

# Merry Christmas...



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

# Chief Executive's Welcome

**I am sure that like me you are all looking forward to the New Year. This has been a year like no other and has seen many changes for not just Cassiltoun and our tenants but for the whole of society both here in Scotland and across the world.**

As I write this there have been positive announcements about vaccinations and also the news that families can (following guidelines) get together over Christmas which is welcome news.

By the time this newsletter reaches you, we should have welcomed all the tenants into our 42 new homes in Barlia and I am sure you will note the progress our contractor Crudens is making on Castlemilk Drive. Despite a few months where construction was suspended, we have been progressing with our

development plans and I am delighted that Covid-19 has not significantly impacted on our plans for the 60 homes in Castlemilk Drive.

Despite many of the staff team working remotely, we are still delivering 'business as usual' (but in a Covid safe way). Over the past few months, we have recruited new staff, managed our finances, started our investment programme, adhered to our Governance timetable and delivered the full range of housing services (when restrictions allow). We have also submitted our second Annual Assurance statement to the Scottish Housing Regular and issued our Annual Report and Report card.

In addition, we continue to support not just our own tenants but the wider community.

I want to take this opportunity to remember those that have been



affected by this pandemic and to thank the staff team, our Board members, suppliers and contractors, all our volunteers and everyone in the community who have pulled together during the last 9 months to support Cassiltoun and the people of Castlemilk.

**Clair Malpas** • Chief Executive

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# Covid-19 Update

As you are aware, Cassiltoun Housing Association is monitoring the coronavirus situation daily to ensure that we are in the best position to manage what is happening as effectively as possible and to keep customers and staff safe.

The Association has sent letters to all tenants and owners updating them on our office opening hours and the services that we can deliver during COVID. As the situation is changing all the time, please refer to the Association's facebook page.

## Remember **FACTS** for a safer Scotland



nhsinform.scot/coronavirus  
#WeAreScotland



# Annual Assurance Statement 2020

In October 2020, the Board of Management signed off and submitted Cassiltoun's 2020 Annual Assurance Statement. Throughout the year the Board receive reports and a wide variety of information that ensures that they feel confident that Cassiltoun meets the requirements of the Regulatory Framework set out by the Scottish Housing Regulator.

Although the Board found that there were no significant or material areas where Cassiltoun failed to meet the requirements, each year the Board identify some minor areas where they believe improvements can be made.

In 2019 these included:

- More proactive tenant and effective tenant consultations
- Wider benchmarking

We have taken steps to address these by:

- Changing the way we consult with tenants about the rent increase to ensure a greater number of people respond
- Reviewing our tenant scrutiny panel and beginning a process of recruiting new members
- Ensuring greater benchmarking against others and our own previous performance is part of reports that go to the Board of Management

In 2020 the Board identified that we need to:

- Continue to develop our tenant involvement for example the scrutiny panel and ask tenants for feedback on some of our publications (e.g. our Annual Report).

The cover of the Annual Assurance Statement 2020 report features the title 'Annual Assurance Statement 2020' and the Cassiltoun Housing Association logo. Below the title, a statement reads: 'Based on the evidence we have received, scrutinised and subsequently reviewed we are satisfied that we have reached a level of assurance to confidently conclude that Cassiltoun Housing Association is fully compliant with the Scottish Housing Regulators Regulatory Framework'. A central graphic displays seven key areas of compliance: Assurance and Notification (including legal requirements), Scottish Social Housing Charter performance, Tenant and Service User redress, Whistleblowing, Equalities and Human Rights, Statutory Guidance & Organisational Details, and Regulatory Standards of Financial Management and Governance. The cover also includes a detailed summary of the assurance process, a statement of confidence from the Board, and a confirmation from the Chairperson, George Kelly, dated 28th October 2020.

# 35th Annual General Meeting

## Saturday 19th September 2020 at 11.00am

**The Association held its first virtual AGM on Saturday 19th September 2020. Our 35th Annual General Meeting of Cassiltoun Housing Association was attended by 42 members; this represents 20% of the membership. Many thanks to our members for attending.**

The AGM was informed of the Association's financial performance for the year 2019/20 by the Association's auditor, Azets (previously known as Scott Moncrieff).

George Kelly, Chairperson outlined in detail the Association's activities during the year.

In accordance with our Rules, at least one third of our Committee Members or the nearest whole number thereto, must retire. The retiring Committee Members should be those who have served the longest on the Committee since the date of their last election. The three Committee members retiring this year are:

George Kelly

Debbie MacKenzie

Teresa McGowan

All three Board members wished to stand for re-election and did not require to be nominated.

Our co-opted Board Member, Barbara Dusik who had been co-opted on the Board in September 2019 required to seek election at the Annual General Meeting. She did not require a nomination.

As there were fewer nominations than places on the Board of Management, all those seeking re-election were elected.

Following the Annual General Meeting, the Board of Management met to elect new office bearers for 2020/21.

### The 2020/21 officer bearers are:

|                  |                 |
|------------------|-----------------|
| Chairperson      | George Kelly    |
| Vice Chairperson | Anna Stuart MBE |
| Treasurer        | Julie McNeil    |
| Secretary        | Evelyn Ferguson |

### The remaining Board Members are:

|                  |              |
|------------------|--------------|
| Teresa McGowan   | Board Member |
| William Craig    | Board Member |
| Chris O'Brien    | Board Member |
| Debbie MacKenzie | Board Member |
| Kim McKee        | Board Member |
| Richard Sullivan | Board Member |
| Barbara Dusik    | Board Member |



# Cassiltoun Housing Association Members approve to adopt New Rules

At a virtual Special General Meeting of the Association's members which was held immediately prior to the Annual General Meeting on Saturday 19th September 2020, the members present voted to adopt the updated SFHA Charitable Model Rules (Scotland) 2020 version. A full copy of the Rules can be read and downloaded from our website or by contacting Karen Graham, Corporate Services Assistant at the Association's offices.

The following brief summary outlines the main changes.

## 1. Changes to legislation

- a. Financial Conduct Authority  
*Confirming no shareholder has right to the assets of the Association*
- b. Co-operative & Community Benefit Societies Act 2014  
*References to former Industrial & Provident Societies Act updated*
- c. Housing (Amendment) (Scotland) Act 2018  
*SHR consents no longer required; only notifications to SHR*

## 2. Changes to Regulatory Framework 2019

- a. Rule 45 - committee to ensure SHR can exercise regulatory powers

## 3. New governance provisions in Model Rules 2020

- a. Rule 27.1 - chair not to act as proxy holder
- b. Rule 37.8 - leave of absence can be imposed on a committee member under investigation
- c. Rule 40.3 - committee can decline nomination to become a committee member
- d. Rule 59.5 - committee to elect all office bearers after each AGM

## 4. Variations from the Model Rules 2020

- a. Rule 20 - will allow "virtual" general meetings in future

## 5. Clarifications and tidy-ups

- a. Miscellaneous minor changes - including layout/spelling corrections; addressing ambiguities; updating insolvency reference etc.



CASSITOUN GROUP  
BUSINESS PLAN  
2020 - 2021



## Business Plan 2020/21

**Our Business Plan is a key strategic document which communicates the Association's vision and objectives, and how we will achieve those objectives.**

It is central to our strategic decisions and also provides direction to operational decisions. A copy can be obtained from our website <https://www.cassiltoun.org.uk/business-plan/>

We are keen to hear what tenants think of our current priorities and objectives and what they think the most important focus should be for the organisation going forward.

We value your feedback on our Business Plan, please contact the Association on **0141 634 2673**.

## Share Membership

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

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

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

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

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

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





# Snowman Biscuits

Get the kids to help decorate these festive snowman biscuits. You can bake and freeze the biscuits, then bring them out for a winter's day family activity.

