



news update

Newsletter • Spring 2022

We are open!



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Registered Scottish Charity No **SC 035544**



Welcome to our Spring 2022 newsletter

This has been an exciting few months at Cassiltoun.

The doors to Castlemilk Stables are back open and we have been welcoming back our tenants and the wider community. It has been fantastic to catch up with people in person rather than through a computer screen.

Our 60 properties on Castlemilk Drive are complete and 60 families have moved into their new homes. The feedback from people moving in has been tremendous as people are reporting that the homes were warm and cosy over the winter months and have lots of space and light.

We have reviewed our new Business Plan and also received our Engagement Report from the Scottish Housing Regulator which confirmed that we were compliant with all the Regulatory Standards, which is fantastic news for our Board of Management and also should reassure you, our tenants and customers, that the business is being run effectively.

We are aware of the impact of inflationary pressures on our tenants and the cost of living crisis. The Board agreed a rent increase this year that was lower than inflation and will look to make further efficiencies in the short term rather than pass on the additional costs of delivering services to our tenants through drastically increasing rents. We will continue to support our tenants through this difficult time through the provision of welfare and debt advice and support with a wide range of projects that are all free to access.

We have welcomed some new staff to the team at Cassiltoun and they are all eager to bring their new ideas and energy to the organisation.

The Spring newsletter is packed full of information about Cassiltoun's activities; if you want any more information about the Association then please get in touch.

Clair Malpas • Chief Executive



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Resumption of Services

It is hard to believe 2 years ago the office was closed and the Covid pandemic forced us to change the way we operated. Over the past 2 years we have changed our service delivery as restrictions have increased and decreased and have gradually moved to more 'normal' conditions.

For the last few months we have restricted the office opening hours to allow for cleaning and staff absence, annual leave and recruitment of new staff. I am pleased to say that from Monday 6th June the office and telephone lines will be fully re-opened from 8.30am - 5.00pm on Monday, Tuesday and Thursday, 8.30am - 12.30pm on Wednesday and 8.30am - 4.00pm on Friday.



How to become a Board member

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

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

To become a board member, you must be a member of the Association. This membership entitles you to stand for election to our Board of Management. All board members are elected onto our Board at the Association's Annual General Meeting. This year's AGM will take place on 22nd August 2022.

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

If you are interested in joining our Board please contact Paula Brownlie paula.brownlie@cassiltoun.org.uk or telephone the office on **0141 634 2673**.

New Operational Objectives

As part of its annual planning process, the staff and Board attended a business planning session in March.

At the session there were presentations and workshops on '*Equality and Diversity*' and '*Housing to 2040*' and the staff and Board also had time to discuss the Association's strengths and weaknesses (SWOT analysis), what outside factors might impact the business (PEST analysis), risks and finally time was spent on reviewing the operational objectives for 2022-2023 (see page 4).

Public Holidays - Office Closures

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

Thursday 2nd and Friday 3rd June

Friday 15th and Monday 18th July



Strategic & Operational Objectives 2022-2023

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.	Complete a staff structure review
	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
	Implement digital transformation strategy
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.	Ensure that we deliver the objectives set in the Asset Management Plan & deliver our 2022/23 major repair improvement plans
	Continue with Action Plan to assess compliance against EESSH2
	Achieve all statutory requirements for fire and smoke detectors, legionella, asbestos, electrical and gas requirements
	Continue to manage the Castlemilk Drive Development to ensure project meets budgetary and timescale milestones
	Complete a new build resident survey
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 and seek other funding and opportunities
	Deliver Community Development Strategy
Governance and Compliance Ensure that the work of the Cassiltoun Group is supported by good governance, effective financial, management and regulatory compliance.	Complete an external verification against the SHR's Regulatory Framework and submit an Annual Assurance statement
	Finalise Equalities and Human Rights Action Plan and implement improvements identified
	Complete Internal Audit programme
	Ensure that Subsidiary Business plans and management agreements are reviewed and approved
	Maintain Cyber Essentials accreditation
	Review and update 30-year Financial Plan
	Complete all actions on Governance Action Plan
	Complete an external audit of compliance against the areas of Landlord Health & Safety
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.	Board membership to remain at 10 as a minimum
	Ensure that the Board of Management complete their agreed training and learning plans
	Maintain Investors in People Platinum standard

Spring Parmesan chicken



Prep: 10 mins
Cook: 10 mins
Level: Easy
Serves: 4

Ingredients

- 1 egg white
- 5 tbsp finely grated parmesan
- 4 boneless, skinless chicken breasts
- 400g new potatoes, cut into small cubes
- 140g frozen peas
- good handful baby spinach leaves
- 1 tbsp white wine vinegar
- 2 tsp olive oil

Method

STEP 1

Heat grill to medium and line the grill pan with foil. Beat the egg white on a plate with a little salt and pepper. Tip the parmesan onto another plate. Dip the chicken first in egg white, then in the cheese. Grill the coated chicken for 10-12 mins, turning once until browned and crisp.

STEP 2

Meanwhile, boil the potatoes for 10 mins, adding the peas for the final 3 mins, then drain. Toss the vegetables with the spinach leaves, vinegar, oil and seasoning to taste. Divide between four warm plates, then serve with the chicken.

Staff Update

Goodbye...

Jim Docherty, Technical Officer, left the Association on 5th January 2022.

Emma Scott, Senior Technical Assistant, left the Association on 25th February 2022.

Gamal Haddou, Director of Finance & IT, left the Association on 28th February 2022.

