



NEW AFFORDABLE HOMES IN £5.5M DEVELOPMENT

We reached a significant milestone on our way to delivering our first new-build development project since 2007.

Planning consent has been granted for 36 new much-needed affordable homes at Glenacre Terrace. Craigdale are working in partnership with AS Homes on the site of the former Castlemilk West Church. The 36 home development will include wheelchair accessible flats along with recycling facilities and a children's play area. Located within easy walking distance of local amenities and Cathkin Braes Country Park, Castlemilk, the homes will be in a desirable location and are expected to be in high demand.

David MacKenzie, Chief Executive, Craigdale Housing Association, said: "We are delighted to be working in partnership with AS Homes to provide these much-needed, high quality social rented homes, which are being delivered with the support of Glasgow City Council and the Scottish Government. We hope to start on site shortly and we are looking forward to settling tenants into their lovely new homes in 2022."

Craigdale Chair, John Kilpatrick commented: "Our Board and staff are very pleased to secure planning permission for this development of new affordable homes in Castlemilk. The site has been



unoccupied for some time and we are delighted to now be in a position to move forward with these exciting plans for the future"

Patrick Flynn, Director of City Development at Glasgow City Council, said: "The development at the site of the former Castlemilk West Church will bring much-needed new high-quality and affordable homes to the area. The 36 homes there will meet the needs of a range of different people and families in a fantastic location, right on the doorstep of Cathkin Braes."

Paul Kelly, Managing Director of AS Homes said: "We have a well-established record of delivering

high quality social housing across west central Scotland. I'm pleased our partnership with Craigdale Housing Association means we will be providing much-needed affordable homes for families in Castlemilk."

The project is due to start later this year and complete in 2022.



Tenant Satisfaction Survey results

We carried out a tenant satisfaction survey in March 2021, to establish tenant views on our services since lockdown measures were introduced in March 2020.

A total of 70 tenants participated in the survey and this represents 19% of our tenants and matches the same sample size who participated in Quarter 1 & 2.

Key issues identified by tenants in the Q3 and Q4 survey are detailed opposite:

	Q3 & Q4 March 2021	Q1 & Q2 July 2020
Overall satisfaction with Craigdale	91%	94%
Satisfaction with opportunities to participate in decision making process	99%	97%
Satisfaction with repairs carried out in past 12 months	81%	92%
Satisfaction with quality of home	83%	89%
Keeping tenants informed	99%	99%
Rent represents value for money	91%	90%
Satisfaction with landlord's management of neighbourhood	90%	100%

We would like to thank all tenants who participated in the survey and an action plan on areas for improvement is being agreed with our Board and the Craigdale Tenants Panel.

Engagement Plan with Scottish Housing Regulator 2021-2022



We are delighted to announce that the Scottish Housing Regulator (SHR) has confirmed our Regulatory status as Compliant. This means that the Scottish Housing Regulator is satisfied that Craigdale meets regulatory requirements, including the Standards of Governance and Financial Management.

The SHR confirmed that COVID-19 has significantly impacted the services provided by social landlords in 2020 and will continue to influence how services are provided in 2021. The SHR will continue to monitor and report on how the sector is responding and will keep their regulatory engagement under review so that they can continue to respond to the challenges of COVID-19.

The SHR don't require any further assurance from Craigdale at this point in time other than the annual regulatory returns required from all RSLs.

Regulatory returns

Craigdale must provide the SHR with the following annual regulatory returns and alert the SHR to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections; and
- Annual Return on the Charter.

Craigdale must also notify the SHR of any material changes to our Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

New Business Plan agreed for 2021-2024

Our Board have agreed our new Business Plan for 2021-2024 and this has followed consultation with members of our Craigdale Tenants panel. The Business Plan is available on our website or it can be forwarded to any tenants who wish to read the plan.

The plan details our strategic objectives for the next 3 years and provides detail on our finances. We also provide analysis of our operating environment, whilst considering the range of stakeholders we work with. We have included our mission statement, vision and values, together with the overall strategic direction and ambition of the Association.



