

Cernach news

for customers of cernach housing association limited



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

**CERNACH'S ANNUAL AWAY DAY
SEE PAGE 7 FOR MORE PICTURES**



SUMMER 2019

OPENING HOURS:

MON, TUE, THUR & FRI: 9.00am – 5.00pm

WED: 10.00am - 5.00pm

OFFICE CLOSURES

- Friday 12th July to Monday 15th July
- September Weekend Friday 27th September to Monday 30th September

REACH US ON:



EMERGENCY NUMBER

0800 595 595



AGM DATES!

This year our Annual General Meeting (AGM) will be held in our office on Monday 26th August at 7pm.

PET IDOL



COMPETITION

Director's Overview



Welcome to the summer edition of Cernach News - the newsletter which brings you details of what's happening in your housing association.

A lot has been happening over the past few months since the spring newsletter!

There is light at the end of the tunnel regarding our wonderful new development. I'm delighted to say that I am overwhelmed with what I can see just now. There is still work to be done behind the scenes however I can't wait to see the end product.

In the near future we will also be taking on some building works at our offices. As our stock grows in numbers, there is a need to expand the office to accommodate our growing staff team. We aim to extend our office but rest assured there will be minimum disruption to the delivery of service to our tenants and owners.

Our owners are an integral part of our community. Every three years we update our Factoring Policy to reflect any change in legislation. Recently we presented the changes at an owners consultation meeting held at Cernach Offices. The feedback was positive and we were delighted with the response. For an up to date copy you can view it on our website or call us and we will post a copy to you. A big thank you to those who took time out of their busy schedules to meet with us, it's very much appreciated.

We are also in the process of updating our systems and website. In order to help us achieve this we need a little help from our tenants and residents. Perhaps you have got a new mobile or discontinued your landline number, then please let us know so that we can update your contact details. If your child has flown the nest or a relative has moved in, we want to know. Also we are looking at ways to reach a wider audience and we want to ensure we are exploring every avenue to consult with our tenants and owners on changes that may affect you. So please if you have an email address, email us at admin@cernachha.co.uk. We know you want to be kept up to date with all the going-ons at Cernach.

I hope you enjoy reading about what's going on with the Association and in the area in general. Please don't hesitate to pick up the phone, call into the office or even drop us a note online if there's anything at all that we can help you with.

Caroline



TEAM NEWS AT CERNACH

A DAY IN THE LIFE OF SIOBHAN - CORPORATE SERVICES ASSISTANT

I start my day at Cernach by doing my daily checks before the office opens these include; checking the CCTV to make sure all the cameras are working, make sure the printers and coffee machine are topped up are ready to go for the day.



At 9am the door opens and the phone goes on. It usually doesn't take too long for the phone to ring, either someone looking to speak to a housing officer or to report a repair. If it is a repair issue I will take down all the details of the problem and diagnose it over the phone. Once I have a good idea of the problem I arrange a suitable time for one of our contractors to attend to carry out the repair, before raising a repair line. This usually sets the tone for the rest of my day. It is a day filled with answering the phone, greeting visitors, tenants & contractors, recording incoming & outgoing mail, signing keys in & out, booking appointments with the welfare benefits advisor; answering emails... the list goes on. On days that there are committee meetings or training sessions I nip out to the shops to buy and prepare buffets for them. I make sure the boardroom is all set up and the buffet is prepared and ready to go before anyone arrives.

As my job is split between corporate services and maintenance, one of my main maintenance duties is to arrange gas service appointments with tenants. This takes the form of me sending letters, phoning and emailing to arrange a suitable time for their gas service to take place. This is a very crucial part of my job. As part of the maintenance team it is our responsibility to ensure that all gas services for our tenants are carried out in a timely fashion and within our targeted timescale. This enables us to be compliant with the Scottish Housing Regulator and ensure the safety of our tenants.

Every day is a school day, I am constantly learning. If it's not housing jargon, it's about Drumchapel and the people who live here who love to tell you about the history of their town. No two days are the same and there is never a dull moment. It wasn't that long after I started I saw Drumchapel's very own Billy Connolly riding on the back of a milk float going up Kinfauns Drive – it was great to see!

I do all this before hot footing it to the post office at 4.45pm to make sure all the tenants get their mail the next day.

So that is a day in the life of Siobhan – Cernach's Corporate Services Assistant, next time you pop in to the office or give us a call I'll be at reception ready to greet you a smile and a warm welcome. Don't forget to say hello the next time you are in.

HOUSING SERVICES MANAGER



We are thrilled to announce that our new Housing Services Manager is Paula Baylis. Paula was previously our Senior Housing Officer and was successful in securing a promotion after taking part in a vigorous recruitment selection process. Paula has been with Cernach for nearly 3 years and brings a wealth of knowledge of the industry and will be an asset to the business.

Our chair John Brannan had these words to say "I am really happy that Paula has accepted the role and I'm looking forward to seeing her continue her good work. I have every confidence in her ability and I know she will be a success in her new role."

MORE NEW HOMES FOR CERNACH

This Autumn will be a busy time of year for the Association with one building contract coming to an end and a new one starting.

