



**Cassiltoun**  
Housing Association

# news update

Newsletter • Winter 2021



*Wishing all our residents  
a wonderful festive season,  
from everyone at Cassiltoun!*

Castlemilk Stables • 59 Machrie Road • Glasgow G45 0AZ • telephone 0141 634 2673

fax 0141 634 9987 • email [housing@cassiltoun.org.uk](mailto:housing@cassiltoun.org.uk) • [www.cassiltoun.org.uk](http://www.cassiltoun.org.uk)

Registered Scottish Charity No SC 035544



# Chief Executive's Welcome



**Welcome to the December 2021 edition of our newsletter. Inside you will find details about our business performance, highlights of our community activities and a wide variety of useful information.**

If you have passed Castlemilk Drive recently you will have noticed that some of our new homes are now occupied and we are making good progress towards finishing the rest of the blocks during the Spring. The new tenants tell us that they are delighted with their homes and we are really pleased with the quality of the build.

In November our Community Advisory Panel produced their report on Estate Management.

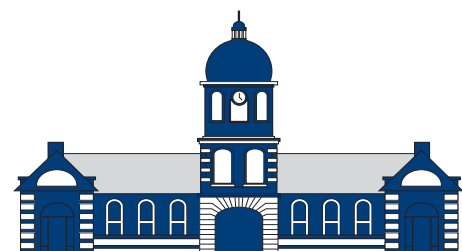
It was a very thorough and informative review of this area of our business and they made many excellent suggestions. Full details of this and the action plan will appear in our Spring newsletter.

Although access to the Stables is still by appointment only we are monitoring the situation closely and will review this after we re-open in January 2022 and I look forward to seeing more people back in the building.

In the newsletter you will find important information on emergency contact numbers and our opening hours over the festive break.

I would like to conclude by wishing everyone a Merry Christmas and a happy and healthy 2022.

**Clair Malpas** • Chief Executive



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# Lifting of Covid restrictions – impact on the services you receive from Cassiltoun

**On 9th August the Scottish Government announced that Scotland was 'beyond level 0' on the Covid roadmap. This signalled a lifting of the majority of the restrictions that had been put in place to control the spread of Covid-19.**

Cassiltoun has continued to deliver many of its services to our tenants and wider community throughout the pandemic and lockdown and prior to the 9th August we were already providing community activities, welfare advice, allocating homes, completing repairs, building new homes and putting in place plans for investment work in some of our properties. This new lifting of restrictions now enables us to have more staff in the office, have more in person meetings and offer tenants increased opportunities to meet with the staff team.

Initially the building will have limited opening hours (9-12 and 1-4 Monday to Friday closed on Wednesday afternoon). Cassiltoun are following strict infection control measures with staff wearing masks as they move around the building, cleaning surfaces and increased ventilation.

Although the doors to the Stables are now open we are asking visitors/tenants:

- to make an appointment before coming to the Stables
- wear a mask (unless exempt)
- sanitise hands on entry and exit from the building
- do not come in if feeling unwell/have been told to isolate or have been in close contact with someone with Covid-19.



You will have received a letter from us with these details. These are constantly under review as restrictions are put in place or lifted and dependant on staffing levels. If we need to make any unplanned changes we will put details on our Social Media sites.

## Review of Policies

**As per our Policy Register, we will be reviewing the undernoted policies over the next few months:**

Gas Safety Policy & Procedures  
 Medical Adaptations Policy  
 Annual Letting Plan • Membership  
 Flexi Time & Toil • Grievance  
 Sustainable Procurement Strategy  
 Contractors and Supplier Management  
 Asbestos • Garden Care  
 Chip and Pin  
 Shared Ownership Buy Back

We would appreciate your involvement in these reviews. If you would be interested in becoming involved in the review process of any of these policies, please contact the Association's reception desk (0141 634 2673) and leave your contact details and the person responsible for leading the policy review will get in touch.

## Staff Update

### Welcome...

**Robyn Somerville**, Temp Customer Service Assistant, started with the Association on 22nd September 2021.

**Reece Miller**, Finance, Corporate & IT Assistant (Community Jobs Scotland Placement), started with the Association on 29th September 2021.

## Share Membership

**Would you be interested in becoming a member of Cassiltoun Housing Association?**

1. The Association wishes to encourage members to join as share members: to ensure that we are represented by the people and areas we serve; and
2. to encourage greater participation in our activities.

Membership provides the opportunity to stand for election at the Annual General Meeting and vote for members of the Board. To join you must be 16 years old.

All you have to do is complete a membership application form and bring this into the office together with £1.00.

On approval of your application you will receive a lifetime share in Cassiltoun Housing Association.

If you would like to find out more information about becoming a member of the Association please contact Paula Brownlie via email, [paula.brownlie@cassiltoun.org.uk](mailto:paula.brownlie@cassiltoun.org.uk) or call us on **0141 634 2673**.



**Cassiltoun**  
Housing Association

# 36th Annual General Meeting

## Saturday 11th September 2021 at 11.00am

**The Association held its second virtual AGM on Saturday 11th September 2021. Our 36th Annual General Meeting of Cassiltoun Housing Association was attended by 32 (9 proxy) members; this represents 18% of the membership. Many thanks to our members for attending.**

The AGM was informed of the Association's financial performance for the year 2020/21 by the Association's Director of Finance on behalf of Azets, External Auditor.

The Chairperson informed the members that in April 2020 the whole of the UK was just entering lockdown due to the global pandemic. This had a major impact on everyone including Cassiltoun. He was pleased to report that the CEO led our Business Continuity Plan and the Housing Association was able to swiftly move to a position where our staff could operate the business and keep in contact with our tenants from home.

More than ever, our ethos as a community-based organisation came to the fore as we were able to respond to the needs of the community. Our Communities' Team were the lead partner in the 'Castlemilk Together' response to the crisis and as a team we ensured that people in the Castlemilk community got support from food to fuel and IT equipment to a telephone call to combat isolation.

The Scottish Government restrictions have impacted our business operations. As you would expect, we were not able to complete our investment work

scheduled for 2020/2021, our Stock Condition Survey has been delayed, and for part of the year we were only able to undertake emergency repairs. The Castlemilk Stables was closed to the public and for part of the year Cassiltoun Stables Nursery was also closed.

However, as a Board, we ensured that as far as possible it was business as usual and we were able to adhere to our governance timetable and took Board meetings onto a virtual platform. We undertook a series of virtual internal and external audits during the year which provided the Board assurance on a number of our key business areas.

Due to Covid-19 we were asked to submit monthly monitoring information to the Scottish Housing Regulator (SHR) and in October we submitted our second Annual Assurance Statement. We were pleased in March 2021 to get confirmation from the SHR that they were satisfied with our business performance and compliance with the Regulatory Standards.

Our AGM and SGM held in September 2020 to adopt New Model Rules were also held virtually and successfully delivered. During the year 42 new homes also came off site and our tenants enjoyed their new homes. Our community programmes moved online and were a vital resource during the year. I am also pleased to confirm that we retained our Investors in People Platinum standard.

The Chairperson intimated that he was very proud of the Association as we continued to put our

tenants and the community at the heart of all that we deliver and we have balanced this with strong business performance despite a multitude of restrictions. This is due to the passion and dedication of our Boards, staff team and volunteers.

Following the Annual General Meeting, the Board of Management met to elect new office bearers for 2021/22.

### The 2021/22 officer bearers are:

Chairperson	George Kelly
Vice Chairperson	Anna Stuart MBE
Treasurer	Richard Sullivan
Secretary	Evelyn Ferguson

### The remaining Board Members are:

Teresa McGowan	Board Member
William Craig	Board Member
Chris O'Brien	Board Member
Kim McKee	Board Member
Julie McNeil	Board Member
Barbara Dusik	Board Member



*The winner of the raffle at the AGM2021 was Mrs Gavan. Mrs Gavan won a voucher for £50.*



# A day in the life...

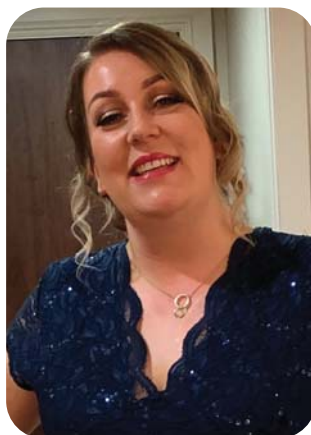
## ...of our Corporate Services Assistant, Karen Graham

Cassiltoun's corporate department is responsible for providing the human resource and governance support to both Cassiltoun Housing Association and its subsidiaries, Cassiltoun Stables Nursery and Cassiltoun Trust.

