

We're listening to what you had to say

Results are in from tenants' satisfaction survey and separate owners' survey

**SEE PAGES
2-5**

Earlier this year two important surveys were undertaken independently on behalf of the housing association.

One was a **tenants' survey** and the other was an **owners' survey**.

We are now in a position to bring you the findings of what you had to say.

It is vitally important that we act on what you have to say as it gives us a clearer understanding of what matters most to you.

We are also required to submit the survey findings to the Scottish Housing Regulator which exists to protect your interests and ensure housing providers like ourselves are operating correctly.

Our two surveys, carried out by an organisation called the Knowledge Partnership, painted a mixed picture with some areas of our performance – in your opinion - doing well and others where you consider we could be performing better.

The good news is that in some areas of concern we were already acting to make improvements before the findings of the surveys became clear.

We have given over 8 pages in your newsletter to reveal in detail what you had to say and you can find the full story on pages 2-5.

We want to place on record how much we appreciate the willingness of survey participants. Your time and your views are essential to the work we do here in Cadder.

CADDER HUB – FIND OUT WHAT'S ON

There's lots going on this Autumn and in the run up to the festive season at the Hub.

An exciting selection of events and facilities are on offer for all ages.

See pages 18-19 for full details



Tenants' Satisfaction

What you had

Our *Tenants' Satisfaction Survey* was also completed by an organisation called Knowledge Partnership on behalf of the Association using a face-to-face method of gathering the findings.

The survey was carried out between February 19th this year and March 15th and by the conclusion of the survey period 301 tenants had completed it, representing 43.8% of all sampled tenants

It is a mixed picture with some bright spots but overall there is work to do.

The standout figure is that **three quarters of tenants are satisfied overall with the Association.** But we are aiming to improve on that figure.

Overall satisfaction

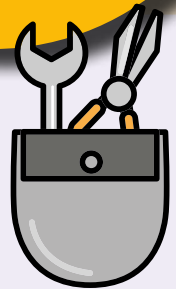
- Taking everything into account, 75.4% of Cadder Housing's tenants are satisfied with services overall in 2024 whilst 15.3% are dissatisfied. In 2020, 81.0% of Cadder Housing's tenants were satisfied with services overall whilst 13.9% were dissatisfied. The latest Scottish RSL housing average for overall satisfaction is 84.9% .
- Tenant satisfaction varies by dwelling type e.g. 79.6% satisfied for tenants in upper tenements compared to 66.2% for those living in larger, 4 or more apartment. homes.
- The least satisfied tenants overall are those aged 45 to 54 (68.3% satisfied) or 55 to 64 (64.6%), disabled tenants (65.7%) or tenants who are unable to work (62.9%).

Housing quality and safety

- In 2024, most tenants (80.1%) are satisfied with housing quality (12.6% are dissatisfied). The 2024 figure for satisfaction is approximately one percentage point ahead of the figure recorded in 2020 (79.0% satisfied) but is slightly behind the RSL average (83.5%).

Repairs service

- Approximately eight in ten tenants (80.4%) in 2024 were satisfied with the repairs service; 13.7% were dissatisfied (both figures are for repairs carried out in the last 12 months). In 2020, 79.0% of tenants were satisfied with their last repair whilst 17.7% were dissatisfied. Knowledge Partnership's latest RSL average figure for repair satisfaction is 82.4%.



Information and participation

- Almost ninety per cent (87.0%) of tenants in 2024 said their landlord was good at keeping them informed about services whilst 4.4% said they were poor on this measure (in 2020, 93.0% said the Cadder Housing was good at keeping them informed). The Knowledge Partnership average for keeping tenants informed is 86.5% meaning that the Association is performing similarly to the Scottish landlord average.

Action Survey

to say



Customer service and membership

- Approximately three in four tenants (75.4%) agree that their landlord is easy to contact and do business with whereas 10.5% disagree that this is the case. In addition, once a tenant contacts Cadder Housing, just over six in ten (62.1%) agree that the Association listens to them and acts on what they are saying (15.9% disagree that this happens).
- Approximately half of tenants (51.8%) are aware that they can become members of the Association (48.2% are not aware). Amongst the most aware tenants on this measure are retired tenants (63.3% aware), tenants aged 55 to 64 (66.7%) and tenants whose ethnicity is White Scottish/British (56.7%). Tenants who are the least aware that they can become members include younger tenants aged 16 to 34 (45.2% aware) or 35 to 44 (44.9%), and tenants whose ethnicity is White other (37.5%), or a non-White (34.6%).

Neighbourhood Satisfaction

- Approximately eight in ten tenants (79.1%) are satisfied with the contribution of their landlord to the management of their neighbourhood (10.9% are dissatisfied). The satisfaction level in 2024 is approximately 5% points behind the figure for 2020 (84.0%) but is similar to the RSL average (80.5%).

Rent and cost of living

- Just over half of tenants (55.8%) rate rent value for money as good in 2024; 26.6% say rent value is poor and 17.6% answered 'neither good nor poor value'. During 2020, 69.0% of tenants said that rent was good value for money whilst the RSL average is 76.7% of tenants saying rent is good value.



Summary

- The 2024 tenant satisfaction survey indicates that the majority of tenants (75.4%) are satisfied with the overall service they receive from Cadder Housing Association. In addition, around seven to eight in ten tenants are satisfied with most key elements of the housing service such as repairs, quality of home, and being kept informed.

Owners' Satisfaction Survey

What you had to say

Our *Owners' Satisfaction Survey* was completed by Knowledge Partnership on behalf of the Association using face to face interviews and a telephone questionnaire method.

The survey was carried out between February 20th 2024 and March 18th and by the conclusion of the survey period 155 owners had completed the survey which represents 41.0% of all sampled owners.

We appreciate there is work to do based on these findings to improve owners' satisfaction levels.

Interviewers established what matters to you and what can be done to make improvements.

Those responding highlighted the following issues: reducing the service charge (13.2% of all improvement suggestions); making it clearer what services charges cover (12.5%); ensuring that the services charged for are provided (12.1%); and improving the services that are provided including estate management services such as common area/close cleaning.

