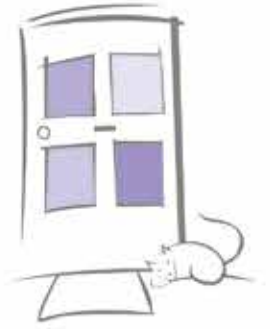


# Cernach news

for residents of cernach housing association limited



Autumn 2025



# Free books for Children under 5!

Alongside Drumchapel Housing Co-Operative, Pineview and Kingsridge Cleddans Housing Associations, we have teamed up to launch Dolly Parton's Imagination Library initiative, which provides free books to children under 5 years old living within the G15 postcode area.

Since launching in 1995, Dolly Parton's Imagination Library, which is part of the Dollywood Foundation has gifted over 270 million free books in the United States, Canada, the United Kingdom, Australia, and the Republic of Ireland.

Each child enrolled in the programme receives one book per month in the post from birth to age five - at no cost. Dolly envisioned creating a lifelong love of reading and inspiring children to ***Dream More, Learn More, Care More and Be More.***

The launch event on Saturday, 26th July at Drumchapel Library saw many local families attend, where they enjoyed face painting, free books, colouring books and the opportunity to sign up to the initiative.

Our chairperson Susan McDonald MBE said, "It's a great opportunity for us to give back to the community and we're delighted to support all the families in the area - no matter whether they live in socially rented homes, private lets or owner-occupied homes – it means all kids are treated equally."

If you have children under 5 and would like to sign up, call or email the office with their name, date of birth and address to start receiving free books.



# Our Management Committee

We successfully held our Annual General Meeting (AGM) on 1 September 2025.  
We're pleased to welcome the Cernach Management Committee for 2025-2026.



**Susan McDonald, MBE**  
Chair



**John Brannan**  
Vice Chair



**Karen McGinley**  
Secretary



**Sarah Brannan**  
Committee Member



**Marie Dabek**  
Committee Member



**Frank John**  
Committee Member



**Cheryl-Ann Love**  
Committee Member



**Jean McFarlane**  
Committee Member



**Tracy Bowie**  
Committee Member



**Andrew Sproul**  
Committee Member



**Carole Stewart**  
Committee Member



**Suzanne Da Silva  
Valente**  
Committee Member



# Become a member of Cernach Housing Association

Are you passionate about your local community and want to have a say in its future? Becoming a member of Cernach Housing Association is a simple yet powerful way to get involved and make a difference.

## Why become a member?

Membership gives you a voice in the decisions that shape your neighbourhood. As a member, you can:

- **Vote to appoint members to the Management Committee.**
- **Stand for election to the Committee yourself.**
- **Attend the Annual General Meeting (AGM) and contribute to discussions.**
- **Support community-led housing initiatives and help guide the Association's direction.**

## How to Join

Joining is easy. Membership is £1, and you can apply by completing a Membership Application Form, available from our office.

## Who can apply?

Anyone with an interest in the work of Cernach Housing Association and who supports our aims is welcome to apply. Whether you're a tenant, factored owner, or simply a local resident who cares about Drumchapel's future, your involvement is valued.



## Get Involved – make a difference

Cernach Housing Association is more than just a landlord. It's a community anchor organisation committed to providing quality homes and services with people at the heart of everything it does.

If you don't want to become a member there are still lots of ways to get involved. You can attend our resident Tea and Talk sessions, complete surveys that you received via text or contact us with feedback anytime.

For more information, visit [cernachha.co.uk](http://cernachha.co.uk) or contact the office at **0141 944 3860**



# Maintenance Matters

## Bathroom works

Following on from our stock condition survey, phase 1 of our bathroom works have commenced and are due for completion in mid-September.

There will be 32 new bathrooms fitted by our appointed contractor City Gate Construction, and as you can see from the picture, they have done a fantastic job!



## Legionella – Water Hygiene

As part of our ongoing compliance, Cernach put a programme in place over June-July 2025 to de-commission water tanks and switch to mains water feed supply. We also cleaned and chlorinated several attic tanks that must remain in place.

We would like to remind residents of the simple steps to help maintain safe water quality and reduce the risk of bacteria such as legionella in domestic water systems. While the risk is generally low in residential settings, regular maintenance is key to keeping it that way.

