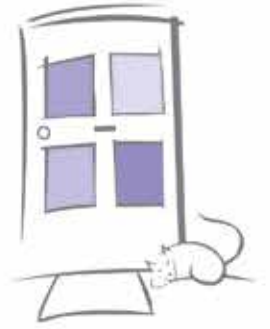


# Cernach news

for customers of cernach housing association limited



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

**SUMMER 2021**



## OPENING HOURS:

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

Due to the circumstances, any enquiries via phone or email for the foreseeable future. Contact [admin@cernachha.co.uk](mailto:admin@cernachha.co.uk) or call 0141 944 3860.

# A WORD FROM OUR DIRECTOR

It has certainly been a year like no other for all of us and, as we are fast approaching July 2021, it is difficult to believe that the pandemic and all the various lockdowns have been with us since March 2020.

It has been an incredibly difficult year for many of you – people have lost loved ones or been very ill themselves, many other non-Covid treatments have been postponed, and families have been unable to get together which means that many have been isolated and experienced terrible loneliness. But the past year has also shown what a very strong community Drumchapel is. A fantastic community spirit has been in evidence with many locals helping their friends and neighbours in a number of different ways.



We at Cernach have been mainly working from home since March 2020. Since the government slightly relaxed guidelines for being in the office, a small number of staff have gone in when it's been essential – such as signing tenancy agreements and meeting tenants face-to-face for welfare benefits appointments. The office, however, remains closed at present although we hope to be able to review this after the summer period.

The Management Committee have continued to meet and give staff the direction we need to keep things moving along. Meetings have been via Zoom – it took us all a bit of time to get used to there being 20-odd faces on the screen and not really being able to make eye contact with anyone, but it's all going a lot more smoothly now.

A big plus for us in the last year was completing the second phase of our new development to bring our total new build in the past two years to 84 high quality and energy efficient properties. The government also allowed us to recommence non-emergency repairs on 26 April and our contractors have almost caught up with all of these. We will be starting our major repairs programme in the autumn and will be in touch with tenants about this soon.

We had to cancel all of our community events last year because of Covid. We hoped to start up again in July with an event to celebrate our 30th anniversary, but we have had to put this on hold for a bit longer until we are able to have multi-household public gatherings. We will pick this up next year and try to have a fantastic day for the community.

A huge thank you to all of you – you've stuck with us and understood that delivering a service from our living rooms has been difficult at times. We really appreciate that many of you have cut us some slack, particularly in the early months when there were lots of phone and IT problems.

Here's to a much better next 12 months. In the meantime, I hope you enjoy this newsletter and can find some articles that interest you.

*Caroline Jardine*

*Director*



# 30 THINGS THAT HAPPENED IN 1991



- 1 Kentucky Fried Chicken officially changed its name to KFC.
- 2 The Gulf war ended on 28th February.
- 3 Nirvana released their album Nevermind.
- 4 The first ever website, info.cern.ch, was created by Tim Berners-Lee.
- 5 Helen Sharman became the first British person in space.
- 6 The Big Issue magazine was launched in response to growing number of rough sleepers on the streets of London.
- 7 The Firm by John Grisham was published and went on to be the best-selling novel of 1991.
- 8 Ed Sheeran was born on 17th February.
- 9 10 Downing Street was hit by a mortar attack during a cabinet meeting. Thanks to bomb-proof windows, no politicians were hurt.
- 10 20 paintings were stolen from the Van Gogh Museum in Amsterdam. The paintings were found an hour later in an abandoned car.
- 11 HP introduced the first colour scanner.
- 12 France elected their first female prime minister, Édith Cresson.
- 13 The breakthrough of the North rail tunnel between England and France occurred.
- 14 Disney released the film Beauty and the Beast.
- 15 The Super Nintendo was released in the United States.
- 16 America and the Soviet Union signed a treaty known as START I, agreeing to limit the number of strategic nuclear weapons each nation owns.
- 17 Bryan Adam's single (Everything I Do) I Do It for You, stayed at number one for 16 consecutive weeks setting a world record.
- 18 Tottenham Hotspur won the FA Cup for a record 8th time.
- 19 Queen Elizabeth II visited Washington, D.C. The first British monarch to address the United States Congress.
- 20 The 17th G7 summit was held in London
- 21 The Hubble telescope was launched.
- 22 The final of the first ever FIFA Women's World Cup took place in China, Norway were defeated by the United States 1-2.
- 23 The first Sumo tournament to be held outside Japan took place at the Royal Albert Hall in London
- 24 Computer retailer PC World opened its first branch in Croydon, Surrey.
- 25 Sponsorship of ITV programmes was first allowed.
- 26 Brookside aired it's 1000th episode.
- 27 The 2nd Rugby world cup was hosted by Scotland, England, Wales, Ireland and France.
- 28 Bohemian Rhapsody returned to the top of the British charts 16 years after its initial release. All proceeds were donated to HIV charity the Terence Higgins Trust.
- 29 On 1st December thousands of shops across the UK defied trading laws and opened their doors on a Sunday.
- 30 The USSR was officially dissolved on 25th December – Uzbekistan, Tajikstan, Kyrgyzstan Azerbaijan, Ukraine, Moldova, Lithuania, Latvia, Belarus and Estonia all gained independence when the USSR dissolved.

