

# Cunninghame Housing Association Newsletter



*More Than Just a Landlord.....*

Issue 2- Summer 2008

## CHA WIN THE IMPACT ON SOCIETY FOR A SMALL COMPANY BIG TICK AWARD

At a ceremony in the Glasgow Hilton Hotel on Thursday 5th June 2008, the Association were announced as winners in the category Impact on Society for a Small Company at the Scottish Business in the Community Awards 2008.

The Big Tick award recognises the positive impacts the organisation brings to society and the communities within which we operate via its wider action activities.

This latest award success reflects the Association's commitment to the community through leadership and integration of corporate responsibility in improving its business and our overall impact in the community.

Cunninghame Housing Association's, Chief Executive, Frank Sweeney, said: "The awards reflect the commitment and dedication of the staff and voluntary Management Committee Members in seeking to improve the business, while at the same time putting back whatever we can into the community".



Association Chairman, Scott Maclaren, said: "I am delighted that Cunninghame Housing Association has won this award, it is another tremendous achievement.



Members of the Ardrossan Highland Games Committee with the Chieftain, Jim Montgomerie and Chief Executive of CHA, Frank Sweeney



Members of the Saltcoats Sea Queen Committee with the Chief Executive of CHA, Frank Sweeney and the Vice-Chair, Margaret Munn

## COMMUNITY SUPPORT FUND

Since 1st April 2008 the Association has made donations to the following local organisations/good causes:

- Ardrossan Highland Games
- Saltcoats Gala Committee (Saltcoats Sea Queen Festival)
- Ardeer Bowling Club
- Gateside Community Hall
- John McCafferty Jnr

*Pictured above are a few of the recipients:-*

## CHA MANAGEMENT COMMITTEE - WHY NOT ATTEND A MEETING?

If you're not sure about whether to become a Committee Member and you want a sneak preview of what the voluntary Management Committee actually does, why not attend our next Management Committee meeting on Thursday 11th September 2008 at 7.30pm in our Ardrossan office?

Just give us as much notice as possible, but a minimum of 2 working days, and we'll send you out a set of non-confidential papers and you can come along and see first-hand how the Management Committee conducts its business. You'll be able to attend for the non-confidential part of the meeting, which is always at the beginning, but will have no speaking rights.

**WE'LL EVEN ARRANGE TRANSPORT FOR YOU!**

## USEFUL TELEPHONE NUMBERS:



For Repairs (Monday – Friday Office Hours)  
CHA Repairs Team on 0800 068 1466

Emergency Repairs (Out of Hours)  
MITIE on 0845 600 8624

Problems with Gas Central Heating or Hot Water  
FREWS (GAS SURE) on 01294 468113

Scottish Water on 0845 600 8855

Scottish Power on 0845 272 7999

If you smell gas call  
**TRANSCO IMMEDIATELY on 0800 111 999**

NORTH AYRSHIRE COUNCIL – CLEANSING 0845 603 0594

EAST AYRSHIRE COUNCIL – CLEANSING 01563 554 033

## CONSULTATION: Proposed Rent Increase Completed May 2008

The Association recently completed its consultation with tenants and sharing owners on the proposed rent increase for 2008-2009. A range of consultation methods were used. Namely:-

- Newsletters
- Road Shows
- Registered Tenants' & Residents' Associations Evening Event held in the Association's Ardrossan Head Office

## FEEDBACK: NEWSLETTERS

A total of 58 responses were received including 2 telephone responses. These can be summarised as follows:-

● Positive or Neutral Response	=	<b>31</b>
● Responses with issues around affordability	=	<b>8</b>
● Responses with repairs issues	=	<b>17</b>
● Spoiled Responses	=	<b>2</b>
<b>Total</b>		<b>= 58</b>

In terms of repairs issues, a total of 15 related to planned maintenance and came mostly from tenants who's areas were not mentioned in the recently agreed 4-5 year programme.

On affordability, the common complaint was that the proposed increase was above the rate of inflation.

An evening consultation event was held with out three Registered Tenants' & Residents' Associations at our Ardrossan Head Office on Wednesday 7th May 2008.

The proposed rent increase was accepted by the Group, but there was a lengthy discussion around planned maintenance, particularly on the issue of fencing in Dalry.

The Association is currently looking at its cyclical and planned Maintenance Programme.

The Management Committee considered the feedback provided at their meeting held on Thursday 22nd May 2008 and approved the rent increase for 2008-2009.

