



Cassiltoun
Housing Association

news

Update

Newsletter • Winter 2023



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

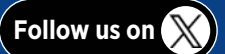


**Half-year Repairs Satisfaction
Survey Results** See page 14

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Registered Scottish Charity No **SC 035544**



Welcome to your Christmas newsletter



In this edition you will find lots of information on the Association and our performance. In our recent satisfaction survey tenants had told us that we needed to improve on our reactive repairs performance and I am delighted with the latest feedback.

You can see more details of our performance on pages 12- 14 of this newsletter. Inside you will also find lots of useful information from across all our teams including advice on how to deal with frozen pipes and condensation, updates from our money advice team, an overview of recent community activity and details of our Christmas closure and emergency numbers. Look out for details of our special January bulk uplift service on page 15 which is an excellent way to have a New Year clear out and get rid out all your unwanted items and rubbish. Finally, I know that there are many amazing people living in our community who go out of their wat to help others - don't forget to nominate your Community hero, the details are on page 9.



Wishing you a peaceful and festive season.

Clair Malpas • Chief Executive



Annual Report and Report Card

Our Annual Report and Report Card has been distributed to all our tenants. The Report outlines our performance 2022/2023. We hope you enjoy reading it and please contact us if you have any questions.

You can contact us on **0141 634 2673** or housing@cassiltoun.org.uk.

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Staff Achievements

Huge congratulations to the following staff members on successfully completing various courses:

Advice Team Coordinator, Anne Miller on successfully completing the Legal Aid Practitioners Group, Management & Leadership Programme. The programme focussed on:

- Strategic, business and financial planning
- Leadership
- Equality, diversity and inclusion
- Understanding resource & fundraising
- People management and monitoring performance
- Managing risks and business continuity
- Regulation, policies and compliance
- Organisational communications and media relations

Housing Officer, John Brown on successfully completing the City & Guilds, Level 3 Award in Energy Awareness. The programme focussed on:

- Home heating
- Fuel poverty and paying for fuel
- Reducing heat loss
- Condensation and dampness

Customer Service Assistants, Brooke Caig and Lauren Hassan and Receptionist Alex Ferguson on successfully completing the SVQ in Business & Administration, SCQF Level 6.

Their programme focussed on their development in a Business environment:

- Manage & improve own performance
- Communication
- Supporting others
- Customer Service
- IT & Numeracy skills



Staff Update



Congratulations...

...to Jodie Armour, Community Development Assistant, and her partner Christopher on the birth of their son Leo.



Goodbye to:

Name	Job Title	Date Left
Amna Hussain	MA Corporate & Finance	19th June 2023
Graham Sharp	Step up to Net Zero Co-ordinator	14th July 2023
Megan Stuart	Community Woodland Assistant	21st September 2023
Mae McDougall	Energy Advice Assistant	30th November 2023

Welcome to:

Name	Job Title	Date Started
Rachael McMullan	Community Development Assistant (Fixed Term)	3rd July 2023
Amanda McGivern	Project Assistant (Fixed Term)	3rd August 2023
Fiona Ferguson	Cleaner	8th September 2023
Alexandra Jackson	Community Woodland Assistant (Fixed Term)	31st October 2023

38th Annual General Meeting

Monday 14th August 2023 at 7.00 pm

Our 38th Annual General Meeting of Cassiltoun Housing Association was attended by 41 members; this represents 24.8% of the membership. Many thanks to our members for attending.

The Chairperson, George Kelly outlined to members the work and key achievements of the Association over the last year.

The AGM was informed of the Association's financial performance for the year 2022/23 by the External Auditor, James McBride from Azets.

The members were informed that three nomination forms were received from Faye Mitchell, Gayle Fitzpatrick and Harry Mills to join the Board of Management. The members subsequently elected the above three nominees to the Board of Management.

In accordance with our Rules, at least one third of the 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 • Teresa McGowan • Barbara Dusik

However, all three Committee members wished to stand for re-election and were subsequently elected by the members.

Following the Annual General Meeting, the Board of Management met to elect new office bearers for 2023/24.



The 2023/24 officer bearers are:

George Kelly Chairperson
 Anna Stuart MBE Vice Chairperson
 Richard Sullivan Treasurer

The remaining Board Members are:

Teresa McGowan Board Member
 Julie McNeil Board Member
 Chris O'Brien Board Member
 Jennifer McInnes Board Member
 Barbara Dusik Board Member
 Gayle Fitzpatrick Board Member
 Faye Mitchell Board Member
 Harry Mills Board Member
 Evelyn Ferguson Board Member



Massive Thank You to our Contractors and Consultants

At this festive time of year, we know that it can be tough on many of our residents due to a variety of reasons. Therefore, here at Cassiltoun we like to spread a little Christmas Cheer. As in previous years we do not do this alone but are supported in this by our Contractors and Consultants. They provide a variety of support from monetary donations, children's gifts, selection boxes and vouchers.

This year the Association will have a Santa's Grotto for the community to join in and enjoy.



Christmas Cheers!

This year our supporters who we would like to thank are

- City Technical Services**
- Magnus • MCN (Scotland)**
- Caledonian Maintenance Services**
- Edwards Macdowall Consulting Ltd**
- Atkinson Partnerships • TC Young**
- FMD Financial Services Ltd**

Their continued support is much appreciated.



Annual Assurance Statement 2023



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

Assurance and Notification	Scottish Social Housing Charter performance	Tenant and Service User redress	Whistleblowing	Equalities and Human Rights	Statutory Guidance & Organisational Details	Regulatory Standards of Financial Management and Governance
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We have completed our annual assurance process and have considered our compliance with our legal and regulatory requirements. We have noted some areas of improvement and have an action plan in place. However, we do not consider any of these to be material and the Board's position is that we are fully compliant.

With regards to our approach to equalities we can confirm that we have an effective approach to collecting equalities data and information is presented to the Board of Management or relevant sub-committees and will continue to be used to inform our decision making. With regards to human rights we are working collectively

with other local landlords to consider how the work we already undertake complies with human rights legislation and best practice and this will be further developed over the coming year.

I can also confirm that we have met our landlord duties in relation to tenant and resident safety including:

- Gas safety
- Electrical safety
- Water safety
- Fire safety
- Asbestos
- Damp and Mould
- Lift safety

Our approach to gas safety was externally audited this year and the Board were given high levels of assurance of our compliance and our overall landlord health and safety compliance was also externally audited with no material concerns raised.

On behalf of the Board of Cassiltoun Housing Association, I, George Kelly, Chairperson confirm that as of the 27th September 2023 the above statement is a true and accurate reflection of the current Assurance and Compliance status of Cassiltoun Housing Association.

