



CUNNINGHAME  
HOUSING ASSOCIATION

*More than just a landlord*

CUNNINGHAME

Cunninghame 4U | Winter 2022 | Tenant Newsletter



# Merry Christmas!

## ***Read your newsletter online***

We are now emailing Cunningham 4U to all tenants who have provided an email address. This saves on printing and postage and is available at the click of a finger!

If you would like to receive the next edition by email, contact us on 01294 607585 or scan the QR code and subscribe.



Tenant News - Page 2



Money Advice - Page 5



Safety Tips - Page 7



Win a Hamper! - Page 8

Our offices are closed from 4.30pm on Friday, 23 December 2022 to 9.00am on Monday, 9 January 2023. If you have an emergency repair during this time, telephone **0800 068 1466**. This number is available 24hrs per day.



# Tenant News



Cunninghame Scrutiny Group is undertaking a new exercise to help improve services to tenants. They have considered results from our 2021 Tenant Satisfaction Survey and identified areas important to our tenants and that had lower satisfaction levels:

- landscaping, gardens, pathways and drying areas;
- common entrances and door entry systems; and
- bin areas.

They have developed an action plan too and have visited 16 housing areas, conducting interviews with tenants on site with the aim of helping the Association improve shared spaces for the benefit of our tenants.



All tenants and residents' groups are meeting regularly again, face to face, working hard, giving up their own time to support their local communities.

Our tenant groups are active in Ardrossan, Dalry, Vineburgh (Irvine), Kilbirnie, Longpark (Kilmarnock), Stevenston/Saltcoats and Largs. They welcome any new or interested tenants.

***Do you want to make a difference to how Cunninghame Housing Association's services are delivered?***

If you are a CHA tenant and are keen to get involved, learn about housing, visit interesting places, meet new people, to help further improve Cunninghame Housing Associations services to our tenants then, we want to hear from you! There are many ways to join in a way that suits you. Call us on 01294 606012 or email [imacpherson@chaltld.org](mailto:imacpherson@chaltld.org)



CUNNINGHAME  
HOUSING ASSOCIATION  
More than just a landlord



CUNNINGHAME

# MEET THE NEW TEAMS

During the summer we restructured our Housing Service to reduce the patch sizes of Housing Officers. This allows them to spend more time focusing on tenant outcomes, particularly during the cost-of-living crisis and energy price increases.

Our Housing Officers will spend the next several months introducing themselves to tenants in their patch. They can provide help with rent enquiries or arrears, garden or common areas and neighbour problems, and can provide excellent housing advice. They can also refer tenants to specialist services for help with more complex needs.



*Our West Team covers the North Coast (Millport, Largs, Fairlie, Skelmorlie and West Kilbride) and the Three Towns (Ardrossan, Saltcoats and Stevenston).*

The Housing Officers covering the West are Stephanie Morgan, Katie Brown, Derek Cargill, Heather Craig and Collette Smith.

*Our East Team covers East Ayrshire (including Kilmarnock, Mauchline and Auchinleck), as well as Irvine, Kilwinning and the Garnock Valley (Beith, Dalry and Kilbirnie) in North Ayrshire.*

The Housing Officers covering the East are Jocelyn McConnell, Elaine Smallwood, Gillian Bryce and Chloe Morris (not pictured).



*Our South Team covers Annan, Dumfries, Gretna and Lockerbie in Dumfries and Galloway.*

The Housing Officer covering the South is Kelly Murray (right, pictured with Joanne Gordon, Team Manager).



Contact us! Call 01294 607553 or email [housing@chaltd.org](mailto:housing@chaltd.org)





# Board of Management

## Leadership Excellence



CHA's Group CEO, Frank Sweeney, has received the award for Excellence in Leadership at the Chartered Institute of Housing Awards on 27<sup>th</sup> October 2022.

This is a prestigious individual award for CIH Members and recognises his leadership in establishing CHA as a high performing landlord, and the significant growth of the Association over the last 32 years.



**Lesley Keenan**  
Chairperson



**Janet Strang**  
Vice Chairperson



**Drew Hall**  
Company Secretary



**CUNNINGHAME**  
HOUSING ASSOCIATION

*More than just a landlord  
Making Our Communities Better Places*

**£1 SHARE MEMBERSHIP**

**The Association are looking to  
increase its £1 Share Membership**

Are you interested in  
membership of the  
Association?

