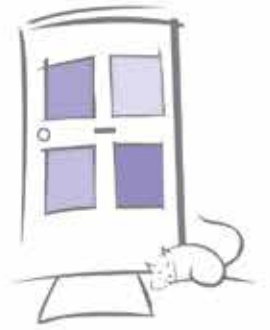


# Cernach news

for customers of cernach housing association limited



**AUTUMN 2018**



# Director's Overview



*Welcome to the Autumn edition of Cernach News. It is packed with news and information about Cernach and how we are working to deliver excellent housing and services.*

We have held our 28th Annual General Meeting which was very well attended. We are also pleased to announce that we have a new chairperson John Brannan. John has been on our committee for a number of years and is very excited to take on his new duties with his usual positivity and eagerness. Congratulations John! Our retiring chair, Susan McDonald MBE was required to stand down after five years in the role and will continue to serve on our Committee. We are enormously grateful for the fantastic commitment she has given to the organisation.

We would also like to welcome our new Assistant Housing Officer Tony Birmingham to the team. Tony offers a wealth of knowledge to Cernach and we are delighted he joined us. Tony will be out and about in the our Estate so don't be shy and say hi to him – honestly he won't bite.

Staff in our housing management team have been very busy preparing for the rollout of Universal Credit in December and processing the significant number of additional housing applications for our new development at Linkwood Drive. It's coming on at a fair pace and we cannot wait to see the finished product.

Do you know we have a local Councillor who holds one of her surgeries at our office? Cllr Elspeth Kerr is here on the 4th Friday of the month between 1pm-2pm (please note that she will not be here if the 4th Friday falls on a public holiday). Cllr Kerr can assist you in various matters and she'll greet you with a warm welcome.

I hope you have enjoyed reading our newsletters this year, and are happy with our Annual Report and Return of the Charter we issued recently. If you have any ideas for future editions please let us know and we will do our best to include them. Even better still; pop in and see us!

On behalf of myself, the staff and Management Committee I would like to take this opportunity to thank you all for your support during this year and wish all our tenants, factored owners and residents a Happy Halloween.

*Caroline Shepherd*

**Director**





# ANNUAL GENERAL MEETING

The Association was very pleased at the turn out for the AGM this year on 27th August 2018. After all the formal business where the Annual Accounts to 31st March 2018 were approved and the new Management Committee were appointed we held our anniversary raffle and some games of bingo. See the winners below and give them all a round of applause. We wish to thank all the members who took the time to come along to the AGM.

## THIS YEAR'S MANAGEMENT COMMITTEE MEMBERS

I am pleased to welcome Andrew Keegan as a full Management Committee. Prior to the AGM in August Andy served as a Co-opted member and we were delighted that Andy was able to take up a full place at the AGM.

**John Brannan**  
**Diane MacMillan**  
**Frank John**  
**Andrew Keegan**

**Andy Biddell**  
**Michael Mellon**  
**Shereen Frank**

**Tracy Bowie**  
**Susan McDonald MBE**  
**Muriel Wylie**

**Karen McGinley**  
**Rosemary McGill**  
**Jean McFarlane**

## GARDEN COMPETITION WINNERS

The Association would like extend a massive thank all residents who put so much time and effort into making their gardens and balconies, and in turn the area where they live, look superb! Your efforts have not gone unnoticed.

Housing Officer Emma McShane and Maintenance Assistant Officer Carylanne McLellan carried out the judging for this year's competition on Monday 13th August and found it so difficult to choose with the amount of entries received! After much deliberation the winners of this year's competition were:



**1st Place Best Garden**  
**Mr & Mrs McKee**  
**87 Achamore Road**



**Joint Runner Up**  
**Mrs L Smith, 32 Halbeath**  
**Avenue and Ms P Morgan**  
**32 Halbeath Avenue**

**Balcony Winner**  
**Ms Elaine Jackson**  
**188 Kinfauns Drive**



Good Citizen Award went to Mr James Cooper, 11 Achamore Road who was nominated by his life time friend Mr Lindsay. Would you believe both these men grew up together in Scotstoun and have been friends for over 40years....WOW.

