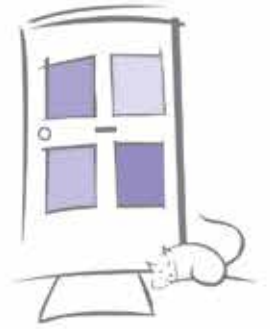


Cernach news

for customers of cernach housing association limited



WINTER 2019



KIDS PARTY
18TH DECEMBER AT 3.30PM

PENSIONERS LUNCH
11TH DECEMBER AT 1.00PM

CHRISTMAS EVE CLOSURE
24TH DECEMBER AT 12.30PM

Annual Assurance Statement

by the Management Committee of Cernach Housing Association – September 2019



Introduction

As a registered social landlord (RSL), Cernach Housing Association is required to submit its first Annual Assurance Statement to the Scottish Housing Regulator (SHR) before the end of October 2019. This document represents the Statement that Committee considered and agreed at its meeting on 12 September 2019.

Format of Annual Assurance Statement

The SHR has not been prescriptive about how the Statement should look, and we have therefore been able to develop something that we think will work for us and our customers, whilst also meeting the Regulator's expectations. It takes account of sector guidance, with the Committee evaluating the Association's performance in each of the following sections:

- Assurance and notification
- Scottish Social Housing Charter (SSHC) performance
- Tenant and service user redress
- Whistleblowing
- Equality and human rights
- Statutory guidance
- Organisational details and constitution
- Regulatory Standards of Governance and Financial Management (RSGFM)

Each section:

- Notes whether we, as a Management Committee, are sufficiently assured that we comply and, following on, that we are sufficiently confident that we can pass that assurance on to stakeholders
- Indicates where further action may be required because of material non-compliance

The Association can report that there are **no areas of material non-compliance**.

Supporting evidence and additional information

The Association has completed the *toolkit* issued by the Scottish Federation of Housing Associations. This was populated with supporting evidence that we have been gathering over a number of years; most recently (in 2018/19) we commissioned an independent review of our compliance with the SSHC and RSGFM. The results were positive and we are in the process of implementing the small number of follow-on actions. These supplement other assurance-related activities, such as internal & external audit, independent surveys, in-house assessments and other internal organisational controls and checks.

**This Statement is available in other languages and formats free of charge
Please contact a member of staff if you, or anyone you know, would benefit from this**



Annual Assurance Statement

by the Management Committee of Cernach Housing Association – September 2019



This Statement is publicly available. Any interested party may ask for further information on the supporting evidence as it relates to any of the assertions made in this document. We will be happy to discuss this with you in more detail.

Assurance

Our assurance is as described below:

Ref	Section	Compliance	Comments
AN	Assurance and notification	Yes	N/A
CH	Scottish Social Housing Charter (SSHC) performance	Yes	N/A
TS	Tenant and service user redress	Yes	N/A
WB	Whistleblowing	Yes	N/A
EH	Equality and human rights	Yes	N/A
SG	Statutory guidance	Yes	N/A
OC	Organisational details and constitution	Yes	N/A
RS	Regulatory Standards of Governance and Financial Management (RSGFM)	Yes	N/A

This assurance is given by the Management Committee following review and assessment of a wide range of documentation. Stakeholders can be assured that the Committee takes steps to ensure that the information it is being provided with is robust and accurate and this, in turn, allows us to issue this Statement.

Next steps

The Association will keep this Statement under review, and will notify the SHR and our customers if we become unable to offer full assurance prior to issuing our second Annual Assurance Statement in October 2020.

Please contact the Association if you would like to be involved or if you wish more information.

John Brannan
Chairperson
12 September 2019

**This Statement is available in other languages and formats free of charge
Please contact a member of staff if you, or anyone you know, would benefit from this**





NEW SERVICE...NEW TEAM MEMBER... TELL US HOW TO MEET YOUR NEEDS

WELFARE RIGHTS AND TENANCY SUSTAINMENT

Cernach Housing Association is proud to announce a new service available to its tenants and factored owners.

