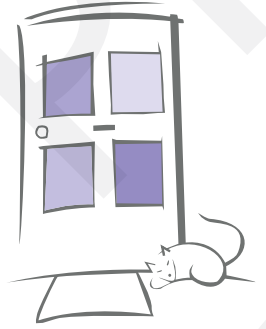


Cernach news



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

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

Recognised Scottish Charity SCO 36607 Property Factor Registered No PF000149

SUMMER 2022



OFFICE CLOSURES
BANK HOLIDAY CLOSED
FRIDAY 15 JULY, MONDAY 18
JULY AND AGM 29 AUGUST

GARDEN COMPETITIONS
SEE INSIDE FOR MORE DETAILS

OPENING HOURS:

Monday - Friday: 9am - 5pm

Wednesday: 10am - 5pm

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

A WORD FROM OUR DIRECTOR



Welcome to our Summer newsletter and thank you for taking the time out to have a look at what we have been working on and what is going on in our community.

A lot has been going on since our last newsletter and perhaps one of the main pieces of news around our services is that the Association's office is now fully open again. We are open Monday to Friday from 9am to 5pm, apart from a Wednesday when we open at 10am, so please feel free to call in if there's anything you'd like to discuss with us in person – you no longer need an appointment.

There have also been some changes in the staff team. We said goodbye to our Corporate Services Assistant, Siobhan, who has moved on to a promoted post – we will miss her, but wish her all the best in her future career. We are pleased, however, to let you know that two new Housing Assistants, Fiona Chan and Natalie Campbell, have replaced Tony and Ruth who both previously left, and we will soon welcome Raeann Rankine as Siobhan's replacement..... Please see Fiona and Natalie's welcome article on page 3.

Emma, Anne and Raeann will be assisting the housing management and maintenance teams with some policy reviews that have been on hold because of the pandemic. We are now able to meet again in-person and we will therefore be holding a series of consultation events during the remainder of the year. Please look out for details of these as we'd like to get as many people involved as possible.

We also recently completed a comprehensive resident satisfaction survey. This was conducted by an independent company who spoke face-to-face with over 500 households – thank you to everyone who took part. Having been able to conduct such a comprehensive in-person survey has provided us with lots of really good information about your views and this will, in turn, assist us in improving our services. Please see the article on page 4 for more information.

We previously reported that we are going to be doing more work around access to services, particularly in relation to how we can communicate with each other more effectively, and we feel that it is worthwhile repeating this as we really want to reach as many people as possible. We are aware that some of our residents struggle with speaking or reading English, whilst others require materials to be in other formats as they have a hearing or visual impairment. We can provide sign and language interpreters and documents can be made available in large print or in audio format – we can provide this on request and free of charge. We can also make it easier for you to attend meetings by providing transport or assisting with care responsibilities; again, this can be provided free of charge. If you, or someone you know, would benefit from this, then please contact Emma, Anne or Raeann and we'll see what we can do to assist.

If you have any general feedback or would like to tell us how well we are doing, please don't hesitate to get in touch with our Corporate Services team on **0141 944 3860** or email us at admin@cernachha.co.uk.

Caroline Jardine
Director

A WARM WELCOME...

NEW STAFF MEMBERS

Hello everyone, my name is Fiona Chan, and I am one of the new housing assistants that has started at Cernach Housing Association.



My journey into housing started as a PATH Trainee, at Queens Cross Housing Association, and whilst there I learnt all the various aspects of housing, as well as obtaining a Post Graduate Diploma in Housing Studies from Glasgow University. I then moved to Blackwood Homes and Care as a Housing Assistant, and whilst there I dealt with various housing enquires, as well as allocate homes to people with mobility and disability issues, helping them live their lives to the full, and independently. Now I am with Cernach Housing Association and my main role is providing estate management/environmental issues, tenancy matters, as well as allocations and voids management. I am looking forward to getting to know the people of Drumchapel. If you see me out and about, please say hello and introduce yourself. If you require any support or advice with any housing issues do feel free to contact me on **0141 944 3860**.

Fiona

Hi everyone, my name is Natalie Campbell, and I am one of the new Housing Assistant's at Cernach Housing Association.



