



**Caledonia**  
HOUSING ASSOCIATION

# NEWS

Issue : **Summer 2023**

## Julie Cosgrove, CEO Introduction

Welcome to this edition of Caledonia's newsletter, I hope this newsletter finds everyone well and I hope you've all had a chance to enjoy the great weather we have been experiencing recently.

The cost-of-living increases continue to be a challenge for everyone, and Caledonia is no different. Personally, I have found the last year the most challenging of my career. We have seen price increases across the board and my colleagues are working hard to ensure we continue to prioritise where we spend money, especially on repairs and improvements.

Reflecting on when I first joined the housing sector, talking about associations as a business was not the norm. But we need to be a good strong business to deliver good outcomes for our tenants. We need to make sure that the money we receive from rental income supports the costs of operating the business and that we control our costs to limit rent increases.

I view Caledonia as having a social heart with a business head. That doesn't make it any easier when it comes to decisions such as rent increases when we know tenants are already under financial pressure. The Caledonia Board was aware that inflation was around 10%, and that there were pressures on rising costs for the association's overheads, but balanced this with the need to ensure that any rent increase would be affordable for tenants and allow us to continue delivering investment in homes and services. During February we consulted tenants on a 5% increase, with the majority of tenants who responded acknowledging the high level of inflation and impact for Caledonia. We have worked extremely hard to ensure that we control our costs and by increasing our rents by this level, it will allow us to continue to invest in our homes and the other services we offer.

Throughout the rest of the newsletter, you'll find out more about how we've been supporting our tenants recently, how we are taking action to become more sustainable from a climate perspective, the new homes we are investing in, as well as information about our planned investment programme to improve our homes.

I hope that you find the topics covered interesting. We're always keen to hear from you about the content in our newsletters, so let us know if you find them useful or if you have any suggestions on how we could improve by emailing [suggestions@caledoniaha.co.uk](mailto:suggestions@caledoniaha.co.uk) or calling 0800 678 1228.

I hope you all have a lovely summer.

Julie



## IN THIS EDITION

<b>Neighbourhood Hubs</b>	<b>2</b>
<b>Climate &amp; Sustainability at Caledonia</b>	<b>2</b>
<b>Cost of Living Crisis</b>	<b>3</b>
<b>Cost of Living Roadshows</b>	<b>4</b>
<b>Big Energy Saving Week</b>	<b>5</b>
<b>Financial Support &amp; Benefit Entitlement</b>	<b>6</b>
<b>Scarf Energy Advice Partnership Update</b>	<b>7</b>
<b>New Key Members of Staff</b>	<b>8</b>
<b>Shared Equity Homes Available to Purchase</b>	<b>9</b>
<b>New Development News</b>	<b>10</b>
<b>Contents Insurance</b>	<b>11</b>
<b>Join Our Management Board</b>	<b>12</b>
<b>Tenant Digital Champions</b>	<b>13</b>
<b>Community News</b>	<b>14-16</b>
<b>Our 2022-23 Performance</b>	<b>17-18</b>
<b>2023/24 Investment Programme</b>	<b>19</b>
<b>Connect Self Service Portal</b>	<b>20</b>

## **Reviewing our**

# **Neighbourhood Hubs to Deliver a Localised Approach**

Across Caledonia there is an emphasis on working locally, so that our customers can benefit from things that are important to them. Over the past year, there are some highlights of what we have been able to do to support our communities, these include:

- **Drop-in surgeries with Neighbourhood Officers at our Retirement Housing schemes**
- **Armistice day memorial at the Bowerswell scheme in Perth**
- **Landscape improvements undertaken in several locations**
- **Installation of bike shelters in some areas following tenant consultation**
- **Cost of Living roadshows in various locations to provide support, assistance and advice for our customers**
- **Coronation celebration events across our Retirement and Very Sheltered Housing schemes**
- **Estate walkabouts to identify any issues arising and preventative action to improve areas**

## **Climate & Sustainability at Caledonia**

Caledonia launched their **#smallCHANGES** tag line to highlight that the small changes we can all make, can help us achieve big differences in helping reduce our carbon footprint.

We have ambitious climate change plans to meet the Government's target for Scotland to reach Net Zero by 2045. We will publish our Climate and Sustainability Strategy soon which sets out more details. Building more new energy efficient low carbon homes and investing in existing homes to help reduce carbon emissions is a key part of the strategy. Working together with our tenants, colleagues and people we do business with will all make a difference too.