It just goes to show that friendships and community are so important in life and the greatest gift in life is friendship. I'm sure both Mr Cooper and Mr Lindsay will agree.

Congratulations to all our worthy winners of the 2018 Blooming Garden Competition and to everyone who took part. We are always delighted to see all the gardens and balconies every year and appreciate the creativity, care and hard work that go into making them so amazing! Can't wait to see what next year brings.....**Remember you need to be in it to win it!!**



# UNIVERSAL CREDIT – ARE YOU READY?

From 5th December 2018, Universal Credit arrives in Drumchapel.

This means that anyone who claims the following benefits will be asked to claim Universal Credit:

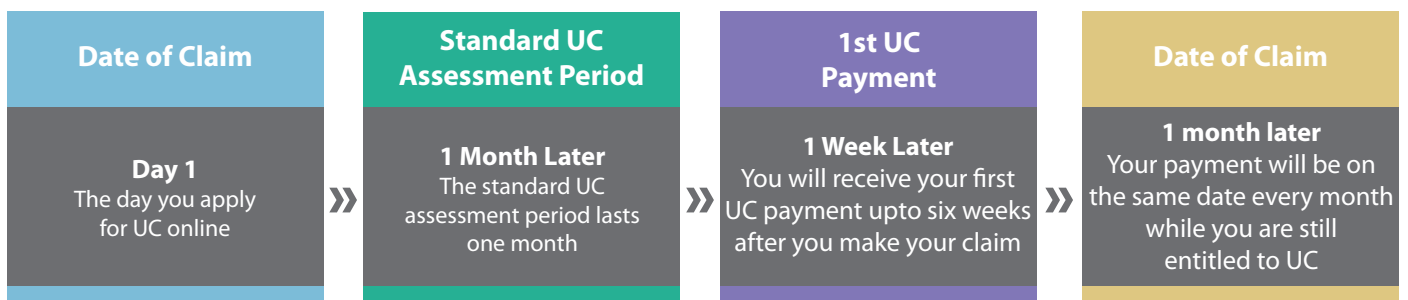
- **Housing Benefit**
- **Child Tax Credits**
- **Working Tax Credits**
- **Income Support**
- **Jobseekers Allowance (income based)**
- **Employment and Support Allowance (income related)**



Although this will be a gradual process, it will initially affect people who have a change of circumstances such as a change of address, change of benefit or a break in your benefit.

If you currently receive housing benefit to help with your rent payments, you will now receive this through Universal Credit. These payments will be made **directly to you** and not to Cernach Housing Association. Therefore, you will need to make a payment arrangement with your housing officer to pay your monthly rent charge.

**Some important differences between housing benefit and Universal Credit are:**



- It can take 6 weeks from when you first make your claim until you receive your first payment
- Your payment will be made once a month on the same date every month
- Your payment is made directly to your bank account and will include your housing costs which is your rent charge
- You can only apply **Online** on the Government website <https://www.gov.uk/universal-credit>

## HOW TO PREPARE

- Your claim will be managed using an online journal. Therefore, you will need to set up an email address if you do not already have one
- An online application will take up to 2 hours so make sure you have all your personal details ready such as household details, income, savings etc
- You will have to know what your rent charge is (housing costs). We can provide you with a rent statement to confirm this information.
- You will need a bank account to receive your monthly payment
- Once you make your application you will have to make an appointment to meet your Work Coach
- It is up to you to pay your rent. We can help you to budget and set up a direct debit

## TOP TIPS!!!!

- ✓ Remember you will need to make a separate claim to Glasgow City Council to apply for Council Tax Reduction.
- ✓ Make sure you apply for Discretionary Housing Payment (DHP) for any under occupancy charges (also known as 'bedroom tax')
- ✓ Remember to tick the Housing Costs (rent charge) box when applying for Universal Credit or they will not include this in your claim

**SPEAK TO YOUR HOUSING OFFICER. WE ARE HERE TO HELP.**

# STOP – LOOK – TAKE NOTE!!

**Child Trust Fund** - (CTFs) are savings accounts that were available for kids born between 1 September 2002 and 2 January 2011, which they could use to deposit free cash vouchers of up to £250 (up to £500 if you were on a low income) that used to be handed out twice to each child by the Government.

