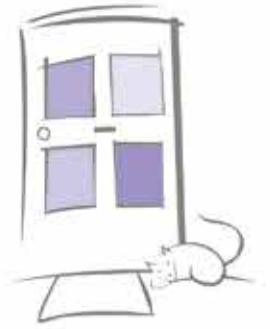


Cernach news

for residents of cernach housing association limited



Summer 2026

*Got a garden, veranda or
green space you want to shout about?*

Send your entries for this year's garden competition to us by
24 August at admin@cernachha.co.uk

Did you know Cernach is a pet friendly housing association?

We're proud to announce that Cernach has become one of the first housing associations to be officially accredited by Dogs Trust for our pet friendly policies and practices.

Over the past year, we've worked closely with Dogs Trust to review how we support tenants who own pets. As part of this work, we've updated our pet policy and provided pet information packs to help tenants understand their pets' welfare needs and where to access support if needed. You can view our pet policy on our website, or you can get a copy at our office.

Our staff have taken part in specialist training delivered by Dogs Trust, helping them feel more confident and better equipped when interacting with dogs during home visits.

Our work has now been formally recognised through Dogs Trust's pet friendly housing accreditation - a milestone that reflects our commitment to creating inclusive, supportive communities for all tenants.

There is also new legislation (effective from May 2026) that has strengthened tenants' rights to keep pets:

- **Tenants have the right to request permission to keep a pet.**
- **Blanket "no pets" rules are no longer permitted.**
- **Each request must be considered individually.**
- **Landlords must respond within a set timeframe (*at Cernach, that's 21 days*).**
- **Refusals must be reasonable (*for example, if the property is unsuitable*).**
- **Reasonable conditions can still apply (*such as preventing noise or damage*).**

If you feel a request has been unfairly refused, you can challenge the decision.

You can apply for permission to keep a pet by filling out our pet registration form, which is available on our website or at the office.



Our performance

All social landlords are required to submit annual assurance statements to the Scottish Housing Regulator (SHR) before the end of October.

Assurance statements are a way for Management Committees to declare that they are certain that their organisation complies with regulatory requirements and standards or to disclose areas where they need to improve. The Scottish Housing Regulator considers these statements then publishes engagement plans for every landlord in Scotland in March/April each year.

We're pleased to report that Cernach's engagement plan does not outline any concerns and confirms our Management Committee's view that we are fully compliant.

What to know more?

We have updated our website so that it's easier to find information on how we are performing. In a recent survey we were asked by tenants to develop a dedicated feedback and improvements page on our website, so we've made a commitment to update this page with monthly feedback and information you share with us.

We will also publish any questions or suggestions we get from residents and our response on an ongoing basis. All comments will remain anonymous, and we won't publish anything that could identify you or your neighbour.

Don't like going online?

That's no problem, we send every resident a paper copy of our annual performance report in September/October each year. You can also contact the office at any time, and we'll help you find the information you are in looking for in a format that suits you.



A Fond Farewell

Our longest serving Housing Officer, Jim O'Connor has retired.

Jim has been with us since 2013 and will be sorely missed. We wish him a great retirement!

We've also recently said goodbye to Holly Lochran, our Senior Maintenance Officer, who has joined another housing association.

Recruitment for both posts is underway, keep an eye on our website and the next newsletter for updates.

**GoodBye
AND
GOOD
LUCK**

Getting help with finances and benefits

Support for Parents



As we approach the school holidays many parents may not be aware of additional support available. **Support includes:**

- **Best Start Grant – early learning payment.** If your application is successful, you'll get £331.95 to help with the costs of early learning. You can get the payment when your child is aged between 2 years and 3 years old. To get this payment your child does not need to go to nursery.
- **Best Start Grant – school age payment.** You can also get £331.95 when your child is starting primary school. When you should apply depends on when your child was born.

To be eligible for these funds you have to live in Scotland, have a child who's the right age for a payment, are the main person looking after the child and get certain benefits or payments. Benefits include Universal Credit, Housing Benefit and Pension Credit. We're happy to help you apply.

