



Craigdale NEWS

83/85 Dougrie Road, Castlemilk, Glasgow, G45-9NS
T: 0141 634 6473 • W: www.craigdaleha.co.uk • E: info@craigdaleha.co.uk

ISSUE 1
2025

Welcome to your Spring 2025 Newsletter

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Scottish Housing
Regulator

SCOTTISH HOUSING REGULATOR

Engagement plan from 1 April 2025 to 31 March 2026

Regulatory status: Compliant

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

The SHR do not currently require any further assurance from the Association other than the annual regulatory returns required from all RSLs.

Regulatory Returns

Craigdale must provide us with the following annual regulatory returns and alert us 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 should notify SHR of any material changes to its 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.

MEMBERSHIP DRIVE

At Craigdale Housing Association we encourage all tenants, sharing owners, factored owners and service users to become members. Membership is also open to members of the wider community as well as local groups and organisations who share an interest in our aims and activities or have a special skill to bring to the Housing Association.

As a member you will be invited to attend our Annual General Meeting (AGM) and any Special General Meetings. This enables you to vote on any relevant matters as well as the election of members to serve on our Board. (If you are unable to attend the meeting you can appoint someone to vote on your behalf by proxy).

Craigdale Housing Association welcomes applications from anyone interested over the age of 16.

We are committed to ensuring equality of opportunity and encouraging diversity and are keen to ensure our membership reflects the communities we service. There are very few occasions when we refuse membership, however, this might be the case if there is a clear conflict between your interests and ours.

The cost to become a member is £1.00.



HOW TO APPLY

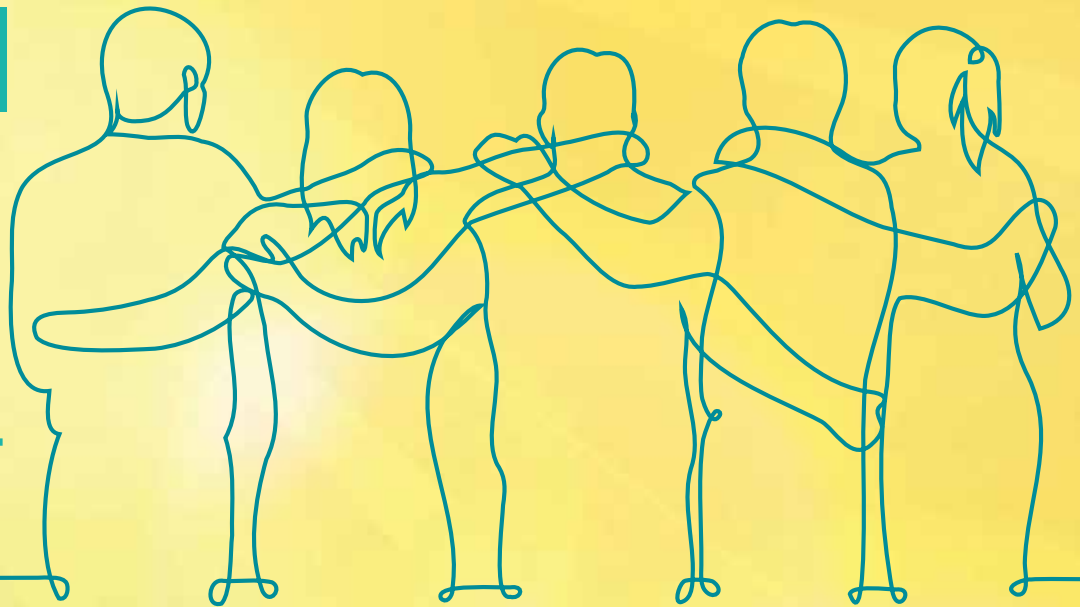
If you would like to become a member, please contact the Association on **0141-634-6473** or send an email to **frances@craigdaleha.co.uk**. Alternatively download an application form from our website **<https://craigdaleha.co.uk/our-membership/>**. Your application will be given consideration at the first available meeting of the Board and once approved you will receive confirmation, a Share Certificate and a copy of our Model Rules.

WHAT DO YOU GET FROM YOUR MEMBERSHIP?

