



CUNNINGHAME
HOUSING ASSOCIATION

More than just a landlord

CUNNINGHAME

CHRISTMAS 2020

FACTORING NEWSLETTER



Welcome to the Christmas 2020 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 Cunningham 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:

<https://www.cunninghame-housing.org/merry-christmas>

Christmas Holiday Closure

Due to COVID19 all CHA's offices are currently closed and staff will finish on
Thursday 24th December 2020 at 5.00pm
and return on Monday 6th January 2021 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.

2020 Tenant Satisfaction Survey

An independent strategy and research company, IBP, has conducted the Association's extensive tenants' satisfaction survey every two years for a number of years. These surveys are essential in collating our tenants' views which are then used to continually improve and develop our services and to provide feedback to the Scottish housing Regulator on how we are doing.

The last full survey was completed in 2018. Due to the Covid 19 restrictions the 2020 survey could not take place. In conjunction with IBP, the Association have arranged for a survey to take place during January and February 2021.

This time, tenants will be interviewed by experienced researchers over the telephone. This is to ensure your safety and to avoid any unnecessary face-to-face contact between IBP's researchers and our tenants. The researchers will fully identify themselves prior to the interview taking place. We would encourage all tenants who are contacted to take part in the survey and give their honest views.

The interview will last about 20 minutes. The Association very much appreciates all of our tenants who will give their time for this. Your answers shape our future housing services.

As always, participation in the survey is voluntary and there is no requirement for anyone to take part.

This year, the same as in 2018, our tenants' Cunninghame Scrutiny Group will be working closely with IBP to devise the question set and test it prior to the full survey taking place.

On completion of the survey and when the results are reported, our Scrutiny Group will analyse the trends and outcomes of our tenants' views. This will guide them into forming a two year action plan working with our Board and senior staff to improve areas of low satisfaction while maintaining those which are performing well.

Thank you in advance for your feedback and participation.

Tenants and Residents Groups

Most of our 7 tenants and residents groups and group members have been continuing to meet virtually during the Covid 19 restrictions using Zoom conferencing.

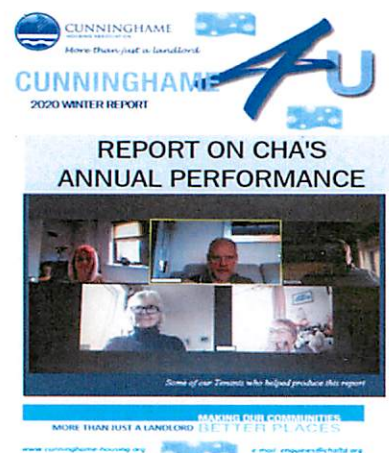
This has proved to be invaluable in enabling our group members to keep in touch with each other and stay in direct contact with the Association. Most of our group members have never used Zoom before. Everyone who wanted to meet this way were given all the support they needed. Some of our group members were delighted to learn this new skill. Once they realised how useful this could be, they have also been using Zoom to keep in contact with local people to help reduce loneliness and isolation.

Our Tenants Report on CHA's Annual Performance

The Association is required to report its performance to its tenants and other service users by 31st October each year. Due to Covid-19 restrictions this was extended to December by the Scottish Housing Regulator.

Again this year the report reviewed and agreed by a small group of volunteer tenants. This meeting was held virtually and worked very well. The group ensured the information contained in this report remains meaningful and easily understood by you, our customers. They have incorporated some new suggestions and ideas to continually improve how the information is presented to you. The Association appreciates the time and effort our tenants gave in producing this year's report.

Our group of tenant volunteers hope that you will find the report both interesting and useful.



Cunninghame Scrutiny Group (CSG)



Our Scrutiny Group which consists of 12 volunteer tenants and residents from across North and East Ayrshire, is responsible for independently reviewing how the Association delivers its housing services. They recommend and implement agreed improvements to the Associations Policies and procedures. It works to ensure that tenants and service user's interests are at the heart of how housing is delivered across all of our geographical areas.

During the Covid 19 restrictions the group have been continuing to meet virtually using Zoom video conferencing. They have just completed a review of the Associations Anti-social behaviour Policy and the relevant tenant's information leaflet. The recommendations they have suggested will soon be presented to the Associations senior staff for consideration and implementation.

Winners

Our scrutiny group were delighted to have been selected as finalists at this year's Tenants Information Service (TIS) National Housing Awards on the 19th November 2020.

