



Cassiltoun Group

Annual Report and Accounts 2023-2024
Tenants' Charter Report Card 2024



Chair's Introduction

I was delighted to be elected as Chairperson of the Association this year after our previous Chair, George Kelly, stepped down from the Board.



I would like to take this opportunity to thank him for his dedication and stewardship of the organisation as Chair for the past 4 years and his contribution as a Board member for many years prior to that.

2024 is a special year for Castlemilk as it is 70 years since the post war housing development created the estate. Castlemilk has gone through many changes in those past 70 years and I have been proud to be a resident of the area since 1979 and an active member of the community since making this area my home.

2024 is also a special year for Cassiltoun and being re-elected as Chairperson at the recent AGM in September 2024 felt momentous as 40 years ago I

(along with other local people) oversaw the creation of what is now Cassiltoun Housing Association. I am as passionate now about community based housing as I was 40 years ago and still believe that organisations, like Cassiltoun, that are in the heart of the community they serve, can make a significant positive impact on the lives of local people.

The information in this Annual report and tenant report card reflects our activities and performance over the financial year 2023-2024 and includes the annual reports for our subsidiary companies, Cassiltoun Trust and Cassiltoun Stables Nursery. The report also celebrates Cassiltoun's history and achievements over the past 40 years.

This report reflects how our ongoing partnership work and collaboration with tenants, local residents and partner organisations are critical parts of our longevity and success.

My sincere thanks go to all our staff, partners, funders, Board members and volunteers without whom we would not be able to deliver the excellent work that we do.

Anne M Stuart MBE

Chair, Cassiltoun Housing Association



Principal Activities

The principal activity of Cassiltoun Housing Association Limited is the development, management and maintenance of housing for people in housing need.

The table below shows the property we own:

Managed Property Numbers	2024	2023
Properties	1,077	1,077
Shared Ownership Properties	2	2
Buchanan Lodge Residential Home (bedspaces)	40	40
Total	1,119	1,119

The Association has two subsidiaries, Cassiltoun Trust and Cassiltoun Stables Nursery Limited. Cassiltoun Trust is a charitable company established to conserve for the benefit of the public, buildings of historical and architectural significance; advance knowledge about the history and role of Castlemilk; and provide facilities for education, training, employment and recreational time. The principal activity of Cassiltoun Stables Nursery Limited is to provide a first-class nursery childcare facility for 0-5 year olds set alongside a local park and woodland environment.

Cassiltoun Housing Association Limited is registered with the Financial Conduct Authority as a Community Benefit entity, The Office of the Scottish Charities Regulator (OSCR) as a Charity and the Scottish Housing Regulator as a Registered Social Landlord. The Association is incorporated in Scotland.



CEO Introduction

This year the Association has been busy implementing a new Housing Management system which will improve our service delivery and the information we hold on our tenants and assets.



Systems and information will ultimately be more accessible for staff and tenants and the information we hold will be 'joined up' as all our data will be held in one place. This will also help to inform the Board by providing them with robust and relevant information.

This process has been challenging as staff have had to continue to deliver their normal duties. They have also been busy working with the new system providers, making sure that all the information we are transferring over is not only up to date but also in a format that will assist the staff to manage everything from repairs to allocations and paying our suppliers.

Our digital changes will not end here. Over the next 12 – 24 months you should notice our staff out in the estate with tablets which will assist them to raise repairs or update records during estate inspections or when speaking to tenants in their homes. In addition, we will be developing a tenant portal.

As well as spending time on digital improvements, our focus over the past 12 months has been on improving our services, performance and satisfaction levels across the organisation. We have also continued to deliver our wide range of tenant and community activities and we held a successful tenant conference in the

summer of 2024. Our staff and Board are also involved in wider activities and groups within the Castlemilk community and work in partnership with other organisations. This includes the Castlemilk 'Lived Experience Group' which is taking a Human Rights approach to address and inform local issues.

This year we were also delighted to have attracted new members to our Boards of Management and look forward to utilising their skills and knowledge to drive forward business improvements to ensure we are efficient, well governed, financially astute and most importantly that our tenants are happy with our services and are involved and consulted about our service delivery and future plans.

As Cassiltoun's Chair has referenced in her introduction and as you will see from the contents of this report, 2024 is a significant milestone for the organisation as we celebrate our 40th Anniversary. We have taken the time to celebrate this milestone with tenants at our conference in the summer and there will be other opportunities during the year to mark and celebrate the achievements and journey that Cassiltoun has been on in the past 40 years. I am extremely proud to be leading the organisation as it passes this milestone and look forward to many more years where Cassiltoun continues to make a difference to the lives of its tenants and the local community.

It was good to see many of you at our AGM in August or at one of our many events and activities throughout the year. I always enjoy talking to you and getting feedback, both positive and negative, about our services. If you have any questions or ideas about how we should present our Annual Reports in the future, I would be delighted to hear from you. If you want to get more involved in the work of the Association, we have many opportunities from volunteering at events, being part of a tenant panel or even becoming a Board member – please get in touch.

Clair Malpas *Cassiltoun Group CEO*

Strategic and Operational Objectives

Strategic Objective

Operational Objective

Value For Money

Ensure that our rents remain affordable and we deliver effective and efficient services that provide value for money.

Meet all objectives set out in the annual KPI's and SMART plans

Achieve high levels of customer satisfaction (90%) with our Reactive, Cyclical and Environmental contracts

Develop tenant portal

Homes and Neighbourhood

Maintain the high quality of our housing stock and the wider estate ensuring the comfort of tenants and the protection of investment.

Develop EESSH2/Net Zero compliance plan (guidance pending)

Achieve all statutory requirements for fire and smoke detectors, legionella, asbestos, electrical and gas requirements and guidance on damp and mould

Complete a Stock Conditions Survey and update Asset Management Plan and Investment Programme

Community Regeneration

Contribute to the wellbeing of the local community by working with tenants, residents, partners and funders to develop initiatives that promote the physical and social regeneration of Castlemilk and increase levels of Social and Financial inclusion.

Deliver outcomes set out by existing funders

Seek new funding in line with priorities in our Community Development plan

Deliver a tenant conference

Identify and support new opportunities for engagement with tenants and factored owners

Governance and Compliance

Ensure that the work of the Cassiltoun Group is supported by good governance, effective financial management and regulatory compliance.

Complete Internal Audit programme and implement recommendations

Submit 2024 Annual Assurance Statement and meet Regulatory Requirements to achieve a compliant status with the SHR

Ensure that Subsidiary Business Plans and Management Agreements are reviewed and approved

Gain Cyber Essentials accreditation

Complete an external audit of compliance against the areas of Landlord Health & Safety.

