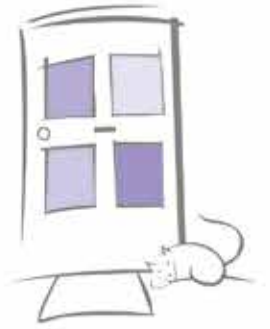


Cernach news

for residents of cernach housing association limited



*Our Housing Officer,
Jordan Allan, doing his bit!*



Autumn 2026

Cernach's getting out and about

We've had a busy time here at Cernach over the summer and have really enjoyed getting out and about.

Litter picking

Jordan, Andy and Kirsty from the Housing Management Team took part in the big Drumchapel Community Clean up run by G15 Thriving Places in May.



School visit

Andy and Gillian attended Langfaulds Primary school in June for their assembly during their careers week to talk about what working in housing is like. Our Welfare Rights Officer, Andy Parker talked about how he helps people in his role and that is what he enjoys the most.



There's more to providing housing in a housing association, and we're proud of the part we play in Drumchapel, we strive to build sustainable, resilient and thriving communities.

Cleaner and Healthier community day

Gillian and Lynn were joined by Cernach Committee member, Carole Stewart, for the Cleaner and Healthier Drumchapel fun day in July. Gillian Roberston, Senior Housing Officer said *"It was fantastic to see so many residents come together to enjoy the event. Community events like these help strengthen connections, create new friendships, and celebrate everything that's great about Drumchapel"*.



Family day trip

We had our annual family day trip to Blair Drummond Safari, and were delighted to take a coach load of our residents out for a fun-filled day. A huge thank you to everyone who joined us and helped make the trip such a success!



Cernach has been working alongside Ramblers Scotland and the Drumchapel Way Steering Group to secure funding for improvements to the Drumchapel Way. We are delighted that the project has been awarded just over £40,000 through Glasgow City Council's Pride in Place Fund. The funding will be used to replace outdated signage along the route and install new benches. Over the coming months, there will be opportunities for local people to get involved through design workshops, community clean-ups and other activities aimed at making the Drumchapel Way a safer, cleaner and more accessible space for everyone. If you are interested in joining the walking groups or getting involved in other way - get in touch with us on **0141 944 3860** for more information.



Celebrating 35 years of Cernach Housing

As we look ahead to celebrating 35 years of Cernach Housing Association, it's a great opportunity to reflect on how far we've come. Our 30th anniversary took place during the height of the Covid-19 pandemic, which was a challenging time for everyone. Despite the unprecedented circumstances, we successfully adapted to new ways of working while continuing to provide the high-quality service and support our tenants and residents rely on.

Five years on, we're proud that Cernach remains the same community-based housing association that people know and trust. As we begin the countdown to this special milestone, we've looked back at some of the achievements, memories and successes that have shaped our journey.

Here's our top 10 highlights from the last 35 years:

1991

Cernach registers as a charitable organisation and with the Scottish Housing Regulator.

1992

Cernach's first housing development was completed after £1.4million investment in 18 existing terraced houses at Kells Place.

1994

Achamore Road development is complete, providing 42 new homes.

1996/97

26 properties were finished at Kerfield Place and 82 properties were completed at Achamore (Kingsmore Court development), including the first purpose-build wheelchair bungalows. We won the Urban Renewal award in 1998 for our efforts.



2003

Our Chairperson, Susan McDonald, received an MBE for her services to Cernach and she's still on our Management Committee today!

2006

Our office in Airgold Drive opened.

2009/10

Cernach unveiled new properties at Airgold Drive and took over 420 homes in a stock transfer from Glasgow Housing Association.



2015

Cernach's first Director Jean Thomson (centre) retired after 24 years' service and we welcomed Caroline Jardine.

2021

84 new homes were completed, 36 at Linkwood Drive and 48 at Invercanny Drive.



2025

Karen Dyson, Finance Officer retired from the Association after an impressive 30-year service and Paula Baylis (right) became the Association's third Director, following the retirement of Caroline Jardine.



Legal changes that effect your tenancy

There have been changes to Scottish Secure Tenancy (SST) rights introduced by the **Housing (Scotland) Act 2025**. The act has been introduced in stages; here is a summary of the changes that may impact you:

- **Succeeding a tenancy:** The required residency period for a qualifying person to inherit a tenancy after a death has been reduced from 12 months to 6 months.
- **Requesting and keeping pets:** Tenants can request permission to keep a pet, and landlords cannot unreasonably refuse the request.
- **Domestic abuse protections:** Social landlords can apply directly to courts to end a perpetrator's tenancy rights and transfer the home securely to the victim-survivor.