McTaggart Construction have been on-site since the end of 2017 with our newbuild project at Linkwood Drive, commissioned jointly with GHA. This Autumn, they will complete Cernach's 36 new cottage flats and terraced and semi-detached houses on Airgold Drive, Invercanny Drive and Ardhu Place.

Around the same time, work will start on the Association's new development, Invercanny Drive. This will add another 48 homes to our stock by the end of 2020.

Drumchapel's housing stock is dominated by flats, so the aim of both project has been to diversify our stock by prioritising larger family homes for four, five and seven-person households. We are particularly proud that the two projects together will provide an additional eight homes specially designed for wheelchair users.

The projects are also providing an opportunity to make a contribution to wider community initiative. So far these have included work experience and qualification opportunities for local school children interested in a career in the construction industry and donations to local charities, such as Drumchapel Foodbank.

COMPLAINTS 'READY TO LISTEN, HERE TO HELP'

FROM THIS  TO THIS 

What is a complaint?

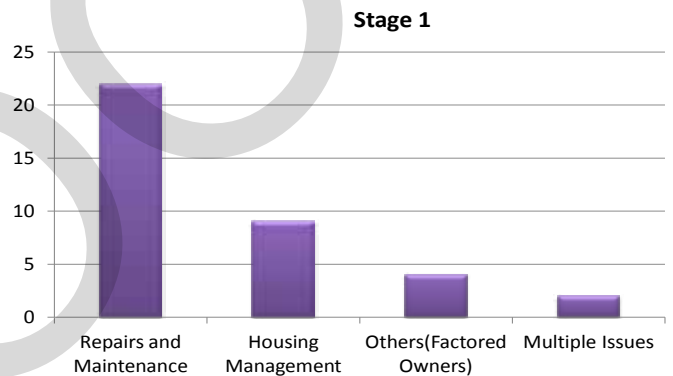
A complaint is any oral or written expression of dissatisfaction, whether justified or not, by one or more members of the public, about an organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation. A customer will either expect an outcome or wish their dissatisfaction to be noted as feedback.

No one likes complaining but sometimes if you feel there's something not quite right about the service you're receiving you've got to let us know. We see our complaints as a positive as they become a learning experience for all concerned and help us to continually improve our service and reduce repeat errors being made.

In the last financial year (1st April 2018 to 31st March 2019) we received a total of 41 complaints. The majority of these, 37 in total were addressed and resolved at a Stage 1 complaint – these complaints are those non-serious in nature which is resolved by frontline staff. When you first make a complaint we have up to 5 working days to respond and close your complaint to your satisfaction.

Sometimes we need more time to investigate and these are Stage 2 complaints. These tend to be more complex in nature. Also you if are unhappy with your response at Stage 1, we'll move your complaint on to Stage 2 and aim to respond within 20 working days.

Categories of Stage 1 complaints received



Stage 1 complaints

94.5% 35 Complaints were responded to within the timescale

5.5% 2 Complaints were responded to outwith the timescale

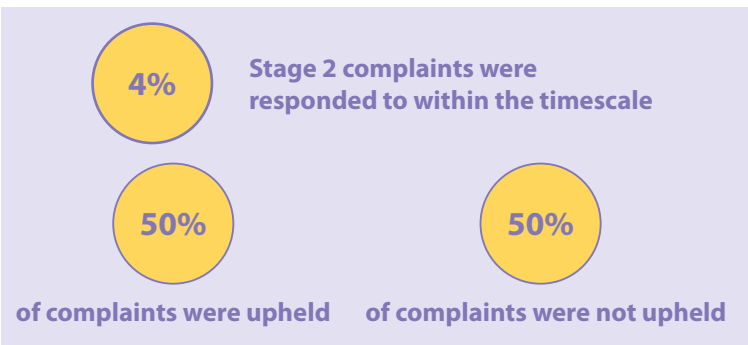
Complaints Upheld

27% of complaints were upheld

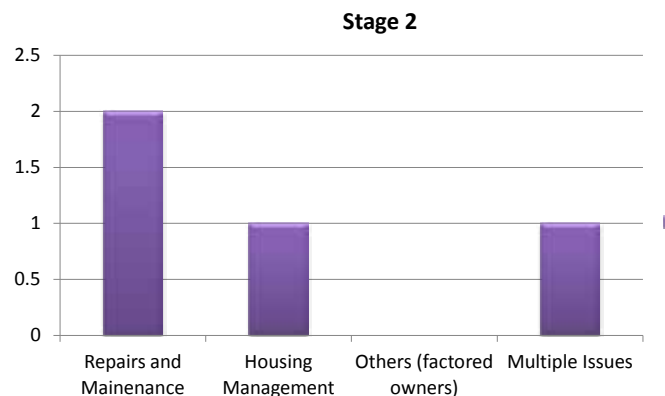
32% of complaints were partially upheld

41% of complaints were not upheld

Other complaints recorded were to do with Bulk Uplift and Mis-collection of bins. This is not a service provided by Cernach Housing Association and will be logged as an expression of dissatisfaction but not upheld. Complaints regarding bulk or miscollection of bins should be directed to Glasgow City Council on **0141 287 9700**.



