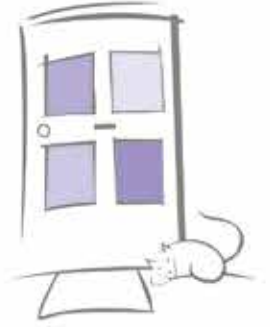


Cernach news

for residents of cernach housing association limited



Marion McDonald House, 79 Airgold Drive, Drumchapel, Glasgow G15 7AJ

Tel: 0141 944 3860 Email: admin@cernachha.co.uk Website: www.cernachha.co.uk

Recognised Scottish Charity SCO 36607 Property Factor Registered No PF000149

Seasons greetings from staff and committee at Cernach Housing Association



WE WANT YOUR VIEWS – RENT CONSULTATION 2024-25

Each year we ask tenants to give us feedback on the proposed rent increase for the next financial year. It is now that time again so have your say by **Thursday 11 January 2024**.

All tenants will have received a letter and consultation booklet outlining our approach for 2024/25. Give us your thoughts by completing our short survey here:



CHRISTMAS CLOSURE

FRIDAY 22 DECEMBER AT 12:30
- THURSDAY 4 JANUARY 2024 AT 9AM

Please contact us at admin@cernacha.co.uk
or call 0141 944 3860 if you require any assistance.

A WORD FROM OUR DIRECTOR

It has been a wonderful year at Cernach. I am proud of staff, Committee and members for their hard work and support.

We have recently welcomed two new staff members, Ciara Brownlie, Housing Assistant and Sarah Kenna, Assistant Maintenance Officer. Do say hello to them if you see them out and about.

As we approach the new year, you may be thinking about new opportunities and challenges. We have lots of great opportunities for you to get involved with:

JOIN OUR RESIDENT'S PANEL

If you would like to have a say on our policies, services, or community events then you are what we are looking for! In the past the Resident Panel has helped to organise our day trips and events.

BECOME A MEMBER OF THE ASSOCIATION

All you have to do is complete a membership application form and hand this into the office together with £1.00. On approval of your application, you will receive a lifetime share in Cernach Housing Association.

Membership provides the opportunity to stand for election to the Management Committee at the Annual General Meeting and vote for other members. To join you must be 16 years old.

If you would like to find out more information about becoming a Management Committee member, get in touch for an informal chat.

BECOME AN ARMCHAIR CRITIC

Armchair critics are similar to the role of the Residents Panel, but you can give feedback from the comfort of your own home, at a time that suits you.

You don't need to part of anything 'official' to give us feedback, we are keen to hear from you at any time. Please don't hesitate to get in touch with the team on **0141 944 3860** or email us at **admin@cernachha.co.uk**.

I hope you all have a wonderful Christmas and a happy New Year.

Caroline Jardine



Ciara Brownlie



Sarah Kenna





MAKE RENT YOUR PRIORITY THIS CHRISTMAS

We understand that Christmas is an exciting, but also an expensive time of year and budgeting can be difficult.

Your rent should always be your first priority – don't put your home at risk by missing your rent payment this festive season.

As part of your tenancy agreement your monthly rent is due on, or before, the first of every month in advance.

If you are having financial difficulties, have an arrears balance or are struggling to meet your rent payments, please contact your Housing Officer urgently on **0141 944 3860** to discuss your options.

Please ensure all payments are made by **Friday 29 December 2023**. Payments can be made at our office until 12.30 p.m. on Friday 22 December 2023. Debit/Credit Card payments can be made on our website at www.cernachha.co.uk and payments can also be made via your Allpay payment card at a number of outlets.



ANNUAL ASSURANCE STATEMENT

All social landlords are required to submit annual assurance statements to the Scottish Housing Regulator (SHR) before the end of October.

Assurance statements are a way for the Management Committee to declare that they are assured their organisation complies with regulatory requirements and standards or to disclose areas where they need to improve.

Following this assessment, we're delighted to report that there are **no areas of material non-compliance**.

This outcome was given by the Management Committee following review and assessment of a wide range of documentation. You can be assured that the Committee takes steps to ensure that the information it is being provided with is robust and accurate.

Read the full statement on our website or by holding your phone camera over this QR code:





HELP AND ADVICE

WARM HOME DISCOUNT

You could get **£150 off your electricity bill** for winter 2023 to 2024 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount applied to your electricity bill between early October 2023 and 31 March 2024.

You'll usually get the discount automatically if you're eligible. You only need to apply if you're on a low income or think you might be eligible.



MOVING TO UNIVERSAL CREDIT

We're aware that some of our tenants are getting letters from DWP with a request to move from existing benefits on to universal credit. Tax credits are coming to an end, and most people will need to apply for Universal Credit instead. It won't happen automatically, so it's important to act to ensure your benefits continue.

To get help with applying for universal credit, the warm home discount, or any other benefits do get in touch with Andy Parker, our Welfare Rights and Tenancy Sustainment Officer.

Andy is available for appointments Monday to Friday 9-5, in our office or at your home if you prefer. You can make an appointment by calling **0141 944 3860** or by email at **andyparker3@cernachha.co.uk**



REPAIRS

Emergency repairs are those that are a threat to the safety and security of you or your property. If this the case, we will act fast to make your property safe within 2 hours and aim to have a full repair complete within 24 hours.

If you have an emergency repair over the Christmas period when our offices are closed, please call City Building directly on **0800 595 595**.

Non-emergency repairs or routine repairs should be reported directly to the office when it reopens on **Thursday 4 January 2024** on **0141 944 3860** or at **admin@cernachha.co.uk**

HOMELESSNESS ADVICE AND ASSISTANCE

If you require homelessness advice and assistance, contact Health and Social Care Connect on **0141 287 0555** or online at **Glasgow City Council – Homelessness Page**.

If you require assistance after working hours, weekends or public holidays then please contact the Emergency out of hours Homelessness Service on **0800 838 502**.