Telling us about changes to your household

To protect your tenancy rights, it is important that you keep us informed in writing about any changes to your household. This includes telling us about anyone who is currently living with you that you have not previously notified us about, as well as letting us know in writing whenever someone moves into or out of your home in the future.

Damp and Mould repairs

We take reports of damp, mould and condensation very seriously and want to action what is causing the issue right away. Changes from The Investigation and Commencement of Repair (Scotland) Regulations 2026 (Awaab's Law) mean that we will aim to investigate issues within 10 working days of being notified, provide a written summary of investigation findings within 3 working days once the investigation has been completed, and commence any required repairs within 5 working days of the investigation concluding.

If, for reasons beyond our control, we cannot comply with the timescales we will inform you of the new timescales for completion of the investigation and repair. If you notice damp or mould within your home, you should report this to us as soon as you can.

We wrote to all tenants back in June with a detailed summary of these changes, if you have any questions or would like another copy of the letter, please get in touch on **0141 944 3860** or email **admin@ceranchha.co.uk**



Getting help with finances and benefits

Drumchapel Food Pantry

It's just £1 for 1 year's membership and £3.50 per weekly shop. The pantry is open on Wednesday's and Fridays from 11-2pm. Cernach can support you with a referral.

Getting access to tablets and phones

Cernach are members of the Good Things Foundation, which is a national charity that provides refurbished laptops, mobile phones, tablets and data to help people get online. We can make a referral on your behalf.

Help with the costs of energy and heating your home

Cernach works with other organisations to help tenants who are struggling with heating cost. This may be short term emergency support or advice on the best deals to help keep costs as low as possible.

The Scottish Government will provide the Pension Age Winter Heating Payment to help older people with the cost of heating their homes this winter. For winter 2026/27, eligible pensioners will receive between £105.55 and £316.70, depending on their household circumstances. Most payments will be made automatically, with no need to apply.

Maximising your income

If you're worried about the rising cost of living, there may be benefits and financial support available to help.

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

Discretionary Housing Payments (DHPs)

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

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

Other benefits available in Scotland

- **Adult Disability Payment (ADP):** Replaces Personal Independence Payment (PIP) for working-age adults.
- **Child Disability Payment (CDP):** Replaces Disability Living Allowance (DLA) for children.
- **Pension Age Disability Payment (PADP):** Replaces Attendance Allowance.
- **Scottish Child Payment:** Extra £30 per week per child (under 16) for eligible low-income families.
- **Carer Support Payment:** Replaces Carer's Allowance, with a Carer's Allowance Supplement paid twice yearly.
- **Best Start Grant & Foods:** Replaces Sure Start Maternity Grant, providing financial aid for pregnancy and early years.
- **Funeral Support Payment:** Helps with funeral costs for low-income households.
- **Heating Benefits:** Includes winter heating payments for low-income households and child winter heating assistance. If you have a pre-payment meter and are struggling with topping up, please contact Cernach as we may be able to help.

If you would like advice on benefits or financial support, please get in touch with Andy, our Welfare Rights and Tenancy Sustainment Officer on **0141 944 3860**.

COMMUNITY LITTER PICK



- ✓ Meeting Point: Cernach Office
- ✓ Focus: Litter picking on Ledmore Drive
- ✓ All equipment provided - however if you have your own please bring along!

WEDNESDAY 16TH SEPTEMBER 2026 2PM - 3PM



Help keep your area clean and tidy

We've noticed an increase in black bin bags being left outside designated waste bins, and contamination in blue recycling bins due to incorrect disposal of household waste.

Avoid recycling contamination

Contamination occurs when:

- **Items that don't belong are placed in recycling bins.**
- **Items are not rinsed and still contain food or liquids.**

To help:

- **Plastics, metals, and cartons must be empty and rinsed.**
- **Paper, card, and cardboard should be clean, dry, and flattened.**
- **Do not use plastic bags for recycling—place items loose in your grey bin.**

Proper waste disposal

Leaving rubbish bags or recycling on the ground can attract pests, cause bad smells, and create an unhygienic environment.

- **All waste must go inside the bins provided.**
- **If bins are full, please wait until the next collection day before adding more waste.**
- **Do not leave bags on the street or in the back court—this is considered fly-tipping.**

What Is Fly-Tipping?