Prep: 1 hr • Cook: 14 mins, plus chilling and setting • Easy • Makes 20

## Ingredients

- 125g butter softened
- 125g golden caster sugar
- 1 egg beaten
- 1 tsp vanilla extract
- 250g plain flour plus extra for dusting

## For the decoration

- 400g white fondant icing
- icing sugar for dusting
- 100g pack mixed red, yellow, black and blue ready-to-roll icing
- tube white icing, for sticking
- tube black icing

1. Heat the oven to 190C/170C fan/gas 5. Cream the butter and sugar until pale and fluffy, then beat in the egg and vanilla. Stir in the flour and mix to a fairly soft dough. Tip onto a lightly floured surface and knead gently. Put the dough on a plate, cover and chill for at least 2 hrs.
2. On a lightly floured surface, roll out the dough to a thickness of around 0.5cm. Use a cookie cutter or water glass to stamp out 7cm rounds. Re-roll the trimmings and repeat.
3. Transfer the biscuits to two lined baking trays and bake for 8-14 mins until the edges turn lightly golden in colour. Leave to cool.
4. To decorate, roll out the white fondant icing on a surface lightly dusted with icing sugar. Stamp out 7cm circles using the same cookie cutter or glass as before, then use a dab of the white tube of icing to stick a fondant round on each biscuit.
5. Knead together some of the yellow and blue icing to make green icing, then do the same with the red and yellow icing to make orange. Roll out one icing colour at a time. Stamp out a 7cm circle of icing, cut in half and stick on for a hat. Cut a strip of another colour and make some markings to make it look like the elasticated band of a hat, then trim to fit and stick on. Repeat with all the biscuits, mixing and matching colours.
6. Decorate the hats with icing spots and stripes. Use the tube of black icing to pipe rows of dots for the smiles. Leave to set.

*Will keep for up to five days in an airtight container.*

## A huge Thank you...

...to our contractors for their kind donations.

**Crudens • £1000**

**MAST • £500**

**G3 Consulting Engineers • £100**

These monies will be used to help community groups and our tenants.

**City Building • £500**

These monies will be used to buy treats for the local children.

**The Christmas Gift Bank**

for the donation of 7 hampers. A draw took place and the lucky winners were notified.



## Strathclyde Concessionary Travel Scheme - Online Survey

**SPT is carrying out a review of the Strathclyde Concessionary Travel Scheme on behalf of the Strathclyde Concessionary Travel Scheme Joint Committee.**

The purpose of the review is to examine all options for the Scheme's future financial sustainability that will continue to achieve the Scheme's objectives for improving access for older and disabled people living in the Strathclyde region and for island communities.

As part of the review, SPT is seeking the views of Scheme users to understand how and why they use the Scheme and why it may be important for users.

The closing date for the survey will be midnight 18 December 2020.

You can access the survey at: <http://www.spt.co.uk/scts>

# A day in the life...

## ...of Amanda McDermott, Receptionist

**A Receptionist function is a pivotal role for any organisation. A receptionist is the 'hub' of communication and will use their exceptional customer service skills to meet and greet all internal and external visitors, as well as answering and managing all incoming phone calls.**

Our receptionist is more than a switchboard operator. She welcomes all tenants and visitors to our office as well as providing administrative support to our staff team.

### ***Amanda tells us about a typical day in her role:***

My day starts with taking all messages of the answering machine and filtering them to all departments.

I have a selection of tasks that I maintain daily, for example, opening and distributing the mail and ensuring the visitors book is kept up to date. My day is always really

varied from answering the telephone to reporting repairs; signposting people to relevant organisations and arranging appointments for our staff team, for example Advice Team, Housing Option interviews and inspections for repairs. Of course, the most important task of the day is meeting and greeting our tenants and visitors, whether they be internal or external.

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

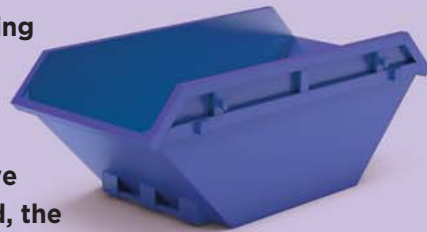
I am a real people person, so I love getting to meet our tenants and visitors as well as speaking to them on the phone. I am the first person our visitors see, so I always make sure I provide a warm welcome and help with whatever I can, as well as having a chat to them in our reception area. I very much like to help tenants and support them with their enquiries.



## Post Christmas and New Year skip service

Cassiltoun Housing Association is aware that in

January after all the presents have been unwrapped, the chocolate eaten and the new toys and games have replaced the old, that residents have a lot of unwanted packaging and refuse left.



Therefore, we have hired 4 skips to be delivered on Thursday 7th January 2021. They will be delivered between the hours of 8.00am and 9.30am and pick-ups will begin at 2pm so please ensure that you use this time to get your unwanted items and rubbish put in the skips.

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

**Fridge and fridge freezers • Tyres**

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

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

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

The skips will be placed throughout the area at:

• Hoddam/Ballantay

• Barlia Gardens

• Machrie Drive

• Croftfoot/Tormusk

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

Further information can be obtained from the office on Wednesday 6th January 2021 after 9.30am by telephone on **0141 634 2673**.

We hope this service is of use to you.

# Tenant Scrutiny Panel

**Do you want to join our Scrutiny Panel? Our scrutiny panel is up and running but we are on the lookout for more members.**

Tenant Scrutiny aims to give tenants more power in holding us to account for our decisions, performance and conduct. We welcome this challenge and will support our tenants to carry out effective tenant scrutiny.

## The panel's functions will include:

- Checking that services reflect customer priorities and deliver value for money
- Monitoring performance and information from all Cassiltoun's services
- Identifying trends and challenging weak performance
- Looking at how Cassiltoun's service delivery compares to other RSL's, including benchmarking data.
- In depth examination of how a particular service is planned and delivered
- Reporting service review outcomes and recommended improvements actions are reported to the Board of Management

If you are interested in joining our Tenant Scrutiny panel and/or want to find out more, please contact the Association's offices on **0141 634 2673**.

# Staff Update

## Goodbye to...

**Jamie McGarry**, (Factoring Assistant, Community Job Scotland Placement) left 4th November 2020

**James Bowes**, (Technical Assistant, Community Job Scotland Placement) left 13th November 2020

## Welcome to...

**Alexandra Effinger**, Volunteer Development Worker, started 16th November 2020

# 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 11 board members.**

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

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

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

# 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/>



# Review of Policies

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

Lone Working • Staff Appraisal • Stress  
Training and Development • Financial Regulations  
Treasury Management • Business Continuity

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



# Castlemilk Drive taking shape

**We don't think anyone can have failed to notice the progress that is being made on our Castlemilk Drive new build development! It is a large and prominent project and as we are in the 'ground works' phase, there is a lot of heavy plant and machinery on the site.**

The project will provide 60 new flats for social rent designed to the "Glasgow Standard", achieving the Gold Hybrid sustainability standard. There is a mix of one and two bedroom flats.

As well as providing much needed accommodation to assist applicants from their waiting list, Cassiltoun also hope to encourage existing tenants currently over-occupying larger family homes to apply for transfers, to free up much needed 4 and 5 apartment houses from their existing stock.

The land transferred to Cassiltoun in 2009 as part of the stock transfer process with GHA, having previously housed Council stock. Situated close to local amenities and bus stops, it is set to be one of the most popular developments in the local area.

The Design and Build project is being delivered by Crudens Homes West alongside its sister company Crudens Buildings and Renewals Ltd. Funding is coming from a combination of grant assistance from Glasgow City Council under the Affordable Housing Supply Programme and private borrowings secured with CAF bank.