Date of Board meeting Assurance statement approved by the Board of Management. - 27/09/2023

Rent Payment Methods

If you normally pay your rent by chip and pin via the telephone please be advised the office will close on Friday 22nd December 2023 at 4.00 pm and re-open on Thursday 4th January 2024 at 8.30am.

If you have a bank account you can pay your charges by Direct Debit or Standing Order. We have found that this is the easier and preferred method of payments by most customers. However, there are various other payment methods which include:

Online

To make a payment online please visit <https://www.allpayments.net>.

Post Office/Paypoints

You can make payments using a payment card at the Post Office or a Paypoint. If you require a payment card please contact a member of the Operations Team who will ensure that a card is

ordered and sent out to you. Payments made via Post Office and Paypoint will be received into your account on the next **working** day.

Direct Debit/Bank Transfer

You can make payments via Direct Debit, Bank Transfer or Standing Order. The Association's **Sort Code is 80-09-51** and **Account Number is 00155425**.

When making a payment via Standing Order you must quote your tenant/factoring reference number. If you are unsure what this is then please contact the office. If you would like to set up a Direct Debit please contact the office and a member of staff will assist with setting this up.





Complaints
and Significant
Performance
Failures

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 Debbie Courtney, Finance & Corporate Services Assistant

I started working for Cassiltoun Housing Association in July 2022. I have a dual role within the company as the Finance and Corporate Services Assistant.

My mornings start with checking the finance inbox and prioritising what needs to be done for the day. Afterwards I will process all tenant and factored owners payments, ensuring everything is updated and correct.

In the afternoon, I will upload supplier invoices onto the housing management system and pass them onto the relevant staff members for authorisation.

My role within the Corporate team can vary each day. I assist with recording staff annual leave, collate board and staff papers for meetings, distribute the company mail and order stationery and office supplies when required.

I am the health and safety administrator for the office and have recently within my corporate role started to take the minutes for the H&S meetings.

I am always happy to help with any other jobs to help take the pressure off my team when required.

My favourite thing about my role is the variety of tasks I do each day and I am always learning something new every week. Working within a Housing Association is a new experience for myself and all staff have been a great support to me since I took on this exciting and challenging new role within my career.



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**.



Dear Tenant,

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

The Offices of the Association will close on Friday 22nd December 2023 at 4.00 pm and re-open on Thursday 4th January 2024 at 8.30am.

Should you need to report a repair during this period please contact our contractors:

Reactive Repairs: City Building on 08000 921 961

Gas Repairs: City Technical Services on 0333 202 0708

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

Best wishes and Seasons Greetings

Clair Malpas Chief Executive • Cassiltoun Housing Association Ltd



Equality, Diversity and Inclusion Statement Cassiltoun Housing Association

'Cassiltoun Housing Association is committed to promoting equality, valuing diversity, and challenging prejudice and discrimination in all its forms'

The following actions will support us sustain our aim of being an inclusive organisation where tenants, service users and staff have a real sense of belonging:

- We will put equality at the heart of our service provision so that our tenants, service users and community members have their individual needs recognised, are treated fairly and with respect, and receive fair access to housing and all other services.
- We will put equality at the heart of our people policies so that the people we employ share and uphold our values and that our recruitment efforts attract talented applicants who reflect the diversity of the communities we serve.
- We will endeavour to create and maintain an inclusive organisational culture that enables all our people to thrive, knowing that they can safely bring their whole selves to the workplace.
- We will ensure that our procedures and practices for appointments to our Governing Body are open and accessible to all.
- We will deliver equality training to support staff, volunteers and Board members undertake their roles in an inclusive and respectful way.
- We will respect the privacy of our staff, tenants, volunteers, Board members and service users, and we will take all necessary steps to ensure that the equality information we collect, store, and analyse is held securely and that confidentiality is maintained.
- We will encourage people who witness or experience discrimination in any aspect of the RSL's activities, to raise these in conjunction with our policies and procedures and will take a zero-tolerance approach to hate crime in any form.



Interested in a career in housing?

Working in housing is not just about the bricks and mortar - it's about making a positive difference to people's lives, their communities, and their life chances by providing them with a decent home and environment in which to live.

A career in housing is exciting and can provide an incredible variety of options, from housing management to finance to tenant and resident involvement- to mention just a few. Put simply, if you want to make a positive difference, working in housing is for you!

Launched as part of Scottish Careers Week, a new website - 'Your Career in Housing'

<https://www.yourcareerinhousing.scot> has been created by the Scottish Federation of Housing Associations (SFHA) and the Chartered Institute of Housing (CIH). The site provides practical guides on everything from writing a CV through to how to answer interview questions and it includes testimonials from young people who have already taken the first steps in their career.

It's a great resource that Cassiltoun have helped to develop and you may spot some familiar faces!

Cassiltoun News is going digital

As part of our digital transformation and to reduce our carbon footprint, our next newsletter will be digital and can be downloaded from our website. Please ensure we have an up to date email address for you. If you don't have an email address please speak to the team and we can help you set one up.

Scottish Housing Minister Visit

In November, the Scottish Housing Minister, Paul McLennan, met representatives of the staff and Boards from the local Housing Associations to discuss a range of topics including human rights, the impact of the reduction in council services on the local area and Housing Associations, development of new homes, cost of living crisis, homelessness and fuel poverty and the transition to net zero. It was a positive discussion and a good opportunity for all the local Housing Associations to discuss their concerns.

After the event, Anna Stuart MBE presented an original painting of 'tenement life' by Brigit McCrossan one of our volunteers and local 'Soup'er hero'.



CHRISTMAS COMMUNITY HERO

It's time to recognise those Heroes, the neighbour that brings in your bin, the one who takes in your deliveries when your not home, those that grit the path in bad weather and offer a friendly smile. We all know someone deserving of recognition for their good deeds, and we want to hear about them. So get in touch.

To nominate a Community Hero
visit cassiltoun.org.uk or
Email housing@cassiltoun.org.uk
Telephone 0141 634 2673

Nominations must be received before Friday 26th January 2024 and the winner will receive a £25 voucher.

Oreo Christmas Puddings

Ingredients

Oreo biscuits
White chocolate
Coloured fondant
(green and red)

Melt the white chocolate in a bowl. Melt the chocolate in the microwave in 10-15 second bursts, stirring in between. Take your Oreo and dip the top into the melted white chocolate. Let the chocolate drizzle down the biscuit. Leave to set slightly.

Cut the green fondant into holly leaves and roll the red fondant to make your berries. Press these into the melted chocolate and leave to set *(tip: if your chocolate has set to the biscuit, melt a little more white chocolate and use a drop on the back of your holly and berries to stick to the biscuit).*

You can also make these into lollies by inserting a lolly stick into the Oreo.

