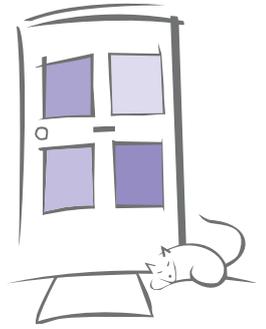


Cernach news



Marion McDonald House 79 Airgold Drive, Drumchapel, Glasgow G15 7AJ
Tel: 0141 944 3860 Email: admin@cernachha.co.uk Website: www.cernachha.co.uk
Recognised Scottish Charity SCO 36607 Property Factor Registered No PF000149

SUMMER 2023



**ANNUAL
GENERAL MEETING
MONDAY 28TH AUGUST
AT 7PM
AT OLIVERS**

OPENING HOURS:

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

Please contact us at admin@cernacha.co.uk
or call 0141 944 3860 if you require any assistance.

A WORD FROM OUR DIRECTOR

Welcome to the Summer Newsletter!

We've had another great period here at Cernach. We have been collating our end of year figures for the Annual Return on the Charter (ARC), which all social landlords are required to submit to the Scottish Housing Regulator by 31 May each year. We will publish these figures in our Annual Performance Report at the end of September 2023.

I'm pleased that we're able to offer summer trips again this year; a bus run to Largs on the 30 June and the family trip to Blair Drummond Safari on the 28 July. This is the first time we have been able to run these trips since the pandemic and we were overwhelmed by the demand.

We are bidding farewell to our Housing Assistant, Natalie Campbell and Corporate Services Assistant, Raeann Rankine. Both are going to take up promoted posts to continue their careers in housing. We're terribly sad to see them go but admire their ambition and wish them both the best of luck!

We're looking forward to our AGM on the 28 August 2023 at Olivers and we're always keen for new people to get involved with the Association.

Our AGM is your annual opportunity to stand for election to the Management Committee. The Management Committee meet 6 weekly and their role is to provide strategic direction, demonstrate effective governance, monitor performance, manage risk and ensure a high standard of service is delivered to our customers.

If you would like to join the Management Committee, the first step is to complete a membership application form and post this into the office together with £1.00. On approval of your application, you will receive a lifetime share in Cernach Housing Association.

If you would like to find out more information about becoming a member of the Association, please get in touch.

We also have other ways to get involved, you could be part of the Residents Panel or become an Armchair Critic.

The Residents Panel have a say on the policies Cernach writes and helps to organise our bus runs, day trips, and Christmas events. We are always looking for new ideas to help those in the community and give back.

Armchair critics are similar to the role of the Residents Panel, but you can complete a one-off survey and give feedback from the comfort of your own home a time that suits you. If you have any general feedback or would like to tell us how 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**.



Caroline Jardine

Director



GETTING HELP

Now things are a bit warmer we should see the amount of gas and electricity we have to use in our homes reduce, however we know that the cost of living is still very difficult. At Cernach we want to be able to support tenants as much as possible.

For advice and support contact our dedicated Welfare Rights officer, Andy Parker on **0141 944 3860**
Or **andy3@cernachha.co.uk**

Andy is available for appointments Monday - Friday 9-5pm to assess your income levels and advise on government initiatives that are currently being rolled out which may help you.

COST OF LIVING PAYMENTS

For example, if you are on certain **means tested benefits** you may qualify for additional payments of up to £900 this year, paid automatically in three instalments.

Exact payment windows will be announced closer to the time but will be broadly as follows:

- £301 – First Cost of Living Payment –Spring 2023
- £150 – Disability Payment –Summer 2023
- £300 – Second Cost of Living Payment –Autumn 2023
- £300 – Pensioner Payment –Winter 2023/24
- £299 – Third Cost of Living Payment - Spring 2024

ENERGY BILLS SUPPORT SCHEME

From April 2023, the Energy Bills Support Scheme will be scaling down, and for many will be coming to an end. Though the scheme will remain in place, the support will no longer be available to everyone.

There's currently no further information on if the Energy Bills Support Scheme will be available to all next winter.

