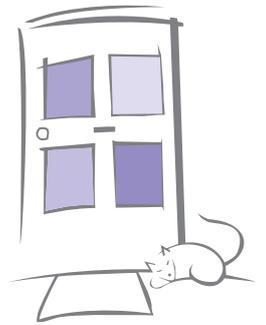


# Cernach news

*for customers of cernach housing association limited*



**SPRING 2015**

**CHANGING TIMES AT CERNACH AS OUR  
DIRECTOR RETIRES... SEE FIRST INSIDE PAGE**

# Fond Farewell to the Director

Cernach Housing Association's first Director Jean Thomson has announced her retirement after 24 years in the job. Jean is set to retire at the end of March 2015.

Jean's career in Housing stems back 32 years when she joined Scottish Homes working in a variety of roles in Housing Management and Development before moving to Renfrew District Council where she worked prior to taking up her post as Director of Cernach in 1991. She has led four stock transfers to the Association and a comprehensive programme of demolition and new build securing the Association's position as a well established Registered Social Landlord. Jean has always fought Drumchapel's corner and the transformation that has taken place in the area over the past 25 years shows how successfully this has been done.

Of her departure, Jean, pictured, said *"It is with mixed emotions that I chose to retire, sad to leave but at the same time looking forward to spending more time both here and in Australia with my family. I cannot express just how much I have loved my job and the people that have helped the Association grow from strength to strength over the years. I will miss them all dearly"*.

Jean wanted to acknowledge and thank the staff team and the Management Committee for their hard work and solid commitment to the Association.

Paying tribute to Jean, Susan McDonald MBE, Chairperson of the Associations Management Committee, said *"I would just like to take this opportunity on behalf of the management committee, to give Jean a very big thank you for all her hard work and dedication to the Association during her twenty four years as Director. It has been through this dedication that the Association is in such a strong and healthy position. We wish her all the best and hope she enjoys her retirement"*.

The Association's committee and staff wish Jean well in her retirement.



# WARM WELCOME TO OUR NEW DIRECTOR

The Association is pleased to welcome our new Director Caroline Shepherd to the team. Caroline joined Cernach at the beginning of March 2015, however has been the Associations internal auditor for many years and has also worked with the Association on a number of projects and carried out training for the Management Committee.

Caroline brings with her a huge amount of experience to the Association and is sure to play a significant role in the future successes of Cernach. She worked as a welfare rights officer for two years prior to becoming involved in housing in 1988. Since then she has worked as a housing officer, development officer, Director, a regulatory inspector and, more recently, an internal auditor and housing consultant.

Jean said that 'I can now look forward to my retirement comforted in the knowledge that I am leaving the Association in a safe pair of hands. We looked for someone with the right values, attitudes and skills to preserve and protect our assets and our reputation as a leading housing provider and are confident that we found exactly that in Caroline.'

Caroline said: "I have had a keen interest in Cernach since carrying out a regulatory Inspection there in the 1990s. It was, and continues to be, one of the best managed and most customer-focused housing associations I have known and I am truly delighted to be joining the staff and Committee as we continue to move the Association forward."



## MAKE RENT YOUR PRIORITY

### RENT INCREASE

The Association is pleased to announce a rent increase of only 1.6% this year. This is low in comparison to other landlords. Cernach Housing Association is committed to keeping our rents at an affordable level for our tenants.

### RENT

We ask that you ensure your rent is always your first priority. If you are struggling to pay your rent or have other debts we have a Money and Debt Advisory Service in this office every Thursday. Please contact your Housing Officer to make an appointment for you.

We also have a Welfare Benefits Advice service every Wednesday should you require any assistance with claiming benefits or if you require a benefit check to ensure you are in receipt of all benefits you are entitled to. Please contact the office for an appointment.

