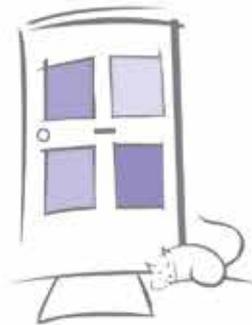


# Cernach news

for customers of cernach housing association limited



Marion McDonald House, 79 Airgold Drive, Drumchapel, Glasgow G15 7AJ

Tel: 0141 944 3860 Email: [admin@cernachha.co.uk](mailto:admin@cernachha.co.uk) Website: [www.cernachha.co.uk](http://www.cernachha.co.uk)

Recognised Scottish Charity SCO 36607 Property Factor Registered No PF000149

**WINTER 2021**



## OPENING HOURS:

MON, TUE, THUR & FRI: 9.00am – 5.00pm

WED: 10.00am - 5.00pm

Our office remains closed, Please contact us at [admin@cernacha.co.uk](mailto:admin@cernacha.co.uk) or call 0141 944 3860.

# A WORD FROM OUR DIRECTOR

Welcome to our Winter newsletter and thank you for taking the time out to have a look at what we have been working on and what is going on in our community. As the restrictions lift within our area, we are beginning to get back to a more 'normal' way of working. We are monitoring the Covid-19 situation daily to ensure that we are in the best position to manage what is happening as effectively as possible and to keep our tenants, customers, and staff safe. Thank you for your patience as we continue to operate in line with the latest Scottish Government guidance and amend our services accordingly. We cannot tell you when the office will be fully opened however our phone lines are opened from 9am-5pm except for Wednesdays when we open at 10am. If you prefer, you can email us at [admin@cernachha.co.uk](mailto:admin@cernachha.co.uk)

In October we had the pleasure of inviting our previous Director, Jean Thomson back to officially rename our offices after one of our founding members, Marion McDonald. Have a look at photographs we captured on the day, inside the newsletter. The office address is now Marion McDonald House, Cernach Housing Association, 79 Airgold Drive, Drumchapel, G15 7AJ.

Unfortunately, this year we will not be holding any of our usual Christmas events. This saddens us here at Cernach as we all know how much you enjoy it. However, your safety is important to us and that led us to make this hard decision this year. We look forward to seeing you all in the new year. In the mean time have a look at what Thriving Places and our Community Connector have in store for the people of Drumchapel.

I am pleased to say we have just about completed our kitchen replacement programme and we have been delighted with the feedback received from our tenants. Please see inside a selection of photographs of the kitchens we have replaced. The next project for our maintenance team will be boiler installations. Keep an eye on our website for updates.

For our owners, we have updated our Written Statement of Services and have uploaded it onto our website. If you would like a copy of this, please give us a call at the office and our Corporate Services team will be happy to assist. Also do not forget the Smoke alarm upgrade date is fast approaching. You must upgrade your present alarms by February 2022. If you require more information regarding this, please call and speak to a member of the team.

Our welfare rights officer has never been busier, helping our tenants obtain much needed benefits. If you need a benefit check or think you should be entitled to a benefit but do not know how to go about it, then please get in touch with Andy Parker – he would love to hear from you.

If you have any feedback or would like to tell us how well we are doing, please don't hesitate to get in touch with our Corporate Services team on **0141 944 3860** or email us at [admin@cernachha.co.uk](mailto:admin@cernachha.co.uk).

On behalf of all Committee and staff at Cernach Housing Association, I would like to wish you a happy and joyful festive season and wish you a prosperous new year when it comes.

*Caroline Jardine*  
*Director*



# A DAY IN THE LIFE OF TOMI

Hi! My name is Tomi. I am the Customer Services Assistant (Housing). I joined Cernach Housing association quite recently - the end of August 2021. A big part of my job is speaking to people; managing general enquiries that come through email or by phone, process housing application forms, change in circumstance form and sending out relevant correspondences. I also conduct estate inspections and surveys including any other task I am assigned. I am trained to advise tenants and applicants about a range of topics to do with housing, as per my level at work. I am trained to advise tenants and applicants about a range of topics and if required I can escalate to another member in the housing team.

A typical day for me starts with me running through my to-do list, checking my emails, take payments and calls from tenants, applicants, other external customers such as social workers etc regarding issues related to Housing applications, housing review, applicants' status on the Housing waiting list, change in circumstance. I deal with estate issues such as Improper disposal/ storage of items/ presence of vermin and send correspondence or carry out a visit, take calls concerning repairs which I pass on. I conduct surveys to make sure our tenants are happy with our repairs service, conduct general estate management inspections and deal with related enquiries.

It is important that I do not miss or forget anything, so I always keep a to do list. This way, I can maximise my time. Some days are more challenging than the others; no two days are ever the same, it all depends on what the day throws at me, how I deal with them makes the difference.

Fortunately for me, I love challenges by way of learning new things, so I enjoy trying to resolve whatever I am faced with. The days can also be rewarding when I know I have helped someone in need. I always aim to deliver a good Customer experience. Being a part of the Housing management team is great. I love working as part of the team. I enjoy a lot of support from my colleagues even as I build great relationships. We all have each other's backs; working together to get it right.