The scheme has been registered with the Considerate Constructors Scheme which is an external accreditation scheme that encourages best practice beyond statutory requirements. In particular, contractors who sign up to the scheme need to take particular proactive steps with regards to the following: care about the appearance of the site; respecting the community; protecting the environment; care about safety and valuing their workforce.

A big thank you to the residents on Machrie Road who have shown great patience while Crudens have had their temporary huts set up across the road from their homes. We are pleased to confirm that the Site Manager, Tam Batemen, and his team are now moving into their more permanent site accommodation further down the road.

If you have any concerns regarding the site, please contact CHA office or contact Tam directly at the site/ on his mobile 07969 731029.

The project will come off site in a phased basis from summer 2021 through to spring 2022.

*George Kelly, Chairperson of the Board of Management at Cassiltoun HA (left) and Tam Bateman, Site Manager Cruden Building and Renewals Ltd (right).*



CASTLEMILK DRIVE  
PHASE 1

MACHRIE ROAD EAST  
PHASE 3

MACHRIE ROAD WEST  
PHASE 2

# Cassiltoun delivering first new homes in 15 years

We are delighted to confirm that we have started to welcome tenants to our first new-build project for over 15 years. The 'Barlia 3' development is delivering 42 units for social rent. Providing a mixture of apartment flats, cottage flats and three-story townhouses, the project is spread over three sites, each of which would have been unviable to develop individually.

One of the three sites is the location of the former Castlemilk East Parish Church – a commemorative tree and plaque are being installed to mark the legacy of the Church and the impact it had on the community.

The project was designed by MAST Architects and G3 Engineers and has built by Crudens Buildings and Renewals Ltd.

Pictured with the Association's Chair, George Kelly, is Mrs Gallagher, the first tenant to sign up for her new home. An existing tenant of Cassiltoun HA, she moved from the Gorbals to Castlemilk with her parents in the 1950s to the then newly developed Castlemilk Estate. At that time there were no schools in Castlemilk and she would get the school bus down to Govanhill. She continued to stay in Castlemilk when she started her own family, living a stone's throw from her new home in a now-demolished tenement in Machrie Road and then Castlemilk Drive. Mrs Gallagher said she was "delighted



and excited" to be making the move to her new home.

**Clair Malpas, Chief Executive Officer for Cassiltoun** confirmed: "We are delighted that, despite the temporary stoppage due to Covid-19 lockdown earlier in the year, we are now delivering much needed affordable properties in the area while contributing to the Scottish Government's targets for new homes. We are grateful for the grant support from Glasgow City Council that has enabled us to deliver the project and to our lender CAF bank."

**Allan Callaghan, Managing Director of Cruden Building, part of the Cruden Group** said: "We are delighted to breathe new life into the area and deliver much needed and exemplar, affordable homes. The flats and townhouses have been carefully designed with a number of features, to ensure they are easily accessible, energy efficient and cheap to run. As with

all of our developments, community lies at the heart of what we do and we are pleased to have provided a number of employment opportunities, including apprenticeships and valuable site-based training opportunities."

The project has been funded through a combination of grant assistance from Glasgow City Council under the Affordable Housing Supply Programme and private borrowings secured with CAF bank.

**Councillor Kenny McLean, City Convener for Neighbourhoods, Housing and Public Realm**, said: "It is great to see people moving into these new homes in Castlemilk, in what is a distinctive development over three sites in the area. We were delighted to support this innovative project which is providing a range of houses and flats for the housing association's tenants."

## congratulations...



...to Cathy Houston from Collective Architecture who led on the 'Homes by the Park' project until October when she went on maternity leave. Cathy has given birth to a healthy and beautiful baby boy called Owen. Mum and baby doing well.



# Homes by the Park

As well as working towards getting the Barlia project off site and the Castlemilk Drive project on site, we have been beavering away in the background with our next pipeline scheme - Homes by the Park. For some time, we have been calling it the 'Nursery site' but due to confusion that became apparent in the preparations for the community consultation project, where some people thought it was a children's nursery that was being developed, we are now referring to this project as "Homes by the Park".

As a reminder to our readers, the plan for the site is approximately 130 new homes- a mixture of flats and houses- along with a Social Enterprise and Wellbeing Centre.

This is likely to also have a mix of tenures on the site- both socially rented and 'for sale' as a result of the desire of the main funders, Glasgow City Council, to diversify the tenure in the area and provide alternative housing options.

A lot of community consultation took place over the autumn with regards to progressing the designs at the site, particularly in relation to the use of the open amenity space. In 'normal' times, we would have held a large public meeting to showcase the proposals for the development and seek input from the community. This has not been possible because of the limitations imposed by the pandemic. However, we have still endeavoured to reach out to the community as best we can.

A dedicated website has been set up: [www.homesbythepark.com](http://www.homesbythepark.com) which provides information on our plans and for a set period it sought feedback from the community on specific issues. Even though the deadline has passed for formal input, if you have any comments you are welcome to get in touch.

Postcards and questionnaires were sent out seeking feedback on specific issues relating to the design- particularly about the use and design of open spaces. An outdoor event was held on 9th September which allowed some informal engagement with all ages.

The names of those people who participated in the consultation had been entered into a prize draw. Catherine McNeil (see picture) was the winner of a £50 voucher.



A formal event was also held on line via Zoom, as part of the Planning Application process. Collective Architecture gave a presentation on the history and proposals for the site. This was recorded and was subsequently made available on YouTube. The Planning Officer has noted that the approach taken by Collective Architecture and Cassiltoun HA in relation to community consultation at this project, in the context of COVID-19 and social distancing, is now being used as an example of 'best practice' to other Associations in the city.

Collective Architecture also made a presentation to the Urban Design Panel at Glasgow City Council. Although this is not part of the formal planning application process, it allows some 'fresh eyes' to look at the project and provide feedback. Overall there was very positive feedback with such comments being made as "wonderful place for families to live". This has provided a springboard for the Association to move forward and look to submit a formal planning application in 2021. Our longer-term view is to commence building the finalised development towards the end of 2022.



The 'Ideas tree'- detailing some of the comments made by members of the community during the consultation process specifically on what we might do with the wood from the old sycamore tree on the site that will be felled as part of the development.

# Scottish Housing Charter

## How we are doing...

01/04/20 – 31/10/20



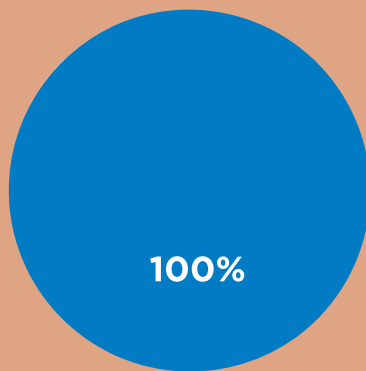
### Allocations

Indicator 30

**Lets this year so far: 41 • Average Void Days Lost: 26**

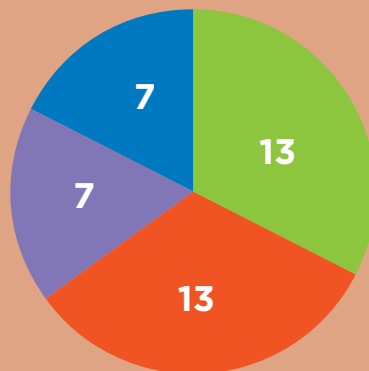


Contextual Indicator 3  
**Types of Let**



■ 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 – 93%**

Indicator C4  
**Abandoned Properties – 15**

**Tenants satisfied with standard of their home when moving in – 100%**

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

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

### Maintenance

Indicators 8, 9, 10, 11 & 12



#### Repairs Completed

|                       |      |                   |
|-----------------------|------|-------------------|
| Emergency Repairs     | 745  | Average 2.2 hours |
| Non-emergency Repairs | 1007 | Average 13 days   |