The plan is primarily an internal document, serving several functions:

- helping us to understand the opportunities and threats inherent in our operating environment as well as our own internal strengths and weaknesses;
- clarifying and communicating our strategic objectives and priorities and setting out the key actions we will take to achieve these objectives;
- demonstrating that we have the resources necessary to carry out these actions and helping us to identify and mitigate any risks we face in delivering these actions;
- providing a strategic overview for our plans;
- providing a strategic objective framework with which we can monitor our progress and measure our success; and
- providing a framework for action, which communicates to staff, tenants, customers and other key stakeholders what the Association aims to achieve over the 3 years of the Plan.
- Much has changed since our last business plan was agreed. We all recognise the challenges we have faced together over the past year caused by the Covid 19 pandemic and the future remains very uncertain. One thing we can assure tenants is that the Board and staff at Craigdale will always endeavour to put tenant's safety first and work tirelessly to protect the well-being of our tenants.



Complaints Year End Summary



How many of you have received poorer service than you expected from us but didn't complain about it?

We are all guilty of this, especially in these times. Well, we want to reassure you that we value complaints and use information from them to shape our services and put service improvements in place.

We report all complaints anonymously to our Board quarterly and also statistical information to the

Scottish Housing Regulator annually. You can see our complaints performance for October to March below.

We hope we make it very easy for you to complain. Here are some of the ways:

- Complete our online form 24/7: make a complaint (craigdaleha.co.uk)
- Email us info@craigdaleha.co.uk
- Pick up the phone 0141-634-6473

Complaints Performance

We need to know when things go wrong so we can put it right. We want to provide the best service possible to you. Your complaints really matter to us so don't hesitate to get in touch if you are dissatisfied. A copy of our Complaints Handling Procedure can be found on our website or requested by telephone.

10 complaints were received in the past 6 months and 50% of these related to Estate Managements issues such as bin issues and rubbish. The other 50% of complaints related to maintenance and repairs issues.

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 Scottish Housing Regulator (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 our SHR website <https://www.housingregulator.gov.scot/for-tenants/how-we-regulate-information-for-tenants/how-we-regulate-a-guide-for-tenants-and-service-users#section-7>

Lessons Learned/Areas for Improvement

We have analysed the categories of complaints and customers should note the following actions taken to improve our services:

- Maintenance – We have decided to stop using Contractors where it has become evident that the quality of work has not been up to our expected standards.
- Maintenance – It is anticipated that we will always receive some complaints relating to maintenance and since we have not been carrying out post inspections it has been more difficult to assess contractor performance. In the meantime we are making outbound calls to all tenants who receive repairs and this will continue in 2021.
- Maintenance – We will resume post inspections in due course, once current COVID restrictions are lifted
- Garden Maintenance and Close Cleaning – Staff met with contractor to discuss issues and to improve services and this would appear to have improved the situation with less complaints received in the second half of the year.
- Bin Area – Staff are in the process of identifying a suitable bin store replacement programme to address bin issues in Phase 1 and Phase 2
- Compliments – We will encourage our tenants to make compliments, where they feel that the service they have received merits being noted. Staff will also be encouraged to record compliments when they are received.



BECOME A MEMBER OF CRAIGDALE FOR ONLY A £1.00

GOVERNANCE & ACCOUNTABILITY

Becoming a member of Craigdale Housing Association gives you a real say in the future of your home and local community. Membership means you can stand for election to our Board, attend our Annual General Meeting and vote to appoint members to our Board. You must be at least 16 years old to apply for membership.

You can join the Association for only £1. Application forms are available from the Association's offices or by contacting Frances Cunningham, Senior Corporate Services on 0141-634-6473.

If you are a tenant of the Association, a service user or a person that supports the objectives of the Association you are eligible to become a member.

HOW TO BECOME A BOARD MEMBER



Our Board is made up of up to 15 Members and includes a Chairperson, Vice Chairperson, Secretary and Treasurer. These positions are filled annually after every AGM. We currently have 10 Board Members. The Board 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. All Board Members are elected on to our Board at the Association's Annual General Meeting normally held in September each year. If you are interested in joining our Board please contact Frances Cunningham via email, frances@craigdaleha.co.uk or telephone the office on 0141-634-6473.

Introduction to Samantha Morton

We welcomed our new Senior Housing Services, Samantha Morton to Craigdale in February 2021.

Samantha (Sam) joined us after Angela Hughes moved on following working at Craigdale for over 16 years. We know that Angela was very popular with tenants and will be very much missed by staff and Board members.

Sam previously worked for Hanover (Scotland) Housing Association, where she worked as a Housing Services Manager. Sam brings a wealth of

experience to Craigdale having worked in several roles in housing, with a strong track record of success.

