

Dougrie view

November 2006

Castlemilk Tenants Housing Association

DEMAND ...for Dougrie View

Residents and visitors to the area will be aware of all the improvement works ongoing within Dougrie View. Over the past couple of years, you will hopefully have noticed an improvement not only to the houses but to the area in general. Works carried out in the area include...

3-17 Dougrie Place

We have fitted new kitchens and bathrooms.

New front doors

New close doors and screens

New flooring

Decorative lighting

21,25,33 Dougrie Place

In the process of fitting kitchens and bathrooms

Full re-wire

New doors and improvement work to lock ups

We have completed environmental

projects to enhance the seating areas/landscape.

Fortunately, work does not stop there. We are continuing with development and environmental projects.

Due to this we would like to continue to encourage interest in Dougrie View as an attractive and safe environment in which to live.

If you are interested in being housed within the area or know of anyone who would like to be considered for housing please contact the local Housing Officers, Elaine Curran or Evelyn O'Donnell on 274 7463.



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Dougrie View Award Winners

At our recent AGM/Awards Ceremony held on 2nd September, there were several award presentations made to your neighbours – residents of Dougrie View.

CTHA encourage the reward of those residents who make life that little bit better and easier for their neighbours and those who contribute to making their surrounding environment more attractive.

The awards presented were as follows:



**Best Balcony
(joint 1st place)**
25 Dougrie Place, House 40



Best Balcony (2nd place)
33 Dougrie Place, House 30



Best Close (3rd place)
7 Dougrie Place



**Best Balcony
(joint 1st place)**
33 Dougrie Place, House 12



**Good Neighbour of the Year
(2nd Place)**
25 Dougrie Place, House 9

Well done to all those residents as the awards were made on a CTHA area wide basis out of 1800 residents, so congratulations from both staff and committee.

Thank you also to all those who entered the competition for your contributions in making Castlemilk the good place that it is today.

CTHA will be running the competitions again next year, so start thinking of deserving nominations now.

Community Room prior to refurbishment works



Celebratory Opening

The Community Room, known locally as the “Bingo Room”, within block 25 has recently been refurbished to a high standard to accommodate its popular use. We have transformed it into a brightly painted, modern and comfortable venue to meet

with new tables, chairs, kitchen appliances and plants.

The improvements were carried out through funding from our Neighbourhood Renewal Section.

At the moment, the room is used for bingo events and your local residents group meetings.

However, please note that the facility is also available for you to use for meetings, community events or as a rest area while improvement works are being carried out to your home.

If you would like to use the room, please contact the concierge who will advise on availability.

Any suggestions for further improvements to it as a community facility are welcome.

To let you see the room, we would like to take this opportunity to invite you to an open day which will take place on Wednesday 6th December 2006 from 11.00am – 2pm. A light buffet, tea, coffee and cakes will to available on the day.

We look forward to seeing you there.



AN ASSET TO THE NATION

C.T.H.A. Concierge Manager, Ernie Docherty recently received the Lord Lieutenants Certificate for his long service and achievements as a member of the Territorial Army.

At the ceremony in the grand Banqueting Hall of the City Chambers the Lord Provost presented Ernie with his certificate in acknowledgement of his service to the nation as a volunteer reservist. Ernie joined in 1982 and has risen to the rank of Captain and has organised and participated in a number of training camps.

Ernie richly deserves this honour combining as he has done his family, his work and his volunteer service. C.T.H.A. convey our congratulations to Ernie, a credit to himself, his family and his country.

C.T.H.A. also picked up a certificate in recognition of the support we give to the Volunteer Reserve Forces as an employer.

Heat with Rent Disengagement

As you will be aware there is an ongoing programme of works to disengage all our tenancies in 21 to 33 Dougrie Place from the Heat with Rent system.

The work commenced 6 November 2006 in block 21 on the first floor and will continue until completion at block 33 on the nineteenth floor.

The majority of work will take place on the landing at the meter cupboards; however Scottish Power will require access to your home to connect your heating supply to the meter.

Please note that Scottish Power will contact you directly to gain access to your home to change the meter, from there, you can change your electricity supplier to one of your own choice and on a tariff suits you.

If you wish any further information regarding this work please contact your Housing Officers Elaine Curran or Evelyn ODonnell on 274 7463.

RENT PAYMENTS

C.T.H.A. is pleased to report that most tenants are continuing to respond well to the new Four Weekly Rent Periods – finding it much easier to budget household finances and having the flexibility to pay rent weekly by a variety of convenient methods i.e. Bank Standing Order, Post Office and a number of Paypoints within local shops.

C.T.H.A. will continue to actively encourage all tenants to bring their rent payments into line with the four weekly cycle as tenants who continue to pay their rent monthly will accrue rent arrears, unless their rent is paid monthly in advance (which is a condition of the Tenancy Agreement).

Where rent arrears accrue tenants will receive Arrears Notices and Debt Recovery procedures will follow.

If you are a “monthly payer” and wish to revert to four weekly payment in order to ensure that your account is fully up to date, please

contact one of your Housing Officers, either Elaine Curran, Evelyn O’Donnell or Elaine Docherty, as they will be only too happy to offer advice and assistance.

May I remind you that we are now approaching Rent Period 9 therefore all four weekly rents must be lodged in accounts no later than Friday 8th December ’06.

Don’t forget that C.T.H.A. also offers a Benefit Advisory Service. Our Benefits Advisor, Ms Sharon Boyd, is available on request to assist you in accessing your full entitlement to the full range of state benefits – including Housing Benefit. If you would like a confidential benefit check please contact Sharon on 274 7302 or alternatively e-mail Sharon.boyd@gha.org.uk.

TENANTS WHO FAIL TO KEEP THEIR RENT ACCOUNTS UP TO DATE ARE AT RISK OF LOSING THEIR TENANCY.

Hello and Welcome to Jim and Claire from Ernie, Concierge Manager...



Recently residents would have caught sight of two new face's carrying out duties as Concierge within Dougrie View.

Due to long term sickness issues of two of my colleagues, two temporary Concierge were employed to fill these vacancies. I am please to take this opportunity to welcome and introduce two new members to my Concierge team...Jim Thompson, and Claire Downey.

Jim has been with the team now for about four and half months now, Claire has been with us now for just over two months now. Both have settled in very well and are contributing effectively in providing a high quality Concierge service to our tenants.

Again welcome to both.

New Office Building Works

Works to our new office are progressing well. We hope that there is not too much disruption for you for the duration of the works.

All is going to plan and we expect to be in our new office by summer next year.

This is a long awaited project for CTHA. Our current location has served us well over the years, but the time has come to move in to our own

accommodation.

Catherine Athmani, our Finance Manager has worked in the office for 25 years but is looking forward to moving to a new, bright, purpose built office that can serve our customers better.

Catherine commented “I have seen many changes over the years and look forward to moving in to our new office which will further contribute to the

changes and improvements in Castlemilk. It is important that we promote our identity and serve our customers to the best standard possible. We are confident that we can do this even more so from our new location.”

The new office will offer more welcoming reception and interview facilities for you with a computer/ internet point which can be used by our customers.