

Cadder NEWS

cadder HOUSING ASSOCIATION THE NEWSLETTER OF CADDER HOUSING ASSOCIATION LIMITED

Playing our Part for Cadder

Residents' Advisory Group doing its bit for the community

We are delighted to bring you news of our Residents' Advisory Group.

Recently set up, it is now fully engaged in the work of your housing association.

Meeting regularly and consisting of local residents, it is operating as a voice for you.

It is another way of your housing association putting your needs first and listening to what you have to say.

Operating Independently of your Board, it is tackling a number of issues which we know matter greatly to you.

The group meets on the first Wednesday of every month between 6pm – 8pm but we are looking to review this to ensure we can get the best possible day and time to suit people.

If any residents are interested in attending these meetings, and becoming a member, please contact Carey Dunn, Senior Housing Officer on **0141 945 3282** or email **enquiry@cadderhousing.co.uk** with your details and we will ensure you are invited to any future meetings to find



Members of the Residents' Advisory Group

out more.

Here's what one member of the Group has said:

"I have found my involvement in the Residents' Advisory Group fulfilling and rewarding. It is great that Cadder Housing Association has

set it up because it taps into the views and, in some cases, concerns of local residents. It is another level of resident involvement and that can only be good for the community."

Ruth Bacon

INSIDE: More information on the Residents' Advisory Group and learn about other ways you can volunteer

Continues on page 3

Welcome to your Summer edition of Cadder News

I do hope that this newsletter finds you well and excited for the summer months ahead. Your team within Cadder Housing Association has enjoyed another busy but productive year, and you will be able to read about some of our achievements in the next few pages of this newsletter.

One of our significant achievements has been returning the Association to “Compliance” status, with the Scottish Housing Regulator. So, what does this mean? It means that the Association meets all of our regulatory requirements, including the Regulator’s Standards of Governance and Financial Management. The Scottish Housing Regulator exists to ensure the proper running of registered social landlords like Cadder and, crucially, to protect your interests as tenants and residents.

For some time Cadder has been “non-compliant” and we have been working hard to reach this compliance status. It couldn’t have been achieved without the dedication and hard work of our Staff and Board and we want to place on record our thanks to them.

You can read more about the information the Scottish Housing Regulator holds on Cadder by going to this web address and searching for Cadder Housing Association: **www.housingregulator.gov.scot**

We have also finalised our staff structure, and have been recruiting to key posts over recent months. Read more about your

new team on page 14. Now that we are nearing completion of our recruitment drive, I sincerely hope that our community will notice our renewed commitment to customer service as we strive to improve upon the satisfaction of our customers in the coming months.

The journey we have been on to regain compliance has been marked by a number of achievements – an improved culture of listening with “you said, we did”, deeper engagement with the wider community and our residents group, and improved communication with customers.

Our residents group was formed in 2024, and has had a remarkable first year supporting us to deliver community priorities. You can read more about the group on page 3

We are currently recruiting new Board members ahead of our Annual General Meeting in September. I hope that many of you are able to join us and meet your new and existing Board Members. We will be in touch shortly to advise of the date and time for the AGM.

The Community Hub continues to go from strength to strength, with each week bringing new services and initiatives to help support our community. Full details of these events are noted on Page 11. We are delighted with the range of services on offer to residents, including employment support, money advice, various health and fitness initiatives, mental health support and resilience, as well as a number of initiatives focused

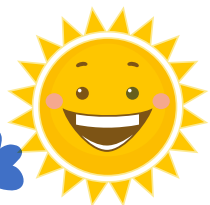


on young people within our community. A huge thank you to “Kindness” for helping to attract and deliver these services to our residents and the wider community. We are always looking at new ideas for the Hub, so if you are keen to get involved and help the Hub continue to grow then please see the article on getting involved on page 3 and get in touch.

I am always keen to hear from our customers and to listen to your experience and suggestions for ways that we can improve our services. Please feel free to contact me directly at **Pamela.Milne@cadderhousing.co.uk** if you wish to discuss any aspect of our services.

Finally, may I wish you all a fabulous summer – let’s hope we can enjoy some hot and sunny weather, particularly on the 23rd August when we will support community colleagues to bring you the annual Cadder Gala Day. I look forward to seeing many of you there.