The Christmas puddings can also be made using chocolate digestives or Tunnocks teacakes.





Christmas should be a time for celebrating...

...and spending quality time with family & loved ones

Not worrying about how we can afford all the presents, gifts, food, decorations and everything else we expect for one day.

Christmas is more like a retail festival where the only people gaining is the shops. Trying to keep up and buying unnecessary gifts can lead to unhappiness, debt and worry. Most of the time we feel obliged to buy as we have been given gifts from friends, colleagues, and we have to prioritise buying a gift back when we were planning on spending that money on food or gifts for our kids, parents, grandparents.

If you haven't already done so, now is the time to agree who you're not giving a present to, such as friends, extended family or colleagues. We need to end "obliged" giving and think about what we're giving, to whom and why.

This is a hard thing to do and a hard conversation to have but you could always make a No Unnecessary Present Pact (NUPP) with friends, or at least agree to a Secret Santa or £5 to £10 cap on gifts.

Or think about giving your time instead, easy ideas could be "I will baby sit for you", "make you dinner" or "do your ironing!" It is the season of goodwill after all, time is more precious than cash.

You could also do "IOU", sales start around Christmas so buy that gift in the sale and save yourself some money.

It is so hard, but try not to borrow and if you do then look at how much you have to pay back and try and get the cheapest interest rate. Calculate the minimum you 'need', and how much you can afford to repay. Spread the cost over 12 months or shorter as you will repay the borrowing long before next Christmas or the cycle just repeats, causing more stress, worry and misery.

Sadly, Christmas isn't happy time for all. If you are worried, panicking or even ignoring your financial problems, the best thing to do is to go and seek out non-profit free debt-counselling help from the likes of our Advice team or, if you prefer, National Debt Line, Step Change or local Citizens Advice Bureau.

Do it now, as in January, after the Christmas period, it's really busy and more difficult to get an appointment. We are all here to help, not judge. The most common feedback we get from people who've done that is *"I feel like a weight has been lifted and I finally slept last night"*.

You can get in contact with us at Money Advice Team on **0141 634 2673**, email housing@cassiltoun.org.uk or call into the office to speak to a member of the team.

How to become a Board member

JOIN

OUR TEAM

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 13 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 paula.brownlie@cassiltoun.org.uk or telephone the office on **0141 634 2673**.



Struggling to pay rent, heat your home and feed your family?

We are extremely aware the impact of rising food and energy prices caused by cost of living crisis affecting all our tenants. This has caused people to reduce how much they spend and being faced with the choice of eating or heating.

To help our tenants during December we will enter all our tenants into a draw for a chance to receive help with food. We have **100 x £100 gift cards** to give to tenants to help at a really difficult time.

You don't need to do anything, every tenant will be entered and we will be in contact with the 100 people drawn to collect their voucher.

If you are struggling financially, we have experienced advisors on hand to help with benefit checks, money and debt advice and help to apply for grants. If you wish to speak to one of our advisors contact us on **0141 634 2673**, email housing@cassiltoun.org.uk or call into the office.



You said, we did:

At Cassiltoun Housing Association, we take pride in delivering quality services to our tenants.

Recently, we encountered a situation where a tenant faced challenges in using a newly installed lock due to a lack of demonstration by one of our contractors. As soon as this issue was brought to our attention, we swiftly took action.

Upon receiving the complaint, we immediately dispatched our handyperson to the tenant's property to provide a demonstration on how to operate the new lock. Our priority is ensuring that our tenants feel secure and comfortable in their homes, and this prompt response was essential in addressing their concerns.

Simultaneously, we initiated a constructive dialogue with the contractor responsible for the installation to reaffirm our service standards and expectations. It's crucial for us to maintain strong

partnerships with our contractors, ensuring they understand the

importance of demonstrating proper usage of any newly installed equipment or fixtures.

Additionally, we took this opportunity to review and enhance our processes regarding the information shared with tenants upon completion of repairs. We understand the significance of clear and comprehensive instructions. We have updated our practises relating to works orders which will ensure that tenants receive all necessary information when repairs or installations are completed.

At Cassiltoun Housing Association, our commitment to exceptional service remains unwavering. We are dedicated to continuously improving our practices and ensuring that every tenant feels supported and valued in their homes.





Scottish Social Housing Charter

How we are doing... As of 31st October 2023

We have created a snap shot of information related to performance. Each piece of information relates to the Scottish Social Housing indicators which the Association reports on. You can find more information by visiting: www.scottishhousingregulator.gov.uk



Anti-Social Behaviour

Indicator 15

Antisocial behaviour cases reported in the last year:



93% of cases resolved

The Association has received **42** anti-social complaints which were dealt with in line with our Neighbour Relation Policy.

If you experience any incidents of anti-social behaviour contact us on **0141 634 2673** or via email to housing@cassiltoun.org.uk

Maintenance

Indicators 8, 9, 10, 11, 12, 19, 20, 21

Repairs completed:

673	Emergency Repairs	Average 3.5 hours
1991	Non-emergency Repairs	Average 4.9

97% of jobs completed Right First Time

Disabled Adaptations:

Total Number Awaiting	18
Total costs of adaptations	£28,611.71
Number of adaptations completed	7

Gas Servicing:

Number of times we did not meet statutory duty to complete gas check:

0 = **100%** Complete

Allocations

Indicators 14, 16, 23, 30 & C2, C3, C4

Number of General Needs Lets **42**

Number of Supported Housing Lets **0**

Number of Lets to Existing Tenants **6**

Number of Lets to Statutory Homeless **9**

Number of Lets to Waiting List **27**

Total number of offers made **76**

Number of offers refused **27**

Number of houses that became vacant **55 Houses**

Average time to re-let **35 days**

Complaints

Indicators 3 & 4

Number of Stage 1 complaints received **35**

Number of Stage 2 complaints received **8**

Complaint responded to in full at Stage 1 **35**

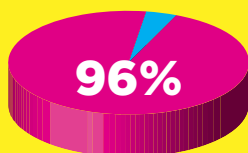
Complaint responded to in full at Stage 2 **8**

1st Stage - average working days to respond **4**

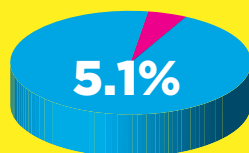
2nd Stage - average working days to respond **15**

Rents

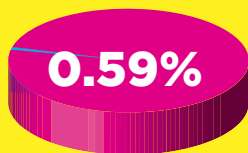
Indicators 26, C6, 28, 27, 18 & C7 contextual indicators



% Rent collected



% Rent arrears



% Void rent loss

709
Households receiving direct housing costs

Average management fee for factored owners **£101.12**

Total former tenant arrears **£66,622.43**

Total former tenant arrears written off **£00.00**

% former tenant arrears written off **0%**

97% Repair Satisfaction Levels – April to September



We are thrilled to announce a significant milestone in our commitment to serving you better.