I started my career in Housing working in the Homeless Sector before moving on to work at Maryhill Housing Association. At Maryhill I assisted both the Housing and Property teams within the association at the first point of contact, dealing with anti-social and estate issues, rents, repairs and more. I'm just about to finish my CIH Level 4 in Housing which I have learned a lot from. Through working in both areas and my course, I have gained a good knowledge of the various aspects of social housing and how to help individuals experiencing homelessness.

I joined Cernach Housing Association on the 3rd of May 2022, and I am really enjoying learning all that's involved in my new role. I deal with the allocation of our void properties, housing applications, estate management and anti-social behaviour issues for my patch. You will see me out and about so please feel free to come and say hello!

I look forward to meeting you all.

Natalie

A FOND FAREWELL...

A FOND FAREWELL TO SIOBHAN MANGAN, CORPORATE SERVICES ASSISTANT

Siobhan, our Corporate Services Assistant has announced that she is moving on to pastures new. Siobhan has worked with us for nearly four years and has played a vital part in the smooth running of the Association. Her contributions have been immense, and We wish her all the best for her future endeavours!



Cernach Housing Association 2022 Tenant Satisfaction Survey Results



510

INTERVIEWS

FEB 18 → MAR 13

Background to the survey

Research Resource spoke to Cernach Housing Association (CHA) tenants to find out how satisfied they were with their landlord and the services provided. This is done to report back to the Scottish Housing Regulator and allows Cernach Housing Association to improve their services for customers.

Overall service

84%



were satisfied with the **overall service** provided by Cernach Housing Association.

information and participation

86%



said the Association was good at **keeping tenants informed** about services and decisions.

83%



were satisfied with the **opportunities to participate** in CHA's decision making process.

Customer contact

Of those who contacted CHA in the last year

93%



said it was easy to get hold of the right person.

96%



found CHA staff to be helpful

Communications

The top 3 ways tenants prefer to be kept informed were:



1 By letter



2 By newsletter



3 Via website

Quality of the home

81%



were very or fairly satisfied with the **quality of their home**.

The repairs service

82%



were satisfied with the **repairs and maintenance service**.

Value for money

78%



said the rent for their home offered good value for money.

The neighbourhood

85%



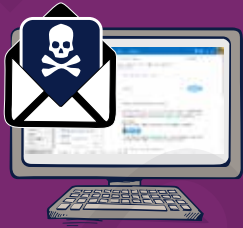
were satisfied with CHA's contribution to the management of the neighbourhood

Thank you for taking part in the survey. If you have any questions regarding the tenant satisfaction survey please contact **Research Resource** on **0141 641 6410**

Phishing attacks

Dealing with suspicious emails

Phishing emails try to convince users to click on links to dodgy websites or attachments, or to give sensitive information away (such as bank details). This advice includes tips about how to spot the most obvious signs of phishing, and what to do if you think you've clicked a bad link. For more information, please visit www.ncsc.gov.uk/phishing.



What is phishing?

Phishing is when criminals attempt to trick people into doing 'the wrong thing', such as clicking a link to a dodgy website.

Phishing can be conducted via a text message, social media, or by phone, but the term 'phishing' is mainly used to describe attacks that arrive by email.

Criminals send phishing emails to **millions of people**, asking for sensitive information (like bank details), or containing links to bad websites. Some phishing emails may contain viruses disguised as harmless attachments, which are activated when opened.

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Make yourself a harder target

Information from your website or social media accounts leaves a 'digital footprint' that can be exploited by criminals. You can make yourself less likely to be phished by doing the following:



Criminals use publicly available information about you to make their phishing emails appear convincing. **Review your privacy settings**, and think about what you post.



Be aware what your friends, family and colleagues say about you online, as this can also reveal information that can be used to target you.



If you have received an email which you're not quite sure about, **forward it to the NCSC's suspicious Email Reporting Service (SERS): report@phishing.gov.uk**

What to do if you've already clicked?

The most important thing to do is not to panic. There are a number of practical steps you can take:



Open your antivirus (AV) software, and run a full scan. Follow any instructions given.



If you've been tricked into providing your password, you should **change your passwords on all your other accounts**.



