



## Customer Satisfaction Survey

**We value your views on how we are doing and how we can improve.**

We are pleased to confirm that after a competitive tendering exercise, we selected **Research Resource Ltd** to carry out our independent tenant & owners satisfaction surveys. The surveys will be carried out through a mix of face-to-face & telephone interviews during the months of July/August 2025.

We'd be grateful if owners could make sure we have up to date telephone numbers for them. Your feedback on our factoring service is greatly appreciated.

All interviewers will carry identification so please ask for it. Don't hesitate to contact the office if you have any concerns at all. Your feedback on our services is greatly appreciated.

The data collected will help us get a better understanding of customers' needs which will feed into service improvements. We always put an action plan in place to address dissatisfaction to help us improve after every survey. If you would like to get more involved in helping us to improve services, contact Linda Chelton, CEO.

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# ANNUAL GENERAL MEETING - NOTICE TO ALL SHAREHOLDERS

**The Annual General Meeting of Craigdale Housing Association will take place on Thursday 4<sup>th</sup> September 2025 in Castleton Primary School at 6.30pm. This event is open to all Shareholders.**

As well as hearing about the performance of Craigdale it is an opportunity to have an informal chat with Staff and Board Members at the end of the formal business. If you want to attend but have mobility problems and require transport to and from the meeting, this can be arranged by contacting the Association's office and leaving your name address and contact number **0141-634-6473**.

Please note that if you are a Shareholder of Craigdale Housing Association the Board can cancel your share for the following

reasons: **If you have missed five annual general meetings in a row, not submitted apologies, not exercised a postal vote or appointed a representative to attend and vote on your behalf by proxy.** For more information on our rules please check out our

website <http://www.craigdaleha.co.uk/downloads/model-rules>

If you are a Shareholder and are interested in joining the Board please contact Linda Chelton, Chief Executive Officer of Frances Cunningham, Corporate Manager for more information or an informal chat.

If you are not a Member of the Association, why not join now? It only costs £1 contact the office for an application form or download it from our website:

<https://www.craigdaleha.co.uk/downloads/forms/membershipapplicationform>

The meeting will be concluded with a cash prize draw. So come along, you never know you could be our lucky winner.



# 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 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.



## WHAT DO YOU GET FROM YOUR MEMBERSHIP?

**A chance to have your say in what happens in your community. Members are able to apply to join the Association's Board. 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.**

As a Board Member 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 Improvement Panel who will meet to look at policy issues or how complaints may be better managed and what lessons can be learned from them.

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 are interested in joining the Board contact either Linda Chelton, CEO or Frances Cunningham, Corporate Manager on **0141-634-6473**.



# THE SCOTTISH SOCIAL HOUSING CHARTER (THE ARC!)

**From April 2013 all Registered Social Landlords, such as Craigdale Housing Association, have to meet the outcomes and standards set by the Scottish Social Housing Charter. The Charter was developed as a result of the Housing (Scotland) Act 2010 which supports the Government's long-term strategy to create a safer and stronger Scotland.**

The Charter helps to improve the quality and value of the services that we provide. It places greater emphasis on involving customers in shaping the services we deliver. There is also more focus on customer satisfaction, and we have been working

hard to gather more feedback from you. Tenant Safety is also a major component of the Charter.

We have just completed our Annual Return on the Charter (ARC). We have provided the Scottish Housing Regulator with information on many aspects of our performance. In August the Regulator will publish, on their website, a report about each Registered Social Landlord with key data from the ARC. In October we will report on this performance information to all our tenants.

Until the report is produced here is a summary of our ARC performance 2024/25.

Ref	Indicator	2024/25	2023/24	2022/23	Scottish Average 2023/24
<b>Social Landlord Contextual Information</b>					
C3	Number of lets.	16	28	73	n/a
C9	Total lettable units	407	407	406	n/a
<b>Housing Quality and Maintenance</b>					
6	% of stock meeting the SHQS at the end of the reporting year	100%	100%	99.75%	84.36%
<b>Repairs, Maintenance &amp; Improvements</b>					
8	Average length of time taken to complete emergency repairs	2.30 hours	2.44 hours	2.29 hours	3.96 hours
9	Average length of time taken to complete non-emergency repairs	3.37 days	3.42 days	3.49 days	8.95 days
11	How many times in the reporting year you did not meet your statutory duty to complete a gas safety check	0	1	0	n/a
<b>Neighbourhood and Community</b>					
3 & 4	Complaints – Stage 1: Received in the year.	15	21	6	n/a
3 & 4	Complaints – Stage 2: Received in the year.	2	3	1	n/a