So question:-

1. DO YOU HAVE A CHILD BORN AFTER 31ST JULY 2002?
2. HAVE YOU A **CHILD TRUST FUND** SET UP FOR THEM?
3. HAVE YOU MISLAID YOUR DETAILS?
4. DO YOU KNOW WHERE IT IS INVESTED?
5. IF NOT DONT WORRY.....HELP IS AT HAND



Child Trust Fund

All you need is the **parents NI number, address and child name (or previous names) date of birth.**

HM Revenue and Customs (HMRC) are responsible for administering the Child Trust Fund. Further information about the CTF can be obtained from:-

**Child Trust Fund (CTF) | Waterview Park | Mandarin Way | Washington | NE38 8QG**

 [childtrustfundoffice@ir.gov.uk](mailto:childtrustfundoffice@ir.gov.uk). (General enquiries about CTF only)

 [www.childtrustfund.gov.uk](http://www.childtrustfund.gov.uk)

Toolkit: [www.ctfhelp.com](http://www.ctfhelp.com)

**Helpline: 0845 302 1470 (8.00am-8.00pm, seven days per week except some bank holidays)**  
**Text phone helpline: 0845 366 7870 (as above)**

If you feel you would need a helping hand, look no further than here. We have a welfare officer who offers advice on not only benefits but money advice. Book an appointment with our colleagues from Drumchapel Cab on a Wednesday or Thursday. You can also use the drop in service at Drumchapel Cab Offices for expert advice.

## WARM HOME DISCOUNT SCHEME



### \*\*\*\*\*IMPORTANT INFORMATION\*\*\*\*\*

It's that time of year again when you can apply for the Warm Home Discount Scheme aka Winter Fuel Allowance. If you think you may qualify for the £140 payment follow the link and apply.

#### Eligibility:

There are 2 ways to qualify for the Warm Home Discount Scheme:

- You get the Guarantee Credit element of Pension Credit - known as the 'core group'
  - You're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'
- How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount.

<https://www.gov.uk/the-warm-home-discount-scheme>

Cernach Housing Association hosts a free and confidential Money and Debt Advice Service at our offices every Thursday. This service has helped many of our tenants who need expert advice and assistance in dealing with many different issues:

#### Help you with budgeting

- Help you reduce electricity and gas arrears
  - Negotiate debts with creditors on your behalf
  - Discussing appropriate debt remedies
  - Benefit checks and applications
  - Challenging benefit decisions and appeals
- No matter how simple or complex your issue may be, getting help is the first step to reduce your stress, worry and anxiety which many of us can experience in these situations.

If you would like an appointment with this service, contact the Cernach office on **0141 944 3860**.



# FIREWORKS AND HOME SAFETY

## KEEPING PETS SAFE DURING FIREWORK SEASON

1. Take your dog for a walk well before fireworks are likely to begin
2. Keep doors, windows and cat flaps closed
3. Draw the curtains
4. Play music with a repetitive beat at a medium volume to help mask the sounds
5. Although it's tempting, do not comfort or reassure your pets – they will feel that you are anxious too and their fear will be rewarded and encouraged
6. Never punish your pets – it is not their fault that they are scared and it will add to their anxiety
7. Let cats hide where they like – do not try to tempt them out
8. If cats are scared, do not pick up or restrain them as cats prefer to control how they cope.

## SPARKLE SAFELY

Did you know that sparklers get five times hotter than cooking oil? Sparklers are not toys and should never be given to a child under five.

