Cernach news

for residents of cernach housing association limited



Rent consultation drop in sessions

Come along to our office on
Wednesday 9 December or
Monday 14 December between **3-7pm**
to chat to our staff and give your feedback.

Winter 2026

Who is my Housing Officer?

We've recently refreshed our Housing Officer patches. To get in touch with your Housing Officer you can call the office on **0141 944 3860** or email **admin@cernachha.co.uk**

Tomi Oke | Housing Officer



Achamore Crescent
Achamore Road
Fettercairn Avenue
Inchcruin Place
Inchrory Place
Katewell Avenue
Katewell Place
Kerfield Lane
Kerfield Place
Kells Place
Lochgoin Avenue

Jordan Allan | Housing Officer



Airgold Drive
Ardhu Place
Camus Place
Invercanny Drive
Invercanny Place
Kinfauns Drive
Linkwood Drive

Alex Kyle & Lynn Cowan | Housing Officer
(job share, part-time)





Achamore Gardens
Ledmore Drive
Harrow Place
Dunkenny Place
Dunkenny Road
Halbeath Avenue
Howgate Avenue

Keep your rent on track this Christmas

We know Christmas can be an expensive time, and managing household bills alongside festive costs isn't always easy.

Your rent remains an important household payment throughout the Christmas period. If you think you may have difficulty making a payment, please speak to us early.

A quick conversation now could help prevent you carrying money worries into the new year. Missing a payment could put your home at risk, and we want to help you avoid that.

If you're experiencing financial difficulties, have an outstanding balance, or are worried about making your payment, please don't hesitate to contact your Housing Officer on **0141 944 3860**. We're here to support you and can discuss available options.

To help you plan ahead, please note:

- **All payments should be made by Thursday 24 December 2026.**
- **Our office will be open for payments until 12:30 p.m. on Thursday 24 December 2026.**
- **You can also pay online by debit or credit card at www.cernachha.co.uk or use your Allpay card at participating outlets.**



Festive Closure

Our office closes at 12:30 on Thursday 24 December and reopens at 10am on Wednesday 6 January 2027.

If you have an emergency repair during that time, please call City Building directly on **0800 595 595**.

Non-emergency repairs or routine repairs that happen during the festive period should be reported directly to the office on **0141 944 3860** or at **admin@cernachha.co.uk** when the office reopens.



Wheelie bin replacements: a growing cost for everyone

Over the past few years, the Association has seen a significant increase in the number of wheelie bins that have had to be replaced. While wheelie bins may seem like a small part of our day-to-day service, replacing damaged, lost or stolen bins comes at a considerable cost, and this cost is ultimately met through rental income from tenants.

Whether through accidental damage, misuse, vandalism, or bins going missing altogether, every replacement adds an additional expense that was not budgeted for when setting service and rent charges.

The impact

When a bin needs to be replaced, the Association must purchase a new unit, arrange delivery and, where applicable, organise the removal or disposal of the damaged bin.

Every pound spent on replacing wheelie bins is money that could otherwise be invested in services that benefit tenants and communities. Increased expenditure on avoidable replacements can impact resources available for:

- **Estate improvements**
- **Environmental projects**
- **Communal area maintenance**
- **Community support initiatives**

By reducing the number of replacement bins required, we can help ensure that more of our resources are directed towards services that benefit all residents.

How you can help

There are several simple steps residents can take to help reduce unnecessary replacement costs:

- **Label bins clearly with your property number.**
- **Return bins promptly to the bin storage area after collection.**
- **Avoid overfilling bins, which can cause damage to lids and wheels.**
- **Do not dispose of inappropriate items that may damage the bin.**
- **Report missing or damaged bins as soon as possible.**
- **Encourage children not to play with or move bins from designated areas.**



VANDALISM

Who's responsible?

Cernach Housing Association and Glasgow City Council

Vandalism to a Cernach property will be considered a breach of tenancy and we will seek to recover the costs of any repairs. Any act of vandalism that is carried out to a non Cernach property should be reported to the police or Glasgow City Council.

Who should I contact?

Report issues to Glasgow City Council or through the My Glasgow App or contact the police on 101.

BIN COLLECTION AND BIN AREAS

Who's responsible?

All residents and Glasgow City Council

The Council is responsible for bin collections. Residents should present bins correctly and on time. If you have bulky items, you should organise an uplift before placing items on the street or in the back court.

Residents are reminded to keep bin areas tidy, ensure that all black bags are tied securely and rubbish is placed in the correct recycling bin.

Who should I contact?

Report missed collections or arrange a bulk waste uplift through the My Glasgow App or Glasgow City Council.

DOUBLE PARKING AND ABANDONED VEHICLES

Who's responsible?