The survey also asked "what if anything should Cadder Housing do to improve its factoring service?"

- ✓ Better maintenance of the area, make tenants look after gardens, dog mess in streets.
- ✓ Clean up the area; broken glass and trim the bushes and grass and maintain the area better; "Cadder is very dirty."
- ✓ Cadder Housing should do the things they say they are going to do. Answer the phone calls and return phone calls.
- ✓ Improve close cleaning and back court maintenance.
- ✓ More representation of homeowners at the meetings

The survey asked about Invoicing, cyclical maintenance and insurance

Approximately half of owners (50.3%) are satisfied with the factoring invoices issued in June and December (29.0% are dissatisfied with this aspect of service). For those owners who pay buildings insurance, 44.3% are satisfied with the information provided about this part of the service whereas 22.9% are dissatisfied. In relation to the administration of the cyclical maintenance, there is quite a large proportion of owners that have no opinion (35.5%); conversely, 33.5% say they are satisfied with the administration of this fund.

The survey asked about contacting Cadder as an owner

Amongst those owners who have contacted Cadder during the last 12 months, just over half on average (59.7%) are satisfied with this contact whilst 25.0% are dissatisfied. Satisfaction is highest for staff treating owners politely and with respect (86.4% satisfied) and is lowest for staff dealing effectively with enquires (40.9%).

The survey asked about the calculation of factoring charges

Just over four in ten owners (44.5%) receive enough information about the calculation of factoring charges whilst 51.6% did not (and 3.9% could not answer). The survey found that having enough information on charges is likely to make owners feel more positive about this issue i.e. 47.8% of owners with enough information about charges would rate the factoring fee as good value for money compared to 5.0% of owners that have insufficient information on charges.

Final comments by owners

At the end of the questionnaire, owners were asked to suggest one thing that would improve the service provided by the Association. The top five are: reduce charges (16.8% of all comments made); improving grounds maintenance (15.9%); better communication (14.0%); doing more for owners (11.2%), which links to clarifying service charges (10.3%).

WHAT WE'RE DOING – OUR ACTION PLAN

In response to some of the issues which emerged from the tenants' survey we are taking action to address various points.

We have drawn up an "Action Plan" so you can be assured that issues of concern are receiving our close attention.

Here are some of the highlights:



On close cleaning we are putting in place better controls with our new contractor to ensure we meet your understandably high standards of cleanliness



On refuse collection we will introduce a once-a-week bulk uplift service from designated sites within the community from late October (see story elsewhere in this newsletter).



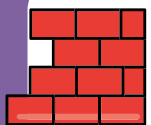
On back court maintenance we will ensure "robust monitoring" of this



On community improvements we will explore the introduction of enhanced services in relation to such things as litter picking, tree/shrub and landscape maintenance, dog fouling and illegal drugs use among others



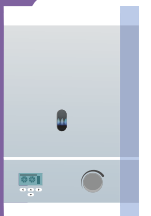
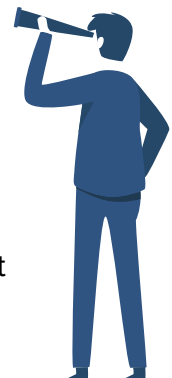
On "You Said We Did" we will regularly feature what you asked for and how we delivered in regular updates in our newsletter



On the condition of your home we will introduce a "Damp and Mould" policy bringing a new focus to this issue in consultation with our Residents' Group and identify additional resources to support energy efficiency



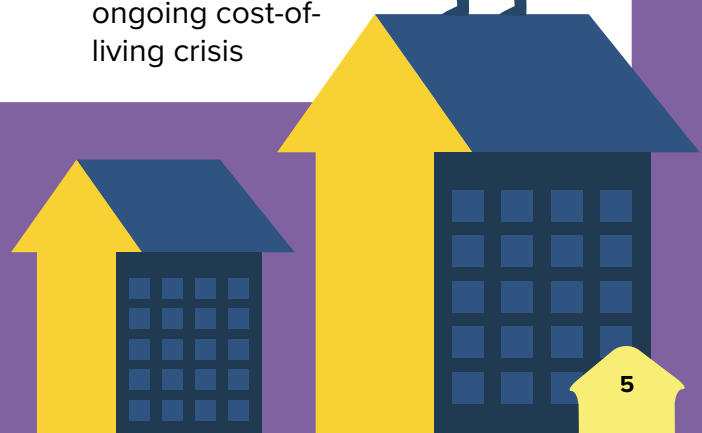
On rent we will endeavour to further communicate our total commitment to value for money in everything we do and develop initiatives with a focus on disabled tenants, those out of work and larger households. We will also introduce a range of financial and practical support for our community to help alleviate the ongoing cost-of-living crisis



On energy efficiency we will review the energy efficiency of our properties to address concerns about unaffordable heating



On repairs we will review the "right first time" failure levels to deliver an improved right first time service





Gala Day Picture Special

Thank you to everyone who came along to the Cadder Gala Day in late August. It was an incredible success and families flocked to this fun-filled community event to round off summer.

A huge thanks goes to Jim Hamilton and Cadder Primary School who organised the event and made it such a fabulous day, despite the rain showers.

Cadder Housing Association was delighted to be one of the funders and supporters of the event, as were Allied Vehicles Charitable Trust, Glasgow City Council, Cadder Supermarket, Maryhill Housing and MSPs Bob Doris and Paul Sweeney. Well done to everyone who made it a day to remember!



BULK UPLIFTS

A NEW, FREE SERVICE FOR CADDER

As you may be aware, Glasgow City Council withdrew the free community bulk uplift service a number of years ago, replacing it with a chargeable service which residents require to book and pay for. Since then, we have noted an increase in the level of bulk waste that has been disposed of throughout our community. This is not only unpleasant to look at, but it also poses a risk to the health and wellbeing of our residents due to an increased risk of vermin, and presenting a fire risk and potential trip hazards or blockages on pavements and paths.