## COMPLAINTS POLICY, PROCEDURE & – EXERCISE COMP

After undergoing a comprehensive review, the Association's draft Complaints Policy, Procedure Leaflet and Form was put out to the following for consultation and feedback:

- Tenants (**1693**)
- Registered Tenants' & Residents' Associations (RTAs) (**3**)
- Staff (**84**)
- Residents within our Homeless Persons Facility (Residents) (**26**)
- Waiting List Applicants (**1500**)
- Visitors to our new website
- Commercial Tenants (**7**)

The results confirmed what we had hoped, that we had produced an easy to

The following feed

**Question 1** – We would be interested to know your views on whether you found the documents easy to read?

<b>YES</b> – TENANTS /WAITING LIST APPLICANTS	<b>126</b>	(96.9%)
<b>YES</b> – STAFF	<b>37</b>	(100%)
<b>YES</b> – REGISTERED TENANTS' & RESIDENTS' ASSOCIATIONS	<b>3</b>	(100%)
<b>YES</b> – VICTORIA HOUSE RESIDENTS	<b>1</b>	(100%)
<b>YES</b> – COMMERCIAL TENANTS	<b>2</b>	(100%)

**Question 2** – We would be interested to know your views on whether you found the documents easy to understand?

<b>YES</b> – TENANTS /WAITING LIST APPLICANTS	<b>127</b>	(97.6%)
<b>YES</b> – STAFF	<b>37</b>	(100%)
<b>YES</b> – REGISTERED TENANTS' & RESIDENTS' ASSOCIATIONS	<b>3</b>	(100%)
<b>YES</b> – VICTORIA HOUSE RESIDENTS	<b>1</b>	(100%)
<b>YES</b> – COMMERCIAL TENANTS	<b>2</b>	(100%)

**Question 3** – We would be interested to know your views on whether you found the layout and sequence easy to follow?

<b>YES</b> – TENANTS /WAITING LIST APPLICANTS	<b>126</b>	(96.9%)
<b>YES</b> – STAFF	<b>37</b>	(100%)
<b>YES</b> – REGISTERED TENANTS' & RESIDENTS' ASSOCIATIONS	<b>3</b>	(100%)
<b>YES</b> – VICTORIA HOUSE RESIDENTS	<b>1</b>	(100%)
<b>YES</b> – COMMERCIAL TENANTS	<b>2</b>	(100%)

**Question 4** – Did the leaflet fully explain how you can make a complaint?

<b>YES</b> – TENANTS /WAITING LIST APPLICANTS	<b>127</b>	(97.6%)
<b>YES</b> – STAFF	<b>37</b>	(100%)
<b>YES</b> – REGISTERED TENANTS' & RESIDENTS' ASSOCIATIONS	<b>3</b>	(100%)
<b>YES</b> – VICTORIA HOUSE RESIDENTS	<b>1</b>	(100%)
<b>YES</b> – COMMERCIAL TENANTS	<b>2</b>	(100%)

## LEAFLET CONSULTATION FEEDBACK COMPLETED MAY 2008

The response to this consultation exercise was excellent with a response rate from tenants of just over 7% which is 5% greater than the national average for this type of consultation.

### Analysis

● Tenants and Waiting List Applicants (3193)	Returned 130 = 4%
● Staff (84)	Returned 37 = 44%
● Registered Tenants' Associations (3)	Returned 3 = 100%
● Victoria House Resident (26)	Returned 1 = 3.8%
● Commercial Tenants (7)	Returned 2 = 28.5%

To read, user-friendly policy and corresponding procedure, leaflet and form.

Feedback was received:-

**Question 5** – Did the leaflet fully explain that you have the right to complain to the Scottish Public Services Ombudsman?

YES – TENANTS /WAITING LIST APPLICANTS	127 (97.6%)
YES – STAFF	37 (100%)
YES – REGISTERED TENANTS' & RESIDENTS' ASSOCIATIONS	3 (100%)
YES – VICTORIA HOUSE RESIDENTS	1 (100%)
YES – COMMERCIAL TENANTS	2 (100%)

**Question 6** – Do you agree with the aims of this Policy?

YES – TENANTS /WAITING LIST APPLICANTS	125 (96.1%)
YES – STAFF	37 (100%)
YES – REGISTERED TENANTS' & RESIDENTS' ASSOCIATIONS	3 (100%)
YES – VICTORIA HOUSE RESIDENTS	1 (100%)
YES – COMMERCIAL TENANTS	2 (100%)

**Question 7** – Do you agree with all of the procedural elements of the Policy?

YES – TENANTS /WAITING LIST APPLICANTS	116 (89.2%)
YES – STAFF	37 (100%)
YES – REGISTERED TENANTS' & RESIDENTS' ASSOCIATIONS	3 (100%)
YES – VICTORIA HOUSE RESIDENTS	1 (100%)
YES – COMMERCIAL TENANTS	2 (100%)

## SCOTTISH PUBLIC SERVICES OMBUDSMAN

In addition to the above we also forwarded a copy of the documentation to the Ombudsman, who intimated that “they do not rubber stamp complaints policies as they need to remain independent”. However, she did comment that the policy and procedure appeared to be robust. Minor amendments were also suggested by the Ombudsman, which have now been incorporated into the final draft approved by the Association's Management Committee at their meeting on 22nd May 2008.