My role varies from day to day covering all aspects of human resources which includes, recruitment & selection; training; health & safety; absence management; GDPR and Freedom of Information. I also provide a corporate function to our Board of Management and Senior Management Team to ensure that all decision-making processes are underpinned by robust, compliant and transparent governance administration.

### What's your favourite part of your job?

My job is so diverse that each day is never the same. This makes my role very interesting. I love the variety of different tasks that I am required to carry out. My role is also made easier as I work with a great staff team and Board of Management.



## SHR Complaints and Significant Performance Failures

If you are unhappy about the services you receive or have concerns about the way your landlord is operating, you have the right to make a complaint.

The SHR Complaints and Significant Performance Failures leaflet details the difference between a complaint and a significant performance failure, and lets you know what to do and who to contact.

A copy can be obtained from the Association's offices or by visiting our website <https://www.cassiltoun.org.uk/comments-complaints/>



# christmas Pudding Rice Krispie cakes

**Prep:** 30 mins  
**Cook:** 5 mins  
**Level:** Easy  
**Serves:** 10-12

### Ingredients

- 50g Rice Krispies
- 30g raisin, chopped
- 50g butter
- 100g milk chocolate, broken into pieces
- 2 tbsp crunchy peanut butter
- 30g mini marshmallow
- 80g white chocolate
- ready-made icing holly leaves

### Method

#### STEP 1

Put the rice pops and raisins into a bowl. Put the butter, milk chocolate, peanut butter and marshmallows into a small saucepan. Place on a medium to low heat and stir until the chocolate and butter have melted but the marshmallows are just beginning to melt.

#### STEP 2

Pour onto the rice pops and stir until well coated. Line an egg cup with cling film. Press about a tablespoon of the mixture into the egg cup. Press firmly and then remove, peel off the cling film and place the pudding into a cake case, flat-side down. Repeat with the remaining mixture. Chill until firm.

#### STEP 3

Melt the white chocolate in the microwave or in bowl over a saucepan of barely simmering water. Spoon a little chocolate over the top of each pudding. Top with icing holly leaves.



# Development Update...

**We are delighted to report that our Castlemilk Drive new development is progressing at a great pace - with five out of the ten closes handed over, as at the start of December.**

That means 30 households have been signed up for warm, affordable homes that have great space standards, plenty of cupboard space and high quality bathrooms and kitchens. And of course, fantastic views over the city!

The remaining 5 closes will follow in the first few months of the new year, with the full development due to complete in early Spring of 2022.

The feedback to date from tenants who have moved in has been very positive, not just for the quality of the flats but also the great service provided by our operations team.

Our builders, Crudens, have also started with their own private development of 32 units on Machrie Road. We appreciate it has been a disruptive time with their road closures for essential drainage works and on behalf of Crudens, we thank residents and visitors for their patience.

Finally, readers will remember from previous newsletters and public consultation events that we hoped to develop the 'Nursery site' at Barlia Terrace. Although plans are currently on hold, we continue to remain in talks with Glasgow City Council. Watch this space during 2022 for updates.



## Christmas Cheer!

## Massive Thank You to our Contractors and Consultants

At this Festive time of year, we know that it can be tough on many of our residents due to a variety of reasons. Therefore, here at Cassiltoun we like to spread a little Christmas Cheer.

As in previous years we do not do this alone but are supported in this by our Contractors and Consultants. They provide a variety of support from monetary donations, gifts and hampers, selection boxes and vouchers.

This year our supporters who we would like to thank are:

**City Building LLP • City Technical Services • Sidey • Caledonian Maintenance Services  
MAST Architects • Edwards Macdowall Consulting Ltd • Atkinson Partnerships Ltd**

Their continued support is much appreciated.





# Keeping yourself safe in your home this Winter

**At all times of the year, but particularly in winter, it is vitally important that you keep yourself safe in your home. The Association will carry out all the major checks that are required but there are also things that you can do to protect yourself and your family.**

## Legionella Safety

Legionnaire's disease is a potentially fatal form of pneumonia, which can affect anybody. It is caused by the inhalation of small droplets of water from contaminated sources containing legionella bacteria.

**Where is Legionella found?** All hot and cold-water systems in residential properties are a potential source for legionella bacteria growth.

**Who is at risk?** Legionnaire's disease most commonly affects the elderly, or people with chest or lung problems. Not everyone exposed to legionella bacteria becomes ill. Legionnaire's disease is not contagious and you cannot get it from drinking water. Legionnaire's disease is easily preventable by putting in place some simple control measures.

The Association have a programme of inspecting and testing common water tanks and taking any action identified as a result of this.

**But you can also take some very simple precautions to help keep you and your family safe:**

- Flush through showers and taps for 10 minutes following a period of non-use (i.e. after you have been on holiday or not used the shower for some time).
- Regularly clean all shower heads and taps and keep them free from a build-up of lime scale, mould or algae growth
- Keep hot water on your boiler system at a temperature of 50°C or greater.
- Report to the Association if your hot water is not heating up or you have any other issues with your system.

**Working together we can have a healthy, safe and very Merry Christmas.**

## How to become a Board member

**Our Board of Management is made up of up to 15 Members and includes a Chairperson, Vice Chairperson, Secretary and Treasurer. These positions are filled annually after every AGM. We currently have 10 board members.**

The Board of Management are responsible for the strategic direction of the Association. They monitor performance, set standards and ensure compliance against the Scottish Housing Regulator's Regulatory Framework.

To become a board member, you must be a member of the Association. This membership entitles you to stand for election to our Board of Management. All board members are elected onto our Board at the Association's Annual General Meeting normally held in August each year.

To become a Board member you first of all have to be a share member.

If you are interested in joining our Board please contact Paula Brownlie via email, [paula.brownlie@cassiltoun.org.uk](mailto:paula.brownlie@cassiltoun.org.uk) or telephone the office on **0141 634 2673**.

## Electrical Safety

The Association carry out periodic (5 yearly) electrical inspections in your home but what can you do to keep yourself safe?

- Check that sockets, switches and light fittings are in good condition with no signs of damage such as cracking or burn marks.
- Report any electrical repairs to the Association as soon as you become aware of them. Under no circumstances should you attempt the repair yourself.
- Do not overload your electrical sockets and never be tempted to plug an extension cable into an extension cable.
- Check that leads (flexible cables) on appliances aren't damaged or frayed. If they are do not use them!
- Do not charge your mobile overnight while you are sleeping. These can overheat and cause a fire.
- Remember to unplug appliances when you are finished using them e.g. hairdryers, straighteners and at this time of year Christmas fairy lights.
- Never touch an electrical appliance with wet hands.
- Do not take electrical appliances into the bathroom.



# You said, *we did...*

**Here at Cassiltoun we pride ourselves in providing high quality reactive services to all our customers. However, we recognise that at times we may get something wrong or a contractor may let us down. That is why we view the complaints we receive as positive as it lets us correct what we or our contractors are getting wrong and we can learn from all the complaints that we receive.**

In April 2021, after a robust procurement exercise a new Estate Maintenance Contractor was appointed. On 27th April 2021 the Association began to receive complaints which included:

*“New contractors not cutting grass properly or clearing away grass cuttings.”*

*“The grass has been half cut, grass cuttings left and tenant also states that one of the workers threw new BBQ to the side when cutting the grass and have now broken her BBQ.”*

*“I am messaging you about the grass cutters that have been round here, their work is absolutely shocking, grass is badly cut and they have left such a mess that I had to clean it up. The whole street aren't happy as job has only been half done.”*

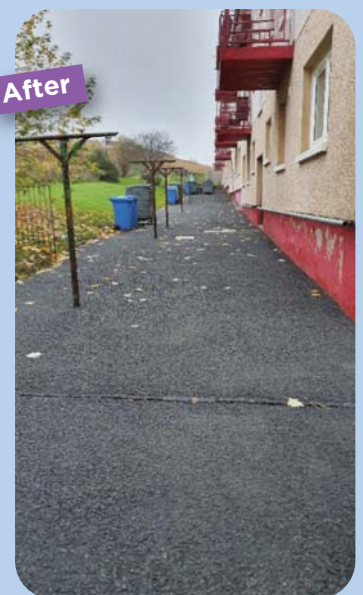
*“Contractors came to cut grass opened both gates and went away again, another contractor came and was blowing grass even though it didn't get cut.”*

We listened to what you had to say, looked at the volume of the complaints and assessed the monitoring information from the inspections being carried by the staff team. Meetings and onsite walkabouts were held with the contractor in order to try to improve the services being provided. Unfortunately, there was little improvement and the complaints continued to be received.