If you have lost money, you need to report it as a crime to Action Fraud. You can do this by visiting www.actionfraud.police.uk.

Tell tale signs of phishing

Spotting a phishing email is becoming increasingly difficult, and even the most careful user can be tricked. Here are some tell tale signs that could indicate a phishing attempt.



Is the email addressed to you by name, or does it refer to 'valued customer', or 'friend' or 'colleague'? This can be a sign that the sender does not actually know you, and that it is part of a phishing scam.



Others will try and create official-looking emails by including logos and graphics. Is the design (and quality) what you'd expect?



Does the email contain a veiled threat that asks you to act urgently? Be suspicious of words like 'send these details within 24 hours' or 'you have been a victim of crime, click here immediately'.



Look at the sender's name and email address. Does it sound legitimate, or is it trying to mimic someone you know?



Your bank (or any other official source) should never ask you to supply personal information in an email. **If you need to check, call them directly.**



If it sounds too good to be true, it probably is. It's most unlikely that someone will offer you designer trainers for £10, or codes to access films for free.

www.ncsc.gov.uk [@NCSC](https://twitter.com/NCSC) [National Cyber Security Centre](https://www.facebook.com/NationalCyberSecurityCentre) [@cyberhq](https://www.instagram.com/cyberhq)

Protecting devices

From viruses and malware

This page contains tips about how to protect your computers, laptops, smartphones and tablets from the damage caused by viruses and other types of malware. Following these steps will help keep your devices - and the information stored on them - free from harm. For more information, please refer to www.ncsc.gov.uk/antivirus.

How can your devices get infected?



Viruses are a type of malicious software that can harm devices such as computers, laptops, smartphones and tablets.

Once your device has been infected, this **malicious software** (also known as **malware**) can steal your data, erase it completely, or even prevent you from using your device.

Devices can become infected by accidentally downloading an email attachment that contains malware, or by plugging in a USB stick that is already infected. You can even get infected by visiting a dodgy website.

For these reasons, it's important that you **always use antivirus software on your laptops and PCs**. Smartphones and tablets don't need antivirus software, provided you **only install apps and software from official stores** such as Google Play and Apple's App Store.

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Turn on your antivirus product

Antivirus (AV) products detect and remove viruses and other kinds of malware from your computer, laptop or MAC, and should always be used.



Make sure your AV product is turned on and up to date. Windows and iOS have built-in tools that provide suitable AV.



New computers often come with a trial version of additional AV software. You may want to carry out your own research to find out if these products are right for you.



Make sure your AV software is set to automatically scan all new files, such as those downloaded from the internet or stored on a USB stick, external hard drive, SD card, or other type of removable media.



You **don't** need AV products on your smartphone or tablets, provided you **only install apps from official stores**.



If you think your computer has been infected, open your AV software, and **run a full scan**. Follow any instructions given.



If you receive a phone call offering help to remove viruses and malware your computer, **hang up immediately** (this is a common scam).

Keep all your IT devices up to date

Don't put off applying updates to your apps and your device's software; they include protection from viruses and other kinds of malware.



Applying software updates is one of the most important things you can do to protect your devices. Update all apps and your device's operating system when you're prompted.



Set all software and devices to update automatically, including your AV software.



You should consider **replacing devices that are no longer supported** by manufacturers with newer models. You can search online to see how long your current device will be officially supported.

Only install official apps



Only download apps for smartphones and tablets from official stores (like Google Play or the App Store). Apps downloaded from official stores have been checked to provide protection from viruses and malware.

www.ncsc.gov.uk [@NCSC](https://twitter.com/NCSC) [National Cyber Security Centre](https://www.facebook.com/NationalCyberSecurityCentre) [@cyberhq](https://www.instagram.com/cyberhq)

WELFARE MATTERS...

As many of us are already aware, the cost of living is rising like never before! This includes spiralling Energy Costs and the cost of basic day to day essentials. It has never been more important to make sure you are receiving all the support to which you are entitled.