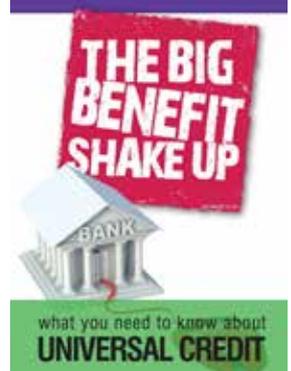
If you are having difficulties in paying your rent – please do not ignore this. Your Housing Officer is on hand to help. Your rent should be paid on 1st of every month in advance.

### UNIVERSAL CREDIT IS COMING!!

Universal Credit is a new monthly payment which is replacing work related benefits such as Jobseekers Allowance, Employment Support Allowance, Housing Benefit, Working & Child Tax Credits and Income Support. It will be paid once a month into your bank account.

If you require help setting up a bank account, please contact the office.

As your housing benefit will be paid directly to you, you must contact your Housing Officer to arrange how to pay your rent to us. Universal Credit is initially being rolled out to Single Claimants in the Glasgow area from 8 June 2015.



# FACTS FROM YOUR FACTOR

## SOME GOOD NEWS ABOUT YOUR FACTORING CHARGES

The Association will be sending out factoring invoices in the next few weeks. We have ensured the charges are kept as low as possible to allow us to cover the costs which our contractors charge us.

The Association is pleased to inform owners that there will be **NO INCREASE** in our management fee from 1st April 2015.

The Association has a number of ways in which owners can pay their factoring invoices:

- **By phoning into the office**
- **In person at the office, using cash, debit or credit card or cheque**
- **At the Post Office**
- **At the Bank**
- **By Standing Order**
- **Online at [www.cernachha.co.uk](http://www.cernachha.co.uk)**

Should you have any queries about this please contact your Housing Officer on **0141 944 3860**.

## SO WHAT'S GOIN' ON?



After the success of our last tea dance in March 2013 the focus group are planning to do it all over again and we hope you can make it.

In between dancing we'll serve up a lovely afternoon tea, with delicate sandwiches and delicious scones. So get your dancing shoes on and come to the Association's fourth Tea Dance.

**WHERE: ST. LAURENCE'S HALL, OFF ACHAMORE ROAD**

**WHEN: THURSDAY 21ST MAY 2015 BETWEEN 1.30PM AND 4.00PM.**

**This is a popular event, so get your TICKETS early. They're only £1.00 each and available from the Association's office.**

In addition we'll be having our Annual Gala Day in August with fun games and BBQ so keep a look out for posters and check our website for update to these events and come along to support us!

# SO WHAT'S GOING ON...CONTINUED

## PENSIONERS CHRISTMAS LUNCH

Our Pensioners Christmas Lunch was held on the 4th December 2014. We had a wonderful turn out and a great time was had by all.



## GARDEN COMPETITION

Now that the spring is upon us, can we remind you that back and front gardens should be maintained over the spring & summer months. Please make sure your grass is cut and the garden area is kept litter free.

In light of this the Association is now planning our annual garden competition. Judging will take place throughout the summer with a cut off date of 1st August 2015. If you wish to take part or nominate someone please contact a member of staff at the office.

**The first prize last year was won by Mr & Mrs Mellon who received a £50 Gift Voucher.**

**The runner up was Mr & Mrs Orr who received a £25.00 Gift Voucher.** Good Luck & let's get our community blooming!

## STAFF CHANGES

It has been a busy recruitment period here at Cernach Housing Association. We have had to say goodbye to our Director Jean Thomson who, after 24 years with the Association, has retired.

We also lost one of our Housing Officers, Zahid Ahmed. Zahid transferred from GHA during the stock transfer and has worked with the Association for five years. Zahid is opening a restaurant in his home town and is excited about his new adventure. We want to wish Zahid all the very best in his future career.

We are pleased to welcome both Caroline Shepherd as the Associations new Director and Laura Jane Richards.