Produce a tenant scrutiny report

Our People

Ensure we attract and retain highly skilled and knowledgeable staff and Board members. Continue to invest in and support our staff, volunteers and Board members to ensure they maximise their potential.

Implement succession planning for staff and Board

Ensure that the Board of Management complete their annual training and learning plans

Complete Board induction programme

Staff complete annual appraisals, 1-2-1's and implement agreed training plans

Principal Risk and Uncertainties

The Cassiltoun Group has a robust planning framework in place which includes how we manage risk and uncertainties. Each part of the Group has a risk register which is regularly reviewed by the staff team the Audit and Risk Sub-Committee and the Boards of Management.

The Association is a member of SHAPS and the Strathclyde Pension schemes and manages its liabilities by regularly reviewing its pension schemes, effective monitoring and ensuring that all costs are included in its long-term business plan. In 2023/2024, the Association undertook a review of its pension provision which led to enhanced provision for members in the SHAPS defined contributions scheme for the Housing Association which covers 80% of the staff.

Over the period of these accounts rising interest rates and inflationary pressures continued to impact the Association, the wider sector and its tenants. Due to the strong labour market the Association has recruited more inexperienced staff than previous years to fill key vacancies. Inexperienced employees naturally require more training and a longer time to be productive and deliver value. However, as we end the 2023/2024 period both economic and labour market factors are easing slightly,

The Association took all these risks into account when considering and preparing its annual budget and operational objectives for 2024/2025.

Corporate Governance

Our governing body is our Board of Management which is responsible to the wider membership. Board of Management members serve in a voluntary and unpaid capacity and we recognise that this puts even more onus on us to ensure that we set and achieve high standards of professionalism in our work.

The Board of Management is elected by the members of the Association. It is the responsibility of the Board to oversee and lead the strategy and overall direction of the Association, set policy and monitor the operational activities of the Association and its subsidiary companies.

Going Concern

The Board of Management has reviewed this year's results and projections for the next 30 years. It has a strong expectation that the Group and Association has adequate resources to continue in operational existence for the foreseeable future.

Performance Management

Our strong performance is underpinned by a planning framework which includes SMART plans, a Risk Register, SWOT and PEST analysis, regular monitoring of organisational KPIs, the Asset Management Plan and the Association's Financial Business Plans.

The Association's Tenants Charter Report Card outlines our charter performance and how we benchmark both

locally and against the Scottish average. Furthermore, areas that require action for improvement have been identified and published. We receive very few complaints of a serious nature and we take prompt action to resolve and learn from those received.

Best use of resources

The Association continues to attract funding for work placements and funded posts. This supports the Association's objectives and enables people to enter the workplace and get a start with their careers in housing. The Association has always been committed to taking on placements and training and developing its staff team. Our ongoing performance, innovation and strong customer focus depends on a highly motivated, highly engaged, and well-trained staff team.

As agreed with tenants in our rent increase proposal, we paused our major investment programme in 2023/2024. However, we completed the following:

- RAAC survey which showed no evidence of RAAC in our stock
- Significant investment in VOID properties to bring them back up to standard
- Commenced a programme of water tank removal
- Carried out adaptations within our properties

- New distribution boards in 24 properties
- Created a reactive and planned maintenance framework
- Carried forward our digital transformation strategy

We also completed our annual gas safety check and the 5-year programme of Electrical Installation Condition Reports (EICR) to ensure that our properties are 100% compliant for both Gas and Electrical safety.

Our repairs performance is detailed below:

Category	Number	Average time to complete	% completed on time
Emergency	923	2.56 hours	-
Urgent and Routine	2,589	6.48 days	-
Right First Time	2,372	-	91.62%



Through our planned investment work, repairs and other cyclical work, we continue to ensure that our stock meets the Scottish Housing Quality Standard and identify and take a proactive approach to any that need investment to bring it up to standard.

Whilst other areas of business remain strong and are improving, the Association's performance on rent and voids are still not where we want them to be but action plans are in place.

Policies and Procedures

The Board approves policy and procedures on a rolling basis unless changes in guidance or legislation enforce earlier reviews.

Treasury Management

The Association has an active treasury management function, which operates in accordance with the Treasury Management Policy. In this way, the Association manages its borrowing arrangements to ensure that it is always able to meet its financial obligations as they fall due. The Association, as a matter of policy, does not enter into transactions of a speculative nature.



Community Team Update

The Community Team had a busy year offering a wide variety of projects and activities. Thank you to all those who have supported our activities, in particular to our wonderful volunteers, partners and funders.



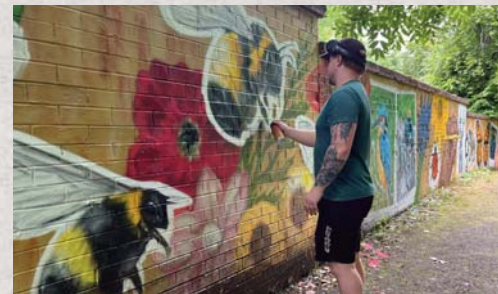
1224 people attended events during our famous Pumpkin Week! Over 589 miles were walked by 1900 attendees and there were 48 helpers at our Spooky Walk event alone! Over 200 pumpkins were carved for our fabulous illumination event.

Highlights of the year:

- The Youth Advisory Panel attended the **“Food for Thought”** event at Scottish Parliament to campaign for free school meals from P1 straight through until S6.
- We celebrated 3 years of the intergenerational project “Banging Food ‘n’ Bingo” with **514** meals being delivered, and over **600** books of bingo being played!
- The Stables Garden pond has been renovated, welcoming a variety of new species and improving biodiversity.
- We delivered **30** Conversation Cafe sessions for those learning English with **117** attendances, supported by **7** volunteers.
- We have continued to support creative activities and exhibitions by the Stables Studio art group and the Creative Writing Group.
- A 10 year hazel coppicing project designed by the Castlemilk Park Project volunteers and supported by the Community Woodland Officer started in Castlemilk Park.
- The park pond was desilted with thanks to Glasgow City Council’s Neighbourhood, Regeneration and Sustainability team.
- The Youth Advisory Panel and Castlemilk Park Volunteers designed a new mural at Oaktree Gardens.
- We held **2** Community Celebrations for all of our volunteers and group members.

A snippet of our statistics...