We have a full time Welfare Rights and Tenancy Sustainment Officer based at our offices from November 2019. Andy Parker comes with a wealth of experience, an in-depth knowledge of the benefits system and we are sure he will hit the ground running.

We are keen to help our community with money matters, welfare rights advice and benefit advice. It is important to us that our tenants can successfully manage their tenancies and access support to do so. Some of the services available through this service include:

- **Benefit entitlement check to maximise your income**
- **Benefit sanctions**
- **Appeals**
- **Advice on all benefits including Universal Credit, Personal Independence Payment (PIP), Employment and Support Allowance (ESA), income support**
- **Assistance with housing benefit and council tax reduction**
- **Help to apply for benefits**
- **Assistance in applying for Scottish Welfare Fund or grants**
- **Money and Debt Advice**
- **Review your finances**
- **Prioritise your debts**
- **Assistance and advice with energy suppliers / fuel debt**

Please contact our office on **0141 944 3860** to access this service.

Currently, we run an appointment service every Wednesday and Thursday at the Cernach offices. We would like to hear from you on the best way you would like to access this service.

- **Would you prefer appointments to be available on different days?**
- **Would you benefit from a home visit service?**
- **Would you find it useful to use the service at a different location within the community?**

We would welcome your feedback on shaping this new service to meet your needs. You can call our office with your comments, contact us through our website www.cernachha.co.uk, message us on our Facebook page or visit us at the office.



BENEFIT MATTERS.....DID YOU KNOW?

WARM HOME DISCOUNT 2019-2020

Overview

You could get £140 off your electricity bill for winter 2019 to 2020 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between September and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

The discount will not affect your Cold Weather Payment or Winter Fuel Payment.

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.

Pre-pay or pay-as-you-go meters

You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter. Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter.



WINTER FUEL PAYMENT

Overview

If you were born on or before 5 April 1954 you could get between **£100** and **£300** to help you pay your heating bills. This is known as a 'Winter Fuel Payment'. You usually get a Winter Fuel Payment automatically if you are eligible and you get the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit).

If you're eligible but do not get paid automatically, you will need to make a claim.

The deadline for claiming payments for winter 2019 to 2020 is 31 March 2020.

Most payments are made automatically between November and December. You should get your money by 13 January 2020.

If you do not get your payment, call the office that pays your benefits - their details are on any letters they sent you. Any money you get will not affect your other benefits.

1) Best Start Foods

If you are pregnant or have a child under three, you may be able to get help to buy certain foods from the Best Start Foods scheme. In most cases you will need to be getting certain benefits to be eligible. If you are under 18 and pregnant or responsible for a child under one, you can get the benefit whatever your income.

Best Start Foods has replaced the Healthy Start voucher scheme for people in Scotland.

2) The Early Learning Payment

A one off payment of £250 to help with the costs of having a pre-school child for example the costs of day trips, books or toys for home learning. If you receive a qualifying benefit, you can apply for an Early Learning Payment from your child's second birthday up until the date that they are aged three and a half.

3) The Pregnancy and Baby Payment

A one off payment of £600 for a first child or £300 for a second or subsequent child. It is to help with the costs of pregnancy or having a baby such as maternity clothes, a cot or a pram. If you receive a qualifying benefit, you can usually apply for a Pregnancy and Baby Payment from the end of the 24th week of pregnancy up until your baby is six months old.

Unsure whether you qualify? Need help to apply?

Not sure if your benefits are correct?

Disagree with a decision with your Benefits?

**Contact Our Welfare Rights Service on
0141 944 3860**

When to apply

Best Start Grant

Pregnancy and Baby Payment: 24 weeks pregnant to 6 months old

Early Learning Payment: Aged from 2 to 3 and a half

School Age Payment: Born between 1 March 2014 and 28 February 2015

Apply by 31st Feb 2020



BENEFIT MATTERS.....KEEPING YOU UP TO DATE WITH CHANGES IN LEGISLATION AND PROCEDURES

UNIVERSAL CREDIT - UPDATE

We have been advised that some tenants who are receiving Universal Credit for one year will be sent a "review your details to-do" on their journal.