UNIVERSAL CREDIT

The Department of Work and Pensions (DWP) is now planning to resume the roll out of Universal Credit (UC) and aims to complete the full implementation of Universal Credit by 2024. For many housing associations, including Cernach, approximately two thirds of tenants who claim benefits are still receiving so-called 'legacy benefits, so the numbers of Cernach tenants who will move to Universal Credit over the next two years is not insignificant. Remember, Universal Credit will replace the following

- **Working Tax Credits**
- **Child Tax credits**
- **Housing Benefit**
- **Employment Support Allowance (Income Related)**
- **Job Seekers Allowance (Income Based)**
- **Income Support**



It is important to note that at this point you do not have to claim Universal Credit however if you are concerned about how this will affect you, please contact our Welfare Rights Officer Andy Parker in the first instance. Andy can carry out accurate benefit checks to advise and inform you how the changes will affect you. In some cases, some people may be better off claiming Universal Credit.

ENERGY

If you are struggling with the cost of heating your home, please contact our Welfare Rights Officer who may be able help. We are working closely with partner organisations so that even if we cannot help in the first instance, we can refer to specialist organisation who may be able to help provide advice on a range of issues such as reducing fuel bills, including obtaining the best tariffs, making the most efficient use of heating systems and provide advocacy and assistance in dealing with the utilities in respect of billing issues.

We are aware that finding your way around the Benefits system can be difficult however, if you are in any way unsure or would just like to check you are receiving all the support you are entitled to please contact us. If you are unhappy with Benefit decisions, please also remember we can assist you to challenge the decisions and provide representation at tribunals.

For Further information or to have your financial situation assessed please contact Welfare Rights at Cernach HA.

Contact Details are
Andy Parker
0141 944 3860
Mobile: 07736892626
Email: andy3@cernachha.co.uk

DEVOLVED BENEFITS

Additional Benefit support Administered by the Scottish Government include

- **Scottish Child Payment**
- **Best Start Grant Pregnancy and Baby Payment**
- **Best Start Grant Early Learning Payment**
- **Best Start Grant School Age Payment**
- **Best Start Foods**
- **Carer's Allowance Supplement**
- **Funeral Support Payment**
- **Young Carer Grant**
- **Child Disability Payment**

The Scottish Government are also in the process of transferring Personal Independence Payment (PIP) to Adult Disability Payment which will be administered from Scotland. If you currently receive PIP then you do not have to do anything at this moment as Adult Disability Payment will be introduced as part of a pilot from 21 March 2022 in Dundee, Perth & Kinross, and the Western Isles. This will be followed by a gradual national rollout beginning on 29 August 2022.



COMPLAINTS 'READY TO LISTEN, HERE TO HELP'

FROM THIS



TO THIS



WHAT IS A COMPLAINT?

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.

No one likes complaining but sometimes if you feel there's something not quite right about the service you're receiving you've got to let us know. We see our complaints as a positive as they become a learning experience for all concerned and help us to continually improve our service and reduce repeat errors being made.

In the last financial year (1st April 2021 to 31st March 2022) we received a total of 46 complaints. The majority of these, 39 in total were addressed and resolved at a Stage 1 complaint – these complaints are those non-serious in nature which is resolved by frontline staff. The Outcome for these types of complaint can be 'Resolved, Upheld, Not Upheld. No matter what, we want to work with you to ensure satisfaction is achieved.

Sometimes we need more time to investigate and these are Stage 2 complaints. These tend to be more complex in nature. Also you if are unhappy with your response at stage 1, we'll move your complaint on to stage 2 and aim to respond within 20 working days.

Please see below table for year-on-year comparison: -

Headline figures for 2020/21

Total Number of Complaints Received

40

Total Number Upheld

13

Headline figures for 2021/22

Total Number of Complaints Received

46

Total Number Upheld

12

STAGE 1 COMPLAINTS

Breakdown of complaints by category – Stage 1

Category	Number	Resolved within target	Upheld
Repairs and maintenance	26	26	9
Housing Management	11	11	3
Other	0	0	0
Multiple issues	2	2	0
Owners	0	0	0
Corporate Services	0	0	0
Total	39	39	12

39 Complaints were responded to within the timescale

Complaints upheld

30% of complaints were upheld

STAGE 2 COMPLAINTS

Breakdown of complaints by category – Stage 2

Category	Number	Resolved within target	Upheld
Repairs and maintenance	2	2	1
Housing Management	3	3	1
Other	0	0	0
Multiple issues	2	2	0
Owners	0	0	0
Corporate Services	0	0	0
Total	7	7	2

7 complaints were responded to within the timescale.