# COMPLAINTS MATTER

“A complaint is any oral or written expression of dissatisfaction, whether justified or not, by one or more members of the public, about an organisation’s action or lack of action, or about the standard or service provided by or on behalf of the organisation. A customer will either expect an outcome or wish their dissatisfaction to be noted as feedback.”

*Complaints give us valuable information we can use to improve service provision and customer satisfaction. Our Complaints Handling Procedure will enable us to address a customer’s dissatisfaction and may help us prevent the same problem from happening again. For our staff at Cernach, complaints provide a first-hand account of the customers’ views and experience and can highlight problems we may otherwise miss. Handled well, complaints can give our customers a form of redress when things go wrong and can also help us continuously improve our services.*

*Handling complaints early creates better customer relations. Handling complaints close to the point of service delivery means we can deal with them locally and quickly, so they are less likely to escalate to the next stage of the procedure. Our Complaints Handling Procedure will help us do our job better, improve relationships with our customers and enhance public perception of Cernach Housing Association. It will help us keep our customers at the heart of the process, while enabling us to better understand how to improve our services by learning from complaints.*

The table below provides an outline of the number of complaints and expressions of dissatisfaction received in the year April 2020 to March 2021. It details how many we have responded to, resolved within timescales and the total amount of complaints upheld.

All Complaints	Stage 1	Stage 2
Complaints 2020/2021	34	6
Equality issue	2	1
Other issue	32	5
Total closed compliants	34	6
Fully upheld	9	4
Fully upheld (%)	26%	67%
Partially upheld	7	1
Partially upheld (%)	21%	17%
Resolved in timeframe	34	5
Resolved in timeframe (%)	100%	83%

After we have given you our final decision, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO are an independent organisation that investigates complaints. They are not an advocacy or support service (but there are other organisations who can help you with advocacy or support).

You can ask the SPSO to look at your complaint if:

- you have gone all the way through the Association’s complaints handling procedure. it is less than 12 months after you became aware of the matter you want to complain about; and
- the matter has not been (and is not being) considered in court.

The SPSO will ask you to complete a complaint form and provide a copy of our final response to your complaint. You can do this online at [www.spsso.org.uk/complain/form](http://www.spsso.org.uk/complain/form) or call them on Freephone **0800 377 7330**.

You may wish to get independent support or advocacy to help you progress your complaint. See the section on **Getting help to make your complaint below**.

**The SPSO’s contact details are:**

SPSO, Bridgeside House,  
99 McDonald Road, Edinburgh, EH7 4NS

**Their freepost address is:**

FREEPOST SPSO **Freephone: 0800 377 7330**

**Online contact: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)**

**Website: [www.spsso.org.uk](http://www.spsso.org.uk)**

# BE A COMMUNITY SAVIOUR AND PICK UP YOUR LITTER!

Every year, an estimated 8 million tonnes of litter enter the world's oceans. Plastic poses the biggest threat to marine wildlife as it does not just disappear; it simply breaks down into smaller and smaller pieces, and has detrimental effects on food chains, working its way up from the tiniest plankton into the bodies of sharks, whales, and dolphins. But it is not just our marine life at risk from litter. Mammals like hedgehogs and birds frequently suffer injuries because of getting caught up in waste ([www.wildlifetrusts.org](http://www.wildlifetrusts.org)).