93% of jobs completed Right First Time  
96% Customer Satisfaction

### 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.

### Disabled Adaptations

Indicators 19, 20 & 21



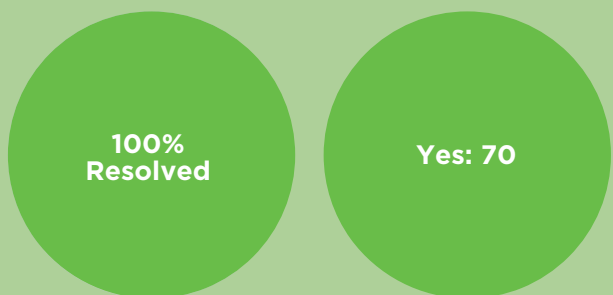
|  |          |
|--|----------|
| Total Number Approved                            | 7        |
| Total properties adapted                         | 1        |
| Total number of adaptations carried out          | 3        |
| Total number of days to complete all adaptations | 201      |
| Cost of all Adaptations                          | £5014.44 |

**97.8%** ✓  
21 late due to Covid lockdown

# Anti-social Behaviour

Indicator 15

**Complaints Resolved Timescales met?**



■ Yes ■ No ■ Ongoing    ■ Yes ■ No

The Association has received 70 anti-social complaints and these are handled in line with our Neighbour Relation Policy. If you experience any anti-social incidents contact the office on **0141 634 2673**.

# Complaints

Indicators 3 and 4

**Complaints Resolved**

|  |         |
|--|---------|
| Percentage of all complaint responded to in full at Stage 1  | 100%    |
| Percentage of all complaints responded to in full at Stage 2 | 100%    |
| Average time in working days for full response Stage 1       | 3 days  |
| Average time in working days for full response Stage 2       | 16 days |

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

# Rents

Indicator 26

**Rent Collected... £2,768,329**

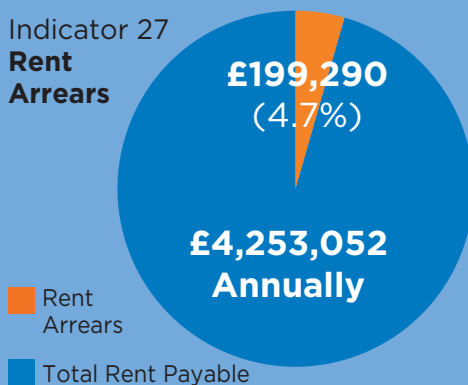
The Association's arrears were **4.69%** while our target is **3.05%**. The Association treats non-payment of rent very seriously and takes all necessary action to recover moneys owed.

16 court actions have been initiated during this reporting period.

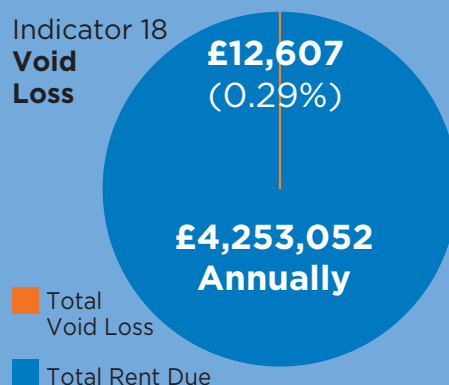
The Association offers a Welfare Rights service to all of our tenants who can assist with money related problems and assist with completing forms and applying for benefits.

An appointment can be made by contacting the office on **0141 634 2673**.

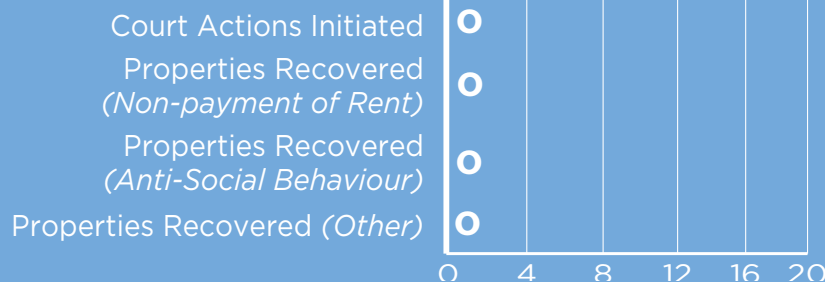
Indicator 27  
**Rent Arrears**



Indicator 18  
**Void Loss**



Indicator 22  
**Court Action**



Indicator 17

**Number of properties which became vacant - 33**

# Homelessness

Indicator 23

|                                       |    |
|---------------------------------------|----|
| Homeless Referrals received           | 28 |
| Offers made to Homeless Applicant     | 13 |
| Offers accepted by Homeless Applicant | 13 |

# Advice Team -

End of Quarter Performance

|                                |          |
|--------------------------------|----------|
| Financial Gain for Quarter     | £146,774 |
| Financial Gain - Year to date  | £252,374 |
| Total Debt managed for Quarter | £116,173 |

# Rent Payments

If you normally pay your rent in our office or by chip and pin via the telephone, please be advised the office will close at 12.30pm on Wednesday 23rd December 2020 and reopen on Wednesday 6th January 2021 at 8.30 am.

If you have a rent payment card you can continue to make your payments at the post office, via online banking or at the credit union offices. Please remember that with public holidays it may take longer for your payment to reach your account, therefore allow 5 working days for this. If paying via online banking, payments should be made to the following and you should also include your unique rent reference number:

Account Name:  
**Cassiltoun Housing Association, Rent Account**

Sort Code:  
**80-09-51**

Acc. No:  
**00155425**

Ref. No:  
**Insert unique rent reference**

# Major Repairs and Investment Update

As you will be aware due to COVID-19 all our major repairs and investment programmes were delayed until lockdown ended. We managed to get onsite with our programmes in July 2020, however since moving into Tier 4 on 20th November 2020 our programmes have once again ceased. We are hoping to be able to recommence our programmes in January 2021 but will have to await Scottish Government Guidance at that time.

A full update of where we are is provided here:

## Annual Gutter Cleaning Programme

Complete. Some residual repair work still be completed.



## Fitting smoke and heat detectors

This programme recommenced on Monday 6th July 2020 and should have concluded in February 2021. This programme is now on hold and we will advise you when we can safely restart this investment work. As this is a new legislative requirement, I would encourage you to allow our contractors access to your home. The fitting of these alarms is to ensure your own and your neighbours' safety. Our contractor is City Technical Services who also carry out all our gas servicing and repairs.



## Electrical Servicing

Our electrical servicing programme commenced on Monday 10th August 2020 but is now also on hold until Scottish Government Guidelines allow the recommencement, hopefully in January 2021. This is a rolling programme of servicing to ensure that your property has an electrical service once every 5 years. Anyone who is included in the programme will be contacted directly by a member of the Technical Services Team. If contacted I would encourage you to allow the contractors Magnus Electrical Services Ltd into your home to carry out this work. As with the gas servicing this work is vital to ensure your own and your neighbours' safety.



## Window and Door Replacement Project

We were delighted to get on-site with our new Contractor Sidey for Surveys in September 2020 and fitting in October 2020. To date 50 properties have been completed. This programme is now on hold and we are aiming to be back on-site in January 2021 dependent on Scottish Government Guidelines. All residents involved in the programme will be informed individually of dates and times for the installations to be carried out.



## Kitchen Programme

We were due to begin surveys the week commencing 23rd November 2020, however as with all other internal programmes this has had to be put on hold. We aim to begin the surveys the week commencing 11th January 2021 again dependent on Scottish Government Guidance. If we cannot begin the surveys on this date, this programme may have to be moved into financial year 2021/22.