Take special care with sparklers. They can be enjoyable for kids but can also cause injury. Adults should always supervise children with sparklers. Teach them to hold the sparkler at arm's length and away from others. You should have a container of water handy and dump the sparkler in it as soon as it goes out.

## THE LEGAL STUFF

It is illegal to sell most fireworks to those under the age of 18, and the Fireworks Act 2003 brought a more effective regime for the control of fireworks.

Under the Fireworks (Scotland) Regulations 2004 it is illegal to let off fireworks between 2300 and 0700 hours. The start of the curfew will be later on the four nights of the year when fireworks are used in traditional or cultural events. On Hogmanay, Chinese New Year and Diwali, setting off fireworks must stop at 0100 hours. On 5 November, the use of fireworks must stop at midnight. Local authorities will have the power to grant dispensations from the curfew for special local occasions.

These Regulations complement the Fireworks Regulations 2004 and Explosives Regulations 2014 which imposed restrictions on the possession and noise of fireworks. Among other things, they also introduced, from 1 January 2005, a licensing scheme for the supply of fireworks outside specified periods.

## MISUSE OF FIREWORKS

To report misuse of fireworks call your local police by dialling 101

**Remember Remember the 5th of November...**

**DO'S & DON'TS** We're all working together to make sure Drumchapel is ready and we need your help.

**DO'S**

- Stay safe and have fun at an organised event.
- Report any issue of antisocial behaviour to Police Scotland on 101, or 999 in an emergency.
- Report any flytipping to the Environmental Task Force on: 0300 343 7027.

**DON'TS**

- Leave any bulk items (especially wood) outside of your property.
- Leave your wheellie bin outside your property after it has been serviced – take it off the street.

Logos: Glasgow City Council, Police Scotland, Community Safety Glasgow, Drumchapel Housing Cooperative Limited, Scottish Fire and Rescue Service, GHA, Pricerest, Cube

# HEALTH IMPROVEMENT



**Want to stop smoking?**  
You can do it - we can help!



For more information just call us:  
Northwest Smokefree Services  
**Tel: 0141 232 2110 OR**  
**Text: QUIT to 60002**

## Drop-In Clinics

**DRUMCHAPEL Health Centre**  
Every Monday : 4pm - 7pm

**DRUMCHAPEL Health Centre**  
Every Wednesday : 1.30pm - 3pm

**MARYHILL Health Centre**  
Every Wednesday : 10am - 12pm

**POSSILPARK Health Centre**  
Every Tuesday : 12pm - 4pm

**WOODSIDE Health Centre**  
Every Monday : 11am - 1pm

**You are 4 times more likely to quit as part of a group than on your own!**

**STRUGGLING TO FALL ASLEEP OR TO STAY ASLEEP?  
HAS YOUR GET UP AND GO, GOT UP AND WENT?  
HAS YOUR VA VA VOOM VANISHED?**



Well have you thought about joining your local Gym. We have been able to negotiate a special rate of gym membership for all of our tenants at the Glasgow Club leisure centres!

Glasgow Club is offering membership to all of Cernach's tenants for £25 per month, a saving of £8 per month on their usual rate. This is the perfect opportunity to take advantage of a great offer and put into practice what you have been thinking about doing for a while.

Physical activity stimulates various brain chemicals that may leave you feeling happier and more relaxed. You may also feel better about your appearance and yourself when you exercise regularly, which can boost your confidence and improve your self-esteem.



Struggling to fall asleep or to stay asleep? Regular physical activity can help you fall asleep faster and deepen your sleep. Just don't exercise too close to bedtime, or you may be too energized to fall sleep.

Exercise combats health conditions and diseases. Worried about heart disease? Hoping to prevent high blood pressure? No matter what your current weight, being active boosts high-density lipoprotein (HDL), or "good" cholesterol and decreases unhealthy triglycerides. Exercise keeps your blood flowing smoothly, which decreases your risk of cardiovascular diseases. In fact, regular physical activity can help you prevent or manage a wide range of health problems and concerns, including stroke, metabolic syndrome, type 2 diabetes, depression, and certain types of cancer, arthritis and falls. Find a physical activity you enjoy, and just do it. If you get bored, try something new.