Other help that is available includes:

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**

UNIVERSAL CREDIT

The Department of Work and Pensions (DWP) is to continue the roll out of Universal Credit (UC) and aims to complete the full implementation of Universal Credit by 2024. For many housing associations, including Cernach, approximately two thirds of tenants who claim benefits are still receiving so-called 'legacy' benefits, so the numbers of Cernach tenants who will move to Universal Credit over the next two years is not insignificant. Remember, Universal Credit will replace the following:

- **Working Tax Credits**
- **Child Tax credits**
- **Housing Benefit**
- **Employment Support Allowance (Income Related)**
- **Job Seekers Allowance (Income Based)**
- **Income Support**



DEVOLVED BENEFITS

Additional Benefit 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**
- **Child Disability Payment**
- **Adult Disability Payments**

We are aware that finding your way around the Benefits system 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.

A DAY IN THE LIFE OF...

CHRIS JOHNSON, OUR MAINTENANCE OFFICER

Chris joined Cernach in November 2023 having been a floor layer by trade, working all over the UK. Over time it became difficult to juggle family life and work, so Chris started working for housing associations, working his way up as an in-house maintenance contractor. He also completed an HNC in Construction Management in the evening.



Morning:

Chris starts his day by eating toast, but he really wishes it could be eggs benedict. He's not really a fan of tea or coffee so isn't reliant on caffeine to cheer him up in the morning. He's naturally up early and likes to be in the office early, usually before most people, to check on emails, catch up on paperwork and prepare for appointments.

His colleague Caryllanne McLellan, Assistant Maintenance Officer, is also an early bird so they both get a good chance to have a natter and assess what needs to be actioned that day.

They are joined a wee bit later by Holly Lochran, Senior Maintenance officer, who has recently returned from maternity leave.

Mid morning:

Chris attends void inspections with the Housing Management Team and will go out to investigate any repair requests.

Lunch:

In the summer months Chris will go home to take his dog Benji out for a walk or a run around the garden. Chris admits that Benji is very spoiled and has the most expensive haircuts of anyone in the family!



Mid-afternoon:

Chris will be liaising with contractors over grass cutting and the window replacement project. The window contract is a massive investment into our stock, so he likes to visit every property to check the workmanship and make sure tenants are happy. So far it has been a great success.

Finish:

After the working day Chris likes to relax at home with his family, his all-time favourite TV show is The Sopranos.

He's also a great chauffeur, taking his kids to friends, football and dancing. At the weekends he likes going out for dinner and socialising with family and friends.

MAINTENANCE MATTERS...

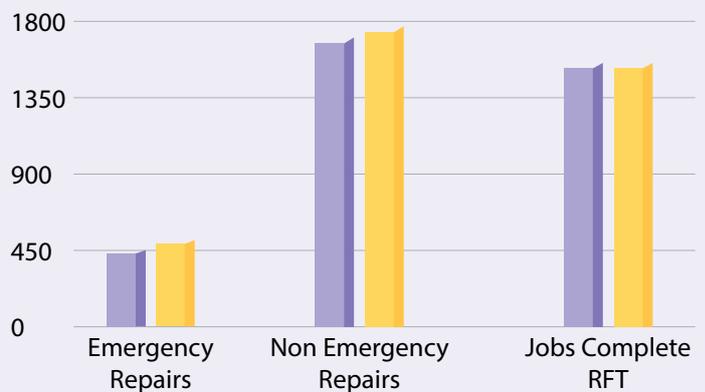
REPAIRS BREAKDOWN

During the year 2022/2023 we carried out:

- **530 emergency repairs with an average completion time of 1.36 Hours**
- **1771 non-emergency repairs with an average completion time of 2.79 Days**
- **92 % of our non-emergency jobs were completed 'Right First Time'**

■ 2021/2022
■ 2022/2023

REPAIR BREAKDOWN COMPARISON 21/22 & 21/23



INVESTMENT PLAN 2023/2024

Year two of the window replacement programme commenced in May 2023. This year the Association hope to carry out bathroom replacements and boiler renewals. All tenants who will be affected by these planned works will be contact by the Association in due course.

GUTTER CLEANING 2023/2024

The Association will continue with the gutter cleaning programme this year. Tenants and owners who will be affected with these works will be contacted by the Association.

GROUND MAINTENANCE

After a slow start to the ground maintenance programme this season the Association's ground maintenance team, Idverde, are now on site carrying out our summer programme.

The Associations is aware of the delay to this programme and the frustration from residents due to lack of works being undertaken in the first few months of this financial year.

