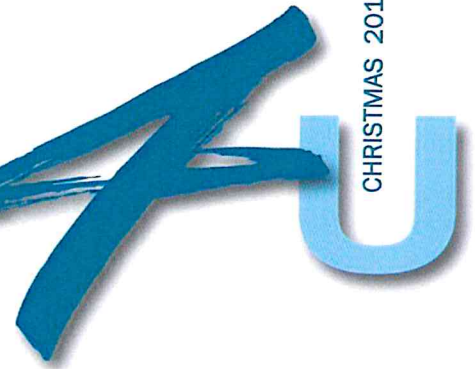




CUNNINGHAME
HOUSING ASSOCIATION

More than just a landlord

CUNNINGHAME



FACTORING NEWSLETTER



Welcome to the Christmas 2019 newsletter, which will give you details of news over the past few months, together with our emergency telephone numbers, holiday closure details and some helpful information to ensure that you are prepared for the cold weather, which will undoubtedly bring frost and / or snow.

The Board of Management of Cunninghame Housing Association Ltd would like to wish all our factored owners and their families a very Merry Christmas and a prosperous New Year.

Please see our Christmas card using the below link:

<http://52.209.155.48/OneandAll>

Christmas Holiday Closure

All CHA's offices will close on
Friday 20th December 2019 at 4.30pm
and reopen on Monday 6th January 2020 at 9am

Frost Precautions

The enclosed leaflet on frost precautions should be read and retained for reference in the event of severe cold weather during the coming winter months.



EMERGENCY COMMON REPAIRS

Common Areas and Water Ingress from CHA Empty Properties

Common Areas

Communal repairs include such things such as door entry system faults, front / rear close door problems, stair head window problems, handrails, stair lighting faults, the replacement of glass in communal areas and the replacement of roof tiles etc.

An example of an emergency common area repair would for example be roof tiles coming off roofs, broken common windows and stair lightings etc. In terms of water ingress this could be for example a burst mains water pipe.

It is important that when you make arrangements for access for a repair to be carried out, you ensure that someone is at home or that access can be gained through a neighbour or friend.

FOR EMERGENCY COMMON REPAIR ITEMS AND WATER INGRESS FROM CHA EMPTY PROPERTIES - EMERGENCIES ONLY:

General Trades TURNER Property Services
(Including Joinery, Electrical and
Plumbing Repairs)
0333 320 2322

Gas Central Heating: James Frew Ltd (Gas Sure)
01294 468113

Our response target times for such repairs can be categorised as follows:-

(Emergency Communal Repairs)

Response within 4 hours and completed within 24 hours.

Abuse of the Emergency Repairs Service

This service should only be used for genuine emergencies – should the service be used for a fault classified as a non-emergency repair, the **FULL** cost of the repairs may be recharged to you.

MAKING OUR COMMUNITIES
BETTER PLACES



GENERAL NEWS

CHA Celebrates 35 Years

CHA celebrated its 35th Birthday at its Staff and Board of Management Long Service Awards Ceremony held at the Waterside Hotel, Seamill on Friday 29th November 2019.

The celebration evening raised a total of £5,217 to be split equally between the North Ayrshire Foodbank and Salvation Army Toy Appeal to purchase Christmas presents for children.

At the evening event CHA premiered its 35 Year Journey video detailing its history, its people, its success and its strategy going forward.

Frank Sweeney Chief Executive of Cunninghame Housing Association Group of Companies commented "This was our third year holding our Staff and Board of Management Long Service Awards". These are great achievements to recognise and celebrate all our people and this linked to the monies to be donated to our two nominated charities helps to demonstrate that "We are more than just a landlord"



Cunninghame Housing Association Secure £30million Investment from Canada Life to Build New Houses

The Association secured a £30million Private Placement Investment from Canada Life to part fund its ongoing ambitious, approved new build housing development programme.

The £30million funding together with ongoing Scottish Government investment will allow the Association to build 550 new homes throughout North and East Ayrshire and Dumfries and Galloway.

The first new build sites to be developed with the new investment will be the Associations site A, Phase 4 of Sharphill, Saltcoats (76 houses, £11.88m total costs) which is pictured underneath. Balnagowan at Skelmorlie (27 houses £4.62m total costs) and Ardoch Court in Stevenston (28 houses £3.87m total costs) will also be funded by means of the placement.

The Association is now looking at a site start in January 2020 for Sharphill Phase 4, Saltcoats.