The information requiring being re-viewed would include address, rent, service charges as well as personal details.

Failure to respond within 14 days can result in a suspension.

This is why claimants should be checking their Journals on a regular basis.

If there have been changes that claimants have failed to report at an earlier date then this will result in re-assessments which again could result in payment delays.

A failure to complete this will lead to a 14 day suspension when a further reminder is sent, then claimants will have a further calendar month to respond before closure would be considered.

If you have any questions please do not hesitate to contact your housing officer, work coach or better still make an appointment with our new Welfare Rights and Tenancy Sustainment Officer at Cernach Offices who can assist you with any questions or queries.

Universal Credit - Two Child Limit



The Two Child Limit rules are not being scrapped - but the harsher rules that were going to be introduced into the Universal Credit (UC) Regulations did not go ahead.

These would have seen new UC claimants being limited to having just two Child Elements included in their UC award regardless of when those children were born. This could mean a loss of over £230 per month per child over the limit.

So the 'U-turn' introduced means that the Two Child Limit will no longer be applied to children born before April 2017, as had been the plan. Campaigners hope that this will lead to the entire policy being scrapped - which is currently being challenged through the courts.

UNACCEPTABLE BEHAVIOUR

There has been an increase in abusive behaviour towards staff whilst they are going about their work, either face to face or over the telephone. This behaviour will not be tolerated and steps will be taken to ensure that our staff are safe and secure at their work.

We at Cernach Housing Association strive to build a community where trust, honesty and mutual respect is paramount.

We offer help and support to our tenants and residents where possible and if we are not able to help, we will point you in the right direction through partnership working.

AGGRESSIVE BEHAVIOUR, VIOLENCE, VERBAL ABUSE, THREATS, HARASSMENT, ABUSIVE LANGUAGE IS NOT ACCEPTABLE AND WILL NOT BE TOLERATED, WHETHER IT'S FACE TO FACE, TELEPHONE, EMAIL OR ON SOCIAL MEDIA.



FREEDOM OF INFORMATION



The Freedom of Information (Scotland) Act 2002 provides a statutory right of access to information held by Scottish public authorities and those performing functions of a public nature. The Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2019 will come into effect on 11th November 2019 and extends this to cover Registered Social Landlords (RSL) and their subsidiaries to ensure access to information for tenants and all other interested parties.

The Association is committed to openness and transparency and will therefore comply with the provisions of FoISA and related legislation, including the Environmental Information Regulations (Scotland) Act 2004, the General Data Protection Regulation and the Data Protection Act 2018.

The Order contains a two-part test which is to determine if an organisation falls under the scope of the Order. The first part of the test looks at if an organisation falls within the description of persons and this applies to Registered Social Landlords and their subsidiaries. The second part of the test looks at the functions the RSL carries out.

The RSL will only be subject to the Order if it carries out one or more of the following functions:

- **the prevention and alleviation of homelessness**
- **the management of social housing accommodation (ie, where we have granted a Scottish secure tenancy or short Scottish secure tenancy)**
- **the management of properties and the environment carried out by us on behalf of home owners (the factoring service)**
- **Supplying information to the Scottish Housing Regulator in relation to our financial well-being and standards of governance.**

It is important to note that FoISA rights will only apply to information held by the Association in relation to these functions. For any further information please refer to our website.

