



Cassiltoun
Housing Association

news

update

Newsletter • Winter 2018

Merry Christmas



*... and a
Happy New Year
from everyone at Cassiltoun*

NEW – extended office opening hours. See page 11 for full details.

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Registered Scottish Charity No **SC 035544**



Chief Executive's Welcome

Welcome...

...to our winter edition of the newsletter.

On a personal note and sadly for me, this will be my last report as Chief Executive. In September I advised the Board that I intended to retire in **March 2019**. My retirement ends 39 years' service working in housing and community regeneration in Glasgow, the last 15 years here in Castlemilk with Cassiltoun Housing Association.

I am proud of the many service improvements and various achievements that Cassiltoun has gained, such as a vastly improved repairs service, improved common areas, welfare rights and money advice service, quality of customer care and the services and activities organised from the Stables building.

I take away great memories of my time here at Cassiltoun and have enjoyed my relationship with many tenants whom I have met over the years, even when I was being reminded of those times when we get things wrong. Hopefully I learned from those occasions.

In this edition, I would like to highlight the following - **"How does my rent compare?"**

We have illustrated rent comparisons with a range of other Scottish Housing Associations. The reason for this is to highlight that Cassiltoun

Housing Association's rents compare well. **Our rents also compare well with the other local Housing Associations and the Scottish average.**

Secondly, we are now entering the period of the year when we consult tenants over the annual rent increase. Unfortunately our costs do not remain static and inflation is currently increasing. This puts pressure on us to maintain services and to deliver future home improvements programmes such as new kitchens, bathrooms and central heating. So please take the time to let us know your views. We are planning events and increasing our office opening hours during January and February 2019 to gather views and discuss rents.

From 17th December until 21st December we are running a FREE Christmas Café in the Stables reception area, so please pop in for some Christmas cheer.

We will also be delivering 20 Christmas food hampers to lucky tenants drawn randomly on 20th December.

I am pleased to report that the Scottish Housing Regulator (SHR) has confirmed that they received substantial assurance from Cassiltoun Housing Association during a period of medium engagement. The engagement is part of the SHR's



response when they are seeking assurance about our financial plans when building new houses.

Many of you will have noticed that construction work has started on our 3 sites known as "Barlia 3". Please visit our website for further updates. 42 new houses should be complete and ready for the first tenants by December 2019.

I wish all our tenants and customers a very merry Christmas and a happy New Year.

I would also like to acknowledge the Board members, staff team and fantastic volunteers, for all their efforts making Cassiltoun Housing Association and our two subsidiary companies such a success. I have greatly appreciated all the support given to me and I wish everyone at Cassiltoun all the best in the future.

Charlie Millar • Chief Executive

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Development *Update*

Barlia 3

Everyone living in the local community will no doubt have seen a flurry of activity at our three new build sites at Barlia Terrace and Barlia Street. Our Contractors, Crudens, are well underway with the groundworks, while the work to build the foundations for our 42 units will be underway very soon. The Site Manager, Neil Smith, is a friendly face who has introduced himself to many local people including surrounding businesses.

Crudens have registered the scheme for the 'Considerate Constructors Scheme'. This means they abide by a Code of Practice which commits the team to care about the appearance of the site, respect the community, protect the environment, secure everyone's safety and value their workforce. The contractor has also committed to a programme of Community benefits- including jobs and training and financial support for community activities. The project is still on programme to complete before Christmas 2019. It will be with us before you know it!



Nursery Site

We were grateful to all the local people who contributed comments and suggestions for the development of the nursery site when we undertook our Feasibility Study during 2018. The finalised Study has been submitted to Glasgow City Council for consideration. We are hopeful that early in 2019 the Council will be able to respond to the submission and give us the go ahead to formally start developing detailed designs for this exciting site. The current plan is a mix of 147 houses and flats – both for rental and for sale. Watch this space for future updates.

57-85 Castlemilk Drive

Our proposed development at the vacant land on Castlemilk Drive was submitted to the Council for Planning Permission over the summer. If approved, we will be moving ahead with 60 new flats – mainly a mix of 1 and 2 bedrooms, including some particularly identified for older people or people with mobility issues. All going to plan we will commence building on this site in November 2019 – which will coincide with the Barlia 3 project coming to completion.



**Scottish Housing
Regulator**

National Panel of Tenants and Service Users

The Scottish Housing Regulator established the Panel in 2013 to engage effectively and directly with tenants and other service users. The Panel helps them hear about views, experiences and service priorities.

Topics covered by the Panel so far include:

- rent affordability
- service quality
- value for money
- performance reporting
- experiences of using homelessness services
- antisocial behaviour
- tenant safety

The panel currently has around 415 members. It has a broad membership, and almost three-quarters of Panel members are not members of Registered Tenant Organisations.

The Scottish Housing Regulator is keen to recruit new members to this panel. If this is something that interests you, more information on the panel and how to join can be found on the Scottish Housing Regulator's website:

shr@scottishhousingregulator.gsi.gov.uk

Chair signs new build contract for Barlia 3 Development

A significant milestone was achieved in October when our Chairperson, Anna Stuart MBE signed the new build contract with Cruden Building and Renewals Ltd. This completed the procurement and value for money exercise in appointing a contractor to carry out the new build housing development, which took several months to complete.



Anna Stuart MBE signs the building contract with Gordon Lee, Partnering and Procurement Director with Cruden Building and Renewal

Cassiltoun Housing Association's Board of Management welcomed two new co-opted board members

Richard Sullivan and Kim McKee joined the Board of Management as co-opted board members at their meeting on 28th November 2018.

Richard has 25 years' experience in the third sector and 17 years' professional experience in the public and private sectors.

Kim has ten years experience in researching and teaching housing across four different academic institutions (Glasgow, Open University, St Andrews and Stirling). She is currently a Senior Lecturer at the University of Stirling, teaching the Postgraduate Diploma/MSc in Housing Studies, which is accredited by the Chartered Institute of Housing.

Both applicants offer additional skills and experience that will clearly enhance our Board of Management. By appointing co-optees, we will enhance our Board of Management's skills as recommended by Glasgow and West of Scotland Forum and Scottish Housing Regulator.



Richard Sullivan



Kim McKee

Chief Executive, Charlie Millar, announces his retirement

Charlie Millar, Chief Executive of the Cassiltoun Group, plans to retire in March 2019.

Anna Stuart MBE, Chair of Cassiltoun Housing Association commented *"The Board and I will be very sad to see Charlie leave us. He has been an outstanding leader, who has helped to create one of Scotland's most diverse Housing Associations whilst making a huge impact on the social and economic regeneration in Castlemilk. We give Charlie our best wishes for a well-deserved early retirement."*

Charlie said *"I have been truly lucky to work in the housing sector in Glasgow over the past 39 years. The changes to how we deliver housing services in the city have been transformational and the community based Housing Association movement deserves great credit for their vision and tenacity."*

"I have been privileged to work with tenants from different communities delivering improvements over many years. I owe a debt of gratitude to the many fantastic colleagues and Board members I have worked with who have helped and supported me during my career. I will be sad to leave but I am now looking forward to a more relaxed future travelling with my wife Margaret."



A big Thank you to City Building

The Association would like to thank City Building for their very generous donation of Selection Boxes to be enjoyed on our annual panto trip on Sunday 16th December 2018.

Board and staff inspect Cruden's new build quality

In October the Chief Executive, Charlie Millar and Chairperson, Anna Stuart MBE led a Board/staff visit to a Cruden new build site in Pollock.

The purpose of the visit was to check the quality of workmanship and quality of things such as the kitchens and bathrooms. Anna commented *"It's absolutely vital when we are selecting products for new homes that we have some level of assurance about the quality of product. This visit was worthwhile because it gave us the opportunity to see first-hand the quality of workmanship and product of a Cruden home"*.