Reece Miller, Finance, Corporate & IT Assistant (Community Jobs Scotland Placement), left the Association on 29th March 2022.

Rochelle McGoldrick, Advice Assistant (Community Jobs Scotland Placement), left the Association on 30th March 2022.

Robyn Somerville, Temp Customer Services Assistant left the Association on 22nd April 2022.

Welcome...

Kevin Coggil, Temp Senior Technical Assistant, started with the Association on 23rd March 2022.

James Sproull, Handyperson Assistant, started with the Association on 4th April 2022.

Brooke Caig, Modern Apprentice, Customer Services Assistant (Technical) started with the Association on 25th April 2022.

Kirsty McKenzie, Technical Officer, started with the Association on 9th May 2022.

Lauren Hassan, Modern Apprentice, Customer Service Assistant (Housing Services & Money Advice Team) started with the Association on 9th May 2022.





SHR Complaints and Significant Performance Failures

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

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

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

A day in the life...

...of our Advice Team Co-ordinator, Anne Miller

I joined Cassiltoun Housing Association 8 years ago at the time when the Association had received Lottery Funding to expand and set up a Money Advice Team. This was to provide money, debt and benefit advice to tenants and factored owners of Cassiltoun.

The Money Advice Team has been operating all this time and we have seen lots of changes and come up against lots of challenges too mainly due to welfare reform and currently the cost of living crisis.

Our team offers welfare benefits advice, providing benefit checks, helping apply for benefits and if there are incorrect decisions we can provide appeal representation.

We work hard to get the best outcome and will see it through to ensure that individuals are supported and get the decision they deserve,

We also provide budgeting advice, help with fuel bills, opening bank accounts and money and debt advice. We will contact fuel suppliers and creditors to negotiate repayment arrangements for debts. Again, we work with individuals to ensure their income is maximised and they are supported through what can be difficult times.

No two days are ever the same. We work together as a team to ensure we are providing an excellent advice service. I manage the team on a day to day basis as well as provide money and debt advice. So, it's very varied in that I am providing advice to individuals as well as providing support and supervision to my team.

I enjoy my job and love having the opportunity to be able to support and provide advice to help someone in a difficult situation or to help them improve their day to day life. It's not just about getting someone more money or taking the pressure of them with debts. We aim to work with individuals to understand what important to them, what's their needs and what they want help with. We listen to them and we work with them to give them support to be able to try and take some control and do things for themselves.



Share Membership

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

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

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

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

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

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



Cassiltoun
Housing Association

Equalities Requirements

Cassiltoun Housing Association, as a registered social landlord is regulated by the Scottish Housing Regulator (SHR) and is required to comply with the SHR Regulatory Framework.

The SHR has published regulatory requirements that every social landlord must:

“Have assurance and evidence that it is meeting all of its legal obligations associated with housing and homelessness services, equality and human rights...”

The Regulatory Framework specifies that this requires social landlords to collect equality information in respect of the protected characteristics. Each social landlord must:

“Have assurance and evidence that it considers equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.”

and

“...collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, governing body members and staff. Local authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide Gypsy/Traveller sites must collect data on protected characteristics for these customers.”

The SHR also makes clear that:

“Landlords should adhere to our statutory guidance. In certain cases, where exceptional circumstances exist, it may be appropriate for a landlord to depart from our statutory guidance, it should discuss with us why a departure from the guidance is necessary before acting. The landlord should keep a record of the reasons for the departure.”

The implications of these requirements for social landlords are that:

- the collection of data is a specific requirement, applying to all protected characteristics;
- social landlords' equality data collection forms must cover all the protected characteristics for the groups specified by the SHR;
- this requirement does not refer to job applicants, however social landlords must also gather personal data about job applicants, including data about an applicant's protected characteristics, and must process this in line with data protection law; and
- social landlords must adhere to the statutory guidance unless exceptional circumstances exist.

Cassiltoun Housing Association has been preparing for these requirements. We need to report on these to the SHR from April 2022.

If you would like to know more in the meantime, please just let us know.

Review of Policies

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

Recruitment & Selection
Health Strategy
Group Risk Management Strategy
Board of Management Standard Orders and Delegated Authority
Disciplinary
Allocation
Mutual Exchange
Assignment

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

Legionella - Reduce the Risk

The risk of contracting legionella in the domestic home is minimal and most protection from legionella has to be undertaken by people actually living in the home and using the water systems. There are some simple steps that you must take to help protect you and those in your home:

1. You have to turn your shower on and run it for a few minutes at least once a week, preferably more often than this, to flush out stale water.
2. You have to make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident. This is easily done by removing the shower hose and head and leaving it soaking for half an hour in white vinegar then scrubbing off any deposits. You should then rinse it in warm water to wash off the vinegar.

3. If you have a spa type bath you have to make sure you clean it with appropriate approved chemicals at least once weekly.
4. You should make sure that you run water through all the hot and cold water taps throughout your home on at least a weekly basis.
5. Temperatures above 60°C will kill Legionella bacteria so make sure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C. Beware of burns and scalding and take extra care if you have children. Legionella can survive in low temperatures, but thrives at temperatures between 20°C and 45°C.



These are very simple steps to help protect you in your home and minimise any exposure risk. These precautions are even more important if you are over 50 years of age or suffer from ill health.

If you would like more advice on this matter please contact a member of staff at our office to discuss.

Smoke Alarms & CO Alarms

All smoke & CO alarms installed in Association properties will be tested at the time of the annual gas service.

