

KCHA



News - Winter edition 2024

Latest news and
information from
Kingsridge Cleddans
Housing Association



It's Pantomime Time!

Kingsridge Cleddans Housing Association were delighted to support the Drumchapel Amateur Pantomime Group this festive season, with a grant to help with costumes, sets and the running of future productions. Read inside about all the other works we have been supporting.

Tenancy support fund

The management committee agreed to the establishment of a tenancy support fund in April 2023. The purpose of this fund is to enable us to assist tenants who are facing either food or fuel poverty, at the point of need and without the need to refer to other agencies. This is also used to provide Starter Packs and B&Q vouchers to new tenants to help with the cost of decorating products.

As a Registered Social Landlord we not only have a duty to maintain our properties and ensure that tenants are complying with the terms of their tenancy agreement, given the current climate we also have a part to play in identifying households where additional support may be required. We are also well placed to provide some of this support quickly, at the point of need.

The fund is used to provide emergency assistance with energy top ups and food costs for those tenants who are struggling to afford these essential items. We may also be able to assist with other costs, dependent on the circumstances. If you are in a situation where you could benefit from assistance from the fund, please contact Jillian or Ikra on 0141 944 3881 at our office as we may be able to help. As ever, any conversations will be in complete confidence.

Energy suppliers Warm Home Discount Scheme

The Warm Home Discount scheme is a programme of support aimed at households who may struggle to pay their energy bills.

If eligible, a one off discount of £150 will be applied to your electricity account by 31st March 2025. In Scotland some households will automatically qualify for the Warm Home Discount rebate if they are in receipt of the guaranteed element of Pension Credit. If you meet this criteria the government will write to you confirming this and you will not need to apply.

Energy customers who do not automatically qualify can apply through the Broader Group scheme, if they meet certain criteria. This applies to certain people on a low income who meet their specific energy supplier's criteria.

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



Glasgow Helps

Glasgow Helps is a new service set up to work directly with the people of Glasgow.

It offers free, confidential support, information and advice for citizens on a wide range of issues including:

- Food Support • Employability • Mental Health
- Physical Health • Fuel Support • Housing Issues and much more.

They will listen to what you need, what your aims are, and work with you to help you to access the right support services at the right time in the right place.

To speak with one of the team, call 0141 276 1185 or use the online referral form which can be found on Glasgow City Council's website at www.glasgow.gov.uk/glasgowhelps They are able to make arrangements for an interpreter if required.

New Windows & Doors!

We were delighted to appoint national contractor Sidey to carry out our improvement works to houses in Inchfad Crescent and Inchfad Drive. This ambitious project will see windows replaced with brand new and better insulated windows as well as new secure by design doors. This should help reduce energy bills as the properties become warmer and easier to heat.

All tenants that will receive the upgrade have now been contacted, and we will work with Sidey and our tenants to ensure this upgrade runs smoothly.



Tenant Satisfaction Survey

The Results are in!

It is important to us to regularly seek feedback from our tenants. This helps us to see where we are performing well, but also the areas where tenants are looking for us to improve.

We instructed Research Resource to carry out a survey of our tenants in October, to gain this valuable feedback. Our results remain impressive. Tenants are proud to be part of the Kingsridge Cleddans community, they can see the key services that we provide, and consider that we provide a better and faster service to other housing providers.

97% of tenants are satisfied with the service.

98% are happy with the repair service.

97% are happy with the quality of their home.

99% are happy with KCHA's management of the neighbourhood.

We were delighted with these results and feel they reflect a lot of hard work by the staffing team and Management Committee. The full survey is available on the Kingsridge Cleddans Website.

Planning for the New Year



We annually look to review our budgets towards the end of the financial year.

This means looking at the key services that we provide and checking to see if there will be any changes to the costs of delivering these services.

As a social landlord, one of the most important things to us and to our tenants is our repair service. Annually we see increases to this, this is mainly driven by the increase in costs for parts.

We pride ourselves on how quickly we can have emergency repairs carried out to our tenants' homes, and we know the importance of delivering this service, so we ensure that we continue to monitor any changes in the cost in carrying out such repairs.

We also look at how we can improve our properties and communities in the coming year. We have to balance the cost of carrying out these works with the need to continually improve and maintain our houses. In the last year we carried out over £400,000 of improvement works, and we will again be looking at an ambitious plan for the year ahead.