Charlie added, *"We were not disappointed by our visit, the quality of Cruden's new build was to a very high standard. We are looking forward to achieving a similar high standard at our 3 sites due for completion in December 2019."*



Cassiltoun and Ardenglen play host to University of Stirling Students

Students from the University of Stirling visited Castlemilk to see first-hand the vital work being done by community-based Housing Associations.

The students from the University's Social Policy and Housing course visited Cassiltoun and Ardenglen on their study visit.

It provided a valuable insight into the day-to-day running and workings of busy housing providers with a particular emphasis on their regeneration work.

At Cassiltoun, they were briefed by Chief Executive, Charlie Millar and Regeneration Manager, Clair Malpas on its work. This included an overview of the wide range of community regeneration activities delivered by the Cassiltoun Group including health, education, social engagement and employment programmes.

Charlie and Clair also focused on Cassiltoun's business diversity through its social enterprise programme and the impressive five-year development plans including building 42 flats and houses costing just over £5 million by December 2019.

One highlight was a tour of Castlemilk Stables – owned by Cassiltoun's subsidiary Cassiltoun Trust. In 2017 the Stables celebrated its 10th anniversary and was undoubtedly a landmark regeneration triumph by the Housing Association and which has won a string of awards.

Another highlight for the group was meeting Anna Stuart MBE, a founder of Cassiltoun Housing Association, who was described by the participants as 'inspirational'.

Charlie Millar, Chief Executive of Cassiltoun, said: *"We were delighted to host the visit from the University of Stirling. This has been a good opportunity for the Housing Studies students to see first-hand our social and economic regeneration and learn what is a priority for Castlemilk."*

At Ardenglen, students met Staff and Board members and were given an insight into its regeneration successes.

They were told of Ardenglen's community initiative known as The Only Way is Up. It offers a range of free activities from gardening to cookery, IT help, get-together groups for men and women, first aid sessions and even a sewing group – all aimed at building people's confidence and giving them new skills.



The students were also treated to a musical performance by *'All That Glitters'* – the initiative's creative writing and song group.

Much of the regeneration work undertaken by Ardenglen is carried out by the hugely-admired Community Committee made up of volunteers who arrange social events for the benefit of the local community.

Audrey Simpson, Ardenglen's Chief Executive, said: *"It is essential that the housing professionals of the future see first-hand how Housing Associations deliver their services on the ground. This study visit allowed two Housing Associations to demonstrate the deep-rooted achievements not just in building homes but delivering change that improves people's lives in the true spirit of the Housing Association movement."*

The study visit was led by Dr Kim McKee, Senior Lecturer in Housing Studies at the University. Kim said: *"We would like to say thank you to Ardenglen and Cassiltoun Housing Associations for welcoming our first year Housing Studies students on their recent site visit."*

"The students have been learning about the range of services social landlords provide beyond their traditional housing management role. The visit provided them with key insights into the ethos underpinning the community-controlled Housing Association movement and the sheer range of community development and regeneration activities many social landlords are now engaged in."

"It was a very positive learning experience for them and they valued being given the opportunity to meet local people who used and help support the services provided."

Glasgow Winter Night Shelter 2018-19 Financial Support

Cassiltoun Housing Association has donated £1000 towards Glasgow City Mission's Winter Night Shelter.

"597 vulnerable people were able to find safe refuge at the Glasgow Winter Night Sheltered on 3,839 occasions last year. These figures remains shockingly high, I'm sure you will agree. Too many people are still forced to sleep rough on our city streets." said Grant Campbell, Chief Executive of City Mission.



Grant added *"with your continued support, we can continue to provide a safe, warm place for vulnerable people to sleep, plus get the necessary help to break the cycle of homelessness."*

Anna Stuart MBE, Chair of Cassiltoun Housing Association said *"The Board of Cassiltoun HA are really pleased to contribute to this worthy cause and essential service in Glasgow."*

I wish homelessness was over but its not and until it is we will assist and support other organisations to help alleviate it".

If you would like to contribute to the night shelter the Association will accept payments and pass them on to the City Mission. Just ask at reception.

Cassiltoun Christmas Café

From Monday 17th December to lunchtime on Friday 21st December the Association will provide a Christmas Café with:

- **Tea, Coffee & Hot Chocolate**
- **Cold Drinks**
- **Sweet Treats**
- **Festive Music**

The café is **free** to all and will be located at the reception area of our office in the Stables. You can also pick up a free raffle ticket to win one of our Christmas hampers.

The draw will take place on 20th December. We will also be asking for your views on our rents, existing services and new services we can offer. So please come along for some festive cheer, meet the staff and if you have any general tenancy questions or problems we will be happy to help.

Congratulations Cathy!



Cathy Malone, Domestic Assistant The Association's long serving member of staff turned 65 in September 2018. The staff team presented Cathy with gifts and a birthday cake to mark her special day.

Rent Consultation:

“We need your opinion...”

The Association’s ongoing business plan over the next 30 years provides assurance about the viability of Cassiltoun Housing Association. Our ability to invest in tenants homes, deliver our repairs service, environmental services including close cleaning and grass cutting is all paid from tenants rents.

In addition, Cassiltoun Housing Association offers a wide range of services such as our Welfare Rights/Money Advice Service and activity events throughout the year for all age groups. We also provide job opportunities, housing and well-being health services.

The Association’s rents compare well with local Housing Associations and the benchmarking table illustrates that our rents also compare well with a variety of Scottish Housing Associations. When considering a rent increase, we value your views about what you expect for the rent you pay.

This year we will run a Christmas Café from 17th – 21st December between 10am – 3.45pm. Please visit for a tea/coffee and a chat about what your rent covers and what you want from your rent.

We will highlight issues such as:

- Our operating costs and how we control them
- How we try and achieve value for money
- Improving services
- Investment plans – new kitchens and bathrooms, central heating and windows
- Inflation pressures
- New build housing
- You said we done (service improvements led by tenants)

Other rent consultation events will be arranged as we gather your views.

I hope you can make it along to the Christmas Café for some festive cheer.

Charlie Millar

Chief Executive Officer

Benchmarking – Average Weekly Rent Levels 2017/18

Housing Association	2 Apt	3 Apt	4 Apt	5 Apt
Cassiltoun HA	£68.84	£71.49	£81.44	£93.38
Angus HA	£71.48	£81.84	£91.87	£100.81
Argyll Community HA	£73.69	£77.75	£86.04	£93.87
Castle Rock Endinvar HA	£78.79	£89.33	£100.29	£107.51
Drumchapel HA	£76.43	£77.11	£90.48	£98.93
Dunedin Canmore HA (Edinburgh)	£85.78	£94.10	£103.99	£110.18
Easthall Park HA	£62.83	£64.96	£78.79	£89.38
Ferguslie Park HA	£71.91	£79.80	£86.14	£96.91
Glasgow HA	£73.40	£79.19	£92.71	£101.72
Govan HA	£66.04	£76.10	£85.26	£101.10
Govanhill HA	£79.45	£84.70	£97.99	£116.07
Maryhill HA	£72.21	£75.14	£81.73	£93.44
New Gorbals HA	£69.10	£79.06	£90.14	£102.61
North Glasgow HA	£74.63	£80.96	£91.08	£100.65
Parkhead HA	£64.28	£78.92	£87.25	£110.92
Queens Cross HA	£75.03	£78.62	£87.22	£99.10
Rutherglen & Cambuslang HA	£56.56	£79.68	£90.02	£114.01
Shettleston HA	£63.22	£71.16	£81.16	£101.83
Southside HA	£79.97	£89.64	£97.82	£103.16
Thenu HA	£74.79	£81.15	£92.87	£98.47
Wishaw & District HA	£66.67	£74.04	£81.46	£85.99

Red = Higher than Cassiltoun


Green = Lower than Cassiltoun

20 Housing Associations operating in various locations in Scotland. Demonstrates Cassiltoun Housing Association’s rents compare favourably. Cassiltoun Housing Association’s rents benchmark well against local Housing Associations operating in Castlemilk and with the Scottish average.