Glasgow City Council

If you notice an abandoned vehicle or car illegally parked, you should contact Glasgow City Council. The Council investigates abandoned vehicles and parking issues on public roads.

Who should I contact?

Report concerns through Glasgow City Council website.

DOG FOULING

Who's responsible?

All residents and Glasgow City Council

It's everyone's responsibility. If you walk a dog, you must clean up after them. If a Cernach tenant is repeatedly allowing dog fouling in a shared back court, we will take action. All other dog fouling should be reported to Glasgow City Council.

Addressing damp and mould



From 6th October 2026, new legal duties apply to social and private landlords in Scotland under the Investigation and Commencement of Repair (Scotland) Regulations 2026, commonly known as Awaab's Law.

The new requirements introduce clear timescales for investigating reports of damp and mould and, where necessary, starting and completing remedial work.

What can you expect from Cernach

Within 10 working days of receiving a report	Investigation by a member of our Maintenance team
Within 3 working days of the investigation	A written summary of the investigation findings.
Within 5 working days of the investigation concluding	Any repairs or required works to have started

Any repair or remedial works should be completed within a maximum of 20 working days in most circumstances. If, for reasons beyond our control, we cannot comply with the timescales we will inform you of the new timescales for completion of the investigation and repair.

Reporting problems early helps us investigate the cause and take the right action. Our aim is to work with you to identify the issue, carry out any necessary repairs, and help ensure your home remains safe, warm and comfortable.

Responding to the new legislation

Alongside adopting changes from the legislation, we have also reviewed our reporting processes, investigation arrangements, contractor capacity, record keeping and all tenant communication. Our focus is not simply on treating visible mould but understanding and addressing the underlying cause.

Damp and mould can sometimes occur in homes for a number of reasons. Whether it's a small patch of mould, condensation on windows, or signs of dampness on walls or ceilings, it's important to let us know as soon as possible.



To help minimise future condensation and mould growth, we recommend:

- Use extractor fans whenever cooking, bathing, or showering, and leave them running for at least 15 to 20 minutes afterwards.
- Keep internal doors closed especially when cooking and bathing so moisture doesn't move throughout the rest of your home.
- Maintaining a consistent level of heating throughout your property.
- Open windows regularly, particularly in kitchens, bathrooms and bedrooms to improve ventilation.
- Keep trickle vents open to allow airflow throughout the property.
- Wipe away any condensation that forms on windows, windowsills and other surfaces as soon as it appears.
- Avoid placing furniture directly against walls. Leaving a small gap allows air to circulate and helps prevent mould growth.
- Avoid blocking radiators with furniture or heavy curtains, as this can reduce effective heating and air circulation.
- Ensure cupboards, wardrobes and storage areas are not overfilled.



Help with the costs of energy and heating your home

Andy, our Welfare Rights and Tenancy Sustainment Officer can help residents who are struggling to heat their home or pay energy bills. This may be short term emergency support or referring you to one of our partner organisations to get advice on the best deals.

Warm Home Discount
You can get £150 off your electricity bill if you qualify for the Warm Home Discount Scheme. To be eligible you need to either get the 'Guarantee Credit element' of Pension Credit, be on a low income or meet your energy supplier's criteria.

Winter Heating Payment
Helps people on low-income benefits who might have extra heating needs. It's paid once a year. The payment is £62.00. Most people do not need to apply; you will get this payment automatically if you qualify.

Child Winter Heating Payment
Replaced the Child Winter Heating Assistance. It helps disabled children, young people and their families who might have extra heating needs. The payment is £265.50, which is paid once a year.

Pension Age Winter Heating Payment
For winter 2026/27, those over 65 will receive between £105.55 and £316.70 depending on their household's circumstances. Most people will receive their payment automatically.

Check you are paying the right amount for your energy bills
Cernach works other organisations who can offer additional energy advice and support. They deliver free, impartial energy advice and advocacy support to help you stay in control of energy bills and keep you warm and well at home.

Other support
Pension Credit provides extra income for people over State Pension age on a low income. You may receive additional support if you are a carer, have a disability, or are responsible for a child or young person. Even if you have savings, other income, or own your home, you could still qualify.

Discretionary Housing Payments (DHPs) can help if your Housing Benefit or Universal Credit does not fully cover your rent. They are often used to offset the bedroom tax, but may also assist with benefit cap reductions, non-dependant deductions, and other rent shortfalls.

Universal Credit is a payment to help with living costs for people on a low income, out of work, or unable to work. It is gradually replacing several older benefits, including Housing Benefit and income-related ESA. If you currently receive these benefits, you do not need to do anything unless your circumstances change or you receive a Migration Notice asking you to claim Universal Credit.