# Keeping yourself safe in your home this Winter

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

## Fire Safety

Fire safety has been at the forefront of people's minds and the Scottish Government's policy since the Grenfell disaster. The Association takes its responsibility seriously as a landlord to ensure tenant safety and has undertaken a programme of upgrading the smoke alarms in your homes as part of this. It is important that as tenants you work in partnership with the Association to ensure the safety of yourself, your family and your neighbours. When your annual gas service takes place, the Association will ensure that your detectors are tested. However, a vital part of ensuring continued fire and carbon monoxide detection is for resident to perform a regular test. Alarms should be tested monthly to ensure everything is working correctly.

### To Test the Alarm

- Check that the green light on the alarm is on (this shows that it is receiving mains power)

- Press the 'Test' button for 10 seconds
- The alarm will sound loudly, so that you know the alarm is functioning

Most of our properties now have more than one smoke detector and also carbon monoxide and heat detectors. This test should be carried out on each individual alarm. If your alarms are all interlinked (these will be ones fitted from 2018 onwards) hold the Test button on the main alarm for 20 seconds, this will set off the sound loudly all on alarms so that you know that they are all functioning correctly.

## Legionella Safety

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

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

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

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

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

- Flush through showers and taps for 10 minutes following a period of non-use (i.e. after you have been on holiday or not used the shower for some time).

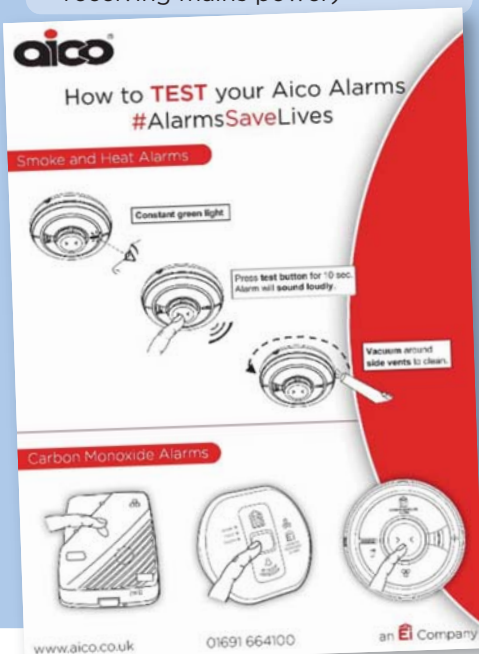
- Regularly clean all shower heads and taps and keep them free from a build-up of lime scale, mould or algae growth
- Keep hot water on your boiler system at a temperature of 50°C or greater.
- Report to the Association if your hot water is not heating up or you have any other issues with your system.

## Electrical Safety

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

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

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



# Condensation

**Problems of dampness in a home are usually caused by condensation. Condensation happens when the air gets colder and it cannot hold all the moisture. Tiny drops of water then appear. If this is allowed to happen on a regular basis, black or green mould can form on walls and furniture, while on clothes and other fabrics mildew appears.**

## Tips to avoid condensation

- Produce less moisture.
- Cover boiling pans and open a window if you are cooking.
- Don't allow steam from cooking to enter other rooms in the house.
- Dry your clothes outside if possible, or in the bathroom with the door closed and window open.
- Use extractor fans if they are fitted.
- If you use a tumble drier, make sure it is vented to the outside unless it is the self-condensing type.
- Wipe up water lying on window sills in the morning.
- Open a small window (or the door a little) when you are using a room.
- Open windows in your kitchen and bathroom when you are cooking and washing, or use an extractor fan if you have one.

- Close the kitchen and bathroom doors when these rooms are in use to stop moisture reaching other rooms.
- Keep air vents unblocked - these are fitted to reduce condensation.
- Keep window trickle ventilators open if fitted.
- Don't overpack your wardrobe.
- Open your wardrobe doors occasionally or cut breather holes in the backs of wardrobes or cupboards.
- Leave space between wardrobe backs and walls
- Position furniture against internal walls

## Heat your home

Keeping your home a little warmer throughout helps prevent condensation. During cold weather, ensure there is background heat throughout the day and make sure you don't over ventilate.

## Cleaning mould growth

If you do experience mould growth on walls, it can be cleaned with a fungicidal wash solution. Look out for one which carries a Health & Safety Executive "approval number", available from DIY stores or good paint decorators' shops. Once treated with this solution, walls can be painted with a good quality fungicidal paint.



# Important - Disposal of Bulk Items

**Glasgow City Council have announced changes to the way in which residents can dispose of bulk from there property. This change requires any resident to telephone 0141 287 9700 to request an appointment to have bulky items uplifted. The appointment will be allocated within the following 28 days and you will have to itemise anything that is to be uplifted.**

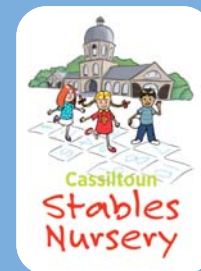
Bulk items will not be removed from the kerb side or from backcourts by Glasgow City Council. Household Waste Recycling Centres at Dawsholm, Shieldhall, Polmadie and Easter Queenslie are now providing a full waste disposal service and are open 7 days a week, 8-4pm (last entry 3.45pm)

Residents should no longer place any bulk items in back courts or on any part of the communal space in and around our community. You should contact Glasgow City Council to arrange any uplift, items should be kept in your home until the appointment date you have been given. Alternatively, you should try and recycle your items or take these to any of the household waste and recycling centres.





# How partnership works with 1140 hours at Cassiltoun Stables Nursery



## Living in Glasgow

Children living in Glasgow are entitled to partnership the day after their 3rd birthday.

The 1140 hours equates to 22.8 hours per week, funding over 50 weeks of the year, with 2 weeks off over Christmas and New Year.

### At Cassiltoun your options are:

3 x days                      7.30am – 4.30pm

5 x am sessions        7.30am-1pm

5 x pm sessions        1pm- 5.45pm

(Potentially 27 hours)

We offer a top up from 4:30pm – 5.45pm  
(cost £5 per day)

## Living outwith Glasgow?

Please get in touch.

## Eligible 2's Funding

Please ask for information regarding the criteria for 1140 hours for eligible 2 year olds funding.

## Adding Extra Days

All children are offered their 'Free funded hours' place but as some parents require more days, this would be charged @ £40 per full day and £25 for an extra am or pm session.

## Turning 3 from August 2021/22

We have opened our waiting list for 2021/22 funded places please get in touch for an application form.



**Cassiltoun**  
**Stables Nursery**

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

**Open 7.30am – 6.00pm Monday to Friday Inc. Bank Holidays**

**Free – Glasgow City Council funded hours available for children 3–5 years**

**Full time, Part time and Term time places available**

**Places available for 6 weeks – 5 years**

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

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

# Finance Team *Update*

**Direct Debits going live from 14th December 2020.  
Online and PayPoint from February 2021.**



**A year ago you may recall we mentioned we were expanding the places and methods you could pay rent and owners factoring charges by moving to Allpay. Santander bank has stopped offering online bill payments functionality and we know a number of people would prefer to use Direct Debits which Allpay can offer for us.**

Therefore we are pleased to say that from 14th December you can pay by Direct Debit (DD) by phoning or emailing us and we can start the process. Under banking and security rules we are either (1) required to speak to you over the phone to set this up or, (2) if you prefer complete a DD form with your instruction, sign and return.

You can select to pay 4 weekly or monthly whichever suits you better. For owners there will also be a 3 monthly option that coincides with the quarterly billing.

Around February 2021, we will roll out the PayPoint and website functionality in addition to the Post Office which exists currently. To use the two new options will require a brand new rent card to be posted out to you which you would simply hand over to the shop when making your payment.

Or input the card number online. This card tells the shop or Post Office that the money is for rent to Cassiltoun and it holds your tenant number.