Sam said *"I am delighted to join Craigdale and I am enjoying working with such a dedicated staff team. As the covid restrictions ease, I am looking forward to being out and about in the local area and the office opening back up allowing me to meet tenants. In the meantime, if you want to contact me, please call the office on 0141 634 6473 or email me on samantha@craigdaleha.co.uk."*

STAFF & COMMITTEE NEWS



BIELD RESPONSE 24

Bield Response 24 provides a free personal Alarm unit. This is a small box that plugs into your landline and comes with a pendant that should be kept on your person at all times when you are at home. If you took unwell or fell you would press the pendant and a call is placed to Bield Response who will either contact your emergency contact or despatch emergency services. If you have an illness, disability or are elderly and have a telephone landline and feel you could benefit from an personal alarm monitoring system please contact the office for further information (frances@craigdaleha.co.uk or 0141-634-6473).

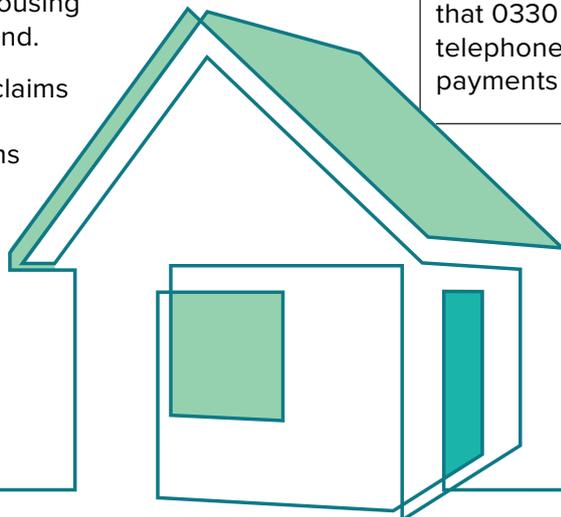


ARE YOU INSURED?

One of the biggest dangers of winter to your home is frozen pipes, which can burst and when thawed, can flood your home. While the Association will fix the pipes, it cannot replace your belongings e.g. laminate flooring, tiles, carpet etc. Insurance cover – specially arranged by Craigdale Housing Association – has been designed to help tenants and residents insure many of their belongings against burst pipes and water damage, as well as theft, vandalism and fire.

SFHA Diamond Home Contents Insurance Scheme 0345-671-8172 or Thistle Insurance on 0345-450-7286 offer an easy and affordable way of insuring household goods to tenants and owner occupiers of Housing Associations in Scotland.

- No excess due on claims
- New for Old cover
- Affordable premiums
- Lower minimum sums insured
- Flexible payment methods
- All postcodes included
- Tenant Scheme



Rent Review Consultation 2021/22

As part of our annual budget-setting process, we consulted with our tenants and sharing owners on the rent increase options for 2021/22, the outcome of which is that we will apply a rent increase of 1.5% across all tenant rents for the year 2021/22.

Tenants were individually consulted and offered a choice of 2 rent options 1.5% & 2.0%.

Of the 135 who responded:

- 8% thought there should be no rent increase
- 24% choose a rent increase of 2%.
- 68% choose a rent increase of 1.5%

The 1.5% increase will allow us to continue to deliver all management and maintenance of property services at current levels.

We are committed to ensuring value for money for our tenants. We aim to deliver this by providing quality housing and services for a fair and affordable rent. We will continue to deliver our services in the most cost effective manner and give clear information on how rental income is spent.

Thank you to all residents who participated in the rent review consultation.

Allpay Number Changing

Allpay is removing 0844 numbers across the business to make it easier and cheaper for you to contact them to make payments. Allpay has stated that 0330 lines are included in the majority of telephone contracts. The new number to call to make payments to us over the telephone is: 0330 041 6497.

Rent Account Statements

If you require a copy of your rent account, please contact the office and we will provide you with a copy of your rent statement for the financial year.

Investing in Your Home

Craigdale Housing Association strives to offer the best possible standard of repairs service to all residents in properties owned and managed by the Association. The Association has finalised our budget for 2021/22 and are committed to investing in our property.

Maintenance Budget for 2021/22	Budget
Day to Day Repairs & Voids Expenditure	£142,200
EESSH Costs	£6,000
Medical Adaptations	£15,000
Cyclical Expenditure	£178,494
Major Expenditure (Component Replacement)	£468,650

Routine Repairs

As all tenants will be aware the Association has only been able to carry out Emergency Repairs during the latest lockdown. From Monday 26th April 2021 that all changes, we will be allowed to carry out Non-Emergency Repairs.

Our Staff will be in contact with tenants to organise access arrangements for any repairs that we are aware of, that need to be completed. However, if you have repairs that you have not reported to the office, please contact the office from 26th April to arrange for the works to be processed.