If any of the alarms are faulty the Association will have them replaced. You should also test your alarms weekly and let us know if there are any issues. Smoke Alarms and CO Alarms save lives - please help protect your family and home by testing weekly. Your Property should have had the smoke alarms upgraded and a new heat alarm installed within your kitchen area. Contact us at the office if you require any further information on the alarm system within your property.



Estate Maintenance & Garden Care

The trees have sprouted new leaves, the bees are busy taking full advantage of flowers in bloom and like the bees your Estate Caretaker, Assistant and contractors are busy working hard to improve your environment, cutting grass, trimming hedges and trees, removing litter, cleaning common spaces and removing graffiti.

Maintaining and improving the local environment to make your street an inviting and desirable place to live would not be possible without your hard work. Residents in the community are an invaluable resource not only looking after your homes, gardens and neighbours, but also making sure that the services you receive are of the highest standard possible and your views and opinions are heard.



Review of Garden Care Scheme

To ensure you receive the best possible value for money the Garden Care Scheme is being reviewed. If you receive this service you may be contacted to re-apply. If you believe that you may be eligible to receive this service, please contact the office for an application.

Do you have a suggestion to improve your local community, environment or services?

If so we would like to hear from you. Please email your suggestions to housing@cassiltoun.org.uk

Gas Servicing and Boilers

The Association is required by law to carry out an annual safety service check to all gas pipework, boilers and appliances installed within Association properties. These checks are required to make sure your pipework, boiler and appliances are safe and the risk of any gas or carbon monoxide poisoning is minimised for your household.

The Association carries out these checks on a 10 monthly cycle so that we can make sure the work is complete and you are safe before the anniversary date.

The gas service visit should only take approximately 30-40 minutes to complete and can make sure your life is not put at risk.

Our gas maintenance contractor, City Technical, will contact each property to arrange a convenient appointment.



Electrical Testing

The Association carries out an Electrical Installation Condition inspection in all our tenants' homes every 5 years.

The Association will let you know if your home is due an inspection.

It is important that if your property is due to be inspected, that you allow access for the Electrician to carry out these works.

These tests are required to be carried out for safety purposes and to protect everyone in your home.



Scottish Housing Charter

How we are doing...



April 2021 - March 2022

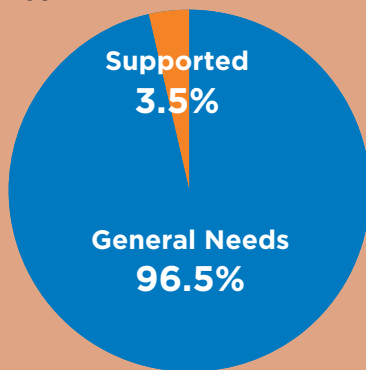
Allocations

Indicator 30

Re-lets this year so far: 72 • New Build Allocation: 42
Average Void Days Lost: 30

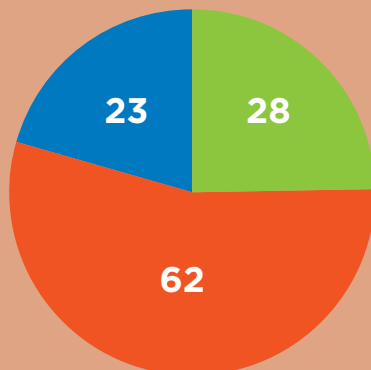


Contextual Indicator 3
Types of Let



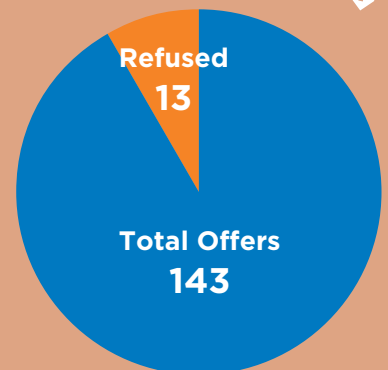
■ General Needs Lets ■ Supported Lets

Contextual Indicator 2
Source of Let



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

Indicator 14
Offers Refused



■ Total Offers ■ Refused

Indicator 16

Tenancies Sustained more than a year - 97%

Indicator C4

Abandoned Properties - 7

Tenants satisfied with standard

of their home when moving in - 93%

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

You can find more information by visiting:
www.scottishhousingregulator.gov.uk

Maintenance



Indicators 8, 9, 10, 11 & 12

Repairs Completed

Emergency Repairs	1315	Average 2.5 hours
Non-emergency Repairs	2388	Average 4.4 days
94.4% of jobs completed Right First Time		

Disabled Adaptations



Indicators 19, 20 & 21

Total Number Awaiting	17
Total costs of adaptations	£45,295
Average number of days to complete adaptations	71.13

Gas Servicing

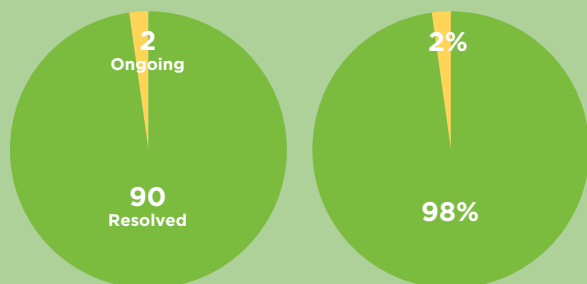
Cassiltoun Housing Association carries out annual gas servicing to comply with the Gas Safety (Installation and Use) Regulations. This is a legal requirement it is imperative that we gain access for the gas service within 12 months of the previous service being carried out.