Following comprehensive feedback and meticulous post-inspection of repairs, we are delighted to report that our reactive repair satisfaction rate has soared to an outstanding 97%! This notable increase marks a substantial improvement from the previous residents satisfaction rate of 80%.

Your valuable feedback and post-inspection evaluations have been instrumental in driving this positive change. We have listened attentively to your concerns and diligently reviewed the repair processes, resulting in this remarkable enhancement of our service quality.

At Cassiltoun Housing Association, we constantly strive for excellence and are dedicated to further elevating your experience with the repairs service. In our pursuit of enhancing our service delivery, we urge you to continue engaging with us. Your feedback remains invaluable in our quest to consistently provide a top-quality service.

To ensure we continue to meet and exceed your expectations, we encourage you to maintain an open line of communication with our Technical Team, which you can do via our new dedicated telephone service.

Contacting our team for any repair needs or even sharing your experiences contributes significantly to our ongoing efforts to enhance our customer service journeys.

By providing feedback to our Technical Team, you will:

1. Drive Service Improvement:

Your feedback shapes our initiatives aimed at continuously improving our repair service, ensuring it aligns with your expectations.

2. Experience Quality Customer Service:

Our dedicated Technical Team is committed to delivering excellence, ensuring that your repair needs are met with the greatest care and efficiency.

3. Provide us with Feedback:

Your active engagement allows us to work collaboratively, promoting an environment where your concerns are addressed promptly and effectively.

This remarkable increase in satisfaction reflects our shared commitment to providing you with the best service possible. Your contributions through feedback and post-inspection evaluations have been instrumental in achieving this milestone. We will continue to take your views on board and will report end of year levels within our next newsletter.



Home Fire Safety

Here are some steps to help you stay safe in these challenging times.

- **Don't leave cooking unattended** and don't cook if you're tired, under the influence of alcohol or drugs or on strong medication.
- If you smoke, **smoke outside**, at an open external door or window and never while under the influence. **Always use an appropriate ashtray.**
- Using a laptop? Make sure it's placed on a hard surface **to prevent overheating.**
- **Always turn** computers and laptops **off at night.**
- **Don't overload** electrical sockets. Make sure all common areas and exits are **kept clear** of any combustible materials and don't leave any items in escape routes.
- With bin collections reduced at this time it is important that flammable items like paper or cardboard are **safely stored.**
- Ensure white goods like washing machines, dishwashers or tumble dryers are **switched off** and **never used while sleeping or out.**
- **Switch off** all appliances not designed to be left on all night.
- **Don't leave** chargeable items like phones or tablets **charging overnight.**
- **Turn off** portable heaters and put a fire-guard around the fireplace.
- Keep mobility aids and any methods of calling for help **accessible** for a cared for person.
- Before going to bed, check any candles and cigarettes are **extinguished.**
- Make sure the main door keys are **accessible and in a safe place.**
- **Close all internal doors** before going to bed.

And finally...

Make sure you have **working smoke alarms.** Test them **once a week.**



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Frozen Pipes

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

A frozen pipe can be serious as this may lead to a burst pipe. Here is some advice:

Turn off the water supply

Turn off the main stopcock.

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

Beat the burst

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

Thawing out

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

If pipe is undamaged try to thaw it out.

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

Frozen Condensate Pipe on Gas Condensing Boiler

In very cold weather there may be problems with the pipe that takes away some of the vapour that condenses from the gas boiler and it may freeze. This can cause a boiler to shut down and there should be a fault code displayed

on the digital display or there may be an alarm signal.

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

Final Advice:

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

Go to our website for further information

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



Post-Christmas and New Year Bulk Removal 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.

In previous years Cassiltoun Housing Association has provided skips to help remove bulky items and again this year we are taking the same approach as last year.

So... as last year Cassiltoun Housing Association is providing bulk collection designated points. This will be similar to the skip collection however more time will be available. On **Thursday 4th January 2024** there will be designated collection points at the following areas:

- Hoddam/Ballantay
- Barlia Gardens
- Machrie Drive
- Croftfoot/Tormusk

These areas will be coned off with tape around the cones so you can easily see where the designated areas are. You can start putting bulk out at **7:30am** and the last removal time will be 2pm, so please ensure that you have put any items that you want to be collected in the designated areas by 1.30pm.

This service is for general rubbish only and our Contractor Caledonian Maintenance will be on hand to advise you what can and cannot be left at the designated areas. Please see below list of items that you **cannot** leave:

- Fridge and fridge freezers
- Tyres
- Gas canisters
- Tins of paint
- Mattresses

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

Further information can be obtained from the office on **Thursday 4th January 2024** by telephone on **0141 634 2673**. We hope this service is of use to you.



Condensation

Every year millions of homes in the UK suffer from condensation. About two million of them are badly affected and experience widespread dampness, often leading to persistent mould growth on walls, fabrics, carpets, clothes and shoes. This can cause great anxiety to householders, and is a common cause of complaints to landlords.

What causes condensation?

Every day the average UK household puts about 12 litres of moisture into the air in their home, through normal activities such as cooking, washing clothes and bathing; breathing alone contributes about 1 litre per person every 24 hours.

In homes where clothes are dried indoors the total can be over 20 litres a day.

About half this moisture is produced slowly throughout the day in different rooms and the remainder is produced over short periods of time and in large quantities, mainly in the kitchen and bathroom around teatime when kids come home from school and people come home from work.

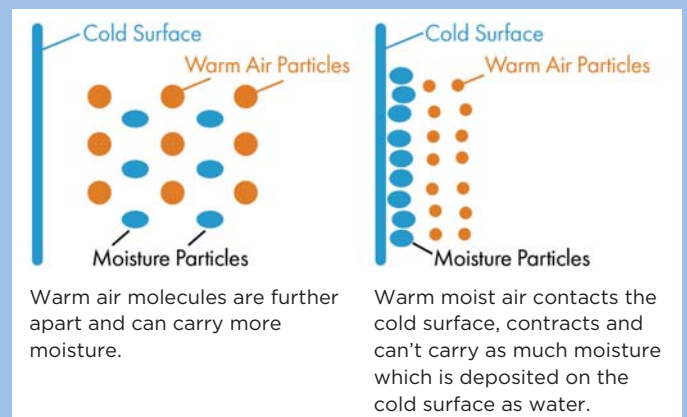
Even in warm, well-ventilated homes, moisture in the air can result in condensation during the winter, most people are familiar with the misting on the mirror after running a bath, or on the inside of windows on a cold morning. Usually condensation disperses fairly quickly and does not cause more than minor inconvenience, but in homes which are poorly heated or inadequately ventilated, condensation is often serious and persistent, and leads to the growth of mould.