Laura Jane has been appointed as Housing Officer. She will start at Cernach at the end of April 2015. Laura Jane is not new to the Drumchapel area, she previously worked for Drumchapel Housing Co-operative and is very keen to meet our Committee, tenants and owners



# COMMIT TO YOUR COMMUNITY – JOIN THE COMMITTEE!

Our next Annual General Meeting is coming up soon in August which means we're also on the look-out for new faces to come and join the Management Committee. The current Management Committee is made up by the 9 members of the Association below:

**ZANDRA YEAMAN**

**ROSEMARY MCGILL**

**DAVID UNETT**

**TRACY BOWIE**

**SUSAN McDONALD, MBE**

**STEVEN MCCOLL**

**POPPY LIVINGSTON**

**JIANNA STEWART**

**KAREN MCGINLEY**

If you want to know what it's like to be a Committee member speak to any of the above Committee members.

## HOW DO I JOIN THE ASSOCIATION?

Becoming a Committee member is easy because all you need is to pay your £1.00 lifetime membership fee to the Association. You will then get a Share Certificate and your very own copy of the Rules that we operate within.

## HOW DO I JOIN THE COMMITTEE?

All you need to do is contact the office to say that you're interested. You will be invited to attend a Committee meeting, so you can get an idea of what's involved. If you decide you like the set up and still want to join, then your request is considered by the Management Committee (don't worry, you don't need to sit in front of them when this is being considered!). It's that simple – after that you can start coming to the meetings.

## WHAT KIND OF THINGS DOES A COMMITTEE MEMBER DO?

Listed below are some of the matters that are the responsibility of Committee members: -

- **agreeing the Association's aims and objectives**
- **approving policies**
- **approving the quarterly management accounts and annual accounts**
- **setting targets and monitoring and assessing actual performance against these targets**
- **being involved in recruiting Staff**
- **ensuring the Association meets statutory obligations in line with regulatory expectations**
- **ensuring the Association operates within our Constitution**
- **following the Code of Conduct for Committee Members and Standing Orders**
- **working in partnership with Staff and other agencies with mutual respect, trust and support**

There is a more detailed breakdown of these matters available upon request.

## HOW MANY MEETINGS WOULD I NEED TO ATTEND?

The Management Committee meet 11 times a year at the Association's offices and at the moment these are held on the last Wednesday of each month (except December) between 6.00 and 8.00pm. We need you to attend as many of these as you can.

## DO I GET PAID TO BE A COMMITTEE MEMBER?

No - all members of the Committee are volunteers and receive no payment for their contribution. However, all expenses associated with the role of Committee member are fully met and promptly reimbursed. No Committee member is expected to be out of pocket as a result of any work on behalf of the housing association.

## WHAT IF I DON'T HAVE TIME FOR DINNER BEFORE THE MEETING?

We always have tea and coffee and some nice biscuits at the meetings and also arrange for sandwiches for those Committee members who for example come straight from work to the meeting.

## DO I NEED TO WRITE REPORTS?

No – definitely not! The staff present reports in a straightforward way to the Committee about the Association's activities and send these out well in advance of each meeting. All you would need to do is read over these papers prior to the meeting and if you're not sure about something, just ask.

## WOULD I GET TRAINING?

Yes, you would receive some induction training to ensure you know what to expect and what's expected from you.

# RESIDENTS PANEL...WHO'S WHO

The Association has a Residents Scrutiny Panel which is made up by Cernach tenants and meets up bi-monthly to discuss issues in the area and service improvements. The Association would like to thank all the panel members for their help and commitment. The meetings normally last around an hour from 4.30pm to 5.30pm.

**SUSAN ALLISON   ANN HARDIE   MARILYN BOTHWICK   KAREN MCGINLEY   ROSEMARY MCGILL**

We are always on the lookout for new panel members so if you would be interested in joining the Residents Panel please contact Lynsey at the office on **0141 9443860** or **Lynsey@cernachha.co.uk**.

## DRUMCHAPEL CARAVAN PROJECT

Drumchapel Caravan Project is a charity based in Drumchapel which has been running for 25 years. There are two caravans based in Berwick upon Tweed. The cost of the holiday is £200.