Look out for **#smallCHANGES** to see some hints and tips to help us all reduce our impact on the environment. Why not start by completing the carbon footprint checker created by World Wildlife Fund (WWF). It's straightforward to complete and gives lots of great tips on small changes we can make in our daily lives on everything from the food we eat and travel and the things that we buy. **#smallCHANGESBigDifference #smallCHANGES**

Small CHANGES -  **BIG DIFFERENCE**

## Our Response to the Cost Of Living Crisis

We acknowledge the challenges which are being faced by everyone in regard to the rising cost of living and energy crisis. During these difficult times, we've been working hard to help tenants in as many ways as we can. Last Winter, we established a cost of living taskforce. The taskforce was designed to identify and act on opportunities to provide support to tenants.

Some of the initiatives we've delivered over the last 6 months are highlighted on the following pages. We are always keen to shape our services based on customer feedback. If you have any ideas or suggestions about where we should be focusing our future efforts, we'd love to hear them. Please send your ideas on to your Neighbourhood Officer or email them to [suggestions@caledoniaha.co.uk](mailto:suggestions@caledoniaha.co.uk)

### Winter Hardship Fund

The taskforce submitted a successful funding application to the Winter Hardship Fund – food insecurity for social housing tenants. The funds were used to help tenants directly towards food, transport and mobile phone costs. During the spring we delivered:

**£50 food vouchers** delivered to **297** smaller households

**£100 food vouchers** delivered to **46** large households

**98 households** have received a **£30 contribution** towards travel costs

**135 households** have received a **£20 contribution** towards mobile phone costs

Referrals exceeded the Winter Hardship fund allocation, additional costs were covered by Caledonia. We have also purchased additional shopping vouchers for new referrals going forward.

**My wife and I would like to thank you for the Aldi food card we have already received along with this further assistance towards covering our living costs as it is so gratefully appreciated.**

*Yours very appreciatively  
Mr & Mrs S*

### West Dunbartonshire Grants

We were made aware of funds available for tenants living in the West Dunbartonshire area. After a successful application, we were able to secure over

**£9000.00** to support over **45 families**





## Cost Of Living Roadshows

The roadshow events, held in community spaces and our Retirement Housing Developments, were designed to provide advice and support to tenants and their families. Scarf, our energy advice and support partnership were in attendance as well as Caledonia staff who provided guidance about tenants heating systems, pension credit advice and supported tenants to access our Connect app.

Other agencies and community groups attended the roadshows including Fire Service (provided electric blankets and fire safety advice); Police Scotland (cyber security and dementia safety advice); Food Train and Royal Voluntary Service (RVS) provided information on local food delivery services and community lunch clubs and CAB and Social Security Scotland provided welfare and benefits advice.

**Over 200 tenants have attended the roadshow events to date, with teas, coffees, and biscuits laid on along with sweet treats for younger visitors too!**



## Big Energy Saving Week

In January we delivered a week-long, energy-saving advice programme for tenants and their families. The campaign, in partnership with Scarf, the energy efficiency advice service, launched with a webinar hosted by Caledonia chief executive, Julie Cosgrove, provided tenants with advice on how to save money, manage energy bills and access financial support as well as tips on keeping homes warm.

In addition, we organised all-day drop-in sessions in community spaces in Dundee, Perth, and Renton where energy advisors were on hand to talk to tenants one-on-one.



Further support and information was provided on the Caledonia website and social media channels.





## Struggling with the

# Cost of living? *Help is available*

If you are struggling financially there is a range of support and help available. Support can be provided for anyone who needs it. Whether you are in employment, on a low income or claiming benefits, you may be able to receive help to afford essentials like bills and food. Your local council can help with essential costs like:

- **food**
- **your energy and bills**
- **essential items - for example clothes and household appliances**