Pamela Milne
Chief Executive Officer



Residents' Advisory Group

As you may have read in our front page story, the Residents' Advisory Group (RAG) aims to help advance resident participation and influence in Cadder Housing Association homes and the wider community. The RAG and the Association will be working on an agreed annual work plan, to direct the work of the RAG, for the year ahead.

Aims & Role of the Residents' Advisory Group

- To operate on behalf of residents (tenants & owners) to ensure that the Association provides services that meet the needs of Cadder's residents and that they are of the highest standards;
- To work in partnership with the Association to review and monitor housing service delivery and performance;
- To make recommendations to the Association on how housing services can be improved;
- To work with the Association to provide a range of opportunities for residents to give their views;
- To monitor and review agreed action plans; and
- To raise awareness with Cadder's residents of the work of the RAG and encourage others to become involved.

So what has the Residents' Advisory Group been doing so far?

- It has been consulted on new policies and proposed changes to policies, including:
 - » Our Asset Management Strategy
 - » Repairs Policy
 - » Decant Policy
 - » Rent Arrears Policy
 - » Death of a Tenant Policy
 - » Assignment of Tenancy Policy
 - » Succession of Tenancy Policy
 - » Abandonment Policy



Pictured: members of the Residents Advisory Group at its June meeting

- Consulted on views and obtained feedback on the commencement dates for the spring / summer maintenance programme (grass-cutting schedule).
- It has also been involved in our monthly environmental walkabout with staff from the Association and partners such as Glasgow City Council and Green Action Trust
- Consulted on views and feedback obtained on the articles for your newsletter and other methods of communication.

WHAT DO YOU GET FOR A POUND THESE DAYS?

What do you get for a pound these days? Very little as it happens. With prices continuing to soar you'll be lucky to buy a loaf or your daily newspaper for less than a quid.

But £1 does bring what's known as **share membership** of your housing association.

It has been a long-standing tradition in Scotland that residents can pay £1 for **lifetime membership** of a housing association

Of course you don't have to pay this to be a tenant but it is a way of supporting your community.

Being a member of Cadder Housing Association allows you to attend the AGM - which this year is on the 10th of September - when you can hear all about our performance, plans for the future, ask questions and even vote for Board members

You need to be over 16 to be a member and only members can stand for election to the Board

We would encourage you to consider this membership option as a way of supporting Cadder.

If you would like more information please contact **Lauren.McClure@cadderhousing.co.uk** or call **0141 945 3282**

Remember too there are other ways to play your part in the life of the Cadder community. You can:

- Join the residents' advisory group (you can read more on this in this newsletter)
- Become a community volunteer
- Become a volunteer within Cadder Community Hub





Summer Maintenance

Our summer maintenance programme began in April and will run through to October. As part of this year's programme, we are delivering:

- Backcourt Grass Cutting- programmed grass cutting in all backcourts.
- Open Space Grass Cutting- programmed maintenance in open green spaces throughout the estate.
- Weed Spraying: Targeted weed control to keep paths and communal areas tidy.
- Bin Set Clearance: Frequent clearance of bin areas to maintain hygiene and reduce litter.
- Bulk Uplift Service: Weekly removal of large unwanted items—please place them at the designated collection points on Sundays the day before your uplift day.
- Weekly Litter Picks: Weekly litter picks to help keep all communal areas clean.

DOG FOULING

Tackling dog fouling in Cadder – It's a community effort

You may be aware of the ongoing issue of dog fouling in Cadder, which continues to affect the cleanliness of our streets and public spaces. We want to remind everyone that keeping our community clean is a shared responsibility, and it starts with responsible dog ownership.

We are actively working with Glasgow City Council to address this issue, and

as part of our efforts, new signs will be erected throughout the area to remind dog owners of their duty to clean up after their dog.

Let's all play our part in keeping Cadder beautiful. Please remember to pick up after your dog and help us create a cleaner, healthier community for all to enjoy. Thank you for your co-operation!



FREQUENTLY ASKED QUESTIONS

How do I pay my rent?

Direct Debit
Call us on 0141 945 3282 or speak to your Housing Officer to set this up.

Standing Order/Bank Transfer
Contact your bank in order to set this up. Our account no. is 00100374 and sort code is 83-21-42. You will need your tenant reference number - if you are unsure of this please speak to your Housing Officer.

PayPoint shop or Post Office
Use your allpay rent card.