Once again, we would like to thank you for your patience during the Lockdown restrictions.

Cyclical Repairs

The Association will be carrying out its normal programme of cyclical works i.e. garden maintenance, close cleaning, gas servicing, stair lighting, window & door servicing, gutter cleaning and roof anchor check. However, the Association's Board have approved the following additional cyclical works this year.

Phase 6 & 7	Glenacre Drive & Glenacre Grove Dougrie Drive, Dougrie Street, Glenacre Drive & Glenacre Gardens	Electrical Safety Inspection & Testing
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Tenants will be contacted directly to arrange access for these works to proceed.

Major Repairs

The Association's Board have approved the following major and component replacement works to be carried out this year.

Phase 8 & 9	Glenacre Drive & Glenacre Grove Dougrie Drive, Dougrie Street, Glenacre Drive & Glenacre Gardens	Boiler & Kitchen Replacements
Phase 1 & 2	Downcraig Drive, Downcraig Road & Birgidale Road	Bin Store Refurbishment

IMPORTANT – DISPOSAL OF BULK ITEMS

Please refrain from placing bulk items on the street or within lanes.

If you have bulk items that require to be uplifted you must contact Glasgow City Council direct and provide a note of the items.

GOT BULKY WASTE?



PLEASE DO NOT PLACE BULKY ITEMS ON THE PAVEMENT OR LANE

TO REQUEST A BULKY WASTE COLLECTION
use the **MyGlasgow App** or visit our web page
www.glasgow.gov.uk/bulkywaste

RECYCLE IT – Your local household waste recycling centres are:

North West: Dawsholm Recycling Centre 75 Dawsholm Road G20 0TB	East: Easter Queenslie Recycling Centre 90 Easter Queenslie Road G33 4UL	South: Polmadie Recycling Centre 425 Polmadie Road G42 0PJ	South West: Shieldhall Recycling Centre Renfrew Road G51
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OLD BULK INFORMATION – Please disregard any bulk posters that may still be placed inside the close entrance of your property.

BULK WASTE LEFT ON THE PAVEMENT OR IN YOUR LANE CAN CAUSE DANGER TO THE PUBLIC AND MAY RESULT IN ENFORCEMENT ACTION BEING TAKEN AGAINST THE OWNERS.

December 2020  

FOOD WASTE COLLECTIONS – FLATS

Glasgow City Council is investing to improve your neighbourhood and is committed to working in partnership with you to make our city a cleaner and better place to live.

Your food waste collection service is changing soon. Your food waste bin has been removed from the bin area due to health and safety reasons (i.e. persistent contamination or unsafe for our collection crews to empty the bins at your property).

You can use the food waste bin at your local public recycling site, details of which can be found at our website. Information on public recycling sites and all council recycling services is available on the Glasgow City Council website:

www.glasgow.gov.uk/recycling

Thank you for supporting Glasgow City Council's recycling services.

Glasgow City Council



LANDSCAPING/DOG FOULING

Craigdale is making every effort to enhance and maintain the environmental quality of its estate. There is, however, a big problem with dog fouling. This is a major health risk to tenants and contractors, particularly the landscaping contractors who are now on-site cutting grass and who can be in close contact with this extremely unpleasant hazard.

Prolonged exposure to dog mess can lead to blindness. Dog owners are asked to co-operate with the Association on this matter by ensuring that dogs are exercised away from their properties any mess left by their dog is removed, bagged and disposed of in a suitable bin. The Association will continue to work with the Council team responsible for

monitoring this, and as in the past, they will issue fixed penalty notices to anyone caught allowing their dogs to foul any public areas such as footpaths, pavements, backcourts, and open green space without cleaning it up. Bag It and Bin It – It's as simple as that!

The Dog Fouling (Scotland) Act 2003 makes it an offence for dog owners not to clean up their dog's mess immediately from a public place and dispose of it properly.

If you witness this type of behaviour then you can contact Glasgow City Council on 0300 343 7027 or through the MYGLASGOW App.

Together we can keep Castlemilk fabulous!!

FLUSH YOUR SHOWER NOW..

Have you ever heard of Legionnaires' disease? It is a lung infection caused by the legionella bacteria. Legionella is a naturally occurring bacteria that thrives in warm water environments and this makes it difficult to stop the bacteria from getting into the water systems within homes. People develop Legionnaires' disease when they breath in contaminated water droplets.