You can pay by cash, debt and credit card and cheque. We have made sure your existing card with Cassiltoun's old logo card will still work for a number of months whilst we slowly wait for life to return to normal during 2021.

Allpay is the market leader for these services and your rent or owners account will be credited with your payment generally the following working day for online, Post Office and PayPoint payments. Direct Debits will reach your Cassiltoun account 3 working days after we request it due to the rules of the scheme.

If you would like to move onto Direct Debit then please give us a ring on **0141 634 2673** and we can set this up from a date you choose, January 2021 if you require. Or email us **housing@cassiltoun.org.uk** with your contact details and we can email out a DD form or arrange to have one of the new cards issued once these are printed and the PayPoint/Online function has gone live.



## cashforkids

in response to Coronavirus helping to raise funds for families and children struggling with food and heating.

CFK have advised due to the impact of Covid19 they have been unable to carry out their normal fundraising events to raise money for the Christmas Individual Grants and are deeply saddened that they cannot provide this much needed support.

We understand that over the past 8 months it has been an extremely difficult time having a massive impact on our daily lives and our financial wellbeing. If you are a tenant of Cassiltoun Housing and need benefit or financial help please contact our **Money Advice Team** on **0141 634 2673** for help and advice.

**Cash for Kids have advised that unfortunately due to the huge impact of Covid-19 they will be unable to provide Individual Family Grants this Christmas.**

This has been an extremely difficult decision for CFK knowing the impact this will have on families especially at this time of year. CFK have been providing the Christmas grant for the past 30 years and on average they give out £850,000 every Christmas. Since March the team have been working

# Self-Isolation Support Grants

If you have been contacted by Test and Protect and asked to self-isolate because of coronavirus (Covid-19) you may be eligible to apply to your local authority for the Self Isolation Support Grant from The Scottish Welfare Fund.

From 12 October 2020, a grant of £500 is available to individuals who are in receipt of low-income benefits and who will lose earnings as a result of being required to self-isolate to prevent the spread of COVID-19. This is to provide support to people who would otherwise struggle to be able afford to self-isolate.

To be eligible for a Self-Isolation Support Grant, you must meet ALL of the following criteria:

- have been required by the Test and Protect Service to self-isolate as a result of COVID-19, on or after 28 September 2020, either because you have tested positive for coronavirus, have recently been in close contact with someone who has tested positive, or are awaiting a test result; and
- be employed or self-employed; and
- be unable to work from home and can show that you will lose earnings as a result; and
- be currently receiving, or been awarded but not yet received a payment of at least one of the following benefits:
  - Universal Credit;
  - Working Tax Credit;
  - Income-based Employment and Support Allowance;
  - Income-based Jobseeker's Allowance;
  - Income Support;
  - Housing Benefit;
  - Pension Credit.

You must apply within your 14-day self-isolation period. Those who have been asked to self-isolate on or after 28 September but before 12 October will have 14 days from 12 October to make an application.



To apply for a Self-Isolation Support Grant, you will need to provide:

- a bank statement; and
- proof of employment or, if you are self-employed, evidence of self-assessment returns, trading income and proof that your business delivers services which cannot be undertaken without social contact, and
- a statement declaring that you will experience reduced income during their period of self-isolation

We will check that you:

- have been asked to self-isolate by Test and Protect; and
- are in receipt of a qualifying benefit.

If you do not meet all of the criteria, but are on a low income and facing financial hardship as a result of not being able to work while you are self-isolating, you can still apply for a Crisis Grant from The Scottish Welfare Fund.

You can apply online [www.glasgow.gov.uk/swf](http://www.glasgow.gov.uk/swf) or call **0141 276 1177** to make an application.

**If you need more information, help or advice on how to claim please call our Money Advice Team on 0141 634 2673.**

## Young Carers

**Young Carer Grant is a yearly payment of £305.10 for young carers who live in Scotland.**

You can get Young Carer Grant if all of these apply:

- you live in Scotland, and are 16, 17 or 18 years old
- you've been caring for one or more people for around 16 hours a week, for the last 3 months.

- the person or people you care for are getting certain benefits, including PIP Daily living, DLA Middle or high rate care, including Child DLA, Attendance Allowance or Armed Forces Independent Payment, for the last 3 months

- you're not already getting Carer's Allowance

**Please contact our advice team on 0141 634 2673 for further advice if you think you may qualify.**



## Carers Allowance Supplement

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

Carer's Allowance Supplement is paid 2 times a year and from April 2020 the rate will be £230.10 per payment.

### The next round of payments is:

£230.10 in December 2020 - you'll get this payment if you're getting Carer's Allowance on 12 October 2020 (at time of print an exact date in December had not yet been confirmed).

# Scottish Child Payment

**This is to introduce a new benefit for children in lower income families. The original plan was to introduce the Scottish child payment for eligible families with a child under 6 in December 2020. As a result of the coronavirus outbreak the plan is to start taking applications for these payments from early November 2020, with first payments being made from the end of February 2021.**

### Eligibility

The Scottish child payment will be available to families responsible for a child of the relevant age, if the applicant or partner is in receipt of:

- universal credit
- child tax credit
- working tax credit
- income support
- pension credit
- income-based jobseeker's allowance
- income-related employment and support allowance



four weeks. There will be no limit on payment according to the number of children in families, so the Scottish child payment will still be payable for families affected by the two-child limit in universal credit or child tax credit.

Full rollout to eligible families with children under 16 is planned for the end of 2022.

You'll be able to apply for a Scottish child payment, probably from the end of 2020, to Social Security Scotland by phone, online or in writing.



**If you need more information or help to apply please call our Money Advice team on 0141 634 2673.**

## Child Winter Heating Payment

**This is a new benefit from the Scottish Government.**

### Eligibility

It's a payment of £200 for children and young people up to the age of 18. To get the payment they must meet two criteria on at least one day in the third full week of September (called the "qualifying week"). On that day they must:

- get the highest rate care component of Disability Living Allowance for children
- be resident in Scotland

In 2020, the qualifying week began on Monday 21 September. If there is more than one child or young person in your household who qualifies, they will all get the payment.

You do not need to apply for the payment if the child currently lives in Scotland. If the child or young person is eligible, you'll be paid automatically into the same account that your Disability Living Allowance for children is paid into.

You'll get a letter from Social Security Scotland before the payment is made.

# Its what's inside that counts...

## Do you have Home Contents Insurance?

### What would you do if there was a fire, flood or your home was broken into?

Your landlord insures the structure of your home, but not what's inside, so it is recommended that you protect your furniture and personal possessions with a home contents insurance policy.

Cassiltoun Housing Association work with Homesafe who provide Home Contents Insurance via Aviva.

Low prices start from as little as £1.47 per month.

Choose the amount of cover you need from as low as £4,000 No excess when you claim.

Pay as you go, no minimum term and cancel at any time.

New for old cover and covers such things as lost keys, sheds and outbuildings, laptops and games consoles as standard.

Option to have accidental damage and insure higher value items for small additional cost.

**If you are interested and would like more information please contact Money Advice Team on 0141 634 2673.**



# Job Start Payment

**Job Start Payment is a new benefit from Scottish Social Security Scotland if you are:**

- Aged between 16 to 24 years old and out of work or a care leaver aged 16 to 25 years old out of work for 6 months or more when offered the job
- Been offered a job on 17 August 2020 or after and be expected to work 12hours per week averaged over a 4-week period
- In receipt of Job Seekers Allowance, Income Support, Employment and Support Allowance or Universal Credit on the day and for 6 months or more when you were offered the job

If successful you will receive £250 or £400 if you are the main carer of children.

This is a one-off payment to help you with costs of starting a new job and you don't need to pay this back.

You can apply up to 3 months after the date you were offered the job.