Finally, we are aware of the cut backs happening to council services and how this is impacting on our neighbourhoods. We know our tenants take pride in the upkeep of the area, and where possible we also look to help out with this and to make the area look its best.

All these plans come with a cost. We strive to provide value for money through securing the best contract deals, working closely with trusted local contractors, and through seeking the input of our tenants on how our services can be improved. As we pull together the budgets, we will look to balance the essential work and the improvement work with any impact that may have in the coming years rents. We will write out to all tenants explaining this and we will welcome any views on how we have approached this and what matters are key to our tenants.



Winter Repairs

Emergency Contact

An emergency repairs service will be in operation during the festive period and the emergency contact number is outlined below.

City Building (Glasgow)

Telephone number 0800 595 595

This number should be used for all emergency repairs including gas central heating faults. The number should only be used in the event of a genuine emergency e.g., fire, flood, loss of power/heating etc and should not be used for reporting minor routine repairs. These should wait until after the festive period.

Prior to reporting any central heating problem, please check the following:

- Is the heating switched on?
- Is there a warning light flashing on the boiler?
- If you have a card operated meter, do you have sufficient credit?

Preparing for Winter Weather

Winter weather can bring all kinds of damage and disruption to your home and your daily life. Below are some tips to help prepare for some of the most common concerns reported.

Keep an eye on the local weather forecast and be aware of when bad weather may hit your area and get ready. To prevent burst pipes, you should try to keep your home as warm as possible. This will prevent your pipes from freezing.

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 City Building out of hours on **0800 595 595**
- Do you know where the stop cock is in your house? Locate it and check it is working properly.
- Ensure you have enough basic supplies in the house in case of severe weather-included should be food stuff, candles, matches or lighters, medicines and bottled water.
- Ensure that you top up your energy meter with as much as you can afford.
- Be aware of your GP and local pharmacy opening hours.
- Keep all your emergency contact numbers handy – paper copies as well as on your phone. e.g. **City Building, Energy Suppliers, NHS 24** and **Insurance Company**.
- Going away over the festive period? Give a key to a trusted neighbour who can allow access if there is a burst pipe in your property.
- Have a supply of salt clear your pathways – or ensure you know the location of the nearest council grit bin.
- Look into getting contents insurance.
- Be a good neighbour – keep an eye out for your older or more vulnerable neighbours - maybe offer to pick up some vital supplies whilst you are out? Or help to top up their meter?



Kingsridge Cleddans Housing Association AGM



Members of the Association came along to our AGM on 17th September in the Phoenix Centre. They were able to hear about the work that goes on behind the scenes at KCHA. The Chairpersons report highlighted the financial reports which gave a strong insight into the financial wellbeing of the Association, as well as plans for the coming year.

We reviewed the format this year, as we want the AGM to be a celebration of the work KCHA are carrying out and to be a social affair for members. So, this year we had a cash bingo game and raffled off two wide-screen televisions. Congratulations to the winners!

We welcome feedback on the altered format so please get in touch.

If you were unable to make it to the AGM, but want to know more about becoming a member, please give us a call on 0141 944 3881

Rent over Christmas

Christmas time can be a lovely time of the year when we get to spoil our loved ones. This can be at a cost and finances may seem tight however we urge you not to forego making a rent payment over the festive period. There is no rent payment holiday - all rents are due by the 28th December. And should be treated as a priority. Not paying at this time of year will put you into arrears and you may find it difficult to catch up. We know that some tenants may be struggling with finances therefore please ensure you seek help and guidance from us before it becomes an issue. We have the services of CAB on a Monday morning - appointments can be made through our reception. We are here to help. Call into the office to make an appointment or phone on 0141 944 3881.

Assurance Statement

Every year the Management Committee submit a document to the Scottish Housing Regulator reflecting on how they feel the Association is being run. This key document is called the Annual Assurance Statement.

This year, members of the Association were invited to view and comment on the draft at the Annual General Meeting before this was submitted.

If you wish to see the Assurance Statement, it is available on our website at <https://kc-ha.com/document-library/>. If you would like to know more about the Assurance Statement or the work undertaken by the Management Committee, please feel free to call us on 0141 944 3881.

What's going on at G15 youth project this Christmas?

The G15 Project in partnership with Drumchapel d70 group for the 12th year will again be running the Winter Wonderland!



This will again be run at the local Phoenix Centre. Please check the G15 facebook page for updates on the coming dates and how to book tickets. This is a ticketed event. Last year 400 children attended this event, and we expect the same numbers this year!