Local Authority Area	Welfare Rights Contact Information
Angus	Website: <a href="https://www.angus.gov.uk/benefits_and_money_advice/help_with_benefits_andor_debts">https://www.angus.gov.uk/benefits_and_money_advice/help_with_benefits_andor_debts</a>   Tel: 03452 777 778
Dundee	Website: <a href="https://www.dundeeecity.gov.uk/costofliving">https://www.dundeeecity.gov.uk/costofliving</a> Tel: 01382 431188 (option 2)
East Dunbarton-shire	Website: <a href="https://www.eastdunbarton.gov.uk/residents/cost-living/cost-living-support">https://www.eastdunbarton.gov.uk/residents/cost-living/cost-living-support</a>   Tel: 0141 777 6338
Perth & Kinross	Website: <a href="https://www.pkc.gov.uk/costofliving">https://www.pkc.gov.uk/costofliving</a> Tel: 01738 476900 (option 1)
Highlands	Website: Advice and Information services   Help with the Cost of Living   The Highland Council   Tel: 0800 090 1004
North Lanarkshire	Website: <a href="https://www.northlanarkshire.gov.uk/benefits-and-money/cost-living">https://www.northlanarkshire.gov.uk/benefits-and-money/cost-living</a>   Tel: 01698 332551
Fife	Website: <a href="https://our.fife.scot/gethelp">https://our.fife.scot/gethelp</a>   Tel: 0300 555 0265
West Dunbarton-shire	Website: <a href="https://www.west-dunbarton.gov.uk/benefits-and-grants/cost-of-living">https://www.west-dunbarton.gov.uk/benefits-and-grants/cost-of-living</a>   Tel: 0800 980 9070

## Check which Benefits You are Entitled To

Worried about money and paying your rent? Confused by changes to benefits or how to apply? Check if you can claim benefits - you might be able to claim even if you have a job. You might be able to claim benefits or increase your current benefits if you're:

- **of State Pension age and on a low income**
- **sick or disabled**
- **a carer**
- **of working age and on a low income**
- **responsible for children**

Our benefits calculator will help you find out what benefits you can claim. The calculator is free to use, and the details you provide are anonymous.

The calculator  
can be accessed  
at <https://www.caledoniaha.co.uk/cost-of-living-support/>

# scarf **Our Energy Advice and Support Partnership**

ENERGISING COMMUNITIES

Scarf are a national charity that offer free and impartial advice on saving money on fuel bills, managing energy use and making your home warmer and more comfortable. During the first six months of our partnership with Scarf, we achieved:

- **283 Caledonia tenant referrals actioned**
- **Provided over 2600 pieces of advice which potentially offers over £39,000 worth of annual energy savings**
- **Supported applications to apply for energy debt assistance and helped cleared over £2,800 worth of debt**
- **Over 200 energy saving measures provided to households**
- **Over £3,000 worth of energy financial payments made to households**

If you feel you could benefit from the service, please do not hesitate get in touch:

**Call:** 0808 129 0888 **Email:** [info@scarf.org.uk](mailto:info@scarf.org.uk) **Visit:** <https://www.scarf.org.uk/>

## Case Study One

### Fuel Debt Written Off

The tenants, who live in Perthshire, contacted Scarf as they were worried about keeping on top of fuel bills due to outstanding energy debt. A home visit was arranged. During the visit the advisor found the tenants fuel usage was a high percentage of income leaving them in fuel poverty. Fuel usage was £250 a month, which they were just about managing to pay, however, they couldn't pay these charges along with repaying the debt owed. To be able to re-pay the debt and continue to use fuel would mean they would have to cut back on other essential expenses like food.

Illness and fuel price increases had led to them being in debt which was increasing the mental strain on both of them. Mental health issues, chronic pain and thrombosis are a few of the related health issues preventing the tenants from leaving the property. The property needs to be heated adequately to prevent worsening health conditions.

During the home visit, general energy advice was provided to help reduce ongoing fuel costs and soft measures such as LED lightbulbs, radiator reflectors and a warm duvet were provided free of charge. The client was supported to sign up for saving sessions with their energy provider and applied for the warm homes discount.

The Scarf advisor supported the tenants with a grant funding application which resulted in energy debt to the value of value: £1,700.00 being written off.

## Case Study Two

### Fuel Crisis Adverted

The tenant, who lives in Dundee, contacted Scarf as he felt he was going through too much energy (gas £8, electric £7 per day). The tenant has a Smart prepayment meter for electric and a standard gas meter and felt unable to keep his house warm with gas used.

Scarf discussed the situation with the tenant over the phone. The tenant explained that he was a single dad on benefits, with children still in full time education. His gas was running lower again even after just topping up that day. The tenant sent a copy of his ID & address to Scarf via e-mail. Scarf arranged for an urgent £49 Fuel crisis voucher which was issued the same day and soft measures were sent to help (air fryer, radiator reflectors and bayonet bulbs).