Categories of Stage 2 complaints received



THERE IS SUPPORT OUT THERE WHEN YOU NEED IT!



NEW DOMESTIC ABUSE LEGISLATION 2019

We at Cernach Housing care about our tenants and are always looking for ways to offer support. If you have any comments or information you would like us to consider please contact admin@cernachha.co.uk.

Did you know domestic abuse can include, but is not limited to, the following:-

- **Coercive control (a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence)**
- **Psychological and/or emotional abuse**
- **Physical or sexual abuse**
- **Financial abuse**
- **Harassment and stalking**
- **Online or digital abuse**

Everyone's situation and circumstances are different; however the need to keep yourself and your children safe is of the utmost importance. Remember it is not your fault and there are others who can help you. If you have concerns about your safety you should contact the police who will be able to assist. In addition you may wish to consider some of the following information from Police Scotland:

- **Phone numbers - Keep a list ready of important phone numbers (e.g. police, friends, family, helplines) for you and your children.**
- **Tell a Housing Officer or friend or neighbour. Are there friends or neighbours you could tell about the abuse? Ask them to call the police if they hear angry or violent noises.**
- **Teach children how to get help - If you have children teach them how to dial 999 to ask for the police. Make up a code word that you can use when you need help**
- **Safer places in the home - Think about safer places in your home where there are no weapons. If you feel abuse is going to happen, try to get your abuser into one of these safer places.**
- **Think about how you could get out safely - Even if you do not actually plan to leave the home, think about how you could do it and where you could go. Practice ways of getting out by doing things that get you out of the house - taking out the rubbish, walking the dog, going to the shop. Put together a bag of things you use every day and hide it where it is easy for you to get it or ask someone you trust if they would keep this for you.**
- **Emergency phone calls - Can you get access to a phone to call the police for help? Calls to 999 are free even if they are from a mobile phone. You should also be aware that the number 112 (the European emergency services number) will also connect you to Police Scotland. Please don't suffer in silence. If you suspect a neighbour/friend is being abused please report this - you can do so through the organisations listed below.**
- **However, in an emergency, always call 999.**

REMEMBER YOU CAN ALWAYS TALK TO US!

CrimeStoppers.

Speak up. Stay safe.

0800 555 111

100% anonymous. Always.

women's aid

until women & children are safe

www.womensaid.org.uk

0808 2000 247

Freephone 24hr National

Domestic Violence Helpline (Run in partnership between Women's Aid & Refuge)

MAINTAINING YOUR HOME

GAS SAFETY

Cernach Housing Association is required by law to carry out an Annual Gas Safety Check to all its properties. It is essential that you allow access to your property for this to be carried out. This is one of the Indicators we report on to the Scottish Housing Regulator as part of our annual return. Also on a monthly basis we report this to our Property and Development Committee.



The annual gas safety check normally takes between 30mins - 1 hour and is beneficial to your own safety. We aim to complete 100% of these checks annually and ensure we are being compliant. You cannot put a price on the safety of our tenants and their families. In cases where we are unable to gain access after 3 attempts, we will take steps to carry out this check by evoking our 'Forced Access Procedures' however only as a last resort. Since the beginning of April this year we have already had 6 potential forced entries.

At Cernach we are also aware that our tenants have working commitments and not always ideal to have a gas inspection during the day. If you are unavailable you could arrange for someone to be there for access whilst the check is being carried out. You can arrange your gas safety check by calling the office and asking for Siobhan, Carylann or email admin@cernachha.co.uk. You can also call City Building direct on **0800 595 595**.

MONEY MATTERS – LOOKING TO REDUCE YOUR MONTHLY OUTGOINGS



BT BASIC + BROADBAND

BT Basic & Basic Broadband is a simple, low-cost phone & internet service that is easy to understand and helps you keep in touch if you are on a low income and receiving benefits.

WHO CAN GET BT BASIC & BROADBAND?

You must be getting one of these benefits:

- Income Support
- Income-based Jobseeker's Allowance
- Pensions Credit (Guaranteed Credit)
- Employment and Support Allowance (Income related)
- Universal Credit (and are on zero earnings)

HOW BT BASIC CAN HELP

It helps you budget by providing a low monthly line rental with a call allowance and free weekend calls for **£5.10** per month, this includes £1.50 to spend on calls and gives you free weekend calls to **0845 & 0870** numbers up to 60 minutes. If you want broadband too then you can choose BT Basic & Broadband.

WHAT DO YOU GET WITH BT BASIC + BROADBAND?

BT Basic + Broadband includes the above as well as 15 GB allowance with Wi-Fi access, BT virus protect and parental controls & 5Gb BT Cloud for **£9.95 pm** (including your BT Basic line rental)

WHAT YOU NEED TO DO

Get a BT Basic application form by calling BT on **0800 800 864 (8am to 6pm Mondays to Fridays)**. You will need to fill in a simple one page application form and return it to BT within 14 days of receiving it.

