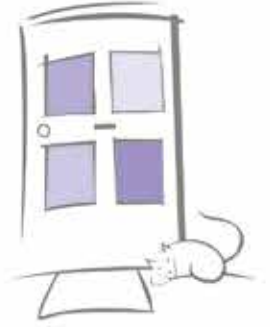


Cernach news

for residents of cernach housing association limited




WE WISH YOU A VERY
 MERRY 
CHRISTMAS
&
HAPPY NEW YEAR

Winter 2024

OFFICE CLOSURE

Our offices close at:
12:30 on Tuesday
24th December 2024
and reopen at 9am on
Monday 6th January 2025



Caroline Jardine (left) and Paula Baylis (right)

Paula Baylis becomes our new Director

After a rigorous recruitment process led by Employers in Voluntary Housing (EVH), Paula Baylis has been appointed as the new Director of Cernach Housing Association.

Paula, who initially joined Cernach in 2016 as a Housing Officer, has most recently served as Depute Director, a role where she demonstrated her commitment and leadership within the organisation.

Upon accepting the position, Paula expressed her enthusiasm: *“I’m delighted to have been appointed as Director of Cernach, and I look forward to building on our achievements and driving further success.”*

This leadership transition coincides with the upcoming retirement of the current Director, Caroline Jardine, who is set to step down in January 2025 after a distinguished tenure.

Reflecting on Paula’s appointment, Caroline shared her confidence in the future, saying, *“Paula will be a fantastic Director, and I know I’m leaving the Association in very capable hands.”*

Susan McDonald, Chair of Cernach, also praised the appointment, speaking on behalf of the Committee said, *“We would like to extend our heartfelt gratitude to Caroline for her dedicated service to the association and congratulate Paula on her well-deserved appointment. We’re excited to continue the meaningful work we’re already doing under her leadership.”*

Management Committee

Have you ever thought about joining our Management Committee?



Joining the Management Committee is a unique opportunity to make a meaningful impact in our community. Our committee has space for up to 15 members, including a Chair, Vice Chair, and Secretary, all elected annually after each AGM. Together, they shape the direction of Cernach and make decisions that directly affect Drumchapel's future.

But what's it really like to be a committee member? We spoke with Tracy Bowie, a local resident and committee member since 2012, to get her perspective.

Why did you join?

"I've always been local to Drumchapel and had just moved into a Cernach property in 2011. I was curious to see what was going on in the area and wanted to be involved."

What would you say has changed the most in that time?

"The transformation has been tremendous! The new builds have really improved the area. Big change from the tenements."

What do you like most about being a Management Committee member?

"I'm nosy, so I like to know what's going on, find out what's happening."

It's a good feeling to know that you're involved and that it's helping the community.

It was also great to meet new people. I didn't know anyone on the Management Committee before I joined".

Has being on Committee helped you in your personal life?

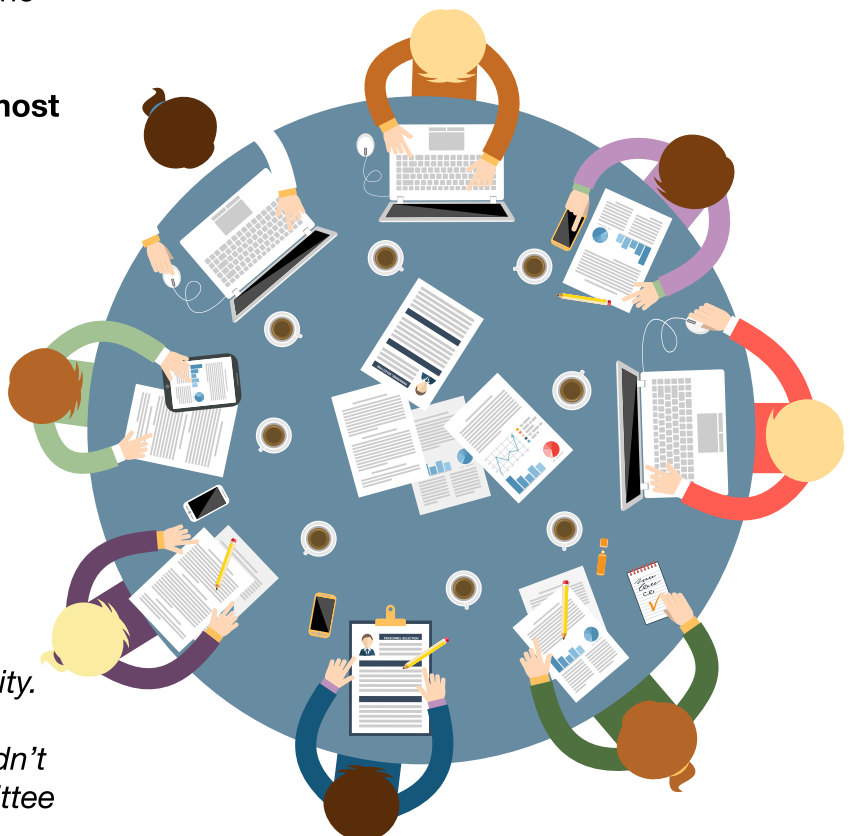
"It really helped me get my confidence back. After focusing on being a mum for so long, joining the committee helped me get back out there. It motivated me to tidy up my CV and start working again. It was the push I needed."