All you have to do is contact Emma or Anne at Cernach on 0141 944 3860 to get confirmation of your residence then bring this to the Donald Dewar centre and sign up. After you have joined at the Donald Dewar centre, you can then use any of the facilities across the entire city.

**Go on, take that first small step to the New You!**

# WATER HYGIENE INFORMATION!

You cannot get Legionnaires' disease from drinking water. People catch Legionnaire's disease by inhaling small droplets of water suspended in the air, which contain the bacteria. The bacteria have to be in very small droplets like spray from a shower or spray taps. In domestic properties the risk of Legionnaire's disease is rated as low risk.

## What is Legionnaires Disease?

Legionnaires Disease is a potentially fatal lung infection (form of pneumonia) which can affect anybody, but which principally affects those who are susceptible because of age, illness, immunisuppression, smoking and other health conditions. It is caused when individuals inhale legionella bacteria. The bacteria can exist in man-made water systems such as water storage systems, taps and pipe work. This disease was named after a break out in a hotel in Philadelphia where a group of legionnaires were at a convention in 1976.

Even in ideal conditions for growth (between 20-45°C), Legionella isn't dangerous until it can be inhaled. Aerosols are tiny droplets of water suspended in the air.

## What precautions can I take? Taking the following simple precautions will help keep you safe:

- **Flushing of little used outlets – Carefully running infrequently used taps and showers, after holidays and extended periods of non-use.**
- **Flush toilets with the lid down following a period of non-use**
- **Drain hosepipes after use and keep out of direct sunlight. Flush through for a couple of minutes before filling paddling pools etc**
- **Routine disinfecting – cleaning, descaling and disinfecting of shower heads to ensure they are free from bacteria.**
- **Routine temperature monitoring – keeping water temperature above 50°C or systematically increasing temperature above 70°C to kill bacteria.**

As the saying goes 'Cleanliness is next to godliness.' So get your marigolds on and get some spring cleaning into your taps and showers.





Our staff and contractors are in contact with you on a regular basis. We will always treat you with respect and listen to what you have to say. We expect to be treated in a respectful manner and will not tolerate any unacceptable behaviour towards our staff or contractors who are working on our behalf.

Didn't we do well? Don't just take our word for it read what the Scottish Housing Regulator is saying.

Our staff team work relentlessly to achieve these results. It takes a lot of team work, collaboration, determination and good old elbow grease to maintain our high standards. I hope you enjoy this report as much as we and the Management Committee did. As usual any feedback which will benefit our staff team's development, please do not hesitate to contact us.

## Landlord report

### How your landlord told us it performed in 2017/2018



Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2017/2018.

### Homes and rents

At 31 March 2018 your landlord owned 794 homes. The total rent due to your landlord for the year was £2,986,077. Your landlord increased its weekly rent on average by 3.00% from the previous year.

Size of home	Number owned	Average weekly rents		
		Your landlord	Scottish average	Difference
1 apartment	56	£42.13	£67.44	37.5%
2 apartment	55	£59.86	£73.33	18.4%
3 apartment	431	£69.69	£74.94	7%
4 apartment	170	£90.24	£81.37	10.9%
5 apartment	82	£87.57	£90.39	3.1%

### Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- » **100.0%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 90.5%.
- » **100.0%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 91.7%.
- » **98.7%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 85.9%.

# FOCUSED ON PERFORMANCE

## Quality and maintenance of homes

- » **98.6%** of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 94.2%.
- » The average time your landlord took to complete **emergency repairs** was **0.8 hours**, compared to the Scottish average of 4.0 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **2.5 days**, compared to the Scottish average of 6.4 days.
- » Your landlord completed **95.2%** of **reactive repairs** 'right first time' compared to the Scottish average of 92.2%.
- » Your landlord does not operate a **repairs appointment system**.
- » **100.0%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 92.1%

## Neighbourhoods

- » For every 100 of your landlord's homes, **3.0 cases** of **anti-social behaviour** were reported in the last year.
- » **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 87.9%.