YOU WILL ALSO NEED TO GIVE BT SOME PERSONAL INFORMATION:

- your date of birth
- your National Insurance number
- confirm the benefit you are receiving
- Remembering to sign and date your application before returning it in the pre-paid envelope.

BT need these details so they can check your records with the Department for Work and Pensions and find out whether you qualify for BT basic.

MONEY MATTERS - HELP TO SAVE



The Government's Help to Save scheme is designed to encourage people claiming universal credit or working tax credits to save. It pays a 50% bonus on the amount saved, up to a maximum bonus of £1,200 over four years.

HOW IT WORKS

Help to Save is a type of savings account. It allows people entitled to Working Tax Credit or receiving Universal Credit to get a bonus of 50p for every £1 they save over 4 years. Help to Save is backed by the government so all savings in the scheme are secure. If you get payments as a couple, you and your partner can apply for your own Help to Save accounts. You need to apply separately. You can save between £1 and £50 each calendar month. You do not have to pay money in every month. You can pay money into your Help to Save account by debit card, standing order or bank transfer. You can pay in as many times as you like, but the most you can pay in each calendar month is £50. For example, if you have saved £50 by 8 January you will not be able to pay in again until 1 February.

WHAT YOU'LL GET

You get bonuses at the end of the second and fourth years. They're based on how much you've saved. The most you can pay into your account each calendar month is £50, which is £2,400 over 4 years. The most you can earn from your savings in 4 years is £1,200 in bonus money.

You pay in £25 every calendar month for 2 years. You do not withdraw any money. Your highest balance will be £600. Your first bonus is £300, which is 50% of £600. In years 3 and 4 you save an extra £200 to grow your highest balance from £600 to £800. Your final bonus is £100, which is 50% of £200. Even though you withdrew some money after your balance was £800, this does not affect your bonus.

HOW IT WILL AFFECT YOUR BENEFITS

Saving money through a Help to Save may affect how much you get from certain benefits, best to check with the benefit agency.

HOW TO APPLY

<https://www.gov.uk/get-help-savings-low-income/how-to-apply>

WHAT HAPPENS AFTER 4 YEARS

Your Help to Save account will close 4 years after you open it. You will not be able to reopen it or open another Help to Save account. You'll be able to keep the money from your account. You can close your account at any time. If you close your account early you'll miss your next bonus and you will not be able to open another one.

HELP IS AT HAND - BEST START GRANT

The Pregnancy and Baby Payment is the first Best Start Grant payment you can apply for:
Other Best Start Grant payments you can apply for from Summer 2019



As well as the Pregnancy and Baby Payment, by Summer 2019 you'll also be able to apply for:

Early Start Payment

School Age Payment

Best Start Food

Young Carers Grant

Funeral Expenses Assistance



Early Learning Payment

The Early Learning Payment will be a payment of £250 per child. You'll be able to apply between your child's second birthday and six months after their third birthday.

School Age Payment

The School Age Payment will also be a payment of £250 per child. In the year your child normally starts school, you'll be able to apply from 1st June, up until 28th February of the next year.

What you need to apply

- your name, date of birth and address
- if you have a partner, their name and date of birth
- your bank, credit union or building society account details - you can be paid the Pregnancy and Baby Payment in the same way you're paid for your other benefits if you do not have one of these accounts - if you want to request this call **0800 182 2222** (freephone, 8am to 6pm, Monday to Friday)
- details of any children you have or care for

www.mygov.Scot/pregnancy-and-baby-payment

MONEY MATTERS - HELP TO CLAIM UNIVERSAL CREDIT SERVICE



Citizens Advice has launched a new service called "Help to Claim" for those who need help to apply for Universal Credit.

People will now be able to get support from the charity as they submit their Universal Credit application to get their first full payment. This service will help us to navigate the claim process.

Some of the challenges people face include providing documents to support their claim, setting up an email address, understanding their payments, explaining what Scottish Choices are. The service is designed with these challenges in mind. Help will be tailored to the individual whether they are quick questions, or intensive support. Different methods of support can be delivered:

- face-to-face at a bureau
- over the phone by calling the **NATIONAL FREEPHONE HELPLINE 0800 023 2581**
- online through webchat **www.cas.org.uk/helptoclaim**

The service is funded by £39 million from the Department of Work and Pensions.

A recent survey by the charity found more than a third of people Citizens Advice has helped struggled to provide the evidence needed to complete their Universal Credit claim.

The charity has already helped more than 230,000 people with Universal Credit since its introduction. Citizens Advice offers free, independent, impartial and confidential advice, with benefits the top issue for which people come for help.

OWNERS CONSULTATION – YOUR OPINION MATTERS

FACTORING POLICY REVIEW

The Association held an owner's meeting at our office on Saturday 1st June 2019 to consult with our home owners. The purpose of the meeting was to consult to gain your insight into the review of our Factoring Policy

The Association has a series of policies and procedures which guide staff in their day to day work. Our policies are reviewed on a three yearly basis. During reviews we consult with our tenants, owners, residents' panel, those on our consultation register, staff and our Management Committee. It is very important for the Association to ensure all parties are involved and have their say in how we run the business.