## WATER HYGIENE INFORMATION

You cannot get Legionnaires' disease from drinking water. People catch Legionnaire's disease by inhaling small droplets of water suspended in the air, which contain the bacteria. The bacteria have to be in very small droplets like spray from a shower or spray taps. In domestic properties the risk of Legionnaire's disease is rated as low risk.

### WHAT IS LEGIONNAIRES DISEASE?

Legionnaires Disease is a potentially fatal lung infection (form of pneumonia) which can affect anybody, but which principally affects those who are susceptible because of age, illness, immunisuppression, smoking and other health conditions. It is caused when individuals inhale legionella bacteria. The bacteria can exist in man-made water systems such as water storage systems, taps and pipe work. This disease was named after a break out in a hotel in Philadelphia where a group of legionnaires were at a convention in 1976. Even in ideal conditions for growth (between 20-45°C), Legionella isn't dangerous until it can be inhaled. Aerosols are tiny droplets of water suspended in the air.

**What precautions can I take? Taking the following simple precautions will help keep you safe:**

- Flushing of little used outlets – Carefully running infrequently used taps and showers, after holidays and extended periods of non-use.

- Flush toilets with the lid down following a period of non-use
- Drain hosepipes after use and keep out of direct sunlight. Flush through for a couple of minutes before filling paddling pools etc
- Routine disinfecting – cleaning, descaling and disinfecting of shower heads to ensure they are free from bacteria.
- Routine temperature monitoring – keeping water temperature above 50°C or systematically increasing temperature above 70°C to kill bacteria.

As the saying goes 'Cleanliness is next to godliness'. So get your marigolds on and get some spring cleaning into your taps and showers.



# MAINTENANCE MATTERS..... WINTER READY

## KITCHEN REPLACEMENT PROGRAMME

The Association started back with our planned investment works in September 2021 with 49 kitchen upgrades. The contract was conducted by Everwarm and is due to be completed by the end of November 2021.

See below some before and after pictures of recently updated kitchens.



## URGENT – UPGRADING OF SMOKE ALARMS & ELECTRICAL TESTING

**Did you know... smoke alarms are critical for early detection of a fire in your home and could mean the difference between life and death.**

The Association recently issued reminder letters to all tenants who have still to arrange an access date for upgrade of smoke alarms and electrical testing. If you have received this letter and have not contacted the Association, please do so as a matter of urgency! You can contact us by telephone **0141 944 3860** or email [admin@cernachha.co.uk](mailto:admin@cernachha.co.uk)

## REPAIRS BREAKDOWN

**From April 2021 – October 2021 the Association have carried out:**

- 995 Day to day repairs, with an average completion time of 2.9 days
- 95% of our Day-to-day repairs have been completed Right First Time
- 262 Emergency Repairs have been carried out with an average completion time of 1.4 hours

## ARE YOU WINTER READY?

Extremely cold weather can cause problems within your home so it is important to take measures to minimise the effect it can have.

Even before the cold weather sets in, there are some steps you can plan for to keep warm and comfortable in your home throughout the winter months.

### Ensure that your home is adequately heated

Set your heating thermostat to 10c and the programmer to on or 24h. This will ensure that your heating will come on if the temperature inside your home drops below 10c, this should not use a lot of energy and it could help prevent frozen pipes.

If your central heating breaks down leaving you with no heating or hot water, please call **City Building** on **0800 595 595** who will arrange for an engineer to attend as soon as possible.

### Frozen and Burst Pipes

If you are going away during the winter months, then make sure you have someone who can regularly check your home for any problems.

It is important that you leave your heating on a low setting or set the thermostat so that the boiler will fire up as required. Dripping water and cold draughts both increase the risk of pipes freezing, should you notice any drips or leaks you should arrange for these to be repaired as soon as possible.

If you have problems with leaking or burst pipes, please contact the Association during working hours on **0141 944 3860** or Emergency line after 5.00pm – **0800 595 595**.

Ready Scotland have prepared advise to make sure you and those around you have the help and support they need during the cold, snow, and Ice.

- Check on vulnerable neighbours or relatives and help them prepare.
- Keep up to date with the latest weather warnings for your area
- If you lose power, call 105. This is a free of charge service and will put you through to local network who can offer help and advice.
- Make sure you keep as warm as possible, wearing layers and keeping at least one room in the house heated.
- Make sure you have had your annual gas service as this will ensure your central heating is working effectively.
- Make sure you have regular hot drinks and at least one hot meal a day. Food is a vital source of energy which helps keep your body warm.

**For more information on how to be winter ready please check Ready Scotland website on: Protect your home against snow and ice**

# Annual Assurance Statement

from the Management Committee of Cernach Housing Association – October 2021



## Introduction

As a registered social landlord (RSL), Cernach Housing Association is required to submit an Annual Assurance Statement to the Scottish Housing Regulator (SHR) before the end of October 2021. This document represents the Statement that the Committee considered and agreed at its meeting on 21 October 2021.