- A chance to have your say in what happens in your community.
- The Board are responsible for the strategic direction of the Housing Association, what developments we undertake and how we ensure that all our customers receive value for money from our service.
- You will have the chance to network with other like-minded people and attend conferences that address all the up to date political and legislative issues that our business embrace.
- There are away days where we have round the table discussions about what we want to see in our business plan, and you have the opportunity to genuinely feel you have played a part in “doing our best for the Community”.
- Housing Associations have been in operation since the early 70’s and all-around Glasgow you can see evidence of the work that has been undertaken to make places to live more attractive.
- In addition to the Board, we have set up a Tenant Engagement Panel who will meet quarterly to look at policy issues or how complaints may be better managed and what lessons can be learned from them. This group would serve as a succession group whereby you would find out if you were interested in our work and may progress to the Board.
- We currently have spaces on our Board for tenant members. It is important that tenants have the largest representation on the Board as the Association believes those who live in the area are often best placed to know what the area needs.

If you would like an informal chat, please call the office and our Chief Executive or Corporate Manager will be happy to talk to you and answer any questions you may have... We want to hear from you!

Craigdale's Tenant Engagement Panel



WOULD YOU LIKE TO MAKE A DIFFERENCE?

Tenant engagement is a way of giving tenants greater influence and the ability to look at how we deliver services to you and how we can make it better together.

We know you as a tenant know best – If you are interested in helping us improve services, the quality and value for money of Craigdale's services why not contact us to become a member of the panel.

You're not too young. You're not too old. It's never too late – we would love to hear from you.

As a token of appreciation from the Association if you become a member of the panel and attend the training, we will give you a £50 voucher for a shop of your choice.

Other benefits include broadening your skillset – a full induction, training and development will be

provided. Being a member of our panel will look great on your CV and the opportunity to meet new people – including your neighbours, Craigdale staff and Board and to engage with the wider community.

If you would like to know more, please contact Jaclyn McMahon, Assistant Housing Officer on **0141 634 6473** or jaclyn@craigdaleha.co.uk

Our Mission Statement, Vision & Values

MISSION:	"We are a Housing Association passionate about providing affordable homes and excellent services for our community"
VISION:	"Changing lives for the better"
VALUES:	<ul style="list-style-type: none">• Listening: We will actively listen to what people tell us.• Respect: We will treat people with courtesy, politeness and kindness; recognising that people have rights, opinions and experiences.• Openness: We will be transparent and accountable in all our actions and decision making.• Trust: We will be honest, objective, consistent, open and lead by example in everything that we do.

LANDSCAPING AND 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 MYGLASOW App.

Together we can keep Castlemilk fabulous!!

BULK UPLIFT



This is a reminder that the lane between 6 and 8 Birgidale Road is NOT Property of Craigdale HA and is NOT a bulk point. The Lane belongs to Glasgow City Council, and they have asked us to share the following pieces of information.



**Glasgow City Council
Five points to know about bulk waste:**

1. Household waste that is placed on the pavement, on greenspaces or placed next to a street bin is considered flytipping.

2. Glasgow City Council (GCC) have NO 'bulk pick-up points' anywhere across the city.

3. If you are caught flytipping you may be fined £500 and this can affect your tenancy agreement.

4. You can take your household waste to a local recycling centre – for free!
www.glasgow.gov.uk/hwrc

5. You can request a GCC bulk uplift via our website or MyGlasgow app.



<https://www.glasgow.gov.uk/bulkywaste>

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.

NEW CLOSE CLEANING & LANDSCAPE CONTRACTOR

The Association has recently carried out value for money exercise in relation to our Close Cleaning and Landscape Contractor. From the 1st April 2025 we have two new contractors

Close Cleaning: CAS Contract Cleaning Ltd (onsite Friday)
Landscaping Contractor: Linear Landscaping Ltd



FIRE HAZARD

The common stair is the only access from the street to your door.

Although you may be confident of avoiding any bags, tables, prams or bikes on your way in or out, of the close if filled with smoke that could be very different and can cause problems for Fire Officers trying to get up and down the stairs.

So, we are asking residents to work with us to keep your close clean and clear of any obstructions. To make sure rubbish bags, shoes, bikes, prams, tables and old furniture are not left in the stairwells or landings as we will request that you move them.

Prams and buggies must be folded and kept within the designated strap area.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can



For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

BEAT CONDENSATION AND MOULD

Condensation and mould can cause damage to your home. Here are our top tips for reducing condensation:

- Keep a window open when drying clothes indoors
- Don't dry clothes on warm radiators
- When cooking, keep lids on pots
- Don't overfill cupboards and wardrobes, as this stops air flow
- When cooking or bathing, keep doors closed and open the window/use an extractor fan
- Don't keep furniture hard against the wall
- When using a tumble dryer, make sure to put the hose out the window or door



If you're still having problems with mould after following this advice, please get in touch. Call **0141-634-6473** or email **info@craigdaleha.co.uk**



What to do if you smell gas

- Open all windows and doors to create better ventilation
- Put out all open flames immediately and do not smoke
- Contact the National Gas Emergency number
- Turn off the gas at the valve point
- Do not turn on or off any electrical switches

**0800
111 999
SMELL GAS?
ACT. CALL.**



THE CASTLEMILK PANTRY IS MOVING!