What would you say to someone who's thinking about joining?

"Come and try it out, you can't go wrong. Me and the other members are here to help you understand the types of decisions we handle and how everything works. We're a good bunch. If you're new to the area it's a good way to see what's happening in Drumchapel."

What to do if you fancy getting involved?

Simply complete a form and pay a £1.00 lifetime membership fee. Once approved by the Management Committee, you'll receive a Share Certificate and become eligible to stand as a Committee member. Contact Corporate Services admin@cernachha.co.uk or 0141 944 3860 to express your interest.



Maintenance Matters

Getting your home ready for winter

Cold weather can affect your home, so it's essential to prepare in advance to stay warm and comfortable throughout winter. Here are some key tips:

Heating your home

- **Set your thermostat:** Keep it at 10°C with the programmer set to 'On' or '24h' to prevent frozen pipes. This uses minimal energy.
- **Heating issues:** If your central heating fails, contact City Building directly at **0800 595 595**.

Preventing frozen and burst pipes

- **If you're away:** Arrange for someone to check your home regularly and leave your heating on a low setting.
- **Leaks:** Dripping water or cold draughts increase the risk of pipes freezing, report any repairs as soon as you notice the problem.
- **Emergency help:** For leaks or burst pipes, call the office on 0141 944 3860 during working hours or 0800 595 595 after 5 pm.



Looking after yourself and your neighbours

- **Check on vulnerable neighbours:** Help them prepare.
- **Weather updates:** Stay informed about local conditions.
- **Power outages:** Call **105** for free assistance from your local network.
- **Stay warm:** Wear layers and heat at least one room.
- **Gas service:** Ensure your annual gas service is complete for efficient heating.
- **Hot meals and drinks:** They provide vital energy to keep your body warm.

Managing damp and mould

Did you know? Breathing alone (by a family of four) can add moisture to the air equivalent to 30 to 40 litres (53 to 70 pints) of water a week. Drying clothes indoors can add 10 to 15 litres (18 to 26 pints) a week.

Showering, cooking, bathing and washing can add 15 to 20 litres (26 to 35 pints) a week.

The most common cause of mould is condensation.

Condensation occurs when warm, moist air contacts cold surfaces, cooling the air and releasing water droplets. Condensation doesn't just form on windows; it can form on any cold surface. Especially in areas where moisture can become trapped. This can include windows that have blinds or curtains, behind large furniture or inside fitted wardrobes. It's more noticeable in winter due to lower external temperatures and poor heating or ventilation.

Tips to prevent condensation:

1. Ventilate your home:

- **Open windows daily for 15–60 minutes.**
- **Use trickle vents on windows where available.**
- **Avoid blocking air vents or air bricks.**

2. Manage moisture:

- **Keep doors closed when cooking or bathing to contain moisture.**
- **Allow gaps between walls and furniture to ensure airflow.**
- **Avoid overfilling wardrobes or cupboards.**

3. Control steam:

- **Open windows while cooking or bathing and for 15 minutes afterward.**

If you have any concerns, don't hesitate to contact the maintenance team on **0141 944 3860** or **admin@cernachha.co.uk**

Investment Plan – boiler and window replacement programme

During the coming months we will be replacing a total of 108 boilers, which will be carried out by City Building. All residents who are part of this programme will be contacted directly to arrange access for survey and installation.

We will also be replacing windows within 84 properties this financial year. These works will be carried out by Walker Profiles with surveys commencing from November 2024.

All residents who are part of this programme have been notified via letter.

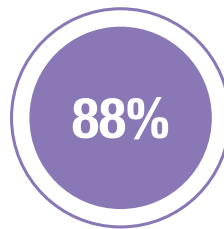


Feedback on the repairs and maintenance service

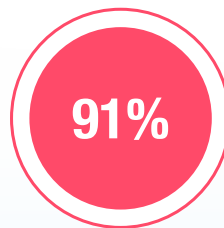
We are excited to share the results from our new communication system, CX- feedback. This system allows us to send surveys via texts to residents after repairs are complete.