## Format of Annual Assurance Statement

There is no set format for the Statement. We have retained the style used for the first submission in 2019 as we believe that it worked well for us and our customers, whilst also meeting the Regulator's expectations. It takes account of sector guidance, with the Committee evaluating the Association's performance in each of the following sections:

- Assurance and notification
- Scottish Social Housing Charter (SSHC) performance
- Tenant and service user redress
- Whistleblowing
- Equality and human rights
- Statutory guidance
- Organisational details and constitution
- Standards of Governance and Financial Management (SGFM)

Each section:

- Notes whether we, as a Management Committee, are sufficiently assured that we comply and, following on, that we are sufficiently confident that we can pass that assurance on to stakeholders
- Indicates where further action may be required because of material non-compliance

The Association can report that there are **no areas of material non-compliance**.

## Supporting evidence and additional information

The Association has completed the *toolkit* issued by the Scottish Federation of Housing Associations. This was populated with supporting evidence that we have been gathering over a number of years, including periodic independent reviews. The independent reviews supplement other assurance-related activities, such as internal & external audit, independent surveys, in-house assessments and other internal organisational controls and checks. We would be happy to discuss this with any customer or other stakeholder – please contact our Director, Caroline Jardine on 0141 944 3860 or [caroline@cernachha.co.uk](mailto:caroline@cernachha.co.uk), if you would find this useful.

**This Statement can be made available in other languages and formats free of charge  
Please contact a member of staff if you, or anyone you know, would benefit from this**

📞 0141 944 3860 ♦ 📧 [admin@cernachha.co.uk](mailto:admin@cernachha.co.uk) ♦ @CernachHousing  

# Annual Assurance Statement

from the Management Committee of Cernach Housing Association – October 2021



## A word about the Covid-19 pandemic

To help us understand the impact of Covid-19 on our assurance level, the Scottish Federation of Housing Association issued specific guidance. We confirm that we have taken account of this guidance and the impact on the Association during the pandemic when completing this Statement.

## Equalities and human rights

We hope that the way we deliver services and develop policies would generally be consistent with a human rights approach. We know, though, that this is an emerging agenda and that so far there is little in the way of housing-specific guidance. We are aware that Scottish Housing Regulator, the Chartered Institute of Housing in Scotland, and the Scottish Human Rights Commission are due to produce guidance on some aspects of the human rights approach to housing. We look forward to using this, and any other relevant guidance that is produced in the future, to inform our work to review our own approach and consider whether any changes might be needed to our services or policies.

In relation to equalities data collection, we will be considering the recently issued guidance with a view to implementing this by March 2022.

## A final word.....

This assurance is given by the Management Committee following review and assessment of a wide range of documentation. Stakeholders can be assured that the Committee takes steps to ensure that the information it is being provided with is robust and accurate and this, in turn, allows us to issue this Statement.

This Statement is publicly available. Any interested party may ask for further information on the supporting evidence as it relates to any of the assertions made in this document. We would be happy to discuss this with you in more detail.

## Next steps

The Association will keep this Statement under review and will notify the SHR and our customers if we become aware of any areas of material non-compliance prior to issuing our next Statement in October 2022.

Please contact the Association if you would like to be involved or if you wish more information.

**John Brannan – Chairperson**

21 October 2021

**This Statement can be made available in other languages and formats free of charge  
Please contact a member of staff if you, or anyone you know, would benefit from this**

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# HEALTH AND SAFETY

## LET US HELP YOU TO BE SAFE THIS CHRISTMAS!

**FACT. HOUSE FIRES AND CASUALTIES INCREASE DURING WINTER, WITH A HIGH RISK OVER THE FESTIVE PERIOD.**

### USING PORTABLE HEATERS

**Keep heaters away from curtains and furniture and never use them for drying clothes.**

- Unplug or switch off portable heaters when you go out or go to bed.
- Secure portable heaters in position to avoid the risk of them being knocked over.

### USING ELECTRIC BLANKETS

- Never leave an electric blanket switched on when you're in bed unless it's marked 'suitable for all night use'.
- Ensure your electric blanket is tested and serviced in accordance with manufacturer's guidance, in particular after the guarantee runs out. Manufacturers often recommend testing blankets every 3 years.
- Check the blanket, plug and flex regularly for damage (e.g. fraying fabric, scorch marks, exposed wires). If you're in any doubt, don't use the blanket.
- Store electric blankets safely – roll them, don't fold them.



### FAIRY LIGHTS AND DECORATIONS

- Unplug fairy lights or other electrical Christmas decorations when you leave the house or go to bed.
- Check fairy lights are in good working order and replace any bulbs that have blown.
- Bulbs can get very hot, don't let them touch materials that can scorch or burn easily, such as paper or fabrics.
- Make sure the fuse in the plug is the correct rating.
- If you need to plug more than one appliance into an electrical socket use a multi-socket adaptor which is fitted with a fuse and has surge protection.