Source: Scottish Housing Regulator 2017/18 Landlord Report

James Dornan MSP Launches 2018 Christmas Toy Appeal

James Dornan MSP has launched his annual Christmas toy appeal. Each year the local MSP has asked constituents, businesses and community organisations to donate toys for local families. Cassiltoun Housing Association donates to this worthy cause.

JAMES DORNAN MSP IS HOSTING HIS ANNUAL CHRISTMAS TOY APPEAL AND FUNDRAISER

**FRIDAY 14TH
DECEMBER
10AM-12PM**

2 CLARKSTON ROAD, GLASGOW,
G44 4EQ

ANY DONATIONS OF UNUSED OR NEW TOYS AND MODEST SUMS OF CASH WOULD BE WARMLY APPRECIATED. ALL DONATIONS WILL BE USED TO ASSIST THOSE WHO ARE IN NEED.

IF YOU ARE UNABLE TO COME ALONG ON THE DAY, BUT WOULD STILL LIKE TO MAKE A DONATION, THEN YOU CAN DROP ITEMS OFF AT MY OFFICE BETWEEN 9AM-5PM ON ANY WEEKDAY.

ALTERNATIVELY, YOU CAN DONATE MONEY ON GOFUNDME:
<https://www.gofundme.com/christmas-toy-appeal-2018>

Consultation Event Prize Winners

Mrs Agnes Little, from Machrie Road said *“I really enjoyed attending the consultation meeting because I like to know what’s going on in my area. Winning the prize draw for attending is a complete bonus”*.

Mrs Little has lived in Machrie since 1969 and said *“I would not live anywhere else, I have great neighbours, a wonderful house with a fantastic view of Glasgow plus Cassiltoun Housing are great, they always help me when I ask them”*.

Charlie Millar, CEO said *“What a pleasure it was to meet Mrs Little and I enjoyed the unexpected tour of her house and hearing about her 50 years living in Castlemilk. I was really impressed by her attitude and how much she cared about her local area, a timely reminder to me about what is important to people”*.



Charlie Millar with Mrs Harbison

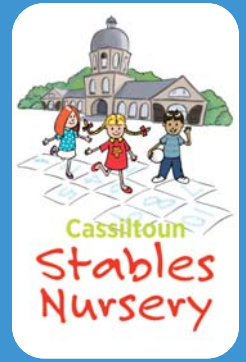
Mrs Rose Harbison from Castlemilk Drive has been a Castlemilk tenant for 48 years who is also still really interested in what is going on in her community. Mrs Harbison said *“I attended the consultation event to find out what plans are being considered for new houses and where the houses will be. I need a ground floor flat therefore it was great to hear that the Association is planning to build accessible ground floor flats for people who need this type of accommodation”*.

Charlie Millar, CEO, who presented a gift voucher said *“Again, what a pleasure to meet and talk with one of Castlemilk’s longest tenants. The message was loud and clear – build houses that people need, particularly as their circumstances change”*.



Charlie Millar with Mrs Little

Nursery Update



The children at the Stables are forging ahead with their outdoor learning. Our children in ante and preschool are accessing the woodlands 4 days per week.

Their learning, self-risk assessment and relationships with their peers has increased greatly over their time outdoors.

We are now working toward measurable outcomes for the children and assessing the differences between indoor and outdoor learning.

We have been looking after our environment, litter picking around the local area and in the woodlands too.

Due to the nursery expanding, we currently have some spaces. We offer full time, part time and some term time spaces. Open for 7.30am – 6pm.



Spooky, strange happenings in the neighbourhood!

If you were out in the area of Croftfoot Crescent at Halloween you would have encountered some spooky goings on in 2 Croftfoot Crescent as the residents of this close take Halloween very seriously by decorating the entire close from floor to ceiling with scary items to give trick or treat visitors to the close a spooky experience.

Over the past 20 years the residents have added to the collection of decorations and this year they excelled themselves...



Stables Studio

Members of Stables Studio art class have been working away on lots of creative projects including crocheting toys for grandchildren, making jewellery from sea glass and painting large scale canvases!

The group are delighted to recently receive funding for their project idea 'Stables Studio Sees Scotland' for a series of trips to inspire their creativity. A big thank you to South Glasgow Health and Social Care Partnership for the funding! They are looking forward to taking part in Castlemilk's Christmas event on Friday 7th December 3-5pm at the Castlemilk Community Centre where they will have lots of festive arts and crafts for sale. They also have items for sale in our reception area.

Stables Studio is a sociable art class for over 50s living in the G45 area - join us to try painting, drawing, crafts or just stop in for a cuppa and a chat! Drop in any Monday, Tuesday or Thursday 10am-4pm, Castlemilk Stables, 59 Machrie Road, G45 0AZ or call **Claire** on **07947 397932** with any questions.

Well done to Gary, a Stables Studio participant, on his achievements at the Stirling Special Olympics 40th Anniversary! ▼



Extended Office Hours

For the convenience of our tenants and owners, in addition to our normal office hours, we will be open:

Thursday 17th January 2019
6pm – 8pm

Saturday 19th January 2019
10am – 2pm

Thursday 24th January 2019
6pm – 8pm

Saturday 26th January 2019
10am – 2pm

Thursday 31st January 2019
6pm – 8pm

Saturday 2nd February 2019
10am – 2pm

Thursday 7th February 2019
6pm – 8pm

Saturday 9th February 2019
10am – 2pm

Free Christmas Hamper Raffle

The Senior Management Team, the Association's Social fund and the Association's contractors and consultants **MCN (Scotland) Ltd, Atkinson Partnership Ltd, CMS Window Systems, MAST Architects, Collective Architecture, City Technical Services, Edwards MacDowall Consulting Engineers, G3 Consultancy, SDM and Caledonian Maintenance** have all donated Christmas Hampers to be raffled to the Association's tenants.

The raffle is free to enter and tenants will be given a ticket at reception when they are in the office. Raffle tickets will be given out from Monday 10th December to Wednesday 19th December 2018. In addition to this, there will be a free raffle for children under 10 to participate in. If your child is in the office with you, please ensure they get their raffle ticket. Their hamper will contain child friendly items with a Christmas theme. The draw will take place on Thursday 20th December and all winners will be notified.





Operating in Glasgow and Lanarkshire, SAMH's Let's TALK Project is looking to tackle stigma and discrimination against people experiencing poor mental health and help signpost people to local support services.



Do you, or someone you know, want to find out more to maintain their mental wellbeing?

Are you someone who could volunteer and would like to help create safe spaces for people to have positive conversations around mental health and support people in finding other aids to recovery?

Are you a charity or an organisation that can provide advice and support around issues such as health and wellbeing, equal opportunities, employment, learning, finances?

We'd love to hear from you.

For more information on the SAMH Let's TALK project please contact Emma Straughan, Let's TALK Project Facilitator on the contact details below.

Email: Emma.Straughan@samh.org.uk • Mobile: 07595 244 761

SAMH is the Scottish association for Mental Health. Scottish Charity Number: SC008897

Staff Update

Hello to...



New baby
Dad, **John Williams**, baby boy, **Henry Arthur Williams** born 28th August 2018.