Other support includes:

- **Free school meals-** All children in P1-P6 are automatically entitled to receive a free school lunch.
- **Free school meal pilot-** For children in S1, S2 and S3 and who attend Drumchapel High School.
- **Holiday payments-** Glasgow City Council provide funding to support eligible families over school holiday periods for children and young people who are in receipt of free school meals.
- **School clothing grants-** Applications for the school year 2026/27 will be available in June 2026.

Support if you are on a low Income

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.

Discretionary Housing Payments (DHP)

DHPs are commonly used to mitigate the 'bedroom tax' however they can also help if you are affected by the Benefit Cap, your benefit does not cover your rent because of non-dependant deductions, or you have a shortfall in your Housing Benefit/Universal Credit.

Universal Credit

Universal Credit is a payment to help with your living costs. It's paid monthly - or twice a month. You may be able to get it if you're on a low income, out of work or you cannot work. Universal Credit is replacing Housing Benefit and income-related Employment and Support Allowance (ESA). If you're getting these benefits, you do not need to do anything unless your circumstances change or you get a letter called a 'Migration Notice' telling you that you must claim Universal Credit.

Other benefits available in Scotland

- **Adult Disability Payment (ADP):** Replaces Personal Independence Payment (PIP) for working-age adults.
- **Child Disability Payment (CDP):** Replaces Disability Living Allowance (DLA) for children.
- **Pension Age Disability Payment (PADP):** Replaces Attendance Allowance.

Getting help with finances and benefits

- **Scottish Child Payment:** Extra £30 per week per child (under 16) for eligible low-income families.
- **Carer Support Payment:** Replaces Carer's Allowance, with a Carer's Allowance Supplement paid twice yearly.
- **Best Start Grant & Foods:** Replaces Sure Start Maternity Grant, providing financial aid for pregnancy and early years.
- **Funeral Support Payment:** Helps with funeral costs for low-income households.
- **Heating Benefits:** Includes winter heating payments for low-income households and child winter heating assistance. If you have a pre-payment meter and are struggling with topping up, please contact Cernach as we may be able to help.

Drumchapel Food Pantry

It's just £1 for 1 year's membership and £3.50 per weekly shop. The pantry is open on Wednesday's and Fridays from 11-2pm. Cernach can support you with a referral.

Getting access to tablets and phones

Cernach are members of the Good Things Foundation, which is a national charity that provides refurbished laptops, mobile phones, tablets and data to help people get online. We can make a referral on your behalf.

Free books

Every child under the age of five in the G15 area is eligible to register for Dolly Parton's Imagination Library. They are entitled to a free book every month posted to their home.

Sign up by scanning the QR code, contacting the office on **0141 944 3860** or **admin@cernachha.co.uk**

If you require any further information or would like to have a full benefit check then please contact Andy at Cernach on **0141 944 3860**.

We can arrange to see you in the office, at your home or arrange a phone call, whatever is best for you.

Register Your Child for

FREE BOOKS

Dolly Parton's IMAGINATION LIBRARY

Learn more at [ImaginationLibrary.com](https://www.ImaginationLibrary.com)

Electrical safety tips for your home

1. Check for damaged cables

Inspect electrical leads regularly. If you notice loose, frayed, or exposed wires, stop using them immediately and have them repaired by a qualified professional.

2. Avoid overloading sockets

Do not overload extension leads or plug one extension lead into another (e.g., four-way adapters into extensions).

3. Act on warning signs

If you smell burning, see sparks or smoke, or experience a blown fuse, stop using the socket straight away and report it.

4. Keep cables safe and tidy

Trailing cables can cause trips and damage. Avoid wrapping leads tightly around objects, as this can weaken them and cause overheating.

5. Unplug when not in use

Switch off and unplug appliances, when possible, especially when you're away. Many devices still use electricity in standby mode.

6. Keep electrics away from water

Always use dry hands when handling electrical items and keep them away from water to prevent shocks.

7. Allow appliances to ventilate

Never block air vents or place items on top of appliances (like microwaves). Avoid storing appliances in cupboards unless designed for it.

8. Use safe, approved products

Only purchase electrical goods that meet UK safety standards. Be cautious of unbranded items or products from online marketplaces without proper checks.

