



## Read Your Newsletter Online

We are now emailing Cunninghame 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.



*Newsletters*

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

## Office Closure

Our offices are closed from 5pm on Thursday 6<sup>th</sup> April 2023 and will reopen on Tuesday 11<sup>th</sup> April 2023 at 9am. If you have an emergency repair during this time, please call **0800 068 1466**. This number is available 24hrs a day.

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# Tenants First

## Save the Date!

Our 12<sup>th</sup> Annual Tenants Conference will be held at the Seamill Hydro Hotel on 26<sup>th</sup> July 2023

We hope to see everyone back again along with tenants who have yet to experience our enjoyable conference day. Watch out for full details in our summer newsletter.



## 2023 Tenant Satisfaction Survey

Our 2023 Tenant Satisfaction Survey will be carried out by an independent research company, IBP. These surveys are essential in collating our tenants' views to allow us to improve and develop services.

The last survey was completed in 2021 by telephone due to COVID-19 restrictions. The 2023 survey will again be conducted face to face during April and May.

Tenants will be interviewed by experienced researchers who will identify themselves before the interview takes place.

The interview will last about 20 minutes. The Association fully appreciates all tenants who give their time for this. Your answers shape our future housing services. As always, participation in the survey is voluntary.

*Please refer to the enclosed letter for further details.*

## Winter Warmer Events

The Association was successful in securing funding of £2500 from the Employers in Voluntary Housing's Cost of Living Support Scheme.

This funded three winter warmer events during January in Saltcoats, Kilmarnock and Annan. Over 150 tenants enjoyed the hot buffets, musical entertainment, bingo, children's games and prizes. Everyone received gifts of TV blankets, throws, scarfs, hats and gloves. At each tenant event our Financial Inclusion Officer and a Lemon Aid staff member were on hand to offer financial/benefit and energy advice. Free energy saving appliances were also distributed.



## Cunninghame Forum

The Cunninghame Forum is a quarterly meeting of group committee members and other individual tenants to share best practices and experiences, and to give their views and ideas. They also get the opportunity to meet senior staff and invited guests.

The last Forum meeting will be held by our Ardrossan group later in the year.

# Benefit News



Your rent payments are important to pay for services to you as a tenant. Please make payments to your rent account a priority. Rent is charged weekly, however you can make payments fortnightly, four weekly or calendar monthly in advance. There are various ways to pay your rent:

- Bank Transfer to sort code 09-02-22 Account 10697883 – with your address as reference
- Use Allpay card at any premises with 'Paypoint' sign or call Allpay 0330 041 6497
- Visit our website and click on 'make a payment'
- Pay by direct debit – call on 01294 607553 for assistance in setting this up

You may be eligible to claim assistance with rent payment from Universal Credit Housing Costs. If you need assistance making a claim for Universal Credit, please contact your Housing Officer on 01294 607553.



**Struggling to pay your rent? We can help!**  
Contact your housing officer as soon as possible.

## REPORT YOUR REPAIR ONLINE!

Repairs can be reported on our website. On the homepage select “report a repair” then “report a repair online”. Complete the form with as much information and photographs as possible. Our Repairs Team will call you during office hours to discuss the repair and advise you on the next steps.

**Emergency repairs should always be reported by telephone – 0800 068 1466.**

Our emergency repairs number is available 24 hours per day, 7 days per week.



We know how important quality repairs are to you through our satisfaction surveys. Direct Works have now been in operation for a year doing your repairs and maintenance. Feedback has been very positive:

*“A massive thank you to all involved in the repairs that has been done over the last few months, everyone has been so nice and efficient, I am over the moon”.*

*“Thanks for being helpful on the phone last week when arranging the repairs at the property and to pass on thanks to the joiner who attended as I am happy with the end result.”*

*“The joiner who was out at the property today was amazing, I can't sing his praises enough as he was so good and he will definitely be allowed back”.*



# Need help with benefits?

Cunninghame Housing Association's Financial Inclusion Officer (FIO), Candice Adam, can help CHA tenants with financial advice and support.

Candice can help with income maximisation, benefit checks, benefit applications and applications for help with housing costs. She can also signpost to specialist organisations for debt advice. **Don't struggle alone, contact Candice.**

Our financial inclusion service has helped over 1000 tenants in the last year. Some of the help provided includes:



A tenant who was turning pension age was worried about affording to pay his rent.

A benefit check confirmed he had almost full entitlement to Housing Benefit (HB) which was awarded.

He was also advised to make a claim for Attendance Allowance (AA) due to his health conditions.

With assistance, he received £92.40 per week and received a backdated payment of over £1000. This then led to the award of full Housing Benefit.

A tenant called in for a foodbank voucher as he was off work sick and struggling on a reduced income.