- Our first ever Halloween Swap Shop saw **60** costumes heading to new homes.
- We welcomed **130** tenants to Santa's Grotto.
- **689** food parcels were given out as part of HSCP's Winter Wellbeing Fund.
- **8** community members participated in the Locality Plan Focus Group for Castlemilk.
- Over **700** meals & snacks for children were given out as part of Castlemilk Together's Food & Fun Programme.
- Paths for All installed a visitor counter at Castlemilk Pond. From July 2023 to March 2024 it counted **55,287** visits to the Park.
- The Castlemilk Park Volunteers took part in **632** events/activities and volunteered **1353.50** hours.
- There were **2745** attendees at Castlemilk Park Events and we ran **17** education sessions engaging with **411** pupils.
- **2** Castlemilk Park Volunteers have gone on long term volunteer positions with other nature conservation organisations.



Community Team Update

76 people responded to the Community Team Impact Survey. Here are some of their comments:

"It has helped me mentally by tackling my loneliness and giving me something to focus on. I've met loads of new people and I feel like I do a lot to benefit my community which makes me feel needed and helpful."



One of the teachers participating in the Castlemilk Park programmes said:
"We have really enjoyed each of the learning opportunities which have contributed to the children's development across the curriculum. The use of outdoor learning was exceptional and I am excited to use these techniques within my own practice."

"It has improved my mental health, and I've made new friends here. I've learned new skills and knowledge."



"Thank you for all the opportunities that you present to us. Getting older could be a challenging and lonely experience, instead it is a joyful and fun. I never leave an activity or event without a smile on my face. Thank you to all involved."



Financial Highlights

The Association generated a surplus for the year of £361,229, set against this were actuarial gains for the Strathclyde Pension Scheme and the actuarial losses for the SHAPS Pension Scheme to give total comprehensive income of £346,229. The Association had net assets as at 31 March 2023 of £9,913,377.

If you have any questions about these accounts or of the subsidiaries, please do not hesitate to contact us. The full accounts are available on the website under documents library and then accounts.



£1,238k
 Spent on Major Repairs,
 Responsive Repairs and
 Cyclical Maintenance



£192k
 Spent on
 Welfare Rights and
 Community Support Activities



£412k
 Spent on Estate Maintenance



£763k
 Spent on Management Costs



Income (£000s)	2023/24	% of income	2022/23
Rents and service charges	5,378	83%	5,027
Proportion of HAG grant (not cash)	660	10%	661
Factoring	69	1%	65
Development (non capital)	0	0%	0
Welfare Rights, Wider Role & Management Services	243	4%	164
Interest received and similar	138	2%	35
Gain on disposal of property, plant and equipment	0	0%	16
Total income	6,488		5,968

Expenditure (£000s)	2023/24	% of income	2022/23
Salaries and wages	1,329	20%	1,361
Welfare Rights, Wider Role & Management Services	192	3%	135
Management costs	763	12%	562
Major repairs & non capital development	46	1%	117
Responsive repairs	812	13%	716
Cyclical maintenance	380	6%	264
Estate maintenance	412	6%	386
Factoring	66	1%	61
Depreciation and bad debt	1,511	23%	1,508
Interest payable and financing	616	9%	429
Total expenditure	6,127		5,539
Surplus for the year	361	6%	429

Board of Management as at 12 August 2024

Anne M Stuart MBE	<i>Chairperson</i>
Julie McNeil	<i>Vice Chairperson</i>
Ryan Barclay	<i>Board Member</i>
Bridget Crossan	<i>Board Member</i>
Gayle Fitzpatrick	<i>Board Member</i>
Allana Hammell	<i>Board Member</i>
Teresa McGowan	<i>Board Member</i>
Jennifer McInnes	<i>Board Member</i>
Faye Mitchell	<i>Board Member</i>
Chris O'Brien	<i>Board Member</i>
Mark Tedford	<i>Board Member</i>
Natalie Tobin	<i>Board Member</i>



Staff Breakdown as at 31 March 2024

	2023/24	2022/23
Total Number of staff	30	35
Male	7	8
Female	23	27
Full time	24	27
Part time	6	8
Staff Turnover	25.52%	22.6%
Staff Absence (Target 3%)	2.95%	3.12%
Days lost due to absence	190.5	197



Registration particulars

Financial Conduct Authority

Co-operative and Community Benefit Societies Act 2014 • Registered Number 2190 R(S)

Scottish Housing Regulator

Housing (Scotland) Act 2010
Registered Number 84

Office of the Scottish Charity Regulator

Charities and Trustee Investment (Scotland) Act 2005
Scottish Charity Number SC 035544

External Auditor

Azets Audit Services • Titanium 1
King's Inch Place • Renfrew PA4 8WF

Internal Auditor

Wylie & Bissett • 168 Bath Street
Glasgow G2 4TP

Banker

Bank Of Scotland
110 St Vincent Street • Glasgow G2 5ER

Solicitor

T C Young • 7 West George Street
Glasgow G2 1BA

Annual Return on the Scottish Social Housing

Introduction

Clare MacLean, Housing Manager, Cassiltoun Housing Association



Welcome to Cassiltoun Housing Association's eleventh annual Tenants' Charter Report Card.

This year the Association's staff team again faced many challenges including the current economic situation and continuing to support our tenants through this. Our digital transformation continued with a new telephone system and new Housing Management system to improve our services to customers. Having the ethos of the "Social Housing Charter" truly embedded into our culture helped us in meeting our challenges.

You will find contained within this report information on how Cassiltoun Housing Association have performed over a range of areas set out in the Charter Standards and

Outcomes with comparisons to the Scottish Average and other local Associations' and in addition to this benchmarking information for financial year 2021/22 and 2022/2023. Whilst performance has dipped in certain areas from previous years given the current economic crisis, I am delighted to report that we still benchmark strongly against the Scottish Average and our peers. We have also continued to provide high quality customer service and value for money for our tenants' rent money.

The Cassiltoun Standard

Cassiltoun Housing Association prides itself on our high standards of performance, customer service and satisfaction. In order to ensure that we maintain these standards, we rigorously monitor our performance against the targets that we set each year which are contained within our Service Plans. Performance is reported quarterly to the Board of Management and continues to be published in our newsletters.

The information contained within this report will illustrate some of the challenges that we faced and although performance has dipped in some areas for financial year 2023/24, we understand the reasons for this and are working hard to improve on this for 2024/25. However, the full sector has faced the same challenges and we know that our performance compares favourably against the Scottish average and that of neighbouring Housing Associations which we will demonstrate throughout this report.