Thank you to all those who completed a survey - we are grateful for all the feedback we receive and use this information to help improve our services.

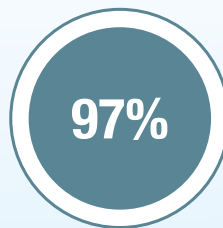
Survey highlights (from 133 responses):



Overall satisfaction
of tenants are satisfied with our repairs and maintenance services.



Response times
of tenants are happy with the speed at which repairs are addressed.



Contractor conduct and work quality
of tenants are pleased with the professionalism and quality of work provided by our contractors.

Make rent your priority this Christmas

We know Christmas is a joyful season, but it can also be a costly time of year, making it challenging to manage your budget. However, it's essential to prioritise your rent – **don't put your home at risk by missing your rent payment this festive season.**

As you know, monthly rent is due on or before the first of each month, paid in advance. If you're facing financial difficulties, have an outstanding balance, or are struggling with payments, please reach out to your Housing Officer as soon as possible at **0141 944 3860** to explore available options.

Please ensure all payments are submitted by Friday 27th December 2024. Payments can be made at our office until 12:30 p.m. on Tuesday 24th December 2024. Alternatively, you can pay by debit or credit card on our website at **www.cernachha.co.uk**, or use your Allpay payment card at various locations.

We want to hear from you!

This is the time of the year where the Association is thinking about our budgets for the next financial year, starting in April 2025. During our budget setting process we look to ensure that rents cover the costs of running the Association. Our business plan assumes an annual rent rise are based on the Consumer Price Index (CPI) inflation at September's rate.

We are currently consulting with tenants on what levels we should set from April 2025 onwards.

You should have received a text or a survey in the post asking for your feedback. We'd love to hear from you, please complete this!

Am I eligible for a Winter Fuel Payment?

For the winter of 2024 to 2025, you may be eligible for a Winter Fuel Payment if:

- You were born before 23 September 1958, and
- You receive one of the following benefits: Pension credit, Income Support, Income-related Employment and Support Allowance (ESA), Income-based Jobseeker's Allowance (JSA) or Universal Credit.

The UK government has recently changed the criteria for receiving winter fuel payments but in most cases, eligibility will depend on receiving Pension Credit.

Pension Credit gives you extra money to help with your living costs if you're over state pension age and on a low income.

You might get extra help if you're a carer, severely disabled, or responsible for a child or young person. Pension Credit is separate from your state pension, and you can get Pension Credit even if you have other income, savings or own your own home.

We know many people aren't claiming Pension Credit, so if you haven't had a recent benefits check, book in with Andy, our Welfare Rights Officer to ensure you're receiving everything you're entitled to.

Additional support for heating this winter

The **Child Winter Heating Payment** of £251.50 will be paid to children under 19 who receive a qualifying disability benefit between 16–22 September 2024. Payments began in October 2024.

The **Winter Heating Payment**, amounting to £58.75, is available for low-income households receiving qualifying benefits. Payments will start in December 2024.

For the **Warm Home Discount**, you might qualify if your energy supplier participates in the scheme, you or your partner receive certain means tested benefits or tax credits, and both names are on the electricity bill. Individual suppliers may have additional eligibility criteria and should be able to provide you with this information directly.

If you use a prepayment meter and are at risk being cut off, please contact Andy for assistance.

Carer Support Payment

A new benefit called Carer Support Payment is replacing Carer's Allowance in Scotland as part of Scottish devolution. If you currently receive Carer's Allowance and live in Scotland, your benefit will automatically transfer from the Department for Work and Pensions (DWP) to Social Security Scotland.

You do not need to apply for the Carer Support Payment; the transition will be managed by DWP and Social Security Scotland.

If you're unsure about your eligibility or how these changes might affect you or your family, contact Andy on **0141 944 3860**.



Great success at our Tea and Talk events!



This year, we took a new approach to engaging with our residents by hosting two Tea and Talk sessions in our boardroom. These informal gatherings were a wonderful chance to catch up with our residents, hearing both what Cernach does well and where we can improve.

Thank you to everyone who joined us. We'll be hosting these events again in 2025, so keep an eye out for your invitation!

Mrs Bisset turns 100!

Back in September, our lovely tenant, Mrs Bisset turned 100. What an incredible milestone to reach.

Here she is looking amazing as ever, with our Housing Officer, Jordan Allan.



Annual Assurance Statement



Each year, all social landlords must submit an assurance statement to the Scottish Housing Regulator (SHR) by the end of October.

This statement allows the Management Committee to confirm their confidence that the organisation meets regulatory standards, or to disclose areas where improvement is needed.

After a thorough review, we're pleased to confirm that there are no areas of material non-compliance.