As well as reviewing our Factoring Policy, we also discussed the results of our recent owners' satisfaction survey. The survey was carried out in October 2018 by Knowledge Partnership. Some of the key findings were:

- **79% of our owners are satisfied with the service they receive from us**
- **85% agree that the Association is very or fairly good at keeping owners informed about the service.**
- **85% are satisfied with how Cernach HA manages the neighbourhood.**

We would like to thank all those owners and their representatives who took the time to attend on the day and contribute to our consultation. It was great pleasure to meet you all and take the time to speak to you. We will certainly take on board your comments. Once the Factoring Policy has been approved by the Management Committee, it will be available on our website at **www.cernahha.co.uk** or on request at the office.

If anyone would like to be part of future consultations, please let us know. You can join the Residents Panel or be part of the Consultation Register to have your say. If you are interested and would like more information, please contact Anne Smith, Corporate Services Officer at the office on **0141 944 3860**.



COMMON PARTS, CLOSE CLEANING AND MAINTENANCE OBLIGATIONS

If your common close is factored by Cernach Housing Association, you will receive a weekly top up clean of the close and a quarterly clean of the common windows.

We would like to gently remind our tenants that the close cleaning service is a top up service. Your tenancy agreement states:

Section 2.9 'If you share a common stair, you must also take your turn regularly cleaning, washing and keeping tidy the common stair, its windows, banisters and any bin chute accesses.'

In order to get the most out of your cleaning service and in order to be compliant with your tenancy agreement and fire safety regulations you should not store or dump anything in the close. By doing so you are not only placing yourself in danger but also other families living within the close.

Section 2.13 states that 'no property belonging to you or anyone residing with you, including bicycles, motorcycles or prams, should be stored in any of the common parts except in areas set aside for storage.' The close cleaners will not clean above items if they are stored in the close and they will only clean around them as they are not contracted to do this.

We have received feedback from our tenants and residents that you want to see a clean up of the area and to tackle fly tipping of dog fouling. To help us keep your environment clean and tidy, we ask all that all rubbish is disposed of in the correct way.

Your Tenancy Agreement Section 2.14 states 'that you must take reasonable care to see that your household rubbish is properly bagged and stored in the wheelie bin provided in the bin store or other proper place allocated for it. If bins are normally collected from the street they should not be put out earlier than the evening before the day of collection. Rubbish containers should be returned to their normal storage places as soon as possible after the rubbish has been collected.'

Throwing large bulk items creates a mess and attracts rodents. Glasgow City Council are responsible for removing bulk, you pay for this service through your Council Tax. We advise tenants to take the correct action and report a bulk uplift to Glasgow City Council online via this link <https://iweb.itouchvision.com/portal> or by telephone on 0141 287 9700.

Section 2.6 of your tenancy agreement outlines that 'the tenant is responsible for cleaning up dog faeces anywhere within the house, gardens, common areas or vicinity of the house.' Failing to pick up your dog's mess straight away is a breach of your Tenancy Agreement and not only impacts on your enjoyment of your area but other peoples enjoyment too. Any animal faeces in communal areas prevent our contractors from cutting grass and also attract rodents. If there is animal faeces in the close this will not be covered under your close cleaning contact with the Association and if this should happen the owner of the pet should clean and disinfect the area straight away.

We all have the right to enjoy our homes and environment where we live. By taking a pride in our Community we can make this a place we are proud to call home. Cernach Housing Association thanks all tenants and owners' for your anticipated co-operation on these matters as it will improve the appearance and cleanliness of the area.



OWNERS CORNER

INFORMATION FOR HOME OWNERS

Direct Debit

Why don't you spread the cost of your factoring charges by setting up a monthly Direct Debit. Direct Debit payments come with a guarantee so you are automatically protected by three important safeguards:

- **An immediate money back guarantee from your bank in the event of an error in the payment of your direct debit**
- **Advance notice if the date or amount changes**
- **The right to cancel at any time.**

Direct Debit is one of the safest and most reassuring ways of paying your bills:

- **Payments are made automatically so bills are never forgotten, lost in the post or delayed by postal problems and there is no risk of late payment charges.**
- **The Direct Debit Guarantee protects you and your money. It's offered by all banks and building societies that take part in the scheme.**
- **Organisations using the Direct Debit scheme have to pass a careful vetting process and are closely monitored by the banking industry.**

Paying Direct Debit takes away much of the hassle associated with paying bills and puts an end to queuing at the bank and completing a cheque. You will find it easier to stay on top of your bills and you will know exactly how much money is going out each month.

To set up a Direct Debit or for more information please call our office on **0141 944 3860** and speak to either **Karen Dyson** or **Anne Smith**.

If you would prefer us to contact you via email then give us a call with your email address or email the office on **admin@cernachha.co.uk**.

UNDER ONE ROOF WWW.UNDERONEROOF.SCOT

This useful website was developed for homeowners who live in flats or other developments with common/shared facilities. It is an impartial guide on ownership responsibilities and rights and provides lots of useful information about building types, how they are constructed, communal repairs and common maintenance issues.