As part of our recent Satisfaction Survey, we asked your opinion about the reintroduction of a weekly bulk uplift service from designated areas within Cadder. 91% of those who responded supported this approach. Since getting this feedback, we have considered

the options available to us, and the means by which we can address some of the concerns, whilst also delivering a significant benefit to those who live, work and visit Cadder.

As a result a new bulk uplift service was introduced on 28th October. We will run this service on a weekly basis each Monday throughout the year, excluding bank holidays, where the service will resume on the first working day.

We intend to use the designated bulk collection points that were used within the previous service provided by Glasgow City Council, as we understand that this approach served the community well.

We ask that bulk items are placed safely and securely in the designated areas and that items should only be brought out the day/night before the bulk uplift service removal dates.

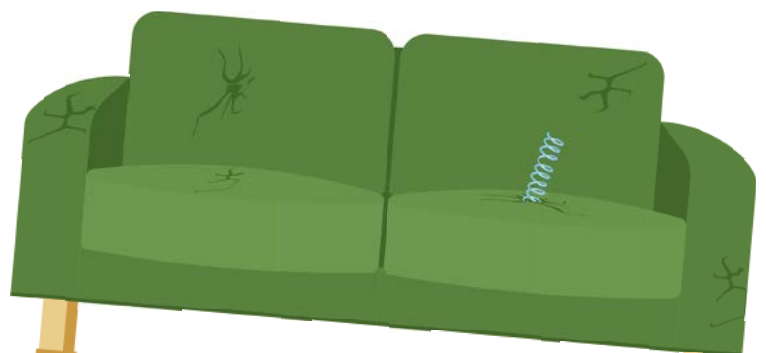
Your bulk collection points are:

- Open Space area at Langa Street
- Open Space area at corner of Skirsa Street and Herma Street
- Open space Tresta Road backcourt vehicle access point
- Open Space between 55 & 57 Scapa Street
- Open Space at entrance to Vaila Street
- Open Space at entrance to Skirsa Place
- Open Space at entrance to Skirsa Square
- Open Space at top of the "Snaky"
- Open Space in Skirsa Street
- Open Space in Skirsa Place directly in front of Vaila Street

Items that MUST NOT be deposited at bulk points

- Car batteries
- Gas Cylinders
- Oil
- Paint
- Food waste
- Glass
- Building material (bricks, rubble soil trees and paving slabs)
- Household waste
- Tyres

As a new approach to maintaining and protecting our community, we fully expect that it will take a few weeks for residents to become familiar with the service, and adopt the habit of disposing of bulk items in this way. Should you experience any difficulty or have any feedback to provide then please do not hesitate to contact me on **0141 945 3282** or by email at enquiry@cadderhousing.co.uk



The Investment Programme in our homes scheduled for 2025-30 (5 Year Plan)

Component Replacement	2025-26 Properties	2026-27 Properties	2027-28 Properties	2028-29 Properties	2029-30 Properties
Fascias/Soffits/Gutters	20	14			
Central Heating Boilers	10				
Central Heating Systems					15
Front Access Doors	6	6	10	16	
Rear Access Doors					6
Replacement Secondary Fencing/Walls	3	3	3		
Replacement Front Common Entrance Doors	10	10	10	10	10
Replacement Rear Common Entry Doors	10	10	10	10	10
Replacement Front Door Entry Systems	10	10	10	10	10
Paved Area and Path Improvements	15	24			
Bin Store Upgrades	12				
Common Area Decoration	10	10	12	12	10
Replacement Gutters		14	10	11	
Replacement Windows			24		
Replacement Primary Fencing/Walls					15
Electrical Upgrades	4	4	3	3	3
Replacement Kitchens	10				
Replacement Bathrooms	5	5	5	8	9
Internal Finishes Upgrades		12	12	12	12

A WELCOME FOR YOUR NEW HEAD OF HOUSING

We are pleased to announce appointment of Thomas McIlvaney as Cadder's new Head of Housing.

Thomas – who has now taken up his post - joins Cadder from Southside Housing Association. During 13 years at Southside, Thomas worked in a variety of customer facing roles, most recently as Housing Team Manager.

Welcoming Thomas, our Chief Executive Pamela Milne said: "We are delighted that Thomas has joined us. We are entering an exciting period within Cadder that will ensure our focus remains on customer excellence, improved performance, value for money and increased customer satisfaction. Thomas will be a great addition to our team and we all look forward to his input, derived from his wealth of experience both in housing and customer service to the Association."

Thomas added: "I am excited to have joined the team at Cadder. And I'm looking forward to working together with the senior management team, all staff and the Board in building on Cadder's successful record of customer-focused service delivery."

"The cost-of-living crisis, and all the difficulties that this entails for our community, continues to create a time of great challenge for us all. We will be working hard to support and engage with our customers throughout this period as we endeavour to make a difference within the community that we serve."





Annual Report 2023 - 2024



How We Performed in 2023 - 2024



All social landlords in Scotland are required to publish an annual performance report for their tenants. The report is a summary of the Key Performance Indicators (KPIs) collected by the Scottish Housing Regulator via the Annual Return on Scottish Social Housing Charter (ARC).

The Charter was introduced by the Scottish Government in 2012. It sets out a series of outcomes and standards that all registered social landlords (RSLs) are expected to deliver for their customers. These fall under 5 themes:

- Customer / landlord relationship
- Housing quality and maintenance
- Neighbourhood and community
- Access to housing and support
- Getting good value from rents and service charges

Where we have access to the information, we have compared our performance to the average of three local social landlords performance. These landlords are:

- Maryhill Housing Association
- NG Homes
- Queens Cross Housing Association

Additionally, we have included the national average and performance from 2023/24 for each indicator, where we have access to the information, to further compare our performance against the sector.

To illustrate how our performance compares to the national average, we are using the below scale.