Kimberley Lee (Assistant Receptionist) joined the Association on a Community Jobs Scotland Placement on 17th September 2018 for 52 weeks.

christmas Snowflake Biscuits



Method

1. Heat oven to 200C/180C fan/gas 6 and line a baking sheet with baking parchment. Put the butter in a bowl and beat it with electric beaters until soft and creamy. Beat in the sugar, then the egg and vanilla, and finally the flour to make a dough. If the dough feels sticky, add a little flour and knead it in. Chill for 20 mins in the fridge.
2. Roll the dough to about the thickness of a £1 coin on a lightly floured surface. Cut out snowflake shapes using a biscuit cutter, then re-roll the off-cuts and repeat.
3. Bake for 8-10 mins or until the edges are just beginning to brown. Leave to cool for 5 mins before trying to move them. Cool completely.
4. Roll out the fondant icing to the thickness of a 50p piece. Use the same cutter to stamp out the icing. If you have smaller cutter you can stamp out holes in the middles of some of them. Brush each biscuit with a tiny amount of honey and press an icing snowflake on top.
5. Mix the icing sugar with enough water to make a pipeable icing, and spoon it into a piping bag fitted with a straight piping nozzle. Pipe patterns onto the snowflakes and add silver balls and sprinkles as you decorate. Leave to dry completely.

Ingredients

- 200g unsalted butter
- 200g golden caster sugar
- 1 large egg
- tsp vanilla extract
- 400g plain flour, plus extra
- 500g pack ready-to-roll fondant icing
- Honey
- 100g royal icing sugar
- silver balls and white sprinkles, to decorate

You will need

- snowflake cookie cutter

New Value for Money Strategy for Cassiltoun Housing Association Starts January 2019

Why is this important?

As a not for profit Housing Association, delivering value for money is crucial. Every £1 we spend on homes and services has to work for our tenants, customers and the community.

Value for money is at the heart of our approach, ensuring that we allocate our resources fairly, to benefit more of our tenants and the local community.

What do we mean by Value for Money (VFM)?

VFM is much more than a financial statement. It is about looking at everything we do and making sure:

- What we spend provides good value for money and we achieve a good return.
- We understand the costs and outcomes of our services enabling us to make informed discussions on how we spend our resources.

- We are working efficiently and effectively.

- Our work benefits our tenants and other people and organisations in the local community.

- We continually review the best ways to deliver our services including considering partnership opportunities to support our work.

Each year we will report back on what we have achieved and seek your views.

Don't get caught by the distraction burglars

Being burgled can be a very stressful experience, leaving you feeling unsafe in your own home. But, when the burglar tricks you into letting them into your home to steal your valuables, it can be particularly traumatic.

Known as distraction burglary, the burglar gains access to your property by pretending to be someone else. Common aliases include someone from a utility company, a workman, police officer or a delivery person. Sometimes they may even send a child, asking to use your bathroom or to retrieve a ball.

Whatever their false identity, they'll either seek to get you outside so an accomplice can nip in and out with your valuables or they'll come into your property themselves, distracting you to pilfer anything worth stealing.

These tips will help you weed out the distraction burglars from the genuine callers:

- Lock your back door and close windows before you answer the door.
- Use a spy hole and chain to check who the caller is.

- Don't leave your purse or other valuables close to the door.
- Ask for ID, even if you were expecting them, and call their company to check they're genuine - using a number listed in the local directory or on a bill.
- Never leave the door open and unattended.
- If you are at all worried they might not be genuine, ask them to return another time when someone is with you.

Whether you're a victim of a distraction burglary or a more traditional break-in, having home insurance can help you recover from the loss of your stolen items more quickly. This gives you the peace of mind you will be able to replace all the stolen items, which can make it easier to put the incident behind you.



Scottish Housing Charter

How we are doing...



01/04/18 - 30/09/18

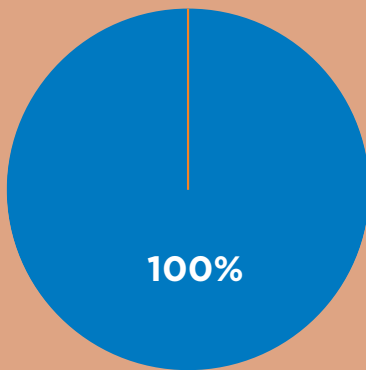
Allocations

Indicator 35

Lets this year so far: 37 • Average Void Days Lost: 9.3

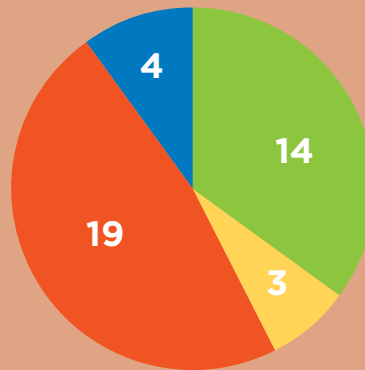


Contextual Indicator 7
Types of Let



■ General Needs Lets ■ Supported Lets

Contextual Indicator 8
Source of Let



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

Indicator 18
Offers Refused



■ Total Offers ■ Refused

Indicator 20
Tenancies Sustained more than a year - 95%

Indicator C11
Abandoned Properties - 2

Indicator 9
Tenants satisfied with standard of their home when moving in - 97.7%

Here we have created a snap shot of information related to allocations. 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

Maintenance

Indicators 11, 12, 13, 14



Repairs Completed on time

Emergency Repairs	100%	Average 2.0 hours
Non-emergency Repairs	100%	Average 3.8 days

94% of jobs completed Right First Time

Disabled Adaptations

Indicators 22 & 23



Total Number Approved	5
Total properties adapted	4
Total number of adaptations carried out	6
Total number of days to complete all adaptations	139

Gas Servicing

Indicator 15

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.

100% services completed ✓

Anti-social Behaviour

Indicator 19

Complaints Resolved

Timescales met?



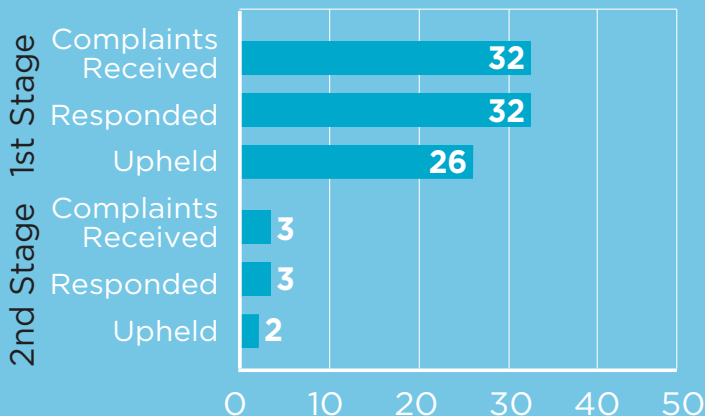
■ Yes
 ■ No
 ■ Ongoing
 ■ Yes
 ■ No

The Association has received 80 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 4 and 5

Complaints Resolved



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.

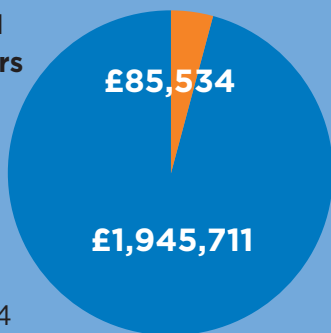
Rents

The Association's arrears were **2.2%** while our target is **2.9%**. The Association treats non-payment of rent very seriously and takes all necessary action to recover moneys owed. 42 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**.

