

Cernach news

for residents of cernach housing association limited



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

AUTUMN 2023



OPENING HOURS:

MON, TUE, THUR & FRI: 9.00am – 5.00pm

WED: 10.00am - 5.00pm

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

A WORD FROM OUR DIRECTOR

Hello and welcome to our autumn newsletter 2023.

It has been a fun and busy summer. We had over 100 residents attend our annual trip to Blair Drummond in July. Our over 65s also enjoyed a trip to Largs in June. Blair Drummond definitely had better weather but that didn't dampen anyone's spirits!

In August we held our Annual General Meeting (AGM), where our Chair, John Brannan reported on our performance for the financial year that ended in on 31 March 2023.

He shared his personal highlight, that we have been successful in securing a total of £53,415 in grant funding, which has been distributed directly to our tenants through one-off fuel payments, vouchers and energy saving products.

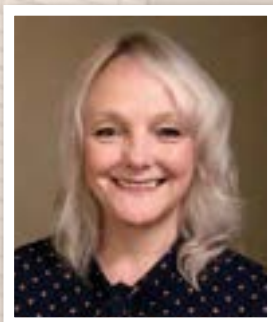
Andy, our Welfare Rights and Tenancy Sustainment Officer has supported 522 people in 2022-2023 and has achieved a total financial gain of over £1,030,413.77 for our residents.

John concluded his report by thanking staff and committee for their great performance and hard work this year. He then handed over to our auditor Kevin Booth, from Alexander Sloan accounting who took us through our financial audit stating that we had a clean, unmodified audit report.

As John has stood down as Chair at the AGM, I would like to take the opportunity to thank him for his excellent direction over the last 5 years. He is a very valued member of the Management Committee and I'm please he is staying with us. After the AGM we welcomed Andy Biddell as our new Chair for 2023.

We currently have 11 members on the Management Committee, with maximum space for 15, so if you'd to get involved, reach out for an informal chat at admin@cernachha.co.uk or by giving us a call.

Caroline Jardine
Director



INTRODUCING ANDY BIDDELL, OUR NEW CHAIR!

Andy has been a member of the Management Committee since 2016. He has previously served as Vice Chair and is on our Operations and Assurance sub-Committees.

He said *"I've developed new skills since being on the Management Committee, it has helped build my confidence in my personal life too. I was able to go for a manager role at work. It has been a good journey and I've been preparing to be Chair for some time"*.

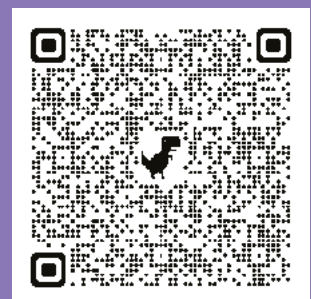
Of course, Andy won't be alone, he'll have the support of Susan McDonald MBE, who is our Vice Chair and John Brannan, who is our Secretary for 2023.



SCOTTISH HOUSING REGULATOR – ENGAGEMENT PLAN 2023

We are pleased to report that the Scottish Housing Regulator (SHR) has found that Cernach Housing Association is fully compliant with all regulatory standards, including the Standards of Governance and Financial Management.

Find out more by holding your phone camera over the QR code here:



GARDEN COMPETITION

Thank you for all your lovely contributions to our garden competition. It has been another fantastic year.

CONGRATULATIONS TO OUR WINNER

Thomas Gallagher, Achamore Gardens



AND A VERY WELL DONE TO OUR RUNNER UP

John Stewart, Airgold Drive



GARDEN COMPETITION

Some other lovely pictures received from the Cernach Garden Competition 2023.



PROPERTY INSPECTIONS

We have a 5-year programme of property inspections to cover all of our housing stock. These visits are carried out by our Housing Management Team. They will take about 30 minutes and will allow Cernach to identify any repairs or issues you may have.

You will receive a letter prior to the visit advising of a date and time. If this is not suitable, please contact the office and we'll be happy to rearrange.