Complaints upheld

28.5% of complaints were upheld



RENT MATTERS...

PAYING YOUR RENT

As the cost of living continues to rise, we are aware that some tenants may need additional support. Our office is now fully open to the public on a full-time basis, so if you need to speak to your Housing Officer, you can pop in. Alternatively, you can call us on **0141 944 3860** or send an email to **admin@cernachha.co.uk**

We also offer the services of our Welfare Rights Officer, Andy Parker, who can carry out a confidential Benefit Check to ensure you are receiving all the benefits you are entitled to. There may also be some grants or additional funding that Andy can make an application for, if applicable to your current circumstances.

If you are having difficulties in paying your rent, it is vital that you speak to us so we can work together to try and resolve the issue.

If you would like an appointment with any of our staff, please contact us using the methods above.

HOUSEHOLD DETAILS

If there have been any changes to your household, it is important that you notify us immediately so we can update our records. A change in your circumstances could affect how your rent is paid.

If you wish to report a change in circumstances or if you're looking for some guidance, please contact your Housing Officer on **0141 944 3860**.

NEW TENANT VISIT

We know that moving into a new property can be stressful and you may not have time to contact the Association regarding issues you are experiencing, so we aim to complete a New Tenant Visit with all new tenants within 6 weeks of your entry date. This will allow us to follow up on any issues you are experiencing while giving your Housing Officer an opportunity to introduce themselves.

If you receive any contact from us looking to arrange your New Tenant Visit, please ensure you contact our office to arrange an appointment. This should only take roughly 10 minutes but can very useful as it allows us to identify and resolve any issues you are experiencing at an early stage.

ALLPAY/PAYZONE

We have received notification that Allpay have recently partnered with Payzone. Payzone has provided card and bill payment services to independent retailers for over 30 years.

Payzone is now part of the Post Office network.

Together with the Post Office, they have a network of over 24,000 stores and branches across the UK.

This means that you can now make payments using your Rent Payment Card at additional stores including Tesco Express, Londis, NISA, Premier Stores, Costcutter & more.

For more information, visit <https://www.allpay.net/our-solutions/cash/payzone>.





ESTATE MANAGEMENT MATTERS...

FROM THE ESTATE MANAGEMENT TEAM

The condition of our community has been a source of concern for the Association. We have seen a rise in the number of issues reported to us relating to household waste and bin bags not being disposed of correctly, litter, dog fouling, fly tipping and dumping of bulk items. These actions can attract vermin to the area and is a breach of your Tenancy Agreement.

We have attached before and after pictures of our expectations as a landlord in relation to the back courts.



The estate management team will be carrying out more regular inspections of our estate to ensure they are maintained in good condition. We will record any areas of disrepair, untidiness, improper disposals of waste and improper storage of items and take action as required to address these issues. We would like to thank our tenants and residents in advance for your cooperation in ensuring our community is kept clean, tidy and a pleasant place to live.



Glasgow City Council provide your service for uplift of bulk items and will provide you with information of what date to put your bulk out for collection and in what area.

Please do not place bulk items out for collection prior to this arranged date as it brings down the look and condition our community.

To report or request a bulk waste collection please contact Glasgow City Council through their website www.glasgow.gov.uk/bulkywaste or through the **MyGlasgow App**.

MEMBERSHIP LETS YOU HAVE YOUR SAY

Becoming a member of our Association gives you a real say in the future of your home and local community. Membership means you can stand for election, attend our Annual General Meeting and vote to appoint members to our Board of Management or Community Involvement Groups.

Complete form share membership and hand it in to us with £1.00

Name: _____

Address: _____

Tel: _____



Please return to: Cernach Housing Association Ltd, 79 Airgold Drive, G15 7AJ. Your application will be placed before the next meeting of the Management Committee.