A Universal Credit claim was made which topped up his income and a foodbank voucher was provided.

He was also given help with his energy costs.



Candice will be available on our first online chat session via Zoom on Wednesday 19<sup>th</sup> April from 10am to 11am. Tenants can confidentially seek advice on any financial or benefit concerns they have. Joining details are through our website, visit - [Financial Inclusion Surgery - Cunninghame Housing Association \(cunninghame-housing.org\)](https://cunninghame-housing.org)





## GARDEN COMPETITION

Our garden competition is coming back! There are fantastic prizes for our North Ayrshire, East Ayrshire, Dumfries and Galloway tenants.

## GET THINKING ABOUT YOUR NOMINATIONS FOR SUMMER 2023!



**1<sup>st</sup>  
Place**      **£100 VOUCHER**

**2<sup>nd</sup>  
Place**      **£50 VOUCHER**

**3<sup>rd</sup>  
Place**      **£25 VOUCHER**

## Prepare your Garden

1. Order summer-flowering bulbs and seeds.
2. Tidy up flower beds & borders.
3. Sow any seeds that need a longer season.
4. Hunt down and remove garden pests.
5. Install water butts and collect rainwater.
6. Clear your garden of dead leaves and weeds.
7. Maintain fences, gates and trellis'.
8. Create a composting area.



## Refreshing Spring Mocktails

### Strawberry Basil Lemonade

Strawberries are often the first berry that grows following a long and cold winter. Their delicious red hue just screams...eat me! Basil is another herb that mixes quite well with Strawberries. What we like to do is blend both the strawberries and the basil leaves together and then add the lemonade.

#### Ingredients:

- ❖ Two cups of lemonade
- ❖ 1 Cup of fresh strawberries
- ❖ 4-6 Basil leaves...depending on how strong you want it
- ❖ Ice
- ❖ Sugar...to taste!

#### Directions:

- ❖ Blend strawberries & basil leaves.
- ❖ Add lemonade & then stir.
- ❖ Add ice & sugar.



# Development Highlights



Our West Byrehill development in Kilwinning comprises of 72 properties for rent with a mix of general needs housing, with amenity and wheelchair friendly bungalows. 59 properties designed for general needs, 8 amenity standard and 5 specifically for wheelchair use. This commenced on site on April 2021 and was recently completed March 2023 with all properties having now been allocated and tenanted.



We are progressing well with our Heathhall development in Dumfries. Work commenced in May 2021 with an anticipated completion date of August 2023. It will comprise of a total of 64 new homes for rent with a mix of cottage flats, houses, and bungalows. 48 properties are designed for general needs, 12 build to an amenity standard and 4 specifically for wheelchair use.

## Competition Winners!

Two tenants from Stevenson and Kilbirnie were delighted to win £30.00 shopping vouchers for taking part in this year's rent consultation. Over 400 tenants told us what they thought the Associations financial priorities should be and what is most important to them when their rent is increased annually.

The lucky winner of our Christmas Quiz from Ardrossan received a food hamper.

Thanks to everyone who took part!



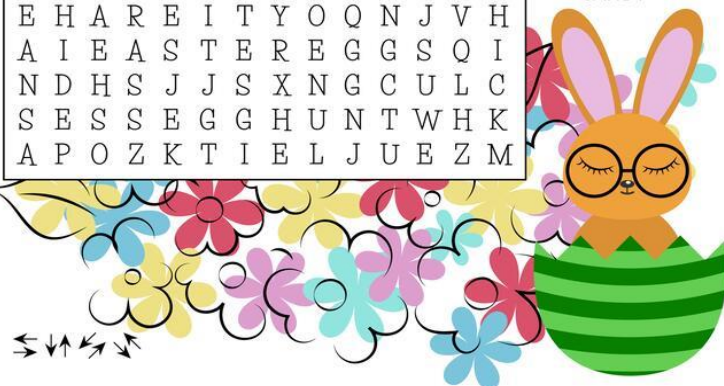
If you are interested in becoming involved in a new local tenants' group, receive our Tenant Participation Strategy, join our Interested Tenants Register or get more information on sharing your views and participating, contact **Ian Macpherson** on 01294 606012 or [imacpherson@chaltld.org](mailto:imacpherson@chaltld.org).