Please note, you don't have to wait until the visit to report any repairs, contact the office on **0141 944 3860** as soon as you notice a problem.



MAINTENANCE MATTERS

ELECTRICAL SAFETY AND ALTERATIONS

We are finding more and more that tenants are changing electrical outlets, switches and light fittings. This can be dangerous, and we're particularly concerned about the installation of non-fire rated spotlights that can be a major fire risk.

All alterations must be approved by Cernach before they are installed and failure to do so may result in a cost to the tenant if a repair to fix the work is required.

This also applies to ceilings being lowered, doors, media walls and laminate, wood and vinyl flooring.

We have an alterations form available at our office or online, by holding your phone camera over the QR code here:



The form asks details of proposed alterations- this should be as specific as possible and include:

- **Detailed plans**
- **Materials you plan on using, their quality and fire rating**
- **The name of company who is carrying out the work**
- **Relevant certificates**

Once we have received your completed form, we will write back to you with the outcome within 28 days.

If permission is granted, we would carry out the relevant annual or 5-year check on the property. We are required by law to have Electrical Installation Condition Reports (EICR) and these must be completed every 5 years or when someone leaves their tenancy. If we require access to an area that you have modified, for example, floor for pipework and cables, we will not replace the decoration or offer compensation.

GAS SAFETY

Under the Gas Safety (Installation and Use) Regulations 1998 Cernach Housing as your landlord must:

- **Arrange for a Gas Safe registered engineer to carry out a gas safety check every year. If, after a number of visits by the contractor and you do not allow access, we may take steps to force access in order for the service to be carried out.**
- **Provide you with a copy of the Landlord Gas Safety Record (CP12) before you move into a new home.**
- **Maintain gas appliances (boilers) and flues in accordance with the manufacturer's instructions.**

- **Ideally, we would ask you to vacate the room the operative is working in, and they will then let you know when they have finished. The inspection will take approximately 30 minutes to 1 hour.**
- **The engineer will also check your smoke alarms and CO detectors are in full working order.**

TENANT RESPONSIBILITIES

You must cooperate with us and make sure you allow the Gas Safe Engineer access to the property so they can carry out the safety check. This includes any gas appliances that you own, such as a gas fire.

Please note you must ensure that you have adequate supply of gas and electric within your meters to allow the gas safety check to be carried out.

If you think your boiler is faulty, turn it off and contact City Building as soon as possible on **0800 595 595**.

YOUR GAS SAFETY

What to do if you smell gas:

- **Open doors and windows to allow fresh air in**
- **Turn off the gas at the mains tap, which is usually near the meter**
- **Leave the property**
- **Phone the Scottish Gas Network (SGN) on 0800 111 999**
- **Follow the advice given by the emergency advise.**
- **Wait outside for a gas engineer to arrive**

Don't:

- **Light a match, smoke, or use any other naked flame**
- **Touch any electrical switches; don't turn them on or off**
- **Use mobile phones, doorbells or any other electrical switches that could spark**



ESTATE MATTERS

BONFIRE NIGHT – 5 NOVEMBER 2023

Remember, remember the 5th November!

We understand Bonfire Night is an occasion that the local community likes to enjoy however, that sometimes means there are unauthorised fires throughout the community that can be dangerous.

During our estate inspections leading up to Bonfire Night, we will be looking out for any signs of bulk items that could be used for any unauthorised fires and ensuring that they are taken away.

We really appreciate the assistance of all of our residents in ensuring that your bulk is disposed of in the correct way which will also help in dealing with illegal bonfires. Residents can place a request by using <https://www.glasgow.gov.uk/bulkywaste> or call **0141 287 9700**.

If anyone needs advice on recycling or disposing on household waste and bulk items, please refer to Glasgow City Council Website on www.glasgow.gov.uk and look for 'Bins and Recycling'.



FLY TIPPING

If you are caught fly tipping, you could be issued a £200 fine on the spot and could be referred to Procurator Fiscal for legal action. If the case goes to court, you could be fined up to £2500.