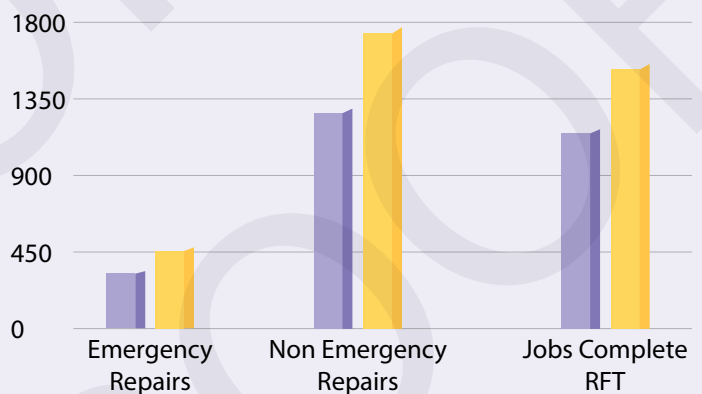
MAINTENANCE MATTERS...

REPAIRS BREAKDOWN

During the year 2021/2022 the Association continued to provide our residents with a Repairs & Maintenance service. During the year we carried out the below:

- **Emergency Repairs = 450 with an average completion time of 1.36 Hours**
- **Non-Emergency Repairs = 1719 with an average completion time of 2.81 Days**
- **94 % of our non-Emergency jobs were completed Right First Time**

REPAIR BREAKDOWN COMPARISON 20/21 & 21/22



RE INVESTMENT PLAN 2022/2023

During this financial year the Association plan to continue with our Planned Maintenance projects. This year we hope to complete window replacements, boiler renewals and upgrade of fences.

All tenants who will be affected with these planned works will be contacted by the Association in due course.



CYCLICAL PAINT PROGRAMME – YEAR 4

The final year of the Associations cyclical paint programme is due to commence this summer. This year's programme will include properties on Kinfauns Drive and Mortgage to Rent Properties. A total of 49 closes will be completed during this programme.

All residents who will be affected with these works will be contacted by the Association with start dates in due course.



ALTERATIONS AND IMPROVEMENTS

If you wish to carry out any alterations or improvements to your home, as stated within your Tenancy Agreement, you must apply for written permission to do so.

Alterations and Improvements can be any alterations to the current fixtures or fittings within your home. For example kitchen/bathroom installations, replacement of internal doors, upgrade of radiators or heating systems and the install of any outdoor structures, such as sheds, garage etc . Please note this list is not exhaustive and if you are unsure, please contact the office for advice.

Following receipt of written request to undertake Alterations the Association will ask that you complete an Alterations Application form. Once complete form is received, we will

respond to request. Please note that the Association will not refuse permission unreasonably.

Within response letter we will advise if permission is granted and details of any conditions that must be followed.

On completion of works we will arrange for the Associations Maintenance Officer to carry out inspection. Any faults identified by the Maintenance Officer during this inspection must be rectified by the tenant.

Please be aware, that if you carry out any alterations or improvements without our permission, we are entitled to restore the house to its previous condition during, or at the end of your tenancy. If we require to do this any costs associated with these works will be recharged to you.

MAINTENANCE MATTERS...

LEGIONNAIRES INFORMATION

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, immunosuppression, 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.

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.

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 must be in very small droplets like spray from a shower or taps. **In domestic properties the risk of Legionnaire's disease is rated as low risk.**

What precautions can I take?

- **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.**

THRIVING PLACES....WORKING IN THE HEART OF THE COMMUNITY

Now that we are experiencing a certain degree of normality, the Thriving Places team is back in the Chest, Heart & Stroke Scotland shop in the shopping centre. One of our team will be there Monday to Friday, from 10am until 4pm, no appointment is needed. Here are a few of the activities we are involved in to keep you up to date. Look forward to seeing you at the shop.

ESOL & FRIENDSHIP HOUSE

We continue to promote and support ESOL (English for Speakers of Other Languages) on Mondays and Fridays at the hut at Essenside Church in partnership with Glasgow Clyde College/Anniesland Campus. The classes have an average attendance of 9 people and conclude this year in June. The College has guaranteed that the classes will resume in August.