Do you want to find  
out more about what  
being a member  
means?

**MORE INFO**



**SCAN HERE**

Information on eligible criteria and application forms can be found on our website

<https://www.cunninghame-housing.org/1-share-membership/>

# Cost Cutting at Christmas



We all want to make Christmas special. But if you're already struggling to pay your day-to-day bills, the extra festive expenses can be stressful. With the current cost of living crisis, it's more important than ever to watch your spending.

Remember, you're not the only person struggling – more people than ever before will be on a strict budget this year to avoid starting the new year in debt and ensure important bills (like rent) still get paid. Here are some simple tips to manage your money over Christmas:



## Make a budget

This money planning tool is especially important at Christmas time when there is so much temptation to overspend. List your income then expenses, including Christmas food and presents. Remember to put aside money for priority bills such as rent and utilities. There are plenty of online budget planners to help with this. If your costs add up to more money than you have, prioritise what can be cut back on.



## Be creative

Think outside the box – you're not the only person struggling with finances so talk with friends and family about ways to save money. Give time instead of presents, make handmade gifts, set a gift value limit or do a 'Secret Santa'.


## Get help!

Our Financial Inclusion Officer can offer help with benefits to help maximise your income. Call 01294 607553 or email [fio@chaltd.org](mailto:fio@chaltd.org).



Our Lemon Aid service can provide fuel vouchers, help with fuel debt and may provide low energy appliances. Call them directly or ask your Housing Officer to refer you.

**LEMON AID FOR YOU**  
**FUEL POVERTY**  
**ADVISORY SERVICE**  
**FREEPHONE: 0800 221 8089**  
**SUPPORTING PEOPLE IN YOUR AREA SINCE 2013**  
**FREE AND IMPARTIAL ENERGY ADVICE IN THE COMFORT OF YOUR OWN HOME**




**ARE YOU...**

- Struggling with your gas and electricity or other fuel costs?
- Worried about your gas and electricity debts?
- In dispute with your energy supplier?

**STOP WORRYING**

Help Is Available...

Since 2013 Cunningham Housing Associations award winning Lemon Aid Service has helped over 30,000 people with their energy related problems, and benefitted those home energy users by over £4.5 million.



CUNNINGHAM HOUSING ASSOCIATION  
How? When you're in financial trouble  
Making Our Communities Better Places



Scottish Government  
Riaghaidh na h-Alba  
gov.scot

Lemon Aid is supported by the Scottish Government

<https://www.cunningham-housing.org/fuel-poverty-support/>

**HOW WE CAN HELP**

**RE-CONNECT YOUR SUPPLY**  
We can help you get back on supply if you have been cut off or disconnected.

**REDUCE DEBT**  
We can help you reduce your gas and electricity debts.

**ENERGY BUDGET HELP**  
We can help you budget and re-negotiate your energy debt recovery rate.

**ADVOCACY SERVICES**  
We work on your behalf dealing with energy supplier and billing issues.

**HOLISTIC SUPPORT**  
We work closely with other care and support agencies to ensure our service is holistic and helps address all your needs.

**GRANT FUNDING SUPPORT**  
We can help you apply for any available energy grants/funding and assess if you qualify for any support relating to energy efficiency improvements.

**CHECK YOUR HEATING SYSTEM**  
We can check if your heating system and meter type are right for your individual needs.

SCAN FOR MORE DETAILS







## New build defects

During office closure from 23 December 2022 to 9 January 2023, emergency defects in new build properties can be reported here:

### Glebe Place, Saltcoats

All defects - 07831 157178

### Sharpill Phase 4, Saltcoats

General - 07715682272

Plumbing - 01294 468113

Electrical - 07811273361

### Barskimming Rd, Mauchline

General - 07715682272

Plumbing - 01294 468113

Electrical - 0780282102

### West Byrehill, Kilwinning

Joinery - 07792 099717

Plumbing - 01294 468113

Electrical - 07800 906921

### Heathhall, Annan

All defects - 0330 726 0179

### Windermere, Annan

General - 07917873796 /

07810008809

Plumbing - 07805114091

Electrical - 01461337303

### Hallmeadow, Annan

Plumbing - 01294 468113

Electrical - 01387 760608

All other - 07715 682272 or email

[customercare@ashleigh-scot.co.uk](mailto:customercare@ashleigh-scot.co.uk)  
or [c.pyke@ashleigh-scot.co.uk](mailto:c.pyke@ashleigh-scot.co.uk)

# New Build Housing Development

Our Development Team continues to provide new high quality, energy efficient, affordable homes for our tenants. In 2022 we have seen the completion of five developments, delivering a total of **300 new CHA homes** in Saltcoats, Mauchline and Annan. We are currently on site in:

### **Kilwinning, North Ayrshire**

The 72 units at West Byrehill are due to complete in early 2023.