Please report issues when you see them and help us keep our area free of bulky waste.

You can dispose of your bulky waste at one of the local household waste recycling sites free of charge, or the council will come to collect up to 10 items at a cost of £35. You can request this online www.glasgow.gov.uk under 'Bulky Waste Collection', on the MyGlasgow App or call **0141 287 9700**.



VERMIN PREVENTION

With a build-up of rubbish and bulk, there will be a risk of vermin. Please follow these tips to avoid attracting vermin:

- **Keep your rubbish bins covered at all times, and make sure they are always emptied on a regular basis.**
- **When you take out your rubbish, please make sure it is disposed of into the bin and not lying on the ground or grass.**
- **Keep gardens free from debris or bulk.**
- **Always clean up any crumbs or spills in the kitchen counter or on the floor.**
- **Keep food in sealed containers in the fridge.**
- **Always inspect your property got any holes or cracks and let us know so we can get them sealed up**

If you have noticed any vermin in your property or in the garden, please report this to the council immediately by reporting online at <https://www.glasgow.gov.uk/> website under 'Report a Pest Control Problem' or call them on **0141 287 1059**.



A WORD FROM TED, OUR COMMUNITY CONNECTOR



EXCITING TIMES AT G15 THRIVING PLACES!

As we said in the last newsletter, G15 Thriving Places was on the move, well it has now happened, and we are settling into our new space at the Drumchapel Community Centre.

Alongside 3D Drumchapel, we are the two organisations that have a permanent base in the Community Centre. These are early days, but many of the residents who came to us for support at the CHSS shop are now coming up to the Centre. It is a great space, and we hope to take full advantage by organising different events and bring the Community Centre back to what it was before, or even more!

From our new base we continue to support the many groups and initiatives that take place in the community. We are at Friendship House every Wednesday supporting our New Scots who have made Glasgow their home; we continue with ESOL classes on Mondays and Fridays and support the 3D "Women of Wonder" (WOW) group, who meet on a weekly basis. We also helped and participated in different events: Iain McKay's Art Exhibition, the Art & Cultural Event in the Shopping Centre, D in the Park, and the Fun Day at Friendship House. To support families during the school holiday period, we organised an outing to Blair Drummond Safari Park for 100 residents. All these initiatives contribute to creating a more sharing and caring community in Drumchapel.

We are now embarking on two major activities, community budgeting and the anti-racism campaign. G15 Thriving Places has £10k to be used for community budgeting, and we have reached out to as many communities and third sector organisations as possible, working in Drumchapel to decide upon how this money should be spent. It is an exercise in democracy and participation, getting the community to decide how funds should be used and how they can be accountable. We are currently arranging our first meeting to decide who can apply, for how much, the application and feedback process.

On the back of the "Show Racism the Red Card" football campaign we're working with some new Scots living in Drumchapel and Drumchapel TV to create a video on anti-racism and a special edition of Drumchapel News. We are also working alongside the New Hope Community and Friendship House to host a multicultural celebration with food and a film showing.

Even although we have moved venue, from the charity shop to the Community Centre, our contacts remain the same and are:

Charles 07761 357026
Michelle 07935 654594
Tracy 07761 357139
Ted 07387 100182

Come and visit us, Monday to Friday, 10am to 4pm.



INTRODUCING OUR NEW STAFF

PAMELA EDWARDSON, HOUSING ASSISTANT

"Hello everyone, my name is Pamela Edwardson and I joined Cernach Housing Association as Housing Assistant in July.

I started my housing career in private letting rentals before moving into social housing. I have previously worked at both Parkhead and Queens Cross Housing Association's. I obtained a Post Graduate Masters in Housing Studies from the University of Glasgow and subsequently worked for Wheatley Group in customer services and factoring.

Now within Cernach Housing Association my role deals with processing applications, estate management, dealing with environmental issues, and anti-social behaviour. I am enjoying getting used to my responsibilities and I strongly believe that a good home can make a difference to our quality of life."