## Value for money

- » The amount of money your landlord collected for current and past rent was equal to **100.9%** of the **total rent** it was due in the year, compared to the Scottish average of 99.4%.
- » It did not collect **0.1%** of rent due because **homes were empty**, compared to the Scottish average of 0.7%.
- » It took an average of **9.2 days** to **re-let homes**, compared to the Scottish average of 30.7 days.

### Want to know more?

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services.

Our website has lots of further information about your landlord and our work. You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit our website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

# TENANCY MATTERS

## CHANGES TO YOUR SCOTTISH SECURE TENANCY RIGHTS INTRODUCED BY THE HOUSING (SCOTLAND) ACT 2014

You may or may not have heard about the upcoming changes to your Tenancy Rights introduced by The Housing (Scotland) Act 2014. We will have already received a letter explaining in full what the changes are. If there are any changes to your household or personal circumstances, you must write to us or complete the form enclosed in your letter and send back to our offices. Some changes include:-

**Telling us about changes to your household | Subletting | Joint Tenancy  
Assignment (passing your tenancy to someone else) | Ending a Scottish Secure Tenancy Agreement  
Adapted Properties | Taking Over a Tenancy after the Tenant's Death (known as Succession)  
Carers | Right to Buy**

If you require any help with completing your form or would like to know a bit more about these changes, please call the office on **0141 944 3860** or better still pop in and see us.

## ROUND OF APPLAUSE GOES TO.....

### ROLL OF HONOUR

Well what can we say, yet another successful Gala Day was had by all! Can you believe we had more than 150 people attend our annual event.

The sun was out, the rain stayed off and everyone wore a smile. The spirit of the people of Drumchapel who came out and participated was amazing to see. The creative and fun nature of the event allowed participants the opportunity to learn and share in experiences and broaden their understanding of other Agencies within Drumchapel and in so doing building on our already strong community spirit. Last but not least, where would we be without YOU, tenants and residents of Cernach. You truly are the best!

Our Gala Day wouldn't be successful without the help and support of our contractors and sponsors, leading up to the day and on the day. Thank you to **Magnus Electrical, Willie Mac Plumbing, Idverde D+G joiners, The Edrington Group, Mortons Rolls, The Fruit People.**

And let's not forget our esteemed guests who helped make it all possible:-

**Animal man, Cheeky Face facepainter, The TCV, Menself, Cope, Cab, G-Heat, Fortunetworks, Axis Health Hub, Balloon Man, Castlemania, Fiona-BBQ, Wheel-Fix it, MTM discos, Michelle Our resident Photographer and Police Scotland.**

A special thank you to our contractor D+G joiners who not only donated a number of raffle prizes, they also managed the setting up of the car park in order to ensure the Gala day went smoothly. **Guys you are all amazing, take a bow.**





# PUMPKIN SOUP RECIPE – HUBBLE BUBBLE TOIL AND TROUBLE.....LET'S STIR UP A CAULDRON OF WITCHY SOUP!

## PUMPKIN SOUP

CLASSIC & EASY



PREP: 5 MINS - COOK 10 MINS TOTAL 15 MINS

### INGREDIENTS

- 1.2 kg / 2.4 lb pumpkin (any), unpeeled weight (Note 1)
- 1 onion, sliced (white, brown, yellow)
- 2 garlic cloves, peeled whole
- 3 cups / 750ml vegetable or chicken broth, low sodium
- 1 cup / 250 ml water
- Salt and pepper

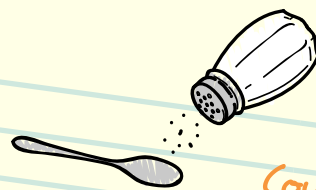


### Finishes:

- 1/2 - 3/4 cup / 125 - 185 ml cream or half and half (Note 2) or 3/4 cup / 185 ml milk (any type, I use low fat)