Any litter removed from a natural ecosystem helps wildlife and creates a better environment for humans too! Set an example for litter throwers by being a litter picker. You do not have to organise a litter pick to help, just pick up any litter when you see it on the ground and pop it in the bin (if it is safe to pick up). Or how about going for a walk and picking up any bits you notice as you go?

## Top tips for picking litter:

1. Be prepared: Carry gardening gloves with you or a litter picker if you have one, when you are heading out on a walk, in case you spot any litter. Gloves will help protect your hands. If you do not see a bin on your travels, bring a bag so you can carry any litter home with you.
2. Appropriate footwear – wear strong boots/shoes which have adequate grip and support to prevent slips/falls. This is especially important in winter months when ice may pose a threat.
3. Stay safe by staying away from needles and not picking up any animal waste or human waste (like nappies), electrical items, or any dangerous chemicals. If you are not sure what it is, do not pick it up. Take extra care when picking up anything sharp.
4. Report any of the above items, anything you think might be dangerous, or any dumped electrical items or paint to the local council or landowner. If you come across a fly-tipping site, or a dead animal, report it to Glasgow City Council.
5. Separate your rubbish: Instead of chucking it in a regular bin, you could go one further and separate what you have collected to be recycled! If you can, safety-proof anything you find that could be a danger to wildlife if it ends up in the wrong place further down the line, for example, cutting up 6-pack rings or plastic bottle cap rings.
6. Wash your hands: Always make sure you wash your hands properly after picking litter! Try not to touch your face until you have thoroughly washed your hands.

Our residents can contact [cleanup@keepsotlandbeautiful.org](mailto:cleanup@keepsotlandbeautiful.org) for a free litter picking kit. It states on their website 'By working to change long-term behaviour, we are aiming to make dropping litter as socially unacceptable as drink driving is today. By taking interest in this toolkit, you are joining this movement to make Scotland's environment cleaner, greener and more sustainable' ([keepsotlandbeautiful.org](http://keepsotlandbeautiful.org)).

Cernach Housing Association are also doing our bit in the fight against rubbish by organising a litter pick in our local community. St.Claire's in Drumchapel and thriving places places will also be taking part. We hope we can set an example to our young people through these events. The aims of the litter pick are to teach young people to take pride in the area in which they live and to also draw awareness of what impact fly tipping and littering can have on our future and the future of nature.



# SAFETY MATTERS

## CRIMESTOPPERS

Do you want to report anti-social behaviour or incidents to the police, but don't want to get involved in anything or have your details passed on? Please remember you can phone Crimestoppers at any time on **0800 555 111**. They will never pass your details on to police. Their website has loads of useful information but see below for their anonymity guarantee!

Passing information to the police is really helpful to us, as a landlord, tackling ongoing issues in the area. Where there are no police reports, it is difficult for us to act so reporting to Crimestoppers is a great alternative to help matters be resolved.

### The Crimestoppers guarantee

Our service is unique and designed to protect your identity, whether you call us on **0800 555 111** or submit our anonymous online form.

In all the years that we have been running, no one has ever been identified after giving information. It is vital that we guarantee your anonymity because if your identity became known, our reputation would be seriously damaged.

**CrimeStoppers.**  
100% anonymous. Always.

### We guarantee:

- **You will not** be asked to reveal your name or any personal details.
- **We will** listen to any information you have on a crime.
- Your call **will not** be recorded.
- We have **no caller line display, no 1471 facility and have never traced a call.**
- Online reports have the **same level of anonymity** as phone calls.
- Our specially trained call agents will support you through the process and make sure your report **contains no information that could identify you.**
- **We do not** make a note of gender, accents, apparent age or ethnicity of any caller.
- Even if you give personal details, they **will not be recorded**, and we will pass information to the relevant authority without revealing your identity.