7 of the group attended the virtual ceremony and were ecstatic when they were announced as winners of the Most Inspiring Scrutiny Group of the year. This is a fantastic achievement considering this was one of the most competitive categories.



The Association were also delighted to have presented and sponsored the Excellence in Digital Innovation Award.

The awards recognise and celebrate housing organisations, staff, volunteers, residents and community groups who are truly making a difference within the Scottish housing sector. Eight categories honour excellence in everything from, partnership working and scrutiny practice, to digital innovation, and community regeneration.

TIS Chief Executive, Ilene Campbell said "Each year applications get better and better and this year was no different. The exceptional quality of entries really shone through and this strength highlights the fantastic developments that organisations are taking to lead the way"

Frank Sweeney, CHA's Group Chief Executive also commented "Many congratulations to the Cunninghame Scrutiny Group on winning the award for Most Inspiring Scrutiny Group at the virtual TIS awards. Winning an award of this standing within the sector is an absolutely brilliant achievement and reflects the hard work and effort put in by each member of the Group. The Scrutiny Group has helped to improve service delivery within CHA and I have no doubt will continue to do this into the future. Many congratulations, very much deserved."

If you are interested in becoming involved in a new local tenants group, receive our Tenant Participation Strategy, join our Interested Tenants Register or obtain more information on any aspect of sharing your views and participating individually, please contact:

Ian Macpherson
Community Participation & Engagement Officer
Cunninghame Housing Association Ltd
Marina Quay, Dock Road, Ardrossan, KA22 8DA

Tel: 01294 606012
Email: imacpherson@chaltld.org

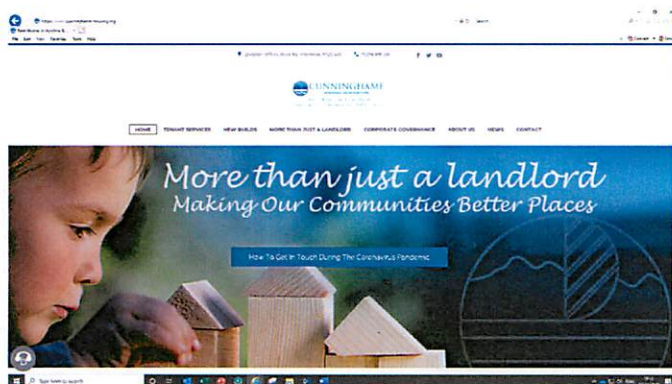
New Cunninghame Housing Association Website

The Association was pleased to launch its new website on Friday 2nd October 2020. The website enables tenants to navigate around the site easier and provide information 24hours a day. Tenants can now make a rent payment online and access contact details for repairs they require to be done. Coming soon, tenants will also be able to review their rental account and updates on any outstanding repairs by logging into their tenant account online.

The website will also keep everyone up to date with current and future developments in North & East Ayrshire and Dumfries & Galloway.

Here is the link for the new website below:

<https://www.cunninghame-housing.org/>



Making Our Communities Better Places Fund

The CHA Making Our Communities Better Places Fund was first set up 25 years ago and to date has administered approximately £150,000 to local charity, groups and individuals.

Each financial year £20,000 of sponsorship is made available to North & East Ayrshire and £10,000 to Dumfries & Galloway. Unfortunately, this year due to COVID-19 and lockdown the Board of Management made the difficult decision to freeze all applications.

North Ayrshire Foodbank contacted the Association with a request for financial assistance to contribute towards a Christmas campaign, providing hampers and festive boxes to support the community in the difficult times that have been created due to the COVID-19 pandemic.

The Board of Management decided that in light of the difficult times it would be happy to make the donation to spread some Christmas cheer and help the local community and donated £5,000 to North Ayrshire Foodbank.



Long Service Awards 2020

The Association was due to hold its fourth Long Service Awards ceremony on Thursday 10th December at the Waterside Hotel, Seamill to recognise the Board of Management and Staff members who had achieved continuous service. Unfortunately, this had to be cancelled due to COVID-19.

The Board of Management and Staff members achievements of 10, 15, 20, 25 and 30-years continuous service with the Association was still marked by issuing Awards to all staff concerned. Fourteen members of staff qualified for the long service awards in total. Below are some examples of the Awards being received by staff members



Foodbank Donation

In May 2020 Cunningshame Housing Association donated £10,000 to North Ayrshire Foodbank following a request for financial support.