To the Birgidale Complex, 10 Stravanan Street, Castlemilk, G45 9LW

A key outcome of the funding awarded for the Castlemilk Pantry is to ensure that the project is and continues to be embedded into the local community, which is important and necessary to support its future sustainability.

Over the past six months, the Pantry Focus Group have been considering alternative opportunities in relation to management and operations. From this work an Options Study was developed, which provided an overview of the work undertaken along with a series of recommendations of how the project moves forward.

One recommendation was that the Pantry move its premises from the Castlemilk Community Centre to the Birgidale Complex (the only volunteer-led community centre within Castlemilk).



Unfortunately, it has been necessary to close the project temporarily, to allow time for the move. Plans are to re-open around the 14th April.

Please keep an eye on the Pantry Facebook page <https://www.facebook.com/people/The-Castlemilk-Pantry/100065146045046/> for further updates.

The Castlemilk Parish Church

Our Food and Fun events for the Spring Holidays are on Wednesday 9th and Wednesday 16th April, both from 10.30am - 12.30pm. These mornings of activities followed by lunch are free and open to all primary school aged children and their brothers and sisters. Children must be accompanied by an adult.

On 6th June, we will be hosting "Down Memory Lane", an evening of song and dance 40's-50's style with dressing up an option. Memorabilia, photos, stories and bunting will be on display. Check their Facebook page nearer the time for more details.

Once again, we will be raising funds for Christian Aid during the month of May. Check out our Facebook page for details of our breakfast/brunch events and other fundraising projects.

APRIL-JUNE PROGRAMME 2025

TUES	MUSIC GROUP: 4-8PM SENIOR NIGHT: 5.30-7.30PM	
	SODA DRAMA: 6-7.30PM WELL BEING WITH RUTH: 6-8PM DROP IN: 6-8PM	WED
THUR	COMPLEX THEATRE - 4-6PM BIKE GROUP - 3.30-5.30PM DROP IN - 6-8PM	
	BIKE MAINTENANCE: 3.30-5.30PM DROP IN: 6-8PM	FRI

Facebook: @Kelly YouthComplex Staff
TikTok: @Youth_Complex
Twitter: @YouthComplexCYC
YouTube: @CastlemilkYouthComplex
Instagram: @Youth_Complex
Website: www.castlemilkyouthcomplex.org



The Birgidale Complex

"HOUSE" the Birgidale Complex are now starting a Wednesday afternoon bingo at 13:30pm starting on the 2nd of April.

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 Received 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.*



Tenants Christmas Party

This year's Tenants Christmas Party was held on Friday 6th December 2024 and everyone had a great time! We really appreciate the support shown for this community event and we would like to thank everyone who came along and joined in the fun - we hope you enjoy the photos!



Children's Christmas Party

All the good girls and boys of the Association who had been especially nice this year met Santa at the Association Christmas Party on Thursday 12th December 2024. All the boys and girls received a treat and present from Santa.



Tenant's & Family Away Day

Our Community Events Group have recently met and have agreed to re-introduced the Tenants (Over 50's) Away Day and the Family & Tenants Away Day this year.

The Tenant's Away Day will be open to all Tenant's 16 years of age and over. This event will take place May/June 2025.

The Family Away Day will be open to all Tenants, Families and Residents and this event will take place in July 2025.

Watch out for the flyers coming out shortly for the Tenant's Away Day.



OFFICE CLOSURES

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

**Friday 18th April 2025, Monday 21st April 2025,
Monday 5th May 2025, Friday 23rd May 2025,
Monday 26th May 2025**

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

**To report an emergency repair, please contact:
Bield Response 24: 0800-783-7937**

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
Facebook: **Craigdale
Housing Association**

OUT OF OFFICE HOURS EMERGENCIES

If you have an emergency repair out with 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 are available on our website **www.craigdaleha.co.uk** and can be translated in other languages, large print, on tape/cd and in Braille on request.
If you require any of these services, please contact our office for further information.

FEEDBACK:

We hope you find the content beneficial. We welcome your views and feedback on the content, style and format of the newsletter. Please contact us with any feedback on this newsletter that will help us improve.

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