## Energy Saving Tip



Switching lights off when not needed  
can potentially save £25 a year

Check out more from Home Energy Scotland and Energy Saving Trust

# New Key Members of Staff



**Eileen McMahon** has taken on the newly formed role of Climate Change Coordinator following three years as Business Improvement Officer. Drawing on more than 20 years' experience in the housing sector, Eileen will lead on implementing CHA's ambitious Climate Change Strategy which provides the framework to deliver a progressive and significant reduction in carbon usage and support CHA's journey to becoming a net zero carbon organisation.

Eileen said: *"I was immediately attracted to the new Climate Change role as it demonstrates that Caledonia is fully committed to meeting our targets. I'm looking forward to working across the business to improving energy efficiency and reducing fuel poverty to help meet our climate change challenges."*



**Matt Lock** has been appointed as Head of Frontline Services. Matt, who has worked in housing for over a decade, joins from Bield Housing & Care where he was Head of Housing and will manage the Customer Services Directorate.

Matt said: *"Caledonia has a clear customer focus and I'm really excited to be joining one of Scotland's leading housing associations. My focus will be on how we can develop and enhance our services across Scotland as we work towards the Housing 2040 aims and, most importantly, supporting our tenants."*



**Megan Crossan** has taken on the newly formed role of Community Anchor, covering projects across Dundee, Perth, Angus, and Fife. The role is jointly funded by CHA and The Gannochy Trust which funds charities, both in Perth and Kinross and across Scotland.

As Community Anchor, Megan will support older people with activities that keep them active, healthy, improve their quality of life and assist them to be socially included in their communities. The focus of the role is to ensure greater access to services and facilities, and increase inclusion.

Megan said: *"Caledonia is focused on making positive contributions to our tenants' lives and enhancing our communities whether that be through events or activities or promoting health and wellbeing opportunities. My role as Community Anchor is about working with people to understand their needs and help to facilitate that through wider networks such as Citizens Advice, community groups, NHS, Police and Fire Scotland; I'm looking forward to getting started."*



After seven years working for CHA in a variety of roles, **Rebecca Duff** has been appointed Community Engagement Worker for the HOPE Project.

The Hope Project is a free service for people living in the Dundee area. The aim of the Service is to provide advice and information to people living in the community that helps them manage and maintain their health and wellbeing and seeks to reduce feelings of loneliness and social isolation. This includes signposting and making referrals to services that support any ongoing need when necessary.

Rebecca said: *"I am really excited about getting out in the community and engaging with people. I know first hand the positive impact this service has within the community to really help people feel less lonely and isolated which is my main aim."*

*I look forward to seeing many of you in the scheme when I am visiting and please remember I am always happy to help."*



# Shared Equity Homes Available to Purchase in Dundee



The opportunity to take the first step onto the property ladder is now open for some homes at our new development on Ballindean Road in Dundee. The development consists of a total of 67 homes with a mix of 43 houses and 24 flats. 49 properties will be available for affordable rent with the remaining homes going up for sale.

Eighteen homes including 2, 3 and 4-bedrooms properties will be available to reserve from £160,000 to £200,000 as part of the New Supply Shared Equity (NSSE) scheme. This allows people to buy a new build home – the purchase is a minimum of 60% of the property, and up to a maximum of 80% - with an interest free loan of 20% to 40% of the value from the Scottish Government.

The £12.7m Ballindean development, constructed by Cullross, is on schedule with the first handover of 12 homes in early of 2024. The rest of the development is due for completion by December 2024.

**Andrew Kilpatrick, Director of Assets, Caledonia Housing Association, said:** *“The release of 18 new homes in Ballindean is a fantastic opportunity for people who are looking to buy a new build home in Dundee. The development is of the highest standard with quality and sustainability at its heart in the community.*

*“CHA is acutely aware of the challenges that people face in trying to purchase their own home for their family and this has become an even bigger challenge in the last year. We are thrilled to be able to release a quarter of the Ballindean development as shared equity which reduces the financial pressure and enables people to take that step on to the property ladder.”*

All the homes will come with solar panels, heat pumps and triple glazing and the rented units will also benefit from battery electricity storage.