The G15 Project needs your help this Christmas! Some households will struggle to provide Xmas presents for their children this Christmas and the festive time can be a very challenging time for families impacted by the cost of living crisis.

If you are able to help, the G15 project are looking for donations of new toys, which they can help to distribute to the families most in need. Whatever we don't use we will donate to Men Matter Scotland and 3D Drumchapel.

You can drop off any toys to G15 youth project unit 20/21 Ladyloan place. Contact us on 0141 944 8868 to make sure we are around before you head up to us.

We can't accept second hand toys.

Christmas is a special time and G15 makes sure every young person involved in our organisation is not left out and celebrates the festive season. Again do you have a spare selection pack or a wee gift you can give a young person, then please help.

Merry Christmas everyone and best wishes for a Good New Year!

Joyce, Peter, Rab and the team at G15 youth project

Clare joins the KCHA Team

We welcomed a new member of staff in July. Clare is our new Administration Assistant who most of you will either meet at the front desk or on the phone.

Clare has worked in housing for over 10 years with 2 other Housing Associations in Glasgow. This means that she has a wealth of experience and knowledge that will benefit the tenants, staff, Management Committee and contractors of KCHA.

Clare says “I have settled in well and have been made to feel welcome by everyone I have met. I am looking forward to meeting more tenants as they come into the office. Please do drop by and say Hello if you are passing by the office”



KCHA is delighted to welcome 3 new members of the committee.

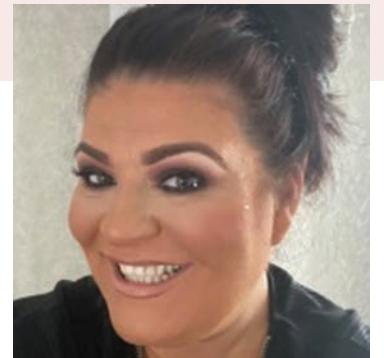
Fiona Mills

Fiona was a co-opted member until the AGM when she joined as a permanent member of the Management Committee.

Fiona joined Kingsridge Cleddens HA as she wants to support local people to make positive decisions for their community with regards to social housing and accessible services.

Fiona works in the housing sector as a Director at Tollcross Housing Association and is very passionate about social housing and is committed to ensuring that tenants receive high quality affordable housing that demonstrates value for money.

Fiona has extensive social housing background having worked in the sector for over 24 years. She has also carried out governance roles and worked very closely with tenant groups in two stock transfers, one of them being for the largest Housing Association in Glasgow.



Stephanie Ritchie

Stephanie is currently employed as Corporate Officer (Facilities and Health & Safety) at Maryhill Housing Association. Stephanie is experienced in many aspects of housing including health and safety compliance, risk management, policy creation and managing contractor requirements.

She brings a wealth of knowledge and experience which will help add to the governance of the Kingsridge Cleddans Committee.

Sharon McDonald

Sharon lives locally and has been a tenant of KCHA for 18 years.

Sharon states “I am very admirable of our housing association and the fantastic job they do looking after us and our homes. I joined the Management Committee to help to be a voice for the tenants. I have stayed and worked in our community all my life. I have knowledge and skills working within a housing association as this was my very first job.

I believe I have the skills and values to assist KCHA in giving tenants the most from their housing. I fully understand the role asked of me in this position and am committed to assist in empowering the committee to navigate the complexities of governance, steering the organisation toward excellence”

We wish all our new committee members a warm welcome and we look forward to working with them all.

The Role of the Management Committee

The Management Committee are the backbone of KCHA and work in partnership with the staff to determine how the Association will move forward. They are responsible for ensuring effective governance and ensure that we deliver intended legal and regulatory outcomes.

Our current Management Committee members bring along a mix of work experience, work knowledge, life experience, and general common sense, all of which are vital in keeping the Association healthy.

Management Committee members have a collective responsibility to:

- Lead and direct the business of the Association
- Set and monitor service delivery and performance management targets
- Review and agree policies and procedures to achieve organisational objectives
- Approve Annual Budgets, exercising effective financial control over the Association’s financial performance
- Accept and share responsibility for decisions properly taken by the committee
- Act in the best interests of the Association and its customers
- Treat colleagues with respect and foster good working relationships within the committee and between committee and staff

How can I become a member of the Management Committee?

You require to be a member of the Association before you are eligible to join the Management Committee and all members are required to pay £1 to receive their membership share.