The environment which the mould requires to grow is similar to the environment which other conditions such as dust mites also thrive in, dust mites have been linked to asthma and skin conditions.

The mechanics of condensation

There is always moisture in the air in the form of water vapour, although usually it cannot be seen. However, there is a limit to how much vapour the air

can hold at any particular temperature: the higher the temperature, the more vapor the air can hold. Therefore when warm moist air comes into contact with a cold surface and is cooled, it can no longer hold so much vapour and the excess condenses as liquid water on the cooler surface. A typical example is moist air from a warm kitchen which drifts to unheated rooms, such as bedrooms. The moist air cools when it reaches the walls and other cold surfaces, and the excess water is deposited as condensation.



Signs of condensation

- It normally occurs only in the coldest months of the year.
- Trouble starts on the coldest internal surfaces — external walls, particularly corners, single and double-glazed windows, wall-to-floor junctions, lintels and window reveals.
- Visible water droplets form on glazing and other non-porous surfaces and run off to cause puddles.





- Persistent condensation often leads to mould growth.
- Condensation occurs most often in rooms where a lot of moisture is produced, such as kitchens and bathrooms, and also in unheated rooms into which moisture has drifted. Unheated bedrooms are vulnerable to condensation and mould growth.
- It is a common problem where flue less paraffin or butane heaters or un-vented tumble-driers are used, or clothes are frequently dried indoors.
- It often concentrates in areas where air movement is restricted, such as behind furniture or curtains, or inside cupboards on outside walls.

What's the cure?

The main factors involved in condensation in the home are the amount of moisture in the air, and the air temperature and the temperature of the surfaces in the room. To reduce the risk of condensation occurring, either the moisture content of the air must be reduced or the home must be made warmer. In practice it is usually necessary to do both.

Reducing moisture generation

The amount of moisture generated in a home depends on the size and lifestyle of the household. Most of the steps needed to reduce it can be carried out by the occupants themselves, including keeping lids on saucepans, drying clothes outdoors, and not using paraffin or flue less gas heaters, keeping doors closed to prevent the moisture travelling through your home and when using tumble driers vent them externally or if possible use a condensing dryer.

Providing ventilation

High moisture production in homes need not be a problem if there is enough ventilation. The single most important step is to ensure good ventilation in kitchens, bathrooms, where most household moisture is generated.

As well as the high rates of ventilation needed in kitchens and bathrooms when they are being used, all occupied rooms need background ventilation to get rid of the moisture generated by people.

Providing adequate heating

Condensation is almost bound to occur in rooms which are cold. The best remedy is to provide low background heating all day in cold weather, even when there is no one at home. It is far better to do this than to rely on a high level of heating for short periods, and the overall costs are often quite similar.

Background heating is particularly important in bedrooms, especially in bungalows and flats, where they are not above other heated properties below.

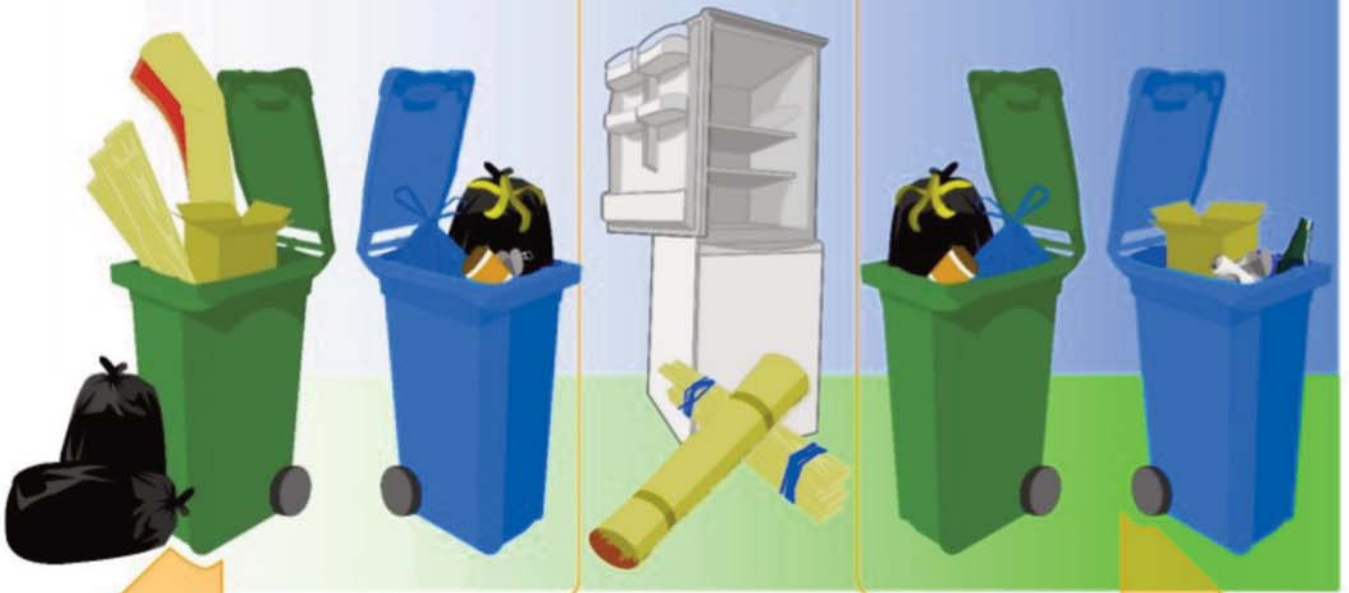
Practical advice

- Keep kitchen and bathroom windows open when possible
- Use extractor fans if fitted
- Keep lids on pots when cooking
- Keep doors closed to prevent moisture travelling through the home
- Use condensing tumble dryers or dryers which are vented to the outside air
- Open your bedroom windows in the morning to allow condensation to clear
- If your windows are excessively wet use a squeegee and an old towel to dry them off, this will also help prevent mould on bathroom tiles if done after showering
- Maintain a constant temperature in your home during the winter months of above 16°C or above
- Maintain an air gap between furniture and walls to allow air to circulate
- The first people usually know they have condensation is when they see mould spots occurring in corners and on items in cupboards or behind furniture etc. if the area affected has a fixed wet line it may require further investigation and you should contact your landlord who will arrange for a proper inspection to rule out building defects.

Your environment, your community needs you...

Green: General waste, Any items that cannot be placed in the recycling or food caddy. No bulky, hazardous or electrical items.

Blue: Mixed recycling, Paper, cardboard, plastics, bottles, jars, food, drink and aerosol cans. No bulky, hazardous or electrical items.