### CANDLES

- Extinguish all candles before you go to bed. In particular, never leave a burning candle in a bedroom.
- Keep candles, matches and cigarette lighters out of reach of children and never place lit candles where they can be knocked over by children or household pets.
- Always put candles on a heat resistant surface/ holders. Be especially careful with night lights and tea lights, which can get hot enough to melt plastic or ignite combustible Christmas decorations.
- Position candles away from objects that may catch fire, like Christmas trees, greeting cards, ribbons and other decorations.
- Never move lit candles.
- Always use a candle snuffer or a spoon to extinguish candles or tea lights.

### WHEN CELEBRATING

**Consuming even a moderate amount of alcohol can greatly increase the risk of fire and fire injury.**

- Ensure that exit door keys are kept readily available and/or exit doors can be opened from the inside in the event of fire or emergency.
- Take care of older people, children and those who may find it difficult to react quickly and safely if there is a fire.
- Make sure your family and/or visitors know what action to take in the event of fire or actuation of smoke/heat alarms.
- Smoking is the main cause of death from fire in the home. If people are smoking in your home provide a sufficient number of ashtrays.
- Stub out cigarettes properly – make sure there's no smoke.
- Pour water on cigar and cigarette ends before putting in a bin.
- Leaving cooking unattended or being distracted while cooking is the most frequent cause of fire in the home. Never cook hot food while under the influence of alcohol or drugs.
- If celebrating with fireworks remember that they are explosives. Store them safely out of the reach of children and always follow the fireworks code.



# HEALTH AND SAFETY...CONTINUED

## ALCOHOL

If you're tired, have been drinking, or taking drugs, you will be less alert to the signs of fire. You are more likely to fall asleep. You are less likely to wake up if a fire does start, particularly if you don't have working smoke or heat alarms in your home. If fire does break out alcohol or drugs can heighten feelings of disorientation, making it difficult for you to escape. Cooking and alcohol can be a recipe for disaster. If you've been drinking alcohol or taking drugs, don't cook.

Smoking is the main cause of death from fire in the home. You are more likely to lose your life in a fire if you drink and smoke. In many fires started by cigarettes, people have also been drinking and are sleepy. Never smoke in bed. Don't smoke in your chair if you've been drinking or you're feeling tired. If you do feel tired smoke outside or stand up and smoke at a window or outside door.

## FURTHER INFORMATION

Visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk) for practical fire safety advice, or talk to your local fire fighters at your nearest community fire station. You will find contact details on the website, in your local library and in the phone book. For specific information and advice for older persons contact the Silver Line Scotland helpline. Age Scotland Fire Safety Factsheet 101s provides essential fire and safety information for older people and persons who care for older people. Call **0800 4 70 80 90** or visit [www.thesilverline.org.uk/what-we-do/silver-line-scotland](http://www.thesilverline.org.uk/what-we-do/silver-line-scotland).

The Scottish Government 'Ready for Winter' campaign sets out simple steps we can all take in the home, before a journey (whether driving, cycling or on foot), at work and in our communities to prepare for Winter. It also encourages people to look out for others, especially the more vulnerable, when bad weather strikes. Visit [www.readyscotland.org](http://www.readyscotland.org)

## GET YOUR FREE SMOKE ALARMS

A short visit from the Fire and Rescue Service will help make sure your home is as safe as it can be. They can even install smoke alarms, free, if you need them. It only takes about 20 minutes, and their advice and help could save your life. To request a free Home Fire Safety Visit, Call **0800 0731 999** Text 'FIRE' to **80800** or visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk) If you would like a copy of this document in a different format or a version in another language, please contact **0800 0731 999**.



## ARE YOU ORGANISED FOR CHRISTMAS...?

We understand that Christmas is an exciting but also an expensive time of year and budgeting can be difficult. This can put extra stress on family finances. However, your rent payment should always be your first priority – don't put your home at risk by missing your rent payment this festive season.

If you are having financial difficulty, or if you would like some advice on budgeting and money management or help with your benefits, please contact Cernach Housing Association. Our Housing Officers, Jim, Kristy and Jordan are here to help. We can also make you an appointment with our Welfare Rights Officer, Andy, for free and impartial specialist advice and assistance.

**CERNACH HOUSING ASSOCIATION WILL CLOSE ON FRIDAY 24 DECEMBER 2020 AT 12.30PM AND WILL RE-OPEN ON THURSDAY 6 JANUARY 2021.**

You can still make your rent payment during the festive closure period by using your rent payment card at any Paypoint or Post Office or **online at [www.allpayments.net](http://www.allpayments.net)**

The online payment screen can also be accessed through the Cernach Housing Association website. Easier still, why not contact us now on **0141 944 3860** to set up a direct debit which will take all the hassle out of maintaining your payments.

**If you do not have a rent payment card, please contact the office and we will be happy to order you a new one free of charge.**



# WELFARE MATTERS...

## MERRY XMAS TO ALL OUR TENANTS AT CERNACH HA

As we approach another Xmas, Welfare Rights continue to look forward to hearing from you.

As always at Cernach, we want to make sure our tenants are aware of what support is available, how to apply for appropriate benefits and importantly, assist those tenants who would like help to apply.