Therefore, the contractor was given 8 weeks' notice that the contract was being terminated on 14th October 2021. In line with our procurement policy, the second placed contractor was approached and we were delighted when they agreed that they could take over the contract from 15th October 2021. The contractor, Caledonian Maintenance, had been the Association's previous estate contractor and we are delighted with the work that they are carrying out to bring our estate back up to standard.

We have received positive feedback from our residents who are happy to see Caledonian Maintenance back and the improvements that are being made in the condition of the estate. Since 15th October 2021, no complaints regarding the estate maintenance have been received.

All the complaints that we received helped inform the decision to remove the contractor from the contract and demonstrates that the Association listens to and takes seriously the complaints that we receive.





# Major Repairs - Investment

We are pleased to report that our investment programme for 2021/22 is progressing well and that we are still on track to complete the works as planned.

The first part is currently underway with window and door replacements within the Ballantay area. The main door properties in have received new windows and doors whilst the flats will have new windows for their homes and the common close area. The contractor for this work is Sidey who successfully completed our 2020/21 programme.

In order to complete the 2021/2022 programme, we are working closely with our Kitchen contractor MCN to supply and fit kitchens to a section of the Cavin area, with the rest of the properties being completed in 2022/23. We hope to begin this work no later than January 2022. Those tenants affected will be contacted in due course for survey dates, to choose their kitchens (worktops, doors etc). Please do not contact the Association directly. We will contact you.

This year the Association will spend approximately £1m on our homes to ensure that our properties remain compliant with the Scottish Housing Quality Standard but more importantly so that our tenants have a warm, safe and secure home in which to live.



Before



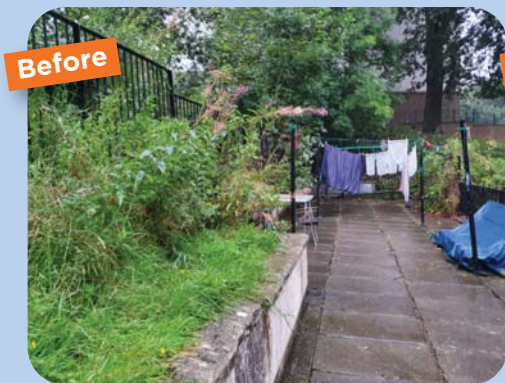
After



Before



After



Before



After



Before



After



Before



After



# Your environment, your community needs you...

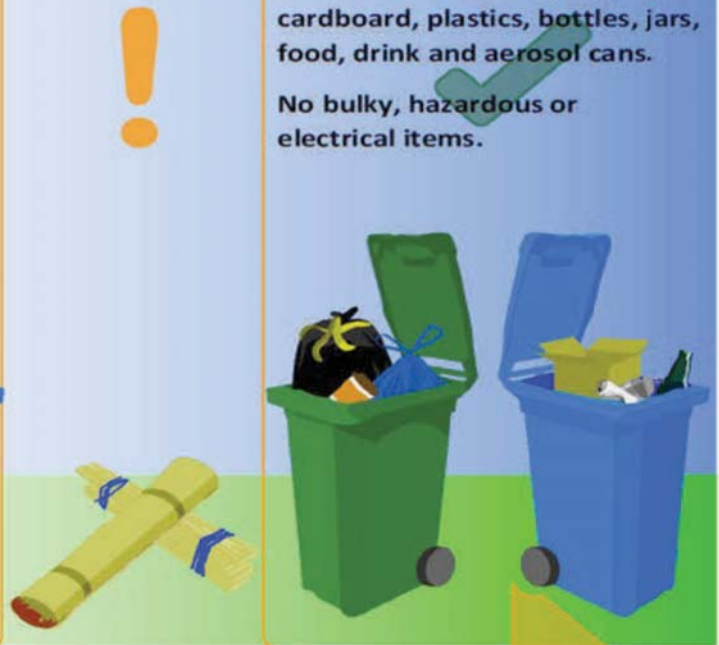
**Green: General waste**, Any items that cannot be placed in the recycling or food caddy.

No bulky, hazardous or electrical items.



**Blue: Mixed recycling**, Paper, cardboard, plastics, bottles, jars, food, drink and aerosol cans.

No bulky, hazardous or electrical items.



## REQUEST BULK & SPECIAL UPLIFTS

Contact Glasgow City Council Cleansing Department on 0141 287 9700 or [www.glasgow.gov.uk/recycling](http://www.glasgow.gov.uk/recycling) - [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste) or using the **MYGLASGOW** app available for iOS & android devices.

### Report Illegal dumping and Fly-Tipping

Contact The Environmental Task Force on 0141 287 1058 or by using the **MYGLASGOW** app

The **Fixed Penalty Notice** for illegal fly-tipping is **£200** and could lead to prosecution and **£40,000 fine**



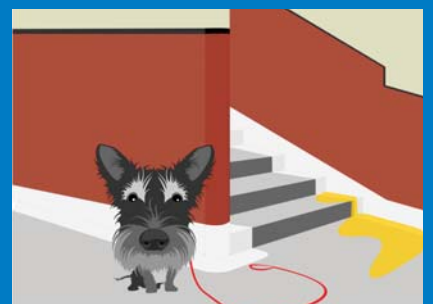
### Are litter, graffiti, weeds or overgrown verges a problem in your area?

Report litter, graffiti, dog fouling, fly-tipping and other environmental concerns to the Environmental Task Force

Telephone 0300 343 7027 or use the **MYGLASGOW** app or find the Environmental Task Force on Twitter @MyGlasgowCC and Facebook @MyGlasgowCC



Please consider your neighbours, ensure items are not left in communal areas, clean up after your pets and keep them under control.







# Frozen Pipes

**With Winter approaching, you may experience frozen pipes to your home.**

A frozen pipe is also serious as this may lead to a burst.

Here is some advice:

## Turn off the water supply

**Turn off the main stopcock.** You should find this under the kitchen sink or bathroom or where the service pipe enters your home. If you can do so safely, turn off the stopcock in your cold water tank if you have one, it's usually found in the attic or loft.

## Beat the burst

Protect everything around the pipe that appears to be frozen to avoid damage if it bursts.

## Thawing out

Check if the pipe appears to be undamaged – do not attempt to thaw if breaks or cracks can be seen.

If pipe is undamaged try to thaw it out.

Open the tap nearest to the part of the pipe you think is frozen so the water can flow through when it has melted.

## Frozen Condensate Pipe on Gas Condensing Boiler

In very cold weather there may be problems with the pipe that takes away some of the vapour that condenses from the gas boiler and it may freeze. This can lead a boiler to shut down and there should be a fault code displayed on the digital display or there may be an alarm signal.

If this happens, then call the office to arrange for an engineer to attend.

## Final Advice:

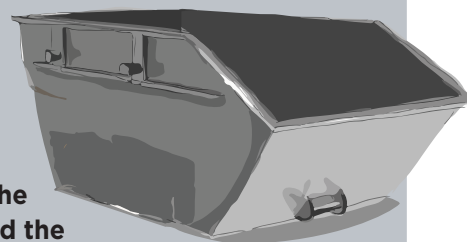
Please make sure that you have household insurance. We are insured for the building but not your own contents, so please make sure you have cover.

Go to our website for further information

<https://www.cassiltoun.org.uk/money-advice/>

# Post Christmas and New Year skip service

**Cassiltoun Housing Association is aware that in January after all the presents have been unwrapped, the chocolate eaten and the new toys and games have replaced the old, that residents have a lot of unwanted packaging and refuse left.**



Therefore, we have hired 4 skips to be delivered on Thursday 6th January 2022. They will be delivered between the hours of 8.00am and 9.30 am and pick-ups will begin at 2pm so please ensure that you use this time to get your unwanted items and rubbish put in the skips.

The skips are for general rubbish only and our Contractor Caledonian Maintenance will be on hand to advise you what can and cannot be put in the skips. Please see below list of items that you **cannot** put in the skip.