Telephone
Call us on 0141 945 3282 or allpay on 0844 557 8321. You will need your 19 digit rent card number. Our lines are open 9am-4.30pm on Mondays, Tuesdays, Wednesdays and Thursdays, Fridays is open 9am-4.00pm. Allpay's lines are open 24 hours a day 7 days a week.

Online
Make a payment over the internet. Again this service is available 24 hours a day, seven days a week. All you have to do is log on to www.allpayments.net and click on 'Customer Services'. Make sure you have your debit card handy as well as your payment card.

What hours are you open?

Office Opening Times:

Monday – Thursday 9am – 4:30pm

Friday 9am – 4pm

Our office is closed from 9am – 1pm on the last Wednesday of every month, for staff training

How do I report repairs out of office hours?

Bell Group are our out of hours emergency contractor for all repairs except central heating breakdowns. Please report any emergency repairs to Bell Group on telephone number **0141 336 7111** out with normal office opening hours.

If you are experiencing any problems with your gas heating and hot water, we ask that you contact our contractor James Frew directly to arrange a suitable time for access. The contact number for James Frew is **01294 468 113**, 24 hours. This number is to report central heating breakdowns both during and out with office hours.

Who is responsible for maintaining the gardens?

It is the responsibility of the tenant, or owner-occupier to maintain their own garden areas. This applies to our main door properties who will have a front and back garden, as well as the ground floor flats who have their own front gardens (some also have a small, allocated section at the back of the building that they can access via their own back door).

All common backcourts and open spaces owned by Cadder Housing Association are maintained by the Association.

Tackling Japanese Knotweed on Our Estate

We would like to inform residents that Japanese knotweed, an invasive plant species known for its rapid growth and resilience, has been identified at the bottom of the grassed slope across from Skirsa Square. While this plant poses no direct threat to human health, it can cause significant damage to buildings, hard surfaces, and native biodiversity if left unmanaged.

Our Response and Treatment Plan

As part of our commitment to maintaining the health and safety of our environment, we have engaged professional contractors to manage and treat the affected areas. The treatment plan involves:

- **Herbicide Application:** A carefully controlled programme of herbicide treatments will be applied by licensed professionals. These

treatments are scheduled during the growing season to maximize effectiveness while minimizing impact on surrounding vegetation.

- **Monitoring and Follow-Up:** Regular inspections will be conducted to monitor the affected zones, and follow-up treatments will be administered as necessary over the next few years to ensure full eradication.

How You Can Help

We kindly ask residents to avoid disturbing marked treatment areas and to report any sightings of similar plants elsewhere on the estate. If you notice suspicious growth that resembles knotweed, please contact the Association with a photo and location details.

BULK UPLIFTS – AN UPDATE

- Glasgow City Council withdrew its free community bulk uplift service several years ago and replaced it with a chargeable service.
- After consultation via our Residents' Satisfaction Survey in early 2024, we asked those surveyed their opinions on reintroducing a weekly bulk uplift service, from designated areas across the Cadder Estate.
- 91% of those who responded supported this approach and we introduced our Bulk Uplift Service last October.
- Since then, our Housing Management Team has been working closely with residents and partner agencies within Glasgow City Council, as well as the outstanding efforts from Estate Co-ordinator, John, who removes the bulk on a weekly basis and ensure the swift and safe removal from all designated bulk zones.

What we ask of you:

- We ask that all bulk items are placed safely and securely in the designated areas
- Bulk items should only be brought out the day/night before collection (Sunday or on a Monday where there is a Bank Holiday). We ask this to reduce the amount of time that bulk is lying in these areas, particularly for those who live near to a bulk area. As well as reducing any potential habitation for vermin
- The following items will NOT be removed from these areas, as the recycling centres will not permit access to dispose of them:
 - Car batteries
 - Gas Cylinders
 - Oil or Oil containers/drums
 - Paint
 - Food Waste / Household Refuse
 - Glass
 - Building materials (bricks, rubble, concrete, slabs, soil and trees / garden waste)
 - Tyres

Fly-tipping:

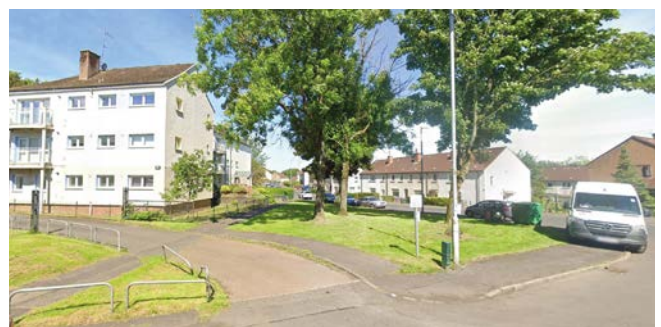
- Any items found to have been disposed of out with the designated Bulk Areas, will be reported to Glasgow City Council as FLY TIPPING.
- This includes items disposed of on Cadder Housing Association land
- If the Association becomes aware of the identity of those responsible, they will address the matter directly, as well as reporting the individuals to Glasgow City Council, for fly tipping.
- Any items placed within the bulk areas, after collection will not be removed, until the following week.

Bulk Areas:

A Langa Street (grassed area between 15 & 31 Langa Street)



B Corner of Herma Street & Skirsa Street



C

Tresta Road (rear of

**D**

Scapa Street (open space between 55 & 57 Scapa Street)

**E**

Vaila Street (grassed area on corner of 6 Vaila Street – Behind Cadder Notice Board)

**F**

Skirsa Place (grassed area outside 6 Skirsa Place on corner of Skirsa Street)/

**G**

Skirsa Square (grassed area on the corner of 6 Skirsa Square & 94 Skirsa Street)

**H**

Tresta Road (top of the Snakey – next to 176 Tresta Road)

**I**

Skirsa Street (grassed area across from 176 Skirsa Street)

**J**

Skirsa Place / Vaila Street (corner of 21 Skirsa Place / Vaila Street)



BUSINESS PLAN 2025-28



April 2025 SUMMARY

1. Executive Summary

The Business Plan is a key document that sets out Cadder Housing Association's strategic direction through our Vision, Values, Mission Statement and Strategic Objectives. The Plan is mainly an internal working document, used by Board and staff to assist our planning, implementation, monitoring and evaluation of our work for the period 2025-2028. The Plan is also supported by the Community Hub Business Plan and other associated strategies.

We recognise that our tenants and other customers continue to be impacted by increasing financial hardship due to rising energy prices and higher cost of living. These are exacerbated by higher unemployment and reliance on welfare benefits. We also recognise that due to a combination of Brexit and the aftermath of the pandemic there were significant supply chain issues, which have and may continue

to impact on the Association's costs. Over and above this, Cadder is committed to playing our part in reaching net zero carbon by achieving EESSH2 by 2032.

The Business Plan for 2025-2028 focuses on how to square the circle between rent affordability, quality of housing and services and sustaining our long term financial viability.

Our Strategic Objectives for the Business Plan 2025-28 are:

Improving

- **Our Customer Service and Satisfaction**
- **Our Housing Quality and Health & Safety**
- **Our Business Performance**
- **Our Governance, Compliance and Financial Sustainability**

2. Vision, Mission, Strategic Objectives, Values & Culture

Statement of Strategic Intent

Cadder's Board and Staff conducted the three-yearly review of the Association's vision, mission, values and strategic objectives at the Business planning day on 8th November 2024. Along with the delivery plans these have subsequently been reviewed and approved by our Board. We have carried out consultation with our Residents' Advisory Group who are happy to endorse the statements and delivery plans.

For the Business Plan 2025-28, our statements of strategic intent are as follows:

Vision

"Making a positive difference to your home and community"

Mission

"Providing safe, affordable homes in a community where people choose to live."

Our Values - CADDER

The following values will shape our culture and how we do business to achieve our vision, mission and the strategic objectives set out in this plan. They underpin all the work that we do.

- C** Compassionate - We show empathy and treat people as valued individuals.
- A** Approachable - We ensure a welcoming, safe environment for our customers
- D** Dedicated - We will endeavour to meet the needs of our customers aspirations.
- D** Diverse - We embrace the diverse nature of our community
- E** Engaged - We provide opportunities to promote community engagement
- R** Responsive - We deliver our promises and commitments to our customers.

3. Strategic Analysis

Strategy Development

In November 2024 the Association's Board and Staff undertook a strategic analysis and assessment of its current position and operating environment to inform the Business Plan 2025-28.

There are numerous challenges at present including volatile inflation, interest rates, investment/repairs costs and cost of living increases. These are factored into our expenditure in the Business Plan through our maintenance and repairs budgets and our performance targets for relet times, rent collection and arrears.