**There is a wide range of support available to tenants. Whether you are working, unemployed or unable to work because of health conditions. These include**

- **Universal Credit**
- **Housing Benefit**
- **Jobseekers Allowance/Employment Support Allowance**
- **Personal Independence Payment/Disability Living Allowance/Attendance Allowance**
- **Tax Credits**
- **Pension Credit**
- **Cold Weather Payments/Winter Fuel Payments**

Some Benefits continue to be devolved to the Scottish Government. Most recently this has seen Disability Living Allowance changing to Child Disability Payment. The National Launch for Child Disability Payment was 22/11/2021. The Payment is intended to provide extra money to help with the extra costs of caring for a child with a Disability. Existing Disability Living Allowance awards for children will transfer over to Child Disability Payment by spring 2023.

**Additional support Administered by the Scottish Government include:**

- **Scottish Child Payment**
- **Best Start Grant Pregnancy and Baby Payment**
- **Best Start Grant Early Learning Payment**
- **Best Start Grant School Age Payment**
- **Best Start Foods**
- **Carer's Allowance Supplement**
- **Funeral Support Payment**
- **Young Carer Grant**

## ADDITIONAL BENEFIT POWERS WILL CONTINUE TO BE DEVOLVED IN THE FUTURE

Also, as many will know, the £20.00/week the Standard Allowance increase to Universal Credit was removed. However, during the 2021 budget concessions were made allow workers to keep more of their earnings when Universal Credit is assessed. If you have been affected by the reduction to Universal Credit, please contact us and we can advise further.

We are aware that finding your way around the Benefits system eligibility can be difficult however if you are in any way unsure or would just like to check you are receiving all the support you are entitled to please contact us. If you are unhappy with Benefit decisions, please also remember we can assist you to challenge the decisions and provide representation at tribunals.

**For Further information or to have your financial situation assessed please contact Welfare Rights at Cernach HA**

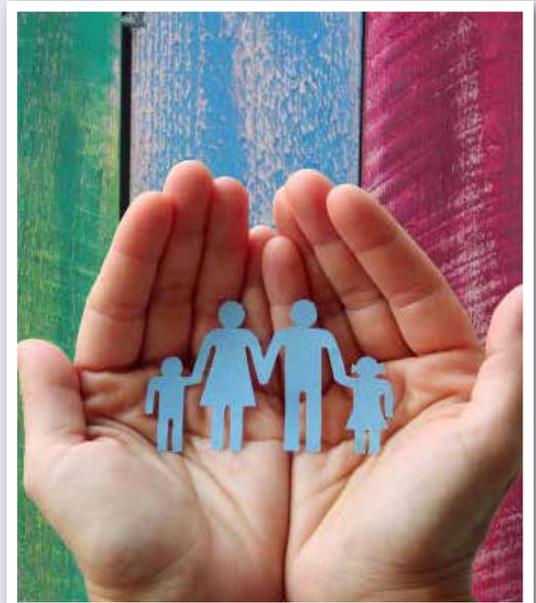
**Contact Details are:**

**Andy Parker**

**Tel: 0141 944 3860**

**Mobile: 07736892626**

**Email: [andy3@cernachha.co.uk](mailto:andy3@cernachha.co.uk)**





# WHY CLOSING THE BEDROOM DOOR AT NIGHT COULD SAVE YOUR LIFE

**THIS SIMPLE CHOICE COULD MEAN LIFE OR DEATH IN THE EVENT OF A HOUSE FIRE.**

Your nightly routine can (and should) include brushing your teeth, washing your face, and getting into comfy PJs, but new information shows that most people skip a very important step before climbing into bed.

Nearly 60% of people sleep with their bedroom door open, according to a recent survey conducted by the safety science organization UL. That simple choice could mean life or death in the event of a house fire, as a closed door can slow the spread of flames, reduce toxic smoke, improve oxygen levels, and decrease temperatures.

With the increased use of synthetics in furniture and home construction, closing the door could make all the difference when it comes to getting out safely. The average time to escape a home fire has gone from 17 minutes to just three minutes or less in the past few decades due to flammable materials and contemporary open floor plans.

It's not only about a lack of awareness. Most people who sleep with the door open do so because they mistakenly believe it's safer — but it's the exact opposite of what firefighters recommend. That's why the UL Firefighter Safety Research Institute (FSRI) has launched a new public safety effort to coincide with National Fire Prevention Week, going on right now.

The "Close Before You Doze" campaign aims to share how closed doors can help save people's lives. In one eye-opening demonstration, the group showed how a fire burns in a closed room versus an open one. The side-by-side video footage reveals what an impact a door can make.



# MARION MCDONALD HOUSE IS OFFICIALLY OPENED!

**“MARION WAS A LOCAL HERO WHO GAVE CERNACH HER ALL”**

**JEAN THOMSON, FORMER DIRECTOR OF CERNACH HA**

On Friday 29th October Cernach hosted the official opening of Marion McDonald House. It was a small celebration with Marion's family, committee members and staff in attendance. Unfortunately, the weather did not hold out for us and in true Scottish style we were all a bit wet and cold, but we certainly did not let that dampen anyone's spirits.