**Fridge and fridge freezers • Tyres**

**Gas canisters • Tins of paint • Mattresses**

Last year there was an issue with residents trying to put tins of paint in the skip please ensure that you do not attempt to put these in the skips.

If the skips are not being utilised then after 1pm Caledonian Maintenance will remove bulk from the back courts and put it in the skips to ensure that the Association is getting value for money as we do not want the skips being uplifted half empty.

The skips will be placed throughout the area at:

• **Hoddam/Ballantay**

• **Barlia Gardens**

• **Machrie Drive**

• **Croftfoot/Tormusk**

Please use these skips rather than leaving rubbish in the back court of common close areas.

Further information can be obtained from the office on Thursday 6th January 2022 am by telephone on **0141 634 2673**.

We hope this service is of use to you.

# Scottish Housing Charter

## How we are doing...



April 2021 – September 2021 – Quarter 2

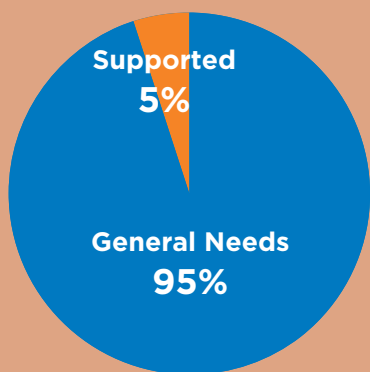
### Allocations

Indicator 30

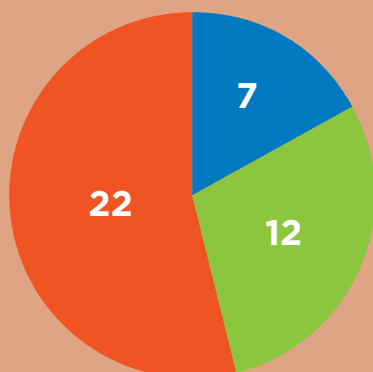
Re-lets this year so far: 35 • Average Void Days Lost: 29



Contextual Indicator 3  
Types of Let

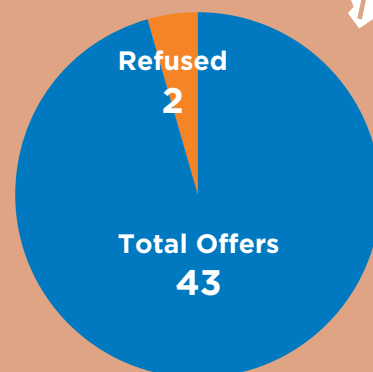


Contextual Indicator 2  
Source of Let



- Existing Tenants
- Waiting List
- Section 5 Referrals
- Mutual Exchanges
- Other Sources

Indicator 14  
Offers Refused



■ General Needs Lets ■ Supported Lets

■ Total Offers ■ Refused

Indicator 16

Tenancies Sustained more than a year – 97%

Indicator C4

Abandoned Properties – 2

Tenants satisfied with standard

of their home when moving in – 93%

We have created a snap shot of information related to performance. Each piece of information relates to the Scottish Housing Charter indicators which the Association reports on.

You can find more information by visiting: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

### Maintenance



Indicators 8, 9, 10, 11 & 12

#### Repairs Completed

Emergency Repairs	530	Average 2.5 hours
Non-emergency Repairs	1269	Average 4 days

94.7% of jobs completed Right First Time

### Disabled Adaptations



Indicators 19, 20 & 21

Total Number Awaiting	11
Total costs of adaptations	£32,951
Average number of days to complete adaptations	678

### Gas Servicing

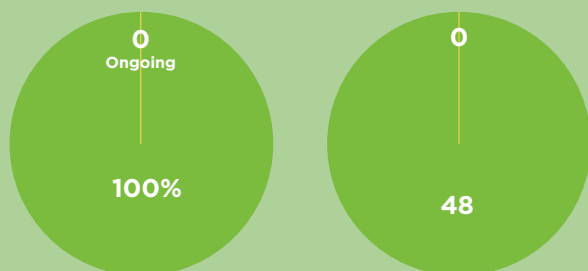
Cassiltoun Housing Association carries out annual gas servicing to comply with the Gas Safety (Installation and Use) Regulations. This is a legal requirement it is imperative that we gain access for the gas service within 12 months of the previous service being carried out.

98%

# Anti-social Behaviour

Indicator 15

**Complaints Resolved Timescales met?**



■ Yes ■ No ■ Ongoing    ■ Yes ■ No

The Association has received 48 anti-social complaints and these are handled in line with our Neighbour Relation Policy. If you experience any anti-social incidents contact the office on **0141 634 2673**.

# Complaints

Indicators 3 and 4

**Complaints Resolved**

Percentage of all complaint responded to in full at Stage 1	100%
Percentage of all complaints responded to in full at Stage 2	83%
Average time in working days for full response Stage 1	2.7 days
Average time in working days for full response Stage 2	15 days

Any dissatisfaction you may have with any of our services then we would encourage you to let us know. We treat any dissatisfaction very seriously and use the information to adapt and shape the services we provide.

# Rents

Indicator 26

**Rent Collected... £2,217,034**

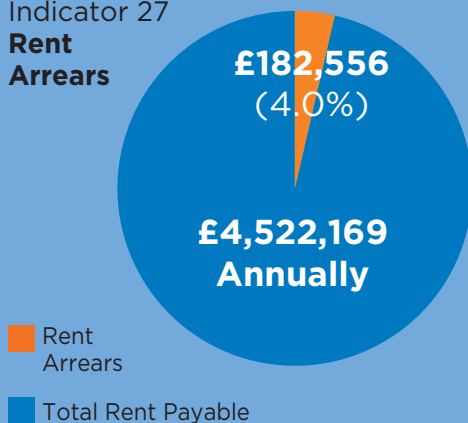
The Association's arrears were **4.04%**. The Association treats non-payment of rent very seriously and takes all necessary action to recover moneys owed.

No court actions have been initiated during this reporting period.

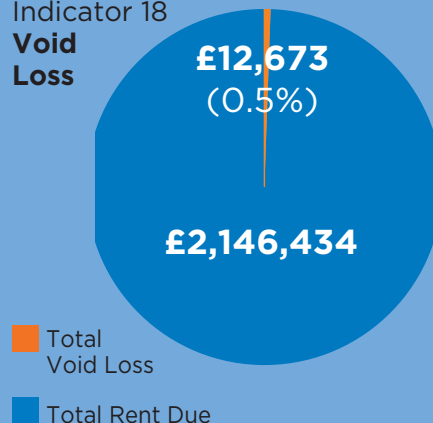
The Association offers a Welfare Rights service to all of our tenants who can assist with money related problems and assist with completing forms and applying for benefits.

An appointment can be made by contacting the office on **0141 634 2673** or [housing@cassiltoun.org.uk](mailto:housing@cassiltoun.org.uk).

Indicator 27  
**Rent Arrears**

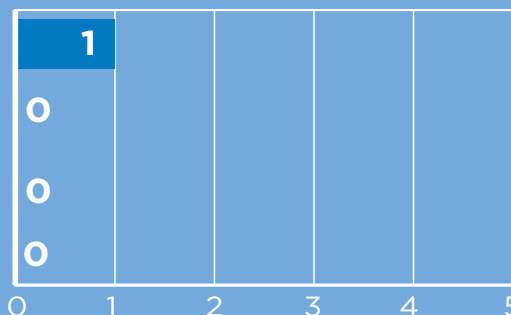


Indicator 18  
**Void Loss**



Indicator 22  
**Court Action**

Court Actions Initiated  
Properties Recovered (Non-payment of Rent)  
Properties Recovered (Anti-Social Behaviour)  
Properties Recovered (Other)



Indicator 17

**Number of properties which became vacant - 30**

# Homelessness

Indicator 23

Homeless Referrals received	17
Offers made to Homeless Applicant	12
Offers accepted by Homeless Applicant	12



# Is your neighbour a superhero?

**Does your neighbour go that extra mile? Do they take out your bins? Take in your parcels when you're not at home? Pick up messages at the shops for you or simply always has a kind word and a smile?**



**We want to hear of all the good deeds your neighbour does and give them the recognition they deserve, so why not nominate them as a Community Hero?**

## Congratulations!

We received several nominations for our first Community Heroes deserving of recognition and we would like to thank all those who submitted nominations. But an even bigger thank you to the nominees themselves and the first three of our Community Heroes.