## Maintaining good water quality in your home

**Please follow these guidelines:**

- **Use all water outlets regularly:** If any tap, shower, or other outlet isn't used at least once a week, run it for 2 minutes to prevent stagnant water, which can encourage bacterial growth.
- **Clean your showerhead every 3 months:** Legionnaires' disease is contracted by inhaling contaminated water droplets. To reduce this risk, clean your showerhead thoroughly with a bleach-based cleaner every three months.
- **Report any issues promptly:** If your hot water isn't heating properly or you notice any problems with your water system contact us immediately so we can investigate and take action.



# Allocations Policy at Cernach

If you're an existing tenant or want to move into the area you can apply for housing through Cernach Housing Association and Pineview Housing Association via our online application portal or paper application, which is available from our office. If you need help to complete and application our team is here to support you. Just call us on **0141 944 3860** to arrange an appointment.

## Please Note: High demand, limited availability

We receive a large number of applications, but due to our relatively small housing stock and low turnover, waiting times can be significant.

## How we allocate homes

We use a points-based system to assess housing need. Points are awarded for various circumstances such as overcrowding, and medical conditions. To understand more about how points are awarded, please read our Common Allocations Policy.

### Cernach maintains:

- A general waiting list
- An internal transfer list for current tenants whose homes no longer meet their needs
- Allocations for homeless households in partnership with Glasgow City Council

## Not happy with your points? here's how to appeal

If you disagree with the points, you've been awarded or any other decision related to your application, you have the right to appeal. We have a two stage Appeals Process.

### STAGE 1

Contact the Senior Housing Officer within 21 working days of receiving your points letter. You can appeal verbally or in writing and should include any supporting evidence. We'll respond within 10 working days.

### STAGE 2

If you're still dissatisfied, submit a written appeal to the Operations Manager within 10 working days of the Stage 1 outcome. A decision will be made within 28 days, provided all necessary information is received. If you're still unhappy after Stage 2, you can contact:

**Scottish Public Services Ombudsman**  
**99 McDonald Road, Edinburgh, EH7 4NS**  
**Freephone: 0800 377 7330**  
**Email: Ask@spso.gov.scot**

You may also seek independent legal advice if you believe a decision breaches relevant legislation.



# Reviewing our Domestic Abuse policy

We believe that everyone deserves to feel safe and secure in their home. That's why we are proud to uphold a zero-tolerance policy on domestic abuse and are committed to supporting residents who may be affected.

Domestic abuse can take many forms; physical, emotional, financial, psychological or controlling behaviour—and it can happen to anyone. We want our residents to know that help is available, and they are not alone.

## Getting support with housing options

If a tenant reports domestic abuse and requires urgent accommodation, we will offer guidance and support to help them access emergency housing. We can also provide a supporting letter and, where needed, advocate on the tenant's behalf to ensure they receive appropriate assistance.

If a tenant affected by domestic abuse requests a permanent move, they will be awarded priority points for domestic abuse and harassment, based on their individual circumstances.

If a housing offer is made due to domestic abuse, we will take a compassionate and flexible approach to affordability. If the tenant is unable to pay rent in advance at the time of signing the tenancy, we will consider a reasonable payment plan.

## What you can also expect from us:

- **Confidential support:** We offer a safe and confidential environment for anyone experiencing domestic abuse.
- **Partnerships with local services:** Our staff will receive additional training over the next year to aid our participation in Glasgow MARAC (Multi-agency Risk Assessment Conference's). This is a meeting where information is shared on the highest risk domestic abuse cases and attended by representatives from police, health, child protection, independent domestic violence advisors, probation and other specialists from the statutory or voluntary sectors. The aim is that no single agency or individual can see the complete picture of a victim's life, but they may have insights that are crucial to the victim's safety.

If you or someone you know is experiencing domestic abuse, please reach out.

## You can contact supporting organisations directly:

**Victim Support Scotland**  
0800 160 1985  
[victimsupport.scot](https://www.victimsupport.scot)

**Scottish Domestic Abuse and Forced Marriage Helpline**  
08088 027 1234  
[sdafmh.org.uk](https://www.sdafmh.org.uk)

**Glasgow's Women's Aid**  
0141 553 2022  
[glasgowwomensaid.org.uk](https://www.glasgowwomensaid.org.uk)

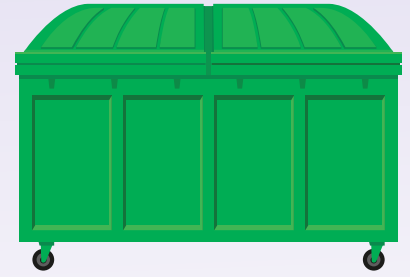




# Estate matters

## Help keep your area clean and tidy

We've noticed an increase in black bin bags being left outside designated waste bins, and contamination in blue recycling bins due to incorrect disposal of household waste.