FIRE AND SMOKE ALARMS – CHANGES TO THE LAW



ALL homeowners across Scotland will need to make sure they comply with new legislation, introduced by the Scottish Government, for fire and smoke alarms by 2021.

The new standards mean you will need:

- **Smoke alarms in rooms frequently used by occupants for general daytime living, such as living room**
- **At least one smoke alarm per floor**
- **A smoke alarm in every circulation space i.e hallways and landings**
- **A Heat Alarm in every kitchen**
- **Carbon Monoxide Alarms where there is a fuel burning appliance or a flue**

All alarms will need to be ceiling mounted and interlinked. If your current alarms aren't interlinked you'll need to make sure they are linked. You may not hear the alarm closest to the fire but, by having an interlinked system, you will be alerted immediately.

The new regulations come into force in February 2021, so you will need to make sure you comply by then. You can read the Government's advice at this website **www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/**

If you do not have access to the internet, pop along or call Cernach and we will be only too happy to print it out for you. Our number is **0141 944 3860**.

In the social housing sector the Scottish Social Housing Standards have been updated to reflect the coming changes.

For privately owned properties, rented out or owner occupied, this legislation is now a minimum standard for safe houses, is a requirement by home insurance companies and forms part of any Home Report. Local Authorities/Housing Associations are able to use their statutory powers to require owners to carry out the work in their homes.

Homeowners have two years to meet the new standards, but installing alarms at the earliest opportunity will clearly provide improved fire safety for residents.

WHAT TO DO IF YOU ARE EXPERIENCING ANTI-SOCIAL BEHAVIOUR

WHAT IS ANTI-SOCIAL BEHAVIOUR?

The Scottish Secure Tenancy Agreement defines anti-social behaviour as: *“any conduct which might reasonably be expected to cause alarm, distress, nuisance or annoyance to any person or causing any damage to anyone’s property”.*

Common forms of anti-social behaviour experienced in the area include noise from neighbours (especially between the hours of 10pm and 8am), disputes and arguments including verbal and physical altercations, dog fouling and dog barking, drug use including dealing, and abuse of staff and contractors. This list isn’t exhaustive, but covers the most often occurring types of anti-social behaviour.

Issues which are not considered to be anti-social behaviour include:- disputes involving vehicles and parking, noise related to door banging, people walking around or going up and downstairs, using appliances during acceptable hours and other noise related to general living, children playing or arguing, looking out of windows and any disputes related to reasonable use of common areas.

WHO DO I TELL?

Who is best to contact depends on which type of anti-social behaviour you are experiencing.



Dog Wardens (Dog Fouling)

0300 343 7027

Environmental Team at Glasgow City Council, (Fly-tipping & Improper disposal of waste)

0300 343 7027

Noise Team

(Noisy parties, Loud televisions & speaker systems or Barking Dogs)

0141 287 6688 or 0800 027 3901

Police (Very noisy parties, Intimidating behaviour, Drug taking or dealing, Serious arguments or Any issues of a criminal nature)

101 or 999 in an emergency

Cernach

0141 944 3860

Any of the issues above, but you must also report it to the appropriate agency as well.

WHO DO WE HOLD LIABLE FOR ANTI-SOCIAL BEHAVIOUR?

Only tenants can be held liable for anti-social behaviour. However, every tenant is also held liable for the conduct of residents and visitors to their home. That means that if people who live with you, or are visiting you, are found to be acting in an anti-social manner, you will be held liable as the tenant.

WHAT HAPPENS IF I AM GIVEN A WARNING FOR ANTI-SOCIAL BEHAVIOUR?

A written warning will mean that any housing application you have with us will be suspended, and we would be required to disclose this to any landlord who requests a tenancy reference from us.

A final written warning will mean that any further incidents within a 12 month period will result in us raising a notice of proceedings for recovery of possession of your tenancy. When you have a live notice of proceedings, you will be liable for court action if the anti-social incidents continue. This could result in your eviction from your tenancy. You will also be unable to carry out an assignation of your property.

Your tenancy could also be converted to a Short Scottish Secure Tenancy. This means that at the end of a six month period, your tenancy could be brought to an end and you would be evicted from your tenancy.

If you want to report any anti-social behaviour incidents – contact Emma or Tony at the office. You can also report any incidents anonymously.



COMMUNITY CORNER 'SOMETHING TO BLETHER ABOUT'

PENSIONERS ANNUAL OUTING TO LARGS!

We hoped for blue skies and sunny weather but Mother Nature gave us a few downpours and blustery winds. But I'd like to say that it didn't dampen our spirits. We managed a wander around the shops before lunch which was held at the famous Nardinis Restaurant, well where else would we get delicious fish and chips. After lunch some of our day trippers took in the local heritage centre, some enjoyed a tasty coffee in the local cafes and some finished off their trip with a well earned refreshment in the local Wetherspoons, which proved to be great value for money.

All in all a fine day was had by everyone. Looking forward to next year's adventure. If any of our tenants or owners have a suggestion for our destination, please drop me a call on **0141 944 3860** or email me on **annes@cernachha.co.uk**.



