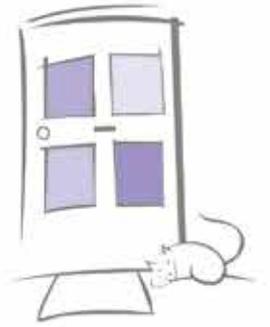


Cernach news

for residents of cernach housing association limited



Spring 2026

Managing your neighbourhood

Ciara Brownlie and Kirsty Young from our housing team are working hard to ensure our houses and neighbourhoods are being managed and maintained to a high standard. A key part of their work involves getting out and about inspecting the area.

What is an Estate Walkabout?

An estate walkabout is a scheduled, on-foot inspection of the estate carried out by our housing team, with the option for residents to come along too. It allows us to observe the day-to-day condition of the neighbourhood, buildings, and shared spaces from the same perspective as our residents.

Why it matters?

Estate walkabouts are more than just routine inspections—they're an essential part of keeping our community safe, attractive, and well-maintained.



Playing your part

We invite residents to participate in upcoming walkabouts via text, we'd love for you to get involved.

We urge all tenants to take pride in their neighbourhood and play their part in disposing of rubbish correctly. Cernach Housing does not offer a bulk uplift service, you must arrange this through Glasgow City Council, by calling **0141 287 9700** or visit their website to book a scheduled uplift.

Have you thought about contents insurance?

Tenants and residents, you can protect your contents and belongings from the unexpected. The Thistle Home Contents Insurance Scheme can provide cover for events such as flood damage, fire, theft and escape of water - subject to terms, conditions, limits and exclusions.

Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited, who is authorised and regulated by the Financial Conduct Authority (Firm Reference Number 310419).



Reporting serious performance issues



The Scottish Housing Regulator (SHR) has recently updated its information on how tenants and residents can raise complaints and serious concerns about social landlords. A 'serious concern' may be defined as something that a landlord does or fails to do that puts the interests of its tenants at risk.

Examples of a serious concern (please note these examples are not exhaustive), are when a social landlord:

- **Fails to consult with tenants on a rent increase.**
- **Does not make its engagement plan available and accessible to tenants.**
- **Does not collect data relating to the protected characteristics of their tenants.**
- **Regularly fails to do gas safety checks when it should.**
- **Regularly does not do repairs when it should.**
- **Does not allow tenants to apply for another house.**
- **Does not respond formally to complaints.**

It is important to note that a serious concern must affect a group of tenants. A complaint between an individual tenant and a landlord about our services, or an aspect of our services would not usually represent a 'serious concern' or a significant performance failure.

We are committed to listening to our tenants, if you have a concern, please let us know so we can work with you to resolve it.

To report a serious concern, or to find out more visit the Scottish Housing Regulator's website www.housingregulator.gov.scot to look at the tenant factsheet on complaints and serious concerns. Copies are available on our website and at our office.

Contact the Scottish Housing Regulator

5th Floor, 220 High Street
Glasgow, G4 0QW

0141 242 5642

shr@shr.gov.scot

housingregulator.gov.scot

Once the Scottish Housing Regulator has received your completed serious concern form, they will assess it and then they may ask for more information from you or the landlord if they need it. The Regulator will then decide whether the concerns raised meet the criteria as quickly as possible. They will keep you updated with their progress and write to tell you and the social landlord their decision and the reasons.

Maintenance Matters

Our Performance

Our maintenance key performance indicators	October 2025	November 2025	December 2025	Target
Percentage of emergency repairs completed within target	97%	98%	87%	100%
Average number of hours to complete emergency repairs	1 Hour	1.30 Hours	2 Hours	2 Hours
Average number of days to complete non-emergency repairs	4 Working Days	4 Working Days	3.5 Working Days	3 Working Days
Percentage of repairs completed 'right first time'	96%	97%	97.4%	99%

What you said about our performance

Of the 90 tenants who responded to our survey following a repair being carried out in their home:

88%

said they were satisfied or very satisfied with our service

89%

said they were satisfied or very satisfied with our response times

97%

said they were satisfied or very satisfied with our contractors



Maintenance Matters

Gas safety: our responsibilities and yours

Gas safety is essential for keeping your home safe, warm, and comfortable. As your landlord, we have legal duties to meet, and you also have an important role to play in helping us keep everyone safe.