9. Store items properly

Keep electrical equipment in a dry, safe place, protected from weather and damage—especially outdoor tools.

10. Maintain regularly

Clean and maintain appliances according to the manufacturer's instructions to ensure safe and efficient operation.

Electrical Installation Condition Report (EICR)

Your safety at home is one of our top priorities. That's why we carry out an Electrical Installation Condition Report (EICR) in all our properties every five years. This ensures your home's electrical system is safe, compliant, and in good condition by testing your home's electrical system, including sockets, light fittings and switches, wiring and the consumer unit (fuse box).

Access is essential

Providing access for the EICR is a requirement of your tenancy agreement. If you're not available for your appointment, please contact us as soon as possible to rearrange.

What should you expect?

- Our contractor will contact you by phone or letter to arrange your inspection.

- The inspection usually takes up to 2 hours.
- You will need to provide access to your electrical cupboard/fuse box and access to sockets and light fittings throughout your home.
- Power will be switched off for the duration of the inspection.

What happens if faults are found?

- Minor faults are often repaired during the visit.
- Major faults (such as replacing the fuse box) will be scheduled as follow-up work at a time that suits you.



Changes to your Scottish Secure Tenancy (SST)

There are some important updates to your Scottish Secure Tenancy (SST) this year, following new legislation from the Scottish Government. These changes are being introduced throughout 2026, with some already in place.

Succession rights

The rules around succession (taking over a tenancy after a tenant's death) have changed.

You may now qualify to succeed a Scottish Secure Tenancy if:

- You were living in the property at the time of the tenant's death; and
- You have lived there for at least 6 months.

Previously, the requirement was 12 months. This change is already in effect.

Domestic abuse protections

New legal protections are being introduced to better support victims of domestic abuse. These changes will allow landlords, in certain circumstances, to remove the perpetrator from a tenancy, while enabling the victim to remain in their home if they wish.

These provisions are expected to come into force in August 2026:

- New legal grounds allowing landlords to take action against a tenant who has engaged in abusive behaviour.
- Where the perpetrator is the sole tenant, the tenancy can be offered to the victim.
- Where the tenancy is joint, landlords can apply to remove the perpetrator and leave the other tenant in place.

- The law applies to spouses, civil partners, former partners, and people who have lived together as partners for at least 6 months in the past year.
- Landlords must provide advice and support, including help with finding alternative accommodation, to those affected.

Additional measures in the same legislation will allow Police Scotland to temporarily remove individuals from a home where abuse is taking place.

If you are experiencing domestic abuse, support is available:

Police Scotland

Call 101, or 999 in an emergency

Domestic Abuse and Forced Marriage Helpline
0800 027 1234 (24-hour service)

Scottish Women's Aid

0131 226 6606

Shakti Women's Aid

0131 475 2399

Hemat Gryffe Women's Aid

0141 353 0859

AMIS (support for men)

0808 800 0024

Men's Advice Line

0808 801 0327

Victim Support Scotland

0800 160 1985

Rape Crisis Scotland

08088 01 03 02

LGBT Domestic Abuse Helpline

0300 999 5428

We support all families
affected by imprisonment...

including people who may not want
contact with their family member in prison.

We offer families across Scotland support
via our helpline service, and our 1 to 1
support service. We can help you with
issues such as housing, finance, and
emotional support.



To find out more, you can...

Phone: 0800 254 0088

Email: support@familiesoutside.org.uk

Visit our website: www.familiesoutside.org.uk

The Glaswegian Way to Wellbeing - a word from Hilda at Cope Scotland

As this is COPE Scotland's final year, wrapping up in November 2026, we wanted to do something a wee bit different, so are exploring what we have in Glasgow which supports wellbeing.

We are putting together a series of resources which can be downloaded from our website www.copescotland.com and even after we close, these materials will be available elsewhere. We shall share an update in a future newsletter.

We started with a survey exploring ideas for the Glaswegian Way to wellbeing and one area that emerged was around the impact of litter on wellbeing. This inspired a wee booklet on our website as well as these simple ideas on how each of us can play a part in creating a community environment which feels safe and loved.