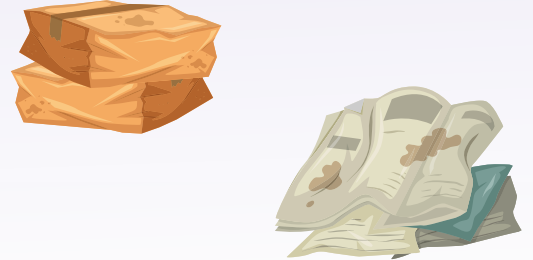
## Avoid recycling contamination

Contamination occurs when:

- **Items that don't belong are placed in recycling bins.**
- **Items are not rinsed and still contain food or liquids.**

To help:

- **Plastics, metals, and cartons must be empty and rinsed.**
- **Paper, card, and cardboard should be clean, dry, and flattened.**
- **Do not use plastic bags for recycling—place items loose in your grey bin.**



## Proper waste disposal

Leaving rubbish bags or recycling on the ground can attract pests, cause bad smells, and create an unhygienic environment.

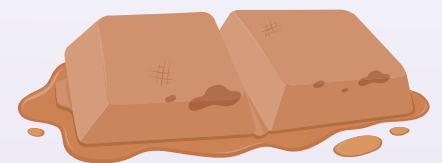
- **All waste must go inside the bins provided.**
- **If bins are full, please wait until the next collection day before adding more waste.**
- **Do not leave bags on the street or in the back court—this is considered fly-tipping.**



## What Is Fly-Tipping?

Fly-tipping is the illegal dumping of waste, whether it's a single bin bag or a pile of tyres. It's a criminal offence and you could receive a £500 fixed penalty and if you are taken to court, fines can reach £40,000 or up to 5 years in prison.

It's your responsibility to dispose of household waste legally and safely.



## Report Fly-Tipping

If you witness fly-tipping, you can report it anonymously:

- **Online via the Glasgow City Council website**
- **Or call them on 0141 287 1058**





# GARDEN 2025 COMPETITION



**We've had another fantastic round of garden competition entries this year. Thank you to all those who took part.**

**Keep your eyes peeled on our website to see the winners!**





# Supporting you through digital challenges

**Have you claimed Universal Credit and struggling to manage your account?**

**Have you had a migration letter to claim Universal Credit and not sure what to do?**

**Are you trying to apply for Scottish Social Security Benefits and having difficulty accessing online digital services?**

**You're not alone - and help is at hand.**

Andy Parker our Welfare Rights and Tenancy Sustainment Officer is here to support you and make sure you're not left behind in today's digital world. Whether you're navigating Universal Credit or trying to access Scottish Social Security Benefits, we can guide you every step of the way.

## **Universal Credit is replacing existing benefits**

The Department for Work and Pensions (DWP) is gradually replacing several existing benefits with Universal Credit. This change affects:

- Working Tax Credit
- Child Tax Credit
- Housing Benefit
- Income-related Employment and Support Allowance (ESA)
- Income-based Jobseeker's Allowance (JSA)
- Income Support