Cernach's first Director Jean Thomson delivered a beautiful heartfelt speech about Marion before declaring Marion McDonald House officially opened. After a few photos everyone headed upstairs to tasty buffet in honour of the wonderful lady that was Marion. It was a lovely day with Marion's family catching up with staff members old and new and telling stories from back in the day. The day ended with a lovely slice of cake and a warm cuppa – something Marion would approve of.

For those of you who did not have the pleasure to meet Marion let us tell you a few things about her and why we chose to name our office after her.

Marion along with her daughter Susan were part of the action group who campaigned for improvements to the housing stock in Drumchapel when it was in great decline at the end of the 1980's beginning of 1990's. Marion along with the rest of the action group took part in a vast training program to form a committee and that is how Cernach was born. Marion was Cernach's first share holder in 1990. She was a committee member from the inception of Cernach in 1990 until her passing in 2011. During her time with Cernach she took on the role of Chairperson and Secretary, served on all sub-committees and never missed a meeting. She was an exceptional committee member and an even more exceptional lady.

**In the words of Jean Thomson 'It is fitting that the office be named after Marion.'**





# THRIVING PLACES



## SHOW RACISM THE RED CARD

Show Racism the Red Card campaign works extensively across the UK tackling racism within professional and grass-roots football. On the 22nd of October Thriving Places decided to host a campaign event outside the Chest Heart & Stroke shop in Drumchapel. Tables were placed outside the shop to attract people who were keen to take part and show that racism is not tolerated in Drumchapel. Iain Corbett from Children Neighbourhood Scotland encouraged the children at the local schools to create posters and positive messages which were displayed on the shop window. There was also food from around the world available for those who wanted to try something different, and the music outside helped create a friendly atmosphere and brought the community together. Residents were keen to share their views and experiences on racism and wrote messages that were displayed next to the children's work on the shop window. Fortune Works members came along to show their solidarity against racism. The atmosphere was euphoric and demonstrated a positive outlook from the people of Drumchapel against racism.



## COMMUNITY BUDGETING

Thriving Places received £10,000 from the Northwest Health Improvement Team for local groups to participate in a democratic process of community budgeting. Community budgeting encourages all involved to discuss how an amount of public money should be shared appropriately and fairly. The group agreed that the maximum amount that could be applied for per group was £1000 as well as the rules and criteria to be met to access the grant. All the participating groups received a copy of every project to discuss and eventually approve the various projects to be delivered to benefit the local community. The groups involved varied in terms of age and included groups who work with people living with disabilities or mental health issues.



# THRIVING PLACES...CONTINUED

## COMMUNITY CONSULTATION

Glasgow City Council has set aside £20 million to produce six community hubs around the city and Drumchapel is one of those six. It was agreed that Drumchapel Community Council, with support from Thriving Places, would consult the local community and groups to discuss, hear suggestions and take note of what local people believe a community hub should be. To date the Community Council and Thriving Places have drawn up a proposal and questionnaire that was submitted to People Make Glasgow Communities. Since the beginning of September, we have been engaging door-to-door to speak with residents, holding conversations with members of the community in the shopping centre and attending local groups and events to discuss the new hub. There is still some work to be done to ensure we reach as many people as possible. We still have many homes to visit and have adapted the questionnaire for local school children whose opinions are also important. So far, we have interacted with over 100 residents who have demonstrated a passion for a hub that is community orientated. If you do see us out and about chatting or if we come to your door, please speak with us as we are keen to hear everyone's view and push for what the people of Drumchapel are asking for a community hub that the people want.

## FRIENDSHIP HOUSE

This is a weekly get together in the Hut beside Drumchapel Essenside United Reformed Church. Covid played a huge part interrupting the delivery of the service but as of Wednesday 8th September it resumed and is now on each Wednesday from 12pm – 2.30pm. The service is free, facilitated by a group of volunteers within the church, allows local people to welcome asylum seekers and refugees through the door that have stayed here for a while or are new to the area, essentially providing them with a safe, friendly, and protective environment to congregate. It creates an opportunity for them to bolster their communication skills, make new friends, become more involved in local activities that can potentially have an impact on their future and access much needed support from various organisations based in Drumchapel.



## ESOL – ENGLISH FOR SPEAKERS OF OTHER LANGUAGES

Prior to Covid, we worked in partnership with the Friendship House group to organise an English for Speakers of Other Languages course for asylum seekers and refugees who live in Drumchapel and the wider area. This was facilitated by a volunteer tutor from Glasgow Clyde College. Now that we have more leeway with the restrictions being eased, we were notified that Glasgow Clyde College was keen to reconvene ESOL classes in the Drumchapel area. We saw this as the perfect opportunity to work alongside them to provide further support for the asylum seekers and refugees we work with, giving them the chance to improve their English and communication skills. The classes remain free of charge, and they recommenced at the Hut beside Essenside Church on Friday 22nd October and are on every Monday and Friday from 10am – 12pm.

## ACTIVATE

On the 16th of September, we saw the continuation of the Activate Course here in Drumchapel. The course is facilitated by Lynette Jordan who is a Community Development lecturer from the University of Glasgow. Activate is a community-based introduction to Community Development.