Our first three superheroes are Ms B Kolecka, Mrs C Garrow and Mrs A Dundas although some wish their identity to remain secret. All winning nominees received a small token of our appreciation for their efforts, hard work and display of community spirit, setting a great example for all. I am sure you will agree, they are all **Super Heroes!**



Ms B Kolecka



Mrs Garrow



Mrs A Dundas

**To nominate a Community Hero, telephone 0141 634 2673 or email [housing@cassiltoun.org.uk](mailto:housing@cassiltoun.org.uk) Alternatively visit [www.cassiltoun.org.uk](http://www.cassiltoun.org.uk) and complete the online contact form.**

# Recycle for Glasgow



## Recycle for Glasgow

By making full use of your blue bin you can help us recycle more and send less waste to landfill. To help you recycle as much as possible we have provided you with a recycling bag. Please use this to store and carry your recycling to your blue bin. Once you have emptied the contents you can use the bag again and again.

### YOUR Recycling Bin

Blue Bin



Paper, cardboard, tins, cans and plastic bottles

Recycling Bag



To help store and carry your recycling to your blue bin

- What you can recycle
- How to use your service
- How to find out more
- Keep this guide for reference



## Blue Bin

Paper • Cardboard • Tins • Cans • Plastic Bottles

All items must be loose, dry and rinsed

[www.glasgow.gov.uk/recycling](http://www.glasgow.gov.uk/recycling) 0141 287 9700 @GlasgowCC



**1** Collect and sort your items for recycling

**2** Rinse your tins, cans and plastic bottles - please remove lids

**3** Flatten your cardboard and plastic bottles

**4** Place your paper, cardboard, tins, cans and plastic bottles into your blue bin

**5** We will collect your blue bin and return it to the storage area after emptying

**YES** ✓

### Paper

✓ All paper, newspapers, magazines and envelopes

### Cardboard

✓ All cardboard, boxes and corrugated card

### Plastic Bottles

✓ Plastic bottles and cleaning sprays

### Tins and Cans

✓ Tins and cans  
✓ Empty aerosols

**NO** ✗

### But not...

✗ Padded envelopes  
✗ Kitchen roll

### But not...

✗ Food and drinks cartons

### But not...

✗ Pots, tubs, trays or lids  
✗ Plastic bags  
✗ Garden chemical bottles

### But not...

✗ Foil  
✗ Paint tins

### And never...

✗ General waste  
✗ Glass  
✗ Food waste

## Glass Recycling

There are over 450 recycling points across Glasgow where you can recycle all your glass bottles and jars. To find out where your nearest glass recycling point is please visit [www.glasgow.gov.uk/recycling](http://www.glasgow.gov.uk/recycling)

**YES** ✓

✓ All glass bottles and jars

### But not...

**NO** ✗

✗ Lids or bottle tops  
✗ Light bulbs  
✗ Drinking glasses

✗ Cups or plates  
✗ Pyrex  
✗ Window glass



For help or advice with waste and recycling issues, or if you need this publication translated into another language, please contact us:

[www.glasgow.gov.uk/recycling](http://www.glasgow.gov.uk/recycling) 0141 287 9700 @GlasgowCC

**Don't let a good thing go to waste**

**cleanglasgow**  
it's our city - play your part



# 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. Don't sit too close. 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.
- Only use gas or paraffin heaters in well-ventilated areas. Heaters consume oxygen and in enclosed spaces can produce harmful gases and/or cause carbon monoxide poisoning.
- Fit a Carbon Monoxide detector in all rooms containing gas or paraffin heaters.
- Never use portable gas cylinder heaters in high rise flats.
- Always change gas cylinders in the open air. Never change gas cylinders in an enclosed space.

## 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

- Consider using battery operated candles which give the same light effect without the risk from flames.
- 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.



## FESTIVE SAFETY TIPS

- Check your smoke and heat alarms are working. Replace batteries if necessary.
- If you have an open fire make sure your chimney is swept before winter. Always use a fire guard, secured in position, to protect against flying sparks from hot embers.
- Never place Christmas cards or decorations around the mantelpiece.
- Check your Christmas light plugs are fitted with the correct fuse, don't overload extension leads and ensure all electrical devices are Intertek BEAB approved.
- Always switch Christmas lights off and unplug them before you go to bed.
- Decorations can burn easily – don't place them near lights or heaters.
- Never leave cooking unattended, especially when using hot oil. For early warning of fire consider fitting a heat alarm in your kitchen.
- Take time to check on elderly relatives and neighbours this Christmas as they are at greater risk from fire, particularly if they suffer from ill health or disability.

## JOIN SCOTLAND'S FIGHT AGAINST FIRE

Get ready for winter. Make sure you have working smoke alarms. Fit a heat alarm in your kitchen. All smoke and heat alarms should be ceiling mounted and interlinked.

Take extra care when cooking if you suffer from any illness, disability or are taking prescribed medications that makes you careless or forgetful. We all know older people who are at risk from fire – it could be a grandmother, aunt, friend or neighbour. Join Scotland's Fight Against Fire. If you, or someone you know, is at risk from fire, contact us now

**Call 0800 0731 999 Text 'FIRE' to 80800**  
**visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk) or talk to your local firefighters.**

## 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.silverline.org.uk/ what-we-do/ silver-line-scotland](http://www.silverline.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)**

If you would like a copy of this document in a different format or a version in another language, please contact **0800 0731 999**.

## TO BOOK 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)**



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

# Advice Team *Update*

**Advice team are continuing to provide a telephone appointment service to all our tenants and factored owners. This has been extremely successful and well received by our clients. By continuing to work this way means we can assist as many people as possible and ensures our clients health and wellbeing are our top priority.**

In the last year we have helped 487 clients with benefit checks, applying for benefits, challenging unfavourable decisions. Helping with budgeting and managing debts and looking for additional support to help people who have been really struggling.

In this time, we have helped manage just under £125,000 worth of debts and claimed £739,879.49 in benefits for our clients.

The past 18 months we have found ourselves in unprecedented times, with people being out of work, on furlough, reduced hours, being at home more and kids off school this has had a massive impact on people being able to make sure they have had basic essential like food, gas and electric.

We have had to look at all help available to support our tenants and we applied to local charities for support with white goods, food, fuel, school uniforms and much more.

Our advice team is here to help, if you would like more information or want to speak to us about your benefits, money or debt please call Advice Team on **0141 634 2673** or email **adviceteam@cassiltoun.org.uk** where we will be happy to help.



## cashforkids

Last Year Cash for Kids announced that due to the huge impact of Covid-19 they were unable to provide Individual Family Grants at Christmas. Unfortunately, this is still the case for this Christmas.

CFK are continuing to raise vital funds to get the help to those that need it by working closely with Grass Root organisations across the city.

We understand that over the past 18 months it has been an extremely difficult time having a massive impact on our daily lives and our financial wellbeing. If you are a tenant of Cassiltoun Housing and need benefit or financial help please contact our Money Advice Team on **0141 634 2673** for help and advice.

## Christmas Opening Times

**Our Advice Team will be available until 23 December when our offices close and will be back with you on 6 January 2022. We know this can be a very difficult time, if you find you need support with food, fuel or find yourself in an emergency financial situation then please get in touch with us as soon as possible.**

Please remember most services will be closed over the holiday period too. We have opening hours for the Food Bank and Scottish Welfare Fund:

**Glasgow South East Food Bank** at 42 Inglefield St, Glasgow G42 7AT will close at 1.30pm on 24 December and re-open on 5 January 2022 at 12.30pm.

**Scottish Welfare Fund** – Crisis Grants will close on 24 December 2021 until 5 January 2022. If you make an application up to 24 December you may get a response around 29 December or if after the 24 December, or due to volume of applications, it may be when their office re-opens in January. More information on opening times and how to apply online can be found at <https://www.glasgow.gov.uk> or you can call **0141 276 1177**.



# State Retirement Pension

**The State Retirement Pension changed on 6 April 2016 for people who reach State Pension age from then onwards. This is men born on or after 6 April 1951 and women born on or after 6 April 1953.**

The old rules were complicated, making it difficult to know how much you'd get until you were close to State Pension age. With the new State Pension, people will know from a much younger age how much they're likely to get, providing a solid base for their saving and retirement planning.