Please note that the Association is working hard with Idverde to resolve delays and we are hopeful that going forward we will be able to provide a high standard of ground maintenance.

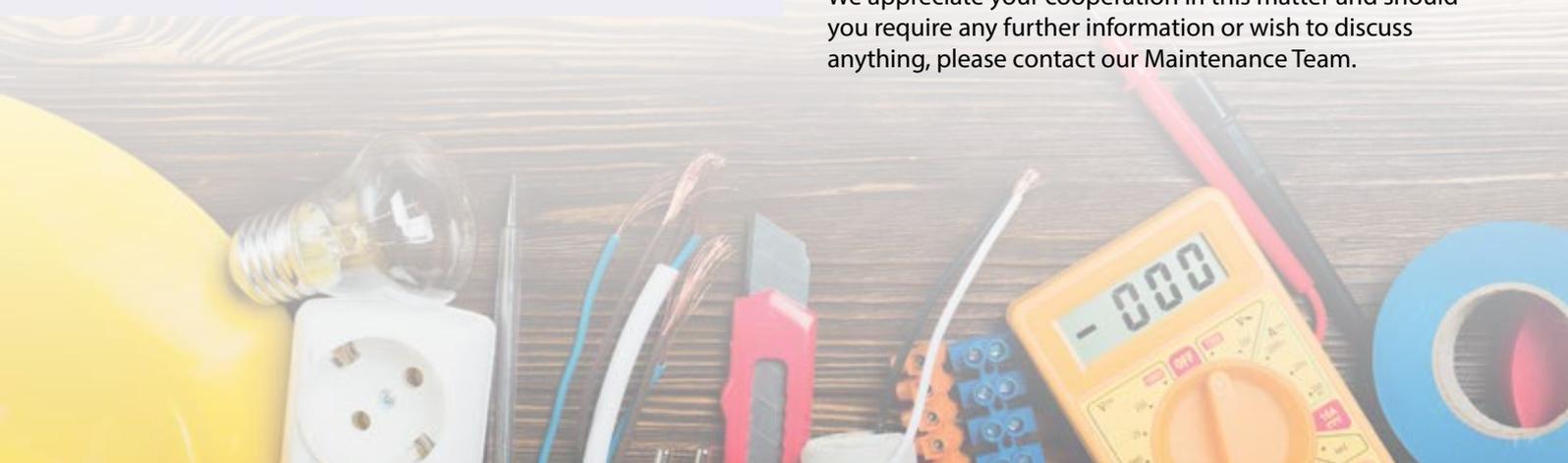
ELECTRICAL SAFETY CHECK– ELECTRICAL INSTALLATION CONDITION REPORT (EICR)

We have recently lettered all residents who are due to have an electrical safety check carried out within their property this year.

Allowing access for the Association to carry out this safety check is vital, as it allows the Association to make sure that all internal wiring and sockets within your property are in good condition and fit for purpose.

If you have received a letter from the Association's external contractor, Magnus Electrical Services, will be in touch with you to arrange a suitable access date and time.

We appreciate your cooperation in this matter and should you require any further information or wish to discuss anything, please contact our Maintenance Team.



A WORD FROM TED, OUR COMMUNITY CONNECTOR



THRIVING PLACES IS ON THE MOVE!

After five years working from the Chest, Heart & Stroke Scotland (CHSS) charity shop in Drumchapel Shopping Centre, we have to move premises. The charity shop will continue but without Thriving Places. We are currently working on finding a new premises and will keep you updated.

As part of growing the Thriving Places project, we have put in motion the creation of a new Third Sector organisation called G15 Thriving Places. We have now submitted our request to the Office of the Scottish Charity Register (OSCR) to become a Scottish Charitable Incorporated Organisation (SCIO).

Cernach has been and continues to be, an excellent host for Thriving Places since 2016. For this financial year 2023-24 Cernach will continue in this role. We then hope to become an independent organisation as a SCIO and start to transfer our funding and operations to 'G15 Thriving Places', while still working closely with Cernach to support us as a new organisation. So, this year is a transitional year for Thriving Places, and hopefully, becoming a new organisation, we will be able to continue the important work delivered by the Thriving Places initiative.