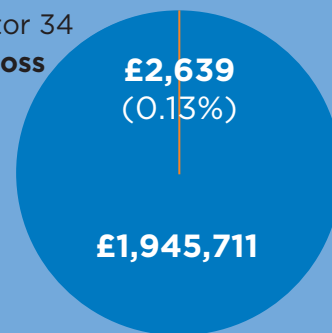
Indicator 31
Rent Arrears

■ Rent Arrears
■ Total Rent Payable



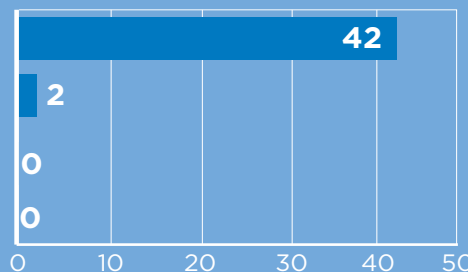
Indicator 34
Void Loss

■ Total Void Loss
■ Total Rent Due



Indicator 24
Court Action

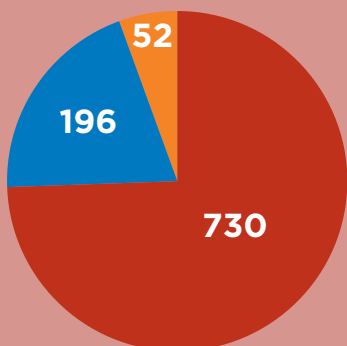
Court Actions Initiated
 Properties Recovered (Non-payment of Rent)
 Properties Recovered (Anti-Social Behaviour)
 Properties Recovered (Other)



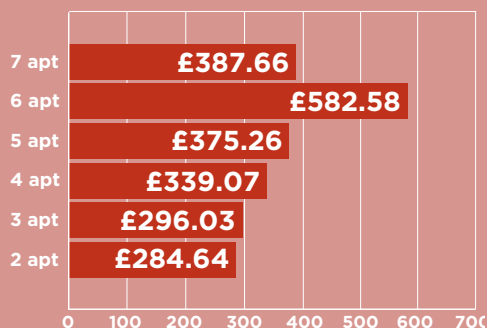
Stock Breakdown

Indicator C17

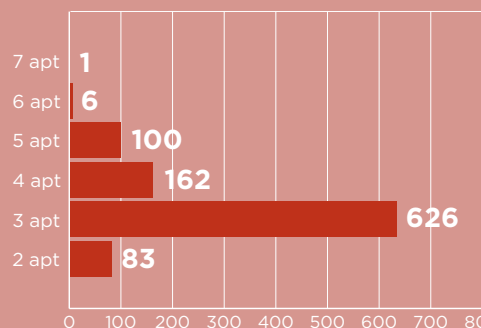
Property Type



Average Rent per apartment size



Stock Apartment Sizes



■ House
 ■ 4 in a block
 ■ Tenement Flat

Universal Credit Update

Universal credit is a single monthly payment for people of working age who are in or out of work and from 5th December 2018 anyone registered with Castlemilk Job Centre Plus will be in a full service area.



What does this mean?

Anyone making a new claim or making any changes to the following benefits:

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

Important - if you have 3 or more children you will not be able to claim UC until a later date.

How do I claim?

You need to apply for Universal Credit online. You have to apply as a couple if you and your partner live together. You do not need to be married.

What you need to apply

You'll need:

- your bank, building society or credit union account details
- an email address
- your National Insurance number
- information on your housing costs, for example how much rent you pay
- details of your income, for example payslips
- details of savings and any investments, like shares or a property that you rent out
- details of how much you pay for childcare if you're applying for help with childcare costs

If you do not provide the right information when you apply it might affect when you get paid or how much you get.

You also have to verify your identity online. You'll need some proof of identity for this, for example your:

- driving licence
- passport
- debit or credit card

How much am I paid and when?

Your UC payment will depend on your circumstances and is made up of standard allowance and extra amounts are paid if you have children, childcare costs, disabilities or health conditions and housing costs (rent).

UC assess your situation every month, this is known as your assessment period and depending on any changes to your circumstances or income from work, your amount from UC may change from month to month.

UC is paid monthly on the same date every month. You can, after your 1st payment, ask for twice monthly payments of your UC and housing costs (previously known as housing benefit).

Important - From making your claim you will wait 5 weeks for your 1st payment. You can request an advance payment (loan) of your entitlement including your housing costs (rent).

How to apply for an advance payment

You can apply for an advance payment in your online account or through your Jobcentre Plus work coach.

You'll need to:

- explain why you need an advances
- verify your identity (you do this online when you submit your Universal Credit claim or at your first Jobcentre Plus interview).
- Provide bank account details for the advance you'll usually find out the same day if you can get an advance.

All payments are made in bank account, building society account or credit union.

Help & Support

To claim UC you might need to do a few things like open a bank account, set up an email address. You might not have access to internet or a phone, tablet to claim and manage your online account or you might need some help as you don't have any experience or little experience working a computer.

Don't worry, we can provide you with all of that help and more.

We offer one to one appointments every Wednesday morning, you can book these by calling 0141 634 2673 or you can drop in any Friday between 11-3.00pm to get support.

If you are confident and just need access to a computer to check your online account, look for work etc. then you can call into office anytime during opening hours to get free access.

Digital Access

With the introduction of Universal Credit Full Service, Cassiltoun Housing Association will be looking to support our tenants and continue to run our DIY Digital Sessions.

We can provide free access to laptops and the internet for anyone who wishes to get online and no experience is necessary. We recognise how essential being digitally included is, now more than ever.



The sessions are in an informal setting and you decide what to use them for when you come. We have assisted people with everything from building a CV, job searching to booking train tickets to visit relatives at Christmas.

If you have any queries, you can contact a member of the **Advice Team** on **0141 634 2673**.

Cash for Kids

Cassiltoun Housing Association have submitted their application to Cash for Kids Christmas Grant.

Cash for Kids 2018 is designed to help families provide a Christmas Treat or meet the associated costs of Christmas who are unable to do so through their own income.

This year's application is open to children between the ages of 0-16 years old and in some circumstances children aged up to the age of 18.

We will be distributing awards on 11th and 12th December and all successful applicants will be lettered with further information.



cashforkids

If these dates are not suitable please contact our office to arrange a suitable time for collection.

Thank you...

We recently received this review on Google - it's nice to be appreciated!



Margaret Alexander

1 contribution >

REVIEWS

PHOTOS

review



Cassiltoun Housing Association

Castlemilk Stables, 59 Machrie Rd, Glasgow G45 0...

★★★★★ a week ago

Cassiltoun housing association in my view is one of the best associations in Glasgow southside . They are Fair and Just and they really listen to their tennents. They are quick to respond to complaints especially ANTI SOCIAL behaviour where they take a no nonsense approach. They also provide social activities and trips away and to the theatre every year for our selves and our children and grandchildren. I would find it hard to move to any other housing association.

👍 Like ➦ Share

Money Advice Team Statistics 2018

From 1st April 2018:

- **410** clients managed
- Created **768** cases
- **£296,000** benefit gain generated
- **£120k** debts under management

Are your home contents protected this Winter?

Your landlord, Cassiltoun Housing Association, is responsible for looking after the structure of your home but that doesn't include what's inside, like your furniture or personal belongings.

As a tenant of Cassiltoun you are eligible for home contents insurance which has been created for you at a low price, no excess if you need to claim and will cover against Theft, Fire, Flood and Accidental Damage.

Giving you peace of mind that all your household contents are covered from as little as £1.12 per week.

Interested? Then contact our **Money Advice Team** here at The Stables 59 Machrie Road, Castlemilk or telephone **0141 634 2673** for a chat.