MARNIE CLARK, CORPORATE SERVICES OFFICER

I started working with Cernach HA at the end of July as the new Corporate Services Assistant. The job is quite varied, and I'm enjoying the role. I mostly assist with logging repairs and helping to coordinate our gas safety inspections alongside our Repairs & Maintenance team as well as working on our busy reception desk.

Like many others in housing, I fell into this by accident. After graduating University, I signed up with a temping agency and got a job working with Thenue Housing Association. This led to me working in social housing for a further 16 years in a variety of posts, Housing Management, Repairs & Maintenance & Corporate Services and working with a new housing association campaigning for a stock transfer of homes in East Dunbartonshire.

However, in 2013 I wanted to do something different, so I left to work in higher education at Glasgow University. For nearly 10 years I worked as a Learning & Teaching Administrator for a small but top teaching and research subject within the School of Social & Political Sciences and I really enjoyed the job. However, all good things must come to an end and this led me back into social housing."



A WORD FROM HILDA AT COPE SCOTLAND

SELF-CARE TIPS FOR AUTUMN

Autumn can be a lovely time of year, seeing the leaves on the trees turn into amazing colours, spending time outdoors in the park or countryside to appreciate the changing colours can help lift our mood. There are also many things to look forward to like Halloween, Guy Fawkes, Christmas and many more festivals and celebrations.

It can also be a challenging time of year, especially when money is tight. The heating needs to go back on, maybe warmer clothes need to be bought, cooking costs can rise as we need warmer meals in the colder weather, as well as thinking about the cost of Christmas.

Autumn going into winter can also be a challenging time for people who experience Seasonal Affective Disorder (SAD). This can happen when the clocks change and there is less daylight. If you think you may have SAD speak to your GP or other health care professional. If you ever feel so despairing, you think of suicide please speak to someone. The Samaritans are there **24/7, 365 on 116 123**.

The following tips do not provide all the answers as our lives are complex and we all have our unique circumstances, but they may help a wee bit.

- **Some foods can be good for lifting mood, like fish such as mackerel, tuna, also walnuts and egg yolks.**
- **Finding more ways to move. Join a local walking group, be more active around the house. Spring cleaning in autumn is a good activity for you and your home.**
- **Our environment impacts on our mood, if you can't afford to redecorate even a colourful throw can cheer a room up and offer extra heat. The warm glow of a salt lamp can also create that cosy feeling.**
- **Use a kinder inner voice when you talk to yourself. Focusing on 'its bad and going to get worse' only drains energy and leaves us with less energy we need to deal with the challenges we face.**
- **Find things to do which bring joy, even if only for moments as that can sustain us until the sun returns. Remember, this too will pass.**

If you need support with something, then speak to someone, we all need support at times. Remember there are many great services and resources in Drumchapel, like the Citizens Advice Bureau, Drumchapel Money Advice, 3D Drumchapel, the G15 youth project, Orchard Community Trust/St Marks Church, Drumchapel Life, Drum Hub, Men Matter Scotland, Drumchapel Foodbank, Fortune Works, Growchapel, New Hope Community, Thriving Places, local sports clubs and so much more.

We may no longer have a one-to-one service, but our website is still there with many tips and ideas **www.cope-scotland.org**. We will also be linking up with Glasgow University at Byres Hub offering some in person events during self-care week.