This year is the 70th anniversary of the creation of Drumchapel and Thriving Places is involved in the celebration, under the banner of D70. Many activities have already taken place as part of the D70 celebrations. During the summer break, on the 15th July, D70 is promoting 'D in the Park', an open day for all the families in Drumchapel to come along and enjoy some food and drink and take part in a wide range of activities, for free.

This year we completed another Activate course with 10 of the original 12 participants concluding the course. Of the 10 who concluded, 7 have applied to go to university to take on the challenge of a completing a degree in community development. This course has proved to be a success offering the possibility of access to university to many residents and workers in Drumchapel, something which perhaps many would never have considered to be part of their life journey.



Activate participants receiving their certificates



Thrivng Places has been instrumental in pulling together 17 organisations in Drumchapel to submit an 'Expression of Interest' to guarantee that the Community Centre remains in the hands of the community. We decided to call the group the Drumchapel Collective and our Expression of Interest is being considered by People Make Glasgow Communities (PMGC). This will take some time, but for the moment we have managed to block the Community Centre being handed over to the private sector.

Even in these changing and challenging times we continue to plough on, so if you need to contact us please do so.



TED 07387 100 182
CHARLES 07761 357 026
MICHELLE 07935 654 594
TRACY 07761 357 139

BEING A GOOD NEIGHBOUR

ENJOYING THE SUNSHINE

In the summer months we all are enjoying being outside a bit more. This might mean more noise levels from kids playing, picnics and sunbathing- and that's alright!

The summer is a time to enjoy ourselves after being cooped up indoors all winter. But whilst you're outside having fun please be mindful of your neighbours.

We have robust policy in place to tackle anti-social behaviour (ASB) within the community. We action all complaints received from residents regarding the behaviour of tenants and their visitors with our properties.

If you experience ASB, please report to us as soon as possible on **0141 944 3860** or email **admin@cernachha.co.uk**



For reports of serious ASB please contact Police Scotland on 101 (or 999 if applicable) when the incidents occur.

REPORTING DOG FOULING

Being a responsible dog owner and cleaning up your own dogs mess is vital to keep our community clean.

If your dog fouls in an open space, you must clean it up.

Glasgow City Council can issue you an on-the-spot fine of £80 for not picking up your dog's mess.

Bag it. Bin it!

TO REPORT AN INCIDENT:



0300 343 7027



MYGLASGOW APP



MYGLASGOWCC



GLASGOW CITY COUNCIL HELP

LEGIONNAIRES INFORMATION

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, immunosuppression, 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.

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.

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 must be in very small droplets like spray from a shower or taps. In domestic properties the risk of Legionnaire's disease is rated as low risk.

What precautions can I take?

- **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.**



A MESSAGE FROM HILDA AT COPE SCOTLAND

CONNECTING WITH EACH OTHER AND NATURE

It is amazing, how a wee bit of sunshine can lift our mood, especially after a long winter. While yes, we still have some rainy days..... of course, we do its Scotland!

They are good for the plants and keeping our reservoirs stocked with water. Farmers also need water for their crops and so much more and lets face it, we need farmers to produce food for us to eat.

*When we stop and think about it,
there are so many things which are
interdependent and how sometimes
when we think one thing is the problem,
it is actually the solution!*

Time spent in nature, sunny day, or dancing in the rain, is good for our wellbeing..... of course, the dancing in the rain bit does require suitable clothing and getting dried off and a hot cuppa when we get home! We also need to look after our wellbeing when the sun is shining, and the following websites may offer some ideas on how to do that as well as talking to your health care providers including health visitors if you have a wee one.

You may be entitled to sunscreen on prescription if you have very specific health conditions, ask your local pharmacist who may be able to tell you more about whether your condition means you are entitled and even if not, you can ask them about sunscreen to keep you and those you love safe in the sun. Remember and tell them about any allergies you may have.

USEFUL WEBSITES FOR IDEAS ON STAYING SAFE IN THE SUN:

- **Age UK for tips for older adults to stay safe in the sun.** www.ageuk.org.uk.
- **Keeping children and babies safe in the sun** www.nhs.uk
- **Hot weather and pregnancy** www.nct.org.uk
- **Looking after your heart in the heat** www.bhf.org.uk/information-support
- **Looking after your lungs in the hot weather** www.asthmaandlung.org.uk
- **Anxiety during the summer** www.mentalhealth-uk.org
- **How to sleep when it's too hot** www.sleepfoundation.org
- **Looking after pets and wildlife in summer** www.rspca.org.uk
- **Water safety and wellbeing** www.forestryandland.gov.scot



COPE SCOTLAND CONTINUED

Summer is a time to be out and about, just remember to stay safe and the sites above and talking to local services can offer some ideas for everyone to help do that. Sitting in the garden or park chatting to neighbours and friends or going a walk in the woods are all ways we can feel connected to the natural world and each other.