To apply you can call Scottish Social Security on 0800 182 2222 Monday to Friday from 9am to 3pm or apply on line at <https://www.mygov.scot/job-start-payment/how-to-apply/>

**If you need for information or help to apply please call Money Advice Team on 0141 634 2673.**

## 80 or over – Affordable Warmth Dividend

Get an Affordable Warmth £100 one off payment for residents over 80 years old. The Affordable Warmth Dividend is a one off payment of £100 made by the council to all Glasgow residents aged 80 or over to help keep them warm during the winter months.

All residents who received a payment last year do not need to apply and should have received their payment before 15 November 2020.

All residents who have turned 80 since 1 April 2020 will need to apply for the dividend. There are several ways in which residents can apply for the dividend:

- Online: Via the website where they can download the form
- By phone – residents can phone 0141 287 7961 and request an application form.

Applications for this year's payment can be made between 5 November 2020 and 31 March 2021.

# Let's get Christmas started!

After the last few months not being able to do the things we used to do or see friends and family, we all need something to cheer us up and look forward to.

We have put together a list of ideas that you can get your children involved in to make this Christmas a little special.

**Make your own Christmas cards** – we haven't seen family and friends as much as we like this year let them know we are thinking of them by sending them a home-made card. Get the family involved, all you need is some paper, coloured pens/pencils, stencils, glitter or whatever else you want to use and get creative! The kids will have a great time and it will mean a lot to someone close to you to receive this thoughtful card!

You can also **make your own Christmas decorations** to hang on the tree or around the house. You have all the stuff from making your cards, look for things around the house that you use like empty cardboard boxes, milk cartons, jars and let our imagination turn these into wonderful Christmas decorations with a little tinsel and glitter.

**Plant a Candy Cane Tree** – plant mint (green) Tic-Tacs in a tub of sugar, and get the kids to “water” them with glitter every day. Then, when their attention is diverted (we recommend the Elf DVD on repeat), replace them with candy canes, which have magically “grown” from the teeny minty seed. The look on their face will be absolutely priceless – especially when they realise they get to eat them!

**Sleeping under the Christmas Tree** – the kids can do this on their own or you can join in too, but either way, sleeping under the tree is a great way to make another night of Christmas fun. Leave the lights on, watch a Christmas movie and make a real occasion of this simple treat. This tradition obviously doesn't work on Christmas Eve, because Santa needs the space to do his work, but let them choose any night they like beforehand – it makes the build up even more exciting!

**Make Christmas Cookies or a Gingerbread House** – set up a cookie decoration station and get creating! You can buy kits really cheaply, even packet of biscuits or, if your up for a challenge, get a recipe and make your own but either way, make sure there are plenty of icing tubes, sweets and sprinkles to hand. Get to work to create tasty beautifully decorated treats. They make adorable presents too.

Have an adventure – **go for a walk or a drive to see everyone's Christmas lights** and decorations, get the kids counting how many Christmas trees they can see. Come home and have a Christmas movie night, snuggled up with some hot chocolate and treats.

**It's been a hard time for everyone and we know that we won't be able to do some of the things we normally do at Christmas so let's enjoy the simple things we can do and have fun!**



# Community Team *Update*

## Castlemilk Together: Food and Fun

During the October week, we continued our Holiday Food Programme with thanks to funding from Glasgow City Council. We worked alongside Castlemilk Together to enable events across the community with partners Ardenglen Housing Association, Castlemilk Youth Complex and Castlemilk Community Football. There were over 1000 meals provided to families in the community including prepped meals, soup packs and snack packs alongside activity packs! Thank you to our volunteers who helped create activity sheets, made up the packs and gave support on the day. For more information on Castlemilk Together, like the Facebook Page: Castlemilk Together: Community Food Action Project.



## What has delicious food, loads of fun and lots of shouts of 'Bingo!?' Cassiltoun's Youth Advisory Group's "Banging Food 'n' Bingo!"

Before lockdown in March 2020, Cassiltoun's Youth Advisory Group applied for funding to create a multigenerational event in their community. This was paused due to COVID-19. However that didn't stop the group from moving forward with their idea. In partnership with Castlemilk Together and especially The Senior Centre, "Banging Food 'n' Bingo" started in August. They invited people in the community to sign up, receive a tasty meal and bingo books were delivered to their door by the amazing Senior Centre. They could then pop online and play bingo! The group are currently seeking more funding to keep this project running for a longer term as they have had fabulous feedback and it is making many people smile in the community! Well done Youth Advisory Group! Age 14-25 and want to get involved? Contact us!



## Wellbeing Community Chest Fund

We have been delighted with the recent applications to our Community Wellbeing Chest Fund. This fund was created in response to the amazing community ideas that were being developed in your streets during lockdown, so we applied for funding to support more of you to get your ideas up and running! The submitted ideas are discussed by a Wellbeing Panel which is made up of community members who offer support, further ideas and suggestions for progressing. So far, we have had a number of great projects such as litter picks, 'Castlemilk Cooks Up Memories' book, Halloween outdoor displays and many more. Look out for more community projects in your area on the lead up to Christmas. We will do our best to provide some festive cheer and community Christmas spirit! If you would like to apply to the project or are interested in joining the panel, please visit: <https://www.cassiltoun.org.uk/wellbeing-community-chest-fund/> for more details.



# Cassiltoun launch their Digital Lending Library!



We know access to online is an issue not just in our community but also is recognised as a problem across Scotland. We were delighted that the Scottish Government Supporting Community Fund supported our Digital Inclusion Project consisting of tablets, portable Wifi devices and training for local workers and community members!



A total of £61, 240 was awarded which also includes a partnership project with Castlemilk Youth Complex to enable young people to apply for financial support for their further education, work experience, emergency items, and more. We work in partnership with many local organisations for this project, 'lending' them resources for them to then lend out to those that would benefit most.



Hearing all this talk of 'Zoom' and unsure what it's all about? Has your GP asked for you to send emails/photos and you find this tricky? Is your college course now all online and you're working from a phone? Does your data always run out meaning you can't access anything online? There's loads of reasons why you may want to borrow a device or Wifi from us or why you may need some support to access the tonnes of stuff now online - contact us!

## We're still here!



Since March we have managed to redesign every single event/activity to allow you to join online or pick-up resources! We really missed our annual Pumpkin Festival this year, especially our famous Spooky Walk. We are already planning for next year where it will be even bigger and better!

On the week leading up to Halloween, we held three sessions outside the Stables where you could collect art packs, activity sheets, cinema packs and pumpkins for the family to enjoy at home. We held three competitions with the chance to win a £25 Hobbycraft Voucher. Well done to all our winners! Big Thank you to all of our volunteers who created the art resources online, helped make up 400 packs for the children, as well as 200 soup packs and 200 snack packs! We couldn't have done it without you all.





# Castlemilk Explorers keep exploring!

The Wildlife Watch Group for children aged 7-12 years old has been continuing to meet online every month. The parents have been collecting the activity pack from the Stables and they participate in the workshop online. An example of their last session of 2020 was a session about leaf ID and they created their own leaf bowl at home. Why don't you try it out! We would like to say a big thank you to the children and parents for helping making the online sessions great fun. The next session is on Saturday 13th February 2021 where we're hoping to be back out and about. If this is something you think your child would be interested in then contact

[stuartwhittaker@cassiltoun.org.uk](mailto:stuartwhittaker@cassiltoun.org.uk)

## Leaf Bowls

### What you'll need:

- Leaves
- A Book
- Kitchen Paper
- Brush
- Cling film
- Bowl
- PVA Glue

### Instructions:

1. Collect some leaves from the park/ woods/ your garden.

If you want to make a large bowl, you will need to collect quite a few leaves - large sycamore (photo) leaves work well.