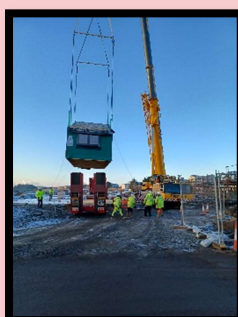
### **Annan, Dumfries & Galloway**

The 64 units at Heathhall are due to complete in Spring 2023.



### **Saltcoats, North Ayrshire**

The 24 units at Green Street are due to complete in Spring 2023.



### **Kilmarnock, East Ayrshire**

The 101 units at Bridgehousehill are due to complete in 2024.

# SAFETY FIRST

It's the most wonderful time of the year, but Christmas is also a time to think about safety in your home. Here are our top safety tips for the festive season:

## Safe and Secure

Christmas time sees a rise in break-ins and robberies. Protect your property and belongings.

- Don't leave gifts on display in where someone can see them
- Lock all doors even when home, and make sure the rear access is secure
- Lock all windows when you are out, even if only for a short time.

If you see anything suspicious, contact Police Scotland on 101 or Crimestoppers on 0800 555 111.

## Winter Wellness

Keep your mind and body healthy this winter – get some extra sleep, go for a walk and get some fresh air, and spend time with others. A healthy diet with protein and vegetables will help support your immune system.

## Protect Your Pipes

The temperature is dropping this December, so take care to keep warm and avoid damage to your home.

Protect your home from burst pipes by not letting it get too cold – you can set your thermostat at a low temperature or use the heating for short periods. It does not need to be hot in the home to prevent frozen pipes.

**If you are struggling to heat your home or have fuel debt, contact our Lemon Aid service on 0800 221 8089. We can help!**

Keep warm using blankets, warm clothes and hats and scarves. Check on your elderly neighbours and relatives in cold weather.

If you do have a burst pipe, call our repairs line on 0800 068 1466. Switch off your water heater or boiler, turn off the main stopcock and minimise damage by using buckets and towels to clear up any water.

# Fire Safety at Christmas

All Cunninghame Housing Association homes meet the new smoke detection legislation which came into force in February of this year. This means you have the right number of smoke detectors in your home, they are all linked, there is a heat detector in your kitchen and a carbon monoxide alarm if your home has gas. You can help prevent a fire in your home by:

- not overloading electrical sockets or adaptors
- switching off and unplugging all lights when you go out or go to bed
- keeping candles away from your tree and never leaving them unattended
- avoiding cooking under the influence of alcohol and making sure your cooker is always attended when in use.

If you have visitors this Christmas, make sure they know how to escape in an emergency. Also, check on older relatives and neighbours and share these tips, as they are at greater risk of fire.

# Christmas Corner



## New Year Prize!

What better way to start 2023 than with a food hamper? Enter our Christmas Quiz competition and one lucky tenant will have a food hamper delivered in January.

1. Which country started the tradition of putting up a Christmas tree?
2. In Home Alone, where were the McAllister family going on holiday when they left Kevin behind?
3. When was the first version of 'Santa Claus is Comin to Town' released?
4. What is traditionally hidden in a Christmas pudding?
5. Which ocean can Christmas Island be found in?

To be in with a chance to win, scan the QR code or visit [www.cunninghame-housing.org/christmas-quiz/](http://www.cunninghame-housing.org/christmas-quiz/) and complete the entry form on our website. Closing date is 8 January 2023. Good luck!



Xmas Quiz

## Festive Facts

1. Christmas wasn't always on 25 December.
2. Hanging stockings started by accident.
3. 'Jingle Bells' was originally a Thanksgiving song.
4. Celebrating Christmas used to be illegal.
5. Santa Claus didn't always wear red.
6. Tinsel was originally made with real silver.



**Cunninghame**  
Furniture Recycling Company

**Closing for Christmas**  
4pm Friday  
23rd December 2022

**Reopen 2023**  
9:30 am Monday  
9th January 2023