With regard to loans, 100% of these are fixed. All of Cadder's loans will be repaid by year 10, Our Business Plan ensures that we meet our covenants with lenders.

Ensuring we are compliant with statutory and regulatory requirements remains a strong focus in the Business Plan including Landlord Health & Safety. We have set out detailed plans for audit, recording and

completing necessary health and safety checks and a comprehensive approach to gaining assurance of our regulatory compliance as set out in the Delivery Plans.

Community

A key strength is that we are local and community based and have a good awareness of our customers needs, wants and aspirations. Cadder is a stable community which is well maintained and has low levels of anti-social behaviour. Our tenants and owners have high expectations of the service we provide. We are well aware of reducing satisfaction since the Covid pandemic and have prioritised performance improvement to return or exceed pre pandemic levels.

We have established a Residents' Advisory Group with whom we work closely, consulting with them on all decisions that will affect or have an impact on our customers.

4. Strategic Objectives and Delivery Plans

The Board has established four Strategic Objectives for the Business Plan 2025-28 and supporting actions, some of which are noted below

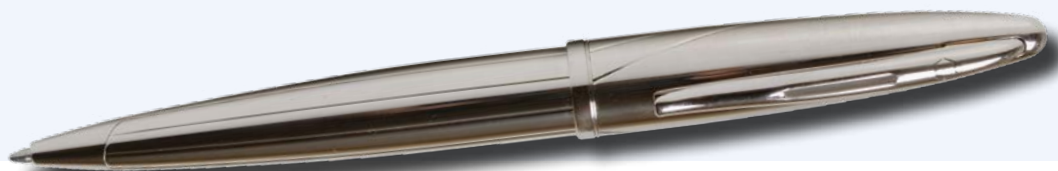
Improving Our Customer Service and Satisfaction

- Continue a programme of tenancy visits with targeting of vulnerable tenants and tenants we have not had engagement with in past 12 months
- Strengthen and increase the membership of the Residents' Advisory Group
- Ensure delivery and reporting of outcomes associated with the Resident Engagement Strategy.
- Implement strategy to improve the prevention, identification and response to property condition issues at a much earlier stage.
- Review Tenancy Sustainment Policy to ensure that services are meeting the needs of tenants
- Continue to promote and conduct regular "action days" involving staff and customers to identify and address issues across the estate.
- Strengthening the membership, expertise and outcomes of the Residents' Advisory Group to support improvements in customer service and scrutiny
- Maximise uptake of funding to help our tenants with ongoing cost of living pressures
- Review our rent policies and move towards rent harmonisation for 2026/2027
- Conduct a comprehensive review into the provision of Factoring Services including consultation with owners

Improving Our Housing Quality and Health & Safety

- Provide a quarterly update report to the Board on all Health and Safety matters
- Develop a standard H&S reporting format which clearly and accurately demonstrates the extent of Landlord compliance within the annual cycle.
- Enhance the safety culture throughout the organisation, and implement a streamlined, holistic approach to tenant safety by embedding systems thinking methodology to managing our Health and Safety obligations, ensuring continued regulatory and legislative compliance and mitigated risk to the Association and its stakeholders.
- Introduce a systematic lean approach to our repairs and estate management to ensure optimal efficiency by minimising waste and maximising value for the customer, whilst strengthening our internal capabilities and resilience to 'get it right first time'.
- Create an effective demand management culture to enable forecasting, planning for and managing the demands on our repair service.

Continued overleaf...



4. Strategic Objectives and Delivery Plans

Improving Our Business Performance

- Review and Update Cadder's Performance Management Framework with new business plan corporate targets & KPIs, approved by the Board.
- Effectively manage the new ICT support contract including the handover period.
- Managing a risk based programme of internal audits to ensure our performance is independently assessed. Addressing recommendations for improvement and reporting completion of these to the Board.
- Improve our Communications and raise our profile with key stakeholders.
- Improve our use of technology to increase the efficiency and customer focus of our services.
- Reviewing the Business Continuity Plan, including cyber security, and ensuring it is robust and understood by all Cadder's people.

Improving Our Governance, Compliance and Financial Sustainability

- Review Cadder's Assurance Framework ensuring it complies with updated guidance from SHR/SFHA.