Before applying for a holiday it's best to determine if you are eligible, if you answer yes to all the following questions you can apply for a holiday:

- **Do you live in the north west area of Glasgow?**
- **Have you not had a holiday in three years?**
- **Are you on a low income?**
- **Are you facing challenging circumstances (e.g. are you a carer, out of work, have someone in your family with a disability? or just finding life tough?)**
- **Can you pay for the holiday in full at least one month before it starts?**



If you are interested and would like further information please contact the Thomas Fortune Centre on **0141 944 4383**. Further information can also be found online at **www.caravanproject.co.uk**.

## OFFICE CLOSURE

We want to make sure you get plenty of notice about when we plan to close the office during April, May and July this year.

The office will be closed on the following dates and you should use the contact details provided during this time.

**FRIDAY, 24TH APRIL – STRATEGY REVIEW DAY**

**MONDAY, 4TH MAY – PUBLIC HOLIDAY**

**FRIDAY, 22ND MAY – PUBLIC HOLIDAY**

**MONDAY, 25TH MAY – PUBLIC HOLIDAY**

**FRIDAY, 17TH JULY – PUBLIC HOLIDAY**

**MONDAY, 20TH JULY – PUBLIC HOLIDAY**



### EMERGENCY CONTACT NUMBERS FOR CERNACH TENANTS

During the above days and out of hours please contact City Building for emergency repairs & gas central heating repairs on **0800 595 595**.

# BOGUS CALLERS



## Follow the 'Three C's' rule, **CARD, CHECK and CALL**, if you are visited by a bogus caller.

Under no circumstances open the door without first checking the caller's identity card or letter.

This should be passed through the letter box for verification. This stops a bogus caller forcing their way in, even if the door is ajar, or on a chain. Following the three simple C's advice could help customers to beat the bogus caller:

Follow the three simple C's advice could help customers to beat the bogus caller:

**1. Card** - You can ask callers to pass their ID card or letter through the letter box in order to verify their identity.

**2. Check** - Check the identity card carefully: Is the photo on the card the same as the person at the door? Has the card been tampered with in any way? If you are not confident that they are a genuine caller, then send them away!

**3. Call** - If you are in any doubt about the caller's identity either call the company they are from however we would advise tenants to contact companies by using phone numbers found in telephone directories or the internet, but not from ID cards or letters, because these could be false. If you are still suspicious contact a neighbour or call the police. Some precautions to bear in mind are:

- **Keep your door locked at all times, even when you are in the house or are just popping out for a few minutes.**
- **Speak to the person from behind the door or open a window to speak to them to enquire who they are or the nature of their business.**
- **If you have a chain, use it when opening your door to check to see who it is.**
- **Bogus callers may try to convince you that they need access to check something or make urgent repairs – be wary of anyone who tries to hurry you. The best practice is not to let them in.**
- **Ask for identification – check it carefully. Don't feel embarrassed or under pressure, genuine callers will not mind you checking their details. If you are unsure, then don't allow anyone into your home.**
- **When it comes to any building or gardening work you need to get done, then get several quotes from reputable firms. If you can, talk to neighbours and friends who may be able to recommend someone to you.**
- **Be neighbourly – if you see anything suspicious telephone the police straight away.**

Police Scotland offers a range of free advice and assistance that will help prevent people falling victim to such crimes. Call 101 for non-emergencies and general enquiries, in an emergency call 999. If you have information about a crime you can also contact Crimestoppers anonymously on **0800 555 111**.

## DRUMCHAPEL FOODBANK URGENTLY NEEDS DONATIONS

VOLUNTEERS with a foodbank in Drumchapel have made a plea for donations after rising demand led to stocks plummeting. Drumchapel Foodbank provides assistance to those in the area who have found themselves in a financial crisis. Those affected include people who have faced a sudden loss of income or have had sanctions imposed on their welfare benefits.