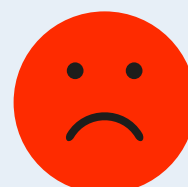
Symbols to Illustrate Our Performance



- **Our performance is better than the national average**

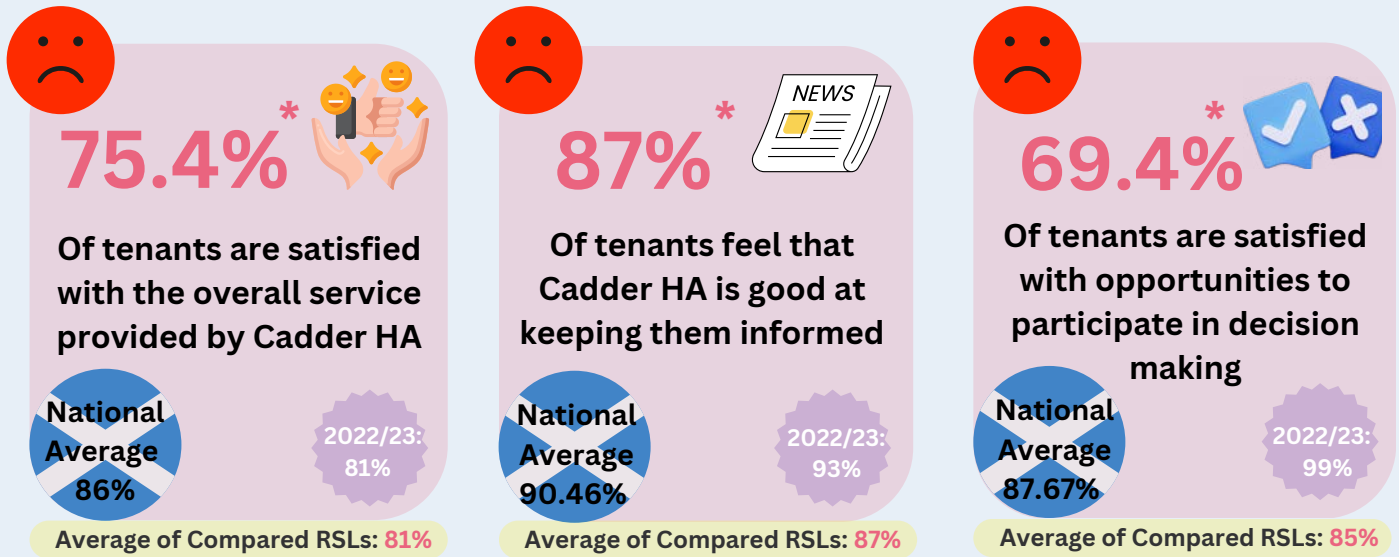


- **Our performance is the same as national average**



- **Our performance is worse than the national average**

Tenant Satisfaction

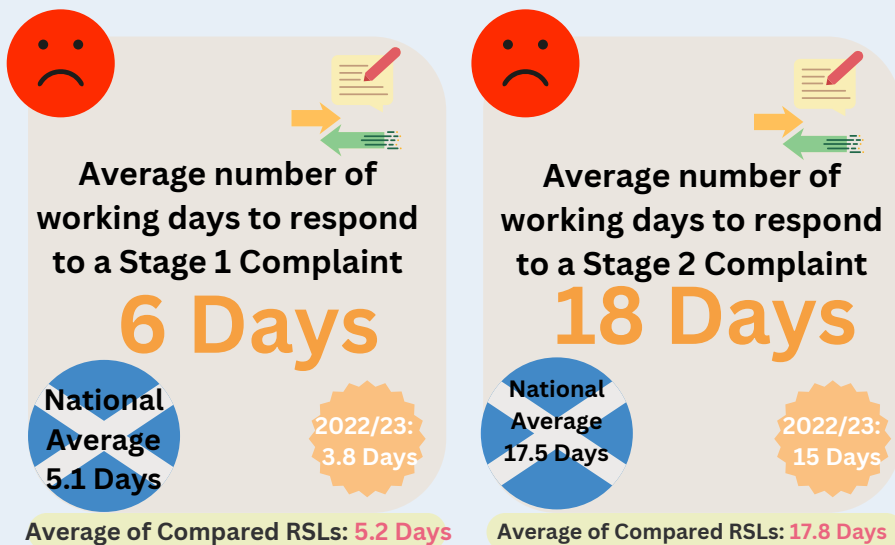


*Source - Residents' Satisfaction Survey carried out in February/March 2024.



During 2023-24, Cadder HA appointed Tenant Information Service (TIS) to help shape the development of a new Resident Participation Group. The Residents Group allows a two-way process between the Association and residents for the sharing of information, ideas, power and influence. The Residents Group has been involved in our recent Satisfaction Survey, as they helped to plan the questions and have assisted in the creation of an action plan for Cadder HA based on the results. If you would like to get involved, please see this newsletter for further information.

Complaints



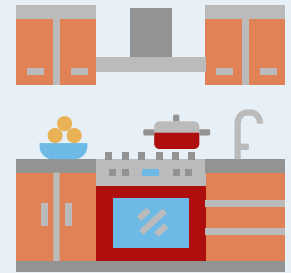
Since the Association refined its complaints handling process in 2022/23, 98.6% of Stage 1 & 100% of Stage 2 complaints were responded to in full.

Repairs

We continue to invest in our housing stock and provide a programme of improvements to our tenants' homes.

During 2023/24 planned improvements and cyclical works included:

- 26 kitchen replacements
- 15 bathroom replacements
- 15 heating/boiler replacements
- 230 electrical safety checks
- 74 common area fire/asbestos risk assessments



Reactive repairs are an important part of our service and one which we continually aim to improve. Once the repair is complete, our maintenance team will send the resident a text with a quick satisfaction survey.

This allows the Association to gauge residents feelings towards the service and will highlight any areas which require improvement or which areas are excelling.

We ask any resident who receives a repairs satisfaction text to please take the time to complete this so we can aim to continually improve the service.