REQUEST BULK & SPECIAL UPLIFTS

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

Report Illegal Dumping & Fly-Tipping

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

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

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

Report litter, graffiti, dog fouling, fly-tipping and other environmental concerns to the Environmental Task Force Telephone **0300 343 7027** or using the **MYGLASGOW** app or find the Environmental Task Force on Twitter **@MyGlasgowCC** and Facebook **@GlasgowCC**





Keeping yourself safe in your home this Winter

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

Legionella Safety

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

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

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

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

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

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

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

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.
- Make sure you provide access if we are due to undertake your 5 yearly check.

Fuel Fund



Scottish Government
Riaghaltas na h-Alba
gov.scot

We have been successful in receiving funding to help families with energy costs over the winter months.

SFHA along with Scottish Government has awarded us £40,000 to help households with children 18yrs and under that may need the extra help with gas and electric following Christmas, school holidays and spending more on food and energy with children being at home.

We will write out to all households that we know have children who were aged 18 or under on or before 31st October 2023. Look out for your letter giving more details on when this payment will be available and how to receive it. Please get in touch with us if there has been any change to your household to confirm the details of any eligible children prior to 22nd December 2023.

Money Advice Team

Here to help



Our team can help you with the following:

- Income maximisation
- Benefit applications
- Challenging benefit decisions including appeal representation
- Money & Debt advice
- Energy advice
- Budgeting advice
- Help to access grants

Money is something we all worry about especially now as we see a rise in our food, gas, electricity, fuel and we wonder how we will make our money stretch to ensure we can meet these essential living costs.

We understand these worries and concerns and we are here to help you. Our **Money Advice Team** will ensure you are receiving income that your entitled to, help you budget your money and manage your debts.

From 1st April 2023 we have generated income of **£431,691.90** for Cassiltoun Housing Association tenants, factored owners and other service users.

We are currently assisting with **£46,715.22** of debts.

We have changed how we deliver our service and no longer run an appointment diary. We now aim to call anyone requesting assistance within 1 working day for emergencies and 5 working days for all other enquiries. From 1 August 2023 when we started working this way we have helped 311 people.

We are always capturing feedback from clients on a regular basis and to use this to improve our service.

Here are some of the comments received:

"Advisor was very professional, helpful and efficient"

"Very helpful, would highly recommend"

"Advisor has been fantastic. Helped me out a lot in the past and always very accurate"

Our service is available to tenants, factored owners and those who access the many services offered by Cassiltoun Stables.

Our advice is free, impartial and confidential. If you need any help or would like to arrange an appointment please contact us on **0141 634 2673** or email housing@cassiltoun.org.uk

Warm Home Discount

You could get **£150 off your electricity bill for winter 2023 to 2024 under the Warm Home Discount Scheme.**

The money is not paid to you - it's a one-off discount applied to your electricity bill between early October 2023 and 31 March 2024.

You'll usually get the discount automatically if you receive guarantee pension credit or if you receive other benefits or on a low income you would contact your energy supplier to apply.

You can apply by going online to your energy suppliers website or giving them a call.



You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and you're eligible. Contact your supplier to find out.

Carer's 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 twice a year.

The next payment of £270.50 is due to be paid in December 2023 & you'll get this payment if you were getting Carer's Allowance on 9th October 2023.

What to do if you're struggling with your energy bills

Energy prices are still at all an all-time high and even with the prices coming down and help with cost of living payments you may still be struggling. We have put together a guide to what help is available and where you can get more support.

1. Talk to your supplier

If you are struggling or falling behind with your payments give your supplier a call to discuss what help may be available for example:

Full repayment plan review

Affordable debt repayment plan

Payment breaks

Payment reduction and more time to pay

2. Pre-payment: are you struggling to pay?

Again, call your supplier to have a chat about your situation, some suppliers can provide emergency credit, friendly credit meaning you won't be disconnected in the evening, weekend or bank holidays if you have run out of credit. They may also be able to offer additional support credit if you cannot top up. It is really important that you speak to your supplier to see what help is there for you.

3. Energy Grants and Hardship Funds

Many of the bigger energy providers are able to offer grants or hardship funds if you are struggling to repay your fuel debt. If you are in debt speak to your supplier to check if they provide support and to check if you are eligible for support.

4. Where to go for free help and one to one advice

If you are struggling to speak to your supplier then help is available, you can contact our Money Advice Team for help, we can contact your supplier to review your payment plan and look for additional support from grants if you are in debt.

We are also working in partnership with Home Energy Scotland who can help you with ways to save energy by giving you practical tips and advice on reducing the amount of energy you use but still staying warm and saving you money on your bills.

We can make a referral on your behalf or if you prefer you can contact them directly on:

Tel **0808 8082282** [homeenergyscotland.org/warmer-home](https://www.homeenergyscotland.org/warmer-home)

They are able to help also if you are homeowners, Warmer Homes Scotland is a Scottish Government funded programme that helps Scottish households keep warm by fitting new energy efficiency measures, like home insulation, central heating, draught-proofing and home renewables systems. The programme can only be accessed by contacting Home Energy Scotland, who will check what support is available.

So far, they have helped over 29,000 households receive help, with an average of £5,000 worth of improvements made. The Scottish Government have now widened the eligibility criteria to ensure more people can benefit from energy and moneysaving measures.

If you are a home owner please contact them on **0808 8082282** or check Warmer Homes Scotland Funding & Support · Home Energy Scotland website for more information.

<https://www.homeenergyscotland.org/find-funding-grants-and-loans/warmer-homes-scotland/>



Migration from Tax Credits to Universal Credit

The Department for Work and Pensions (DWP) has said that during 2023/24, it hopes to migrate everyone in Great Britain who is a “tax credits-only” claimant onto Universal Credit. This means anyone getting tax credits, but not other legacy benefits.

This currently applies to Greater Glasgow with migration already commenced from mid October 2023.

The roll-out will initially start with single tax credits-only claimants. The DWP has said it will start to include couples who are tax credits-only claimants too.

Receiving a migration notice

You'll receive a “migration notice” in writing that your Tax Credits will be ending.

You'll receive a date three months from the date on your migration notice within which to make a claim for Universal Credit. This is known as your deadline day. The DWP can extend your deadline day if there are good reasons.

When can I apply for Universal Credit?

It is up to you whether you claim Universal Credit straight away or wait until closer to the deadline day.

If you haven't claimed Universal Credit by your deadline day, you will have a further month within which to claim Universal Credit. (Your tax credits will have stopped on the deadline day, with other legacy benefits stopping two weeks later).

If you don't claim Universal Credit by your final deadline day, you can still claim Universal Credit at a later date, but you will have a longer gap with no benefit payments and you won't be eligible for any Transitional Protection.