Do you need a **Bank Account?**

Before you think about how to open a bank account, it's helpful to prepare by knowing what kind of account you want and how the application process works.

For example, you might need a current account to receive your wage or salary as well as any state benefits, or to pay bills and rent/mortgage payments.

Alternatively, you might want a savings account to work towards a financial goal, or perhaps you want an ISA to take advantage of additional tax-free saving benefits.

When shopping for a bank account, it's also good to keep in mind the potential benefits of different accounts, such as interest and savings rates, overdrafts, and other perks such as cashback and rewards, and the different charges you might have to pay for using the account.

Opening a bank account

Opening a high street bank account can be a simple process – you generally have to apply for the account first, giving a few details such as:

1. Personal information

including your full name, nationality, contact details, date of birth, and national insurance number

2. Proof of address,

like a recent utility bill, mortgage statement or tenancy agreement, a bank statement, or a council tax bill. You might also be required to show how long you've lived there.

3. Proof of identity,

such as a passport or driving licence or benefit entitlement letters.

- Depending on the bank you choose and the type of account you want to open, the bank may run a credit check to look at your financial history. If they accept your application, they'll notify you and you'll later receive your debit card and pin number in the post – normally in separate instalments. You will probably need to activate your card online or by phone before you can use it.

You can open a bank account in person by visiting the branch, or you can do it via phone or online – you'll still need to provide the above details, but you might still have to visit a local branch so they can make copies of your documents.

Managing your bank account

Once you've opened a bank account, you'll have different options for how you want to manage your money.

- Face to face.** The traditional method of banking involves dropping in to your local branch and speaking face to face with a bank employee, so they can help you with any questions or problems you may have.
- Over the phone.** You'll also be able to contact your bank through the phone to ask for help or advice with your finances.
- Online/app.** Most banks also have an online platform/app that lets you access your bank account and conduct transactions 24/7.

What if you're refused a bank account?

More than 1 million people in the UK don't have a bank account yet most banks offer Basic bank accounts which can help you get into the banking system.

Banks don't always advertise these accounts yet the majority of banks have these accounts and you can apply either in branch or online. These accounts are designed for people who have poor credit or who need help budgeting and managing their money as they don't offer an overdraft.

They will provide you with all the other features a normal current account can provide such a debit card to pay for items in a shop or online, pay bills by direct debit which can also save you money as you will get a better deal than paying in cash.

If you need a bank account or help with your bank account then please contact Money Advice Team @ Cassiltoun Housing Association, 59 Machrie Road Glasgow G45 0AZ, or telephone 0141 634 2673.





The moisture in your home is created by everyday living. Activities such as cooking, bathing, drying clothes and even breathing will put moisture into the air.

As winter approaches it is likely that your home may be affected by condensation.

This is caused by warm moist air coming into contact with a colder surface.

The particles in warm air are further apart and can carry more moisture. When this comes into contact with a colder surface the particles shrink together and can no longer carry the moisture. This leads to water forming on windows and ledges. It can also be found on the corners of skirting and behind units, beds and cupboards where air doesn't move.

Often this will result in mould growth in these areas. The mould is naturally occurring in the environment and is present all the time but flourishes and grows in moist conditions.

How can we combat this?

- Increase the background heat, this enables the air to carry more moisture.
- Increase the ventilation, keep your window vents open or open a window for about 15 minutes every 3-4 hours. This will replace the moist air in your home with fresh air from outside which will in turn be heated and carry moisture away.
- Keep doors closed - this will stop moisture from the kitchen and bathroom from traveling through your home and condensing on the colder surfaces.
- If you are having to dry clothes indoors try to keep them in the one room with an open window.
- Keeps lids on pots when cooking, if possible use a condensing tumble dryer or vent your tumble dryer to the outside of your home, if you have fans in your kitchen and bathroom make sure you use them.

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 Friday 4th January 2019 at 8.00am and picked up again at 4.00pm for residents to put all their unwanted items and rubbish in.

The skips will be placed throughout the area at:

Ballantay Road (adjacent to phone box)

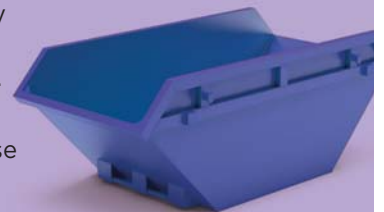
Barlia Drive (Parking Bay at substation)

Bottom of Machrie Road (at Castlemilk Drive)

Croftfoot Drive (across from Croftfoot Crescent)

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 Friday 4th January 2019 in person or by telephone on 0141 634 2673.

We hope this service is of use to you.



Christmas Rent Payments

Christmas is just around the corner and although we appreciate that this is an expensive time for our tenants we need to remind you of the dates that your rent should be paid. Last year many of our tenants got into difficulty with their rent payments as they either did not pay their December rent payment or were very late and had to find extra money in January to make up their payments and as we all know January is a very long month where money is concerned.

The rent payment date for December 2018 is Friday 21st December 2018, please remember that we close at 4.00 pm on a Friday and ensure that your payment is made on time.

In order to keep your rent account up to date and avoid problems in January 2019 and starting the New Year off badly, here are a few ideas for you to consider:

If you normally pay your rent in our offices, make sure that you have a rent card as our offices close at 4pm on Friday 21/12/18 and re-open on Friday 04/01/19 at 8.30 am. However, if you have a rent payment card you can make your payments at the post office, in the bank, on line at www.cassiltoun.org.uk or at the credit union offices. However, please remember that with public holidays it will take longer for your payment to reach your account, therefore allow **5 working days** for this. If you require a rent payment card, contact **Ainsleigh Maguire** on **0141 634 2673** and she will order one for you.

If you do find yourself in financial difficulty, contact the office immediately in order that we can assist you. Please do not ignore the issue or it will only get worse rather than going away. We also have a **Money Advice Team** who we can arrange an appointment with for you.



We want your views... Estate Environmental Services

In the future the Association will consider different ways of delivering our environmental services such as close cleaning, grass cutting, open space maintenance and empty house (void) management.

We want to improve service delivery whilst achieving the best value for money possible.

If you have one hour to spend and would like to discuss future estate services please let a member of staff know. Simply visit or phone our reception and leave your details and we will contact you to discuss future proposals and hear your views.

John Williams Housing Manager - Property



Five ways to stay healthy this winter

It may be cold outside, but winter needn't be the unhealthiest time of year for you and your family. Here are five ways to make sure that, even when your body is telling you to hibernate, you can keep healthy and fit, no matter what the weather's like.

Drink more milk

You are more likely to get a cold in winter, so make sure your immune system is in tip-top condition. Milk and dairy products such as cheese, yoghurt and fromage frais are great sources of:

- protein
- vitamins A and B12
- calcium, which helps keep our bones strong

Choose semi-skimmed, 1% or skimmed milk – rather than full-fat – and low-fat plain yoghurts.

Banish winter tiredness

Many people feel tired and sluggish during winter. This is due to the lack of sunlight, which disrupts our sleep and waking cycles.

Try these tips:

- get outdoors in natural daylight as much as possible.
- get a good night's sleep – go to bed and wake up at the same time every day.
- destress with exercise or meditation – stress has been shown to make you feel tired.

Eat more fruit and veg

When it's cold and dark outside, it can be tempting to fill up on unhealthy comfort food. However, it's important to ensure you still have a healthy diet and include five portions of fruit and veg a day.

If you find yourself craving a sugary treat, try a juicy clementine or satsuma instead.

Winter vegetables such as carrots, parsnips, swede and turnips can be roasted, mashed or made into soup for a comforting winter meal for the whole family. Explore varieties of fruit and veg that you may not normally eat.