98% ✓

Anti-social Behaviour

Indicator 15

Complaints Resolved Timescales met?



■ Yes ■ No ■ Ongoing ■ Yes ■ No

The Association has received 92 anti-social complaints and these are handled in line with our Neighbour Relation Policy. If you experience any anti-social incidents contact the office on **0141 634 2673**.

Complaints

Indicators 3 and 4

Complaints Resolved

Percentage of all complaints responded to in full at Stage 1	100%
Percentage of all complaints responded to in full at Stage 2	100%
Time taken in working days to provide a full response at Stage 1	277 days
Time taken in working days to provide a full response at Stage 2	207 days

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

Rents

Indicator 26

Rent Collected... £4,409,579

The Association's arrears were **3.7%**. The Association treats non-payment of rent very seriously and takes all necessary action to recover moneys owed.

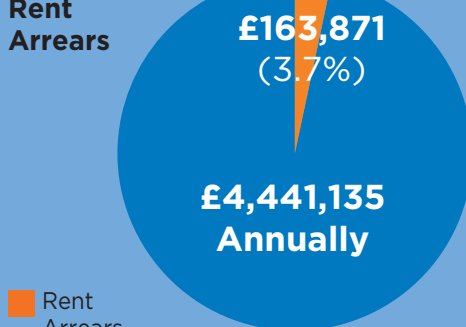
Twelve court actions have been initiated during this reporting period.

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

An appointment can be made by contacting the office on **0141 634 2673** or housing@cassiltoun.org.uk.

Indicator 27

Rent Arrears

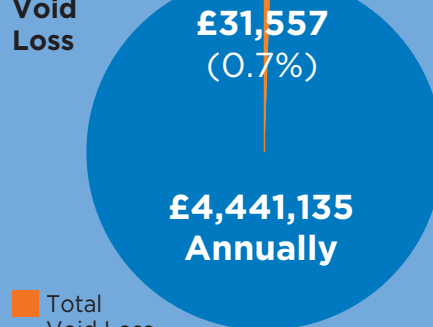


■ Rent Arrears

■ Total Rent Payable

Indicator 18

Void Loss

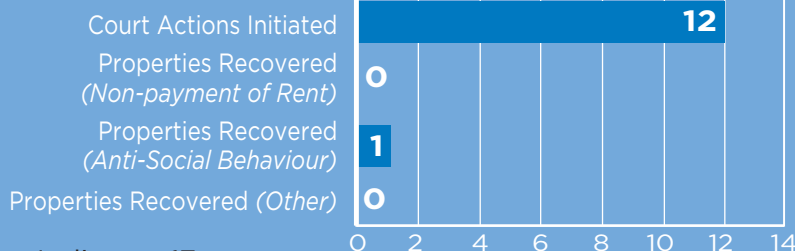


■ Total Void Loss

■ Total Rent Due

Indicator 22

Court Action



Indicator 17

Number of properties which became vacant - 71

Homelessness

Indicator 23

Homeless Referrals received	37
Offers made to Homeless Applicant	34
Offers accepted by Homeless Applicant	28

Advice Team -

January 2022 - March 2022

Financial Gain	£105,436
Total Debt Managed	£35,877
Appointments	112

Are they always watching?

Are they taking your parcels? Moving your bins?

*Don't let them
get away with it!*



Nominate a Community Hero...

Superhuman?

The last couple of years have been tough, more so for some than others, multiple lockdowns, unable to meet with family or friends to socialise and for some of us loneliness and potential isolation. Superhuman abilities would have been useful over the last few years but I suspect most of us managed without x-ray vision or psychic abilities. The community has pulled together over this difficult time to support and look after each other and it is this care and community spirit that should be applauded.

We all know one

We all know one neighbour that always goes that extra mile, brings your bin in, takes in your deliveries when you're not home, grits the pavement in bad weather or simply always has a friendly smile. We all know a neighbour deserving of recognition for their good deeds and we want to hear about them. So get in touch.

**To nominate a Community Hero telephone 0141 634 2673 or email housing@cassiltoun.org.uk
Alternatively visit www.cassiltoun.org.uk and complete the online contact form.**



Well done to the Cassiltoun Trust Community Bursary recipient!

On behalf of Cassiltoun Trust, we managed the third year of their Community Bursary Project designed as part of their 10 Year Anniversary Celebrations.

Thank you to everyone who applied – the panel found this a difficult decision as all the applications were fantastic! A big well done to Megan McCloskey, who said:

“I am delighted to receive this Community Bursary from Cassiltoun Trust. It will help me with my further studies at Oxford University where I will be studying Chemistry.”



Death of a Tenant – Taking over the tenancy (Succession to Tenancy)

After a recent high profile case in the media where a family were refused a tenancy on the death of a relative, this is a reminder of what you need to do to ensure that at what is an upsetting and difficult time, you know your rights and what you need to have put in place to ensure that this does not happen to you.

Succession to Tenancy is the right of someone to take over the tenancy on the death of the tenant. When a tenant dies the tenancy will pass to the joint tenant, lawful spouse or civil partner. However, in some cases the person wishing to take over the tenancy may be an unmarried partner, family member (including adult children) or carer. If this is the case the Housing (Scotland) Act 2014 introduced from 1st November 2019, a minimum residency period of 1 year that a person must have lived in the property as their only or principal home. The residency period starts when the tenant of the property informs the Association in writing that the person is now residing with them.