If you have a garden or veranda, maybe make a wee scented sitooterie (a place to sit out, smell the flowers and have a blether!).

There is a booklet on the COPE Scotland website offers ideas on how to do this. There are so many places in Drumchapel to connect with nature, even if you don't manage a holiday this year, have a look at what is on your doorstep there is often more going on than we realise.

Drumchapel celebrates its Platinum Anniversary this year, check out the **D70 Facebook page** to find out more.

I hope you have a lovely summer, be kind to yourself, each other, and the natural world, together we can overcome whatever challenges we may face.

"There is no power for change greater than a community discovering what it cares about." – Margaret J. Wheatley and we know Drumchapel Cares, it always has!

For more tips and ideas for self-care and wellbeing visit www.cope-scotland.org

Although our one-to-one service has gone, we still offer tips and ideas on our website for you to use and share. We still care too. You matter, please always remember that.



www.cope-scotland.org

Creating your own sensory relaxation space indoors and out, to help unwind & connect with nature, ourselves and other people.



COPE Scotland
helping embed gardens and gardening into daily life for everyone.

MAKE RENT YOUR PRIORITY

We understand that Summer can be a busy and expensive time of year and budgeting can be difficult. However, your rent payment should ALWAYS be your first priority – please don't put your home at risk by missing your rent payment.

We won't ignore your rent arrears and here is why you shouldn't either:

- **Rent is the main source of the Association's income and is used to repair and maintain your home and to provide our services. Failure to pay your rent therefore has an impact on the repairs and improvements we can make to your home.**
- **Failing to pay your rent can result in legal action and the risk of losing your home. With legal actions taken there is also additional legal costs incurred which can increase debts owed.**

We also understand that with the rising costs of items such as food and energy that finances are being stretched in most households. If you are having financial difficulty, have an arrears balance or are struggling to meet your rent payments, please contact your Housing Officer urgently on **0141 944 3860** to discuss your options. You can also request an appointment with our Welfare Rights and Tenancy Sustainment Officer, who can offer support. This service is free of charge and is available at the Cernach office.

Your monthly rent payment is due on or before the 1st of every month in advance, as per the terms of your tenancy agreement. There are several ways you can make your rent payment:

- **Phoning or visiting the Cernach office**
- **At a Paypoint using your rent payment card**
- **Using Allpay online www.allpay.net**
- **Set up a Standing Order with your bank**
- **Contact the Cernach office to set up a Direct Debit payment.**

Thank you to all tenants who are continuing to make their rent payments on time.





RESIDENT MATTERS



RECOGNISING COMMUNICATION FROM CERNACH

It has been brought to our attention that companies offering a gutter cleaning service have been leafletting local residents regarding services that they provide. Please be aware that this is an independent company and is not a service from Cernach Housing Association.

Anything that comes from Cernach will have the Cernach logo, phone number or staff details on it.

Go with your gut, if it doesn't feel right, then it probably isn't!

If you're ever unsure about anything, please contact the office for more information

LOFT KEYS

If you need access to the loft space please note we are now charging a £10 refundable deposit for access to these keys.

When you come to collect the keys at our office, we will hold your £10 until they are returned to us.

RAPE CRISIS DROP-INS

First Monday of the month:

9:30am-12:30pm at 3D Drumchapel St Andrews Church
1:30-4:30pm at Cernach Housing Association

Second Monday of the month:

9:30am-12:30pm at Calton Heritage and Learning Centre
1:30-4:30pm at Eastbank Training and Conference Centre, Shettleston

Third Monday of the month:

9:30am-12:30pm at Maryhill Burgh Halls
1:30-4:30pm at Maryhill Burgh Halls

Forth Monday of the month:

9:30am-12:30pm at Possilpark Parish Church
1:30-4:30pm at Easterhouse Women's Aid



GLASGOW
AND CLYDE
RAPE CRISIS



Contact us today to arrange a

FREE Home Fire Safety Visit

We'll help you spot possible fire hazards, sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.