Average time to complete an emergency repair

2.4 Hours



Average of Compared RSLs: **2.5 Hrs**

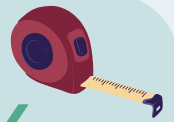


Average time to complete a non-emergency repair

5 Days

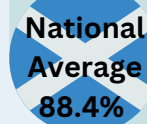


Average of Compared RSLs: **6.9 Days**



90.4 %

Percentage of repairs completed right first time

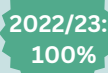


Average of Compared RSLs: **75.9%**

100%

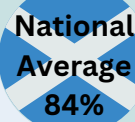


Of gas safety checks were completed on time



99%*

Of our properties meet the Scottish Housing Quality Standard

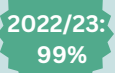


Average of Compared RSLs: **90.6%**

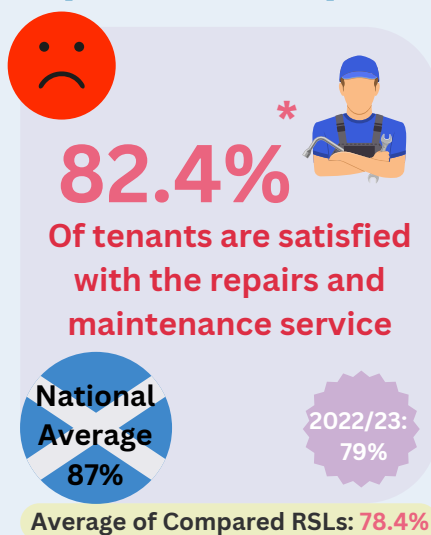
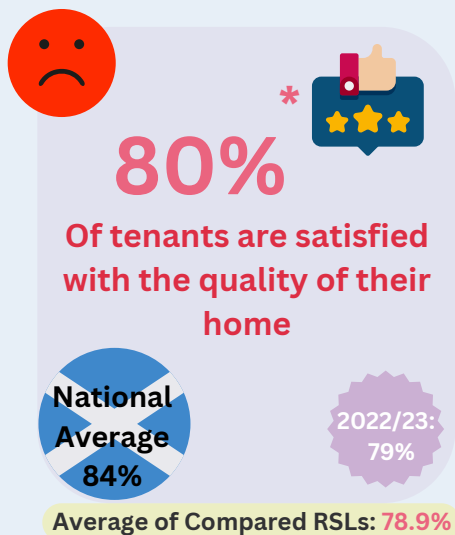
99%



Of our properties meet the Energy Efficiency Standard for social housing

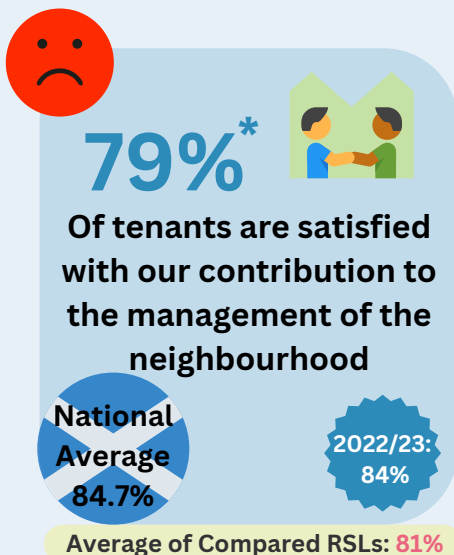
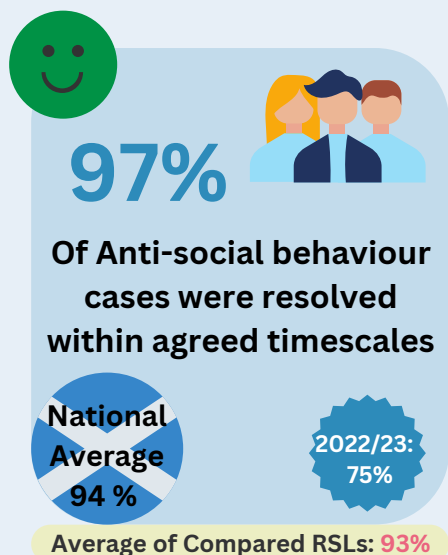


Satisfaction with Repairs & Improvements



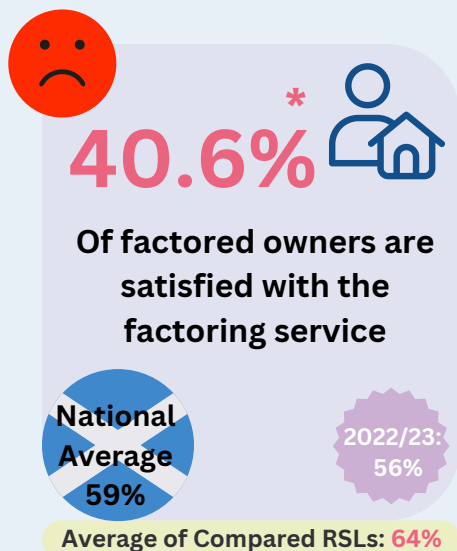
*Source - Residents' Satisfaction Survey carried out in February/March 2024.

Anti-social Behaviour



*Source - Residents' Satisfaction Survey carried out in February/March 2024.

Factored Owners



*Source - Residents' Satisfaction Survey carried out in February/March 2024

We will be reviewing our Factoring service later this year, now that we have heard your views and priorities as part of our recent Residents' Satisfaction Survey.

We do hope some of our owners will help us with this review and we will be in touch over the winter months to discuss this with you further.



Letting Our Homes



Average time to re-let empty properties

25 Days

National Average
37 Days

2022/23:
25 Days

Average of Compared RSLs: **34 Days**



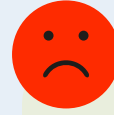
Percentage of rent lost due to properties being empty