It is really important that you inform the Association of who is in your tenancy with you and update this when changes happen. This is very important if someone else has given up their own home to move in and care for you. **If the Association has not been informed in writing that the person wishing to succeed to your tenancy has been living with you they will not be granted the tenancy.**

If you need advice on this, for example if your children are moving out to join the armed forces or attend college or university, please contact the Operations Team who are there to assist you.

Advice Team

Update

Scottish Child Payment

Scottish Child Payment helps towards the costs of supporting your family. It's a weekly payment that increased on 1/4/22 from £10 to £20 per week, that you can get for every child you look after who's under 6 years of age. You'll get the payment every 4 weeks if your application is successful.

It's up to you what you choose to spend the money on. You could use Scottish Child Payment for things like:

- travel costs
- nappies and other essentials
- childcare
- family days out



Scottish Child Payment does not affect any other UK or Scottish Government benefits that you, or any person in your household, currently get.

Child Disability Payment

Child disability payment is replacing disability living allowance (DLA) for children living in Scotland. If your child already gets disability living allowance you cannot claim child disability payment for them and they will remain on DLA until they are transferred to child disability payment. They will be transferred without having to make a new claim.

Like DLA, child disability payment is a benefit for children who have extra care or supervision needs and/or mobility problems because of a disability or long-term health condition. This might be a physical or mental disability or health condition.

Child disability payment has two components - the care component and mobility component - and your child can be entitled to one or both of these components. The care component has three possible levels (lowest, middle and highest) and the mobility component has two possible levels (lower and higher).

Adult Disability Payment

The new Adult Disability Payment has opened for applications from people living in three pilot areas only being: Dundee City, Perth and Kinross and Western Isles council areas before being rolled out across the rest of Scotland this Summer 2022.

This is the twelfth benefit to be introduced by the Scottish Government, with seven of these benefits being brand new forms of support that are not available elsewhere in the UK.

Adult Disability Payment will be administered through Social Security Scotland and will replace Personal Independence Payment (PIP), which is currently delivered by the Department for Work and Pensions.

People with ongoing awards of PIP and Disability Living Allowance do not need to make an application for Adult Disability Payment. Their awards will transfer to the Scottish social security system automatically from this summer.



Universal Credit

All benefit claimants will be moved over to Universal Credit by the end of 2024. However, from 9th May 2022 the government will resume their plans to promote 'the move to universal credit' voluntarily by including information on tax credit renewal forms, advertising on local radio stations and more.

Those who are unsure whether they would be better off should contact the money advice team to assess your entitlement to universal credit against your current claims because you cannot reclaim your old benefits after switching. Alternatively, you can wait to be moved by the DWP (managed migration) as the transitional protection top up payments only apply to claimants moved by the DWP.

Personal Independence Payment

Due to the rise in personal independence payment (PIP) claims and backlog of medical assessments, the DWP have confirmed that they have put measures in place to extend PIP awards to prevent them going out of payment due to these delays.

DWP

In response to the current energy crisis, the DWP have put a temporary pause on energy suppliers being able to make requests for Fuel Direct deductions from benefits.

From 26 April 2022, the DWP will no longer accept requests for ongoing consumption payments from energy suppliers for either new arrangements or increased payments for claimants in receipt of universal credit, income support, income-related employment and support allowance, income-based jobseeker's allowance and state pension credit. Claimants will however still be able to request ongoing consumption payments if they choose to do so, or increase or alter any payments already in place.

Fuel suppliers may still apply for a deduction for arrears of fuel costs.

Carers Allowance Supplement

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

Carer's Allowance Supplement is paid 2 times a year.

2022 payments

The next 2 rounds of payments are:

- £237.90 from June 2022 - you'll get this payment if you're getting Carer's Allowance on 11 April 2022
- £237.90 from December 2022 - you'll get this payment if you're getting Carer's Allowance on 10 October 2022

Please contact our Advice Team for further information and assistance on 0141 634 2673.



Warm Home Discount

Every summer most of the energy suppliers participate in Warm Home Discount.

Warm Home Discount is currently being reviewed. The Government committed in the Energy White Paper last year to extend the Warm Home Discount until 2025/26 at least, as well as increasing the spending from around £350 million to £475 million annually and proposing reforms to improve the scheme. This is currently being reviewed by the department of Business, Energy and Industrial Strategy.

In previous years the discount has been £140 and has been available to people on certain benefits and paid directly to your electricity account. With the discount being reviewed at this time its uncertain how much and who can apply for this.

In order not to miss out please check with your supplier regularly to check if they have updated the eligibility for the scheme.

Check our Summer newsletter for more updates.



Energy Help & Tips

It's a worrying time for everyone with the recent energy price increase and a further increase due in October of this year. Energy companies have gone out of business and there is very little if no savings moving to another supplier here are some simple tips that can save you some money.

Switch off standby

You can save around £55 a year just by remembering to turn your appliances off standby mode.

Almost all electrical appliances can be turned off at the plug without upsetting their programming. You may want to think about getting a standby saver or smart plug which allows you to turn all your appliances off standby in one go.

Check the instructions for any appliances you aren't sure about. Some satellite and digital TV recorders may need to be left plugged in so they can keep track of any programmes you want to record.

Turn off lights

Turn your lights off when you're not using them or when you leave a room. This will save you around £20 a year on your annual energy bills.

Replacing all the lights in your home with LED bulbs could help save you some money.