2. As soon as you get home you will need to dry the leaves out between sheets of kitchen paper.

Putting a book on top of the kitchen paper will help the leaves to dry out flat too. Keep them pressed for a few days to make sure all of the moisture is out of the leaves.

3. Next - take a bowl and turn it upside down. You will need to cover the base of the bowl with clingfilm.

This is to make the shape of your bowl without the leaves getting stuck to it.

4. Now is the fun part! Cover the clingfilm with a thin layer of glue, using your brush. Then you can start to arrange your leaves around the bowl - make sure to overlap the leaves so that there are no holes in the bowl.

5. Leave to dry

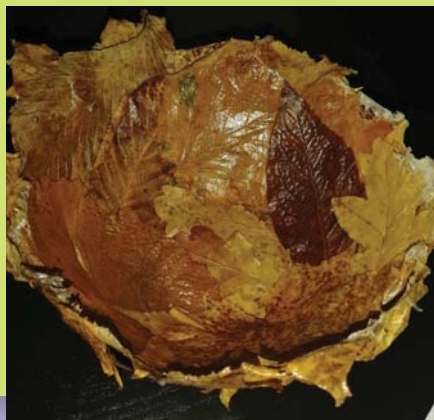
Leave the bowl in a warm place to dry overnight maybe longer.

6. You can add another layer of leaves - using steps 4 & 5.

7. If you don't want to add another layer, add a thin layer of PVA glue to the leaves and allow to dry again overnight.

8. When the bowl is completely dry, carefully remove the clingfilm from the bottom of the

leaves and the bowl. Be careful not to snap off the tips of the leaves.



Our growers continue to meet in reduced slots every Tuesday and we still have weekly storytelling, art workshops online as well as a whole host of virtual woodland walks, workshops, games and blethers.

Our annual involvement Doors Open Festival moved online and anyone could participate in a virtual tour of The Stables while listening to various interviews about the history, building and what it is used for today. There was also presentations about the Ice House and Fish Ponds in Castlemilk Park and Floramedica hosted a presentation about the Flowers and Fauna in Castlemilk Park too.

**There really is loads to get involved in, follow us on Facebook 'Cassiltoun Housing Association' and 'Castlemilk Park Project' or give us a call to find out more!**



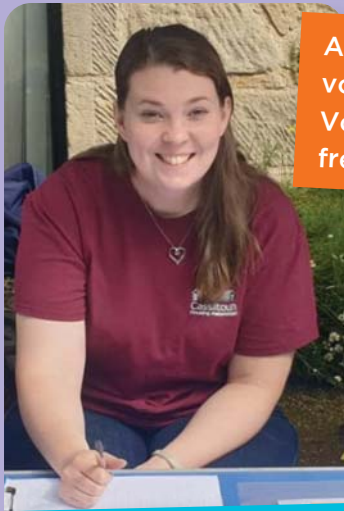
# What your involvement can do!

Sometimes people ask us why they should get involved and how it will actually make change happen. We think the below is a fantastic example of what has happened from members of the Youth Advisory Panel attending one workshop...



Amy and Emily attend a 'Placemaking Workshop' in March 2019 in Stirling by Greenspace and Youth Scotland which was all about improving a greenspace. Their focus is on Castlemilk Park.

The whole group design a pilot project and decide what's needed to improve their woodland are signage and a freelance Woodland Volunteer Development Worker to enable even more people to get involved in woodland maintenance, caring for the space, skill sharing and development. **They get £3000!!**



Amanda, one of our volunteers, goes for the Volunteer Development freelancer role and gets it!



The Park has new signs! So many volunteers are involved from measuring distance to deciding design. These signs are so important - it shows that it is a space that is cared for, used, encourages exploration and looks great!



Amanda does such a fantastic job supporting the volunteers, which means that we have a really strong case that this pilot project has worked and Stafford Trust agree, awarding us a further **£5,000** to continue the project!

People's **experience**, the amount of **involvement** and **training**, and how much the project has a **positive effect** on the park and volunteers means we put together a really robust application to Glasgow Community Fund for a full time worker and project costs until March 2023. And we get the funding - **£72,238!**



The signs stay looking great and remain undamaged. We have applied for even more funding to continue with the signage and Paths For All award us **£3,000** for 38 more signs!



This has paved the way for even more improvements such as noticeboards and interpretation boards, coming soon!

We welcomed Alex Effinger on 16th of November as our new Volunteer Development Worker. Alex will be linking all the ways to volunteer, working with you to create new ways to volunteer and ensuring there's loads of training, workshops, and opportunities. **Welcome, Alex!**

## Castlemilk Park Volunteer – let's hear from Helen



*"Stumbled on the Stables one morning during my morning walk. At first thought it was a place where they kept horses so went to ask about it. Paddy was getting ready with a group and connected us with Stuart, where we were shown the place and explained what they do.*

*I had the time to spare and wanted to contribute to the community I live in hence interested to volunteer.*

*Volunteering with Cassiltoun has been amazing as you get involved in different activities that makes a difference to the community. The personnel like Jodie, Stuart and Paddy are helpful, inclusive and keen for everybody's input.*

*Moreover, you have opportunities to improve yourself as they provide you with several trainings and fun activities. What better way to spend your time!"*

## Even more reasons to celebrate!

Castlemilk Park Volunteers received a 'Highly Commended' in the contested RSPB Nature of Scotland Awards under the Community Initiative Award. A huge achievement for everyone involved and for Castlemilk. This award truly puts Castlemilk Park on the map as a fantastic natural resource for all to enjoy. We can't thank Castlemilk Park Volunteers enough for their commitment, sharing their skills, time, energy and enthusiasm to participate in training, workshops and the many tasks involved in the ongoing project. A big thank to all of you who care for the space on a day to day basis and big thanks to Scottish Forestry, Scottish Wildlife Trust and Community Woodlands Association for their support to the Castlemilk Park Project.



## Castlemilk Park achieves a Green Flag Award!

We work in partnership with the Friends of Castlemilk Park Group and are delighted to have supported them to achieve this award that recognises and rewards well managed green spaces. This group are always looking for more involvement. Check out their Facebook Page 'Friends of Castlemilk Park' to see how they promote Castlemilk Park, from the new signage to the newly planted wildflower meadow.



## Upcoming...

As well as weekly opportunities, we have the following coming up:

**On Monday 14th December** 1.30pm the group will meet for the last time of the 2020.

Stuart Whittaker, the Community Woodland Officer will be doing an online presentation about the trees and plants connected to the festive period. If you would like to join the group online contact 0141 634 2673 or email [stuartwhittaker@cassiltoun.org.uk](mailto:stuartwhittaker@cassiltoun.org.uk).

**Wednesday 16th of December**, 3-5pm - Winter Wonderland at Castlemilk Stables

We have to wait and see what the new Governmental Guidelines will be, however you can definitely expect a Christmas Craft Pack, a Moss Wreath Making Kit and some treats for the wee ones!



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

The offices of the Association will close on Wednesday 23rd December 2020 at 12.30pm and re-open on Wednesday 6th January 2021 at 8.30 am.

Should you need to report a repair regarding your **central heating system** including no hot water during this time, please contact our contractor: **City Technical Services** on **08000 921 961**.

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

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

**Out of Hours Emergency number for the newbuild projects - Saltire 0845 606 1555**

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



## Office Closure

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

### Christmas and New Year Holidays:

The office will close at 12.30pm on Wednesday 23rd December 2020 and will re-open at 8.30am on Wednesday 6th January 2021.

### Easter Weekend:

Friday 2nd April and Monday 6th April 2021.

## Join us on Social Media!



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

Like our facebook pages:

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

And follow us on twitter:

**@CassiltounHA and @Cassiltoun**



**Cassiltoun**  
Housing Association

## Getting in touch...

Castlemilk Stables • 59 Machrie Road • Glasgow G45 0AZ

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

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

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