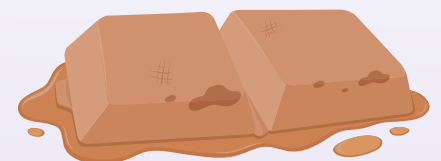
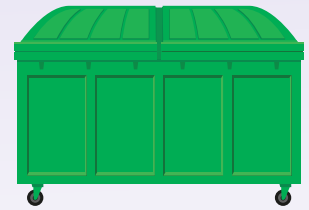
Fly-tipping is the illegal dumping of waste, whether it's a single bin bag or a pile of tyres. It's a criminal offence and you could receive a £500 fixed penalty and if you are taken to court, fines can reach £40,000 or up to 5 years in prison.

It's your responsibility to dispose of household waste legally and safely.

Report Fly-Tipping

If you witness fly-tipping, you can report it anonymously:

- **Online via the Glasgow City Council website**
- **Or call them on 0141 287 1058**



Repairs and Maintenance

Staff changes

In June we welcomed Fraser Irving as our new Senior Maintenance Officer.

We've also welcomed Blair Martin as an additional Maintenance Officer to the team.

Alongside Chris Johnson, Carylann McLellan and Marnie Clark, they make up our fantastic Maintenance Team!



Maintaining good water quality in your home

Please follow these steps:

Use all water outlets regularly: If any tap, shower, or other outlet isn't used at least once a week, run it for 2 minutes to prevent stagnant water, which can encourage bacterial growth.

Clean your showerhead every 3 months: Legionnaires' disease is contracted by inhaling contaminated water droplets. To reduce this risk, clean your showerhead thoroughly with a bleach-based cleaner every three months.

Report any issues promptly: If your hot water isn't heating properly or you notice any problems with your water system, contact us immediately so we can investigate and take action.

Legionella – Water Hygiene

As part of our ongoing compliance, Cernach commenced a programme of work over June/July 2025 to de-commission water tanks and switch to mains water supply. We also cleaned and chlorinated several attic tanks that must remain in place.

The compliance programme has been extended into the 2026/27 financial year, and in the coming months Cernach will be looking to successfully de-commission any remaining water tanks, switching them to mains pressure. While the programme is underway, we will continue to clean and chlorinate any remaining attic tanks as required.

We would also like to remind residents of the simple steps to help maintain safe water quality and reduce the risk of bacteria, such as legionella in domestic water systems. While the risk is generally low in residential settings, regular maintenance is key to keeping it that way.



Kitchen Replacement Programme

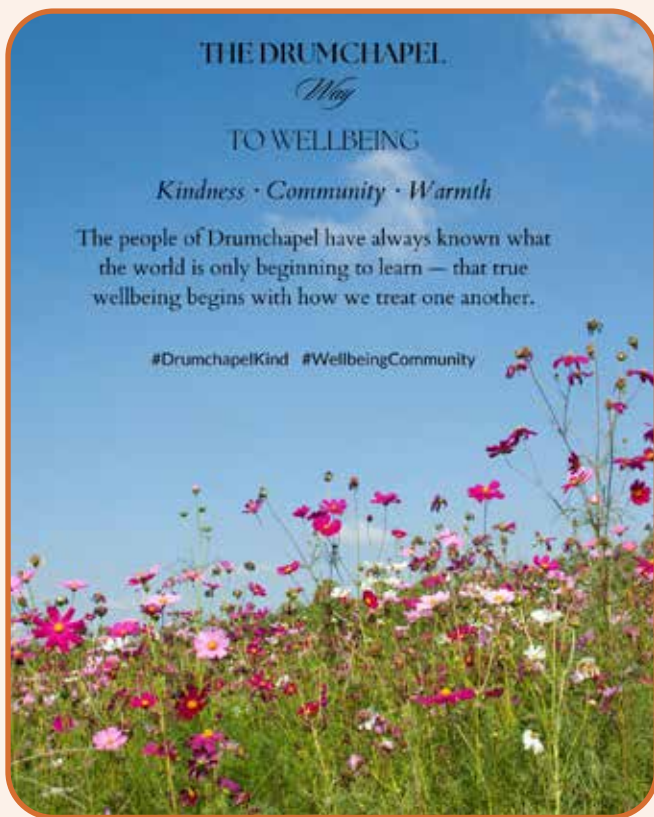
Our 2026 kitchen replacement programme is now under way as part of our planned investment in tenant's homes. The programme commenced on 27 July 2026 and is scheduled to run for 16 weeks.

Over the course of the programme, a total of 72 new kitchens will be supplied and fitted by our appointed contractor, MP Group. The kitchens being replaced were identified through our previous stock condition survey and will help to ensure that homes remain modern, practical and in good condition.