Anyone interested in finding out more about the Ballindean shared equity scheme should visit <https://www.caledoniaha.co.uk> for further information.

# Work Starts on New Affordable Homes in Chryston

Construction has started on the development of nine new homes at Berryknowe Avenue, Chryston, North Lanarkshire. The affordable homes are being constructed by Morris and Spottiswood and include a bungalow and eight two-storey houses, helping provide much needed high quality, affordable housing to the area. The development, which has had Scottish Government grant funding of £1.3m, is a first of its kind in North Lanarkshire by Caledonia Housing Association. The construction is expected to be completed and ready for occupation by summer 2024.

## New Development Named After Son Of Previous Landowner

Our Crieff Road development of high-quality affordable homes will be known as Steven's Place in memory of the son of Carol and David (Dave) Scott, a former councillor for Perth and Kinross and Depute Provost for the city.

The site at Steven's Place was previously owned by Dave Scott and was where he brought up his family. It was always his desire that if the ground was ever developed for housing, the development would be named after his son, Steven, who tragically died of cancer in 2003 at the age of 35.

**Alan Nairn, Chair of Caledonia Housing Association, said:** *"The event was a significant and fitting tribute to a well-respected local family in Perth. Steven's Place is a small but significant development in which we have created much needed affordable homes for social rent. We're proud to be able to celebrate this development with the Scott family as it fulfils Dave's wish for his house and land to be used to build affordable housing for the city."*





# Townhead Kirkintilloch

We recently completed a refurbishment of flats in Townhead, Kirkintilloch. The photo shows Carolann McCutcheon, Neighbourhood Office welcoming the first new tenant, Miss Nicole Tucker, to her new flat.

*"Miss Tucker was very happy and excited to get a new home for herself and her daughters"*  
Carolann McCutcheon.



## Be prepared for the unexpected — get insured

**What would you do if your home was flooded and the contents of your household were damaged? Would you be able to have them repaired or replaced?**

Whilst building insurance is already set up for your home, we strongly recommend that you take out contents insurance to protect your possessions. No matter how careful you might be, there's always a risk that belongings could be damaged, broken or stolen, so home contents insurance can help provide peace of mind should the worst happen.

There are lots of companies who offer contents insurance; you could compare prices on a price comparison website. We don't specifically recommend any insurance companies but there are insurance companies who provide contents insurance specifically designed for social housing tenants with affordable rates.

For further information about contents insurance, please speak to your Neighbourhood Officer or contact customer services.





# Are you passionate about making a difference?

We are looking for enthusiastic tenants to join our **Management Board** and help shape the future of affordable housing and services across Scotland.

Tenants are at the heart of our organisation, and it is important to us that they are represented at the highest level on our Board. We firmly believe that having tenant Board members is vital, as they bring a wealth of experience in how our services are delivered and have a good understanding of what is important for tenants and communities.



Katherine Burke, current Caledonia Tenant Board Member, answers questions about her experience of being on the board:

## Why do you think it's important for tenants to be represented on the Board?

*As the people impacted directly by board decisions it's important that tenants have the opportunity to participate in the decision making process. Board membership gives them that opportunity and provides an insight in to the challenges faced by the association to meet financial targets and legislative requirements.*

## What motivated you to become a Tenant Board Member?

*I am very much of the opinion that we should all give something back. I'm very grateful that social housing was there when I needed it and wanted to understand more about the social and housing policy that underpins housing associations and bring my ideas to the table when relevant.*

## What advice would you give to someone who is interested in applying to be a Tenant Board Member?

*I would say don't be afraid to put your name forward, you will be welcomed on to the board by the other members and the CHA directors and be offered full training to help you settle in with a friendly colleague at the other end of the phone or on email to answer any questions you have.*



For further information about this opportunity, please contact [Governance@caledoniaha.co.uk](mailto:Governance@caledoniaha.co.uk) or call 0800 678 1228

## Community News

# Digital Champions

Tenants in Perth have been marking their first year as Digital Champions. With support from Caledonia staff, tenants from Bowerswell retirement scheme applied for and secured over £3,000 of funding from Connecting Scotland and Perth & Kinross Council which allowed the group to purchase equipment including smart devices, a TV, and a camera and microphone to hold online meetings.

The initiative was driven by Caledonia's commitment to the Scottish Council for Voluntary Organisations (SCVO) Digital Participation Charter and aims to reduce digital isolation and drive forward digital service improvements for tenants.