All of the projects will create considerable community benefits including employment and apprenticeship opportunities.

Why not Join Cunninghame Housing Association's Board of Management

Are you interested in helping to make a difference to the people and communities we serve in North Ayrshire, East Ayrshire and Dumfries & Galloway?

Would you like to use your skills and get the opportunity to develop new ones to broaden your experience as a Voluntary Board of Management Member of Cunninghame Housing Association? We want to encourage share members to join our Board of Management. If you feel you have the experience/skills and would like to be considered for member of the Board of Management please in the first instance contact Elaine Nimmo, Senior Administration Assistant on 01294 606043 or email enimmo@chaltld.org. All new Board Members will receive personal support and training to help them thrive in this rewarding role.

3 Year Sponsorship for Aria Pascual Karate Athlete

On 5th August 2019 Janet Strang Chairperson of Cunninghame Housing Association presented a cheque for £1,000 to Aria Pascual Karate Athlete to assist with her funding for competing in the following competitions:

- JKS World Champions, Ireland on 24 & 25th August 2019
- British International Championships, Ravenscraig in September 2019
- Internal Championships, Poland in October 2019
- World Championships, Chile in October 2019.



Pictured left to right: Janet Strang, CHA Chairperson, Frank Sweeney, Group CEO and Aria Pascal

In November 2019 Aria won a gold medal and now holds the new title of Scottish University Female Karate Champion. She has also been selected to represent Scotland in the European Karate Federation U21 European Championships in February 2020 which are held in Budapest.

Janet Strang said “The Association is delighted to be able whenever possible to support young people in achieving their ambitions”

Frank Sweeney, Group Chief Executive commented “Over the past 10/15 years we have supported numerous young people to help them to be successful in their chosen sport”.

The funding for the initiative came from the Associations “Making Our Communities Better Place Fund” which operates from 1st April 2019 to 31st March 2020.

3 Year Sponsorship for Jonathan Ralston Archery

On 2nd July 2019 Janet Strang the Chairperson of Cunninghame Housing Association presented a cheque for £500 to Jonathan Ralston to assist with his competition costs for this season.

Janet Strang Chairperson commented “We are delighted to be able to support Jonathan Ralston who is at 12 years of age competing in archery events where some competitors are nearly 2/3 years older than him”

Jonathan can shoot 144 arrows across distances 50m/40m/30m/20m (3 dozen arrows at each time).

Jonathan has been chosen to represent Scotland as part of the Junior Home Nations Event in December 2019. Only 2 male recurve archers are chosen for the team which is U18s. Jonathan was also the top scoring junior recurve archer overall in the Scottish Outdoor rankings for this year.



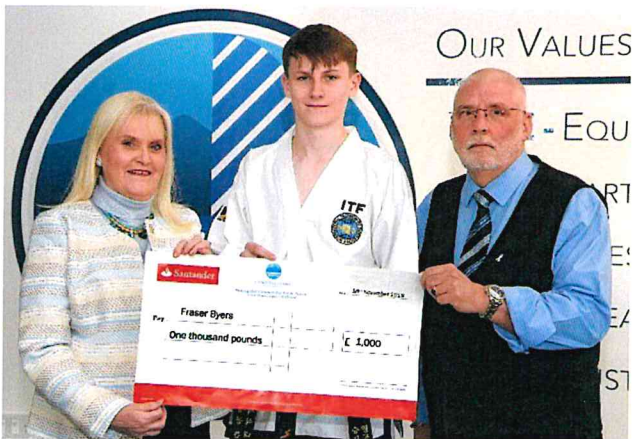
Pictured left to right: Janet Strang, CHA Chairperson, Jonathan Ralston, Frank Sweeney, Group CEO

GENERAL NEWS

Making Our Communities Better Places Fund

On 18th November 2019 Janet Strang the Chairperson of Cunninghame Housing Association presented a cheque for £1,000 to Fraser Byers to help with furthering his taekwondo national squad training, safety equipment and travelling to tournaments.

Janet Strang Chairperson commented “We are delighted to be able to support young people in achieving their sporting and development ambitions”.



Pictured left to right: Janet Strang, CHA Chairperson, Fraser Byers, Frank Sweeney, Group CEO

New Build Development Dalshalloch Road, Auchinleck

The Association's Development Services department is responsible for the planning, design and delivery of new homes.