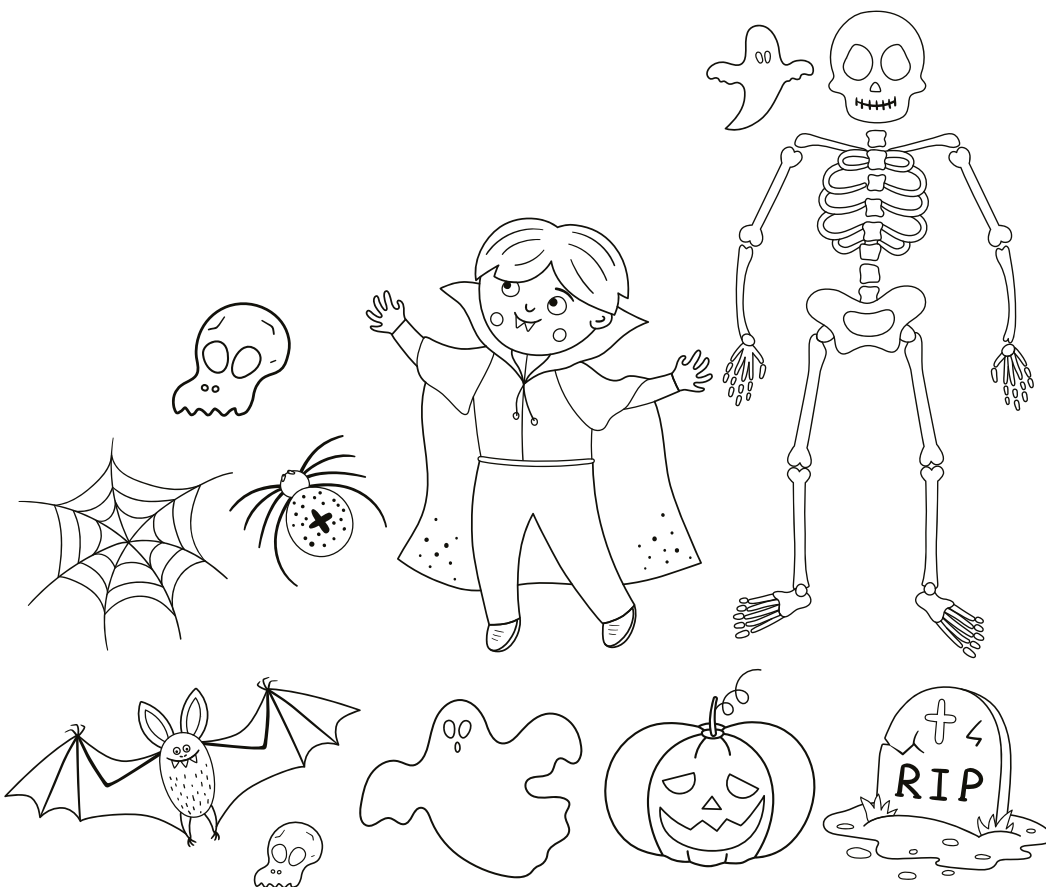
HALLOWEEN CROSSWORD

C	A	U	L	D	R	B	C
S	V	L	T	B	O	A	W
P	A	A	O	M	N	T	I
I	M	N	T	E	R	N	T
D	P	I	R	E	G	H	C
E	S	R	A	V	E	O	H
R	K	U	L	L	N	S	T
S	K	E	L	E	T	O	N

Find objects in the picture and in the puzzle



- BAT
- CAULDRON
- GHOST
- LANTERN
- RAVEN
- SKELETON
- SKULL
- SPIDER
- TOMB
- VAMPIRE
- WITCH



ANSWER

C	A	U	L	D	R	B	C
S	V	L	T	B	O	A	W
P	A	A	O	M	N	T	I
I	M	N	T	E	R	N	T
D	P	I	R	E	G	H	C
E	S	R	A	V	E	O	H
R	K	U	L	L	N	S	T
S	K	E	L	E	T	O	N

GETTING HELP

GETTING HELP WITH THE COST OF LIVING

Households who are in receipt of benefits will receive a payment of £300 between 31 October and 19 November 2023. This is the second of 3 payments totalling up to £900 supporting eligible people on means-tested benefits with the cost of living.



OTHER COST OF LIVING PAYMENT DATES

If you are on certain means tested benefits you may qualify for additional payments of up to £900 this year, paid automatically in three instalments.