Getting Good Value Value for Money

Cassiltoun Housing Association believes that it is vital in this economic climate that we demonstrate excellent value for money for the rent money that our tenants' pay. We were delighted that in our Tenant Satisfaction Survey carried out in September 2022, in line with the Scottish Housing Regulator's guidance, 81% of our tenants felt that the rent that they paid for their property represented good value for money, although this is a decrease of 2% from our 2019 survey, given the current economic climate and the difficulties that tenants are facing we feel that this is a good endorsement of the rents charged and services provided. Our next satisfaction is due to be carried out in September 2025. Detailed on the right is the Association's average rent increase compared against the Scottish average and some locally based Housing Associations. As you can see, Cassiltoun's rent increase is below the Scottish Average and slightly below some of the other housing associations in the area.

Charter - Report Card 2023/24

from Rents and Service Charges

Rent Increase

	Cassiltoun	Scottish Average	Ardenglen	Craigdale	Northview	Wheatley Homes Glasgow Ltd
2023/24	5.60%	6.05%	6%	6.6%	4.6%	7.5%
2022/23	6.60%	5.14%	6%	6.5%	5%	3.9%
2021/22	3.0%	2.98%	3.9%	4.1%	4.2%	1.9%

Average Weekly Rents

2023/24	Cassiltoun	Scottish Average	Ardenglen	Craigdale	Northview	Wheatley Homes Glasgow Ltd
2 Apartment	£86.71	£87.87	£79.98	£82.18	£84.18	£88.06
3 Apartment	£90.08	£90.29	£90.39	£87.70	£98.06	£94.57
4 Apartment	£99.28	£98.30	£99.86	£96.89	£108.42	£109.91
5 Apartment +	£110.73	£108.29	£113.93	£100.56	£121.40	£120.58
2022/23						
2 Apartment	£81.37	£83.51	£75.45	£75.58	£79.37	£85.22
3 Apartment	£84.53	£86.29	£85.27	£80.09	£93.03	£91.28
4 Apartment	£93.20	£93.97	£94.20	£91.09	£103.20	£105.90
5 Apartment +	£108.24	£103.74	£107.48	£94.56	£115.72	£115.99
2021/22						
2 Apartment	£78.16	£81.35	£72.62	£72.60	£75.53	£83.96
3 Apartment	£81.44	£84.21	£82.07	£76.94	£89.91	£89.63
4 Apartment	£92.24	£91.51	£90.67	£87.50	£100.08	£103.98
5 Apartment +	£102.32	£100.75	£103.44	£90.84	£111.80	£113.92

Rental Income

It is vitally important for the Association to collect as much of the rental income that is due as possible. We understand that our tenants continue to experience financial hardship due to the current economic crisis. We have a dedicated Money Advice Team who support all our tenants, residents and service users this includes applying for benefits and debt advice. To ensure that we do collect as much rent as possible we follow our rent management procedures (collecting rents and reducing arrears) and void management procedures (letting empty properties as quickly as possible).

The total amount of rent due to be collected in:

2023/24 was **£5,108,685** and we actually collected **£5,007,933**. Of the money collected **£3,045,905** was direct payment to the Association from Housing Benefit/Universal Credit for 698 tenants.

2022/23 was **£4,765,061** and we actually collected **£4,733,477**. Of the money collected **£2,816,411** was direct payment to the Association from Housing Benefit/Universal Credit for 740 tenants.

2021/22 was **£4,409,579** and we actually collected **£4,457,983**. Of the money collected **£2,519,403** was direct payment to the Association from Housing Benefit/Universal credit for 723 tenants.



Rent Collected, Arrears and Void Loss

2023/24	Cassiltoun	Scottish Average	Ardenglen	Craigdale	Northview	Wheatley Homes Glasgow Ltd
Percentage of rent due to be collected actually collected	98.03%	99.43%	100.33%	98.35%	99.46%	99.22%
Total Rent Arrears	6.28%	6.74%	3.12%	3.21%	6.06%	5.86%
Void Loss	0.75%	1.39%	0.38%	0.07%	0.61%	0.51%
2022/23						
Percentage of rent due to be collected actually collected	99.34%	99.03%	100.05%	99.27%	99.34%	97.45%
Total Rent Arrears	4.39%	6.86%	4.39%	2.31%	6.89%	5.84%
Void Loss	0.89%	1.4%	0.33%	0.23%	1.28%	0.49%
2021/22						
Percentage of rent due to be collected actually collected	101.1%	99.28%	100.09%	98.42%	98.22%	98.93%
Total Rent Arrears	3.69%	6.34%	3.77%	2.17%	6.31%	5.16%
Void Loss	0.72%	1.43%	0.54%	0.06%	0.95%	0.55%

As you can see, annually Cassiltoun's performance benchmarks in line with the Scottish Average and our neighbouring Associations.

Tenancy Sustainment

The following tables detail of the Association's performance in terms of tenancy sustainment. It demonstrates annually where tenancies have been sustained for more than 1 year.

	2023/24	2022/23	2021/22
Total Lets	85	113	108
Total Sustained	78	106	105
Existing tenants percentage sustained	90%	95.65%	100%
Section 5 Referrals (homeless) percentage sustained	95.83%	92.86%	94.29%
Waiting list percentage sustained	90.2%	93.55%	97.87%
Total percentage sustained	91.76%	93.81%	97.22%



Access to Housing and Support

As we are a community-based organisation, our community is at the heart of everything that we do. In order to maintain our community, we need to ensure that tenancies are sustained and turnover of our properties remains low.

Therefore, in order to assist our tenants to remain within their own homes as their needs change, the Association each year carry out various medical adaptations, which includes walk in showers and handrails.

Adaptations	2023/24	2022/23	2021/22
Applications received requesting adaptations to homes	27	37	32
Number of applications completed	9	12	15
Number of applications still to be completed	18	25	17
Cost of adaptations funded by Cassiltoun	0	£21,108	£29,792
Cost of adaptations which were grant funded	£31,472	£26,968	£15,503
Average number of days to complete an adaptation	55.71 days	83.23 days	71.13 days

Housing those in need is vital and the Association ensures that properties are allocated in line with the Allocation Policy and the Association's Annual Letting Plan which is approved by the Board. In 2023/24 we could meet the housing needs of 71 households and the following allocations were made:

Allocations	2023/24	2022/23	2021/22
Number of empty dwellings that arose throughout the Year	70	64	71
Number of properties let	71	85	*113
Existing Tenants	11	10	23
Waiting List	44	51	62
Homeless referrals from Glasgow City Council	16	24	28

*This figure includes the 60 newbuild properties at Castlemilk Drive.