Other benefits available in Scotland you could be eligible for:

- **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.
- **Scottish Child Payment:** Extra £28.20 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.

Drumchapel Food Pantry

It's just £1 for 1 year's membership and **£3.50** per weekly shop. The pantry is open on **Wednesdays 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.

If you would like advice on benefits or additional support, please get in touch with Andy, our Welfare Rights and Tenancy Sustainment Officer on **0141 944 3860**. We can arrange to see you in the office or at your home. Whatever is best for you!

Did you know?

There are lots of fantastic community groups and spaces throughout Drumchapel, providing places to meet, take part in activities and connect with others locally.

One we'd like to highlight is Drumchapel St. Mark's Church, which runs a range of events throughout the year.

They currently offer a free hot roll and warm space every Friday from 10.30am to 1pm, and everyone is welcome to drop in.

Check out their Facebook page for up-to-date information on their events.

Annual Assurance Statement

Every year, all social landlords must submit an assurance statement to the Scottish Housing Regulator (SHR) by the end of October. This statement allows the Management Committee to confirm their confidence that the organisation meets regulatory standards, or to disclose areas where improvement is needed.

After a thorough review, we're pleased to confirm that there are no areas of material non-compliance. This conclusion comes from the Management Committee's evaluation of extensive documentation. We ensure that all information provided to the Committee is accurate and reliable.

We have also gained further assurance this year by having an independent review carried out by the Association's internal auditor, Cameron Audit, who confirmed that there are no areas of material non-compliance.

To read the full statement and explore our performance in detail, visit our website.

Scottish Housing Regulator

Owner's Corner

This new feature has been created to provide homeowners with useful information, advice and updates. Whether it's tips for maintaining your home, guidance on property-related matters or details of services and support available to you, we'll use this space to share information that we hope you find helpful and relevant.

Under One Roof – Advice for Homeowners

Did you know that Under One Roof is Scotland's main source of impartial advice for owners who own flats?



The website provides free guidance on a wide range of topics, including repairs and maintenance, common property responsibilities, factors, building insurance, energy efficiency and organising repairs with neighbours. It also contains helpful information to support owners in understanding their rights and responsibilities within shared buildings.

Whether you're looking for advice on carrying out repairs, maintaining your property or understanding tenement management, Under One Roof offers clear and practical guidance to help.

Visit Under One Roof at: underoneroof.scot

Did You Know?

Homeowners may be eligible for funding towards improvements such as insulation and clean heating systems through the Home Energy Scotland Grant and Loan Scheme, helping to make homes warmer, more comfortable and cheaper to heat.

For free advice and information on available funding, visit Home Energy Scotland online at **homeenergyscotland.org** or you can telephone them on **0808 808 2282**.