EASY TO MAKE MINCE PIES RECIPE

Ingredients;

225g cold butter – diced
350g plain flour
100g golden caster sugar

280g mincemeat
1 small egg
Icing sugar to dust

Method;

1. To make the pastry, rub 225g cold, diced butter into 350g plain flour, then mix in 100g golden caster sugar and a pinch of salt.
2. Combine the pastry into a ball – don't add liquid – and knead it briefly. The dough will be fairly firm, like shortbread dough. You can use the dough immediately, or chill for later.
3. Preheat the oven to 200C/gas 6/fan 180C. Line 18 holes of two 12-hole patty tins, by pressing small walnut-sized balls of pastry into each hole.
4. Spoon 280g mincemeat into the pies.
5. Take slightly smaller balls of pastry than before and pat them out between your hands to make round lids, big enough to cover the pies.
6. Top the pies with their lids, pressing the edges gently together to seal – you don't need to seal them with milk or egg as they will stick on their own. (The pies may now be frozen for up to 1 month).
7. Beat 1 small egg and brush the tops of the pies. Bake for 20 mins until golden. Leave to cool in the tin for 5 mins, and then remove to a wire rack.
8. To serve, lightly dust with icing sugar. They will keep for 3 to 4 days in an airtight container



HEALTH AND SAFETY

**LET US HELP YOU TO BE SAFE THIS CHRISTMAS!
FACT. HOUSE FIRES AND CASUALTIES INCREASE DURING
WINTER, WITH A HIGH RISK OVER THE FESTIVE PERIOD.**

USING PORTABLE HEATERS

Keep heaters away from curtains and furniture and never use them for drying clothes.

- Unplug or switch off portable heaters when you go out or go to bed.
- Secure portable heaters in position to avoid the risk of them being knocked over.
- Fit a Carbon Monoxide detector in all rooms containing gas or paraffin heaters.



CANDLES

- Extinguish all candles before you go to bed. In particular, never leave a burning candle in a bedroom.
- Keep candles, matches and cigarette lighters out of reach of children and never place lit candles where they can be knocked over by children or household pets.
- Always put candles on a heat resistant surface/ holders. Be especially careful with night lights and tea lights, which can get hot enough to melt plastic or ignite combustible Christmas decorations. • Position candles away from objects that may catch fire, like Christmas trees, greeting cards, ribbons and other decorations.
- Never move lit candles.
- Always use a candle snuffer or a spoon to extinguish candles or tea lights.

USING ELECTRIC BLANKETS

- Never leave an electric blanket switched on when you're in bed unless it's marked 'suitable for all night use'.
- Ensure your electric blanket is tested and serviced in accordance with manufacturer's guidance, in particular after the guarantee runs out. Manufacturers often recommend testing blankets every 3 years.
- Check the blanket, plug and flex regularly for damage (e.g. fraying fabric, scorch marks, exposed wires). If you're in any doubt, don't use the blanket.
- Store electric blankets safely – roll them, don't fold them.

FAIRY LIGHTS AND DECORATIONS

- Unplug fairy lights or other electrical Christmas decorations when you leave the house or go to bed.
- Check fairy lights are in good working order and replace any bulbs that have blown.
- Bulbs can get very hot, don't let them touch materials that can scorch or burn easily, such as paper or fabrics.
- Make sure the fuse in the plug is the correct rating.
- If you need to plug more than one appliance into an electrical socket use a multi-socket adaptor which is fitted with a fuse and has surge protection.



WHEN CELEBRATING

Consuming even a moderate amount of alcohol can greatly increase the risk of fire and fire injury.

- Ensure that exit door keys are kept readily available and/or exit doors can be opened from the inside in the event of fire or emergency.
- Take care of older people, children and those who may find it difficult to react quickly and safely if there is a fire.
- Make sure your family and/or visitors know what action to take in the event of fire or actuation of smoke/heat alarms.
- Smoking is the main cause of death from fire in the home. If people are smoking in your home provide a sufficient number of ashtrays.
- Stub out cigarettes properly – make sure there's no smoke.
- Pour water on cigar and cigarette ends before putting in a bin.
- Leaving cooking unattended or being distracted while cooking is the most frequent cause of fire in the home. Never cook hot food while under the influence of alcohol or drugs.
- If celebrating with fireworks remember that they are explosives. Store them safely out of the reach of children and always follow the fireworks code.