You'll normally have to claim for Universal Credit online, but you can also use the Universal Credit Migration Helpline, if necessary.

When your legacy benefits will stop

Your tax credit payments will stop on the date you claim Universal Credit, or on your deadline day if you haven't lodged a claim for Universal Credit by then. Any other legacy benefits you get, i.e. Income Support, Housing Benefit, income-based JSA or income-related ESA, will run on for a further two weeks.

So if you claim Universal Credit before your deadline day, any tax credits you get will stop from the day before you claimed Universal Credit. Any other legacy benefits will stop two weeks after the date you claimed Universal Credit.

If you claim Universal Credit after your deadline day, any tax credits will stop from the day before your deadline day. Any other legacy benefits you get will stop two weeks after your deadline day.

Regardless of whether you claim Universal Credit before or after your deadline date, once you have lodged a claim, you will have a wait of at least five weeks before you get your first Universal Credit payment. If this wait causes you financial hardship, you can ask for an advance payment. An advance payment is a loan that you will need to repay to the DWP from your future Universal Credit payments.

UC

Universal Credit

Making sure you are no worse off on Universal Credit

So long as you have claimed Universal Credit either by your deadline day or your final deadline a month later, you will be eligible for Transitional Protection Payments. These are supposed to make sure that you are no worse off on Universal Credit. If you don't claim Universal Credit by your final deadline day, you won't be considered for transitional protection. This is the case even if you eventually claim Universal Credit at a later date.

Warning - People selected for managed migration have no option but to claim Universal Credit. The situation is different if you have not received a migration notice. There is nothing preventing you from volunteering to move onto Universal Credit before you receive a migration notice. However, this may not be a good idea. People who choose to claim Universal Credit early, rather than waiting to receive a migration notice, cannot usually get Transitional Protection.

Once you claim Universal Credit, you cannot move back onto your old legacy benefits.

Winter Heating Payment

Winter Heating Payment helps people on low income benefits who might have extra heating needs. It's automatically paid once a year.

The payment for winter 2023 to 2024 is £55.05.

Winter Heating Payment has replaced Cold Weather Payment in Scotland. Unlike the Cold Weather Payment, Winter Heating Payment does not depend on how cold the temperature gets.

When you'll get your payment if you're eligible

Payments for winter 2023 to 2024 will begin from the middle of December.

Social Security Scotland expects to pay the majority of eligible people by the end of January 2024. You'll receive a letter from Social Security Scotland before they make the payment.



Child Winter Heating Assistance

Child Winter Heating Assistance is a benefit payment for parents and carers to help with household costs for disabled children and young people. A payment of £235.70 will be paid by Social Security Scotland & you do not need to show proof of how you spend the money.

The payment is made once a year. If you have more than 1 eligible child or young person in the household, they'll each get the payment.

If you're under 19 and live in Scotland, you'll get Child Winter Heating Assistance if you're getting 1 of the following benefits:

- the highest rate of the care component of Disability Living Allowance (DLA) for children
- the highest rate of the care component of Child Disability Payment
- the enhanced rate of the daily living component of Personal Independence Payment (PIP)
- the enhanced rate of the daily living component of Adult Disability Payment.

You must have been getting the benefit on at least 1 day during the 'qualifying week' which for 2023 was between Monday 18th September to Sunday 24th September 2023.

You'll get a letter in advance telling you that you're getting the payment & payments are sent out automatically at the end of November each year. The payment should be in your bank account by the second week of December. You don't need to apply.



COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE •

Castlemilk Park Volunteers keep going with over 1300 hours of volunteer and counting!

This year has seen the Castlemilk Park Volunteers involved in lots of different activities from park and path maintenance, helping organise and run events- big and small. They have been amazing and we are looking for more people to join the Castlemilk Park Volunteers during the week do a whole range of things: path maintenance, litter picking, outdoor education, wildlife surveying, woodland conservation, tree cutting and much more!

Our opportunities are tailored to each individual and celebrate the skills you already have as well as providing training. Whether you can volunteer for an hour every other month or 4 hours every week, there is an activity here to suit you.



Scottish Forestry
Coilltearachd na h-Alba

CASTLEMILK PARK VOLUNTEERS

LOOKING FOR NEW VOLUNTEERS, NO EXPERIENCE IS REQUIRED!

Are you interested in being outdoors?
Do you want to meet new people and be more active?
Why not come along and find out what we are up to here in Castlemilk Park!
Volunteering opportunities available every Tuesday and Thursday



Contact community@cassiltoun.org.uk for more information on how to get involved



Populate Our Garden Pond

The Stables garden pond had seen better days and no animals wanted to call it home anymore. But with a little attention, care and help from Action Earth NatureScot funding, our volunteers are bringing it back from the brink! Our brand new pond will be ready to welcome new animals and visitors in early Spring. Keep an eye on our social media for updates and ways to get involved.



The ever-popular photo competition is back

The theme this year for our Photo competition is... Paths and Signage of Castlemilk Park! The categories this year's entries will be judged on are:

- Best photo of a path in Castlemilk Park which also showcases the landscape or wildlife
- Best photo showing off the signage in Castlemilk Park
- Most creative picture of a path and signage together in Castlemilk Park

All pictures must be taken in Castlemilk Park only and winners from each category will win a small prize.

Your photo will be shared on our social media and may go on printed materials such as Newsletters.

To take part:

1. Get out and about and get snapping!
2. Send your photo to community@cassiltoun.org.uk
3. Make sure to put the name you want the photo credited to
4. If you do not want your name mentioned then please state 'No name for photo credit'

The closing date is 8th January 2024, good luck!



COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE •

Halloween Fest to beat the rest!

Over the course of our three Halloween events, we were blown away by all the support and positive feedback from the local community.

120 pumpkins were carved for our Illumination event with over 200 people in attendance on the night.



Over 589 miles walked by 1900 attendees and 48 helpers at our Spooky Walk event.



We held our first Costume Swap Shop, with 60 costumes heading to new homes for the season, giving them a new lease on life and helping to keep costs down for families.

We would just like to say a massive thank you again to all the staff, board members, volunteers, partner organisations and community members who made these events such a success.



Castlemilk Explorers seeking new members!

Do you know a child who would be interested in joining the group in 2024?

This year has seen fantastic sessions of the Wildlife Watch Castlemilk Explorer nature group. They have learnt loads about Castlemilk Park, taken part in bat walks, badger and forest school activities. We are looking for more explorers to join our park adventures! If your child, or someone you know lives in Castlemilk either permanently or temporarily, is between 7 and 12 and would like to take part in this free group, please contact community@cassiltoun.org.uk for more information.

Happy Harvesting!