DNEWS = ACTIVATE CELEBRATION

We produced a special edition of the Drumchapel News to celebrate the conclusion of the Activate course by 10 local people. The celebration itself took place at the University of Glasgow and was attended by over 70 people from different parts of Scotland who promoted the course in their area. Of the 10 participants, 4 have applied to university to be enrolled in the BA in Community Development, a three-year degree course at the University. We will promote the course again this year offering the opportunity to other members of the community to further develop their knowledge and practice in community development.

THRIVING PLACES...CNTD

PAR – CURRENT SITUATION – TRUST VISITS

We continue to support the Drumchapel Community Council in a piece of Participatory Action Research (PAR) on a future community hub to be installed in Drumchapel. So far, we have engaged in door-to-door contacts, as well as interviewing people in the shopping centre and the library. We have organised several focus groups with workers from the different organisations in Drumchapel. In tandem with the research in Drumchapel we have been visiting other community organisations to see how they are structured and learn from their experience. These visits are to help us decide upon which structure would be the most appropriate for the new community hub to be installed.

MICHELLE COURSE CONCLUSION

Michelle Donaldson has been with us over the past three years in the role of student placement. Michelle has now concluded her 3-year degree course with success and will be working with us for the next 6 months while Charles recovers from his recent illness. We welcome Michelle to our team and wish Charles a quick recovery.



COMMUNITY BUDGETING

We convened a meeting of the organisations who were awarded funding in October to share feedback. The meeting brought to light different aspects that we will be able to improve on in future experiences of community budgeting. The group decided that we could perhaps use part of the next funding package to promote an event together and part of the funding for some local projects.

HUSTINGS

We supported the Community Council in promoting a husting of the candidates standing for the Council elections which took place at the beginning of May. Four of the candidates standing attended and twenty local people came along to question the candidates.

OUTING TO AYR

As part of our Community Connecting Plan, to challenge isolation and promote neighbours coming together, we organised an outing to Ayr during the Easter holidays. 62 people came along and even although the weather was quite challenging, to say the least, people were happy with a "change of air/Ayr" and many parents were overjoyed to have the children out of the house!



Our contacts:

Tracy 07761 357139
Michelle 07935 654594
Ted 07387100182

wee changes can make a **big difference**

Tips for staying safer in Summer



Have fun

Summer can be a time of fun and laughter especially following a cold and wet winter. The following are general safety tips and do not replace professional advice. The aim of the tips is to offer some ideas you may find helpful to stay safe in the sun while having fun.



Be mindful of extreme heat

We may have noticed that summers are becoming increasingly warmer often with heat waves. Anyone living with a long-term condition should be especially careful in extremes of temperature and seek advice from your medical team around what would be best for you. With rising energy costs people may be reluctant to switch on an electric fan or air conditioning so maybe try and use cloths soaked in cool water or make paper fans. If you are out and about seek out building which may have air conditioning. Draw your blinds to reduce heat coming into your home and take cool showers. Try and wear clothing which is light and loose and made from natural fabrics. Avoid doing anything strenuous in extreme heat like exercising and try and schedule things you need to do for the coolest part of the day.

Being active outdoors

Whether it's working outdoors for a living, or having outdoors hobbies, it matters we are mindful during a heatwave and keep ourselves safe and protected from the sun. This also includes when we are gardening. Check out the site links which may be of interest for tips on gardening or working out door in warm weather.

Pets count too

If we have pets, we have a responsibility to also protect them from extreme heat. Never leave your pet in a car even with the window open on a sunny day. Check out the site links for looking after pets in warm weather. Make sure your pet's water bowl is topped up regularly with cool clean drinking water, if going out take water and a bowl with you and don't overdo walks and outdoor exercise. Speak to your vet about pet safe sunscreen. Be aware of how hot pavements and other surfaces can be when taking your pet for a walk. Be mindful of the age of your pet and any health conditions they may have which require extra attention. Have a cool mat they can use to cool down, even an old towel soaked in cool water can be a respite from the heat for your pet. Help your pet stay in the shade by finding shady spots to rest if you are out, this is good for you too.