You can get a State Pension forecast online at <https://www.gov.uk/check-state-pension>

The full amount of the new State Pension is set above the basic level of means-tested support (this is Pension Credit standard minimum guarantee). The full amount of the new State Pension is £179.60 a week (2021 to 2022 rate). Not everyone will get the full new State Pension amount, it will depend on your National Insurance record.

Please be aware that you must apply for your state retirement pension for entitlement to rise. The department for work & pensions (DWP) will write to you to invite you to claim your state pension however if you do not receive an invitation letter within 4 months of reaching retirement age you can still apply without it.

If you need more information or help to apply please call our Money Advice team on **0141 634 2673** or e-mail [adviceteam@cassiltoun.org.uk](mailto:adviceteam@cassiltoun.org.uk).



## Carers Allowance Supplement

**Carer's Allowance Supplement is an extra payment for people in Scotland who get Carer's Allowance on a particular date.**

Carer's Allowance Supplement is paid 2 times a year and from April 21 the rate has been £230.40 per payment.

However, the second payment in December will be increased to £462.80, which is a double payment. You'll get this if you get Carers Allowance on 11th October 2021. The reason it's a double payment is in recognition of the pressures unpaid carers face due to the ongoing pandemic.



## Child Disability Payment

**Scotland's Child Disability Payment opened for new applications across the country on 22 November 2021 and will replace the UK Government's Disability Living Allowance for children.**

The payment provides financial assistance to help meet the additional costs associated with having a disability.

Families of children and young people with a disability or terminal illness can apply to the new benefit administered by Social Security Scotland.

Applications can be made online, by post, phone, or face to face (COVID-19 restrictions permitting).

Those already receiving Disability Living Allowance for children do not need to make a new application you will be contacted in advance of the award being automatically transferred. This will happen in a phased approach and the Scottish government aim to have the transfer process completed by 2025.

Awards will continue to be made at the same rates and on the same payment cycle as their previous Disability Living Allowance for children.

Young people and children in Scotland who are currently getting Disability Living Allowance for children from the DWP will no longer need to apply for PIP when they turn 16. They will stay on Disability Living Allowance to age 18 if they continue to meet the eligibility criteria.



# Let's get Christmas started!

It's that time of year again when we are all starting to feel under pressure to make Christmas really special.

This year has been difficult for most of us still living under restrictions, being on furlough, not being able to work and all the support that was available coming to an end.

We are still recovering trying to get back on our feet after such a mad 18 months. Also, Universal Credit removing the uplift of £20 per week, rise in cost of living all adds to the pressure we put ourselves under to pull off this magical day!

Why? Why do we feel we need to go all out with extravagant gifts when all we are doing is putting ourselves in a tighter financial situation and possibly getting into debt. What a way to start 2022 with more worry, stress and struggling with money.

If COVID has taught us anything it's the simple things in life that we once took for granted that really matter! So why not think of what you can do that will make this time of year happy, stress free and you enjoy it without the worry and dread in January.

We have put together a list of ideas to get you thinking and most importantly planning for. Knowing how to plan a Christmas on a budget may help ease some of the worries you have.

## Decorations

- Get the kids involved in helping to make decorations. Look around the house for cardboard boxes, milk cartons, tins and get to work with some glitter and glue.
- If your decorations are looking tired from over use, give them a bit of sparkle with art and crafts, glitter and glue.

- Consider making your own crackers - fill them with things you really want rather than the usual dust collectors.
- Wreaths can be fun to make - all you need is a wire coat hanger, a bit of ivy or holly, and some ribbon to decorate it.
- If you want to send Christmas cards, again get the kids involved or make them yourself. Look around the house at what you can use.

## Food and drink

- Try to plan ahead and buy only what will realistically be eaten. Think about what normally gets thrown away, make a plan, and stick to it when you go shopping. Shop around and use local markets to find the best value products.
- Check out affordable supermarket offers and shop in advance where possible.
- Find coupons and vouchers and use them where you can.
- Make food last longer by wrapping up your leftovers and putting them in the fridge/freezer for the next day.
- Remember that the shops are only closed for a few days and you can always top up if you run out of anything.

## Presents

- Make a list of all the people you need to buy gifts for, to help you budget in advance.
- Set a spending limit for gifts and stick to it.
- Consider asking the wider family to agree to spending limits too - remember it's the thought that counts, and it can be really fun to see what kinds of gifts people come up with on a budget.
- If you normally buy for the wider family members, perhaps arrange a secret Santa so that each family member only has to buy one gift.
- Shop around for bargains in advance - you can often find great value online if you plan ahead.
- Think about making gifts like food or craft ideas that you can make in bulk and distribute. Even a framed photo can make a perfect gift for grandparents and family.
- Avoid buying for the sake of buying; think about where that item will be after Xmas day and whether you really need it.

**It is important that Christmas is not really about who got what and how much it cost, it is about spending time with loved ones and appreciating family life.**



# Universal Credit changes from 1st December 2021

**Mr Sunak has made some changes to both the taper rate and work allowance within Universal Credit (UC) and this will be changing no later than 1st December 2021.**

Currently, if you're in work and you meet the criteria to claim UC (eg, you're on a low income and have £16,000 or less in savings) there's no limit to the number of hours you can work, but the amount you can receive in UC is reduced by 63p per £1 earned. However, the Government has announced that it will cut this rate to 55p per £1, which means you'll keep an additional 8p per pound.

Additionally, if you (and/or your partner) have either a responsibility for a child or a limited capability for work you can earn a certain amount from work before the same taper rate as above applies. This allowance is £293 per month if your UC includes housing support or £515 per month if you don't receive housing support.

But in his budget Mr Sunak said that the allowance will rise by £504/yr. This means both work allowances will rise by £42 per month to £335 and £557 per month respectively.

Therefore if you or your partner are in work and previously have been advised you do not qualify for UC it may be worth getting in touch with our Advice Team to have this checked again due to these changes.



## Child Winter Heating Assistance

**The Scottish Government introduced child winter heating assistance payment in 2020.**

This is an annual payment of £202. This is paid automatically by Social Security Scotland to all families with a severely disabled child, aged 18 or under and receiving the highest rate of the care component of disability living allowance (DLA) or child disability payment (CDP) or the enhanced rate of the daily living component of personal independence payment (PIP), regardless of other income, savings or benefits.

The £202 payment is payable for each severely disabled child who is resident in Scotland and entitled to the relevant rate of DLA, CDP or PIP on at least one day in the 'qualifying week', which is week beginning on the third Monday in September (20 to 26 September in 2021). If DLA, CDP or PIP is awarded later but backdated to cover this date, child winter heating assistance is payable. Payments are made in November, usually into the same account into which DLA, CDP or PIP is paid.

**Having home contents insurance can't prevent floods, thefts or fires from happening, but it can help you get back on your feet.**

- Apply online
- Low minimum sums insured of just £4000
- No excess payment on claims
- No minimum term
- Contents replaced as new\*
- Sheds, outbuildings, game consoles and computers (including laptops) covered as standard

Find out more about protecting your furniture and personal possessions.

Call us on 0141 634 2673 to speak to our AdviceTeam



\*Excluding clothing and household linen.

The policy is underwritten by Aviva Insurance Limited. Aviva Insurance Limited, Registered in Scotland Number 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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# Every child over the age of 3 years old, and some 2 year olds are entitled to access around 23 hours of childcare per week

## How to apply

You don't need to wait until your child is 3 to put their name on the waiting list. Contact Cassiltoun Stables nursery to look round and meet the team.

We can offer 5 mornings, 5 afternoons or 3 days fully funded!

We also offer wraparound care up to 6pm



## Your child, your choice!

### Living out with the Glasgow boundary?

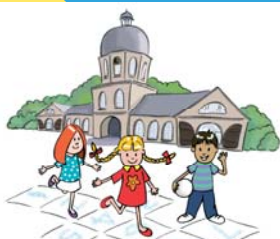
'Funding follows the Child' allows parents to access early years services of their choice, in the area they choose.

### Eligible 2 year olds

See if you are eligible for a free 2 year old space at children and families website on line or speak to your health visitor or contact the nursery for information. This can also be found on our website.

### What if I don't think my child is ready for school?

From August 22, parents can choose to defer their child's school entry if their child's birthday fall after the first day of term in August.



Cassiltoun Stables Nursery

Set on the edge of the beautiful Castlemilk woods, this offers the most stimulating outdoor classroom and playground a child could ask for! Forest School available to all children.