Without the ongoing goodwill of people making donations, the foodbank would not be able to support people in serious need.

Items required include cereal, pasta, tinned meat and meals, toilet roll, tinned baby food and nappies.

Donations can be made at numerous locations including Sainbury's Drumchapel, Wheel Fix It, Drumchapel St Andrews, St Mark's Church and Drumchapel Family Learning Centre. Alternatively donations can be made directly at KCEDG Main Reception, Unit 9, Ladyloan Place, Drumchapel, G15 8LB or indeed at Cernach's office.

Anyone looking for more information on how to donate should phone Oonagh Brown, food development worker, on **07974 531252**.



# MAINTAINING YOUR AREA

## CONDENSATION – TIPS TO AVOID PROBLEMS

- Keep your property well ventilated by opening your windows on a daily basis to allow moist air to escape
- Keep window head vents/ trickle vents open
- If using the kitchen or bathroom, try to keep the door closed when possible so that moist or stale air is contained within the room
- Try to keep at least a small gap between walls and furniture, particularly against 'cold walls', and allow ventilation of any cupboards to keep air flow moving
- If drying clothes, it is always better to do it outside. If this is not possible, put them in an enclosed room with plenty of ventilation and keep the window open. If using a tumble dryer, make sure the vent pipe runs outside your property or out a window
- While cooking, try to cover all pots and pans and avoid leaving anything on the boil for too long
- Check to make sure airways within your property are not blocked, such as air bricks or chimneys
- As it is cold air that causes warm air to release moisture, try to keep heating levels within your property at a constant temperature, especially in the winter.
- Always wipe down / remove any overnight condensation from windows



Bruce Strathearn



Caryllanne McLellan

## FIRE SAFETY

**ALWAYS** test your smoke alarm on a weekly basis. This is done by pressing the 'test' button on the smoke alarm until you hear the sounder.

**ALWAYS** report any fault with your smoke alarm to the Association: eg the alarm constantly 'beeping' or if the sounder does not sound when tested.

**NEVER** store combustible materials, flammable liquids or gas bottles in a close store cupboard.

**ALWAYS** keep stairs and close landings completely clear – do not keep bicycles, toys or any other items such as bin bags on the stair landings or at flat entry doors.

### **IN THE EVENT OF A FIRE:**

Leave your property immediately and WALK down the stairs, leaving by the FRONT close door to the street and keep well away from the building until the Fire & Rescue services arrive.

ONLY exit by rear close door if the front exit or route to the door is blocked.

**DO NOT** attempt to enter the property until the Fire & Rescue Service say it is safe to do so.



# LEGIONELLA CONTROL

## DECOMMISSIONING OF ATTIC COLD WATER STORAGE TANKS

Cernach uses the best possible practicable means to ensure our tenants are exposed to minimal risk from Legionellosis from any water system in our properties. We have assessed the risk and are carrying out remedial works required to remove the risk in a number of our properties.

The Association is currently carrying out the decommissioning of Cold Water Storage Tanks. This requires the connection of existing cold water in your house to the rising cold water main supply and disconnection and drain down of attic storage tanks. In future no cold water will be supplied from storage tanks.

The drain down will remove any future risk of flooding from the tanks. This will also vastly reduce any possibility of Legionella and mean that all cold water will be of drinking quality - not just from your sink as at present.

The Contractor will require access to homes to carry out a survey of existing fittings, showers etc to existing pipework. We will check and test any showers to ensure that they are able to deal with any change in water pressure. Thereafter, a second follow up visit will be required to carry out the reconnection of cold water pipework to the main will be carried out. It is intended that this follow up work will be carried out within the week following the survey.

**As this work is done on a close to close basis, it is vital that Tenants give access for this important work to be carried out when the Contractor requests access. Otherwise the work to a whole close may not be able to be completed.**

**We would ask for your full co-operation in ensuring that this essential work goes ahead successfully by giving access when requested.**

The properties in current process of being decommissioned are 182-214 Kinfauns Drive and 19-59 Ledmore Drive.