Pictured left to right: Elena Whitham, Depute Leader of the Council & Cabinet Member EAC, Gary Climson, Managing Director McTaggart Construction, Frank Sweeney, CHA Group Chief Executive Officer, Janet Strang, Chairperson of CHA.

Our development programme over the next 5 years will deliver around 1000 new units and will provide much needed affordable rented accommodation in North and East Ayrshire, as well as delivering new properties across the Dumfries and Galloway region.

We have recently completed 23 New House Builds at Auchinleck in February 2019.

Elena Whitham, Depute Leader of the Council and Cabinet member with responsibility for Housing and Communities at East Ayrshire Council, carried out the formal opening ceremony at Cunninghame Housing Association's new build project at Dalshalloch Court Auchinleck.

Ardoch Court, Stevenston

Councillor Jimmy Miller carried out the official ceremony to mark the start of Cunninghame Housing Association's new build project at Ardoch Court.



The site will deliver a total of 28 new houses and flatted accommodation for affordable rent. It comprises of a mixture of two and three-bedroom, general needs houses and four amenity cottage flats with the ground floor properties designed specifically for those with wheelchair needs.

The site was previously owned by local builder D McLaughlin & Sons who approached the Association to establish its interest in undertaking a project to provide new build housing on the site.

Contract Value

The overall development costs are £3.86m. The Scottish Government has provided a total of

£2.2m in Housing Association Grant funding towards this project. The Association has borrowed £1.6m of private finance.



Frank Sweeney and Councillor Miller

Community Benefits

Cunninghame Housing Association always ensures that it delivers via its contractor a wide range of community benefits.

Ardoch Court will deliver the following:

- Ongoing full time employment of around 20 Ayrshire based site operatives over 56 weeks.
- Additional full time employment of two North Ayrshire based site operatives for a year minimum.
- Ongoing support of three North Ayrshire CITB apprentices and two management trainees; two of which will be directly involved in this project.
- Additional full time North Ayrshire CITB apprenticeship placement and training.
- Through local subcontractors ongoing support and training to four local apprentices.
- Work placement of five days for one or two pupils from a North Ayrshire school.
- Potential support for a local school project, to be agreed with the contractor

There is also ongoing sponsorship by D McLaughlin & Sons of Ardrossan Accies, Ardrossan Winton

Rovers, Irvine Victoria and local hospice group fundraising.

Frank Sweeney, Group CEO of Cunninghame Housing Association, said “We are delighted that Councillor Jimmy Miller could carry out the official commencement ceremony. We have a good local contractor that will in conjunction with our design team, CHA Development and clerk of works staff work to deliver quality affordable houses for allocation on the North Ayrshire Common Housing Register.”

Councillor Miller said: “It gives me great pleasure to carry out the official commencement of the Ardoch Court new build development. The houses will be of a very high quality and again demonstrates that Cunninghame Housing Association always delivers a quality product.

D McLaughlin & Sons added: “We are delighted to be working with Cunninghame Housing Association to provide 28 high quality social house units on this

design and construct project in Stevenston. We are fortunate to have an excellent workforce, skilled and experienced in successfully delivering projects of this nature. Also as a local based SME contractor with local direct workforce and supply chain, it provides tangible benefits to the local economy with further additional employment and training opportunities.”

Cunninghame Housing Association Wins National Housing Development Award

Cunninghame Housing Association’s new build housing development at Weirston Road, Kilwinning was recognised as the Large Affordable Housing Development of the Year (social rent) at the recent Scottish Home Awards.

The new development provided the following high-quality accommodation to help regenerate the local area.

A total of 64 new build homes for rent. There is a mixture of 2 and 3 bedroom general needs houses, amenity cottage flats for older and less mobile people as well as two houses designed specifically for those with wheelchair needs.

GENERAL NEWS



Weirston Road, Kilwinning

This award again demonstrates what good partnership working with North Ayrshire Council and the Scottish Housing Regulator in terms of delivering on the Council's Strategic Housing Investment Programme (SHIP)."



Weirston Road, Kilwinning

Cunninghame Housing Association "Up and Running" with its first New Homes in Gretna

Cunninghame Housing Association acquired the former Halcrow greyhound stadium site in Gretna on the 29th March 2017. The development of the site is being delivered in partnership with Dumfries and Galloway Council and the Scottish Government as part of Dumfries and Galloway Council's Strategic Housing Investment Plan (SHIP). Purchase of the site has afforded the Association a rare opportunity, in line with the Council's strategy, to provide much needed affordable housing in Gretna.