- Ensure completion and submission of accurate and timely statutory and regulatory returns.
- Establishing a robust business plan reporting and monitoring framework for the Board to assess progress with the Community Hub Business Plan delivery plan.
- Develop Decision Time as a resource for a comprehensive evidence bank to enable the Board to review and monitor on an ongoing basis continuous assurance and compliance with the Regulatory Standards of Governance and Financial Management.
- Review Committee Structure, meeting cycle and reporting requirements.
- Aim to grow Association's membership by 10% per year by actively marketing the benefits of membership.
- Improve AGM attendance by looking at innovative ways of engaging with members and increasing interest. Aim for increasing attendance at 2025 at AGM by a further 10% of membership.
- Continue to benchmark landlord services, income including rents and costs with comparable RSL's

5. Risk Analysis

The objectives of our Risk Management Policy are:

- to integrate risk management into the culture of the Association.
- to link the Risk Management Strategy to Internal Audit and Self-Assessment Programmes.
- to manage risk in accordance with best practice.

- to consider the Social Housing Charter, as well as legal compliance as minimum standards.
- to anticipate and respond to changing social, environmental, legislative and political requirements.
- to prevent injury and damage and reduce the cost of risk.

6. Financial Projections

The Association is currently involved in core stock management and maintenance activity managing 697 rented units and 405 owner occupier properties at the commencement of the plan period. At March 2024 an overall surplus of £266k was achieved prior

to annual actuarial charges of £162k. Net assets of the Association totalled £9.07m. For financial year 24/25 an overall surplus of £161k is projected and cash balances at commencement of the plan period total £1.1m.

7. Monitoring, Reporting & Review Monitoring

The Chief Executive will monitor progress against the achievement of Strategic Objectives and the Plan, which will include the following:

- Progress and performance against corporate targets and KPIs
- Progress of key tasks in the Delivery Plans

Reporting

The Chief Executive will present a quarterly report on progress against the Plan to the Board.

The quarterly report will outline progress against the

following to evidence achievement against the Strategic Objectives:

- the key goals in each sub-objective in the Delivery Plans;
- The corporate targets and key performance indicators.

Review

The Chief Executive will lead on an annual review of the Business Plan, the next of which will be presented to the Board in March 2026.

Monday	Little Cup of Kindness Café 9am – 2pm	Cadder Cool Catz, self-led by parents for children ages up to 4, £1, 9:45am – 11:15am	Boxing Classes 6pm – 8pm
		Jobs and Business Glasgow, Drop In (every 2 nd week) beginning 19 th May	
Tuesday	Little Cup of Kindness Café 9am – 7pm	Cadder Cool Catz, self-led by parents for children ages up to 4, £1, 9:45am – 11:15am	Spiritualist Church, Doors open 6:30pm with prompt 7pm start
		Wellbeing and Development Group 10am – 12pm with Healing from the Heart & Kindness Homeless Street Team – all welcome!	
		ASN Club 5pm – 6pm children aged 3-12 years (accompanied by an adult) – call Leah on 07805119728 for more information	Boxing Classes 6pm – 8pm
Wednesday	Little Cup of Kindness Café 9am – 2pm	Cadder Cool Catz, self-led by parents for children ages up to 4, £1, 9:45am – 11:15am	Men with Issues, Men's Talking Group with Keiran 7:30pm – 9pm
		Moo Music, baby music and movement classes by Robyn 9:30am – 12:15pm	
Thursday	Little Cup of Kindness Café 9am – 2pm	Cadder Cool Catz, self-led by parents for children ages up to 4, £1, 9:45am – 11:15am	Boxing Classes 6pm – 8pm
		Lambhill Seniors Club 12pm – 3pm, speak with Mary if you are interested in joining	
Friday	Little Cup of Kindness Café 9am – 2pm	Cadder Cool Catz, self-led by parents for children ages up to 4, £1, 9:45am – 11:15am	Bingo 7:30pm eyes down, every second Friday.
		Slimming World 9:30am	
		Ince monthly inclusion lunch with entertainment, please see our Cadder Community Hub page for dates! All welcome, 3 course meal with entertainment for £3	
Saturday		Circuit Training with Lewis P1 – P6 10am – 10:45am P7 – S3 10:45am – 11:30am	
Sunday		Skyles the Limit with Donna, 10am – 12pm, free mindful meditation class, sound healing, drumming, recovery rhythms and Zumba – msdonaaross@gmail.com	

For all bookings and room rentals
info@kindnessglasgow.co.uk or 07463330918

Our gym is open Mon to Fri 9am – 2pm

SAVE THE DATE!!!!