**Jenna Kennedy, Retirement Team Leader, said:** *"Digital access and engagement for our tenants is a priority for CHA which is why we are a proud member of Scotland's Digital Participation Charter. Our tenants at Bowerswell have embraced the opportunities provided by our partnership with Connecting Scotland and Perth & Kinross Council by establishing the first in-house Digital Group. With support from CHA staff and Perth & Kinross Council's Learning and Development Officer, the Group have been meeting weekly for the past year, they have progressed their digital skills and increased their socialisation with neighbours and the wider community."*

**Chrys Fraser, tenant, said:** *"I have thoroughly enjoyed my time at the Digital Participation Group, I have learned a lot with the help of the trainers and my neighbours. I can now do a lot of online tasks alone. The Group has also been great fun with my neighbours. I did not have an iPad before, and this has also been great for me."*

**Husband and wife tenants, Clair and George Robertson, said:** *"The Group has been fantastic. We could not even turn on an iPad before we attended. It has really been worth the travelling from Dunkeld. The scheme manager made us aware of the Group and we started to come along. We have learnt a new task every week and we have met many new friends and socialised a lot."*

To mark the first year of the Digital Participation Group, Caledonia Housing Association organised a celebration event at Bowerswell House, Perth for all members who were presented with certificates to mark their achievements and discuss their plans for the year ahead.



# Bellsmyre Digital Donation

Caledonia Housing Association has donated six digital devices to the Bellsmyre Digital Community for tenants who live in the area.

The partnership will give tenants access to Caledonia's CONNECT app which provides key services including repairs reporting, accessing rent accounts, news flashes, wellbeing information and signposting other services.

Led by staff from both organisations, the partnership is focused on supporting people in the community with the cost-of-living crisis, rising energy costs and the general increase in prices. This first initiative is in recognition of the benefits to tenants from being digitally inclusive and having access to online services.



## Get Involved and Have Your Say

Caledonia Housing Association is committed to ensuring our tenants influence our decision making processes. We want our customers to be involved in shaping the services they receive so we deliver services that meet their needs, and our performance continually improves.

We provide the opportunity to get involved in a number of ways, and at different levels. We also understand that participation or 'taking part' means different things to different people, so you can be as involved as little or as much as you want - it really is up to you.

**Some of the ways you can get involved are:**

- > **Take part in consultations, surveys and competitions**
- > **Connect with us on Social Media**
- > **Become an Armchair Editor**
- > **Take part in neighbourhood walkabouts**
- > **Join our Board or Tenant Steering Group**



# Coronation Celebrations

Tenants from our retirement schemes went coronation crazy as King Charles was officially crowned in May. Over the course of a week, celebrations took place at 20 of our retirement and sheltered schemes, with everyone in the celebrating spirit for the big event.

We were delighted to receive £4,600 funding from The National Lottery Community Fund which allowed every scheme to take part in the celebrations.

The individual events were designed in consultation with the tenants who live in the schemes. Several homes arranged afternoon teas or garden parties, while others gathered together to watch events unfold. Some schemes opted to host events such as 'a day at the races' rather than Coronation specific celebrations.

Whichever form the parties took, there was food, and entertainment aplenty and a great time was had by all. Check out some pictures from the celebrations below...



# Alexander Street donation to local Primary School

Tenants from Alexander Street retirement scheme were recently treated to a wonderful afternoon of entertainment from P7 pupils at their local primary school, Our Lady's Dundee.

Dawn Brookes, Scheme Manager at Alexander Street, has established a close working relationship with the school over the years with pupils regularly visiting to entertain and engage with the tenants. The tenants enjoy the school visits both as a form of entertainment but also, as many have stated, to help them feel more connected to their local community. They are so thankful for the school visits that it was decided that funds from their Burns Day event raffle would be donated to the school for their P7 residential trip.