The only person who knows you contacted us with information is **you**. And your information can make a real difference. Around **10 people** are arrested and charged every day because of information given to Crimestoppers. Since we were founded, we have been responsible for **more than 149,000** people being arrested and charged with a crime, for **over £138 million worth** of stolen goods being recovered, and for over **£351 million worth** of illegal drugs being seized.

- No police.
- No witness statements.
- No courts.

We do not judge. We just listen to what you know and pass it on for you.



# GOOD NEIGHBOURS MATTERS

Cernach Housing Association has a neighbour complaints and anti-social behaviour policy designed to help all tenants live as peacefully as possible within their homes. Lockdown has meant that many more people are staying at home for much longer, and we understand that frustrations can arise. If you have a neighbour complaint to report to the office, please make sure you have as many details as possible with you when you call or email to report. This could include: - dates and times of incidents, people involved, if and when the police or council were contacted and whether they responded. All of this will help our staff in carrying out their investigations and acting upon these.

Some complaints which are reported to the office are not able to be actioned by the association and are not classed as anti-social behaviour under the terms of the tenancy agreement – these can be classed as a clash of lifestyles and habits by tenants and would not usually be investigated by the association. For full details, you can see our full neighbour disputes and anti-social behaviour policy on our website, but some examples are listed below: -

- **Incidents that involve noise from vehicles such as ice cream vans or taxis which should be reported to the Land and Environmental Services Unit at Glasgow City Council.**
- **Problems with behaviour of staff from other agencies, for example home helps.**
- **Doors banging or people walking across wooden floors or going up and down stairs.**
- **Noise from washing machines/driers/vacuums/mowers between 9am-9pm**
- **Parking disputes/revving engines/music from cars/poor driving.**
- **Children playing or falling out/noise from games/throwing snowballs.**
- **Looking out of windows.**
- **Cooking smells.**
- **Disputes over reasonable use of common areas.**





# GLASGOW CODE LEARNING (GCL) IS INSPIRING YOUNG PEOPLE TO KICK START A CAREER IN DIGITAL

Supported by tech company CGI and delivered in partnership with Glasgow Clyde College, GCL offers a pathway of flexible digital skills courses. Applications are open for fully-funded places on intermediate and top level courses in software development and cyber security (SCQF levels 5-7). Whether it's games development or coding, healthcare or tourism, there's a digital career for everyone!

Working in partnership with Glasgow City Council, GCL is welcoming applications from those who meet the criteria for the Scottish Government's Young Person's Guarantee fund. Applicants should be aged 16-24, live in Glasgow, have the right to work in the UK, and be facing barriers to work.

Courses are part-time and 6-12 weeks long. Clyde College deliver a blend of live lectures, practical discussion sessions, individual and group projects. All live, tutor-led sessions are recorded so learners can fit their studies around other commitments.

Learners will receive a student card to access Clyde College's facilities, have access to laptops, software and connectivity, and hear from industry experts on careers available in the Digital Technologies sector.

For more information visit our website - <https://www.glasgowlife.org.uk/libraries/glasgow-code-learning> or contact [glasgowcodelearning@glasgowlife.org.uk](mailto:glasgowcodelearning@glasgowlife.org.uk).



**FREE** digital skills qualifications to turbocharge your career or business.





# WELFARE MATTERS....

*Hello Everyone!*

I hope this summer newsletter finds all our tenants well and maybe even enjoying some good weather!

As always there has been a lot of changes to the support available to tenants and this is likely to continue over the next few years.

One current change that may affect you is the DWP/HMRC decision to stop paying benefits into Post Office accounts.

This will be the case for all new claims to benefits and if you are using an existing Post Office account then please consider other options.

**There is plenty of time make these changes, but the Government has set a date of November 2021 when they will no longer pay benefits into Post Office accounts.**

**This includes all DWP and HMRC Benefits and payments such as:**

- State Pension
- Pension Credit
- Universal Credit
- Tax Credits
- Child Benefit
- ESA/Income Support/JSA

**At Cernach we are determined to support our tenants throughout this change. You may be thinking:**

- What will happen to my benefits or state pension payments after November 2021?
- What do I need to do now?
- How do I choose a different bank account – There are options such as Credit Unions amongst others
- What should I do when I have opened my new bank account?
- How do I close my Post Office card account?
- Can I still collect my benefits or state pension payments from the Post Office if I already have a bank account?