This conclusion comes from the Management Committee's evaluation of extensive documentation. We ensure that all information provided to the Committee is accurate and reliable.

Although we found no material non-compliance, we have identified several areas for improvement:

- Staff and Committee training on Equalities following a review of the policy in April 2025.
- Review arrangements for reporting on the actions of the annual assurance statement to tenants.

- Set a dedicated time for reviewing previous business plans at each Strategy Away Day.
- Consider whether to implement equalities impact report on each Management Committee paper.
- Review and update the format of asbestos information held on our systems.
- Consult with tenants about format of performance information.

Stay tuned for updates on our progress in these areas. If you have ideas on how we could improve our performance reporting, please reach out!

To read the full statement and explore our performance in detail, simply scan this QR code with your phone camera.



Keep your bins and backcourt areas clean and tidy

As the festive season approaches, we know the volume of household waste can increase. It's important for all residents to manage this responsibly to keep bin stores and backcourts free of bulk items at all times.

If you have bulk waste, please request a collection through Glasgow City Council's website or call **0141 287 9700**. Remember, bulk items should not be placed outside until the day they are due to be collected.

Leaving bulk waste out early or not disposing of rubbish properly can lead to pest issues. Let's all work together to keep our neighbourhood clean and pleasant.



How to dispose of waste correctly:

For main door properties:

- **Green Bins** - General household waste only that cannot be recycled. Please note a Glasgow City Council label must be attached to the bin to be emptied.
- **Blue Bins** - Newspapers, magazines, brochures, junk mail, cardboard boxes.
- **Grey Bins** - Plastic bottles, food tins (washed out), drink cans, packaging.
- **Brown Bins** - Garden waste & food waste. If you are using this bin for food waste, please also use a biodegradable bag. Permit required.
- **Purple Bins** - Wine, beer, and alcohol bottles. Jam, coffee and any glass sauce bottle and jars.

For flatted properties:

- **Green Bins** - General household waste only.
- **Blue Bins** - Newspapers, magazines, brochures, junk mail, cardboard boxes.

For further information on recycling or disposing of household and bulk waste, visit the Glasgow City Council website and select 'Bins and Recycling'.

Thank you for helping us maintain a clean and tidy community!



Have you thought about getting a Will prepared?

Age Scotland's Big Survey has revealed that 39% of over 50s either do not have a Will or have one which does not reflect their up-to-date wishes, with 5% saying they cannot afford to make one at all.

Not having a Will in place can have an impact on a tenancy, should a tenant pass away and there are tenancy matters still to be dealt with. For example, if a credit balance was left without a Will being in place, family members/next of kin would not be able to access this money.

It is important that you get proper legal advice about Wills. Some organisations offer free Will writing services or can write your will for a small fee, contact Age Scotland on **0333 323 2400** for more information.

Locally, you can also contact Citizens Advice Bureau:

**195C Drumry Road East,
Drumchapel, G15 8NS
or at 0141 944 2612**

CHRISTMAS CROSSWORD

G

S

C

P R

S

C

S

O

C

Useful Numbers

Gas leaks/ Smell of gas	
Scottish Gas Network/TRANSCO	0800 111 999
Scottish Water	0800 0778 778
Anti Social Behaviour	
– Out of hours	0141 287 1057
Noise Team Complaints Helpline	0141 287 6688
Bulk Uplift/Bin Collection	0141 287 9700
Dog Wardens	0300 343 7027
Pest control/Environmental Health	0141 287 1059
Roads, Drainage & Lighting Faults	0141 276 7000 or 0800 37 36 35
Drumchapel Law & Money Advice	0141 944 0507
Childline	0800 11 11
Victim Support	0141 553 5415
Rape Crisis	08088 00 00 14
Animal Neglect/Scottish SPCA	0300 099 99 99

Report a repair

Get in touch: **0141 944 3860** or at **admin@cernachha.co.uk**
For out of hours emergencies:
0800 595 595

Emergency Repairs

Repairs that are a threat to the safety and security of the tenant or a repair which is causing damage to the structure. We will make safe within 2 hours and complete within 24 hours.

If you have an emergency repair out of office hours or on a public holiday, please call City Building directly on **0800 595 595**.

Non Emergency Repairs

Those repairs not included as an emergency and not under the heading of cyclical and planned will be completed within 3 working days.

Routine repairs should be reported directly to the office on **0141 944 3860** or at **admin@cernachha.co.uk**



Cernach Newsletter can be downloaded from the Association's website, 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:

Monday - Friday: 9am - 5pm
Wednesday: 10am - 5pm



How to contact us:

Marion McDonald House
Cernach Housing Association Ltd.
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