There are some simple

precautions you can take to prevent anyone within your home from getting Legionnaires' disease. These include the following:

- Do not allow water to stand and stagnate in cisterns or pipes
- Try to ensure that taps and water outlets are not left unused for long periods of time; always run a tap for 1 minute before you use the water from it
- Ensure that water cisterns are well covered to prevent debris from entering
- Before using the shower allow the hot water to run for at least 2 minutes every day before using it
- Clean the shower head on a regular basis to make sure there is no build up of lime scale and make sure you follow the cleaning instructions on any cleaning products you buy

LANDLORD AND TENANT ROLES & RESPONSIBILITIES

Who is responsible for repairs?

The maintenance responsibilities of the Association and the Tenant are outlined in Section 5 of your Tenancy Agreement.

Landlord Responsibilities:

- The maintenance of the structure, exterior and common parts of the building, including the roof, chimneys and flues, external walls, floors, ceilings, gutters and down-pipes and external paintwork.
- The internal walls, floors, ceiling, doors and staircases.
- Bath, Wash-hand Basins, WC's Kitchen units.
- Central heating system, electrical wiring, door entry systems for the supply of electricity, gas, and water.
- Damage caused by break-ins and malicious damage to windows and doors only where these are reported to the Police within 24 hours of the incident occurring.
- Paths, steps or other means of access.
- Boundary walls and fences.

Tenant Responsibilities:

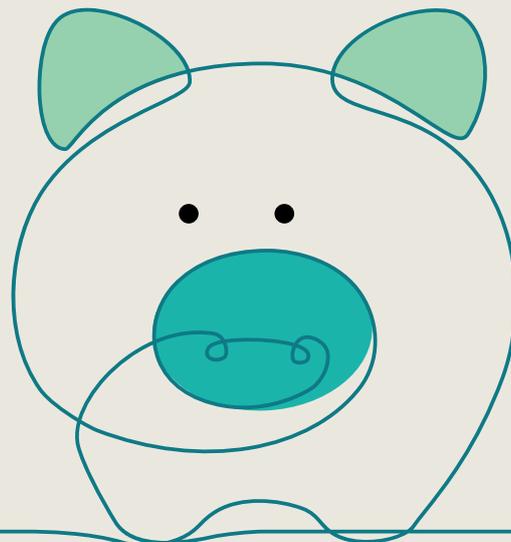
- Informing the Association of repairs required to the property.
- Allowing the Association's staff and its approved contractors access to carryout inspections, repairs and safety inspections.

- Repairs arising from negligence, misuse or abuse by the tenant or any authorised persons residing or visiting their property.
- Keeping of the interior of the house in good and clean condition and good decorative order.
- Keeping of common areas such as communal stairs, drying areas and bin shelters in clean condition.
- Any items belonging to you including appliances, furniture, floor-coverings etc.
- Check smoke alarm batteries and cleaning sensors.
- Taking reasonable precautions to prevent damage to the dwelling by water, fire or frost.
- Having in place house contents insurance to protect their possessions, and especially the possessions of third parties, against damage by water, fire etc.
- House Keys – always leave a spare set of keys with someone you trust in case you are locked out. If you lose your keys and a forced entry is required, you will be liable for making good the damage as well as for the cost of a new lock and keys.
- Keeping your own garden and driveway well maintained and tidy.

Please note the above examples are not in any way intended to be exhaustive. If you have any queries relating to repair responsibilities please contact the office.

Pre-Payment meter Fuel Vouchers

Craigdale Housing Association has continued access to funding from the Energy Industry Voluntary Redress Scheme to provide fuel vouchers to tenants with pre-payment meters, who are suffering hardship due to the pandemic because of reduced income, or have increased costs, and are struggling to heat their home. (Please note households can only receive 3 vouchers per annum from the scheme) contact us at info@craigdaleha.co.uk or 0141-634-6473.



Benefit News Budget:

Here are the main announcements relating to welfare benefits as announced by the Chancellor on 3rd March 2021.

Universal Credit

- **Standard Allowance** The £20 uplift in the UC Standard Allowance will continue for a further 6 months from April 2021.
- **Minimum Income Floor** The suspension of the MIF continues to the end of July 2021. It will gradually be re-introduced in August but with discretion for it not to be applied to claimants whose self employed earnings are adversely affected by Covid.
- **Repayment of Advances** From April 2021, New Claim Advances & Benefit Transfer Advances can be repaid over 24 months.
- **Deduction rates** From April 2021, the maximum amount for Third Party Deductions will be reduced from 30% of standard allowance to 25%.
- **Surplus Earnings** The surplus earnings threshold will remain at £2500 until 31st March 2022 (when it is due to be reduced from £2,500 to £300).