0.54%

National Average
1.39%

2022/23:
1%

Average of Compared RSLs: **0.84%**



Percentage of tenancy offers refused

50%

National Average
30%

2022/23:
41%

Average of Compared RSLs: **35.8%**

Access to Housing & Support



43.7%

Of lets were to homeless applicants

National Average
44.2%

2022/23:
16%

Average of Compared RSLs: **41%**



96.5%

Of new tenants are still in their home after one year

National Average
91%

2022/23:
97%

Average of Compared RSLs: **91%**



Average time to complete an adaptation

38.5 Days

National Average
44 Days

2022/23:
38 Days

Average of Compared RSLs: **41 Days**

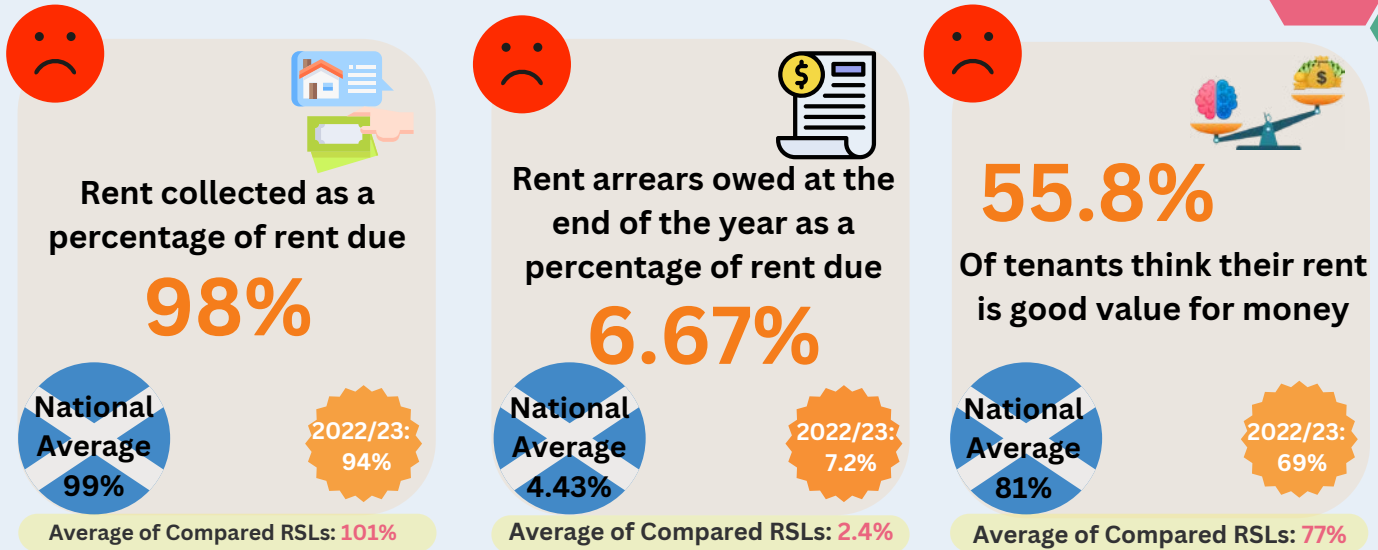
Our in-house Money Advice Officer undertook 321 welfare rights appointments this year and secured £441,596.42 in financial gains for Cadder residents.

In 2023-24, the Association received approximately £44,000 from SFHA Fuel Support Funding. This funding was used to provide as many tenants as possible with gas and electricity top up vouchers over the winter months.

The Association partnered with Kindness Homeless Street Team to host various school uniform pantries on the run up to the new school term. The events were a huge success with the pantry offering 3 new items of school uniform for £5.



Rent Collection



*Source - Residents' Satisfaction Survey carried out in February/March 2024

Average Weekly Rents

On average across the sector, social landlords increased their weekly rent by 6.23%. It is a challenge for all social landlords to keep rents affordable whilst also ensuring their statutory obligations can still be met.

	Weekly Rent Increase Applied	Average Weekly Rent 2 Apartment (1 bedroom)	Average Weekly Rent 3 Apartment (2 bedroom)	Average Weekly Rent 4 Apartment (3 bedroom)	Average Weekly Rent 5 Apartment (4 bedroom)
Cadder HA	5.6%	£89.29	£95.87	£110.10	£124.81
Maryhill HA	5%	£89.85	£95.00	£98.84	£108.63
NG Homes	6%	£93.28	£101.10	£110.50	£122.44
Queens Cross HA	5%	£91.97	£96.37	£106.89	£121.41
Average of Compared Landlords	5.6%	£91.88	£98.29	£106.60	£119.18

Our Plans for Improvement

We continue to look for ways to improve our performance and the services we provide within the community. This year, we are prioritising the following areas for improvement:

Rent arrears will always be a priority for us as the money we collect from rent is used to fund all the services that we provide. We offer a range of help and support for those who are struggling with their bills, including rent payments. We will however, continue to pursue all debt that is owed to us, including legal action.

Void properties should be ready for relet as quickly as possible. We have introduced new ways of managing our voids so that our customers can move into their new home as quickly as possible. We are also offering enhanced incentives for tenants who leave their homes in a good condition. All of this aims to reduce our void relet time, and hopefully increase our customer satisfaction in this area.

Factoring Services are diverse and varied throughout the estate and are responsive to the needs of the community. We are aware that this area of our service requires to be reviewed and we plan to do so this year. We do hope that some of our owners will get involved in this review to help us define your priorities and shape our services to suit.



Our **Repairs Service** is the service that customers use most often and as such, it is important to us that we deliver a high-quality service that meets your expectations. We have introduced customer focused improvements to the service this year, and will continue to do so in the coming months. This will include increasing the number of jobs that are completed “right first time” and improving upon our levels of customer satisfaction. We are preparing to procure a new contract for our repairs service, with help from our new Residents’ Group. This will ensure that we focus on the qualities as highlighted within our recent resident satisfaction survey.

Other information about the Association and our performance can be found on the Scottish Housing Regulator’s website: <https://www.housingregulator.gov.scot/landlord-performance/landlords/cadder-housing-association-ltd>

If you wish to discuss the contents of this report please contact the office on 0141 945 3282 or email Lauren.McClure@cadderhousing.co.uk



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enquiry@cadderhousing.co.uk

Managed migration to Universal Credit

Managed Migration is the process the Department for Work and Pensions (DWP) is using to transfer claimants from the old (legacy) benefit system, such as Tax Credit, Jobseeker’s Allowance and Income Support to Universal Credit. It started in Autumn 2023, with people receiving only Tax Credit. From April 2024, this will be extended to other benefits.