It is an informal and participatory approach to learning where local people can build capacity, reflect on what they do in the community and why they do it, working together collectively to find ways of contributing to the development of their community. During the course the participants receive the opportunity to learn different practice approaches and key theories in relation to community development. The tasks the participants must undertake are writing an assignment on a time where they experienced or witnessed discrimination, complete a small community investigation and present the findings back to the group as well as deliver a presentation on group dynamics. After completion everyone will receive accreditation that can perhaps play a significant part in their future, for example, going on to further education or employment. Everyone who successfully finalises the course will have the opportunity of an interview for a chance to study a degree in Bachelor of Arts in Community Development at the University of Glasgow. The feedback received from the overall facilitation of the course is outstanding and the good news is that there will be further opportunities for more people from Drumchapel to take part in this same course in the future.



# SAM'S REACHING FOR THE STARS!

Local boy Sam Millen's hard work and determination have paid off and he has won a scholarship at one of the prestigious performing arts in England.

In 2020 his parents applied to The Hammond School, which is a specialist school in performing arts based in Chester, England. This is a full-time ballet school, which is what Sam had been dreaming of attending since he was seven but also meant he needed to move away from his family to chase his dream. His application was submitted, and his audition took place in his home due to COVID-19 restrictions. He was one of hundreds of kids taking part.

In February 2021, the Hammond School emailed to say Sam had a place however a further audition was needed to secure funding, to which Sam excelled and funding was secured. He moved to Chester in September to take up his place and has never looked back. His whole family is super proud of his achievements and cannot wait to see what the future holds.

Sam has been dancing since he was six after watching 'Singing in the Rain.' Like Gene Kelly he was desperate to tap.

From that moment on his family knew that he had a talent for dancing and everyone who met and saw Sam dance knew it too. He has trained in tap, ballet, contemporary, musical theatre, and hip hop. At the age of eight he was selected to represent Scotland at dance World Cup where he won bronze with his hip hop team.

At 9 he auditioned for Scottish ballet junior associates and won a place in the programme which he attended for 2 years. By this time, ballet was his passion.

He then qualified to represent Scotland again as a soloist however because of Covid the competition was cancelled.

Keep your eyes out for Sam in the future, he is a star in the making.



## COLD CALLERS AND SCAM CALLS – BE AWARE...

Have you received a call from a company trying to sell you something, even though you had no business with them previously or even a call from a company you do deal with? It can be hard to tell the difference between a scam and cold calling. However, it's good to know some of the typical tricks that scammers use so you can be prepared.

### BANK SCAMS

Someone may call claiming to be from your bank telling you there's a problem with your card or account. The caller will often sound professional and try to convince you that your card has been cloned or that your money is at risk. They may ask for your account and card details, including your PIN number, and even offer to send a courier to collect your card. They may also advise transferring your money to a 'safe account' to protect it. This is a common scam and your bank would never ask you to do this.

### COMPUTER REPAIR SCAMS

A scammer may call you claiming to be from the helpdesk of a well-known firm, such as BT. They'll tell you that your computer has a virus and will ask you to download 'anti-virus software', possibly at a cost. This turns out to be spyware, used to get your personal details. Legitimate IT companies don't contact customers this way.

### COMPENSATION CALLS

This is a call from a company asking about a car accident you've supposedly had claiming you may be entitled to compensation. Some of these could be genuine companies looking for business but others are scammers. Don't engage in these calls. If you've had an accident, call your own insurance company on the phone number provided on your policy.



# COLD CALLERS AND SCAM CALLS – BE AWARE...CONTINUED

## HMRC SCAMS

You may get a call from someone claiming to be from HMRC saying there is an issue with your tax refund or an unpaid tax bill. They may leave a message and ask you to call back. Again, don't be fooled by this. HMRC would never contact you this way and would never ask you to reveal personal financial information such as your bank account details.

## NUMBER SPOOFING

Scammers now have the technology to mimic an official telephone number so it comes up on your caller ID display (if you have one on your phone). This can trick you into thinking the caller is really from a legitimate organisation, such as a bank or utility company. If you're in any doubt, hang up and call the organisation directly. If possible, call them from different phone as scammers can keep the phone line open, so that even if you hang up and call the organisation directly, the line may still be connected to the scammer. If it's not possible to use another phone then wait for at least 10 minutes before you call.

## PENSIONS AND INVESTMENT SCAMS

This is a call about an 'unmissable' investment opportunity, or offering you the opportunity to access your pension cash earlier.

Nuisance calls about pensions are now illegal. If you receive a cold call about your pension, report it to the Information Commissioner's Office on **0303 123 1113** or go online <https://ico.org.uk/make-a-complaint/nuisancecalls-and-messages/>

## WHAT SHOULD I DO IF I GET A SCAM CALL?

Older people are often a target for scammers, so it's important to be aware of phone scams and how to handle them. Fortunately, there are things you can do to protect yourself:-

- Don't reveal personal details. Never give out personal or financial information (such as your bank account details or your PIN) over the phone, even if the caller claims to be from your bank
- Hang up. If you feel harassed or intimidated, or if the caller talks over you without giving you a chance to speak, end the call. It may feel rude to hang up on someone, but you have the right not to be pressurised into anything.
- Ring the organisation. If you're unsure whether the caller is genuine, you can always ring the company or bank they claim to be from. Make sure you find the number

yourself and don't use the one provided by the caller.