CERNACH FAMILY TRIP TO BLAIR DRUMMOND SAFARI PARK

"We're all going on a Summer Holiday" well we are for one day at least. We have listened to tenant feedback and have decided on a great idea of a Family Day Trip to Blair Drummond Safari Park. This will be a perfect opportunity to enjoy the outdoors, experience real live wildlife and build on our great community spirit. There will be 2 coaches hired to take us all there.

As you can imagine, this will be a popular event and tickets will be limited and strictly for Cernach Tenants and their kids. So don't delay and pop into the office to secure your family's place.

WHEN? FRIDAY 2ND AUGUST 2019

TIMES? LEAVING CERNACH AT 9.15AM AND DEPARTING AT 4.00PM

WHERE? BLAIR DRUMMOND SAFARI PARK

COST? £4.00 PER ADULT

£2.00 PER CHILD. KIDS ARE UP TO 16YRS (STRICTLY CERNACH KIDS,

HOUSEHOLD DETAILS WILL BE CHECKED)

LUNCH? YOU CAN TAKE A PICNIC, PACKED LUNCH, PORTABLE BBQ. THERE'S ALSO RESTAURANTS ON SITE.

HURRY... ONLY FEW SEATS LEFT!



OUR ANNUAL GARDEN COMPETITION IS GROWING AND FLOURISHING!

Last year, we were pleased with the number of entries into our garden competition and we would like to continue to build on that success! If you would like to enter this year simply call us on **0141 944 3860** or email **admin@cernachha.co.uk**.

Judging will take place on **August 2019**. The categories this year will be:

- **Best Garden (£50 prize)**
- **Runner up Garden (£30 prize)**
- **2 x Merit Certificates (£20 prize each)**

AGM DATES!

This year our Annual General Meeting (AGM) will be held in our office on Monday 26th August 2019 at 7pm.

Please note photographs taken at our events including the AGM may be used for future Cernach publications therefore if you are not happy for your photograph or a photograph of a family member to be put into any of our newsletters or website please let a staff member know at the event.

COMMUNITY CORNER 'SOMETHING TO BLETHER ABOUT'

ATTENTION ALL FACE BOOKERS, HAVE YOU REQUESTED TO BE OUR FRIEND, WE WOULD LOVE TO BE YOURS!

Join us on Social Media! A really easy way to keep up to date with all the Association's activities and news is through Social Media.



Like our facebook page and Twitter pages:
www.facebook.com/CernachhousingAssociation
[@cernachhousing](https://twitter.com/cernachhousing)

Also check out our website
www.Cernachha.co.uk. We would love for you to like us, comment on us, send us an emoji.



LITTER PICK CAMPAIGN

Three local primary schools have taken part in our Litter Prevention Poster Campaign. The winning design has been made into a large banner which will be displayed outside Cernach Housing Association's office and also posted on Cernach Housing Association's website, twitter and facebook page. It will also help drive our forthcoming litter campaign.



The winning candidate has been presented with a certificate and a voucher for Empire Cinema. Well done to all those who worked really hard on their posters, it was a really tough competition and everyone should give themselves a round of applause. We have now decided, with the help of tenants, owners and committee to launch a Litter Pick Autumn Campaign. We will keep you up to date with more information nearer the time. If you want to volunteer or have an idea or want to report a hotspot, then call, write, text or tweet us, DM us via Facebook or if all else fails pop in and see us, we would love to hear from you.

PET IDOL AT CERNACH

Pet Idol Competition - Win an Amazon Gift Card by sending us a picture of your fur baby.



There's a **£20 Amazon Gift Card** up for grabs so to be in with a chance, email us your favourite picture at admin@cernachha.co.uk with your full contact details and your pet's name, which is very important!

If you don't have email, then drop us in a photo of your pet or bring it in to visit us and we will gladly take its photo. You can also post on Facebook or Twitter by tagging us to view.

Our Corporate Services Team will choose the winner and the runner up. Competition closes **Friday 9th August**.



SCOTTISH HOUSING REGULATOR NATIONAL PANEL ADD YOUR VOICE, HELP US IMPROVE SERVICES...

Would you like to help improve social landlord services in Scotland?

The National Panel is

one of the ways that the Scottish Housing Regulator can hear what people think and make sure they focus on the important things.



Panel members are asked for their views on a range of issues affecting people who use social landlord services. You will receive occasional surveys, information updates and invites to take part in other feedback exercises. Participation is always optional, and you can leave at any time.

The Regulator wants to include as many different voices on the Panel as possible, including people who are not involved in other ways of giving views on landlord services (most members are not part of local tenant forums). Members include Council and Housing Association tenants, people who are using or have used homeless services, home owners who receive factoring or common repairs from a social landlord, and people living on social rented Gypsy/Traveller sites.

Find out more and join...Online at www.bit.ly/shr-panel
Call Engage Scotland (who manage the Panel) on **0800 433 7212**. Request a printed form by email natpan@engagescotland.co.uk or call **0800 433 7212**.