The table below details the planned timetable for claimants to be asked to claim Universal Credit:

Date	Migration Group
April 2024	Income Support claimants and those claiming Tax Credits with Housing Benefit
June 2024	Housing Benefit only claimants
July 2024	Employment Support Allowance (IR) with Child Tax Credits
August 2024	Those claiming tax credits who are over state pension age, with households being asked to apply for either Universal Credit or Pension Credit.
September 2024	Jobseeker’s Allowance (IB)
2028	Employment and Support Allowance only and Employment and Support Allowance with Housing Benefit.

If you claim any of the benefits in the table above, you will receive a migration notice when it is your time to change. You will then have three months to make a claim for Universal Credit. If you do not claim Universal Credit before the deadline, any existing benefit payments you receive will stop.

The DWP have promised that no one will be worse off when they transfer to Universal Credit – this is called transitional protection.

If you would like any help or advice in relation to this matter, please contact Carrie Smith, Money Advice Officer.





What's On At The Hub

There's lots going on at the community hub in the coming weeks...
Read on to find to find out more!

Donna from 'healing for the heart' is doing some courses with our kindness volunteers over the next few weeks.

We are tapping into youth mental health and strengthening our current skills and knowledge.

Contact kindnessglasgow@yahoo.com to secure a space.

Our Little cup of Kindness cafe will be open Mon - Fri 9-2pm.

Come and join us for some delicious food and a chat.

On Tuesdays the cafe will be open 9-7pm, come join us for dinner/ food before the spiritualist church .

We have a weekly **spiritualist group** starting every Tuesday - doors open 6.40 pm and medium will start at 7pm sharp. It's £4 entry (cash only) and there's an option to buy raffle tickets at 50p each.

We have a **new drama class** - Kitkat Theatre of Arts - every Mon 6.30-8pm. Come along to join in with the classes on Monday night.

Amy dance classes are on every Tuesday - ideal for children age 4years old and upwards to join in with her novice freestyle classes 4-5pm.

A couple of spaces have just become available so pop in to secure a place.



The Hub also hosts private events so if you need a hall & catering for a birthday party, communion or anything else just get in touch.

If you'd like to volunteer to help with the Hub please get in touch. We can all play our part in making it a success.

Joe with his **boxing classes** are on Mon, Tues and Thurs 6-8pm. The gym is open on:

Monday 9-2pm & 6-8pm
 Tuesday 9-8pm
 Wednesday 9-2pm & 6-8pm
 Thursday 9-2pm
 Friday 9-2pm

(Remember gym participation is only available for people that have completed their induction with Lewis and handed in their signed enrolment form. The cost for pay as you go is £3/session or you can see reception to set up a monthly payment).

Lewis will be available for free inductions and Personal Training sessions.

The **pensioners club** is back every Thursday from 12-3pm. Pop in and talk to Mary if you want to come along.

“**Moo music**” is on a Wednesday morning from 9.30am and is a music class for new borns and aged up to 5 yrs old. To find out more information and book a space go to this link <https://www.facebook.com/share/v/pFu6eB3S1spdDn7K/>

The mother & toddler “**Cadder Cool Catz**” self run group for pre school children is on every week, and is for children up to 4yrs old and only costs £1 per child. Come and join our Cadder Cool Catz group EVERY week day Mon to Fri from 9.45-11.15am.

SATURDAY 30TH NOVEMBER 1-4PM

CADDER COMMUNITY HUB
 20 FARA STREET
 CADDER
 G23 5AE

KINDNESS CHRISTMAS MARKET

ENTRY FEE FOR ADULTS
 £1.50

MARKET STALLS
 SANTA'S GROTTO
 KIDS ACTIVITIES
 FACE PAINTER
 RAFFLE PRIZES
 FUN FOR THE ADULTS

How to prevent vermin in your local area

We continue to receive reports of increased vermin activity in the local area. It is important that we all take steps to prevent vermin from entering our homes and maintain a safe and healthy living environment.

Vermin, including rats and mice, can be attracted to food and shelter. They can carry diseases and cause damage to property. It is essential that we take measures to prevent them from entering our homes.

Here are some steps you can take to help prevent vermin activity:

- **Dispose of rubbish properly** – make sure to put rubbish in the bin and keep it sealed. Avoid leaving food scraps or packaging outside, as this can attract vermin.
- **Keep your home clean** – wipe down surfaces, clean up spills, and store food in sealed containers. This will help eliminate potential food sources for vermin.
- **Report any sightings** – if you notice any vermin activity in or around your home, please report it to Environmental Health & Cadder Housing Association as soon as possible.

Remember, prevention is key. By taking these simple steps, we can work together to prevent vermin from becoming a problem in our community.

If you notice any vermin activity, please do not attempt to handle it on your own. Glasgow City Council's Environmental Health Services can:

- Investigate and treat issues with mice when the pests occur indoors at domestic properties.
- Investigate and treat issues with rats at domestic properties either indoors or outdoors.

Environmental Health will liaise with Cadder Housing Association to resolve the issues causing the rodent infestation. **You can contact Environmental Health by calling 0141 287 1059 or by visiting www.glasgow.gov.uk and completing the online form.** You should also let us know by calling our friendly team on **0141 945 3282**. We will then arrange for your property to be inspected by a maintenance officer who will attempt to identify any potential entry points and arrange for these to be filled.

We appreciate your cooperation in maintaining a safe and healthy living environment for all tenants.



Communal Backcourts/ Bin Areas

We are experiencing real problems with residents failing to dispose of household waste in the correct manner, particularly in our closes (communal backcourts).

As a result there has been an increase in reports of vermin.

- Residents must ensure they use the correct bins (ensuring no cross contamination)
 - **Green** = Household waste
 - **Blue** = Recycling
- Do not leave bags of rubbish lying in closes / back doors or in the backcourt / bin area – these must be placed within the correct bin with the lid able to be closed.



- If residents don't have enough bins, you should contact your Housing Officer on **0141 945 3282** or report this via **enquiry@cadderhousing.co.uk**
- Residents can also report missed bin collections or damage to bins via the Glasgow City Council Website - **<https://www.glasgow.gov.uk/recycling>**



NEW CONTRACTOR FOR CLOSE CLEANING

Following a rigorous procurement exercise, Cadder Housing Association appointed a new specialist contractor to carry out our weekly close cleaning service in June.