Working Tax Credit

- **£500 payment** The temporary £20 uplift ends from April, but claimants will receive a £500 one off payment.

Post Office Card Accounts

Around 900,000 claimants have their State Pension, other DWP benefits or Tax Credits paid into a Post Office Card Account. The government's contract with the Post Office for these accounts is due to end on 30 November 2021.

Ahead of the change, the DWP is currently writing to customers who have their State Pension or benefits paid into a Post Office Card Account. The letter asks them to nominate an alternative account for their benefits to be paid into.

There is no need for claimants to panic - so long as they have notified the DWP / HMRC of their nominated account before their POCA closes, there should be no problem.

If you are unable to open a new account, please contact our Advice Team for assistance.

Scottish Social Security - Job Start Grants

If you are between 16 and 24 years old and in receipt of any of the following benefits for 6 months or more when offered a job:

- Universal Credit
- Job Seekers Allowance (income based)
- Employment and Support Allowance (income related)

- Income Support

You may be entitled to £ 250 grant to help towards the costs of starting work i.e. clothes or tools. Find out more at mygov.scot/jobstartpayment or contact our Advice Team for more information.

Scottish Social Security - Young Carer Grant

The Young Carer Grant is a lump sum payment of £305.10, which can be made to 16, 17 & 18 year olds who are providing at least 16 hours a week care to a severely disabled person.

The person they care for must be getting a qualifying disability benefit which includes:

- The care component of Disability Living Allowance (DLA) at the middle or highest rate,
- The daily living component of Personal Independence Payment (PIP)
- Attendance Allowance.

The young carer must not be getting Carer's Allowance. He or she can get a grant even if they work or study full-time and it is not means-tested.

To be eligible a young carer must be providing 16 hours or more care a week.

Can a young carer get a Young Carer Grant if someone else already claims Carer's Allowance?

Yes, if a young carer meets the qualifying rules they can get a grant, even if someone else is already claiming Carer's Allowance for the person that they are helping look after.

Only one person can receive a Young Carer Grant for the same disabled person. Making a claim for a Young Carer Grant will not affect any benefits the young carer gets or the benefits of the person they look after.

How does a young carer apply for a Young Carer Grant?

Apply online by downloading a paper form at mygov.scot or by phoning Social Security Scotland for free on 0800 182 2222 (8am to 6pm, Monday to Friday). Young carers can apply once a year while they are 16, 17 or 18.



DOLLY PARTON'S IMAGINATION LIBRARY

Dolly Parton's Imagination Library is the flagship program of The Dollywood Foundation. It reaches more children than any other early childhood book gifting program, and mails free, high-quality, age-appropriate books to children from birth until age five, no matter their family's income.

What Is It?

Dolly Parton's Imagination Library is a 60 volume set of books beginning with the children's classic The Tale of Peter Rabbit. Each month a new, carefully selected book will arrive by mail in your child's name and be delivered directly to your home. Best of all it is a FREE GIFT! There is no cost or obligation to your family.

Who is Eligible?

All children under the age of five, who live in a Craigdale Housing Association home.

What Are My Responsibilities?

- Live in a Craigdale Housing Association home.

- Submit an official registration form, completely filled out by parent or guardian (form must be approved and on file with Craigdale Housing Association).
- Notify Craigdale Housing Association anytime your address changes. Books are delivered by post to the address listed on the official registration form. If the child's address changes, you must contact the address/phone number on this brochure in order to continue receiving books.
- Read with your child

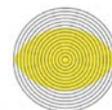
When Will I Receive Books?

Eight to ten weeks after your registration form has been received, books will begin arriving at your home and will continue until your child turns five or you move out of a Craigdale Housing Association home.

Sign up your child today!

Simply contact the office for a form.

The Home of Good Ideas Update



THE LENS
CHANGING PERSPECTIVES

Just imagine... you had the opportunity for one of your ideas to be developed and become a reality?

We want to do things differently and change our tenants' lives for the better. But that doesn't just sit with us. We recognise that you also have ideas on how we can improve the service we deliver and make your community a better place to live. And we want to not only listen to those ideas but work with you to develop them.

Craigdale Housing Association is delighted to be able to give you, our tenants, the opportunity to make a real difference to our community. We are committed to listening to our tenants and we believe this is a truly unique way to bring your ideas to life, learn skills

and different ways of thinking.