Factoring Invoices

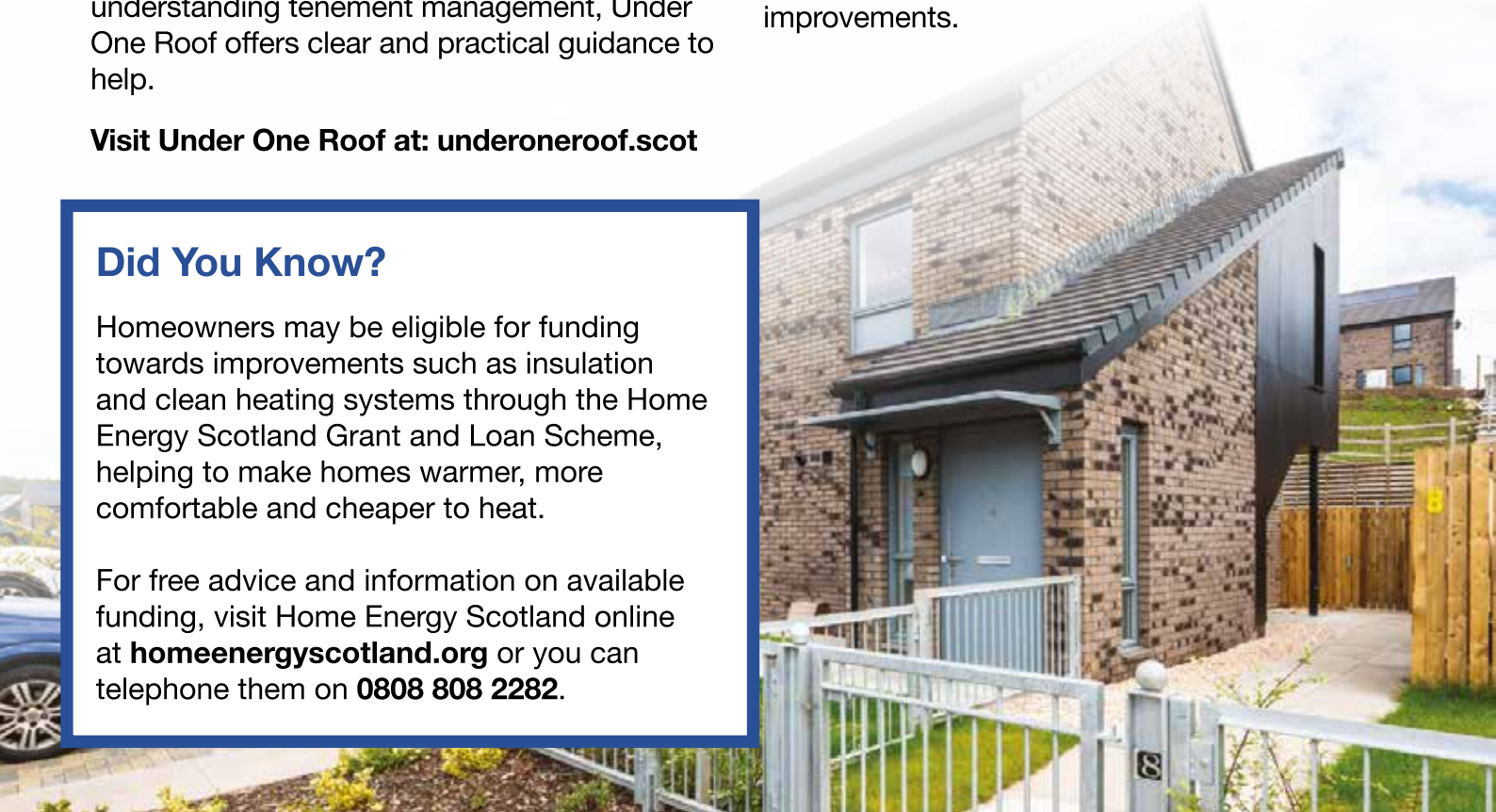
Factoring invoices are issued every quarter, and we would encourage owners to pay within 28 days. Your prompt payment helps ensure that your account is up to date and that the costs of maintaining shared areas are shared fairly by everyone who benefits from them.

If you have any questions about your invoice or would like further information about the charge, please get in touch with us. We are always happy to discuss your account and help where we can.

Home Energy Scotland

Are you looking to make your home warmer, more energy efficient or reduce your energy bills?

Home Energy Scotland is a free and impartial advice service funded by the Scottish Government. Their expert advisers can provide guidance on improving your home's energy efficiency, lowering fuel costs and reducing carbon emissions. They can also help homeowners understand what grants, loans and funding may be available for home improvements.



A word from Hilda at Cope Scotland

As the festive season gathers near,
with lights and songs and cheer.
It can bring moments full of joy,
and worries we may fear.

For health concerns and money strains,
for pressures we can't hide,
for social plans and expectations
to which we feel we must comply.

We may think we have to find
the perfect gift to give.
The right things to say and do.
The perfect Christmas we feel expected to live.

We try so hard to make it good,
for everyone we know.
Yet somehow, after all our efforts,
we may feel we've missed that goal.

The planning, shopping, cooking too,
Can leave us worn and tired.
One day receives so much of us,
Was this stress what we desired?

But perhaps this year we might choose
a gentler, kinder way.
To make some memories that will last,
beyond a single day.

It's not the price of presents bought,
nor what the table shows.
The things we treasure most in life
Are often free, we know.

A listening ear, a caring word,
a welcome and a smile,
A cup of tea, a shared hello,
a kindness once in a while.

It's not the size of one grand meal,
or all the work we do.
It's feeling loved and valued
and knowing we belong too.

So let us focus on what's here,
the people by our side.
The love and kindness we can share,
and joy to feel inside.

And if this season feels too much,
please remember you can say,
that you need rest, or time alone,
Or help along the way.

You do not have to please the world,
Or carry every load.
We all deserve some gentleness
along life's winding road.

The most precious gifts we can give, are
kindness, care, and time.
Not only during the festive season,
but throughout the year and all our lives.

So Merry Christmas, Happy New Year.
May hope and warmth appear.
Remember, you matter, just as you are,
and your presence itself can bring great cheer.

Together, through these changing times,
With compassion as our guide,
Let's make 2027 a year
Where kindness stands beside us, side by side.

COPE scotland



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

Cernach Housing Association Limited
Scottish Charity No. SC 036607

disability confident EMPLOYER

Dolly Parton's Imagination Library

Designed and printed by NJ Graphic Design
t: **07595 595 455** e: **info@njgraphicdesign.co.uk**

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

Recognised Scottish Charity SCO 36607
Property Factor Registered No PF000149