If you need Confidential and free advice or support with any of these questions or would like further information, then please contact:

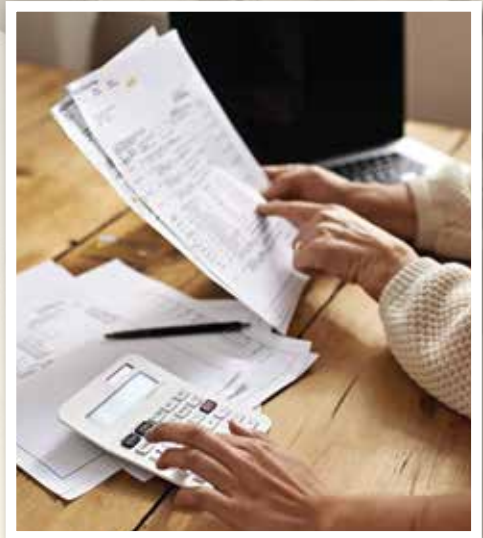
**Andy Parker – Welfare Rights and Tenancy Sustainment Officer**

**Office Number** 0141 944 3860

**Direct Line** 07736892626

**Email:** andy3@cernachha.co.uk

We can arrange face to face interviews and home visits to accommodate tenant`s if required



# CERNACH THROUGHOUT 30 YEARS

**1991:** 25th July Cernach registers as a charitable organisation

BEFORE

AFTER

**1992:** Cernach's first housing development was completed after 1.4million investment into the refurbishment of 18 existing terraced houses at Kells place

**1993:** Rehabilitation work was completed on 18 properties at Inchroy Place

BEFORE

AFTER

BEFORE

AFTER

**1994:** Achamore Road development opened providing 42 new homes to the local area

**1996:** Kerfield Place development opened with a total of 26 new properties

**1997:** Kingsmore Gardens development opened consisting of 82 homes for rent.

Cernach provided the first purpose-built barrier free wheelchair bungalows

**1998:** Cairnwell Grove development opened providing 38 homes for rent and 10 for shared ownership.

Cernach won the Urban Renewal Award for Kingsmore Gardens project. The Urban Renewal award recognised a project which had checked or reversed urban decay and directly benefited the community.

**2001:** Lochgoin Avenue a 1.4 million housing development opened with 22 new properties and the area's first public clock.

BEFORE

AFTER

**1999:** Kingsmore Court development opened including 10 homes 2 for rent, 6 for shared ownership and 2 for care in the community



# CERNACH THROUGHOUT 30 YEARS

**2003:** Cernach's Chairperson, Susan McDonald, received an MBE in the Queen's New Year Honour List for her services to Cernach  
4th July Cernach celebrated the opening of Achamore Road and the community playground



**2006:** 24th August Cernach's new offices in Airgold Drive were opened



**2009:** Cernach unveiled new properties at Airgold Drive consisting of 8 cottage flats and 14 semi-detached homes.



**2013:** In February Dunkenny Road development opened adding 22 new homes to rent in Drumchapel.

**2010:** The long-awaited stock transfer from Glasgow Housing Association took place. Cernach took over a total of 420 properties from GHA.



**2015:** Cernach's first director Jean Thomson retires after 24 years in the job and is succeeded by Caroline Jardine

**2014:** Cernach received Investors in People Gold status award

**2016:** Cernach put their plans into action to build a new sustainable social housing development creating 84 modern homes within the area



**2020:** The final properties of the Linkwood Drive development are let. Adding 36 new properties including 4 medically adapted to the area.



**2017:** Cernach received Investors in People Platinum status award

**2021:** 8th February the final properties of the Invercanny Development are let adding another 48 properties to area.





# DIGITAL AWARENESS MATTERS...

The Covid-19 pandemic has seen a massive spike in online fraud – up by 400%. This is due to an increase of work carried out in the digital world.