We are making real investment available to invest in ideas that will improve services, and lead to sustainable impact for our community.

So we're doing something quite different at Craigdale Housing Association and we're giving you the opportunity to take part in a pilot scheme.

This is new... but trust us! We're going on a journey to do something that has the potential to change the way we work. We might not always get it right, but we want to start to see and think differently. And that's where you come in.

So we want to hear your ideas! It doesn't matter how rough or crazy

they are – if it has the potential to improve the services we deliver for you as tenants, then you need to tell us!

Interested?? Contact us on 0141 634 6473 or e mail us at info@craigdaleha.co.uk

Just imagine how great it would be for that idea to become a reality.



the Castlemilk

PANTRY



WIDER ACTION

The Castlemilk Pantry is now OPEN and we would love to tell you more about the initiative. Our 10 Pantry facts are:-

1. Home to the Castlemilk Pantry is within the Castlemilk Community Centre and membership is open to everybody from the G45 postcode.
2. We will sell foods purchased from another social enterprise, which contributes to the reduction of food waste.
3. Membership costs £1 for the year.
4. A standard 'shop' costs £2.50.
5. For your £2.50 you will get around 10 items with a value of around £15.00.
6. The Castlemilk Pantry is staffed by volunteers.
7. Our Co-ordinator is Fiona Hamilton, for any enquiries, please call her 07970 079509.
8. The Castlemilk Pantry will be stocked with a variety of foods - fresh, frozen, dried, and tinned.
9. Each week there will be different specials and offers available, i.e. buy one get one free.
10. We are **YOUR** pantry!

Follow us on Social Media for regular updates:

- <https://m.facebook.com/pages/category/Shopping---Retail/The-Castlemilk-Pantry-106095594900462/>
- https://twitter.com/C_milkPantry
- @the_castlemilk_pantry

WHAT IS THE PANTRY PLUS INITIATIVE?

- It is a service that aims to provide a range of workshops around the topic of food linked to the Castlemilk Pantry.
- Sessions on cooking skills, health and well-being, budgeting, food journeys and many more
- We will also be running workshops (via Zoom) with our community chef/ nutritionist

So.....



To tell us what you would like to learn about!

Pop into the Pantry...to meet our

Community Worker **Sally** to have a chat or call on **07998 843 556**

Watch our Social Media Outlets for further information – coming soon!








Who is Family Matters for?

Our Family Matters programme is available to **all** families who live and/or work in the Castlemilk area. Your child does not need to attend Indigo for you to access our Family Matters programme

Why join Family Matters?

We recognise juggling family life can be challenging at times. We are here to provide a friendly space for families to identify where they want to be and what steps and support will help to get them there. Our Family Support Co-ordinator will offer you tailored support that;

- Helps identify goals and the steps to achieve them
- Connects you to your community
- Develops your skills, confidence and much more!

We know that families want to see their children flourish and reach their full potential and Family Matters is here to help families achieve that. At Indigo, we know that to give children the best start, the whole family matters.

How do I find out more?

If you would like to find out more you can call our Family Support Co-ordinator, Roisin on:

07909 077978 or 

by email at roisin.deville@indigogrp.com

www.indigogrp.com



Craigdale win National Housing award



We were thrilled to win an award for Best Frontline Story at the Chartered Institute of Housing Scotland awards, the country's annual awards for excellence in housing. The frontline story summarised the Craigdale Cares initiative, which began in 2020 with generous funding awards of over £25,000 secured to assist tenants with food shopping, which was distributed direct to Craigdale tenants in Castlemilk, Glasgow by staff.

The campaign then continued with further local support and assistance to tenants with 94% of Craigdale's tenants stating that they did not think Craigdale could have done more to support them in 2020 through the work of Craigdale Cares. The award recognised the efforts of the Craigdale staff team, and the efforts made to work with Craigdale tenants, during extremely difficult circumstances throughout 2020.

David Mackenzie, Craigdale's Chief Executive Officer said; "This is a fantastic recognition of the efforts of Craigdale staff, who always go out of their way to support all of our tenants as much as they can. We are proud that

every single Craigdale tenant benefitted financially through Craigdale Cares and we were delighted that the Chartered Institute of Housing Scotland have recognised the enormous efforts of every member of our team. Our aim in 2021 is to build on the Craigdale Cares theme and we will make sure we keep doing all we can to help support our tenants in these difficult times".