- Don't be rushed. Scammers will try to rush you into providing your personal details. They may say they have time-limited offer or claim your bank account is at risk if you don't give them the information they need right away.

## HOW CAN I AVOID PHONE SCAMS AND COLD CALLS?

**You can block or prevent some cold calls. Try these simple things:**

- Register with the Telephone Preference Service – it's free and it allows you to opt out of any unsolicited live telesales calls. This should reduce the number of cold calls you receive but may not block scammers.
- Talk to your phone provider to see what other privacy services and call-blocking services are available, although you may need to pay for some of these services
- If you have a smartphone, you can use the settings on the phone to block unwanted numbers. If you're not sure how to do this, you could visit your local mobile phone shop for assistance.

## HOW CAN I REPORT OR MAKE A COMPLAINT ABOUT A COLD CALL?

There are privacy laws that protect consumers from direct marketing phone calls. If you've registered your phone number with the Telephone Preference Service (TPS) or if you've told the company directly that you don't wish to receive phone calls, you shouldn't receive direct marketing calls from the UK.

If you receive an unwanted telesales call, an automated message, or a spam message, tell the company that you don't wish to be contacted again.

You can complain to the Information Commissioner's Office or report spam texts by forwarding the text for free to **7726**. If you have received a silent or abandoned call, complain to **Ofcom**. Refer to Ofcom's online advice section to help you tackle nuisance calls and messages

## WHAT SHOULD I DO IF I'VE BEEN A VICTIM OF A PHONE SCAM?

Scammers are constantly finding new ways to trick people and phone scams are changing all the time. If you've been the victim of a scam don't be embarrassed to report it. It can happen to anyone. Report the scam to the police and also contact Action Fraud on 0300 123 2040. The information you give to Action Fraud can help track down the scammer.



# CHRISTMAS QUIZ

## ANSWER THESE...

What is the day after Christmas Day called?

Holidays are coming' is a song from which famous Christmas advert?

What is the name of Santa's reindeer with the red nose?

What is the name of the family who's pet dog is called Santa's Little Helper?

Where does Santa Clause live?

What city does Buddy the Elf visit to find his Dad?

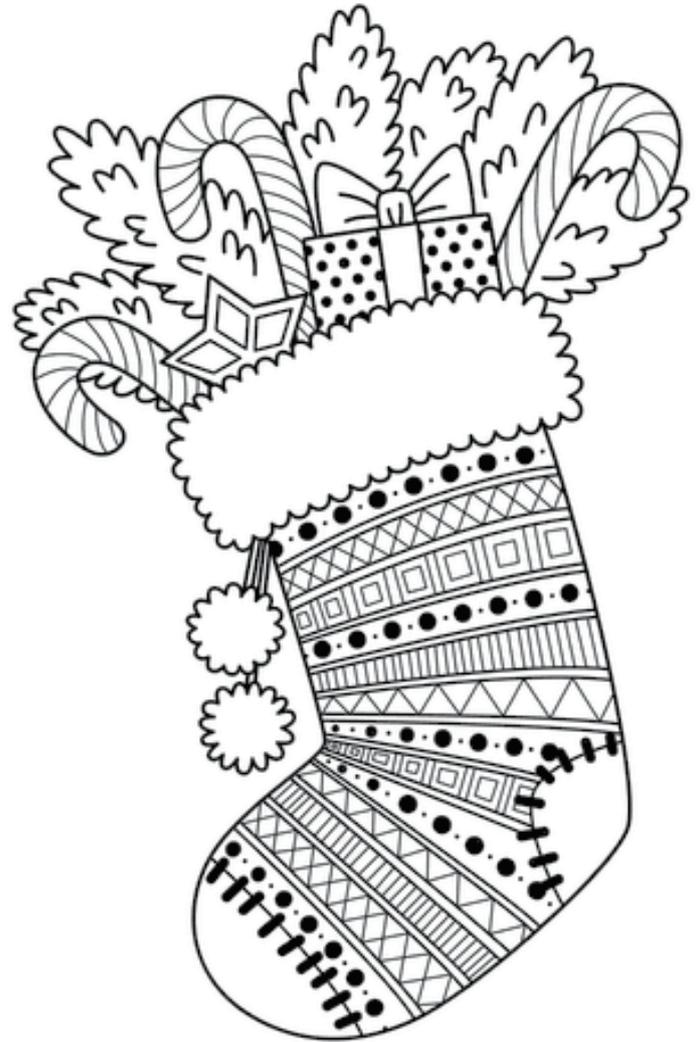
How many doors do you open on an advent calendar before Christmas Day arrives?

What colour is Santa Clauses suit?

'Merry Christmas you filthy animal' is a quote from which popular Christmas film?

What goes at the top of a Christmas tree?

## COLOURING IN FUN!



Cernach Newsletter can be downloaded from the Association's website, [www.cernachha.co.uk](http://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**



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