HEALTH AND SAFETY

ALCOHOL

If you're tired, have been drinking, or taking drugs, you will be less alert to the signs of fire. You are more likely to fall asleep. You are less likely to wake up if a fire does start, particularly if you don't have working smoke or heat alarms in your home. If fire does break out alcohol or drugs can heighten feelings of disorientation, making it difficult for you to escape. Cooking and alcohol can be a recipe for disaster. If you've been drinking alcohol or taking drugs, don't cook.

Smoking is the main cause of death from fire in the home. You are more likely to lose your life in a fire if you drink and smoke. In many fires started by cigarettes, people have also been drinking and are sleepy. Never smoke in bed. Don't smoke in your chair if you've been drinking or you're feeling tired. If you do feel tired smoke outside or stand up and smoke at a window or outside door.

GET YOUR FREE SMOKE ALARMS

A short visit from the Fire and Rescue Service will help make sure your home is as safe as it can be. They can even install smoke alarms, free, if you need them. It only takes about 20 minutes, and their advice and help could save your life.



**To request a free Home Fire Safety Visit
Call 0800 0731 999**

Text 'FIRE' to 80800 or visit www.firescotland.gov.uk

If you would like a copy of this document in a different format or a version in another language, please contact 0800 0731 999.

TENANTS MATTER.....RENT CONSULTATION – WE WOULD LIKE KNOW YOUR THOUGHTS?

Rental income is by far our main source of income - £3 million each year. We need rental income to pay for running costs, day to day repairs, replacement and improvement programmes, repaying loans for new build housing and putting money aside for future costs.

Currently we take into account the following factors:

- What tenants can afford, referred to sometimes as 'Affordability' and
- How much we need to charge to cover costs, referred to as 'Viability'
- How our rents compare with other landlords – sometimes referred to as 'Comparability'

We normally link rent increases to inflation, but there are two main types of inflation:

- RPI(Retail Price Index) which includes housing costs and is generally higher
- CPI (consumer Price Index) which excludes housing costs and is generally lower

How can you help us?

We plan to consult with all of our tenants in December regarding what options there may be for the rent review (to be applied from April 2020). We will do this via the Residents Panel, letters to all tenants and we will also use our website, social media including Facebook and Twitter.

The management committee will agree the rent increase at its meeting on 30th January 2020.

You can also call us, email us at admin@cernachha.co.uk, visit us at our offices 79 Airgold Drive Drumchapel.






AVOID A FINANCIAL HANGOVER THIS CHRISTMAS!

We understand that Christmas can be a very costly time full of merriment and festive excitement. This time of year can also place us under pressure to overspend to achieve that picture perfect Christmas to please loved ones. It is important that you continue to prioritise your rent and are not tempted to skip your payments.

Here are some top tips to put on your Christmas List this year to avoid financial shock and increased debt:

- 
1. Set a Budget for Christmas Spending – and stick to it! Draw up a list of your income and what you plan to buy within this budget. Make a list of friends and family and allocate an amount per person. Make sure you allow for food, drink, socialising as well as purchasing gifts.
 2. Use savings wisely. Plan how you are going to finance your extra spending. Perhaps it means withdrawing funds from a savings account. Do not be tempted to miss your rent payment to cover your Christmas expenses.
 3. Plan how you will pay your rent during the festive office closure. If you do not have a rent payment card, contact your Housing Officer to order one now. You can use this at a Paypoint or Post Office. Alternatively you can also contact your Housing Officer to set up a Direct Debit.
 4. Cash in 'loyalty cards points'. If you have points gained throughout the year using loyalty cards, cash these in to use towards your Christmas spending.
 5. Shop around for good deals. Look at stores which offer 2 for 1 deals and keep receipts.
 6. Keep a running total. Monitor your spending by keeping a list on your mobile or tablet. This will help you to stop overspending and also help manage bills that will come in the New Year.
 7. Don't listen to advertising! Avoid the pressure put on us all to purchase that sought after gift. Spend what you can afford. Christmas is one day, don't ruin your whole year trying to pay for it.
 8. Plan your savings for next year and spread the cost! Think about how much you need to save each month and put this aside. Be realistic on what you can afford. Start small to create positive saving habits and prepare for next year.