The site is fulfilling both national and local objectives by meeting unfulfilled demand as evidenced by the Homes 4D&G Common Housing Register. The level of interest in the new houses is most encouraging with overwhelming interest being shown by the local community. The site is well appointed and close to amenities and only a short 5-minute walk into Gretna town centre.

On Tuesday the 13th August 2019 Kevin Stewart, MSP (Minister for Local Government and Housing) visited Gretna to mark the completion of Phase 1 of Cunninghame Housing Association's first new build project at the former Halcrow Stadium.



As part of the visit the Minister was introduced to one of CHA's first tenants Mrs Susan Fox who has moved into one of the new houses. After a tour of Mr & Mrs Fox's house he then went on a tour of the site followed by a CHA drone which filmed the ceremony which can be viewed by visiting our website.

Commenting on the Halcrow new build project the Housing Minister Kevin Stewart said "It's great to see phase one of this project at Halcrow Stadium, Gretna completed. Cunninghame Housing Association now have a positive presence in Dumfries and Galloway with an ambitious development programme over the next four years. These 47 new homes will provide much needed quality, affordable housing in the area as well as a boost to the local economy. The new Cunninghame Housing Association homes at Halcrow are being delivered in two phases.

The overall site at Halcrow (the former Greyhound Track) will accommodate 90 units with Phase 1 providing 47 new homes and Phase 2 delivering

GENERAL NEWS

43 new homes. The total development costs for Phase 1 are **£7.1m** with Scottish Government HAG accounting for **£4.2m** and the Association contributing **£2.9m** in private finance.



Phase 2 of the work commenced on site on 28 January 2019 with completion of these 43 new houses expected by March 2020. The total development costs for Phase 2 are **£5.8m** with Scottish Government HAG accounting for **£3.4m** and the Association contributing **£2.4m** in private finance.

In January 2019, the Association acquired a third phase (at the back of the site) which was included in the Strategic Housing Investment Plan (SHIP) and will provide a further 36 new houses. Work is expected to start at Phase 3 when phase 2 is complete (around March 2020). Overall there will be a total of 126 new affordable homes at Halcrow across the three phases.

Get Social with us!

To stay updated on all that's going on at CHA, please like & follow our Facebook page and check out our website. It's updated regularly with news, events and our new build developments in North & East Ayrshire and Dumfries & Galloway.

Balnagowan, Skelmorlie

The Association acquired this site in March 2018 and will deliver 27 houses. Two of the properties have been designed to meet the needs of wheelchair users. Works commenced on site in January 2019.



Balnagowan, Skelmorlie

We start releasing properties from the end of November, and completion is scheduled for March 2020.



Balnagowan, Skelmorlie

To view a short video from photographs taken visit our Facebook page and keep an eye on the website www.cunninghame-housing.org for drone footage to follow soon.



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www.cunninghame-housing.org
Tel: 01294 468 360 e-mail: enquiries@chaltd.org

f **MAKING OUR COMMUNITIES**
BETTER PLACES



10th Annual CHA Tenants Event

The Association's 10th Tenants Event was held on 10th July in the Seamill Hydro and was the most successful to date attracting our highest number of tenants. The facilities and catering in the Seamill Hydro were fully appreciated by our tenant delegates and guests.



As in previous years the Conference was organised, planned and supported on the day by our tenants' events and communication group. Without their assistance the Conference would not be as successful as it is. The group came up with lots of ideas for speakers and entertainment to help give a full and varied agenda.

Our resident MC, Steven Good, Executive Director of Housing & Property Services was again in fine form. Steven is crucial to the running of the day, sticking to the agenda timings while creating a relaxed informal atmosphere which our delegates enjoy with his unique sense of humour.

In the morning there were five presentations covering a wide range of topics.

- Frank Sweeney, the Associations, Chief Executive opened up with the first presentation on a detailed overview of the Associations new and future development plans.
- Eddy Graham, the Director of IBP Strategy and Research gave a fun presentation in the form of 'Play Your Cards Right' to show the findings from our 2018 Tenant Satisfaction Survey. This year delegates were again given a choice of presentation in our 'Workshop Session'.