- **Data Harvesting (track & trace)**
- **Phishing**
- **Malspams**
- **Ransomware attacks**
- **Home working leads to increased risk of computer service fraud – this is increased when using your personal computer for work.**



## WHAT CAN WE DO? STOP – CHALLENGE – PROTECT

- **Use complex passwords – remember cyber training – try using a phrase with numbers and symbols.**
- **STOP – Think before parting with money or information.**
- **CHALLENGE – Could it be fake? Phone the sender(company)**
- **PROTECT – Contact the bank immediately if you think you have been scammed.**

Report internet Scams and phishing – do not delay report right away. The more we do this the more obstacles we put in front of fraudsters

Report misleading websites, emails, phone numbers, phone calls or text messages you think may be suspicious. Do not give out private information (such as bank details or passwords), reply to text messages, download attachments, or click on any links in emails if you're not sure they're genuine.

## SUSPICIOUS EMAILS

- **Email scams – [report@phishing.gov.uk](mailto:report@phishing.gov.uk)  
The National Cyber Security Centre (NCSC) will investigate it.**

## TEXT MESSAGES

- **Forward the text message to 7726 - it is free.**
- **This will report the message to your mobile phone provider.**



## ADVERTS

Report scam or misleading adverts to the Advertising Standards Authority. You can report adverts found online, including in search engines, websites or on social media.

You can also report scam or misleading adverts to Google if you found them in Google search results, or report to Bing if you found them in Bing search results.

## IF YOU THINK YOU HAVE BEEN A VICTIM OF AN ONLINE SCAM OR FRAUD

Contact Action Fraud if you think you've lost money or been hacked because of an online scam or fraud. You can:

- **Report online - either sign up for an account or continue as a 'guest'**
- **Call 0300 123 2040**

If you are in Scotland and you think you've been the victim of an online scam or fraud, **report the crime to Police Scotland.**

## AVOID MISLEADING GOVERNMENT WEBSITES, EMAILS AND PHONE NUMBERS.

Some websites, emails or phone numbers look like they are part of an official government service when they're not or claim to help more than they actually do.

Some make you pay for things that would be free or cheaper if you use the official government service.

**Search on GOV.UK** to find official government services and phone numbers, for example if you want to apply to the DVLA for a driving licence.

# SOMETHING TO BLETHER ABOUT...

## KEEP DRUMCHAPEL TIDY

In support of local resident Tannith Diggory's "Keep Drumchapel Tidy" supported by community groups and Glasgow City Council's re-launched 2021 Clean Glasgow programme, Cernach Housing Association will be focusing our efforts on the streets of our housing stock.

In June 2021, staff and local contractors installed new signage at various locations aimed at preventing Flytipping and Dog Fouling. The signage advises residents how to correctly dispose of rubbish and dog mess and encourages residents to report incidents they see of flytipping and dog fouling to Glasgow City Council.

Cernach Housing Association also organised in a "Litter Pick" events on Ledmore Drive on Tues 22 June with the participation of Cernach Staff, along with the pupils and staff of St. Clare's Primary.

Starting in 2021, with the support of residents, children and local community groups, and Glasgow City Council, we can "Keep Drumchapel Tidy".

To request bulk uplifts from Glasgow City Council or to report flytipping/ dog fouling incidents you must go online to their website – Glasgow City Council are not taking telephone calls at this time for these matters.



## THRIVING PLACES: LENDING A RECOVERING HELPING HAND!

The Thriving Places team accessed Scottish Government funding through the Glasgow and West of Scotland Housing Forum to help Drumchapel in the Covid 19 recovery process. This enabled us to support families who had been, and in some cases still are, experiencing financial difficulty either directly or indirectly through the pandemic. Those who met the criteria were awarded a one-off payment to assist with the financial challenges they face daily. So far, we have supported over 150 families.

The pandemic has required of us all to become more digitally aware. It came to our attention that some people in Drumchapel did not have access to devices or internet. We contacted Housing Associations and local groups who then referred individuals and families to us, who needed this type of support. This enabled us to provide items such as, laptops, tablets, mobile phones, and data dongles to help the people of Drumchapel to be more digitally included. The distribution of these devices also helped address issues that were already prevalent in Drumchapel, the likes of poverty and isolation, worsened due to the restrictions caused by Covid 19.

We are in the process of purchasing vouchers from Aldi and Argos to support families most in need. The distribution of the vouchers will follow a similar method. Those who fit the criteria will be able to purchase food, essential items, and white goods from these stores.