Open 7.30am – 6.00pm Monday to Friday Inc. Bank Holidays  
Free – Glasgow City Council funded hours available for children 3–5 years  
Full time, Part time and Term time places available  
Places available for 6 weeks – 5 years

Telephone: 0141 631 5235 Email: [nursery@cassiltoun.org.uk](mailto:nursery@cassiltoun.org.uk)  
Castlemilk Stables, 59 Machrie Road, Castlemilk, G45 0AZ

Company Registration No SC423689. Registered Scottish Charity No. SC043312. Care Inspectorate Registration No. CS2012308178



# Community Team Update

## We were finalists in the Scottish Charity Awards, 'Charity of the Year!'

We were delighted to be finalist in this award, especially when they received more nominations than ever before! We were recognised for the hundreds of events and workshops we redesigned to be online, coordinating the Castlemilk-wide emergency response and creation of our Wellbeing Community Chest that meant local people could be supported to begin their own projects. Our Digital Lending Library was also highlighted where we got funding for hundreds of devices to keep people connected and shared with various partners through the area to support them to reach people, too. Congratulations to the Royal Hospital for Children and Young People who won this category.

 SCOTTISH CHARITY AWARDS 2021

Friday 1<sup>st</sup> October  
#ScotCharityAwards

### On The Edge Visual Art project recognising those that have been key during the pandemic!!

Three Cassiltoun Housing Association staff and two community members that we support with their projects were nominated for all their efforts over the pandemic through the Bash Creative Art project, projecting their portraits and experiences in Glasgow, Milton and Drumchapel. From ensuring tenants had the support they needed, co-ordinating the Castlemilk Together response, packing hundreds and hundreds of bags, organising community litter picks and bringing people together online to share memories and recipes, these 5 people were 5 of many across Castlemilk that went above and beyond. Big well done to them all! See the full info on the Facebook Page, 'On the Edge'.



*"Beata has been absolutely outstanding during the pandemic."*



*"Bridget used her love for cooking to inspire others, when people felt very isolated."*

### Digital Inclusion

**Digital Champions:** We worked with our first cohort of fully trained digital champion community members, to design how the initiative can work. We then ran our first event with them, which was a guided walkthrough of online grocery shopping. Our next batch of 5 digital champions are being trained just now. They are brushing up on their digital skills so they can join our first cohort in sharing these skills throughout our community.

Quotes from the shopping session: *"I'm so proud of myself!" "That was really useful"*

Our digital repair and refurb project **"Digiknow?"** has started fortnightly in the Community Hub. In the first 10 repairs, we saved community members £375 estimated costs. Common fixes are cracked screens, broken charging ports and device cleanup. The project builds up capacity in the community through knowledge of repair, while being more ecological than buying new and saving people money.

Quotes from people who have used the service so far: *"This is a great thing you're doing" "It's been a long time since my phone looked like this" "My laptop is back working again"*

**Digital Lending Library:** We have obtained 67 mifi devices via an SCVO pilot project to replace older items in the library that no longer had data. These will go to previous recipients to plug the gap in their connectivity. We also got 50 new SIMs from Vodafone for new requests for mifi.

Quote from mifi recipient: *"I will be so happy to get it back to normal"*

**Digital support:** In total we've seen or spoken with 210 people over this period about Digital, including interactions with groups and individuals at our community events.



## Wellbeing on Wheels!

The Community Garden volunteers came up with a simple solution by creating "Wellbeing on Wheels!" to increase accessibility to growing spaces, in particular people with mobility issues or other barriers. These mobile planters are now fully accessible, can be rolled in and out of direct sunlight & which create green, flexible & multi-purpose areas. Thank you to Volunteering Matters - Action Earth and Nature Scot who funded this fabulous project.

## Youth Group

The group were happy to welcome two new members who have joined us as part of their Duke of Edinburgh Volunteering Award. They worked with researchers from Children's Neighbourhood Scotland which enabled them to have their say about Youth Participation in their community. They have also started a Digital Art Project with Nemo Art which has welcomed a further 4 new members!



**Need hours for your Duke of Edinburgh? Saltire Award? Caritas Award? Experience for your CV? Join us!**

## Community Bursary Scheme!!

**Applications for Cassiltoun Trust's Community Bursary scheme have now opened!**

**The deadline is Friday 28th January 2022 at 5pm**

You must live in the G45 postcode and have been accepted into higher or further education, for example college or university degrees. Please visit our website for full details of eligibility and further information.

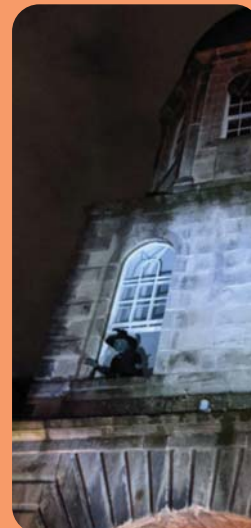
<http://www.cassiltountrust.org.uk/community-bursary/>

What can a bursary be used for? We expect the bursary to be used to support you to complete an educational course. Examples include; a laptop, textbooks, stationary, bus pass, course resources, childcare etc.

If you have other questions, please contact [community@cassiltoun.org.uk](mailto:community@cassiltoun.org.uk)

## We had such a Spooktacular time during Pumpkin Festival 2021!

We had a day of **Pumpkin Carving** and then displayed 200 pumpkins at our **Illumination Event**. The pumpkins were carved by the Community members in Castlemilk and the groups that attend the Stables. We enjoyed a performance by our Spooky Witch Guest from Eureka Edinburgh who entertained and frightened some of the children! We welcomed approximately 330 people over the course of the week and then finished it off by an **Online Halloween Storytelling Night** where everyone shared their old memories of Halloween growing up in Castlemilk. Last but not least we hid "**Books in the Woods**" - 100 children's books were placed in the Woodland for the kids to find while accessing the park too! Thank you to all of the Cassiltoun Staff and Volunteers who helped throughout the week, we couldn't do it without you all!



**Young people from 14 plus can volunteer with us!**

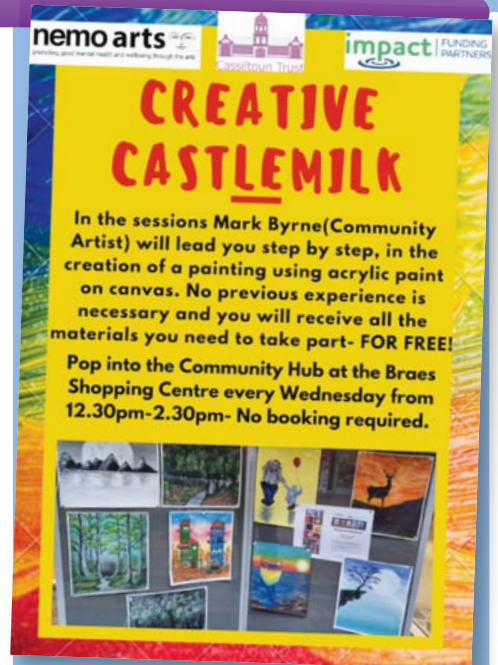






# Harvest Festival

We had a fun-filled day at our annual Harvest Festival this year! Around 100 people joined us for a day of outdoor pizza making, soup and sandwiches. There were soup packs to take away. We had a great workshop with **Castlemilk Cooks up Memories** sharing memories, recipes and creating scrapbooks. Thank you to everyone who was involved in the day and to The Senior Centre for all the fabulous food and to Glasgow Community Fund and Glasgow Food Programme Funding!



# Creative Castlemilk

This fantastic class keeps growing from strength to strength with their great paintings every week! Come along and give it a go you may be surprised with the result!



# Stables Studio

The group are happy to be back in the Stables Building. Pop in and have a go at all things



creative or even just for a cuppa tea and a chat! You could get involved in painting, crochet, knitting, upcycling, jewellery making and more! A community artist will also be at hand to help. Every Monday between 11am-1pm or 1pm-3pm.



# New Noticeboard at Castlemilk Park

We are delighted to finally install one of our new structures in Castlemilk Park, with thanks to funding from the Scottish Government Community Recovery Fund! This will help us promote and keep you informed on the range of opportunities on offer. You may notice some other structures throughout Castlemilk Park this winter.



There will be another new notice board and a brand new interpretation board at Castlemilk Stables to promote the walks of Castlemilk Park and its 3 amazing routes, wildlife, and heritage, keep a lookout in the coming months!