In order to demonstrate Cassiltoun's performance you will find comparisons with our neighbouring Associations:	Cassiltoun	Scottish Average	Ardenglen	Craigdale	Northview	Wheatley Homes Glasgow Ltd
2023/24						
Percentage of stock turnover	6.67%	7.18%	6.62%	7.13%	6.07%	6.91%
Percentage of offers refused	33.33%	30.48%	21.69%	14.29%	25%	16.58%
Average days to re-let	38.03 days	56.73 days	15.97 days	2.48 days	21.28 days	15.81 days
2022/23						
Percentage of stock turnover	6.10%	7.42%	6.01%	9.11%	10.69%	6.92%
Percentage of offers refused	26.88%	30.87%	16.90%	1.35%	29.75%	19.89%
Average days to re-let	42.60 days	55.61 days	15.1 days	9.31 days	33.53 days	20.61 days
2021/22						
Percentage of stock turnover	6.94%	7.76%	7.54%	4.07%	5.94%	7.83%
Percentage of offers refused	9.09%	32.93%	10.84%	11.76%	28.00%	22.24%
Average days to re-let	29.68 days	51.57 days	24.5 days	4.67 days	43.93 days	23.48 days
Homelessness						
Total number of homeless household referrals received under Section 5	23	27	37			
Total number of individual homeless households' referrals received under section 5 that result in an offer of a permanent home	17	27	34			
The total number of accepted offers	16	22	27			
The percentage of offers that resulted in a let	94.12%	81.48%	79.41%			







Quality and Maintenance of Homes

Category	2023/24		2022/23		2021/22	
	Cassiltoun	Scottish Average	Cassiltoun	Scottish Average	Cassiltoun	Scottish Average
Average time taken to complete emergency repairs	2.56 hours	3.96 hours	2.39 hours	4.17 hours	2.54 hours	4.16 hours
Average time taken to complete non emergency repairs	6.48 days	8.95 days	6.53 days	8.68 days	4.45 days	8.87 days
Reactive Repairs completed Right First Time	91.62%	88.41%	93.27%	87.80%	91.00%	88.27%
Tenants satisfied with repairs or maintenance carried out	92.93%	87.31%	79.58%	88.02%	89.78%	88.01%
The number of times we did not meet our statutory duty to complete a gas safety check	0	2633	0	1032	**18	17.2
Homes Meeting the Scottish Housing Quality Standard	98.32%	83.75%	96.84%	79.02%	89.8%	74.57%

**Newbuild properties, gas commissioned but delay in dates of entry due to Covid-19, information not received in time from contractor therefore properties were already at anniversary date when this was received. This was rectified and we continue to meet our statutory duty to complete gas safety checks in all of our properties.

Tenant Satisfaction

During September 2022, an independent Tenant Satisfaction Survey was carried out in line with Scottish Housing Regulator's Guidance and achieved a 40% response rate. We were disappointed with the results which are shown below (the figures in brackets are from our previous survey in 2019) and an improvement plan was put in place and actioned throughout the year. The surveys are carried out on a 3-year cycle with the next survey due to commence in September 2025:

	Cassiltoun	Scottish Average
 Percentage of tenants satisfied with overall service provided by landlord.	83.73% (91.25%)	86.70% (87.74%)
 Percentage of tenants who feel landlord is good at keeping them informed about services and decisions.	94.81% (99.50%)	89.68% (91.15%)
 Percentage of tenants satisfied with opportunities given to them to participate in landlord's decision making.	97.41% (99.75%)	85.86% (86.81%)
 Percentage of tenants satisfied with the quality of home.	82.55% (90.50%)	84.16% (85.44%)
 Percentage of tenants satisfied with repairs service.	79.58% (89.78%)	88.02% (88.01%)
 Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	90.80% (93.75%)	84.30% (85.09%)



Worse than the Scottish Average



Similar to the Scottish Average



Better than the Scottish Average

Neighbourhood and Community

Complaints

The Association has a Complaints Policy and Procedure in line with the SPSO's model guidance. Whilst we endeavour to get our services and those of our contractors right first time, in reality we recognise that this does not always happen and welcome complaints from our tenants and service users. By monitoring and assessing the complaints that we receive, we learn where mistakes have been made and learn from these in order to improve both our own and our contractors' performance and service provided.

Complaints	2023/24	2022/23	2021/22
Stage 1 Complaints Received	80	51	75
Stage 2 Complaints Received	13	2	14
Complaints carried over from previous Year	0	0	1
Complaints responded to in full in line with Policy at 1st Stage	79	51	75
Complaints responded to in full in line with Policy at 2nd Stage	12	2	14
Average time in working days for full response at Stage 1	4.05 days	4.27 days	3.64 days
Average time in working days for full response at Stage 2	16.5 days	17 days	15.92 days

What we learned:

Area of Complaint	Substance of Complaint	Outcome
Communication (Association)	No response to email sent to individual employee's email address within five working days.	To ensure emails are dealt with and responded to Departmental mailboxes have been set up for the Operations Team which are monitored daily: Area 1 – area1@cassiltoun.org.uk Area 2 – area2@cassiltoun.org.uk Technical – technical@cassiltoun.org.uk



Anti-Social Behaviour	2023/24	2022/23	2021/22
Number of cases reported	66	89	92
Cases Resolved	64	86	88
Percentage of cases resolved	96.97%	96.63%	95.65%

Court Actions	2023/24	2022/23	2021/22
Number of abandoned properties	17	12	7
Court Actions initiated	8	6	12
Properties recovered for non payment of rent	3	3	0
Properties recovered for anti-social behaviour	0	0	1



Factored Owners

Our factored owners are an integral part of our community and access many of the services that we provide. In 2019, a satisfaction survey was issued to all our factored owners, however only 26 returns were received. Of these returns, 53.85% were satisfied with the service that they received, which is one of the things that we aim to improve on. The survey due to be carried out in early 2022 was deferred due to the pandemic and will be carried out in 2025.

Management Fee	Cassiltoun	Scottish Average	Ardenglen	Northview	Craigdale	Wheatley Homes Glasgow Ltd
2023/24	£101.12	£115.12	£97.33	£51.01	£90.79	£208.40
2022/23	£101.12	£107.59	£91.33	£48.18	£90.95	£194.48
2021/22	£98.16	£104.67	£89.22	£45.18	£91.05	£187.27

Our Annual Management Fee per factored property has benchmarked below the Scottish Average consistently.

In Summary

How has Cassiltoun Housing Association performed?

The figures contained within this report card not only for Cassiltoun Housing Association, but other landlords and the Scottish average demonstrate the challenges we face each year. However, when we compare our Charter Indicator performance against the local landlords and the Scottish average performance for all landlords the evidence points to a consistently strong performance.