## RIGHT TO REPAIR



All tenants have the 'Right to Repair' under the Housing (Scotland) Act 2001. This legislation governs the need for certain repairs (known as qualifying repairs) to be undertaken within specified timescales, and sets out the compensation levels payable to tenants if the repair is not completed by the Contractor within the set timescales. The compensation payable is £15 plus £3 per day up to a maximum of £100. For further information please request a copy of our separate leaflet covering the Right to Repair or for further clarification, please contact your local Area Team within our Property Services department.

## GAS SAFETY SERVICING CHECKS



The Association has a contract with Jas. Frew Ltd to carry out the gas servicing and maintenance work within your property.

This year's programme will shortly commence and as you are aware, Cunninghame Housing Association has a legal requirement to arrange for ALL properties with Gas Central Heating and Appliances to undergo an annual Safety Check. Despite concerted efforts by the Association, a small number of tenants continue not to allow access to our Engineers.

**TENANTS ARE REMINDED THAT THEY HAVE AN OBLIGATION TO PROVIDE ACCESS FOR THESE CHECKS AND ARE PLACING THEIR OWN, AND OTHERS, SAFETY AT RISK BY DENYING ACCESS.**

The Association will take all necessary steps to ensure that we comply with our legal duty and ensure **YOUR** safety.

Repeated failure to gain entry will result in the Association forcing access to carry out the safety check.

## HOW TO APPLY FOR SHARE MEMBERSHIP OF CHA: OUR PROCEDURE

- To apply for membership, the applicant must submit an application form and £1 to the Association's Secretary at our registered office at 82-84 Glasgow Street, Ardrossan.
- The applicant will complete the membership application form providing his/her name, address, gender, ethnic origin, age group and type of employment (if applicable) skills and interests together with a statement as to why they wish to join the Association. The personal information will be used for ascertaining the level and types of skill that is within the Membership, confirming residency and monitoring purposes only.
- Our Management Committee will, upon receipt of the fully completed application form, consider the application at their first available meeting. In this respect it is important that the applicant fully completes the form.
- We will also acknowledge receipt of your application within 5 working days upon receipt of same.
- The Association's Corporate Services department is responsible for the administration of all share membership applications, and following confirmation of residency details, will submit the application to the management committee. Thereafter, the following will apply:-
  - The minutes of the meeting will record the committee's approval/disapproval of the application.
  - If approved, within 7 working days of the meeting the share application will be recorded in the Association's Membership Register.
  - A £1 Share Certificate will be issued in the name of the new member. The certificate will be sent to the member.

If you would like an application form, please telephone Jackie Keegan, P. A. to the Chief Executive on 01294 606005 or download one from our website: [www.cunninghame-housing.org](http://www.cunninghame-housing.org)



## CLARK GARDENS, LARGS

The Association marked the completion of the first social housing development in Largs for 10 years by holding an official closing ceremony on the site of this new build project on Friday 11 July 2008. The Provost, Robert Rae, officiated at the ceremony and keys were presented to Mr. & Mrs. Neill who will be moving into one of the new houses. The ceremony marked the end of a successful project with the houses being developed by Ashleigh (Scotland) Ltd. The project was completed some 6 weeks ahead of schedule.

## FIRST CONSULTATION EVENT AT VINEBURGH IS A BIG SUCCESS

On Friday 4th July, the Association held a Community Open day at Vineburgh Community Centre. 188 people attended the event which provided a range of activities including face painting, a bouncy castle, a fabpad taster session together with consultation and discussion on the new build house layouts, design, community art and regeneration proposals for the area. The views of the local community are vital to the success of any development proposals and we were delighted with the enthusiasm and opinions provided by those who attended. The first phase of the Vineburgh new build housing proposals will deliver a total of 84 houses for rent and shared equity and will commence on site mid-2009.



## ALLOCATION POLICY

We are working with our partners in the North Ayrshire Common Housing Register to develop a common allocation policy. This will cover all Cunninghame H.A. and North Ayrshire council allocations along with those of ANCHO and Irvine Housing Association. A draft policy has been put together and we now want to consult with all of our tenants and housing applicants on what is a key issue for the Association and its customers. Housing allocations can be a complex area but we want to make sure we take on board your views and can take into account local needs and priorities. All tenants and waiting list applicants will be contacted individually and we will be undertaking a number of consultation events. At this stage we want to hear from you if you are interested in finding out more about the policy review. Don't worry if you think you might not know enough about housing to take part. We are interested in the views of our tenants and will provide support and background information to help you get involved. Should you wish to take part or want further information please contact Katie Brown, Property Services Administration Assistant on 01294 607551 by email [kbrown@chaltd.org](mailto:kbrown@chaltd.org) or by completing the tear off slip opposite and returning it to us in the freepost envelope enclosed.

Name .....

Address .....

.....

.....

Telephone Number .....

Email .....

I would like to be part of a group and attend meetings with Association staff to discuss the review of the allocation policy

I would like to be consulted individually on the allocation policy review

**\*Please tick as appropriate.**