## ESTATE MANAGEMENT MATTERS

### RESPONSIBILITIES OF PET OWNERS



We know there are a lot of responsible dog owners who are bagging and 'binning' their dog faeces but unfortunately there is still a minority who are not picking it up. As a result we are receiving an increasing number of complaints about dog fouling in our schemes.

The Dog Fouling (Scotland) Act 2003 makes it an offence if you DO NOT clean up after your dog. Offenders may receive a minimum fixed penalty fine of £40 and can be reported to the Procurator Fiscal and subject to a fine of up to £500 if convicted.

- **Please report dog owners who do not clean up after their dog to the above number. Make sure you have a note of the date(s) and time(s) you had seen it happening. You don't have to give your name and can remain anonymous.**
- **Cernach HA is one of 77 Registered Social Landlords who have signed up to the Dog Fouling Charter.**
- **352 Dog Fouling Fixed Penalty notices have been issued and 5948 Warning letters have been issued to residents since August 2011.**

### SATELLITE DISHES

The Association would like to remind all residents that it is a Breach of Tenancy Conditions, Occupancy Agreements and Deed of Conditions for Satellite Dishes to be attached to the brickwork of any property.

You can have a Satellite Dish providing it is Free Standing, attached to Garden Shed or Clothes pole; however we would suggest that you contact the office for advice on a suitable location before arranging the installation.

If you currently have a Satellite Dish attached to the brickwork of your property please arrange to have this re-sited. The company who installed the Dish will be able to do this for you however if you contact the office we can provide you with further information.

If you currently have a satellite dish attached to our property, expect a visit soon!

### BACK COURT IMPROVEMENTS

Work has now commenced on the back court improvements at Ledmore Drive and Dunkenny Road. This work is expected to last approximately 16 weeks and has begun at 19, 21, 23 and 29 Ledmore Drive.

If any tenants experience any problems during this period please contact the office.

# ESTATE MANAGEMENT MATTERS CNTD...

## CLEANSING ISSUES

Glasgow City Council Cleansing Department have the overall responsibility to deal with the City's 400,000 tonnes of Domestic and Commercial rubbish each year and it sometimes feels as though there is that amount of rubbish in Drumchapel alone.



Below are some guidelines on how to dispose of your household rubbish and bulk items responsibly.

**If you live in a main door property** all domestic refuse must be tied securely in a suitable bin bag and placed in your wheelie bin. You have the overall responsibility to place and return your own wheelie bin out for collection on the correct day.

Bulk Items should be reported the Bulk Uplift Service and all items listed and then placed in a suitable area in your garden for uplift.

Please note it is each tenant's responsibility to maintain their own garden and keep litter free.

**If you live a flat** all domestic refuse again must be tied securely and placed inside the bins provided in the Communal Bin Store. Please do not leave bags lying in the bin store or back court as they will burst open or be ripped open by birds and animals.

Bulk items again should be phoned to Bulk Uplift Service before placing in a suitable area in the back court, please do not allow items to block up bin stores and do not cover any entrances.

Bin bags and Bulk items must not be left in closes or landings and this is an extreme health and safety hazard.

Pets must not be allowed to foul closes, landings or back court areas (see article on Responsibilities of Pet Owners) in this Newsletter for further advice and information.

It's everyone's responsibility to have pride and to take care of their environment, at the beginning of the month the West Glasgow Green Gym who are affiliated to Drumchapel Life carried out a Clean Up of the Cleddans Burn area at the top of Achamore Road. They and we were shocked by the amount of rubbish dumped by our tenants and local residents and the photographs above are the proof.

We would hope that this or a fraction of this rubbish would never be dumped there again.

Cleansing Department Contact Numbers including bulk uplift is 0141 287 9700 or email [EPS.CleansGlasgow@glasgow.gov.uk](mailto:EPS.CleansGlasgow@glasgow.gov.uk)

If items are in a good condition consider recycling, contact local Charity Shops or contact Glasgow City Council Re-use Phone line on **0800 0665 820**. Or check out Glasgow City Council National Re-use Phone Line web page for information and advice.

