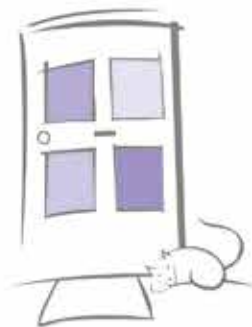


Cernach news

for residents of cernach housing association limited



Summer 2025

Welcome to our new Senior Housing Officer, Gillian Robertson

Gillian joins us from West Dumbarton Council. She has worked in social housing for 19 years, most recently managing the Homeless & Housing Options team.



A hand holding a black sign with the word 'Welcome!' written in white chalk. The sign is slightly tilted and has a small piece of twine tied to it. The background is a blurred indoor setting with warm lighting.

Our Engagement plan



Scottish Housing
Regulator

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 RSL in Scotland in March/April each year.

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

Resident Satisfaction Survey

During February and March 2025, Cernach Housing invited Knowledge Partnership, an independent market research company, to carry out a resident satisfaction survey to establish how tenants and owners feel about our services and where we might be able to do better.

A total of 429 tenants and 71 owners were interviewed and we're pleased to share the results. 92% of our tenants are satisfied with our service, which is an improvement on our 2022 performance, where 84% of our tenants were satisfied with our service.

91.6%

were satisfied with the **overall service** provided by Cernach Housing Association.



94.9%

said the Association was good at **keeping tenants informed** about services and decisions.



92.1%

were satisfied with the **opportunities to participate** in CHA's decision making process.



Quality of Home

90.2%

were very or fairly satisfied with the **quality of their home**.



Repairs Service

95.4%

were satisfied with the **repairs and maintenance service**.



Value for Money

86%

said the rent for their home offered good value for money.



The Neighbourhood

91.4%

were satisfied with CHA's contribution to the management of the neighbourhood



69%

were satisfied with **factoring service**



Maintenance matters

Gutter Cleaning

Our scheduled gutter cleaning program covering 100 properties is currently underway. The works commenced on Monday 19th May 2025 and are expected to continue through to mid-June 2025.

Paterson Safety has been appointed to carry out these works. All tenants whose properties are included in the program will be notified individually in advance.

Gas Safety – ensuring City Building get access to your property

As part of our ongoing commitment to safety and compliance within your homes, we would like to remind all tenants of the importance of providing access for their annual gas inspection.

Our contractor, City Building has reported a recent increase in missed appointments, which prevents the completion of these essential safety inspections. These checks are vital to ensure the safe and efficient operation of your boiler.

If your scheduled appointment is not suitable, please contact City Building directly to rearrange. Alternatively, you can call the Cernach office, and a member of our maintenance team will be happy to assist you in rescheduling.

Thank you for your cooperation in helping us maintain a safe living environment for all.

Thinking of making changes to your home—inside or out?

You must complete and submit an alterations form to the Association before any work begins. Our maintenance team will inspect and approve the works to keep things safe and compliant.

We've seen a rise in failed electrical safety checks due to non-fire-rated downlights being installed. These are a serious fire risk and costly to remove. Don't risk you or your neighbour's safety.



Do you have home contents insurance?

If not visit
www.thistletenants-scotland.co.uk
for more information

Protecting what matters - 3 reasons you should get contents insurance:

- **Cernach Housing can't protect your personal items:** Cernach's insurance covers the building itself, but not your personal belongings inside.
- **Protection against loss or damage:** Contents insurance can help cover the cost of replacing or repairing your belongings if they are lost, stolen, or damaged due to unforeseen circumstances. Should you suffer a fire in the home, consider what the cost would be to replace all of your clothing, carpets, furniture, electronic items, home decorations and valuables. This can often be much more than is imagined.
- **Peace of mind:** Knowing that your possessions are protected can provide peace of mind. You hope you never need it—but if you do, you'll be glad it's there.

You should do your own research before taking out any policies however, Thistle Tenants Home Contents Insurance has been designed to meet the demands and needs of those living in social housing.

They offer a flexible pay-as you go insurance options. Contact them on **0345 450 7286** or online at **www.thistletenants-scotland.co.uk**

If you're looking for support to make an application or to discuss other options, you can also contact the housing team.

Getting help with benefits and finances



Changes to Attendance Allowance

Pension Age Disability Payments are replacing Attendance Allowance (AA). Those who receive Attendance Allowance will be contacted throughout 2025, from April to begin the process, which will take around 8-12 weeks.

Your entitlement and payments won't be affected, and you do not need to apply for Pension Age Disability Payment if you already receive Attendance Allowance. Social Security Scotland will move you to Pension Age Disability Payment without you having to do anything and then send you a letter telling you when it will happen.

Discretionary Housing Payments (DHP)

DHPs are commonly used to mitigate the 'bedroom tax' however did you know they can also help if:

- You are affected by the benefit cap
- Your benefit does not cover your rent because of non-dependant deductions
- You have a shortfall in your Housing Benefit due to a low income and are in financial hardship

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.