KEEPING UP APPEARANCES

COMMON PARTS, CLOSE CLEANING AND MAINTENANCE OBLIGATIONS

If your common close is factored by Cernach Housing Association, you will receive a weekly top up clean of the close and a quarterly clean of the common windows.

We would like to gently remind our tenants that the close cleaning service is a top up service. Your tenancy agreement states:

Section 2.9 'If you share a common stair, you must also take your turn regularly cleaning, washing and keeping tidy the common stair, its windows, banisters and any bin chute accesses.'

In order to get the most out of your cleaning service and in order to be compliant with your tenancy agreement and fire safety regulations you should not store or dump anything in the close. By doing so you are not only placing yourself in danger but also other families living within the close.

Section 2.13 states that 'no property belonging to you or anyone residing with you, including bicycles, motorcycles or prams, should be stored in any of the common parts except in areas set aside for storage.' The close cleaners will not clean below items if they are stored in the close and they will only clean around them as they are not contacted to do this.

We have received feedback from our tenants and residents that you want to see a clean up of the area and to tackle fly tipping of dog fouling. To help us keep your environment clean and tidy, we ask all that all rubbish is disposed of in the correct way.

Your Tenancy Agreement Section 2.14 states 'that you must take reasonable care to see that your household rubbish is properly bagged and stored in the wheelie bin provided in the bin store or other proper place allocated for it. If bins are normally collected from the street they should not be put out earlier than the evening before the day of collection. Rubbish containers should be returned to their normal storage places as soon as possible after the rubbish has been collected.'

Throwing large bulk items creates a mess and attracts rodents. Glasgow City Council are responsible for removing bulk. We advise tenants to take the correct action and report a bulk uplift to Glasgow City Council online via this link <https://iweb.itouchvision.com/portal>

Section 2.6 of your tenancy agreement outlines that 'the tenant is responsible for cleaning up dog faeces anywhere within the house, gardens, common areas or vicinity of the house.'

Failing to pick up your dog's mess straight away is a breach of your Tenancy Agreement and not only impacts on your enjoyment of your area but other peoples enjoyment too. Any animal faeces in communal areas prevent our contractors from cutting grass and also attract rodents. If there is animal faeces in the close this will not be covered under your close cleaning contact with the Association and if this should happen the owner of the pet should clean and disinfect the area straight away.

We all have the right to enjoy our homes and environment where we live. By taking a pride in our Community we can make this a place we are proud to call home. Cernach Housing Association thanks all tenants and owners' for your anticipated co-operation on these matters as it will improve the appearance and cleanliness of the area.





SOMETHING TO BLETHER ABOUT...



WE ARE OPEN

As you have already read in our Directors Overview, we are open to the public Monday to Friday from 9am-5pm apart from Wednesday when we open at 10am.

We are looking forward to seeing you face to face. If you are looking for an appointment with our Welfare Rights Officer, then please call us on **0141 944 3860** to find a suitable time.

Remember we are contactable via the phone, face to face or via email at **admin@cernachha.co.uk**.

AGM DATES!

This year our Annual General Meeting (AGM) will be held on **Monday 29th August 2022** at **6pm** at **Olivers Restaurant & Function Suite**. Come along and meet the staff and find out how Cernach is performing.

Please note photographs taken at our events including the AGM may be used for future Cernach publications therefore if you are not happy for your photograph or a photograph of a family member to be put into any of our newsletters or website please let a staff member know at the event.

OUR ANNUAL GARDEN COMPETITION IS GROWING AND FLOURISHING!

With the pandemic diminishing, we thought it would be great to see the fruits of your labour. The garden competition has proven popular over the years, and we are delighted to resurrect this fiercely contended competition.

Many of you have spent a lot of time and effort into making your gardens a sight to be seen. So, if you would like to enter this year simply call us on **0141 944 3860** or email **admin@cernachha.co.uk**. Judging will take place on August 2022. The categories this year will be:

- **BEST GARDEN (£50 PRIZE)**
- **RUNNER UP GARDEN (£30 PRIZE)**
- **2 X MERIT CERTIFICATES (£20 PRIZE EACH)**



SUMMER COLOUR ME IN



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.**

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Tel: 0141 944 3860

Email: admin@cernachha.co.uk

Website: www.cernachha.co.uk

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