THRIVING PLACES – CONNECTING COMMUNITIES

The Thriving Places team is comprised of three local residents, Tracy McKenzie, Charles Bailey and Andy Lynch together with Morven Clark and Ted. At least one of us continues, on a daily basis, to support local people in the Chest, Heart & Stroke shop in the shopping centre. We listen, inform, signpost, organise events and attend to the different requests that come from anyone who comes through the door. As the saying above the Thriving Places door says: “Never underestimate the power of a cup tea!” So you are welcome to come anytime!

You should have received by now the second edition of the Drumchapel News informing about the different activities that the Thriving Places team delivers or supports. On 23rd March we supported Drumchapel Community Council with the community gathering about the future of empty spaces and abandoned buildings in Drumchapel. Representatives from Glasgow City Council Planning department, the new shopping centre owners and the housing came along on the day. There was a good turnout of local people and we will be convening a second community gathering to find out if and how these organisations have responded to the community's demands.

Our team has been active in engaging with local schools to discuss the findings of our research called “Living in Drumchapel” which we have in written form and also in video. So far we have engaged with parents but will now focus on going into the P6 and P7 primary classes and some classes in the High school. We have been well received and have noted the feedback from each meeting. The people of Drumchapel want to participate actively in the future of their community and Thriving Places will try and channel that participation.

We continue to support different groups and initiatives among which are:

- **Friendship house:** a gathering of asylum seekers, refugees and local community members who meet every Wednesday from 12:30 to 2:30 at Essenside Church hall, 50 Essenside Avenue, G15 6DX. We prepare some food together and make friends, at no cost, for whoever turns up;
- **Men's Matter:** a group of men who meet every week to share their ideas, play football, do litter picks, engage with their children and promote other relevant activities. It is an opportunity for men to come together and support one another;
- **D in the Park:** a family fun day which this year will take place on Saturday 20th July in the park. This is organised by D60+, a group of people who came together when Drumchapel reached the age of 60 in 2013 and have continued to meet since then promoting a great free family day every two years in the park for everyone in Drumchapel

We recently presented our research and our Community Connecting Plan to DRUMCOG committee members and look forward to creating a “housing group” within Thriving Places, comprised of committee members, who will have a particular focus on how to engage the tenants from the different housing associations in the Thriving Places activities. But you don't have to wait for committee members to contact you just come in to the shop whenever you are down at the shopping centre and we will have the kettle on!



CERNACH GOOD CITIZEN AWARD 2019

Do you have a neighbour, friend or relative who is also a resident of Cernach HA that goes that extra mile for you or someone else or for everyone else:

If so you could nominate them for our new Good Citizen Award which will be presented this August at our AGM. Please complete the form below giving the reasons 'why they deserve this award and hand into our office anytime between now and end of July 2019.



YOUR NAME:

YOUR ADDRESS:

TEL NO:

NOMINEES NAME:

ADDRESS:

RELATIONSHIP TO YOU:

REASONS FOR NOMINATION:

GET INVOLVED, IT ONLY TAKES ONE SMALL STEP...

MEMBERSHIP LETS YOU HAVE YOUR SAY

Becoming a member of our Association gives you a real say in the future of your home and local community. Membership means you can stand for election, attend our Annual General Meeting and vote to appoint members to our Board of Management or Community Involvement Groups.

Complete below share membership and hand it in to us with £1.00.



APPLICATION FOR SHARE MEMBERSHIP

I would like to apply for share membership of Cernach Housing Association and enclose £1.00

TITLE: **FIRST NAME:** **SURNAME:**

YOUR ADDRESS:

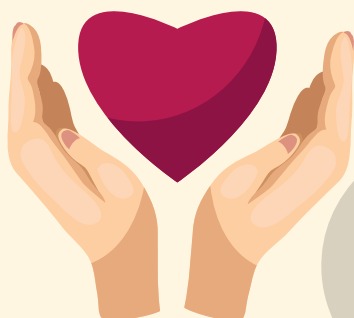
TEL NO:

Please return to: Cernach Housing Association Ltd, 79 Airgold Drive, G15 7AJ.
Your application will be placed before the next meeting of the Management Committee.

DRUMCHAPEL FOODBANK

Our local foodbank is in desperate need of donations. We are currently running low in following stock :-

**INSTANT NOODLES | TINNED MEAT BALLS | TINNED BEANS & SAUSAGES
TINNED CHILLI | TINNED CUSTARD | TINNED RICE PUDDING | TINNED FRUIT
SIZE 4/5/6 NAPPIES | SHAMPOO/CONDITIONER/SHOWER GEL | TOILET ROLL**



FIRE SAFETY

Please be reminded that Scottish Fire & Rescue Service offer a free home fire safety visit to everyone in Scotland as part of their commitment to building a safer Scotland and to reduce the risk of a fire within your home.

You can arrange this by:

Calling 0800 0731 999

Texting "FIRE" to 80800 from your mobile phone

Calling your local fire station



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:

MON, TUE, THUR & FRI:

9.00am – 5.00pm

WED: 10.00am - 5.00pm



How to contact us:

Cernach Housing Association Ltd.

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

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