services and meeting the cost of carrying our reactive maintenance repairs, planned maintenance and major repairs.

Your home is at risk if you do not pay your rent in full and on time.

If you are experiencing difficulty in meeting your rent obligations, please contact us immediately. Even if dealing with an arrears situation seems daunting or stressful, the earlier you contact us, the sooner we can start to get things sorted out and the problem will become easier to deal with. Contractual Repayment Plans can be agreed and implemented in order to reduce rent arrears over a specified period of time. Repayment plans will take into account income and expenditure but at a minimum must always cover the monthly rent charge plus an amount over and above this to clear existing arrears.

We will always adopt a flexible and sympathetic approach towards anyone who is experiencing financial difficulties and who are prepared to co-operate and engage with us in order to resolve payment difficulties.

We can also offer free and impartial welfare benefits advice and make referrals to other agencies where multiple debt is an issue.

We offer a range of rent payment options:

- You can make payments in the office or by telephone, using a debit or credit card.
- You can set up weekly or monthly Direct Debit for a faster, easier payment. If you would like to set up a direct debit, contact Paul or Jillian at the office.
- You can make a payment at any Post Office or at any location displaying The PayPoint logo, using your Allpay payment card. Payments can also be made online.
- Unfortunately, due to insurance requirements we cannot accept cash payments at the office unless in very exceptional circumstances and by prior arrangement.

PUBLIC HOLIDAYS 2019

Please note that the office will be closed on the following public holiday dates.

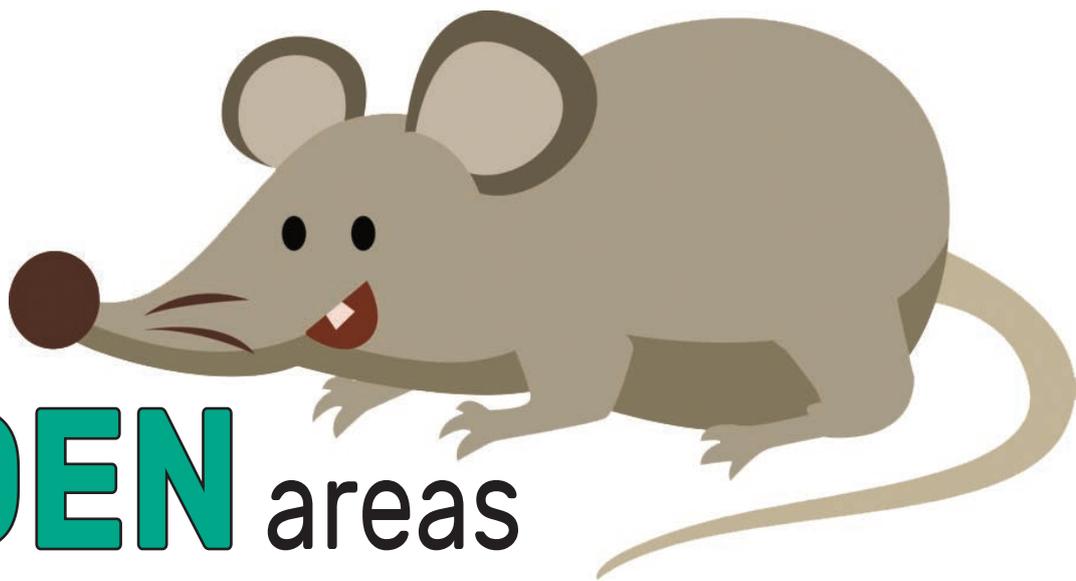
- Friday 27th September & Monday 30th September September Weekend
- Wednesday/Thursday/Friday, 25th/26th/27th December Christmas Holidays

How to control

RATS

in

GARDEN areas



We have been receiving reports about sighting of rats in garden areas and the following tips have been highlighted to help humanely deter rats from gardens:

1. Keep the garden tidy

Tidy gardens are less likely to attract rats as they provide less cover. Keep grass short, clear cluttered storage areas, remove rubbish and reduce overgrown areas, especially near fences or garden sheds.

2. Remove sources of food.

All household refuse should be placed in refuse bags and deposited in the refuse bin, ensuring that the bin lid is securely closed.

Stop feeding wild birds and animals as rats are attracted by fallen food from bird feeders and food left out in the garden.

3. Move things around

Rats are “neo-phobic” which means they have a fear of new things. They don’t like disruption to their territory, so place obstacles in their runs and move things around the garden frequently

4. Block access to decking and garden sheds

The space beneath decking is perfect for rats, it’s sheltered, hard to reach and food scraps can fall between the planks. Sweep up any fallen food after alfresco meals and block off any gaps in the decking.

Be sure to block any holes in the walls, floors and door of garden sheds and consider adding a metal kick plate to the shed door to minimise the risk of entry

5. Remove water sources

Unlike mice, rats cannot survive without water. If possible, remove water sources from your garden, including dripping taps. Remove any buckets, empty flower pots or any other container that could hold water.

Making your first Universal Credit claim?

If you're considering claiming Universal Credit for the first time, we can help.

Whether you have a quick question, or need in-depth help to make your claim and get to your first payment, we're here for you:

- > In person: Drumchapel Citizens Advice Bureau
195C Drumry Road East
Glasgow, G15 8NS
- > By phone: 0800 023 2581
- > Via webchat: www.cas.org.uk/helptoclaim