John Kilpatrick, Craigdale Chairperson said; "As a Board we are always very proud of the efforts of our staff team, however when we heard about the idea behind Craigdale Cares we were fully delighted to get behind the campaign. We love the Craigdale Cares theme and have decided to

fully embed this approach in all that we do as we develop our business plan for the next three years. For the CIH to recognise the staff in this way is a fantastic achievement".

The Association would like to say a BIG thank you to Cash for Kids from whom we managed to obtain grant funding of £4,865.00 just prior to closing for the Christmas holidays. However, due to the new Lockdown restrictions we were unable to distribute the grant until March. The grant enabled us to support 139 children with the Association funding the remaining 21 children which came to a total of £735.00.



We received some excellent feedback from tenants:

"The vouchers give a bit of relief, an extra help when watching our pennies".

"Money is extremely tight at the moment and normally we would do something fun with the funds, however with schools starting back the funds will be used for new school shoes and food".

"Tenant is currently off work due to being furloughed and every additional help is greatly appreciated. I have used the funds to buy food for my daughter and a small treat which she was delighted with".

Twelve Days of Christmas

1st Day
Rachael Mcintosh

2nd Day
Mr & Mrs Nicholas

3rd Day
Ann Strain

4th Day
Sandra Clark

5th Day
Andrea Telford

6th Day
Marie McDonald

7th Day
Jackie Gallagher

8th Day
Michelle Kennedy

9th Day
Mandy Vallely

10th Day
Carolanne Airens

11th Day
Helen Conahan

12th Day
Emma Grant

Covid Heroes & Good Neighbour Awards 2021

Is your neighbour one in a million? Do they make a difference to your life or the lives of the people in the community? Have they been your Hero?

We're looking for nominations for our Covid Heroes & Good Neighbour Award. The Association has introduced this to give residents a chance to say thank you to a neighbour they know who goes out of their way to help others and especially through the past year.

The winner will be selected by an independent judge and will receive a gift. All nominees will receive a certificate in recognition of the kindness they have shown to their neighbours.

The closing date for nominations is FRIDAY 21st MAY 2021. Please complete the tear off slip below if you would like to nominate your neighbour for an award and return the form to our office. If you would prefer you can call our office and provide Frances or Jaclyn with the details of your nomination.



COVID HEROES & GOOD NEIGHBOUR AWARDS 2021

Your Name:

Address:

Telephone:

Name of Nomination:

Reason:

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OFFICE CLOSURES

The Association's office will be closed on the following dates:

Monday 3rd May 2021
 Friday 28th May 2021
 Monday 31st May 2021

Friday 16th July 2021

Monday 19th July 2021

During these closures, our repairs service will operate a strict emergency repairs only policy.

To report an emergency repair, please contact:	Bield Response 24:	0800-783-7937
If your emergency relates to no heating or hot water repairs call:	City Technical Services	0333 202 0708

Mission Statement

We are passionate about providing excellent affordable homes and services for our community

Vision

Changing Lives for the Better

Values

Our core values are:

Respect - We will treat people with courtesy, politeness and kindness; recognizing that people have rights, opinions and experiences

Openness – We will be transparent, accountable in all our actions, and decision-making

Trust – We will be honest; objective; consistent; open and lead by example in everything we do

Listening – We will actively listen to what people tell us and we will consider tenants views when making decisions

GETTING IN TOUCH

Office Address:
**83/85 Dougrie Road
 Castlemilk
 Glasgow, G45-9NS**
 Tel: **0141-634-6473**
 Email:
info@craigdaleha.co.uk
 Web:
www.craigdaleha.co.uk

OUT OF OFFICE HOURS EMERGENCIES

If you have an emergency repair outwith office hours, including weekends and public holidays, please contact the following telephone number:
 Bield Response 24:
0800-783-7937

EMERGENCY ACCOMMODATION

Should you find yourself requiring emergency accommodation advice or assistance, please contact the Homelessness Community Casework Team on: Freephone
0800 838 502

ASSOCIATION'S PUBLIC DOCUMENTS

All of the Association's public documents can be translated in other languages, or made available in large print, on tape/cd and in Braille on request.

 If you require any of these services please contact our office for further information.

Craigdale Housing Association, 83/85 Dougrie Road, Castlemilk, Glasgow, G45-9NS
 Tel: 0141-634-6473 / Email: info@craigdaleha.co.uk

Scottish Housing Regulator Number: HCB 95, Financial Conduct Authority Number: 2296 R (S),
 Scottish Charity Number: SC031879, Property Factor Registered No PF000223