- Paul Clark, the operations manager from Citrus Energy talked about Fuel Poverty and the practical assistance available to help alleviate this important issue.
- Tracey Tait from CHAP gave important information and advice on tenant legal matters.
- Fiona Wilson, North Ayrshire Councils waste awareness officer ended the morning with some clarity on what can be recycled, correct use of refuse bins and the impact of waste on the environment.

After a lovely buffet lunch, two final presentations were delivered.

- Scrutiny Group members Willie Clark supported by Sharon Donohoe, Development Director from the Tenants Information Service gave an update on the recent work of the group. This included their completed Gas Safety Exercise and recommendations.
- PC Colin Johnson of Police Scotland's Preventions and Interventions team gave an informative talk on door step crime prevention and tips on how to make people less vulnerable to crime.

Our information village continues to be extremely well supported by our partner organisations. Partners such as Citrus Energy, Action on hearing loss, NAC, Age Scotland, KA Leisure, Police Scotland and Strathclyde Fire and Rescue helped to make up our 19 stands in the information village. This is one of the largest of its kind in Scotland. A new addition to the conference this year was two fun competitions, 'Tin Can Alley' and 'quoits'.



GENERAL NEWS

This year's entertainment package consisted of a high energy dancing display from the popular local dance school, Dance Mafia from Saltcoats. But the highlight was our singer Craig Forsyth from 'The Voice 2019'.



Over 120 delegates attended the conference. This included 75 Cunninghame tenants, invited guests including the East Ayrshire Deputy Provost Claire Leitch, speakers and tenant guests from East and North Ayrshire Councils. The feedback received from our tenants was extremely positive 100% rating their experience of the event as good or very good.



Tenants and Residents Groups

All of our six tenants and residents groups are continuing to work hard, giving up their own time to help support their local communities. They are always looking for additional committee members or tenants volunteers who can assist with one off activities. Our current 6 tenant groups operate in Ardrossan, Dalry, Vineburgh – Irvine, Kilbirnie, Longpark, Kilmarnock and Stevenston/Saltcoats. We are always looking to support new groups or individuals to become involved in a way they are happy with.

The Association is delighted to advise that a new tenants and residents group has just been established in Largs. Following two very successful public meetings and two additional group meetings, a 'panel' chair was elected on the 11th December. In the New Year the group will agree their constitution, name and design their own unique logo.

If you are interested and wish to find out more about how you can get involved please contact Ian Macpherson on 01294 606012 or imacpherson@chaltd.org.

The groups recently held their public meetings where tenants and residents can come along and find out more about the work they do and give their views on any issues they have. At these meeting guest speakers have included local councillors, community police officers and environment health officers.

East Ayrshire Council/East Ayrshire Tenants Federation Conferences

The Longpark group enjoyed success for the second year at the joint East Ayrshire Council/East Ayrshire Tenants Federation conference in November. They again won the most inspiring group of the year. The group were surprised and delighted to retain this award which recognises the work they do and helps to promote the positives of living in the Longpark area.

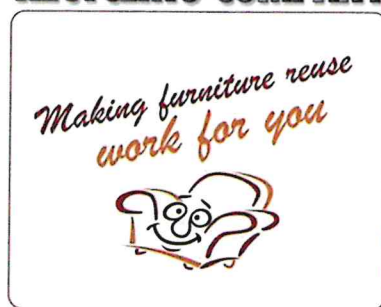


Their Chair, Stella Murphy also enjoyed success as runner up in the Tenant Participation Champion category.



GENERAL NEWS

CUNNINGHAME FURNITURE RECYCLING COMPANY



Looking to Furnish Your Home on a budget?
Free uplift of unwanted re-useable furniture.

Visit Ayrshire's Premier Furniture Re- Use Store (next to Tesco Irvine)
A local charity covering all of Ayrshire and saving furniture from landfill

Freephone: 0800 221 8083

Website: www.cfrc.ltd.org

CFRC is a Scottish Registered Charity Number SC041863



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CUNNINGHAME HOUSING ASSOCIATION LTD

INFORMATION LEAFLET

FROST PRECAUTIONS - HOW TO AVOID BURST PIPES

IMPORTANT: PLEASE READ THIS LEAFLET AND RETAIN FOR FUTURE REFERENCE

INTRODUCTION

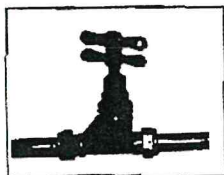
Every year some tenants are caught out by low temperatures and suffer the damage, distress and inconvenience of burst pipes. Even where damage is minimal, residents are faced with disruption whilst repairs were completed.