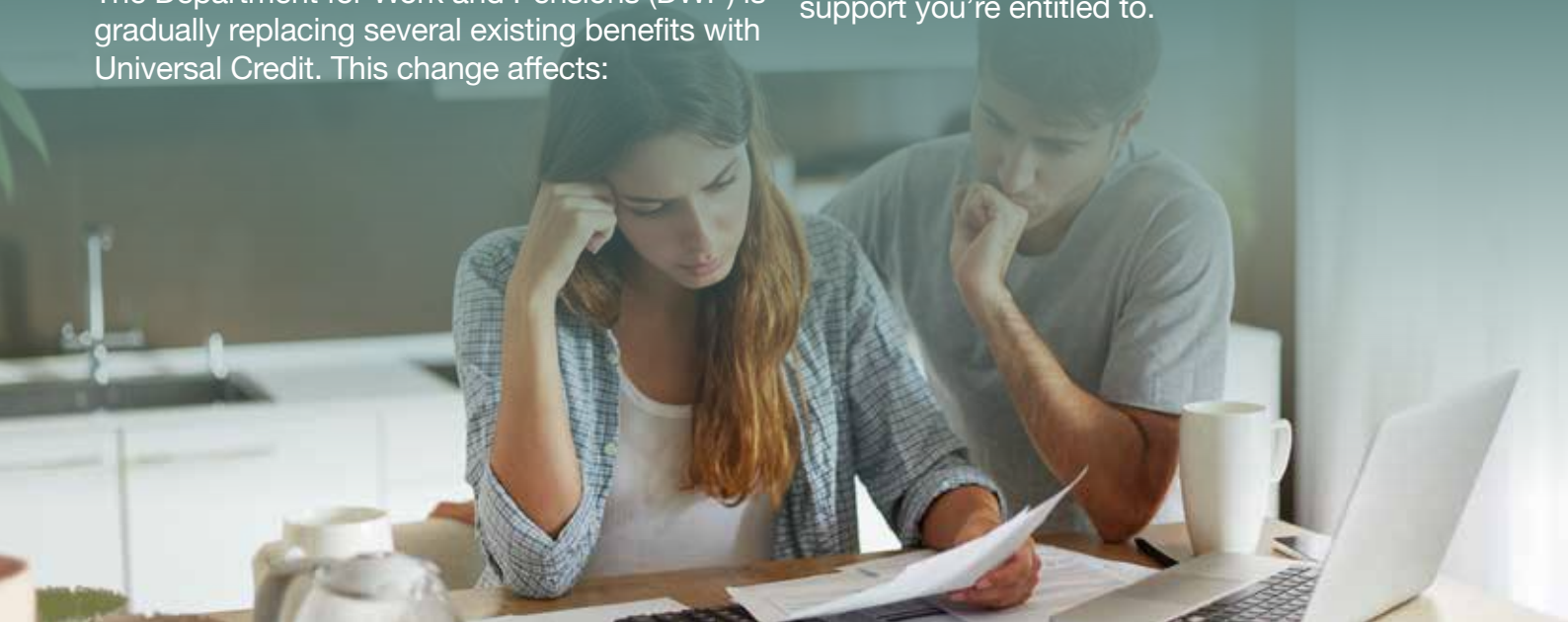
To support this transition, the DWP is sending out invitation to claim letters. If you receive one, you must apply for Universal Credit within three months of the date on the letter to continue receiving financial support.

Most people will receive the same or a higher amount under Universal Credit. If your new entitlement is lower, you may be eligible for transitional protection—a top-up payment to cover the difference and ease the move to Universal Credit.

## **Get in Touch**

Accessing things online can be overwhelming, especially when they affect your income and wellbeing. Please contact Andy on **0141 944 3860**, who can offer you an appointment Monday-Friday at your home or in our office.

Let us help you take the stress out of digital services and make sure you get the benefits and support you're entitled to.