## EASTER

### Word Search Puzzle

S	B	Y	G	A	F	B	B	O	F	R	T	S	D
D	Q	G	S	P	R	I	N	G	S	E	N	U	A
D	L	C	J	V	S	O	S	S	W	S	E	N	F
Y	R	Y	S	H	A	B	F	Y	O	U	A	D	F
E	Q	E	R	H	M	P	N	T	J	R	S	A	O
J	R	V	L	A	O	N	R	X	Q	R	T	Y	D
E	B	P	L	W	U	P	V	I	Q	E	E	H	I
L	R	A	H	B	L	R	I	A	L	C	R	O	L
L	R	T	S	U	P	T	U	W	R	T	Y	X	T
Y	W	I	R	K	C	A	N	D	Y	I	I	M	Z
B	S	U	G	Z	E	R	H	U	O	O	W	T	C
E	H	A	R	E	I	T	Y	O	Q	N	J	V	H
A	I	E	A	S	T	E	R	E	G	G	S	Q	I
N	D	H	S	J	J	S	X	N	G	C	U	L	C
S	E	S	S	E	G	G	H	U	N	T	W	H	K
A	P	O	Z	K	T	I	E	L	J	U	E	Z	M

BUNNY  
LAMBS  
APRIL  
EGG HUNT  
EASTER  
DYE  
RESURRECTION  
SPRING  
CHICK  
BASKET  
DAFFODIL  
HOP  
SUNDAY  
GRASS  
HIDE  
JELLYBEANS  
EASTER EGGS  
CANDY





# ***Tenant Safety - Fire***

## **KEEP YOUR BUILDING SAFE**

No refuse bags, combustible materials or items of furniture should be stored in common areas such as stairways, corridors or drying rooms within a building. Keeping these areas clear will protect escape routes and reduce the risk of fires.

Most doors in common areas are fire resistant and fitted with self-closing devices and should never be wedged open. Bin stores and access doors to the building should be kept secure.

There should be no gas cylinders, flammable liquids or fuels stored or used within common areas or stairwells in the building.

## **EARLY DETECTION**

Make sure you've got working smoke alarms and test them weekly. If they fail to operate, contact us to get them repaired or replaced. Make sure smoke and heat alarms can be heard in all areas of the home with the doors closed.



## **ESCAPE PLANS TO GET OUT QUICKLY**

All residents should have a fire escape plan that the whole family/household knows about. It should include:

- How to get out quickly at night
- Who is going to get the children
- Where the front door keys are located
- An identified 'safe room' in case you can't escape.
- Choose a room with a phone and window.

## **IF A FIRE OCCURS IN YOUR HOME**

Smoke alarms should give you early warning in order to escape safely.

- Follow your 'fire escape plan.'
- Shout to alert the household and get out quickly.
- If smoke is present keep low, crawl if you need to get below the smoke level.
- Close doors behind you as you escape, to prevent smoke and fire spread.
- Don't return to investigate or fight the fire.
- Once you get out, phone 999 and stay out of the building.

## **IF YOU LIVE IN A FLAT AND THE FIRE IS NOT IN YOUR HOME**

If a smoke alarm is sounding or you smell smoke, call 999 and tell them the location of the fire if you know it.

The Scottish Fire & Rescue Service recommend that you stay in your flat and keep the front door closed.

Pack a towel or sheets around the bottom of the front door to stop smoke getting in.

Go to an open window and wait for the arrival of the Fire and Rescue Service.

## **IF YOU ARE TRAPPED**

In the unlikely event of becoming trapped by fire in your home, go to your 'safe room' and gather everyone there.

Call the Fire and Rescue Service as soon as possible and protect the room by packing bedding or towels around the door to help block smoke.

Open the window to breathe clean air and try attracting attention by waving a sheet.

# Damp, Condensation & Mould

The Association's Board of Management approved a new policy and procedure on dampness, condensation and mould on 23<sup>rd</sup> March. These were developed to reflect the importance of ensuring tenant resident safety after a tragic incident in England highlighted the clear link between dampness and mould in houses and serious health conditions.

## What can I expect?

Our new procedure sets out the timescale in which you can expect an inspection in your property. Depending on the level of mould present this will be between 1 to 5 working days. A Property Maintenance Officer will visit you and find a reason for this dampness, condensation, or mould along with a solution to alleviate the problem.

## What are my responsibilities?

You should take appropriate steps to prevent significant amounts of condensation that results in damp or mould growth. These include:

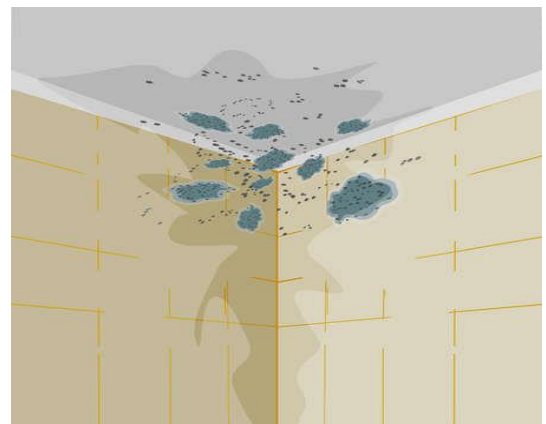
- Regularly checking and treating condensation and mould and reporting to the Association
- Regularly checking for and reporting any leaks or faulty heating, windows or extractor fans or any evidence of penetrating, rising or bridging damp
- Ensuring extractor fans and vents are not blocked, and reporting any faults quickly