This leaflet contains important information on:

- how to help protect your home against the effect of frozen pipes;
- what to do in the event of being affected by frozen pipes; or should the worst occur
- what to do if you suffer from burst pipes.

KNOW YOUR SYSTEM

Ensure you know where your stop valve is. This is normally located adjacent to where the supply enters your property. It will look similar to one of the valves shown below:



The majority of Association properties are flatted, these units having emergency isolation valves located in the common close. These valves enable the water supply to be turned off to a flat in the event of access not being available.

Please note a special key is required to operate some valves and the Association emergency plumber should be contacted. Please see the list of emergency call out telephone numbers provided.

KEEP YOUR HOUSE WARM

In order to prevent burst pipes try to keep your property reasonably warm day and night.

Remember: Although Association properties are well insulated, pipes will still freeze if subjected to a prolonged spell of low or sub-zero temperatures. Regular heating of your home is the most effective protection against cold weather.

IF YOUR PROPERTY IS UNOCCUPIED

If you intend to go away overnight or even longer, it is beneficial to leave your heating on in order to maintain a reasonable temperature. If you have a pre-payment gas or electric meter ensure there is sufficient credit to permit heating to operate whilst you are away.

If you are going away for a few days it is a good idea to leave keys with a relative or a trusted friend/neighbour and inform the Police or the Association.

Advise your neighbours you are going away and inform them of where to contact you or the person who has access to your home in the event of an emergency. Ask someone to visit every day you are away to allow burst pipes to be identified as soon as possible and minimise the extent of any damage.

Alternatively, drain down the system:

- Turn off the supply at the stop valve.
- Open all taps and leave open. Ensure plugs are removed from sinks and wash hand basins.
- Flush the toilet to empty the cistern.

FROZEN PIPES

- Turn off the supply at the stop valve.
- Switch off gas and electric water heaters.
- Open all taps to sink and bath.
- Before attempting to thaw the system, remove or protect anything that may be damaged by a burst.
- Gently heat the frozen section of pipe using an electric fan heater, hair drier, hot water bottle or heated cloths wrapped round the pipe. Begin thawing the pipe from the tap side and work towards the frozen section of pipe.
- **NEVER** use a blow lamp or a naked flame.
- **DO NOT** light the central heating boiler or switch on an immersion heater to thaw a hot water pipe or part of a heating system.
- **ALWAYS** take care to prevent a fire risk or risk of an electric shock.

WHAT TO DO IF YOUR PIPES BURST

- Turn off the water at the stop valve.
- Switch off the electricity supply at the mains if water is likely to come into contact with electrical wiring or fittings. If the electricity supply has been affected, do not operate any items. Contact the Association or, if outwith office hours, contact the emergency electrician at the number provided.
- Open all taps to drain the system.
- Switch off central heating systems or water heaters.
- Contact the Association or, if outwith office hours, contact the emergency plumber at the number provided.
- Warn neighbours who could be affected.
- If water is coming through the ceiling, collect it in buckets. If the ceiling starts to bulge, pierce the plaster with a broom handle to allow the water through.

DRYING OUT

If the worst has happened there are a number of measures that should be taken to assist in drying out home. It is essential that thorough drying out takes place prior to redecorating, otherwise new finishes will be damaged.

- Leave windows, doors and internal doors including any cupboard doors open to ventilate the affected area. However, remember to ensure your home is secure.
- Keep affected rooms heated, but do not overheat, as this could result in further damage.
- Store damaged contents in a dry place - your insurer may wish to inspect them in order to validate a claim.

INSURANCE - CAN YOU AFFORD NOT TO?

Burst pipes can cause considerable damage to your home. The Association Buildings Insurance Policy provides cover for damage to the structure and fittings owned by the Association.

The Association cannot compensate you for loss or damage to your furniture, possessions or decoration. Therefore you are strongly advised to take out home contents insurance. This will protect your home against loss or damage caused by frost and other hazards.

Cunninghame Housing Association tenants can participate in the Scottish Federation of Housing Associations (SFHA) policy.

The policy provides cover for loss in the event your belongings being:

- Stolen.
- Damaged due to a fire.
- Damage by flooding.

Premiums are very competitive and may be as little as 90p per week dependent on:

- Where you live.
- The value of you belongings.
- Your age.

Further details are available from the office.