Installing new kitchens can cause some temporary disruption, and we appreciate the patience and cooperation of everyone involved. MP Group will aim to complete each installation as efficiently as possible, keep residents informed throughout the process and leave the area clean and tidy when they are finished.



Kindness matters - a word from Hilda at Cope Scotland



As part of the Glaswegian Way to Wellbeing, we have produced a series of publications you can check out on **copescotland.com**. One of these is on kindness and courtesy.

Being kind is good for us in so many ways. It reduces stress by releasing feel good hormones, we can feel less anxious and depressed when we are being kind, it strengthens our bonds with others, increases confidence and generally makes us feel more optimistic that we can deal with whatever lies ahead.

Drumchapel is an amazing community with so many people willing to help each other out and give their time to build a healthier, safer and kinder community. Here are some ideas to bring more kindness into every day, including being kind to you too!



- Start everyday with one kind thought about yourself. You are amazing please remember that.
- It can be easy sometimes to react, but when we take a moment to pause, breath slowly, stop and think, we can respond in a way that is more helpful for ourselves and others.
- Do one small, helpful thing for someone else, a smile, a gesture of appreciation, open a door. Kindness comes in the simplest of ways, costs nothing but is priceless.
- Speak to yourself like you would to someone you care about and learn to care about you too, you do matter.
- Be kind to the planet, small acts add up to big differences, recycling and disposing of rubbish currently is a big deal when enough of us do it.
- Make room to rest and relax even for a couple of minutes every day.
- Notice what others might be carrying emotionally and offer compassion. It is amazing the impact listening to someone can have on their wellbeing. You don't need to fix, solve, offer a solution, simply listen and let them know someone sees how they are feeling.
- Set boundaries kindly to protect your energy and relationships. It is okay at times to say no, being kind to others, does not mean we cannot also make time to be kind to ourselves.
- End the day with a kindness reflection, remind yourself what you did today for yourself, someone else, or the planet, it all adds up.
- Together we can be the change we know the world needs to see, even if that is one simple act of kindness at a time. COPE Scotland may no longer have a physical presence, it may no longer offer a direct service, however, I still care and always will, which is why I continue to share these wee tips with you.

Frank John

COMMITTEE MEMBER

It is with great sadness we share the passing of
our committee member, Frank John.

Frank was a valued member of our team here at Cernach.
He joined our Committee, alongside his late wife Shereen, back in
2016, and provided many years of service to Cernach.

Alongside his work as a Committee member, Frank was
an exceptional voice in Drumchapel and lead the New Hope
Community. He worked tirelessly to ensure people living and
coming into Drumchapel felt welcome.

He will be greatly missed by us all.



Useful Numbers

Gas leaks/ Smell of gas	
Scottish Gas Network/TRANSCO	0800 111 999
Scottish Water	0800 0778 778
Anti Social Behaviour	0800 027 3901
Bulk Uplift/Bin Collection	0141 287 9700
Pest control/Environmental Health	0141 287 1059
Roads, Drainage & Lighting Faults	0141 276 7000 or 0800 37 36 35
Drumchapel Law & Money Advice	0141 944 0507
Childline	0800 11 11
Victim Support	0141 553 5415
Rape Crisis	08088 00 00 14
Animal Neglect/Scottish SPCA	0300 099 99 99

Report a repair

Get in touch: **0141 944 3860** or at **admin@cernachha.co.uk**
For out of hours emergencies:
0800 595 595

Emergency Repairs

Repairs that are a threat to the safety and security of the tenant or a repair which is causing damage to the structure. We will make safe within 2 hours and complete within 24 hours.

If you have an emergency repair out of office hours or on a public holiday, please call City Building directly on **0800 595 595**.

Non Emergency Repairs

Those repairs not included as an emergency and not under the heading of cyclical and planned will be completed within 3 working days.

Routine repairs should be reported directly to the office on **0141 944 3860** or at **admin@cernachha.co.uk**



Cernach Newsletter can be downloaded from the Association's website, www.cernachha.co.uk and if requested, Cernach News can be made available in different languages, in Braille and/or on CD. Additionally, we are able to offer a sign or language interpreter free of charge where necessary.

OPENING HOURS:

Monday - Friday: 9am - 5pm
Wednesday: 10am - 5pm



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t: **07595 595 455** e: info@njgraphicdesign.co.uk

How to contact us:

Marion McDonald House
Cernach Housing Association Ltd.
79 Airgold Drive, Drumchapel
Glasgow G15 7AJ
Tel: 0141 944 3860
Email: admin@cernachha.co.uk
Website: www.cernachha.co.uk

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