CALL 0800 0731 999, TEXT 'FIRE' TO 80800 or VISIT firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland



The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can



For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland



CALLING ALL GREEN THUMBS!

OUR GARDEN COMPETITION IS BACK FOR 2023...

Many of you have spent a lot of time and effort into making your gardens a sight to be seen. So we'd like to reward you for all your hard work.

If you would like to enter the Cernach Gardening competition, simply send us a picture of your garden and the reason you love it to admin@cernachha.co.uk.

Competition closes on 18th August 2023

- **BEST GARDEN (£50 PRIZE)**
- **RUNNER UP GARDEN (£30 PRIZE)**

We will feature the photos of your lovely gardens in our autumn newsletter!

Too shy to enter yourself?

Neighbours and friends are welcome to nominate their favourite gardens too!

The only qualification for entry is that you should be a tenant or factored owner of Cernach.

**WINNERS
WILL BE
ANNOUNCED
AT OUR AGM
ON 28 AUGUST**

SUMMER

crossword

The crossword puzzle grid consists of 10 numbered clues:

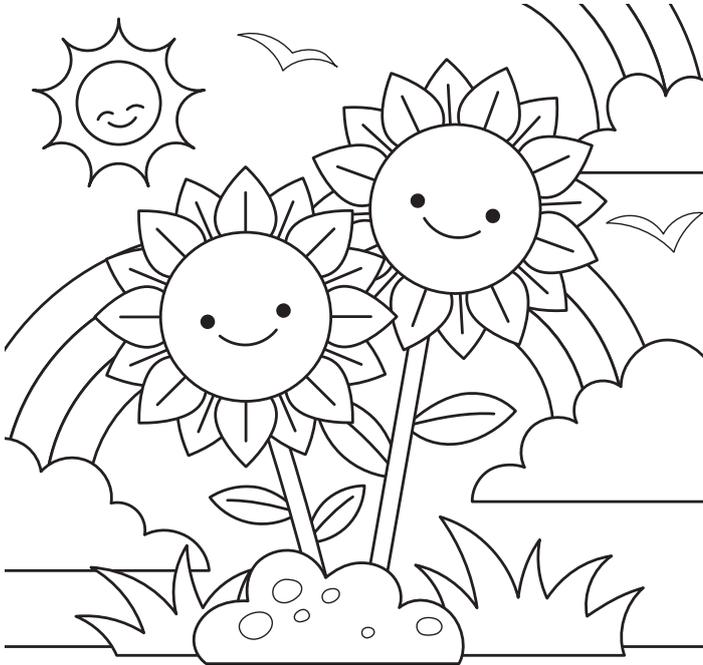
- 1 → (Down, 10 letters)
- 2 (Across, 5 letters)
- 3 (Across, 3 letters)
- 4 (Across, 10 letters)
- 5 (Across, 3 letters)
- 6 (Across, 4 letters)
- 7 (Across, 3 letters)
- 8 (Across, 8 letters)
- 9 (Across, 3 letters)
- 10 (Across, 4 letters)

Illustrations include: watermelon, fish, jellyfish, sunglasses, sun, cloud, cocktail, pineapple, banana, swimsuit, and palm tree.

1 → swimsuit, 1 → sun, 2. cocktail, 3. banana, 4. sunglasses, 5. fish, 6. cloud, 7. pineapple, 8. sunscreen, 9. jellyfish, 10. palm

QUIZ CORNER

COLOUR ME IN



TRY SOME SUDOKU

6				9			4
	8	9	5				1 6
5				6		3	9
8	3	1				7	5
	2						6
9		7				8	4 2
2		6		1			8
3	7				6	9	2
1			3				7

SPOT 10 DIFFERENCES



REPORTING 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

OFFICE CLOSURE

Sorry
we're
CLOSED

Friday 14 July / Monday 17 July

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.



USEFUL CONTACTS

Gas leaks/ Smell of gas

Scottish Gas Network/TRANSCO 0800 111 999

Scottish Water 0800 731 0840

Scottish Power 0330 1010 222

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



OPENING HOURS:

Monday - Friday: 9am - 5pm

Wednesday: 10am - 5pm

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