Reduce your washing

You can save around £28 a year from your energy bill just by using your washing machine more carefully:

- Use your washing machine on a 30-degree cycle instead of higher temperatures.
- Reduce your washing machine use by one run per week for a year.

Avoid the tumble dryer

Avoid using a tumble dryer for your clothes: dry clothes on racks inside where possible or outside in warmer weather to save £60 a year.

Spend less time in the shower

Keeping your shower time to just 4 minutes could save a typical household £70 a year on their energy bills.

Swap your bath for a shower

Some of us might enjoy a long soak in the bath, but swapping just one bath a week with a 4-minute shower could save you £12 a year on your energy bills.

Be savvy in the kitchen

Kettles are one of the most used appliances in the kitchen. But many of us will admit that we at least occasionally boil the kettle with more water than we're going to use.

Avoid overfilling the kettle and save yourself £11 a year on your electricity bill.

You could also consider fitting an aerator onto your existing kitchen tap to reduce the amount of water coming out without affecting how it washes or rinses. An aerator is a small gadget with tiny holes – they attach to the spout of taps and are cheap and easy to install – and could save you £25 a year.

Fill your dishwasher

Only run your dishwasher when it is full to reduce the amount of water you use. Reducing your dishwasher use by one run per week for a year could save you £14.

For more information on ways to save, checking your bills, best tariffs and switching supplier we can help. We can also help if you are having difficulty in paying your bills, so please get in touch with our Money Advice Team on 0141 634 2673 to make an appointment.

Did you know that Post Office card accounts are stopping?

The contract the Post Office have with Department for Work and Pensions (DWP) for Post Office card account will cease in November 2022. Tax credits and child benefit payments made into Post Office card accounts have stopped as of 5 April 2022.

DWP and HMRC are writing to Post Office card account customers to inform them of their options. Please do not ignore the letters. The information within them informs all customers of their options.

When will the change be happening?

All customers receiving payments will have been written to already. If you have not responded, DWP will write to you again before summer 2022. By that time, you need to have chosen how you would like to receive your payments from DWP and have made plans for this.

If you haven't done so already, you must provide HMRC with alternative bank details to continue receiving tax credits or child benefit payments as these are no longer paid into the Post Office card account. Please be advised that there is no Payment Exception Service for benefits received from HMRC.

Closing your Post Office card account

Once the government has stopped making payments into your Post Office card account, they'll ask the Post Office to close it. It's very important that you claim any remaining balance before they do. Post Office will write to you giving two months' notice of your account's closure and it will include a form you can

use to request your remaining account balance be sent to you. You can also use your card during this time to withdraw your remaining money at Post Office branches or ATMs (subject to daily limits).

When the notice period ends, your account will close and you'll no longer be able to access your money using your card. Any remaining balance will be held safely until you contact Post Office to claim it.

If you wish to close your account sooner or claim any balance from a previously closed account, you can pick up an account closure form at a Post Office branch. Alternatively, call the Post Office card account helpline on **03457 22 33 44** and they can send you one.

What do I need to do now?

You will have three options to receive pensions and benefits payments in the future:

1. Use an existing account you have with a bank, building society or credit union
2. Open an account with a bank, building society or credit union
3. Payment exception services does not apply to payments received from HMRC

If you need help to open a bank account please give our Money Advice Team a call on 0141 634 2673.

If you're receiving payments from DWP and are unable to use or set up a bank, building society or credit union account, the government will get in contact with you about their new Payment exception service.

It happens! Don't get that sinking feeling...

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

Find out more about protecting your furniture and personal possessions.

Call **0141 634 2673** to speak to the Money Advice Team for more information.

Terms and conditions apply, contact above.

The policy is underwritten by Aviva Insurance Limited and administered by Wessex Administration Services Limited who are authorised and regulated by the Financial Conduct Authority. You must review the Important Notice and Declaration in the application pack before calling to apply.

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Cassiltoun Stables Nursery Update

Health and wellbeing of children has been a big focus in nursery while we are recovering from the effects of Covid 19.

We were very lucky to receive funding to completely transform our gardens, this has enhanced the children's outdoor learning on a daily basis.

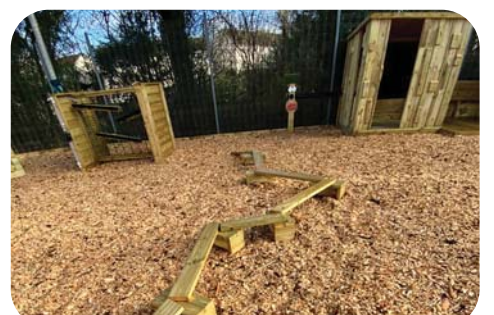
Being outdoors is beneficial for all children. As well as the fact they love the outdoors, the fresh air works wonders for them and outdoor activities keep them active.

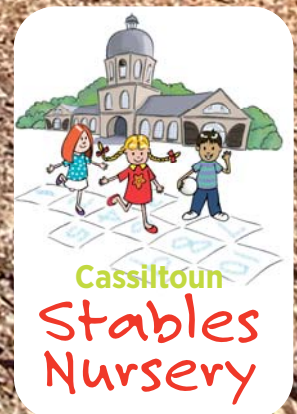
The children have been exploring 'What lives, grows and visits our garden?'

So far in the garden the children have developed a wild flower garden, this came from an interest in mini beasts and bugs.