Our responsibilities

Under the Gas Safety (Installation and Use) Regulations 1998, Cernach must:

- Arrange for a Gas Safe registered engineer to carry out a gas safety check **every year**.
- Programme all gas safety inspections within a 10-month cycle to reduce the risk of inspections exceeding the 12-month legal requirement.
- Provide you with a copy of the Landlord Gas Safety Record (CP12) after each inspection.
- Ensure gas appliances (such as boilers) and flues are maintained in line with the manufacturer's instructions.
- Check that smoke alarms, heat alarms, and carbon monoxide (CO) detectors are present and working correctly during the inspection.
- Ensure any reported faults are addressed.

Your responsibilities as a tenant

To help keep your home and community safe you must:

- Allow access to your home for the annual gas safety check when contacted.
- Work with us to arrange a mutually convenient appointment. Please note that our contractor, City Building, requires either a morning or afternoon time slot.
- Understand that if access is repeatedly refused, the Association may force entry to carry out the safety check and disconnect

the gas supply for health and safety reasons. In these cases, locks may be changed and all associated costs will be recharged to you.

- Ensure that any gas appliances you own (for example, a gas fire or cooker) are checked annually by a Gas Safe registered engineer.
- Act quickly- If you believe your boiler is faulty, turn it off immediately and contact our gas safety and breakdown contractor, City Building on **0800 595 595**.

Use this quick checklist to help keep your home safe:

- Allow access for your annual gas safety check when we contact you.
- Make sure smoke alarms, heat alarms and CO detectors are not covered or damaged.
- Check your CO detector regularly and report any faults.
- Keep boiler cupboards and vents clear and unobstructed.
- Never block or cover air vents or flues.
- Only use Gas Safe registered engineers for any gas appliances you own.
- Report any concerns with your boiler or gas appliances as soon as possible.

In an emergency

- Turn off the appliance if it is safe to do so
- For boiler breakdowns at any time-of-day contact City Building: **0800 595 595**
- If you smell gas, call the National Gas Emergency Service immediately: **0800 111 999**

Feedback from our rent consultation

We are delighted that 336 tenants responded to our recent rent consultation. Thank you giving us your time!

92% of you voted in favour of a 4.8% rent increase, which was agreed by the Management Committee at their meeting on 29 January 2026. Here's what you said:

Property Size	Current Rent	Average Weekly Rent (from 1st April 2026)
1apt	£52.96	£55.51
2apt	£77.23	£80.94
3apt	£88.33	£92.57
4apt	£106.76	£111.89
5apt	£110.90	£116.23

What you need to do next

If you pay your rent by Universal Credit

If you receive Universal Credit for rent, you must update your 'to do list' on your UC online journal. On 1 April 2026 you should go onto your UC online journal and notify them of your new rent amount.

Housing Benefit/Discretionary Housing Payment

For tenants who have their Housing Benefit paid to us, we will notify the Housing Benefit team on your behalf, however if you receive Housing Benefit directly, you must inform Glasgow City Council of the increase.



Direct Debit

If you currently pay your rent by direct debit, you do not have to do anything as Cernach HA will amend the total amount in line with the rent increase. If you currently have a repayment arrangement towards rent arrears, your direct debit increase will ensure your monthly rent is covered while maintaining your arrangement.

Standing Order

If you currently pay by standing order, you will need to update your payment amount in line with the rent increase.

If you are unsure about how much you should be paying or how to make these changes, please contact our office on 0141 944 3860.

Website update - new look for our online payments

We're excited to share our new and improved website payment page, which will give you a clearer, more trustworthy online payment experience.

What's new?

A secure, Cernach branded payment page that clearly shows you're making a payment directly to us.

Our aim was to improve the look and feel of making a payment to us.