For example:

- Our rent increase was lower than local Associations with one exception and below the Scottish average which means our rents levels remain competitive.
- Satisfaction levels, especially regarding repairs and maintenance, remained high and overall are above the Scottish average.
- Our housing stock is in good condition.
- Our emergency and non-emergency repairs are completed quickly and on target and are better than the Scottish average.
- We collect our rents and offer various payment methods .
- We do not lose excessive rental income due to re-let performance.
- We support Glasgow City Council in re-housing homeless persons.



Last year the Association identified 3 main areas for improvement which were:

Reduction in rent arrears:

2021/22 – 3.69%
 2022/23 – 4.39%
 2023/24 – 6.28%

Further improved days to let:

2021/22 – 29.68 days
 2022/23 – 42.60 days
 2023/24 – 38.03 days

Improved void loss performance:

2021/22 – 0.72%
 2022/23 – 0.89%
 2023/24 – 0.75%



We achieved 2 of the 3 above objectives and those including the one we did not achieve will remain objectives for 2024/25.

Our objectives for 2024/25 will include:

- Reduction in rent arrears (6.28%)
- Further improved days to let (38.03 days)
- Improve void loss performance (0.75%)

We will also continue to improve our levels of tenant satisfaction. The next survey is due to commence in September 2025 when we will aim to achieve better results.

Charter Outcomes which do not apply to Cassiltoun Housing Association

Outcomes related to Indicator 24 (Homelessness) is for Local Authorities only.

Outcomes relating to Indicators 31 (Average weekly rent per pitch) and 32 (Percentage of gypsies/travellers satisfied with the landlord’s management of the site) are for those who provide gypsy/traveller sites which the Association does not have.

You can get further information on the Social Housing Charter in a number of ways.

1. If you have internet access to a computer then visit the Scottish Housing Regulator’s website (www.housingregulator.gov.scot). The website contains detailed information about the Charter and the Indicators.
2. Visit Cassiltoun Housing Association’s website (www.cassiltoun.org.uk) and check out the Charter Section and read previous newsletters with Charter information.
3. If you would any more information or other formats of the report, please contact our office, 59 Machrie Road, Glasgow, G45 0AZ. Tel: 0141 634 2673.



Cassiltoun Housing Association, the story so far

In December 1984, Castlemilk East Housing Co-operative (now Cassiltoun Housing Association) was registered as a social landlord.

It was set up by local people in response to the poor housing conditions that they were experiencing. Local residents felt ignored, their homes were not maintained and the estate was in decline. Despite having no experience of running a business, the 9 local people that formed the first committee had the view that *'they could not be any worse than the corporation'*!

With funding and support, the 9 local people took over 90 homes (most of which were empty and in poor condition) invested and improved them and hundreds of people applied for the newly renovated homes.

This was the start of the regeneration of Castlemilk – transforming it yet again into a place where people wanted to live and be proud to call home.

Cassiltoun is proud of its history and its focus on providing quality homes to meet local housing need; however, over the past 40 years its outlook has broadened. The core of its business is still to provide over 1000 homes for social rent, however, now it also supports local community development, local empowerment and social enterprise creation. This has included the development of two subsidiary companies providing jobs, childcare, office space and the restoration and preservation of a Glasgow landmark building.

On our 40th birthday in December 2024, we are celebrating the difference Cassiltoun has made to thousands of people's lives and the community they live in and we look forward to continuing to help meet the housing needs and aspirations of local people in the future.

1984

The Castlemilk East Housing Co-op was formed – no staff, no assets, no experience...



1985

First full time staff member employed – Janet Collins, Secretary/Book Keeper

1987

First modernised phase complete – 93 homes ready for let in Ballantay.



Far - 1984 to 2024

1995 We were the first tenant controlled landlord in Castlemilk. Invested £11 million and successfully developed flats for owner occupation.

1998 Completed first new build at Oaktree Gardens.



Completed new build houses

2000 Move into new offices and develop wider action initiatives.

2002 New build opening at Machrie Drive.



2003 Took on a local housing organisation with GHA.



2004 Become a charity and changed name to Cassiltoun Housing Association.

2005 Finalise our new group structure.

2007 Complete £4.5 million renovation of Castlemilk Stables, relocate office. First supported housing completed.



Cassiltoun Housing Association, the story so far

2008 Stables named Scotland's Building of the Year.



2009 Prince Charles visits Stables. Achieve Second Stage Transfer from GHA - we doubled in size.



2011 Old office converted to supported accommodation. Achieved IIP Gold Status.



70 Machrie Road - before



70 Machrie Road - after

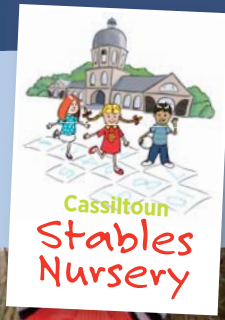


14/02/2011 13:23

Far - 1984 to 2024

2012 £5.5 million completion of 40 bed residential home at Buchanan Lodge. Purchased Castlemilk East Church. Created Nursery subsidiary.

This year the Association expanded the Cassiltoun Group by creating a new social enterprise - a pre 5 year old children's nursery business.



2013 Record levels of Tenant Satisfaction - 96% of Tenants Satisfied.

2014 Celebrated 30th Anniversary. Secured 5 year funding from Big Lottery for Advice Team. Hosted outdoor Midsummer Night's Dream. Anna Stuart received her MBE.



2015 First Minister as part of her first 100 days in office visited the Stables. Achieved the Scottish Finest Wood Award. Cassiltoun receives the HWL Silver Award.



Cassiltoun Housing Association, the story so far

2016

Anna Stuart received the Mary Barbour Award.

Paths to Employment – 100 people took part in the programme.

Cassiltoun HA scoops top award at the “National Good Practice Awards 2016”.

Cassiltoun Stables Nursery receives Partnership Funding with GCC.



2017

Awarded the IIP Platinum Award.

Awarded HWL Gold Award.

10th Anniversary of refurbishment of Castlemilk Stables.



2018

Cassiltoun Trust launch their first community bursary.



Far - 1984 to 2024

2019

Clair Malpas appointed as CEO. New build development went on site at Barlia 3.



2020

Successfully supported communities through the COVID Pandemic.



COVID-19
 Safety Measures

This is a short message to explain how we are working to ensure we can enter your home (or other place you spend your day) safely whenever we need to do so in order to provide you with our services.

2021

Handover of first units of Castlemilk Drive New Development.



2022



Open our office doors after COVID. Our 60 properties on Castlemilk Drive were completed and 60 families moved into their new homes. Tenant Participation Employee Champion of the Year.

2023

Implementation of Digital Transformation Strategy.