## FEEDING BIRDS AND ANIMALS

We are aware that residents think they are being kind feeding birds and foxes however they are really just causing problems for themselves, other residents and the Association.

**Pigeon Nuisance** is a common problem in many cities, they are not afraid of people, they roost and nest readily in man-made structures and their droppings spread harmful germs and considerable damage to buildings.

The main reason for the congregation of pigeons to an area is feeding by the public and pigeons will always come back to areas where food and roosting sites are readily available.

The most effective, economical and humane way to avoid this is to avoid feeding birds which our residents can assist with and to disable their nesting and roosting sites which the Association can assist with.

**Foxes** are ferocious and agile predators capable of getting in any garden and will go back to gardens looking for food that has been put out for them.

They can also spread harmful germs, especially to domestic pets who can contract fleas, mange, ringworm and myxomatosis.

Our advice is not to feed foxes as it encourages them into gardens where they can make a mess, disturb people, kill domestic pets, spread disease and due to their growing lack of fear come into contact with young children. Foxes and other wild animals should be allowed to stay that way.

# SPOTLIGHT ON POLICY REVIEW

## CUSTOMER SERVICE STANDARD POLICY

We've been working on the Customer Service Standard Policy and have consulted with our Resident Scrutiny Panel and Management Committee. The Association's Customer Service Standard Policy was approved on 25th February 2015 by the Management Committee. The following statements are the Associations overall objectives:

1. **We will deliver high quality services making the best use of our resources**
2. **We will keep you advised of our activities and consult with you when major changes to services are planned**
3. **We will use your views to improve the quality of our service**
4. **We will treat you fairly and with respect**
5. **We will respond to your enquiries and complaints**
6. **We will always be approachable and professional.**

The Policy outlines what the acceptable standard of service is: when customers visit the office; when staff members carry out home visits; and when customers make telephone calls, write emails/letters into the office.

You can find a copy of this on our website [www.cernachha.co.uk](http://www.cernachha.co.uk) or ask for a copy from the office.

## CALENDAR OF POLICY REVIEW

Work never stops at Cernach and we're always working through our calendar of policy reviews. The following policies are next for review and we'd be pleased to have you join in.

**Pet Policy** – This policy outlines to all tenants and prospective tenants the responsibilities under the terms of their tenancy agreement in relation to pet ownership. The aim of the policy is to ensure all tenants can enjoy a clean, peaceful and safe environment.

**Estate Management Policy** – This policy outlines the role of residents, staff and contractors in ensuring the estate is kept at its best.

If you would like to join local residents on our Residents Panel who have an interest in being involved in how the Association shapes policies that affect the local community, then please contact lynsey ([lynsey@cernachha.co.uk](mailto:lynsey@cernachha.co.uk), **0141 944 3860**).

## DON'T MISS YOUR OPPORTUNITY TO HELP SHAPE HOW POLICIES LOOK!

*Cernach Newsletter can be downloaded from the Association's website, [www.cernachha.co.uk](http://www.cernachha.co.uk) and if requested, Cernach News can be made available in different languages, in Braille and/or on CD. Additionally, we are able to offer a sign or language interpreter free of charge where necessary.*

**OPENING HOURS:**  
**MON, WED, THUR & FRI:**  
**9.00am – 5.00pm**  
**TUE: 10.00am - 5.00pm**



## How to contact us:

**Cernach Housing Association Ltd.**  
79 Airgold Drive, Drumchapel  
Glasgow G15 7AJ  
**Tel:** 0141 944 3860  
**Fax:** 0141 944 8925  
**Email:** [admin@cernachha.co.uk](mailto:admin@cernachha.co.uk)  
**Website:** [www.cernachha.co.uk](http://www.cernachha.co.uk)