Agreement was made by the Board of Management to donate £5,000 to assist with administration costs and an additional £5,000 to go towards the purchase of food supplies.

Frank Sweeney, Group Chief Executive commented "The Board of Management agreed to donate a further £5,000 towards the ongoing administration and running costs of the North Ayrshire Foodbank each financial year from 2021 onwards. On behalf of the Association, may I take this opportunity of wishing the Foodbank every success with their fund-raising efforts and future of the group."

Ardoch Court, Stevenston

Councillor Jimmy Miller carried out the official closing ceremony on Friday 27th November 2020 to mark the end of Cunningshame Housing Association's new build project at Ardoch Court, located in the Ardeer Peninsula area of Stevenston. Limited numbers were in attendance to mark the occasion due to Scottish Government restrictions.

The site has delivered a total of 24 houses and 4 cottage flats on a Design and Build basis with 2 of the flats being specifically designed for wheelchair users.



Pictured left to right: Councillor Jimmy Miller, Frank Sweeney, CEO of CHA

The last remaining block was handed back to the Association in July 2020 which was over schedule due to construction sites being closed during the Covid-19 pandemic and lockdown (original completion was planned for March 2020.)



Pictured left to right: Paul McLaughlin, D McLaughlin & Sons, Willie Gibson, Board Member CHA, John Kelly, Chair CHA, Councillor Jimmy Miller, Frank Sweeney, CEO of CHA, Councillor John Sweeney

The Design Team involved with this new build project were:

- McMillan & Cronin Architects
- TCS Construction Consultants
- ATK Partnership

The total works costs of £3.86m was funded by £2.2m in Housing Association funding towards this project. The Association borrowed £1.6m of private finance.



Ardoch Court,
Stevenston

View drone footage and internal 360° walk through videos on our website: www.cunninghame-housing.org.

Corrie Crescent, Saltcoats

The Association was due to acquire this site from the developer in April 2020. However, due to the Covid-19 pandemic and lockdown this was delayed until June 2020.



Corrie Crescent, Saltcoats

Clyde Coast Contracts began work on site at the end of June 2020. This site will deliver a total of 11 houses and 2 amenity flats on a Design and Build basis.

Janet Strang Court

The Association are pleased to announce that the Corrie Crescent development in Saltcoats has been named Janet Strang Court, after the former Chairperson and now Company Secretary of CHA.

Janet is a prominent local figure, who previously worked as a Community Councillor and joined the Association in 1994. She has served as a voluntary Board Member on Cunninghame Housing Association's Board for 25 years.

Over the last 5 years as the Association's Chairperson she has contributed thousands of hours of voluntary time to Cunninghame Housing Association and the community at large.

Congratulations to Janet in receiving this recognition richly deserved.

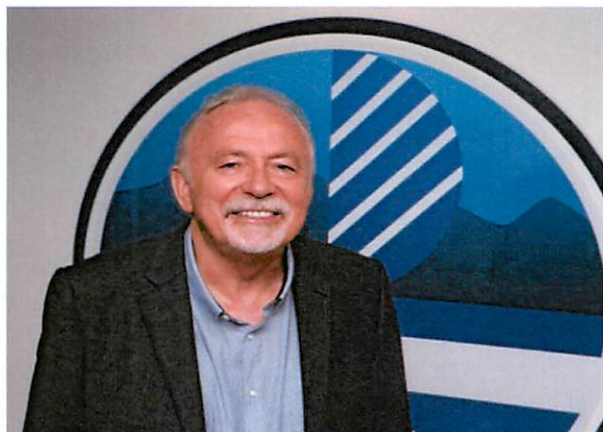


Janet Strang, CHA Company Secretary

Janet was also presented with an EVH 25 years Continuous Service Award at this year's Annual General Meeting. The Group Chief Executive Officer thanked her on behalf of CHA and the rest of the Board for her time and dedication.

William Gibson Wynd

The Association are delighted that one of the streets at the new Persimmon site, Sharphill, Phase 4 in Saltcoats has been named William Gibson Wynd, current Board member and Chair of the Development Sub committee at CHA. Willie is a former Depute Head Teacher and former Leader of North Ayrshire Council and has now retired from his role as a local councillor



Cunninghame Housing Association have been announced winners at the UK Housing Heroes Awards 2020

The Association's HR Team were shortlisted for the Central Service Team of the Year award.