- £301 – First Cost of Living Payment – during Spring 2023
- £150 – Disability Payment – during Summer 2023
- £300 – Second Cost of Living Payment – during Autumn 2023
- £300 – Pensioner Payment – during Winter 2023/24
- £299 – Third Cost of Living Payment – during Spring 2024

WINTER FUEL PAYMENT

You could get between £100 and £300 to help pay your energy bills. This is tax free. To get the payment, you need to be born on or before 25 September 1956.

CHILD WINTER HEATING ASSISTANCE

This is a payment of £235.70, paid once a year to parents and carers of disabled children and young people under 19 who receive a qualifying benefit.

WARM HOME DISCOUNT

This £150 payment towards your energy costs is managed by participating energy suppliers. Letters for the Warm Home Discount 2023/24 will be sent out between October 2023 and early January 2024. The Warm Home Discount is a £150 rebate that helps with the cost of energy during the winter.

WINTER HEATING PAYMENT

Winter Heating Payment is replacing the Cold Weather Payment in Scotland. If you qualify you could get £50 once a year to help with your energy bills in winter. You'll get this payment automatically if you qualify.



OTHER FINANCIAL HELP THAT IS AVAILABLE INCLUDES:

DISCRETIONARY HOUSING PAYMENTS (DHP)

DHP is commonly used to mitigate the 'bedroom tax' however it can also help if:

- You are affected by the Benefit Cap
- Your benefit does not cover your rent because of non-dependant deductions
- You have a shortfall in your Housing Benefit due to a low income and are in financial hardship

GETTING HELP

PENSION CREDIT

Pension Credit gives you extra money to help with your living costs if you're over state pension age and on a low income. You might get extra help if you're a carer, severely disabled, or responsible for a child or young person. Pension Credit is separate from your state pension, and you can get Pension Credit even if you have other income, savings or own your own home.



UNIVERSAL CREDIT

The Department of Work and Pensions (DWP) is to continue the roll out of Universal Credit (UC) and aims to complete the full implementation by 2024. 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**



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**
- **Adult Disability Payments**



FEEDBACK SURVEY

WANT TO WIN £50?



Cernach Housing Association will enter everyone who completes a feedback survey with us into a prize draw for a chance to win a £50 shopping voucher.

We will be sending surveys out via text so look out for the link to complete.

Each consultation will tell you when it closes and when winners will be announced.

All feedback you give to the Association will be separated from your name for the prize draw and analysed anonymously.

COMMON ALLOCATIONS POLICY

Our Common Allocations Policy is due for renewal this year. As part of this review, we need to consult with our tenants, applicants for re-housing and interested groups or organisations. The proposed updated Common Allocations Policy can be found on our website.