Cadder Gala Day – A Community Festival

Saturday 23rd August 2025 12noon – 4pm

Come along and help celebrate another fun day.

Starting at Cadder Primary School at 12 noon.



This year the Gala Day will extend across the community, with various activities in Cadder Primary School, Cadder Community Hub and the new and improved Cadder Woods.

Here are just some of the activities that will be available on the day:

Stalls Bingo Hena facepainting
Indoor go karting Disco funfair rides



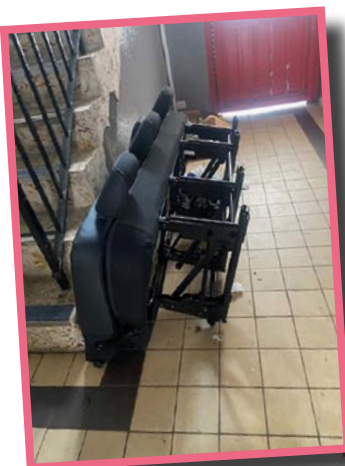
Cadder Housing Association staff will be hand delivering promotional flyers, for this event in early August so keep an eye out and don't forget to save the date – Saturday 23rd August

Keep your close clear

Leaving items in the close poses a significant fire hazard. Obstructions like prams, bikes, boxes, and furniture can block emergency escape routes, making it difficult for residents to evacuate in the event of a fire.

Additionally, these items can act as fuel for a fire, intensifying its spread and putting lives at risk.

Cluttered closes also prevent our close cleaners from carrying out their duties and reduces the effectiveness of the clean. Keeping these areas clear helps to deter vandalism and maintain a sense of security for residents. We also need to consider the safety of firefighters/ambulance crews using a cluttered stairwell.



Meet your Housing Officers

We have two Housing Officers who work within the Association. They cover all housing related functions including:

- Allocating Properties;
- Tenancy Sustainment;
- Rent Arrears Management;
- Estate Management;
- Dealing with Antisocial Behaviour; and
- Factoring Enquiries

AREA 1 - Nicole McMaster 560 Properties (359 Tenants / 201 Owners)

Street Name	Street Numbers
Skirsa Place	3, 15 & 21 (odds only)
Skirsa Square (all)	6, 12 & 24 (evens), 5, 11 & 17 (odds)
Skirsa Street	92 - 206 (evens), 81 - 193 (odds)
Tresa Road	8 - 226 (evens), 149 - 243 (odds)
Vaila Place (all)	2 & 6 (evens)
Vaila Street	34 - 62 (evens), 45-51 (odds)



AREA 2 - Lauren Campbell 542 Properties (338 Tenants / 204 Owners)

Street Name	Street Numbers
Cadder Road (all)	38 - 122 (evens)
Fara Street (all)	1 & 3 (odds)
Herma Street (all)	10 - 56 (evens), 3 - 65 (odds)
Inga Street (all)	1 - 39 (odds)
Langa Street (all)	24 - 106 (evens), 9 - 107 (odds)
Scapa Street (all)	2 - 40 (evens), 1 - 59 (odds)
Skirsa Place	6, 12, 18 & 24 (evens only)
Skirsa Street	4 - 80 (evens), 3 - 61 (odds)
Tresta Close (all)	2 - 10 (evens), 1 & 9 (odds)
Tresta Road	1A - 15B (odds)
Vaila Street	6 - 24 (evens), 3 - 33 (odds)



A great big Cadder welcome!

We are delighted to welcome some new staff to Team Cadder!

Nicole McMaster (Housing Officer) – Nicole McMaster started with us in May.

Nicole brings a wealth of experience in Housing Management. She will be out and about getting to know the area so please say hello if you see her.



Sophia Nasir (Housing Assistant) – Sophia Nasir joined the team in October 2024 and has since secured the permanent position of Housing Assistant. Sophia manages the receipt and processing of all housing application forms, as well as supporting the wider Housing Management Team with all functions, ranging from arrears management to estate management.



Paula McColgan (Receptionist) –

Paula McColgan is our newest member of staff and only joined the team in June 2025. Paula will be most residents first point of contact, when visiting or phoning the office and will offer a warm welcome. As part of her role, she will also assist with any Community HUB enquiries.