Universal Credit

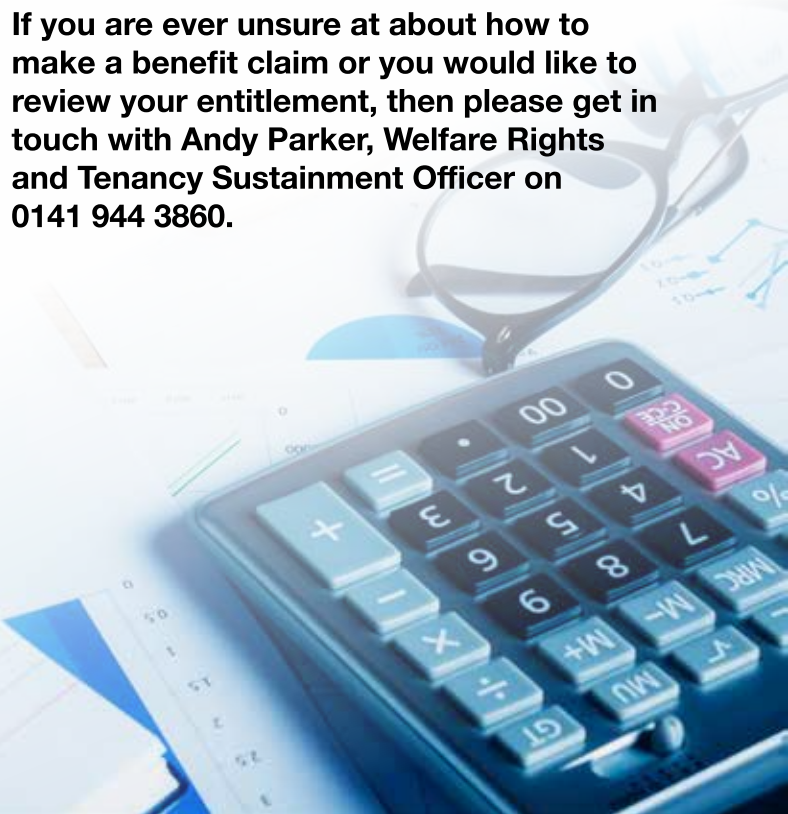
Universal Credit will replace the following:

Working Tax Credits, Child Tax credits, Housing Benefit, Employment Support Allowance (Income Related), Job Seekers Allowance (Income Based) and Income Support.

The Department for Work and Pensions is issuing *invitation to claim letters* to facilitate this change. To continue receiving financial support you must claim Universal Credit by the deadline date given in your letter. This is 3 months from the date the letter was sent out. On Universal Credit, most people will be entitled to the same amount they received from their previous benefits, or more. If the award is less than your current award, then you may qualify for 'transitional protection'.

Transitional protection payments are additional sums to help with your move to Universal Credit. The payment will make up the difference if your Universal Credit entitlement is less than your previous tax credits or benefits.

If you are ever unsure at about how to make a benefit claim or you would like to review your entitlement, then please get in touch with Andy Parker, Welfare Rights and Tenancy Sustainment Officer on 0141 944 3860.





G15 Pantry Cupboard

**Drumchapel Community Centre
320 Kinfauns Drive
G15 7HA**

**£1 for 1 year membership and £3.50
(10 items) per shop**



**Wednesday and Friday 11am -
2pm**

Estate matters

We're keen to ensure that our housing stock and surrounding environments are managed and maintained to a high standard, so we have been undertaking a programme of estate walkabouts.

What is an Estate Walkabout?

An estate walkabout is a scheduled, on-foot inspection of the estate carried out by our housing team, alongside residents. 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.

How can you get involved?

We invite residents to participate in upcoming walkabouts via text. Look out for a message from Ciara Brownlie (*pictured left*) or Pamela Edwardson (*right*) and join them out and about.

Let's continue working together to ensure our estate remains a safe, attractive, and a welcoming place to call home.



Recycling Reminder

Blue recycling bins are for paper, card, and cardboard. This must be clean, dry, and flattened so lids can close shut.

**Top
Tip**

Please ensure all cardboard is flattened so that it fits in your bin





A word from Hilda at Cope Scotland

Finding Life Satisfaction on the sea of life. Against the odds.

In times when life's a heavy load,
And satisfaction seems a distant road,
How can contentment ever be found,
When all our troubles are tightly wound?

Yet lift your head, see beauty near,
The world's wonders are always here.
Take the time to stop and care,
For others, yourself, and the earth we share.

Comparing ourselves to others steals joy away,
But simple joys can brighten the day.
Appreciate the small and true,
Find peace and satisfaction in being you.



Find out more at
www.copescotland.com



Walking in Drumchapel Improving the Drumchapel way

Ramblers Scotland opens the way for everyone to enjoy the simple pleasure of walking. They are the only charity dedicated to removing barriers so everyone can enjoy walking in green spaces, and to improve our most popular and least-known walking places.



Ramblers Scotland would love to hear your interest in walking and your views about improvements you think could be made to local paths in Drumchapel. Improvements that could support more people from across the community to enjoy the greenspace on our doorstep.

Hold your phone camera over the **QR code** to take part in a short survey before the end of June. There's the opportunity to be entered into a prize draw to win a **£50 Sainsbury's voucher!**



To find out more about Ramblers Scotland visit
www.ramblers.org.uk/scotland



CALLING ALL NATURE LOVERS!

We know many of you have put a lot of time and love into creating beautiful outdoor spaces —and we think that deserves to be celebrated!

If you'd like to enter the Cernach Garden Competition, just send us a photo of your garden or green space along with a few words about why you love it to:

admin@cernachha.co.uk

DEADLINE FOR ENTRIES: 25 AUG 2025

PRIZES UP FOR GRABS:

- Best green space— £50 voucher
- Runner up— £30 voucher

Your gorgeous green spaces will also be featured in our **Autumn Newsletter!**

No garden? No worries! Verandas, window boxes, and all splashes of greenery are welcome—every little bit of nature brightens our community.

Feeling shy? No problem! Friends and neighbours can nominate a garden they admire too.



OPEN TO ALL CERNACH TENANTS AND FACTORED OWNERS

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
Dog Wardens	0300 343 7027
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



INVESTORS
IN PEOPLE | Platinum
Until 2020



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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Property Factor Registered No PF000149