Due to the Covid-19 pandemic, no live Housing Heroes awards ceremony took place. The Awards Ceremony was held virtually on Thursday 10th September 2020 and CHA are delighted to announce that their HR Team won the Central Services Team Award.

Frank Sweeney, Group Chief Executive Officer of Cunninghame Housing Association said: "We are proud that the continued commitment and hard work of the Association's HR Team to deliver key services to all organisations within the Group and that this has been recognised in this year's Housing Heroes Awards. It's a great achievement for CHA and our HR Team."

The Investor in People Awards 2020 – Employer of the Year: Platinum

The Cunninghame Group of Companies are proud to have been identified as one of the Top 20 UK Platinum organisations this year for IIP and were also shortlisted as a finalist for the Investors in People Awards 2020 for the Employer of the Year: Platinum (50-249 employees' category.)



A virtual ceremony took place on Tuesday 24th November 2020 but unfortunately, the Association did not win the award in this instance.

To be recognised as one of the Top 20 UK Platinum organisations and shortlisted for Employer of the

Year: Platinum, recognises that the CHA Group of companies put their people first and demonstrates the hard-working staff that are employed with the Association.

Annual Scottish Home Awards 2020

Cunninghame Housing Association were delighted to have been



shortlisted for various awards this year at the Scottish Home Awards:

- Housing Association of the Year
- Affordable Housing Development of the Year (Large, social rent) at the Halcrow Stadium Development in Gretna
- Affordable Housing Development of the Year (Mid-sized, social rent) Longpark, Phase 7 Development in Kilmarnock
- Housing Regeneration Project of the Year, Longpark, Phase 7 Development in Kilmarnock.
- Housing Regeneration Project of the Year, High Street, Annan Development.

The awards ceremony was due to take place in Glasgow however was cancelled due to Scottish Government restrictions. The ceremony was held virtually on Thursday 29th October 2020 and was presented by Des Clarke. CHA are delighted to announce that we won the category for **Affordable Housing Development of the Year (Mid-sized, social rent)** for the Longpark Phase 7 new build project. Frank Sweeney, Group CEO commented "this is a fantastic result and is reflective of the quality accommodation provided by the Association via our Development Services Department, sub-committee and design teams."

Dumfries & Galloway Business Awards 2020

The Association was shortlisted for the Outstanding Social Enterprise Award at the 2020 DG Business Awards.

The Awards Ceremony was due to take place on Friday 20th March 2020 at the Easterbrook Hall in Dumfries. Due to the Covid-19 pandemic this was postponed to a virtual ceremony which took place on Friday 6th November 2020.

CHA was the main sponsor this year for the Dumfries & Galloway Business Awards.

Unfortunately, in this instance the Association did not win the award.



Cunninghame Housing Association was shortlisted for Landlord of the Year at the UK Housing Awards

Cunninghame Housing Association was shortlisted for the **Landlord of the Year** at the UK Housing Awards. The ceremony was held online on Thursday 3rd December.

Unfortunately, CHA did not win at the Awards ceremony.

However, when you look at the calibre and size of the competition, it was a tremendous achievement to make the final. CHA won the award in 2014 and finalists in 2020, therefore are still in the top tier of Social Landlords in the UK.



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.



Information & Advice

Tenant Information and Advice

Ensure your rent is paid

Please continue to make payments to your rent account during the festive period. If you experience any difficulties in making your rent payments please contact your Area Team on the telephone numbers provided. If you are facing financial problems you can contact our Financial Inclusion Officers who will provide advice and support to help maximise your income.

If you fail to pay your rent and don't make contact with the Association your home may be at risk.

Ensure Cunninghame Housing Association have your correct contact details

The Association has been contacting our tenants during the COVID 19 restrictions to provide advice and assistance. We were unable to contact many of our tenants as it became apparent a significant proportion of our tenants have not provided up to date contact details. You may have received a letter asking you to contact us to provide your current contact details.

If you have changed any of your contact details, either telephone or email address, please contact your Area Team. Thanks to those who have already done so.

Dispose of refuse correctly over the festive period.

Please do not put rubbish out in the communal areas or in your garden if you have not arranged for this to be uplifted by your Local Authority, Cleansing Department. This creates an unpleasant environment for all residents.