Don't put your home at risk by missing your rent payment this Christmas.

If you are struggling to pay your rent or in need of Money Advice or even a benefit check, you can speak to our Welfare Rights and Tenancy Sustainment Officer for advice.

As always everything is confidential and you will be met with a warm welcome.



CHEST HEART & STROKE SCOTLAND

CHARITY'S HEALTH DEFENCE PROJECT IN THE HEART OF DRUMCHAPEL IS MAKING A DIFFERENCE LOCALLY

A new project that aims to stop people in Drumchapel dying too soon from poor health was launched by Chest Heart & Stroke Scotland in June.

The Health Defence project based in the Chest Heart & Stroke Scotland Drumchapel Community Hub at 16 Dunkenny Square – is a pioneering health programme aimed at reducing the risk of chest, heart and stroke conditions; tackling health inequalities and improving health and wellbeing in the local community.

This new programme works alongside people living in the community. The Health Defence Team provides free health checks, advice and information and support to people living in Drumchapel. These health checks are open to all and aim to remove the barriers that might prevent uptake.

Rather than set appointment times, there are drop-in sessions to allow flexibility and the team can also attend local groups and community venues such as the job centre.

A specially designed “health passport” makes it easy for people to track their own health goals, and combined with newly developed health information help empower people to make healthier choices and positive lifestyle changes.

Kevin Miller, Health Defence Coordinator explains “We’ve been blown away with the response we’ve had to the Health Defence project. So far we have seen over 200 people in the Drumchapel community and have supported and motivated them to take steps to improve their health and wellbeing.

“Our Community Hub offers free community space to bring people, local organisations and groups together. The Hub is bursting with life and activities, and has a whole variety of health, social and fitness groups. We offer a weekly cooking demonstration for healthy meals on a budget; have a weekly Zumba Gold class and regular attendance from the community taking part in our weekly walking group.

“This project works well within the Drumchapel Hub and gives locals free access to the tools they need to live a healthier life in the future – and break the cycle of health inequalities.”

To find out more about Health Defence Scotland visit chss.org.uk/healthdefence email Kevin on kevin.miller@chss.org.uk or pop into the Drumchapel Hub.



THRIVING PLACES

COMMUNITY COUNCIL

Drumchapel Community Council held its election on the 14th of October at the hub in the Chest Heart & Stroke charity shop. Fifteen local residents from across Drumchapel were elected to represent the views of the community to engage in discussions and dialogue with local city councillors, council departments, the police and various agencies. These meetings happen on the second Monday of each month CHSS shop. Drumchapel Community Council chairperson Andy Lynch said "It is encouraging to have such a diverse, vibrant and committed group who will tackle issues over a period of time". Discussion points included the new community hub, recently given the green light to be built in the not too distant future, also the new law that is being implemented regarding cars parking on pavements which will directly affect residents of Drumchapel. The DCC also continue to seek answers to what is going to happen with unused community buildings such as; The Mercat Theatre, Drumchapel Opportunities, Drumry House and the abundance of vacant land that remains undeveloped.



We intend to have another community gathering in partnership with Thriving Places Drumchapel to address these issues on Saturday 23rd November, 11am – 2pm at Drumchapel Community Centre on Kinfauns Drive. Food and refreshments will be provided on the day so come along and express your views, have your voice heard, everyone is welcome.

SHOW RACISM THE RED CARD DAY

Friday 4th October marked Scotland's Show Racism the Red Card Day. The Thriving Places team decided we wanted to host an event at our base down at the CHSS shop by having an anti-racism day where everyone wore red to show everyone of Drumchapel that there is no place for racism. We set up a stall outside the shop and were giving out stickers and getting the citizens of the Drum participating in writing their very own anti racism message and sticking it on the shop window for all to see. Our local primary school pupils supported the event by creating their very own paper football tops with important anti-racism quotes on them. The overall response was fantastic, and we thank everyone who co-operated, it brought a feel-good vibe to the community.