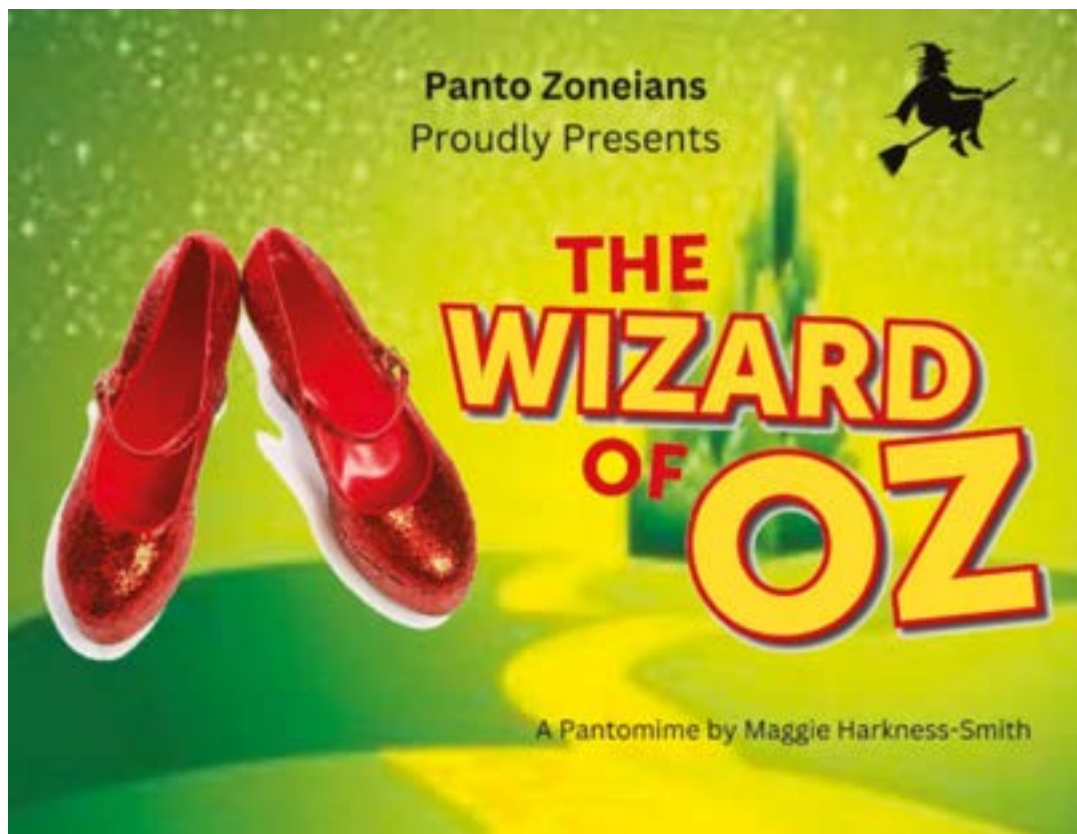
We would love to hear your views on how we allocate homes. You may have already responded to the information we sent, but if not scan the QR code by holding your phone camera over it to complete.



CHRISTMAS PANTO

Following their sold out run in November 2023, Cernach Housing is pleased to present a special Panto performance for Cernach Residents on:

SATURDAY 9TH DECEMBER AT 1:30PM AT THE GOODYEAR SOCIAL CLUB, 307 DUNTREATH AVENUE.



TICKETS ARE £1, BE QUICK DOWN TO GET THEM AT OUR OFFICES!

Each attendee will also receive a selection box to enjoy during the show.

REPORTING A REPAIR

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

EMERGENCY REPAIRS

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

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

NON EMERGENCY REPAIRS

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

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

HOMELESSNESS ADVICE AND ASSISTANCE

If you require homelessness advice and assistance, contact Health and Social Care Connect on **0141 287 0555** or online at Glasgow City Council - Homelessness Page.

If you require assistance after 4.45pm Monday to Thursday or 3.55pm on a Friday or weekends and public holidays, then please contact the Emergency Out of Hours Homelessness Service on **0800 838 502**.

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.



USEFUL CONTACTS

Gas leaks/ Smell of gas

Scottish Gas Network/TRANSCO 0800 111 999

Scottish Water 0800 731 0840

Scottish Power 0330 1010 222

Anti Social Behaviour

- Out of hours 0141 287 1057

Noise Team Complaints Helpline 0141 287 6688

Bulk Uplift/Bin Collection 0141 287 9700

Dog Wardens 0300 343 7027

**Pest control/
Environmental Health 0141 287 1059**

**Roads, Drainage
& Lighting Faults 0141 276 7000
or 0800 37 36 35**

**Drumchapel Law
& Money Advice 0141 944 0507**

Childline 0800 11 11

Victim Support 0141 553 5415

Rape Crisis 08088 00 00 14

Animal Neglect Scottish SPCA 0300 099 99 99



OPENING HOURS:

MON, TUE, THUR & FRI:

9.00am – 5.00pm

WED: 10.00am - 5.00pm

How to contact us:

Cernach Housing Association Ltd.

Marion McDonald House

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

Recognised Scottish Charity SCO 36607
Property Factor Registered No PF000149