If you are interested in becoming a member of the Management Committee, we will be happy to make arrangements for you to call into the office for an informal discussion. You will be surprised at how much you will learn and already know, and advice and assistance is always at hand if you are ever unsure about anything.



MYGLASGOW APP

Glasgow City Council are encouraging residents to report any issues through their My Glasgow App.

This is the quickest way to

- Report Missed Bin collection
- Street Light out
- Order a Bulk Uplift
- Pay your Council Tax
- Pay a fine
- Check School Holidays and much more.



If you are unsure how to do this – pop in to the KCHA office and ask Clare at the front desk.



Scammers Awareness

Scammers come in all shapes and sizes and try to reach you from every angle – doorstep and online being the most prolific recently.

Police Scotland give out the following advice:

Bogus callers & rogue traders are cunning, creative & very convincing.

Anyone can be fooled. These people are professional con artists, don't be embarrassed about reporting if you fall victim to these criminals.

Doorstep Checklist

If in doubt; keep them out

LOCK, STOP, and CHECK

- **LOCK - Keep front and back doors locked**
- **STOP - Don't open the door until you have checked through a viewer or window to see who is there**
- **CHECK - Only let callers in if they have an appointment and you have confirmed they are genuine.**
Always ask for ID

VERIFY that the person at your door is genuine. ID cards can be faked. Close the door and, rather than phoning the number on the trader's ID card, look up the company's number on their official website or in an official phone directory to check their identity. Legitimate traders will be happy to wait while you perform these verification checks.

Remember to be on your guard if requested for personal or financial information over the phone or online and be wary of mail scams (if it looks too good to be true, it probably is). Scammers can appear incredibly legitimate no matter what approach they use.

Call 101 to report any suspicious activity. If you feel scared or threatened call 999 and ask for the police. Don't let the scammers ruin the season!

Garden Glory!



Our Housing Assistant and Garden Maintenance Contractor recently took a tour through the neighbourhood, scouting the most spectacular gardens for our annual Garden Competition!

After careful consideration, we're thrilled to announce the winners:



1st Place goes to the lovely, flower-filled retreat at Mr and Mrs Coutts, where bright blooms and lush greenery stole the show.



2nd Place goes to Mrs Spence's enchanting garden, filled with cute little gnomes and a charming layout.

Congratulations to our winners for their dedication and green thumbs! Keep up the fantastic work in making our community beautiful!

Kingsridge
Cleddans
HOUSING
ASSOCIATION



Festive Office Closure

Our office will close for the Festive Break on Tuesday 24th of December at 12 noon and shall re-open on Monday 6th of January at 9am. Please see the details in this newsletter on contacts for any emergency call outs.

On behalf of the Management Committee and staff of Kingsridge Cleddans Housing Association, have a Merry Christmas and Happy New Year.

Food Pantry

Food Pantries are a great way to get vital supplies at a low cost.



They help divert surplus items from landfill at the same time as being at the heart of communities. The idea is that you pay a nominal joining fee. Usually around £1.00 per year. Then you get to choose an allocated amount of items for a small cost. These costs can range from £2.50 to £3.50 per visit and you have a choice of things such as food, cleaning products and personal hygiene items. This model ensures dignity and choice for those who need it most.

Whilst Drumchapel doesn't have its own pantry, there are a few nearby that Drumchapel residents can access.

NW Community Pantry

2344 Dumbarton Road Yoker G14 0JX

0141 951 8669 info@drcyouthproject.co.uk

Opening times Tues - 12pm - 4pm Thurs - 12pm - 3pm

Membership Cost £1.00 for 12 months

Shopping Payment £3.00 for 10 items

Run by DRC Youth Project

The Whiteinch Centre Pantry

1 Northinch Court

Whiteinch

G14 0UG

0141 950 4434

reception@whiteinchcentre.org.uk

Opening times Tues - 1pm - 7pm Weds 1pm - 5pm

Membership Cost £1.00 for 12 months

Shopping Frequency 1 visit per week

Shopping Payment £2.50 for 12 items Cash & Card payment accepted

Whiteinch Community Fridge is also available and topped up on Thursday after 4pm - All can access.