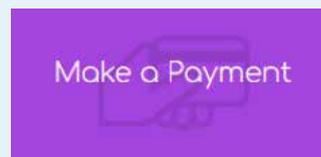
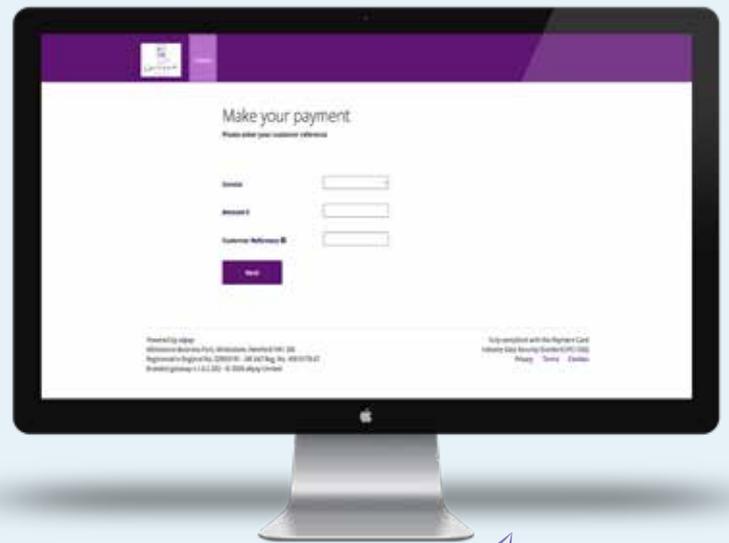
How do I access it?

Visit our website and click on the make a payment page on the home page.

What's changed?

You'll need your 8-digit reference number to make a payment. You may have it on a rent statement letter or factoring invoice. If not, please contact the office and we'll be happy to provide you with it.

We are now also able to send you a text directly to your phone with a link to make the payment. This will come from your housing officer. If you're ever unsure, please contact the office.



Prefer to pay another way?

That's no problem, the changes to our website payment don't affect the other ways you can make payments to us.

You can still pay your rent by direct debit, standing order, by using your Allpay card at the post office or in person at our office.



A word from Hilda at Cope Scotland - putting the *spring* into Spring with moments of joy

It has been a long old winter, and the weather has been very dreich. This can leave us all feeling a bit washed out, add to that of course anything else happening in our lives like worry about money, our health, a loved one's health, work, the children, the list goes on and we can find ourselves thinking ach, I am just going to pull the duvet over my head and let the world get on with it!

However, Spring is on the way and with it, the sun returns. We often talk about spring cleaning the house, here are some selfcare ideas which you may find helpful to put the spring back in your step. They are not a replacement for professional advice, just some tips which may be helpful and bring some joy back into every day.

Joy creates a reaction which is good for our wellbeing. There is a whole science behind this around hormones and neurotransmitters, but the short answer is, it is good for us. There can be many ways we can experience joy. Take a moment to think, what brings you joy and is good for you?

Ideas to bring more joy

- **Use bright colours to decorate your home, even when money is tight it's amazing what can be done on a budget. A simple multicoloured blanket thrown over the couch can transform a room.**
- **Getting together with others to crochet squares can promote connections to others, making a blanket for someone else, can bring joy knowing you are helping another person.**
- **Be part of the community, get involved – litter picking or taking action to help reduce littering can help create an environment which brings joy to everyone.**

- **Put on some tunes you like and have a wee dance.**
- **Enjoy the smell in the air after rain.**
- **Spend time in nature.**
- **Find or remind yourself of your sense of purpose that puts the spring back in your step.**
- **Learn to live in the moment. Being in the moment can help us appreciate those moments of joy. If we need help to let go of the past, then yes, seek it.**
- **Appreciate what we have and not feel overwhelmed by what is missing.**
- **If we learn to stop for a moment and appreciate a tree, flower, a warm cup of tea or a refreshing glass of water we may find joy can come from the simplest pleasures which cost us nothing but are priceless.**

Find out more at copescotland.com



Get in touch with Andy, our Welfare Rights and Tenancy Sustainment Officer



Accessing things online can be overwhelming, especially when they affect your income and wellbeing.

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?**
- **Need help making a mygovscot account?**

You're not alone—and help is at hand. Let us help you take the stress out of digital services and make sure you get the benefits and support you're entitled to.

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.

Andy is available for appointments on Monday-Friday, 9am-5pm at our office or at your home. Call us on **0141 944 3860** to book one.