CADDER'S GARDEN COMPETITION 2025 IS BACK!

Cadder's Garden competition is back for 2025! We're looking to find the best garden or balcony in the area, with prizes awarded for the best and runner up in each category.

Do you have a grand green space, or a little haven on your balcony? If so, you could be in with the chance of winning:

Garden Category
Best Garden - £100 B&Q Voucher
Runner-up Garden - £50 B&Q Voucher

Balcony Category
Best Balcony - £100 B&Q Voucher
Runner-up Balcony - £50 B&Q Voucher

How to Enter

You can either nominate your own garden/balcony, or you can nominate a neighbour's property.

Simply call the office on **0141 945 3282** and ask to speak to your Housing Officer who will register your nomination.

You can also email your nomination to **enquiry@cadderhousing.co.uk** and make sure you add the name and address of the person you are nominating, as well as your own name and address.

This year's competition will run from Monday 14th July 2025 – Monday 11th August 2025 and is open to all residents within the Cadder area.

Gardens will be judged between 18th August 2025 – 29th August 2025, by members of our Residents Advisory Group and a member of the Association's Board. The winners will be announced at our AGM, on Wednesday 10th September 2025.

We can't wait to see your great Cadder gardens/balconies!!!!

Remember to keep us up to date with your contact details

Here at Cadder Housing Association we are constantly looking at ways to improve our communication with residents. We know that not everyone is ready to move into a digital world, however, where possible we would like to be able to communicate with as many residents via text and email - it's quicker and easier and has a huge environmental impact.

This can be particularly beneficial when providing support or important information so please

make sure we have the correct contact details for you.

If your email or phone number has changed or, if you are unsure on what details we currently hold, please take a minute to complete a contact information form and we will ensure our records are fully updated.

You can update your contact details and your preferred method of contact by:

- Scanning the below QR Code and completing the online form
- Calling our office on **0141 945 3282**

- Emailing us at **enquiry@cadderhousing.co.uk**
- Speak to your Housing Officer, when you see them out and about
- Visit our office

Update your Contact Details and Preferences



CADDER WOODS – AN UPDATE

In 2022 Green Action Trust was asked by Glasgow City Council, the landowner, to review the future management of Cadder Woods and develop it as a community resource.

The Trust applied to the Scottish Government's Vacant & Derelict Land Investment Programme (VDLIP) and secured funds for a two-year programme to support the regeneration of Cadder Woods into a safe and attractive place for the local community and visitors to use.

Funding to deliver the first phase of access improvements to the woodland has been secured

This image shows you what is planned.



HOLD THE BACK PAGE!

AN HONOUR FOR JIM

Jim Hamilton's community work recognised by King Charles

A Church of Scotland Deacon has been awarded a British Empire Medal (BEM) in recognition of his extraordinary "hands-on service" to his local community. James Hamilton DCS said it was a "huge surprise and shock" to be included in The King's Birthday Honours List 2025.

He has faithfully served the Parish of Maryhill Ruchill Church in Glasgow for 25-years. Jim has been instrumental in the organisation and running of the Cadder Gala Day for 25 years.

The British Empire Medal is awarded for "hands-on" service to the local community, long-term charitable, voluntary activity or innovative work that has made a significant difference.

But the 60-year-old said the award is recognition to all the people who are passionate about serving the local community to "improve people's lives and make it a better place that we can be proud of".

"It is a huge privilege to serve as a deacon, being a bridge builder to

the communities my congregation serves," explained Jim.

"I am the face of the church, however so many people have quietly helped behind the scenes as unsung heroes and this award is also for the team effort."

Jim's passions in life include cricket and rugby, which he uses in his school chaplaincy role.

"My work includes coaching schools' rugby in five primary schools on a weekly basis," he said.

"The rugby concludes in the summer competing for the Church cup and the sportsmanship trophy.

Jim plays a key role in the production of the Maryhill Activity Directory, a booklet of all the various all ages activities in the Greater Maryhill area.

"It is biannual and is in its 10th edition and attached to this is the People Make Maryhill event where we say thank you to the unsung heroes working in our communities.

"Getting this award has been a huge surprise and shock, if I am being honest.

"You want to find out who to thank for the nomination.



"I have learned so much and want to thank the various people in the church and parish that have worked alongside me."



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.