2024

Cassiltoun turns 40 and Castlemilk turns 70

Castlemilk is one of the four post-war housing estates constructed in Glasgow (the others being Drumchapel, Easterhouse and Pollock). Originally 6,250 houses had been planned but by the time the plans were approved in 1952, this had grown to 8,300 houses with the first homes ready in 1954.

The idea was that Castlemilk would be an Independent 'township' with housing, businesses, critical services and leisure and social opportunities for residents - which did not happen as was envisaged. Despite the challenges that Castlemilk has faced in its 70-year history the area has regenerated itself since the 1980's and is an area where local people continue to work tirelessly to improve the area and are proud of the changes that they have been part of. This has included the myriad of local groups, the Jeely Piece Club, the local Housing Associations, Castlemilk Stables, work to improve Castlemilk Park, the Castlemilk Pantry and recently the re-opening of Barlia football pitches.

Cassiltoun was set up by local people in 1984 who wanted to provide good quality homes and were determined to succeed. We will be celebrating our 40th anniversary over the year.

Over the past 40 years, Cassiltoun has played a critical part of the regeneration of Castlemilk. Not just by providing housing but also ensure that Castlemilk Stables survived, creating business and employment opportunities for local people and the wider community development work that supports and encourages the community to flourish.

Cassiltoun are proud to be part of the history of Castlemilk and will continue to collaborate with the community to ensure that Castlemilk continues to develop and flourish in the future.



Chairs' Foreword

This year, Cassiltoun Trust has continued to deliver its community programmes and we have had the privilege of attending many of them.

While it is challenging to select personal favourites, the Monday art class, the Thursday feed and the online bingo sessions stand out.

These activities cultivate a welcoming environment where individuals can come together, whether through creating art, engaging in conversation over a meal, or participating in virtual bingo. In times of financial hardship, it is essential to provide free community spaces and activities that facilitate social connections.

Many of these activities are led by volunteers and community members, with support from the dedicated staff at Cassiltoun Housing Association. We are immensely proud of the Trust's work and its positive impact on individuals and the surrounding area.

Our ongoing work in the woodland area continues to be a source of pride. Reflecting on the past year, we have made significant progress in transforming Castlemilk Park into a true community asset. This long-term goal has presented challenges but with the support of external funding and the tireless efforts of our volunteers, we have achieved remarkable milestones.

We have continued to offer training and development opportunities within the woodland, enhancing both the local economy and community engagement.

Cassiltoun Trust remains committed to delivering both the strategic and operational aspects of our mission. Our strategic objectives help us to meet the following aims:

- 1. Enhancing Community Engagement:** We aim to increase participation in our programmes and activities, ensuring they are accessible and beneficial to all community members.
- 2. Sustainable Development:** We endeavour to meet sustainable practices in our woodland management and community projects, promoting environmental stewardship.
- 3. Economic Empowerment:** By providing training, development and volunteering opportunities, we strive to empower individuals economically and socially.
- 4. Infrastructure Improvement:** Continuous enhancement of our facilities and infrastructure to better serve the community.
- 5. Partnership and Collaboration:** Building strong partnerships with local organisations, funders and stakeholders to support our initiatives and expand our reach.

We are always seeking new individuals to join the Board of the Trust and assist in overseeing our work and future plans. If you are interested, please get in touch.

I would like to take this opportunity to extend my gratitude to the other Cassiltoun Trust Board members, our volunteers, the staff we share with Cassiltoun Housing Association, our funders and the wider Castlemilk community.

Lewis MacSween *Chair Cassiltoun Trust*



Strategic and Operational Objectives

Strategic Objectives 2024 – 2025



To empower our local community and extended communities to make positive changes in their lives by providing and enabling education/training, employment, health and leisure time opportunities.



Promote, enhance and preserve the public's knowledge of Castlemilk's rich history and heritage.

To continue to preserve the historical and architectural significance of Castlemilk Stables for the local and extended community and to promote the preservation of other historical landmarks in the area.

To promote, influence and implement local and national strategies that assist and drive community led economic regeneration and development.

Operational Objectives 2024 – 2025

The Trust has 9 Operational Objectives which support the Strategic Objectives.

- 1 To recruit new Board members and support existing Board members to sustain and improve their skills and knowledge to help ensure that they are as effective as possible.
- 2 Continue to develop partnerships with funders and local voluntary and statutory groups and deliver on all our funding targets.
- 3 Ensure the Trust is financially stable by monitoring our expenditure and obtain external grant funding for specific projects.
- 4 To develop Castlemilk Park with our strategic partners, volunteers and the local community,
- 5 Promote the objectives and role of Cassiltoun Trust and in particular its wider role as a vehicle for Community Development within Castlemilk and the wider regeneration community.
- 6 To participate in the 2024 Glasgow Doors Open Day Festival and wider events. being held in Glasgow.
- 7 To obtain funding for and implement new heating for the building.
- 8 To deliver 2024 Bursary Programme for two people.
- 9 Strategic Planning for Integrity: Our focus will be on long-term strategy. In October 2024 we'll chart out a 3-5 year strategic plan that aligns with the building's overall vision and mission. This plan will guide our actions and decisions to maintain the integrity of the structure.
 - We'll meticulously examine the condition report for the building. This assessment will provide insights into any existing issues, maintenance requirements and potential risks.

Financial Highlights

Financial Highlights

Income (£s)	2023/24	% of income	2022/23
Rental income	144,500	84%	135,888
Grants received	25,366	15%	85,926
Donations	40	0%	0
Interest Received	1,942	1%	292
Total income	171,848		222,106

Expenditure (£s)	2023/24	% of income	2022/23
Management fee	10,997	6%	10,374
Cleaning	12,388	7%	11,808
Insurance	9,936	6%	5,677
Legal, Professional and marketing	7,133	4%	6,289
Water Rates	7,118	4%	7,207
Repairs and Maintenance	20,553	12%	7,649
Project costs	24,843	14%	84,926
Heat and light	68,991	40%	59,962
Audit and accountancy	5,670	3%	5,400
Depreciation and bad debts	11,152	6%	10,693
Others	960	1%	1,748
Total expenditure	179,741		211,733

Funds balance brought forward	558,061		547,688
Surplus for the year	-7,893	-5%	10,373
Funds balance carried forward	550,168		558,061

Board of Trustees – September 2024

Lewis MacSween	Chairperson
Charlie Turner	Vice-Chairperson
Charlie Millar	Treasurer
Christine Devine MBE	Board Member
Anne M Stuart MBE	Board Member
Susan Casey	Board Member
Glenn Elder	Board Member
Councillor Margaret Morgan	Board Member
Deborah McGlashan	Board Member
Bridget Crossan	Board Member

Trustees are provided with training and go through an induction process to enable them to perform their obligations.