Try new activities for the whole family

Don't use the cold winter months as an excuse to stay in and lounge around. Instead, get out with the whole family to try out a new activity – maybe ice skating, or taking a bracing winter walk on the beach or through Castlemilk park.

Regular exercise helps control your weight, boost your immune system, and is a good way to break the tension that can build if the family is constantly cooped up inside the house.

Have a hearty breakfast

Winter is the perfect season for porridge. Eating a warm bowlful on a cold morning isn't just a delicious way to start your day, it also helps boost your intake of starchy foods and fibre.

These foods give you energy and help you feel fuller for longer, stopping the temptation to snack mid-morning. Oats also contain lots of vital vitamins and minerals.

Make your porridge with semi-skimmed, 1% or skimmed milk, or water, and don't add sugar or salt. Add a sliced banana, berries or other fruit for extra flavour and to help you hit your 5 A Day target.

Celebrating Young People!

Yet again, we had our Year of Young People Competition, where the young adult Thursday group invited you to nominate young people from Castlemilk that you think should be celebrated. The winner is through a lucky draw and will receive a £20 Amazon Voucher and a Certificate. As always we were amazed by the nominations highlighting wonderful young people in the area!

Ellie McHugh, 14

Ellie has been nominated for a range of reasons including being extremely caring, supportive, resilient, is happy and joyful, and working hard toward her National 5 exams. She is said to be “a perfect example of a young woman who is loving to her family and showing extreme kindness and an inspiration to others”. Fantastic, Ellie, well done!

The S6 Caritas Group at St Margaret Mary's

This group of students worked hard to organise a day for the community, including going to school for 6am to cook breakfast for 100 people. Their nominator said “They put a really unique and powerful experience together for the community of Castlemilk”. A huge well done to them!

Roisin Walker, 15

Roisin has been nominated for showing “extreme resilience and a strength of character” and has being “a source of motivation to other children”. She is studying hard and trying her best at school despite recent challenges – what a fantastic role model, well done and keep it up, Roisin!

Ashleigh McKee, 16

Ashleigh spends a lot of her time volunteering in a drop in, café, and drama rehearsals. She has a “fun-loving, bubbly attitude” and always encourages people to reach their full potential. She is “a positive role model to the young people who attend and an asset to our team”. Her nominators are really excited to see what she accomplishes and wish to say, “Thank you Ashleigh for all you do here at the Youth Complex and it is a pleasure to work alongside you”. Amazing, Ashleigh, well done!

And the winner is... Ashleigh McKee!!



Food food food!

You may have noticed that we had delicious food from The Hideaway Café at a variety of events during the October Holidays – thank you Glasgow City Council and Voluntary Action Fund for the funding! We accessed this through the group we are part of, ‘Castlemilk Together: Community Food Action’, who hold a range of events and activities to hear your thoughts about food-related topics. After a very popular event last year we held another Soup Off where community groups from across Castlemilk came together for some healthy competition over who has the best soup – well done everyone that took part, we already can’t wait for next year! We are also organising another Christmas Meal that will be open to any body in Castlemilk on Christmas Day.

A fruit kebab at one of our October holiday events. Yum!

What do you think should happen next year?

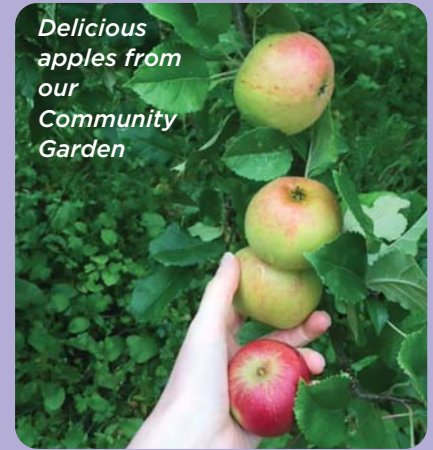
We've been busy evaluating this year and planning for next year and **we want your feedback and ideas!** To make sure we're delivering the events and activities that people in Castlemilk want then you have to tell us! Please let us know what you loved, ideas you've got for change, something you've seen happen elsewhere that you think would be fantastic here, a group you want to start.... while we can't promise we can deliver everything you say, we promise that we will listen to your feedback and ideas. Contact Paddy for a chat on

0141 634 2673 or paddymckenna@cassiltoun.org.uk.

A big huge *"Thank you"* must go to all our funders over the past 12 months, who have helped us to deliver all our activities.



Cooking around the fire at the Tuesday garden session



Delicious apples from our Community Garden



I make my Community a better place by showing and teaching people new things.

Weekly Activities

Monday

Stables Studio: drop in between 10am and 4pm for a warm cuppa and biscuit with a community artist at hand if you would like to have a go at; sculpture, recycled art, painting, jewellery making, seasonal crafts, knitting, crocheting, upcycling... anything! For 50 year olds and over from the G45 area.

Tuesday

Community Garden: drop in between 11am and 3pm to grow food, cook, chat, and other activities. No experience necessary!

Stables Studio: drop in between 10am and 4pm for a warm cuppa and biscuit with a community artist at hand if you would like to have a go at; sculpture, recycled art, painting, jewellery making, seasonal crafts, knitting, crocheting, upcycling... anything! For 50 year olds and over from the G45 area.

Wednesday

'Give It A Go' Storytelling Café: between 10am and 12 noon, try your hand at storytelling, writing, or simply enjoy listening to others. All welcome and no previous experience is required, your interest is more than enough.

Thursday

Meet-Ups: if you're 14-25 years old and want to share ideas, work toward making them happen, or to simply have somewhere to have a chat between 4pm and 6pm, then drop in to these informal sessions. The group have so far organised trips to Go-Ape, Airspace, and Auchengillan Outdoor Centre, have fundraised, been to Stirling and Edinburgh, and learnt how to make things to sell.

Stables Studio: drop in between 10am and 4pm for a warm cuppa and biscuit with a community artist at hand if you would like to have a go at; sculpture, recycled art, painting, jewellery making, seasonal crafts, knitting, crocheting, upcycling... anything! For 50 year olds and over from the G45 area.

Friday

Revive Group: between 10.30am and 12.30pm, enjoy a range of taster sessions including; cooking, trips away, bath salt making, massage sessions, baking, arts and crafts, and simply enjoy the space and great company. For 35 year olds and over.

A huge well done to our first ever Junior countryside /Urban Rangers!

Our first ever Junior Countryside/Urban Ranger programme has just come to an end and it was a huge success.

Pictured are the Junior Rangers receiving their award from Anna Stuart MBE, Chairperson of Cassiltoun Housing Association, Stuart Whittaker, Community Woodland Officer, and Charlie Millar, Chief Executive of Cassiltoun Housing Association. This award was delivered by Stuart over six months and saw these dedicated young adults learn a whole range of skills such as; how to do wildlife surveys, practical conservation tasks, the ins and outs of the Scottish Outdoor Access Code, and all within Castlemilk Park!

We're looking at doing something similar over next year - this is for 13-18 year olds, contact us if you are interested in knowing more:

Stuartwhittaker@cassiltoun.org.uk



Doors Open Day

We welcomed people from across Glasgow and beyond during Doors Open Day - as well as learning all about the history of Castlemilk Stables and the surrounding area, we had traditional games, art workshops, Renaissance food and make up sessions by Anna Canning Floramedica, and a treasure hunt.

Conservation Taster Days

A big thank you to everyone who turned up for our Conservation Taster Day in September where we cleaned out the stream and got stuck in to some tasty tea and cake afterwards!

Other taster days have seen the group making bug hotels, natural fences, learning about the woodland, litter picks, and lots of tasty treats. Thank you every one for taking the time to conserve your woodland!