# A word from Hilda at Cope Scotland - Finding happiness and satisfaction against the odds

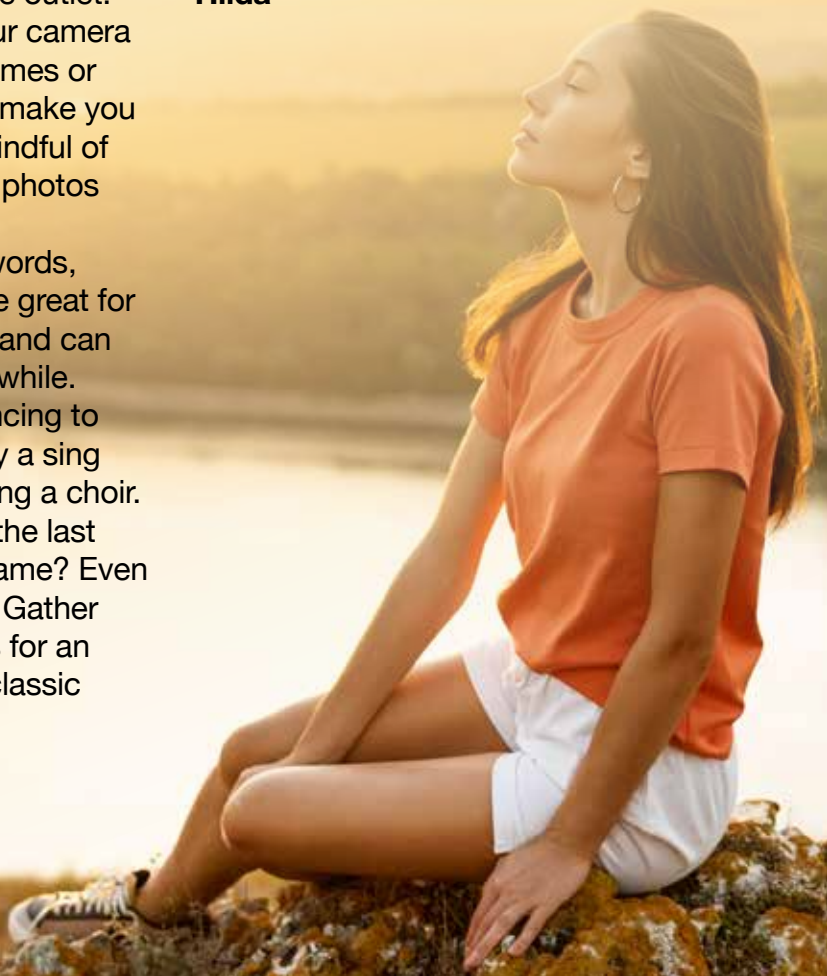
With so many things happening in people's lives and in the world, we may find the emotion of 'happiness' at times can be quite elusive. Yet we can find ways to bring more joy into our lives every day, even against the odds, when we find ways to experience happiness beyond the material world. Here are some ideas, there are more on our website [www.copescotland.com](http://www.copescotland.com)

- **Morning Gratitude Ritual:** Start your day by listing three things you're grateful for. This simple practice can shift your focus to positivity.
- **Creative Journaling:** Express your thoughts and dreams through creative journaling. Use colours, doodles, and lists to make it fun.
- **Random Acts of Kindness:** Do something nice for someone unexpectedly. The joy of giving can be good for our wellbeing as well as the person we are being kind to. Even a kinder conversation can make a difference to you and someone else's day.
- **Cooking New Recipes:** How often do we get stuck in the rut of eating the same things, especially when money is tight, however, perhaps by having a go at some new recipes on a budget we will find something we enjoy as well as cooking being a creative outlet.
- **Photo Scavenger Hunt:** Take your camera or phone and capture specific themes or items in your surroundings which make you smile and bring you joy, just be mindful of the privacy of others when taking photos outdoors.
- **Puzzle Challenges:** Solve crosswords, jigsaw puzzles, or sudoku. They're great for mental stimulation and relaxation and can help us switch off even for a wee while.
- **Singing Sessions:** As well as dancing to your favourite tunes why not enjoy a sing along too? Perhaps consider joining a choir.
- **Board Game Nights:** When was the last time you enjoyed a good board game? Even a game of dominoes or draughts. Gather friends, family or even neighbours for an evening of fun and laughter with classic board games.
- **Day of Disconnect:** Set aside a day without screens to reconnect with yourself and your surroundings and be mindful of the impact of doomscrolling.

These are some ideas to bring more joy and happiness into every day. I hope at least one idea resonates with you. You do matter. Please feel free to share these ideas as you think most helpful for others. These are not a replacement for professional advice, they are selfcare ideas for people to determine what makes sense for them in the context of their lives. We are all different and what matters is that we find something that works for us.

Thanks for reading,

**Hilda**



# Useful Numbers

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

# Report a repair

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

## Emergency Repairs

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

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

## Non Emergency Repairs

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

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



Cernach Newsletter can be downloaded from the Association's website, [www.cernachha.co.uk](http://www.cernachha.co.uk) and if requested, Cernach News can be made available in different languages, in Braille and/or on CD. Additionally, we are able to offer a sign or language interpreter free of charge where necessary.

### OPENING HOURS:

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



## How to contact us:

**Marion McDonald House**  
**Cernach Housing Association Ltd.**  
79 Airgold Drive, Drumchapel  
Glasgow G15 7AJ

**Tel:** 0141 944 3860

**Email:** [admin@cernachha.co.uk](mailto:admin@cernachha.co.uk)

**Website:** [www.cernachha.co.uk](http://www.cernachha.co.uk)

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