Thriving Places continues to support a wide range of groups and initiatives in Drumchapel among which are the "Keep Drumchapel Tidy" campaign, the Friends of Drumchapel Park initiative, the Women's Matter Group, the Community Hub process and the "We Journey Together" workshops.



# SOMETHING TO BLETHER ABOUT...

## WE JOURNEY TOGETHER WORKSHOPS

Participants from Govan Community Project conducted a piece of Participatory Action Research, which led to a desire to improve awareness of the Asylum Seeker & Refugee experience here in Glasgow. The Project then designed a workshop named "We Journey Together" and created a short film. The film represents the journeys of 4 people going through the asylum process. "We Journey Together" is a training resource that presents people with a chance to engage in dialogue, taking account of the issues that asylum seekers and refugees face.



On the back of this, workers from Thriving Places Drumchapel and The Northwest Health Improvement Team, participated in the workshops and are now looking to deliver our own workshops within the community of Drumchapel. The training encourages workers, volunteers, and local people to challenge any discrimination that they might witness in their work environments or local communities. We aim to motivate workers to participate in the training and then inspire other people they work alongside to become involved so that more people understand that racism and discrimination is unacceptable. We hope this will influence people's attitudes towards the minority ethnic groups in the community to make Drumchapel an even more welcoming place for people to live.

Should you wish to know more about this contact Charles on **07761 357026** or at **charlesbailey1993@yahoo.co.uk**

## RENT MATTERS...

### PAYING YOUR RENT DURING THE HOLIDAY PERIOD

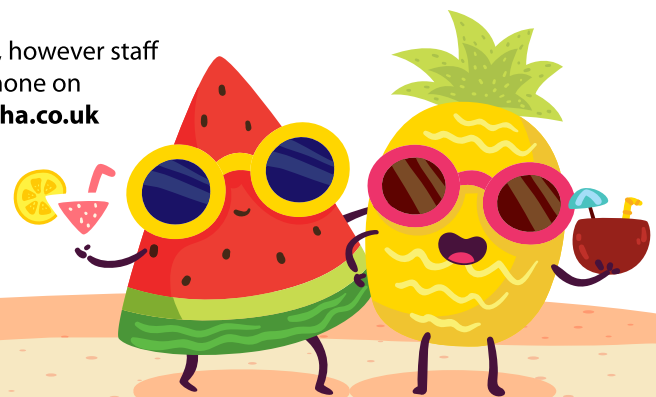
#### SCHOOLS OUT FOR SUMMER.....

YES It's that time of year once again. Whilst we at Cernach fully appreciate this can be an expensive time trying to keep your children amused, your rent is still important.

If, for any reason, you are having any difficulty in paying your rent please speak to your Housing Officer, Kirsty Boag or Jim O'Connor, they are here to help you.

We also offer the services of a Welfare Rights Officer, Andy Parker, who will be happy to carry out a confidential Benefit Health Check to ensure you are receiving all the benefits you are entitled to.

The office may still be closed to the public due to the Covid-19 Pandemic, however staff are working normal 9-5pm hours from home. We can be contacted by phone on **0141 944 3860** or if easier you can drop us an e-mail at **admin@cernachha.co.uk** where a member of our team will get back to you.



ALL THAT'S LEFT TO SAY IS HAVE A SAFE AND  
HAPPY SUMMER HOLIDAY NO MATTER WHAT YOU DO.



# POP CULTURE IN 1991

## WE ARE GOING BACK TO 1991 THE YEAR CERNACH WAS BORN.

What TV shows were everyone watching in 1991? What songs were never off the radio? What films topped the box office? How much did things cost 30 years ago? Most importantly what was everyone wearing? Look no further we have it all here.



**PINT OF MILK**



**LOAF OF BREAD**



**1<sup>ST</sup> CLASS STAMP**



**LITRE OF PETROL**



**AVERAGE PRICE  
OF A CAR**



**AVERAGE SALARY**



**AVERAGE HOUSE  
PRICE**



# IMAGES OVER 30 YEARS...

1991



1994



1995



1993



1998



1996



1999



2001



2002



2010



2004

facebook

2014



2016



2018



2011



2020



2021



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