The new contractor, Caledonia Maintenance Services Ltd, began the contract on 29th July and the initial contract term is for 1 year with a possible term extension based on performance and quality of service.

As anticipated, the quality of the cleaning service has improved significantly and the Association has received many compliments and positive feedback from residents recently.

We will of course continue to closely manage and monitor this service to ensure that this level of quality is consistently achieved on a weekly basis.

Estate Walk-abouts – What We're Doing

This summer we introduced a new initiative of Estate Walkabouts with the first taking place in July.

Here's what's happening.....

- The estate walkabouts take place on a monthly basis (on site) to highlight problematic areas and showcase any good practice and current projects
- A Schedule of future walk-abouts is to be agreed at a future Residents' Group meeting
- We plan to invite partner agencies to attend future walkabouts, but currently restrict them to the Residents' Group and Cadder staff until the organisation and structure of these walk-abouts beds in
- Partner agencies will include: Glasgow City Council – Community Safety / Cleansing / Roads, Police Scotland, Scottish Fire and Rescue, First Bus, Scottish Canals.

Wanting help?

To contact Glasgow City Council one of the easiest ways is to go online and find the My Glasgow CC section of the council website www.glasgow.gov.uk

Search on the site for My Glasgow CC and you can make a report, request and apply for a service, or make a payment 24/7. There is also a live chat option. Items people often ask about include council tax, bulk uplifts, clothing grants and free school meals, lighting faults and street cleaning and litter

You can also download the My Glasgow App

MyGlasgow is a mobile phone app that enables you to report issues to Glasgow City Council.

You can attach photos, video or any other contextual information to your report and pin point the exact location via integration with Google Maps.

Once submitted your report is routed to Glasgow City Council for processing and allocation to the relevant Service Delivery Team.

FEATURES

There are many features to MyGlasgow

- Submit a report.
- Receive information about your submitted report by SMS, push notification or email.
- View your submitted reports.
- Add notes to existing reports.
- News and events.
- Search for Council facilities near to your current location.
- View local information, e.g. council tax bands, planning applications, jobs, etc.
- View the incident using Google Street View.
- Integrated help.

SORT IT ON THE MYGLASGOW APP



REPORT IT ON THE MYGLASGOW APP



WHAT ISSUES CAN YOU REPORT?

You can submit reports for issues such as;

- Missed bin collection
- Broken parking meter
- Illegal fly posting
- Parking meter
- A broken street light
- Graffiti
- Pot holes
- Illegal dumping of waste
- Dog fouling

Available for both iPhone and android

Your landlord does not cover your home contents and personal belongings.

So it's a good idea to consider what a home contents insurance policy would cover you for.

When you move into your property, you should think about protecting your personal possessions and home contents.

The Thistle Tenant Risks home contents insurance scheme can cover most of your household contents such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

All tenants and residents are eligible to apply for the Thistle Home Contents Insurance Scheme, which can cover your home contents and belongings against, fire, theft, water damage and flood.

Reasons to choose the Thistle Insurance Scheme:

- ✔ Apply over the telephone.
- ✔ Covers loss or damage to your contents caused by specific events such as, theft, water damage, fire and many more household risks.
- ✔ Covers tenants improvements (up to £2,000 or 20% of the sum insured).
- ✔ Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000).
- ✔ Covers damage to external glazing for which you are responsible for.
- ✔ We will pay up to £500 for replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen.
- ✔ You don't need to have special door or window locks just a lockable front door.
- ✔ Flexible regular payment options (fortnightly & monthly payments include a transaction charge).

These are just some of the features, limits and exclusions of the Policy. For more information about our policy, please refer to the Insurance Product Information Document (IPID) and Policy Wording, which is available upon request.

Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority Firm Reference Number 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group. Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>

Would you like a member of the Thistle Insurance team to call you back at a convenient time, to discuss cover, optional covers available, and premiums?

Visit www.thistletenants-scotland.co.uk and request a call back today!



For further information or to apply for cover call Thistle Tenant Risks on **0345 450 7286**

THANK YOU TO OUR RESIDENTS' GROUP

Our residents Group is an independent, customer-focused group who operate to improve the Association's services, to best suit the needs of Cadder's residents. In line with the Scottish Social Housing Charter, the Association are committed to getting residents actively involved in both decision-making and the scrutiny of the services which the Association provides. The group currently meet on the last Tuesday of every month from 6pm – 8pm, however, we are looking to review this to ensure we can get the best possible date and time to suit the majority of members.

Some examples of the work undertaken to date include:

- Consulted and approved the questions for the recent Residents Satisfaction Survey
- Presented with the findings of the Residents' Satisfaction Survey and approved the 'Action Plan'

- to address key issues
- Provided a platform to provide views / ideas for the design of the new Close Cleaning tender/contract
- Used to pilot the Associations new regime for Annual Tenant Inspections
- Used to consult on views / thoughts for pilot projects i.e. we will pilot the installation of lockable notice boards into a couple of closes, chosen by the members of the Group
- Consulted on their thoughts / views of new repairs contract / specification
- We will be working with the Group to present our performance figures on a quarterly basis
- The Group will share good practice and encourage ideas / solutions from residents and
- Present any new policies / changes to policies to obtain feedback.

Like to know more? Contact the Association to find out if you'd like to participate in our Residents' Group

Common close areas should be kept clear and free of any obstructions such as prams / bikes etc. for health and safety reasons. In the event of a fire, it is vital that escape routes are kept free of clutter and your co-operation on this matter is appreciated.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can



For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



Cadder Housing Association Ltd 20 Fara Street, Glasgow, G23 5AE
Telephone: 0141 945 3282 • E-mail: enquiry@cadderhousing.co.uk • www.cadderha.co.uk
Cadder-Housing-Association

OPENING HOURS: MON-THUR (9 AM TO 4.30 PM) FRI (9 AM TO 4 PM). WE ARE CLOSED ON THE LAST WEDNESDAY MORNING OF EACH MONTH FOR STAFF TRAINING AND OPEN FROM 1 to 4.30 pm.