Heart of Scotstoun Food Store

64 Balmoral Street

Scotstoun

G14 0BL

0141 433 0424

Opening times Fri - 10am - 1pm

Membership Cost £0.00

Shopping Frequency 1 visit per week

Shopping Payment £2.50 per 15 items Cash & Card payment accepted

Emergency food can be given at the centre staff's discretion

Community Support

This year we have supplied grants to help:

Drumchapel Advocacy Project required assistance with purchasing a laptop to help disabled and housebound clients to connect to key services such as welfare support and occupational help. Danny Paton from the project says,

“The difference the donation received from KCHA for a new laptop is that some of our most vulnerable clients will be able to access support in the comfort of their own home.”

We provided funding to help with the painting of the local St.Laurence’s chapel in Kinfauns Drive.

Drumchapel Foodbank required a grant to allow them to purchase fresh fruit to continue to support locals that are struggling due to the cost of living crisis.

Liz McGeady from the foodbank says, “Drumchapel Foodbank were delighted to be a recipient of the KCHA community Fund. This donation will be used towards the purchase of Christmas treats for our clients and their families. People are really struggling this year with the high rise in the cost of living and heating their homes”

Drumchapel Childrens Rights Project used the grant to purchase an iPad to help children with communication difficulties to be able to communicate and to participate more.

We donated to help continue to support the Drumchapel amateur pantomime group, this will help supply new props, scenery and costumes for their future work.

Unfortunately, they have had to postpone the main event this year but have Santa’s Grotto on 21st December at Goodyear Club as well as a planned Easter Extravaganza!

At KCHA we consider ourselves more than just a social landlord; we are an integral part of the community. We know that there is a great community spirit within Drumchapel and this is helped by key groups that look to support and develop local initiatives.

The Management committee of KCHA looks to support such local groups through our community support fund, which provides grants to keep such essential services going.



FREE SANTAS GROTTO

SAT 21 DEC

FREE ENTRY | 12 NOON TO 3.30PM

- MEET CHRISTMAS CHARACTERS
- HOME BAKING
- RAFFLE
- FREE FACE PAINTING

GOODYEAR SOCIAL CLUB
307 DUNTREATH AVE, DRUMCHAPEL, GLASGOW G15 6SA

Neighbourhood Infrastructure Improvement Fund (NIIF)

*The Drumchapel/Anniesland Area Partnership has **£1million** for improvements to the local neighbourhoods*

*Drumchapel Community Council area has a **third of £1M!***

Drumchapel We Want Your Ideas!

*If you live, work, care or regularly access facilities in Drumchapel we would like to hear your ideas on how we should spend the Infrastructure Improvement funding. **The categories that the funding can be spent on are detailed in the online questionnaire.***

Please Scan the QR Code on the left to give us your ideas. You can also copy the link below to your internet browser.

Open for ideas 25/11/24 – 10/1/25

For more information contact:

07557 170155 or 07789 031084



<https://www.smartsurvey.co.uk/s/DNIIF24/>

Original Photograph by Kevin Harvey



Christmas Jokes

Q Why was the snowman looking through the carrots at Aldi?

A He was picking his nose

Q Who is Santa's favourite Singer?

A Elfish Presley

Q Why are Christmas Trees so bad at knitting?

A They always drop their needles

Q What is the Absolute BEST present to receive at Christmas?

A A broken Drum – You can't beat it!

Q Who hides in the bakery at Christmas time?

A A Mince Spy

Q Did you hear about the lad who stole an advent Calendar?

A He got 25 days

Fun Facts

The tallest Christmas Tree known was 221 foot tall (67 metres). This was in Seattle in 1950.

The UK spends up to £48 million pounds on Christmas Puddings each year!

Christmas Crackers were created in 1847.

Jingle Bells was the first song ever played in Space.

Santa Claus receives over 8 million letters a year from children all over the world.

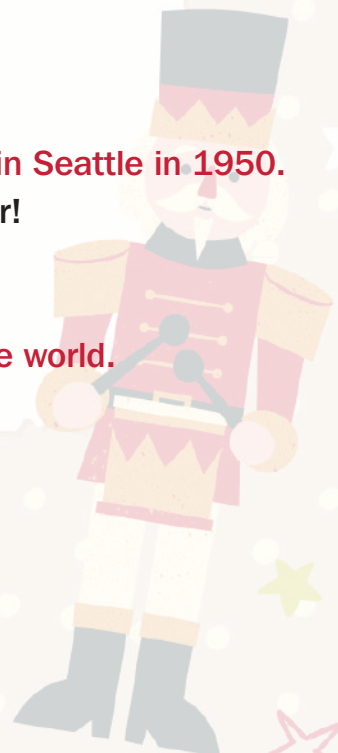
The chances of a White Christmas in Scotland is 6-1.