They used wooden branches collected from the woodlands and collected leaves and twigs to make a bug hotel. The children wanted to plant something that would *'make more bugs and butterflies come to visit our garden'*. From this they went on to look at growing; they decided on herbs because these would be safe to grow in the baby / toddler garden because 'they smell and it's ok if they eat them'.

Gardening offers so many fun and interesting opportunities for learning, this also informs children at an early age where food comes from and how we can do this for ourselves.





Cassiltoun
Stables Nursery

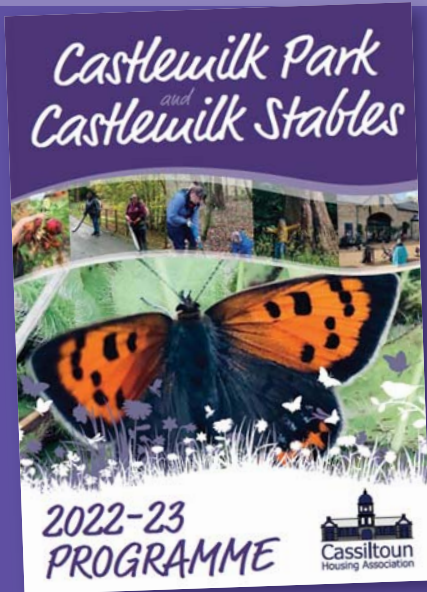
**Set on the edge of the beautiful Castlemilk woods, this offers the most stimulating outdoor classroom and playground a child could ask for!
Forest School available to all children.**

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

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

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

COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE •



Events Programme 2022-2023

Check out our new Events Calendar for 2022-2023! There are loads of activities and events that you can get involved in throughout Castlemilk Park and Castlemilk Stables. There are also some of your favourites such as Pumpkin Festival and Doggy Day. There is something for everyone. You can collect one at the Stables Office, the Community Hub in The Braes Shopping Centre or we can email a PDF.

Did you know that Castlemilk park has three small walking routes?

Castlemilk Park” leaflet displays these routes and encourages people to explore their local woodlands. You can also request a leaflet from the Stables or Community Hub.

Monthly Woodland Walks have also started back. These take place on the first Saturday of every month, outside Castlemilk Stables 10.30am-12.30pm. **No booking required.**



Castlemilk Explorers

Our Woodland Lending Library is also open for anyone who wants to explore and care for the woodlands in Castlemilk. We have litterpicks, bin bags, gloves and bin bag holders if anyone would like to do some litter picking on their own.

We also have a variety of tools, ID booklets, bug hunt boxes and magnifying glasses. Just pop into the Stables, ask for the Woodland Officer and sign out your item.

Please note that this service is free and we rely on people’s honesty to look after the items and return them at the agreed time.



A Castlemilk Explorer happy with their new hoody!

Cassiltoun’s Easter Food & Fun

4 events with a total of 1 duck race in the stream, 1 Easter Trail throughout the Park, 1 “Colour your woodlands event”, 1 “Step into Spring Event” in our Community Hub, 5 prizes, 400 Easter Eggs, 250 picnic packs, 50 afternoon teas and loads of volunteers!

Thank you to The Friends of Castlemilk Park, Paths for All, Scottish Badgers, Operation Play Outdoors and National Park City who joined us with different stalls to explore too.

Thanks to Glasgow City Council Food Programme who supplied funding towards food and activities across 5 venues in Castlemilk. This ensured there was a fun filled programme for children almost every day at different venues during the Easter Holidays!



COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE •

Digital Impact Awards

WE ARE WINNERS!! Huge thank you to everyone who voted for Cassiltoun as part of the UK wide Digital Impact Awards. We won the Judges Panel Award who were *"impressed with the stories of impact"*, particularly during lock down when we launched the Digital Lending Library and put all of our activities and events online.

We were nominated for this award for the work that we have been doing to alleviate digital poverty. It recognizes the combined effort of our staff team, volunteers and funders to deliver projects which promote digital inclusion both during the pandemic and beyond!



Community Hub



At the beginning of the pandemic, we applied for funding to create a digital lending library to enable people to borrow devices and remain connected online during the pandemic. This has been a huge project and all of our devices are currently out on loan, however, the Community Hub in the Braes Shopping Centre is still open for digital support on a Monday between 11am-2pm. You can drop in and we can help with online shopping, setting up accounts or any basic skills. You can also pop in to find out more about what's going on, pick up an events calendar and have a look at our free book swap and lovely exhibition of Creative Castlemilk's amazing paintings!

Castlemilk Cooks Up Memories and Get Rugged launch their brilliant projects!

They had a brilliant first event which included a community meal, recipes, stories, meal packs to give the recipes a try, Feel Good Veranda Packs, play outdoors and excellent chats! We are delighted to be the 'host' organisation to support the flourishing of these projects as part of the Scottish Government Community Health and Wellbeing Fund. The next Community Meal day will be Thursday 9th June between 12pm-2pm.



COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE •

We need you!

We need more tenants to join decision-making groups and are looking specifically for:

Board Members

Be part of leading the Association with full support, training, travel expenses, childcare expenses and a Buddy system to get you settled in.

Your expertise as a tenant is what's important and that you commit approx. 4 hours a month!

Scan the QR Code to see more information and Express Your Interest.



"If you want to improve your housing, if you want to improve your area, if you want to improve your outlook and your future take up the gauntlet and improve your little piece of this world."

Current tenant Board Member

Community Advisory Panel Members

Help us improve our services by giving feedback, visiting other areas, and providing your insights.



Scan the QR Code to see more information and Express Your Interest.