October Holiday Fun

At one of our events over 60 people took part in our 'Bio Blitz' where we counted what fresh water invertebrates live in the Castlemilk Park stream - loads were found including those that indicate good clean water.

We also hunted for mini-beasts and discovered that Castlemilk Park is full of biodiversity! This event was run in partnership with the Conservation Volunteers Biodiversity Outreach Team - thank you for such an exciting day!



From Glasgow to Paris!

Collectively, the Monday evening walking group travelled the same distance as walking from Glasgow to Paris – well done! This year some regular walkers decided to train up as Health Walk Leaders so that they can now lead this fantastic group that will begin again in April 2019. Looking to try out some local walks? We have a new 'Get Active in Castlemilk Park' leaflet which has three light walks that you can do around Castlemilk Park, all starting from Castlemilk Stables. Pop in for your own copy and discover what's on your doorstep – a big thank you to Paths For All for the funding.



A big thank you for making the Halloween event so special!

This year's Halloween Festival was our biggest one yet with over 2200 people attending! We had delicious pumpkin soup making, amazing pumpkin carving, scary story-telling, mesmerising 'Illumination' and the ever popular Spooky Walk. The Spooky Walk is a huge event to organise and this year some other local organisations got involved – thank you so much to the Friends of Castlemilk Park, Ardenglen Housing Association, the Youth Complex, and of course our wonderful volunteers. If you want to get involved next year it is never too early to let us know!



Castlemilk Park Volunteers

We have 10 new Castlemilk Park Volunteers who are involved across the project in a range of ways – we make sure their volunteering meets their interests and that we give as much as we can back through training, opportunities, and skill development. Some volunteering roles include: helping setting up events big and small, surveying butterflies and bats, woodland maintenance, upcycling natural materials, and supporting children's activities. Recent training they've received are Outdoor Activity Leader Training and Outdoor Emergency First Aid Training – thank you to the Community Woodland Association's 'Pockets and Prospect Fund' who funded a volunteer development project. If you have any questions at all about what woodland volunteering opportunities we offer here at Castlemilk Stables, contact Stuart on the main office number or by email: stuartwhittaker@cassiltoun.org.uk

Do you want to be a Castlemilk Explorer?

Do you know someone from age 7 to 12 and wanting to be involved in fun and interesting woodland activities? Well the Castlemilk Explorers Wildlife Watch group is for them! It has been running for 6 months on a Saturday morning and is free to join. The explorers have done many different activities from stream dipping and bat walks to mini-beast hunting and survival skills. Stuart Whittaker, Community Woodland Officer says:

"They are fantastic group of children that have learnt so much about the environment of Castlemilk Park. Castlemilk Explorers really is a great way for children to have fun outdoors with others while building a whole range of skills. We have room for more young people to join us next year, get involved!"



Continued on page 26...

The Conservation Volunteers and their incredible support!

A big thank you to everyone involved in the Paths to Employment Programme, delivered in partnership with TCV (The Conservation Volunteers) – many people have commented on how fantastic the woodland is looking and we agree! They've helped make it a space for learning, relaxing, and just enjoying the outdoors while gaining a whole host of training and experience. Well done everyone! Pictured is one of the team removing old posts to make the area a safer place to visit and enjoy.

Unfortunately, due to funding coming to an end, the Paths to Employment Programme finished on 30th November 2018. This will have an impact on the woodland, as without the funding we cannot sustain the existing level of day to day maintenance. We will be working with our volunteers to deliver park clean-ups and we will be actively seeking other funding.



Have your say!

What events, activities, and opportunities would you like to see happening in Castlemilk Park? We adapt the Events Calendar based on feedback, so please do contact us with your ideas!

Castlemilk Park *upcoming events...*

December

Woodland Nippers:

Thursday 6th • 11.00am – 12.00 noon

Let's go and get natural materials to make a festive card and enjoy the story book 'The Winter Fox' by Timothy Knapman. Fun FREE nature activities for Under 6's to take part with parents, relatives or guardians. Please ensure suitable outdoor clothing is worn.

Wreath Making: (Booking Required)

Saturday 8th 10.30am-11.45am, 12.45pm-2.00pm, 2.30pm-3.45pm

Our ever popular festive event – Make your own willow wreath with natural woodland materials.

Please note a change from previous years – based on feedback this will now be in time slots with a demo and more hands on support to make your perfect wreath.

January

Starry Starry Night: (Booking Required)

Wednesday 23rd • 7.00pm

Come along to join experts from Glasgow University to sort the stars from the satellites and the planets from the planes. An indoor talk followed by some stargazing (weather permitting).

Some starry fun activities will be available for children who must be accompanied by an adult.

Taster Day:

Sunday 27th • 12 noon – 3.00pm

Come along for some tasty food, a blether and try some taster sessions on woodland tasks within Castlemilk Park. Tools and gloves provided. Please dress for the weather. All abilities welcome. Children must be accompanied by an adult.

February

Love YOUR Woodland

Wednesday 13th • 2.00pm – 4.00pm

In the Spirit of the month of love, come along to show your appreciation for your woodland – make decorations to transform a tree, create an outdoors art piece, take part in woodland activities and warm up over a cosy fire with toasted marshmallows.

Inspiring Nature Events (Snowdrop Walk):

Sunday 24th • 12 noon – 2.00pm

Join us on a woodland walk and learn all about the different species of snowdrops, their myth and folklore and how to ID these hardy little plants.

All events start from outside Castlemilk Stables, 59 Machrie Road, Castlemilk Glasgow G45 0AZ

For the events that require booking, please call the Community Team on 0141 634 2673 or email housing@cassiltoun.org.uk

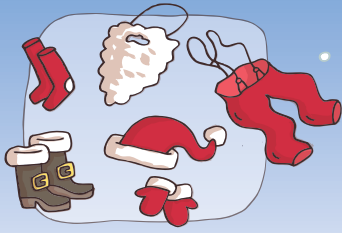
Kids Corner!

Hi kids!

Complete our fun activities, then bring your page into the Association's offices by Tuesday 18th December for the chance to win a prize!

Find Santa's Outfit...

Can you help our Santa find all the parts of his outfit?



Spot the 7 differences between our Christmas Gingerbread men!



Can you help the Robin deliver his gift?



Name:

Telephone:

Age:

Address:





Dear Tenant,

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

The Offices of the association will close on Friday 21st December 2018 at 4.00 pm and re-open on Friday 4th January 2019 at 8:30 am. Should you need to report a repair during this period please contact our contractor: **City Building** on **08000 921 961**.

On behalf of the Board of Management and Staff, I would like to wish you a **Merry Christmas** and a very **Happy New Year**.

Charlie Millar Chief Executive • Cassiltoun Housing Association Ltd



Office Closures

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

Christmas and New Year Holidays:

The office will close at 4pm on Friday 21st December 2018 and will re-open at 8.30am on Friday 4th January 2019.

Easter Weekend:

Friday 19th April and Monday 22nd April 2019.

If you need an emergency repair at weekends or while the office is closed, please contact our emergency number: **08000 921 961**

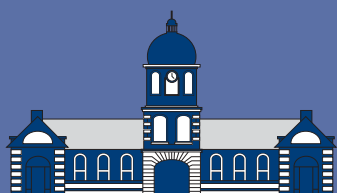
Join us on Social Media!

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

Like our facebook page:

www.facebook.com/CassiltounHousingAssociation/

And follow us on twitter: **@CassiltounHA**



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**

Office Opening Hours

Monday	8.30am - 5pm	Thursday	8.30am - 5pm
Tuesday	8.30am - 5pm	Friday	8.30am - 4pm
Wednesday	8.30am - 12.30pm	Saturday & Sunday	Closed