### INSTRUCTIONS

1. Cut the pumpkin into 3cm / 2.25" slices. Cut the skin off and scrape seeds out (video is helpful). Cut into chunks.
2. Place the pumpkin, onion, garlic, broth and water in a pot - liquid won't cover all the pumpkin. Bring to a boil, uncovered, then reduce heat and let simmer rapidly until pumpkin is tender.
3. Remove from heat and use a stick blender to blend until smooth. If you don't have a stick blender, use a blender - see notes.
4. Season to taste with salt and pepper, stir through cream (never boil soup after adding soup, cream will split).
5. Ladle soup into bowls, drizzle over a bit of cream, sprinkle with pepper and parsley if desired. Serve with crusty bread!



Course: Soup  
Servings: 4 - 6  
Calories: 149 kcal

Especially in winter, there's nothing better than dunking warm crusty buttered bread into a big bowl of creamy pumpkin soup. This recipe is ridiculously easy, and if you have a stick blender it's a one-pot-wonder.

# HAVE WE GOT NEWS FOR YOU AND YOUR DIARY!

Our Focus Group are working like Trojans behind the scene, organising our next Community Event. What can it be? Can you guess? I'm sure you will enjoy it, that's if you like food, pressies and right good chinwag.....Yes you are right it's the annual visit of our very good friend Santa Claus.....HO HO HO.

He will be visiting us at our fantastic Pensioner Lunch at Oliver's Drumchapel and our Kids Christmas party at St Marks. So make sure you have marked it on your calendar with your bingo pen, we don't want you to miss it!

Get your Glad Rags On and get ready to party.

## PENSIONERS CHRISTMAS LUNCH

**WHEN?**

**THURSDAY 6TH DECEMBER 2018**

**TIME?**

**LUNCH SERVED AT 1PM & FINISH AT 3PM**

**WHERE?**

**OLIVER'S FUNCTION SUITE**

**COST?**

**FREE TO OUR TENANTS**

**HOW TO BOOK?**

**CONTACT THE OFFICE TO HAVE  
YOUR NAME PLACED ON THE LIST!**



## KIDS CHRISTMAS PARTY

**When?** Tuesday 18th December 2018

**Time?** 3.30pm - 5pm

**Where?** St Marks Hall,

**Cost?** £1.00 per ticket per child (ticket only). Adults go free.

All children must be accompanied by adults. Tickets can be got from the office.

**Goodies?**

Each child will receive a selection box from Santa and a goody bag with treats

**Entertainment?**

Cheeko the Clown will be there to entertain!

**Special Guest?** Santa & his elf!



# CASH FOR KIDS

At Clyde Cash for Kids we make a life-changing difference, locally. We are committed to raising funds for the most vulnerable children in local communities across Glasgow and the West of Scotland. In our first thirty years we have raised of £26million and helped more than 1.8million lives.

Christmas is a time of giving and receiving, so without further ado we are delighted to announce that the Christmas Clyde 1 Cash For Kids is open. We are actively gathering names of children under 16 in their family who would qualify for this fantastic gift. We need to know a number of details including your child's name, address (if different from yours), date of birth and any specific circumstances which would make you eligible for the award.



**Applications to be submitted no later than 15th October.**

If you wish your child to be submitted for this then please contact Emma at the office on **0141 944 3860** or email **emma@cernachha.co.uk** to find out more information.



## RESIDENT SATISFACTION SURVEY NCE

Cernach Housing Association has instructed independent researchers Knowledge Partnership to carry out a resident satisfaction survey. Over the next 4-6 weeks, a trained researcher from Knowledge Partnership will visit you at home or contact you by phone to carry out a short survey. It should last no more than 10 minutes.

All responses are voluntary and will be kept confidential. Unless you choose to provide your name and contact details your views will remain anonymous. All information will be kept secure and in accordance with our Data Protection Policy and the General Date Protection Regulations (GDPR).