**On receiving the funds, Our Lady's teacher Craig Weir, said, 'We are so grateful to the tenants of Alexander Street for their very generous donation. The money will go a long way in supporting all our P7 children to attend the 3-day residential trip to Clydebank. It's great to know that every child will now get to experience these unique opportunities. For most of the children it's their first time away from home and for some, their first time out of Dundee so it will be invaluable for team building and learning valuable life skills'.**

**Julie Cosgrove, Caledonia Chief Executive said, 'I was delighted to be invited to the afternoon tea at Alexander Street, the pupils put on a great show, which had everyone singing and tapping their feet. Providing opportunities for different generations to meet and share these events is great. Thanks to Dawn for building a close partnership with the school and the tenants for their fund raising to support the school trip. I thoroughly enjoyed the afternoon.'**





# Complaints, Compliments & Comments

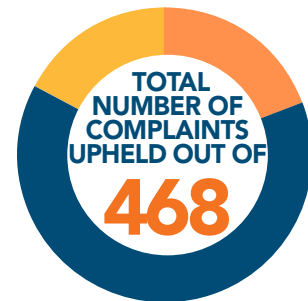
April 22 to March 23



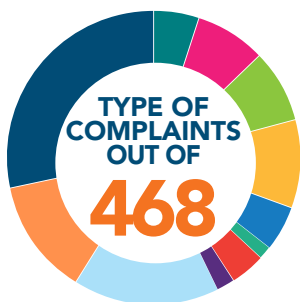
Stage 1 Complaints received 447  
Stage 2 Complaints received 16  
escalated Stage 1 Complaints



Stage 1 Complaints responded to 450\*  
Stage 2 Complaints responded to 18  
14 escalated from Stage 1 Complaints



Resolved 73 15.6%  
Upheld/Partially Upheld 274 58.5%  
Not Upheld 121 25.9%



Behaviour - Contractor	24	5.1%
Behaviour - Staff	36	7.7%
Communications Failure – Caledonia	38	8.1%
Communications Failure - Contractor	45	9.6%
Disagree with Decision	24	5.1%
Disagree with Policy	6	1.3%
Disagree with Procedure	19	4.1%
Failure in Process	9	1.9%
Quality of Work - Contractor	75	16.1%
Unhappy with Service - Caledonia	60	12.8%
Unhappy with Service – Contractor	132	28.2%



Full details of our complaints report is now available to view on our website along with full details of our Complaints Procedure, including details about how to complain and details of support agencies available to you in making a complaint.























Please visit <https://www.caledoniaha.co.uk/complaints-suggestions-compliments/>

\* additional 3 complaints received in 21/22 were responded to in 22/23



# Our 2022/23 Performance

We are committed to continually improving our performance. We want to provide you with clear information about our performance so you can see how well we are doing and which areas need improvement. Please see the table below for our performance on key tenant issues for 2022/23.

Caledonia Performance Report 2022/23 - Targets & Trends						CHA Target		Better than Peer Group or Scot Ave
Indicator Ref	Frequency	Indicator	20/21	21/22	22/23	22/23	On Target	
CUSTOMER SERVICES								
CS-2	Quarterly	Average completion time – emergency reactive repairs	3.39	3.95	4.13	≤4 hrs		
CS-3	Quarterly	Average completion time – non emergency reactive repairs	7.07	7.13	5.92	≤6 days		
CS-4	Quarterly	% reactive repairs completed right first time	80.00%	86.30%	89.45%	≥85%		
CS-5	Quarterly	% tenancy offers refused	38.0%	35.69%	39.85%	≤35%		
CS-6	Quarterly	% ASB cases resolved	90.0%	90.57%	90.32%	≥90%		
CS-7	Quarterly	% new tenancies sustained for more than a year	95.70%	87.43%	93.00%	≥91%		
CS-8	Quarterly	% stock that became vacant	7.0%	8.70%	8.10%	≤9%		
CS-9	Annual	% initiated court actions resulting in eviction	86%	20.00%	20.93%	for info	N/A	
CS-10	Quarterly	Average relet time	35.2%	31.90	33.93	≤20 days		
CS-11	Quarterly	Rent collection as % of rent due	100.67%	100.17%	100.24%	≥98%		
CS-12	Quarterly	Gross rent arrears as % of rent due	5.5%	4.68%	5.69%	≤5.5%		
CS-13	Quarterly	% void rent loss	0.77%	0.92%	1.14%	≤1%		



# 2023/24 Investment Programme

Setting our 23/24 investment programme has been one of the most challenging to date due to limited resources and increased costs. The programme is designed taking into account factors such as component lifespans and inflation rates as this determines our overall financial viability as an organisation. When inflation is high, as it is currently, this can have a significant impact on what upgrades we can invest in now and in the future.