The community growers were showing off their produce at the Harvest Day this year to friends and family. Castlemilk Cooks Up Memories joined us and made some delicious homemade soup and butter, while the gardeners made everything from homemade jam and scones to fresh potato cakes and pickles. There was even freshly pressed apple juice for the staff, volunteers and groups to enjoy. Thank you to the GCVS Mental Health and Wellbeing Fund for supporting such an important project and fun day of shared recipes, dancing and laughs



COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE •

Volunteer with us!

Our Project Assistant interviewed our volunteers about volunteering here at Cassiltoun. Here's what they had to say:

“DON'T PUT TOO MUCH PRESSURE ON YOURSELF TO COME EVERY WEEK/DO EVERYTHING, IT'S ALL OPTIONAL AND BASED ON INDIVIDUAL SKILLS AND INTERESTS”

We have a wide range of volunteering opportunities to suit all ages and abilities.

To find out more fill out this 3 minute form below or contact us on 0141 634 2673 Community@cassiltoun.org.uk

“GIVE IT A TRY! THERE'S SO MUCH TO BENEFIT FROM VOLUNTEERING”

Would you like to know more about volunteering or what opportunities we have available?

Fill out the 3 minute form below or contact us on 0141 634 2673 Community@cassiltoun.org.uk

“DON'T ASK WHAT THE COMMUNITY AND ENVIRONMENT CAN DO FOR YOU, ASK WHAT YOU CAN GIVE TO THE COMMUNITY AND ENVIRONMENT”

We have a wide range of volunteering opportunities to suit all ages and abilities.

To find out more fill out this 3 minute form below or contact us on 0141 634 2673 Community@cassiltoun.org.uk

Scan our QR code for more details

“GO FOR IT, YOU WILL LOVE IT. THERE IS SO MUCH OPPORTUNITY FOR YOU TO GROW. WITHIN CASSILTOUN THERE ARE NO STAFF OR VOLUNTEERS, IT'S ONE BIG COLLECTION OF FRIENDS WHO SUPPORT AND ENCOURAGE EACH OTHER, ALWAYS”

Would you like to know more about volunteering or what opportunities we have available?

Fill out the 3 minute form below or contact us on 0141 634 2673 Community@cassiltoun.org.uk

Scan our QR code for more details

“I WOULD ADVISE ANYONE INTERESTED IN VOLUNTEERING TO WORK TOWARDS GAINING NEW SKILLS TO CONTACT THE HOUSING ASSOCIATION AS SOON AS POSSIBLE. DEVELOPING NEW SKILLS AND MEETING NEW PEOPLE INCREASES SELF-CONFIDENCE AND OPENS UP OPPORTUNITIES FOR TRAINING AND EMPLOYMENT. SO MANY EXPERIENCED AND APPROACHABLE PEOPLE ARE WILLING TO HELP YOU ACHIEVE YOUR GOALS”

We have a wide range of volunteering opportunities to suit all ages and abilities.

To find out more fill out this 3 minute form below or contact us on 0141 634 2673 Community@cassiltoun.org.uk

Scan our QR code for more details

Find out more!

Stable Studio Sessions



Would you like to learn a new craft? Or maybe just have a go for fun? Well the Stables Studio sessions could be the place for you. With self-led art drop-in sessions on a Monday from 10am-3pm and Taster Tuesday sessions which run in 4 week blocks led by a Community Artist, there is something for every artist to enjoy.

3 Cheers for 3 Years!

The Youth Advisory Panel and the Senior Centre celebrated 3 years of partnership work this September with Bangin' Food



and Bingo. With the bangin' food and bingo books from the Senior Centre delivered straight to your door and our Youth Advisory Panel as your bingo callers, our monthly zoom session is the perfect night in for the whole family! There is still space to join us, contact us at community@cassiltoun.org.uk for more details.

COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE •

Aged 14-25?

The Youth Advisory Panel are looking for more young people to get involved in their weekly sessions. Why not get involved in our sessions, gain skills and experience as well as volunteer hours towards award schemes.

The Youth Advisory Panel meet every Thursday, 4-6pm: come and get involved and have your say in shaping your local community.



Stables Studio Win Big

The Stables Studio group took part in a funding event hosted by the Lintel Trust. They gave a short presentation of their work and spoke about what the group has meant to them and the local community. They were successful in securing £1000 from Safe Deposits Scotland that will go towards the running of the group which is huge!



YAP goes Digital



Over the last few months the Youth Advisory Panel have had a few sessions with Mhor Collective on digital mapping. The idea for this project came from Cassiltoun's Digital Champions and aims to gather all the community resources of Castlemilk into one convenient place for local residents and so people can easily find services and opportunities.

So if you're looking for a cuppa and a blether or a drama class or a space to bust a move in Castlemilk, you can search for it. The Panel have also been giving feedback to the Chartered Institute for Housing to help develop their 'Your Careers' website- a space for young people who would like to know more about a career in the housing sector.

Conversation Café relocates from the Youth Complex to the Stables!

It has been a fantastic space for people who wanted to practice their English in a more casual setting. We have had many laughs, shared traditions, games, slang and made new friends at each session. Thank you to the Youth Complex and to the dedicated volunteers!

Watch out for more times and dates in January.



COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE

Upcoming Events!

Saturday Snowdrop Walk • Saturday 10th February • 1.30pm-3.30pm

On this walk we will learn amazing facts about the snowdrops that live in Castlemilk Park including their fascinating history, the different varieties, the conditions and habitat that make them grow and what they are used for today. Join us!

Love Your Woodland • Tuesday 13th February • 2pm-4pm

Come along to show your love and appreciation for your woodland - make decorations, create an outdoor art piece and take part in woodland activities. Keep an eye out for our posters or on the Castlemilk Park Project Facebook page!

March Spring Clean • Saturday 9th March 2024 • 2pm-4pm meeting at Castlemilk stables

Come along and help do a spring clean at Castlemilk park, find out what's happening locally including volunteering, events and other opportunities.

Daffodil and History Walk • Saturday 23rd March 2pm to 4pm meeting at Castlemilk stables

Come along and join us for a walk around the Daffodil Walk finding out all about the history of the various places along its route, and all about the wildlife it holds. Walk starting at Castlemilk Stables.

Return of Groups at the Stables

Castlemilk Park Volunteers sessions	Tuesday 9th January • 10am-12.30pm & 2-4pm
Stables Studio Taster Tuesday	Tuesday 9th January • 11am-2pm
Creative Writing Group	Wednesday 10th January • 10am-12pm
Community Lunch	Thursday 11th January • 12noon-2pm
Community Garden	Tuesday 16th January • 10am-3pm

Contact us

Keep in touch via our social media...

 @Cassiltoun and @CassiltounHA and

 Cassiltoun Housing Association and Castlemilk Park Project



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