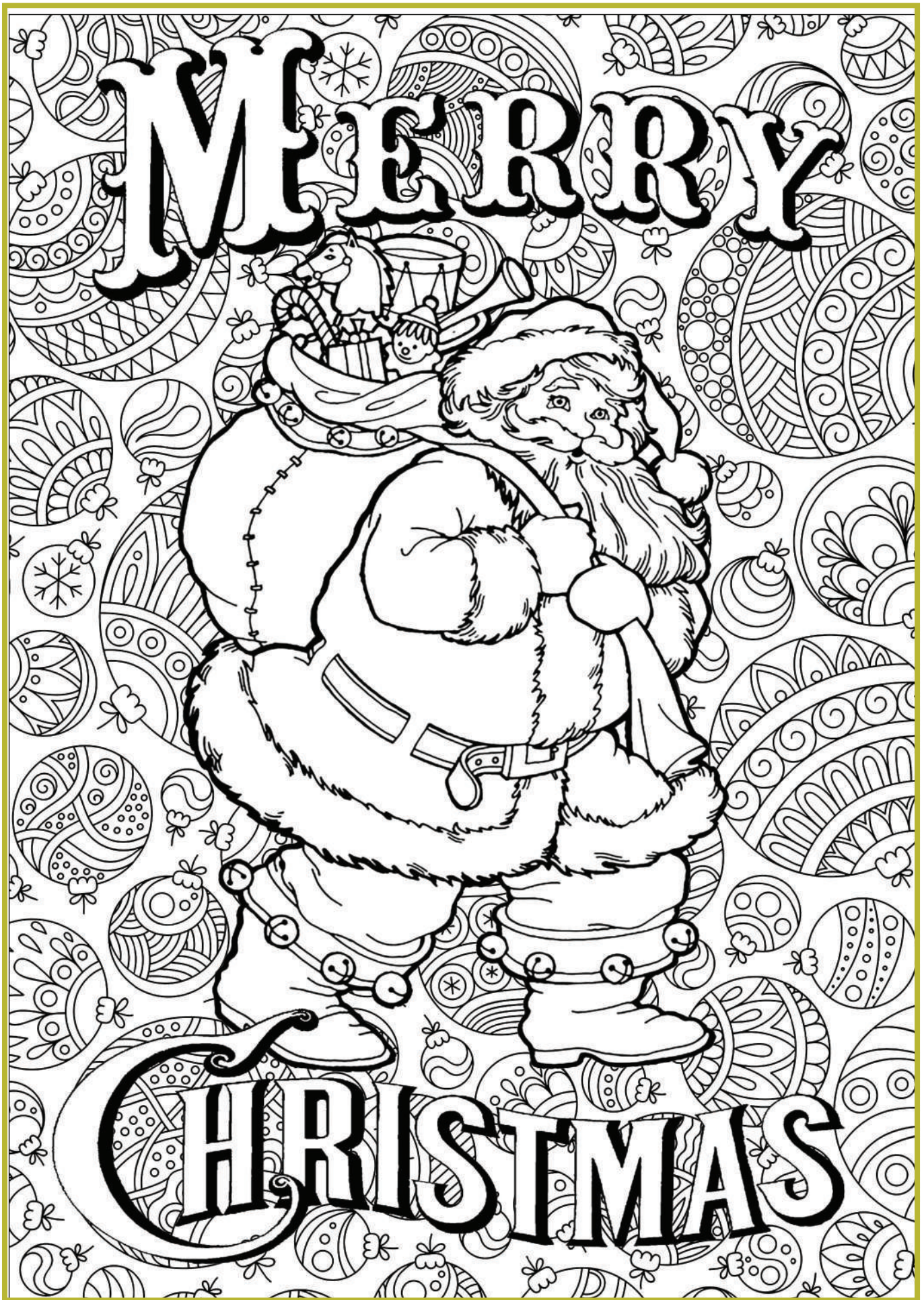
Jim Carrey was originally cast to play Elf.

Trivia

Can you name all of Santas Reindeers?

Answer-Rudolph, Vixen, Blitzen, Dasher, Donner, Comet, Prancer, Dancer, Cupid, Donner





COLOURING COMPETITION £50 PRIZE

Entries to be handed in or emailed to the association (admin@kc-ha.com) by 30th January.