Please check for any changes in your bin collection days and make sure your bin is put out and returned when emptied. Remember to recycle and put the right stuff in the right bin.

Ensure garden items are secured properly.

Please ensure any of your garden items including trampolines are properly secured in case of adverse weather. This helps prevent damage to your own or neighbours property.

Be considerate to your neighbours

The Association would ask that you to ensure you are considerate to your neighbours by ensuring your household members and visitors do not cause

a nuisance. Noise levels should be kept to a minimum.

Please also ensure that you adhere to the Government guidelines in relation to the COVID 19 restrictions in your area. Should you be disturbed by excessive noise or nuisance from your neighbours please report this to the Police and then report this to the Association. If there is a breach of COVID restrictions this is also a Police matter.

Emergency Repairs

Please be aware that the contractor can call at any time within the target timescales. When you phone the contractor will advise you if the work is classified as an emergency or urgent. If you phone and report an emergency then you or a responsible adult must be in the house for the next 4 hours. You will be asked to provide contact details that will allow the tradesman to contact you directly in the event that you are out when they call.

If you wish to report an emergency repair out with office hours please call Turner Property Services Ltd on 0333 320 2322.

If you have a gas or heating emergency out with office hours please call James Frew Gas Sure on 01294 468113.

to these decorations as long as they are attached to the house securely, without damaging the fabric and that any electrical connections are safe. We would also ask that any of the decorations that you put up are removed from the outside of your home within a reasonable timescale, and certainly by the end of January

Information & Advice

Tenant Services – Financial Inclusion

We appreciate that some of our tenants may still need access to advice and information while our offices are closed over Christmas and New Year. In particular during the current Covid 19 restrictions, you may find these links to additional information useful.

Have you been told you have to self-isolate via Test and Protect? <https://www.mygov.scot/scottish-welfare-fund/self-isolation-support-grants/>

Are you self-employed or a business owner and affected by the latest Covid restrictions? <https://www.gov.scot/publications/coronavirus-covid-19-strategic-framework-business-fund/pages/eligibility/>

Have you been furloughed from November 2020?

<https://www.gov.uk/government/publications/extension-to-the-coronavirus-job-retention-scheme/extension-of-the-coronavirus-job-retention-scheme>

Our Financial Inclusion Team provide advice and support to our customers around financial inclusion. This includes, income maximisation, ensuring access to welfare benefits, how to access appropriate debt advice, financial products and services such as basic bank accounts, credit unions and affordable low cost loans and increasing customer financial capability.

We also provide advice on fuel poverty through our Citrus Energy Lemon Aid service helping you apply for services you may be entitled to such as white goods schemes, discounts on your energy bills, benefits and many other services.



Financial Inclusion Officer
Pauline Lamont
E: plamont@chaltd.org
T: 01294 60600

Financial Inclusion Officer
Candice Adam
E: cadam@chaltd.org
T: 01294 607591



New Build Defects Reporting

Given current restrictions, contractors attending to **Emergency Defects Only** (such as loss of power, no heating or a leak etc.) from **Thursday 24th December 2020 to Wednesday 6th January 2021**.

Emergency defects can be reported by contacting the below emergency contacts:

Balnagowan development, Skelmorlie	
Ashleigh (Scotland) Ltd.	Tel. 07734 956043 (Jason Turnbull) 07702 562 864
Electrical Subcontractor:	Jordan Electrics: Tel. 07811 273 361
Plumbing Subcontractor:	James Frew Ltd: Tel. 01294 468113

Halcrow development, Gretna	
Ashleigh Scotland Ltd.	Tel. 07734 956043 (Jason Turnbull) 07702 562 864
Electrical Subcontractor:	Lotus Electrical Services Tel. 01387 760608
Plumbing Subcontractor:	James Frew Ltd Tel. 01294 468113

Information & Advice

High Street development, Annan	
Ashleigh (Scotland) Ltd.	Tel. 07734 956043 (Jason Turnbull) 07702 562 864
Electrical Subcontract or:	Jordan Electrics: Tel. 07811 273 361
Plumbing Subcontract or:	James Frew Ltd: Tel. 01294 468113

Ardoch development, Stevenston	
McLaughlin Construction	Tel. 07932 102 795 (Paul McLaughlin)
Joiner:	07932 012 792 (Mark Morris)
Plumbing Subcontractor:	James Frew Ltd: Tel. 01294 468113
Electrical Subcontractor:	Star Electrics: Tel. 0141 889 0947

Contractors will follow all current Scottish Government COVID-19 guidelines when attending. Should there be any safety concerns, they reserve the right not to access a specific property.