Family Day Trip
Blair Drummond
Safari Park
Friday
24th July 2026



£3 for adults
£2 for Children

Bus leaving from Cernach 9:30am

**Spaces limited so book now
by coming into our office.**



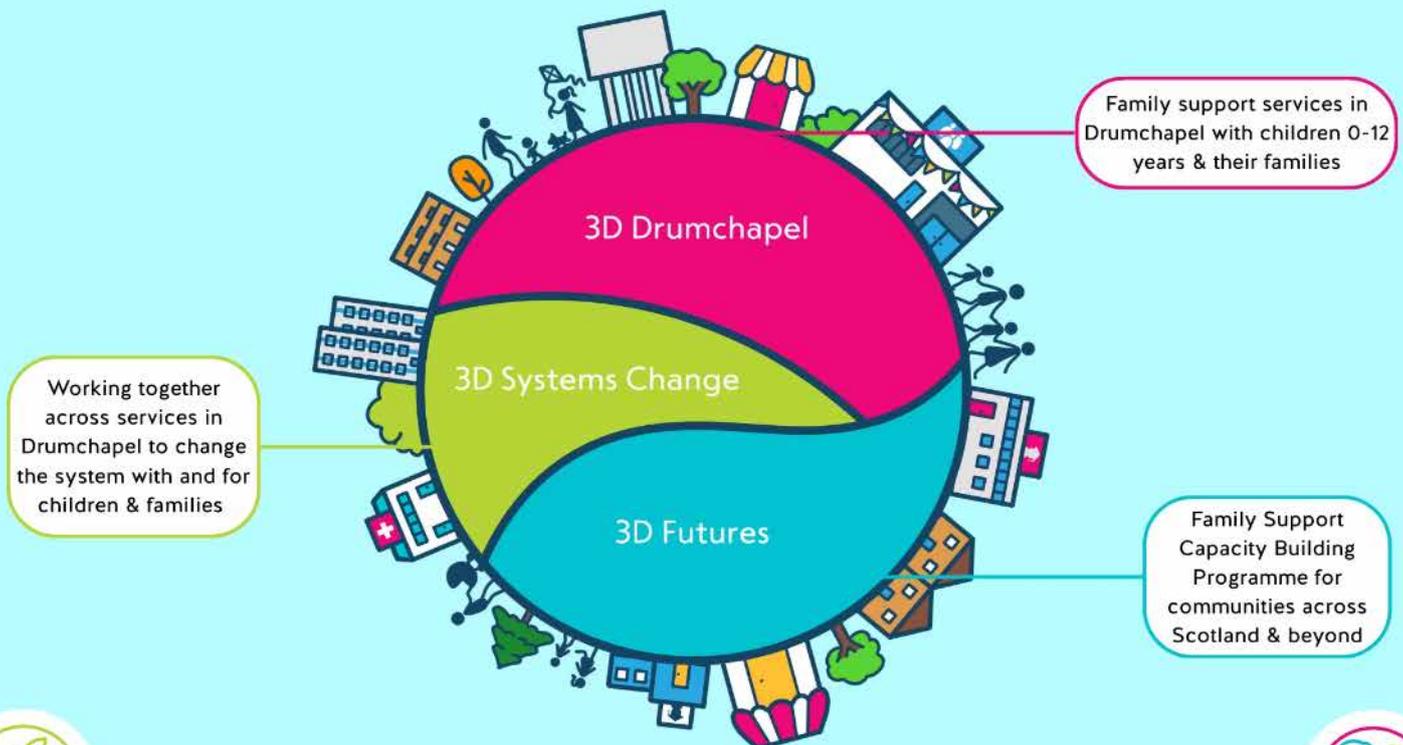
3D Families

3D Drumchapel has rebranded and is now known as 3D Families. This change reflects their expanded work and, while the name has changed, all existing services, local support, and the team in Drumchapel continue as normal.

For more information contact 0141 944 5740 or info@3dfamilies.org.uk



3D Families' 3-dimensional approach to supporting families to live 3-dimensional lives



Family Support Capacity Building Programme for communities across Scotland & beyond



Journeying with children, families and communities to build strong foundations for families to thrive



Bairns Boutique

Bairn's Boutique is based in the Drumchapel Shopping Centre and sells pre-loved and new clothing and accessories for children aged 0-5 years. It is an expansion of 3D Drumchapel's Baby and Children Bank, Bairn Necessities. Every item on their shelves is thoughtfully chosen, gently used or brand new.

From adorable outfits, cozy knitwear, books and small toys – their shop is full of hidden gems. They are open **Wednesdays, Thursdays and Fridays 10am - 3pm.**



Volunteer opportunities

Bairn Necessities relies on volunteers, so if you have some free time or fancy getting involved contact angelacramb@3dfamilies.org.uk or call **07723 796 365.**

Useful Numbers

Gas leaks/ Smell of gas	
Scottish Gas Network/TRANSCO	0800 111 999
Scottish Water	0800 0778 778
Anti Social Behaviour	
– Out of hours	0141 287 1057
Noise Team Complaints Helpline	0141 287 6688
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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