## What's the difference between condensation and dampness?

- Dampness will require a repair to your property. It can be the upward movement of water from the ground in the lower section of walls through a failure of the damp proof course. It can also be caused by defects with the exterior of your property, causing water penetration.
- Condensation is excessive humidity in a property which creates conditions where mould can thrive. A lack of adequate ventilation, not opening trickle vents or windows are the primary causes. Drying clothes on radiators, cooking with lids off pans all add to the moisture levels within your home. Condensation can often be minimised through change in living behaviours.

## What can I do?

- Never dry clothes on radiators
- Close doors and open windows when bathing or showering
- Use extractor fans when bathing/cooking
- Ventilate your house regularly
- Use lids on pans when cooking
- Keep trickle vents on windows open at all times
- Wipe excess moisture off windows and sills



If you wish to report any issues or concerns with condensation, dampness, or mould in your home, please contact **0800 068 1466**



## Staff Spotlight Housing Officer



**Derek Cargill**

### How long have you worked for Cunninghame Housing Association?

I have worked for CHA for almost 6 months. I started with the organisation in September 2022 and have been in a housing role throughout my whole career spanning 20 years.

### What is your role within the organisation?

I am a Housing Officer within the organisation covering part of the

Saltcoats area. I deal with all aspects of housing management from rent accounts, pursuing arrears, allocations, general estate management inspections and neighbour complaints.

### What is your favourite part of the job?

My favourite part of the job is helping people in my area and knowing that I have made a genuine difference to someone's life. An example of this is improving someone's living situation which can range from moving a person to a more suitable property or dealing with issues around their own tenancy to improve the community. We have a close-knit team within CHA and all work well together.

### What is the one thing you wish people knew about your job?

One thing I wish people knew about my job is we are always here to help, no matter how difficult the situation may seem.

We want to have a good working relationship with our tenants that is barrier free. If we don't know the answer, then we will do our best to find out.

### Do you have any hobbies or interests outside of work?

I follow football and play regularly. I love walking my dog, a Working Cocker Spaniel, to relax. I also like to cook and turn my hand to new recipes. I am soon to be a new Dad and imagine that this will also keep me busy away from work.

### One thing on your bucket list?

A sky dive is definitely on my bucket list. I may add this to my 50 things at 50 list to give me plenty of time to talk myself into it.

Watch out for the next  
staff spotlight!

## It's Competition Time!

To be in with a chance of winning £30 shopping voucher please tell us how many eggs are within the Cunninghame Housing Association newsletter (\*\*the ones on this design are not included\*\*)

To enter please scan the QR code or visit our website and complete the Easter Competition entry form.

Closing date is Friday 21st April 2023. Happy Hunting!



or visit:  
[cunninghame-housing.org/easter-competition-2023/](https://cunninghame-housing.org/easter-competition-2023/)



## CFRC SOCIAL IMPACT 2022

**3801**

Households Assisted

**18**

Jobs Sustained

**285**

Tonnes Diverted  
From Landfill

**12040**

Items Donated

## Huge Showroom (next to Tesco, Irvine)



Buying a new bed?

## Mattress Reuse Scheme

Conscious of  
environment?

CFRC can uplift your mattress  
provided there are no rips or tears; it  
has a fire label and isn't wet.

Guaranteed  
**NO LANDFILL**



SCAN ME



[www.cfrcltd.org.uk](http://www.cfrcltd.org.uk)

## EASTER OPENING HOURS

CLOSED FROM 5PM ON THURSDAY 6TH APRIL

FRIDAY 7TH APRIL - CLOSED

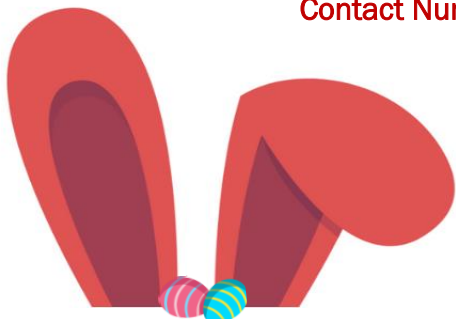
SATURDAY 8TH APRIL - CLOSED

SUNDAY 9TH APRIL - CLOSED

MONDAY 10TH APRIL - CLOSED

OUR SHOWROOM WILL RE-OPEN TUESDAY 11TH APRIL AT 9:30AM

Contact Number: 0800 221 8083



If you require this document in an alternative format please contact Hazel Clark on 01294 607585.