Any defect not deemed to be an Emergency will be dealt with on our return to the office on 6th January 2021 in accordance with our Defects reporting procedures.

Your Area Team...

Central Team Saltcoats, Stevenston & Ardrossan

Jan Nelson
Area Team Leader
T: 01294 606029
E: jnelson@chaltd.org



Katie Brown
Housing Officer
T: 01294 606030
E: kbrown@chaltd.org



Gillian Bryce
Housing Officer
T: 01294 607551
E: gbryce@chaltd.org



Natalie Barr
Admin Assistant
T: 01294 606033
E: nbarr@chaltd.org



Melanie Grierson
Property Maintenance Officer
T: 01294 606022
E: mgrierson@chaltd.org



Information & Advice

North Team

Kilwinning, Irvine, Dalry, Beith, Largs, West
Kilbride, Fairlie, Kilbirnie & Millport

Isabel Moreland
Area Team Leader
T: 01294 606017
E: imoreland@chalts.org



Elaine Smallwood
Housing Officer
T: 01294 606042
E: esmallwood@chaltd.org



Heather Craig
Housing Officer
T: 01294 606047
E: hcraig@chaltd.org



Collette Smith
Admin Assistant
T: 01294 606006
E: csmith@chaltd.org



Alan Brown
Senior Property Maintenance Officer
T: 01294 606037
E: abrown@chalts.org



East Team

East Ayrshire & Dumfries & Galloway

Susan Howe
Area Team Leader
T: 01294 607552
E: showe@chaltd.org



Fiona Johnston
Housing Officer
T: 01294 606025
E: fjohnston@chaltd.org



Gina Burley
Admin Assistant
T: 01294 606028
E: gburley@chaltd.org



Mhairi Stakim
Clerical Assistant/Receptionist
T: 01294 607550
E: mstakim@chaltd.org



Charles Crawford
Property Maintenance Officer
T: 01294 606019
E: ccrawford@chaltd.org



Cunninghame

Furniture Recycling Company



Keeping you Covid Safe Our Showroom is Open

Servicing Ayrshire

(excluding restricted tier 4 areas)

To donate reusable furniture please visit:

www.cfrcltd.org.uk/donation-form

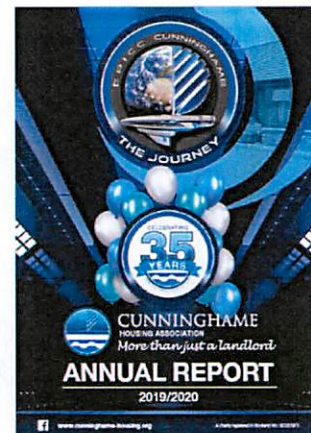
 **0800-221-8083**

PROTECTING OUR STAFF AND CUSTOMERS



Annual Report 2019/2020

The Association's Annual Report 2019/2020 is now complete and can be viewed via our website <https://www.cunninghame-housing.org/performance-management/>. If, however, you would like to receive a hard copy this can be arranged. Just fill in your details below and return to our head office at Quayside Offices, Marina Quay, Dock Road, Ardrossan, KA22 8DA and we will post a copy to you.



Name	
Address	

Return to
Cunninghame Housing Association
Quayside Offices
Marina Quay
Dock Road
Ardrossan, KA22 8DA



CUNNINGHAME HOUSING ASSOCIATION LTD

INFORMATION LEAFLET

FROST PRECAUTIONS - HOW TO AVOID BURST PIPES

IMPORTANT: PLEASE READ THIS LEAFLET AND RETAIN FOR FUTURE REFERENCE

INTRODUCTION

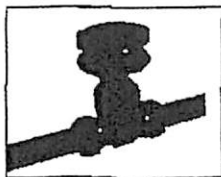
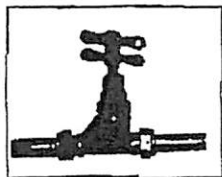
Every year some tenants are caught out by low temperatures and suffer the damage, distress and inconvenience of burst pipes. Even where damage is minimal, residents are faced with disruption whilst repairs were completed.

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 flatbed, 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 your belongings.
 - Your age.

Further details are available from the office.