Drumchapel already has some amazing work like 'Keep Drumchapel Tidy' (follow on Facebook.) We can all help our friends, neighbours, community to improve wellbeing by keeping Drumchapel Tidy:

- Do not drop litter that others then need to pick up and if you see litter collect it where it's safe to do so in a bag and dispose of it properly.
- Join a community clean up, it's a good way to connect with each other while caring about the environment.
- Recycle where you can and use bins properly, if there are issues with the bins then raise this with your local councillors.

- Please do not fly tip and if you see things which have been dumped - report it. You can report litter, dog fouling, graffiti, fly posting and fly tipping by phoning Glasgow City Council **0141 287 1058** or through the My Glasgow App, which is available on Google Play or Apple, you can also use an online form. If the land is private, then you can contact Zero Waste Scotland for guidance.
- Care about the natural world in Drumchapel, there are amazing gardens, Growchapel the community allotment between Halgreen Avenue and Abbotshall Avenue and so many other green spaces. Making the most of these encourages us all to spend more time in nature which is good for all our wellbeing and at a time when so many people are struggling with mental health issues this matters.
- Plant some flowers, even in tubs or a window box if you do not have a garden. It's amazing the impact flowers can have on the bees and butterflies as well as brightening the community. Connect with others to share seeds and plants remember also the Fortune Works Garden Centre in Drumry Road East.

When we take pride in our community this can create a ripple effect which spreads out and inspires others.

Remember, while we may no longer have a one to one service and in time we will be gone all together, we hope over the years we have created some ripples of kindness which continue after we are gone. You matter and together we can make a difference.



Managing our estate

Preventing bin fires: keeping our community safe

Recently, we have seen an increase in incidents where bins have been deliberately stolen and set alight. These fires pose a serious risk—not only to property, but to the safety of residents and emergency services. To help reduce the risk, please remember:

- **Store bins safely** away from building walls, doors, and windows whenever possible.
- **Avoid overfilling bins** so lids can close properly.
- **Report suspicious behaviour** to Police Scotland on 101, or 999 in an emergency. Please provide us with an incident number for Police cooperation.
- **Keep bin areas tidy** to reduce fire hazards.
- **Ensure bins are put out only on collection day** and brought back in promptly.

Your vigilance makes a real difference. Even small steps help protect the whole community.

Garden Maintenance

With the warmer weather arriving, our grounds maintenance team will be increasing activity across the estate. This includes:

- **Grass cutting** on shared areas.
- **Hedge trimming** to keep pathways clear.
- **Weed control** around communal spaces.
- **Litter removal** to maintain a pleasant environment.



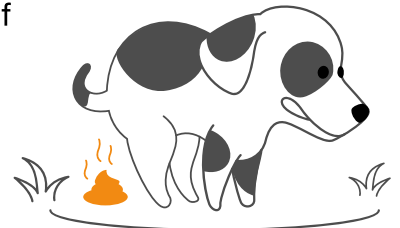
Residents with private gardens are kindly reminded to keep grass trimmed regularly, dispose of garden waste properly and avoid storing bulky items outdoors that may attract pests or create hazards.

A well kept garden not only improves the look of the neighbourhood but also supports local wildlife and helps everyone enjoy the season.

Dog Fouling: No Excuses

Dog fouling is unpleasant, unhygienic, and unacceptable. It damages our shared spaces and poses health risks to residents, especially children. If you walk a dog, you must:

- Always clean up after your dog.
- Carry waste bags every time.
- Dispose of waste in a bin — never leave bags behind. Leaving dog waste, even when bagged, is still dog fouling and may lead to enforcement action by Glasgow City Council.



Free dog waste bags are available from the office- please help yourself and always clean up after your dog.

We appreciate everyone's cooperation as we work to keep our neighbourhood safe, tidy, and welcoming.

If you have any concerns about bin safety, garden maintenance, or communal areas, please contact your Housing Officer.

Useful Numbers

Gas leaks/ Smell of gas	
Scottish Gas Network/TRANSCO	0800 111 999
Scottish Water	0800 0778 778
Anti Social Behaviour	0800 027 3901
Bulk Uplift/Bin Collection	0141 287 9700
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

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 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

Website: www.cernachha.co.uk

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