The interviews will be carried out Monday to Saturday from 10am to 8pm and Sunday from 12pm to 7pm. The interviewer will show full personal identification to you when they visit. If you have any doubts about the identification you can call Knowledge Partnership direct on **0800 169 9376** and speak to Jack Macleod or Tom Draper who will verify the identity of the interviewer. If you do not wish to take part in the survey, please contact them and they will remove your details from the survey sample.





# THRIVING PLACES DRUMCHAPEL

Since we last wrote in the summer edition Drumchapel has continued to thrive! We concluded our consultation report which interviewed 299 local people in Drumchapel plus a further 150 responded to our questionnaire on line. Different themes, requests, aspirations and hopes were expressed by the community and we want to implement, if not all, at least some of the desires expressed by local people during the six months of our consultation.

We launched the result of our consultation on 30th June at St. Mark's church in an event which focused on local people's participation. We wanted the people of Drumchapel to be the first to know of the result of our work. Some of the main issues that local people want to tackle include financial hardship, isolation, and literacy. Many people expressed a desire for a local newspaper to inform the community about what is going on in Drumchapel. Others want to launch a zero tolerance campaign against racism and homophobia while others insisted on the need for increasing local people's participation in decisions that affect the community. Many people expressed concerns about the environment and the need for a community hub where people could go without feeling pressured into having to do something. At the same time some people want to see more investment in building up local people's skills.

All of these ideas and suggestions are now being pulled together to form a Community Connecting Plan where Thriving Places will try and access the necessary funding to implement as many as possible of the community's desires.

In order to tackle isolation and at the same time support families through the summer holiday period, in partnership with Glasgow Life, we organised a trip to Ayr on the 18th July. It was a beautiful day and 80 children and 40 parents had a great day. Everyone said that they would like to repeat this type of activity not just during the summer holidays but during the year at different times. We will look into including this in our Plan.

On 21st July, together with AFFIT (Alcohol Free Function in Town) and several organisations working in Drumchapel, we organised an alcohol free event in the shopping centre. We had live music, bouncy castles, and a wide variety of stalls about activities ongoing in Drumchapel and of course, food! All was free of charge so no-one was excluded. It was a true community event enjoyed by everyone and concluded with a song about Drumchapel based on the poem, written by two local people, Andy and Amanda, and put to music by William.

We are now looking ahead to our next activity which is community budgeting. Thriving Places received £15,000 from the North West Health Improvement Team for community budgeting. This gives small groups the opportunity to apply for some funds to deliver a project in Drumchapel which they believe will benefit the community. All the decisions will be taken by local people and their organisations.

So, as you can see, a lot going on, all thanks also to the support from Cernach, who agreed to a partnership with Chest, Heart & Stroke Scotland who opened a new charity shop in the shopping centre. Thriving Places is now based in the shop and we look forward to seeing you down there!



# TOP TIPS FOR VERMIN PREVENTION...LET'S WORK TOGETHER TO MAINTAIN A HAPPY AND HEALTHY LIVING ENVIRONMENT

See our top tips below on practical ways you can help to prevent a vermin problem in your property.



1. Keep foodstuffs in metal or glass containers with tight fitting lids.
2. Tidy inside the house and around the garden - less clutter means less places to hide.
3. Put outdoor rubbish in correct bins and do not contaminate recycling and food bins.
4. Clean up pet food and bird seed debris, and store pet food in robust containers with fitted lids - preferably above ground level.
5. Keep gardens free from debris and keep clutter to a minimum.
6. If you have compost heap don't include organic food waste, as this will attract them.
7. If you have already spotted signs of vermin, such as droppings, contact environmental health immediately on 0141 287 1059.



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, TUE, THUR & FRI:**  
**9.00am – 5.00pm**  
**WED: 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)

Recognised Scottish Charity SCO 36607  
Property Factor Registered No PF000149