# Volunteer Development



## Training!

- 3 people trained in Hedgecutter
- 10 people trained up in Emergency Outdoor First Aid
- 2 volunteers getting help with applications for ITA funding for accredited courses to support with accessing employment



## Statistics!

- 40 sessions run from mid August to mid November with the volunteers coming out 149 times and delivering a total of 425.5 hours.
- 3 new volunteers signed up since August
- 2 Volunteer Action Days: Meadow Management and Tree Planting

## Friends of Castlemilk Park

The group have had a positive year with securing funding for Castlemilk Park from Arnold Clark for their 'Alive 'n' Pickin' project. Big thanks to them!

Keep an eye on their social media for more info. This group are looking for more local people to support what they do: this may include litter picks, working with relevant organisations to help clear the pond, supporting maintenance throughout the whole Park and loads more! Contact them for a chat to find out more and then come along and have your say.



## What else have we been involved in?

- The Lost Woodland Tree planting workshop at the Cathkin Braes. 5 volunteers participated and helped primary school children across Glasgow to plant 10000 trees!!!
- Replanted the heritage tree in Barlia Row
- Making the pond look better, as much as we can
- Continued sustainable management of Castlemilk Park Pond through tree thinning/removal and planting shrubs!
- Loads of events!

## Our doors were open again for Doors Open Day!

This year we were able to invite people along to Castlemilk Stables as part of Doors Open Day Glasgow 2021. 'Recycling Your Memories' took place in September, we asked people to send in lovely memories and amazing photographs that were displayed outside in the Stables Community Garden. Did you know ballroom dancing was a big thing in the past in Castlemilk? We also had a Zoom session for people who wanted to join us online and shared their amazing memories of growing up and living in Castlemilk.

Although this year we were not able to do the full tour of the building, tours were given of the Castlemilk Stables Courtyard and explained all about the fireplace. We are looking forward to next year and listening to more amazing memories!





# Another amazing year of the Castlemilk Explorers, spaces for more!

Since August the group have been meeting back in person for even more fun outdoors including toasting marshmallows over a fire, bat walks, a

**morning of bird activities, scavenger hunts and more!**

From February 2022 we are looking for new explorers to join the group so if your child wants to learn more about nature, take part in amazing free activities and are between 7 and 12 years old.

Please get into touch by emailing [community@cassiltoun.org.uk](mailto:community@cassiltoun.org.uk)



## Upcoming Events / Activities

All events meeting at Castlemilk Stables, G45 0AZ

If booking is required please email [community@cassiltoun.org.uk](mailto:community@cassiltoun.org.uk)

### Learn all about Castlemilk Park's Foxes

**Saturday 15th January 1pm - 3pm**

Most of us have caught a glimpse of a fox - their piercing eyes, bushy tails, playful pups - but when they run off, where do they go and what do they look like up close? Join us for a walk in the woodland to search for fox tracks and trails, learn all about their dens, and see amazing photos of them from our trail camera. **\*Booking required\***

### Love Your Woodland

**Wednesday 9th February 2pm - 4pm**

Come along to show your love and appreciation for your woodland - make decorations, create an outdoor art piece, take part in woodland activities.

### Castlemilk Explorers

**Saturday 12th February 10.30am to 12.30pm and Saturday 12th March 10.30am to 12.30pm**

Nature themed activities for 7-12 year olds including activities such as scavenger hunts, den building, tree/leaf ID, survival skills and creating activities to encourage wildlife in your community. **\*Booking required\***

### Volunteer Action Day - Coppicing

**Saturday 12th February - 10.30am-12.30pm or 2pm - 4pm**

This is an exciting opportunity for everyone who is interested in another way of sustainable woodland management. Learn about the old practice of coppicing from Paul Cookson from Green Aspirations and have a go at handling the specialised tools.

We will be bringing our Hazel Coppice back into rotation and thus producing hazel rods which can be used for gardening work and green woodworking.

Please note that we can only take small groups out to the coppice at once and so spaces are limited.

**\*Booking required\***

### Wildlife Photo Walks and Talks Group

**Monday 14th February 1.30pm-3.30pm and Monday 7th March 1.30pm-3.30pm \*\* Meeting online using Zoom \*\***

This combines talks from various speakers around Scotland and Glasgow on nature and local history. You do not need to be a photography expert to join! This is also a space to share your own photographs and stories.

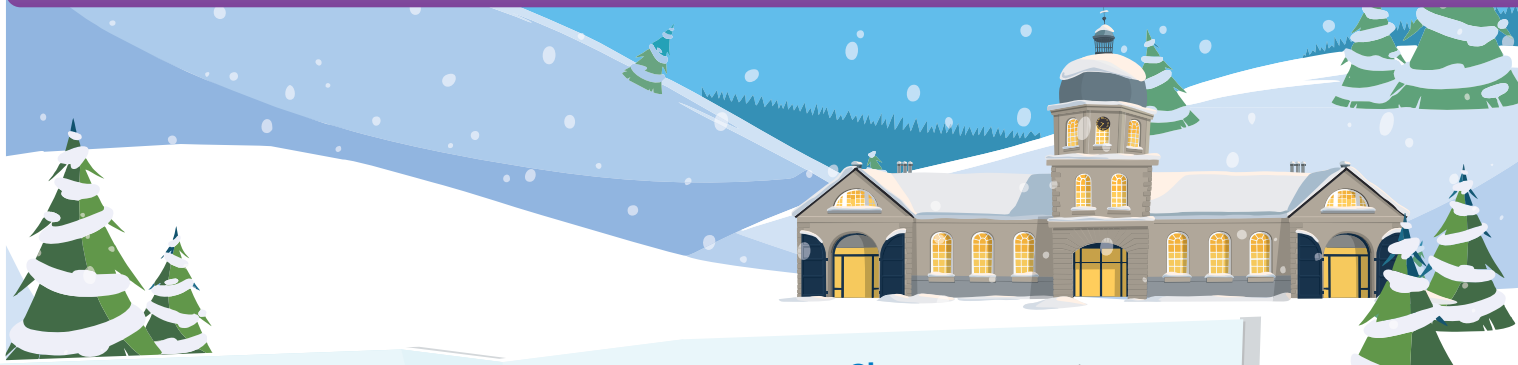
**\*Booking required\***

### Volunteer Action Day - Build a Hazel Arch

**Saturday 12th March 10.30am-12.30pm or 2pm-4pm**

Learn how to use the coppiced wood from the hazel coppice and help us build a hazel arch in the garden. This will be a living structure and will give you the opportunity to try your hands on some garden design! If online we'll talk you through the process, show you a whole range of examples and work together to make our own design!

**\*Booking required\***



## Cassiltoun Housing Association's Christmas and New Year Closure and Emergency Repairs Arrangements.

The offices of the Association will close on Thursday 23rd December 2021 at 5pm and re-open on Thursday 6th January 2022 at 8.30am.

Should you need to report a repair regarding your **central heating system** including no hot water during this time, please contact our contractor:

**City Technical Services** on **08000 921 961**.

For all other repairs during this period please contact our reactive maintenance contractor: **City Building** on **08000 921 961**.

**The number is the same for both contractors and you will be directed when you call.**

After what has been an unprecedented and difficult year, the Board of Management and staff team would like to wish you a **safe** and **Merry Christmas** and a **Happy New Year**.



## Office Closure

Please note that the office will be closed, following dates:

### Christmas and New Year Holidays:

The office will close at 5pm on Thursday 23rd December 2021 and will re-open at 8.30am on Thursday 6th January 2022.

### Easter Weekend:

Friday 15th April and Monday 18th April 2022.

## Join us on Social Media!



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

Like our facebook pages:

**[www.facebook.com/CassiltounHousingAssociation/](https://www.facebook.com/CassiltounHousingAssociation/)**  
**[www.facebook.com/CastlemilkParkProject/](https://www.facebook.com/CastlemilkParkProject/)**

And follow us on twitter:

**@CassiltounHA** and **@Cassiltoun**



**Cassiltoun**  
Housing Association

## Getting in touch...

Castlemilk Stables • 59 Machrie Road • Glasgow G45 0AZ

telephone **0141 634 2673** • fax **0141 634 9987**

email **housing@cassiltoun.org.uk** • website **www.cassiltoun.org.uk**

**Our office is currently closed, except for a limited appointment system to progress allocations and for the signing of Tenancy Agreements. Please do not come to the office if you do not have an appointment as you will not be allowed into the office.**