Registration particulars

Registered at Companies House

Registration Number SC205629

Office of the Scottish Charity Regulator

Charities and Trustee Investment (Scotland) Act 2005
Scottish Charity Number SC030310

Auditor

Azets Audit Services • Titanium 1 • King's Inch Place
Renfrew PA4 8WF

Banker

Bank of Scotland • 110 St Vincent Street • Glasgow G2 5ER

Solicitors and company secretary

T C Young • 7 West George Street • Glasgow G2 1BA



Chair's Report

The Nursery has the capacity to offer 57 full time childcare places. After another successful year, we had 97 children which equates to 55 FTE children. Our waiting list continues to grow for all rooms.

We work in partnership with Glasgow City Council delivering high quality childcare and funded places to children aged 3-5 years old and eligible 2s.

Training and Staff Development

We currently have three Modern Apprentices in post, one of which has recently gained her SVQ Level 3 qualification. One of our Senior Child Development Officers successfully obtained her BA degree in Childhood Practice and one of our Child Development Officers successfully obtained her SVQ Level 4 in Childhood Practice.

Learning and Development

Children learn best when they are healthy, safe and secure, when their individual needs are met and when they have positive relationships with the adults caring for them. At Cassiltoun Stables Nursery our learning environments offer creative, welcoming, safe and stimulating spaces where children are able to expand their learning through play, to grow in confidence and to fulfil their potential.

Progress in Learning

Reviewing the progress of individual children throughout the year, we use observations, children's voice and parent's and carers views to inform how best to support children's further development. Our children's learning is developed over all curricular areas using Curriculum for Excellence and Realising the Ambition guidance. We investigate literacy, numeracy and health and wellbeing by using both indoor and outdoor environments. The great outdoors gives scope across all age groups to explore their curiosity in a natural environment in all weathers. The Nursery fulfils and exceeds its duty to improve the outcomes for all young children and at the same time, working to closing the attainment gap, through the 'Glasgow Challenge'. To do this – particularly in terms of closing the achievement gap – the Nursery works closely with schools and other settings to ensure that early learning and childcare is of the highest quality. Our aim is that by tracking every child's progress we improve outcomes for children and no child is left behind.

Jennifer McInnes Chair Cassiltoun Stables Nursery



Strategic and Operational Objectives



Strategic Objectives 2024 – 2027

- Ensure that our child care fees remain competitive and affordable.
- Maintain high quality childcare services adhering to current Scottish Government Guidelines and curricular Frameworks.
- Contribute to the wellbeing of the local community by offering employment, work experience and training placements.
- Develop our workforce through education, training and coaching.
- Ensure we actively involve parents in the operation of the Nursery and attract and retain highly skilled and knowledgeable Board and staff members.



Nursery Operational Objectives 2024

The Nursery has 10 Operational Objectives which support the strategic objectives.

- 1 Complete assessment and progress checks for all children measured against the SHANARRI indicators.
- 2 Majority of preschool children will achieve 90% attainment on their numeracy/literacy/health and wellbeing early level trackers.
- 3 Increase level of parent engagement. Online learning journals/ Family (software programme). 2 x 1-1 parents meetings. 3 x Parent Surveys.
- 4 1 graduation ceremony.
- 5 Achieve 52 FTE throughout the year.
- 6 Ensure the Board of Management complete their agreed training and learning plans. 4 x sessions per year.
- 7 Introduce under 3 tracker system in relation to Pre-Birth to 3.
- 8 Increase participation in outdoor health and wellbeing for all children.
- 9 Implementation of Outdoor Programme for 3-5 years in conjunction with Community Woodland Officer.
- 10 Carry out an Employee Wellbeing Survey.

Financial Highlights

Income (£s)	2023/24	% of income	2022/23
Childcare	622,905	98%	570,041
Grants received/other	10,840	2%	39,691
Donations	1,140	0%	0
Total income	634,885		609,732

Expenditure (£s)	2023/24	% of income	2022/23
Wages and agency staff	413,775	65%	389,706
Staff training, uniforms	4,364	1%	4,541
Rent costs	92,432	15%	84,598
Toys, equipment, marketing and food	28,333	4%	27,176
Telephone, printing, stationery	2,595	0%	3,308
Insurance and subscriptions	9,235	1%	9,252
Cassiltoun HA management charge	17,429	3%	16,442
Governance costs, depn. and legal fee	14,621	2%	11,895
Loan interest, bank charges and bad debts	1,903	0%	212
Total expenditure	584,687		547,130

Surplus for the year	50,198	8%	62,602
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£28,333

on toys, equipment,
marketing and food



£92,432

Rent costs



£413,775

on wages and
agency staff



£4,364

Spent on staff
training and uniforms



Registration particulars

Registered at Companies House

Registration Number SC423689

Office of the Scottish Charity Regulator

Charities and Trustee Investment (Scotland) Act 2005
Scottish Charity Number SC043312

Care Inspectorate

Registration Number CS2012308178

Auditor

Azets Audit Services • Titanium 1 • Kings Inch Place
Renfrew PA4 8WF

Banker

Bank of Scotland • 110 St Vincent Street • Glasgow G2 5ER

Solicitor

T C Young • 7 West George Street • Glasgow G2 1BA

Board of Trustees – as at August 2024

Jennifer McInnes	Chairperson
Jean Farrell	Board Member
Anne M Stuart MBE	Board Member
Leanne Gardner	Parent Board Member

The Board of Trustees are the appointed Directors listed at Companies House. Cassiltoun Housing Association Limited has the power to appoint members of the Board of Trustees with one place made available to a parent.

Our Thanks...

Finally, we would like to thank all our staff, Board members, funders, local and national partners, contractors and volunteers, without whom we would not be able to deliver the range of high quality, respected and much needed services and activities to our tenants and local community.



Glasgow Council for the Voluntary Sector



Scottish Forestry
Coilltearachd na h-Alba



paths for all
FOR A HAPPIER, HEALTHIER SCOTLAND



Scottish Government
Riaghaltas na h-Alba
gov.scot



University of Glasgow





Cassiltoun Housing Association

email housing@cassiltoun.org.uk

web www.cassiltoun.org.uk

Registered Scottish Charity
No SC 035544



Cassiltoun Trust

email trust@cassiltoun.org.uk

web www.cassiltountrust.org.uk

Registered Scottish Charity
No SC 030310



Cassiltoun Stables Nursery

email nursery@cassiltoun.org.uk


web www.cassiltounstablesnursery.org.uk


Company Registration No SC 423689

Registered Scottish Charity No SC 043312

Care Inspectorate Registration
No CS 2012308178

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

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