LARGS TRIP

On Saturday 5th October Thriving Places hosted our second community trip. This saw 40 people turn up on a cold winter's day to go to Largs so we thank all of you who joined us. We will be having another 4 trips before the end of December next year and will keep you posted.



TOMMY'S TRIBUTE

As many people in the community will already be aware there was a huge loss recently in Drumchapel as Tommy McLean sadly passed away. Tommy will be sorely missed within the community and fondly remembered by all who knew him. Tommy was a remarkable gentleman who found himself in Drumchapel after a difficult start in life, but he did not let that hold him back. Tommy was a bubbly character and always liked a moan, especially about the potholes and the pavements along Kinfauns Drive. It would also be an odd day if you never seen Tommy without a fag in his mouth or a skip hat on. Since Thriving Places opened our office in the shopping centre, Tommy came in daily to raise his concerns with issues affecting him and others within the community. Every day we enjoyed a blether with Tommy and he wasn't shy in telling you if his coffee wasn't right! Tommy touched so many people's lives and will be missed sorely. It was only fitting that at our trip to Largs we had a small tribute to Tommy by releasing a red rose into the sea as he lived in Largs for many years.



ESOL UPDATE

Thriving Places works closely in partnership with Friendship House at Essenside Church, Drumchapel Asian Forum, Axis Health Hubs, and Glasgow Clyde College. Together we provide 'free' English classes for residents of Drumchapel and the surrounding areas. They take place every Friday 10am-12pm in the Essenside Church Hall, facilitated by a volunteer tutor from the Anniesland College Campus. It has been very well attended with between 8 and 12 people participating each week and through this is gives the people the opportunity to develop communication skills and work independently and as part of a team, they have been allocated with part time student ID badges and after they complete the ESOL course they have the opportunity to apply for further education.

ESTATE MATTERS

CLEAN & TIDY CHRISTMAS!

At Christmas, we throw away a lot of waste items. Please remember and put these in the correct bins, both to make sure they are uplifted by Glasgow City Council and to help the environment.

Nobody wants to wake up on Christmas morning to other people's litter, old items and boxes to look at – so do your bit to keep the area tidy!

WHERE DO I PUT ALL MY RUBBISH!?!

Glasgow City Council has provided residents with bins for recycling.

The Blue bin is for the collection of paper, card, plastic bottles and food/drink cans.

You can recycle the following items in your blue bin:

- Mixed papers - newspapers, magazines, journals, junk mail, brochures, catalogues, directories, yellow pages, envelopes
- Cardboard - cardboard boxes, card packaging
- Plastic bottles - milk bottles, drinks bottles, sauce bottles, shampoo bottles, cleaning product bottles
- Food and drink cans - steel cans, aluminium cans, food tins, empty aerosol cans

What you should not place in your blue bin

If you place items, other than those listed above, you will adversely affect the quality of the material sent to our recycling which can result in material not being recycled. So please do not put the following items into your blue bin:

- General waste/food waste
- Glass bottles
- Yoghurt pots
- Tetra paks
- Plastic bags
- Margarine/butter tubs
- Cartons
- Foil
- Books

Residents wishing to recycle glass – cannot place glass in the blue recycling bins. Flatted properties can either place glass in their household general waste bin or the nearest glass recycling point which can be found **at Sainsbury's bottle bank located in Great Western Retail Park.**

If you would like any further information on bins please contact Glasgow City Council at www.glasgow.gov.uk and select Bins and Recycling Examples of bin stores within our estate



WHY KEEP YOUR BIN STORES LIKE THIS?

WHEN THEY COULD LOOK LIKE THIS?