For example, if we increase rents below inflation rates, we have to use our cash reserves to fund investment plans. If this was to happen over a longer period, then our cash reserves reduce, having a negative impact on our financial stability. Following the rent consultation, we set our rents below current levels of inflation, which has meant we've had to make some difficult decisions around the investment programme for the upcoming year.

We are however, pleased to share that the planned investment programme for 2023-24 has been finalised and we will make every effort we can to maximise the delivery of all projects as we aim to provide improvements to your homes and communities.

PROJECT	NUMBER OF UNITS	BUDGET
Bathrooms	174	£856,936
Gas Heating	28	£193,500
Kitchens	140	£710,500
Windows and Doors	415	£649,401
Roof Replacements	65	£90,000
Lighting & Door Entry Systems	98	£87,700
Environmental and Estate Improvements	Various	£197,643
External Render, Chimneys and Common Screens	28	£171,782
Energy Efficiency Works	Various	£350,000
Flood Prevention and Waters Supply	Various	£80,000
Fire Risk Assessment and Service Charge Replacements	Various Facilities	£250,000
Unforeseen and Void Catch-up	Various	£300,000

# Log in to your Connect app

The quickest and easiest way to manage your tenancy is through Connect, our digital self-service portal. This is a secure interface between you and your Caledonia Housing Association information that allows you to access information about your tenancy at any time. The Connect portal allows you to make rent payments, check rent balances and to make service requests such as:

**report a repair | request an inspection | change your details  
provide feedback | register a complaint**

We now have over 2500 tenants registered to use our online self-service app Connect, enabling them to carry out regular tasks, such as paying rent or registering a repair online at a time suitable to them. During the last year, almost 2000 actions have been generated via Connect, including:

- **Over 900 repairs generated by tenants themselves and over 30,000 page hits to check information and advice on repairs**
- **Over 1000 digital 'form' submissions**
- **Over 37,000 page hits to check and view rent account balances / payments**

To log on to Connect type <http://caledonia-live.panconnect.cloud/sg/ssp> into your browser or search **#connect-CHAGroup** in your app store to download the app. Once you have accessed the site you will need to register using your tenancy number. This can be found at the top of any emails or letters we send you.

## Congratulations To Our Recent Survey Winners

**Charter Survey Winners – Mrs Owen & Mr Higginson**

**Connect Sign Up (2500th sign up) – Miss Metters**

Remember, if you've recently completed a repair survey or signed up to the Connect App, look out for emails from [prizewinner@caledonia.co.uk](mailto:prizewinner@caledonia.co.uk) landing in your inbox! We are currently in the process of contacting winners from the last few months.

## Contact Us

 **0800 678 1228**  **info@caledoniaha.co.uk** **www.caledoniaha.co.uk**

### Dundee Area Office

118 Strathern Road  
Broughty Ferry  
Dundee  
DD5 1JW

### Perth Area Office

Suite 4  
Saltire House  
Whitefriars Crescent  
Perth  
PH2 OPA

### Kirkintilloch Area Office

3 Cowgate  
Kirkintilloch  
Glasgow  
G66 1HW

### Bellsmyre Area Office

16 Merkins Avenue  
Bellsmyre  
West Dunbartonshire  
G82 3EB

### Faifley Area Office

Skypoint Centre  
Lennox Drive  
Clydebank  
G81 5JY

## OUT OF HOURS EMERGENCY SERVICE **CALL 0800 783 7937**

Provided by BR24 Monday to Thursday 5pm to 9am and Friday from 4pm until 9am Monday

**PLEASE NOTE: DO NOT CALL THIS NUMBER TO REPORT A ROUTINE OR OTHER NON-EMERGENCY REPAIR.**

Please contact us for a translation. This is the newsletter of Caledonia Housing Association. Caledonia Housing Association is the trading name of Caledonia Housing Association Ltd. Registered Office – Suite 4, Saltire House Whitefriars Crescent, Perth PH2 OPA. Caledonia Housing Association Ltd is a registered society under the Co-operative and Community Benefit Societies Act 2014 – Reg. No. 2343R(S). Scottish Housing Regulator Reg. No. HEP 224. Scottish Charity No. SC013988. Care Inspectorate (No. SP2003001618). Property Factor Reg. No. PF000222.



HAPPY TO TRANSLATE