"It's surprisingly interesting!"
current Community Advisory Panel member



Fables from the Stables as part of Year of Stories 2022!

Wednesday 13th July between 1pm-4pm

We are pleased to be taking part in the Year of Stories Community Stories Fund with support from Event Scotland, Museums Galleries Scotland and National Lottery Heritage Fund Scotland. Scotland's Year of Stories 2022 is a celebration of stories inspired by, written, or created in Scotland. Stories are a vital part of Scotland's culture and every community has a different tale to tell.

Stories from Cassiltoun's community writing group are to be captured in a new film. The film's premiere will take place in the Stables and will be accompanied by a series of creative writing workshops for all ages, performances by a professional storyteller and an exhibition which shares local people's stories. An online version of the event, featuring the film and a creative writing workshop, will be offered for those who can't attend in person. (Thursday 7th July 6pm-8pm) Keep an eye on our Facebook page for further details closer to the time.



COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE •

Volunteer Development

Since January, we have had six new people joining the Castlemilk Park Volunteers. All of them have been very valuable additions to our team.

With Covid restrictions easing, we don't have a limit on group sizes anymore or limited time slots. Feel free to pop along on either Mondays, Tuesdays or Fridays between 10am-12pm or 2pm-4pm (or both!) We have also been able to welcome back Action Days one Saturday per month. This includes path work, litter picks, tree planting and more. Have a look in the events calendar for upcoming events and times.

The volunteers have been learning about sustainable woodland management, how to use natural materials to stop silt flowing into the burn and how to make Hazel Hurdles to fence off an area. With thanks to Glasgow Community Fund, we are able to get external providers in to teach skills like coppicing and furniture making. Would you like to give it a go? Contact us for more information.



JANUARY-APRIL 2022

30 LITTER PICKING SESSIONS
from January to April. In addition to picking litter, the volunteers have started on footpath repair and soil mitigation work and have also been working in the coppice. The wood is used for construction work

216 BIN BAGS
were picked up. Top finds were a blow up pool, a fancy water gun, a real size plush toy of a Dalmatian and an old washing machine

385.5 VOLUNTEER HOURS
have been put into Castlemilk Park to make it a better place for the community to come and enjoy

JOIN US
either for a day, a regular session, with your work or group, or develop your own project on how to tackle litter. We will support you!

#LESSLITTERLOVECASTLEMILK
is our very own Hashtag for Twitter, Instagram and other social media platforms. Link your pictures with ours and help us spread the word and action!

community@cassiltoun.org.uk

#Lesslitterlovecastlemilk

The Youth Advisory Panel has been busy working on a Community-led Action Research Project asking the question *"Why is litter an issue in our community?"* They created a survey for community members to take part in during our Easter Event and are now currently working with a Digital Artist to create a banner relating to the project. Watch this space! Anyone between the ages of 14-25 years old can attend the group on Wednesdays from 4pm-6pm.

Please take 3 minutes to complete their survey!



Being part of the Youth Advisory Panel...

"...gives me a sense of achievement."

"...is a safe space."

"...makes me feel listened to and my contribution is valued."

"...makes me feel useful and help others."

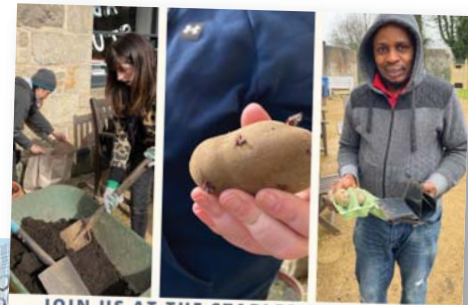
"...gives me life and employability skills."



COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE

Spring has sprung in the garden!

Our Community Garden is open Tuesdays from 10am-3pm and Thursdays from 1pm-5pm. The garden is open to anyone in the community and children are welcome, if accompanied by an adult. Why don't you come along and take part in our potato growing competition?



JOIN US AT THE STABLES GARDEN ON TUESDAYS 10AM-3PM AND THURSDAYS 1PM-5PM AND BE PART OF OUR

POTATO GROWING COMPETITION

CATEGORIES INCLUDE: WONKIEST POTATO, PRETTIEST (MOST DECORATED), BIGGEST AND TASTIEST.

CONTACT: COMMUNITY@CASSILTOUN.ORG.UK FOR INFORMATION ON HOW TO PARTICIPATE OR JUST DROP IN ON A TUESDAY OR THURSDAY AT THE TIMES ABOVE

There will be great prizes for the winners. **No booking required, you can just pop along.**

Upcoming Events

Please email community@cassiltoun.org.uk or contact us on Facebook for more info or to book.

Moth Morning	Saturday 11th June	10.30am-12pm	BOOKING REQUIRED
Summer Solstice Event	Friday 24th June	6pm-8pm	BOOKING REQUIRED
Doggy Day	Wednesday 6th July	1pm-4pm	Drop in
Wild Woodland Thursdays	7th July, 14th July, 21st July, 28th July, 4th August	1pm-3pm	BOOKING REQUIRED
Litterpick & Pizza	Saturday 30th July	11am-2pm	Drop in
Fairies & Goblins of Castlemilk Park	Wednesday 27th July	1pm-4pm	Drop in
Teen Trip Event - Place TBC!	Wednesday 3rd August	TBC	BOOKING REQUIRED
Treetastic Tips and ID	Saturday 6th August	1.30pm-3.30pm	BOOKING REQUIRED



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