ESTATE MATTERS

WHAT DO I DO IF I WANT TO GET RID OF MY OLD ITEMS NOW THAT SANTA HAS BEEN GOOD TO ME?

Easy! You can either take it to a local refuse centre, or phone Glasgow City Council to book a free bulk uplift!

Cernach Housing Association increasingly suffers from illegal dumping and flytipping. We are constantly having to clear areas of bulk and litter which has been dumped by our tenants and which in most cases could quite easily be uplifted by Glasgow City Council Cleansing Department with one phone call to **0141 287 9700**.

Flytipping is illegal and if you are caught a fine will be issued. Several residents have already been affected by this fine as Police and Community Wardens are active within the area. We would urge everyone to call the above number for collection of bulk items as it is Glasgow City Council's responsibility, and is one of the reasons you pay Council Tax.

Please take a pride in your area/neighbourhood and stop treating it like a 'Rubbish Tip'.

Cernach Housing Association does not have a designated area for you to dispose of waste, nor does it have a set day for collection. It is very important that you keep any rubbish INSIDE your home until it is ready to be collected.

FLY TIPPING

To advise all tenants that there has been number of incidents of dumping of household goods and furniture at the gable end of properties.

Glasgow City Council Environmental Task Force confirmed there are no bulk uplift collection points in our area. Anyone caught dumping bulk may be liable for a fine and/or prosecution.

As residents you can also contact the Environmental Task Force if come across the following problems:-

- Litter
- Dog Fouling
- Graffiti
- Fly posting
- Fly Tipping (illegally dumping waste).

To report an incident on line please use link <https://www.glasgow.gov.uk/envtaskforce>

You can also report an incident by phoning 0141 287 1058.

Or you can use your smart phone to report incidents by downloading the MyGlasgow app from the App store and Google Play.



SOMETHING TO BLETHER ABOUT...EVENTS

PENSIONERS CHRISTMAS LUNCH

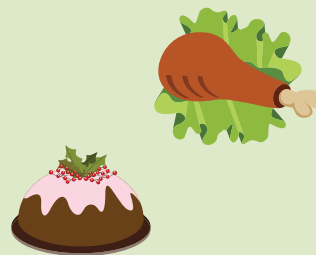
WHEN? WEDNESDAY 11TH DECEMBER 2019

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? Wednesday 18th December 2019

TIME? 3.30pm - 5.00pm

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 bought from the office.

GOODIES?

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

ENTERTAINMENT?

Tricky Nicky

SPECIAL GUEST?

Santa & his elf!



c h r i s t m a s s
t o s d t r e e u t
w l a m a a s v l o
i e c a l t t h i c
n g k r e n n g g k
k n h a s a e i h i
l a i t n s e t n
e g u s i o e l s g
g l i t t e r s z m
f r u d o l p h l l

tinsel
sack
lights
Rudolph
glitter
angel
stocking

presents
Santa
tree
sleigh
Christmas
twinkle
star

COMPETITION CORNER

Calling all kids! How would you like to get your hands on a **VOUCHER?**

As it's the season to be jolly we have decided to have a Kids Competition so if you are under 16 all you have to do is complete our Christmas Word search below and send your completed entries back to the office. Don't forget to write your name, address and ask a grown up to put their contact number on your entry or we won't know who has won! All correct entries will be put into a box and drawn out at random. **The competition closes on Monday 16th December 2019.**

NAME:

ADDRESS:

.....

ADULT CONTACT NO:



CHRISTMAS AND NEW YEAR CLOSURES

The office will close at : **12.30pm on Tuesday 24th December** and will re-open at **9.00 am on Monday 6th January 2020.**

In the event of an **EMERGENCY** repair, please use the following contact numbers. These numbers are also available from our website www.cernachha.co.uk.

Central Heating (GAS Central Heating and emergency repairs) 0800 595 595

Gas Leak (SGN): 0800 111 999

Scottish Power: 0800 092 9290

Scottish Water: 0800 7310840



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:
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
Website: www.cernachha.co.uk

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