Ref	Indicator	2024/25	2023/24	2022/23	Scottish Average 2023/24
3 & 4	Complaints – Stage 1: Responded to in full by landlord	15	21	6	n/a
3 & 4	Complaints – Stage 2: Responded to in full by landlord	2	3	1	n/a
3 & 4	Complaints - Stage 1: Time taken in working days to provide a full response	100%	100%	100%	96.70%
		1.91 days	1.29 days	0.50 days	5.11 days
3 & 4	Complaints - Stage 2: Time taken in working days to provide a full response	100%	100%	100%	90.69%
		16 days	9.33 days	3 days	17.52 days
14	% of tenancy offers refused during the year	0.00%	14.29%	2.70%	30.48%
14.1	The number of tenancy offers made during the year	16	35	37	n/a
14.2	The number of tenancy offers that were refused	0	5	1	n/a
15	% of Anti-Social cases reported during the year within target	100%	100%	100%	94.29%
15.1	Number of Anti-Social Complaints	30	49	13	n/a
15.2	Number of Anti-Social Complaints resolved	30	49	13	n/a
C4	Number of properties abandoned	1	3	0	n/a
22.1	Number of Court Actions Initiated	1	0	0	n/a
<b>Access to Housing and Support</b>					
17.2	Number of empty dwellings that arose during the reporting year in self-contained lettable stock	13	29	36	n/a
19	Number of households currently waiting for adaptations to their home	10	2	1	4206
19.1	Total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year	20	12	9	n/a
19.2	Number of approved applications completed between the start and end of the reporting year	10	10	8	n/a
20	Total cost of adaptations completed in the year by source of funding	£10,198	£21,665	£40,709.95	£41.8m
21	Average time to complete adaptations	51.20 days	22.80 days	25.88 days	44.77 days

Ref	Indicator	2024/25	2023/24	2022/23	Scottish Average 2023/24
23	% of referrals under Section 5, and other referrals for homeless households made by a local authority, that resulted in an offer	100%	100%	77.78%	37.08%
30	Average length of time to re-let properties in the last year	2.44 days	2.48 days	10.97 days	56.73 days
16	% of new tenancies to existing tenants sustained for more than a year	100%	100%	100%	94.16%
<b>Getting Good Value from Rents &amp; Service Charges</b>					
26	% of total rent collected	£2,018,292	£1,855,433	£1,629,396	
		99.82%	98.35%	99.86%	99.43%
27	Gross Rent Arrears as at 31 March each year as a % of rent due for the reporting year	£55,463	£60,531	£37,837	
		2.74%	3.21%	2.32%	6.74%
18	% of rent due lost through properties being empty	£534.80	£1,360	£3,787.66	
		0.03%	0.07%	0.23%	1.39%
C6.1	Number of households receiving housing costs directly	226	195	208	n/a
C6.2	Value of direct housing costs payments received	£917,348	£787,641	£746,567	n/a
C7	Amount and % of former tenant rent arrears written off	65.98%	66.08%	7.13%	n/a
C7.1	Total value of former tenant arrears at year end	£10,926.34	£14,258	£4,362.59	n/a
C7.2	Total value of former tenant arrears written off at year end	£7,209.58	£9,421	£310.96	n/a

## ANTI-SOCIAL BEHAVIOUR

**Don't sit back and suffer. We want to make it clear that we do not want any of our residents to suffer from anti-social behaviour and that we have in place a robust policy to tackle such issues.**

Anti-social behaviour is where a tenant or their visitor acts in a manner which causes or is likely to cause alarm or distress or pursues a course of

conduct which causes or is likely to cause alarm or distress on at least two occasions. We WILL action all complaints we receive and have previously evicted tenants as a result of extreme anti-social behaviour.

Please report any anti-social behaviour to our Housing team quickly on **0141-634-6473** or **info@craigdaleha.co.uk**

# COMPLAINTS

**Craigdale is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services.**

If something goes wrong or you are dissatisfied with our services, please tell us. Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. We can also provide you with help to make your complaint.

You can complain in person at our office, by phone, in writing, email or by using our complaint

form which can be downloaded from our Download Page, Complaints Page on our web site at [www.craigdaleha.co.uk](http://www.craigdaleha.co.uk)

When you make a complaint we will always acknowledge and tell you who is dealing with your complaint. Our complaints procedure has two stages with target timescales for responding which you will be kept informed of.

For the period 1st October 2024 to 31st March 2025 we have received 11 complaints – most of these were frontline complaints which were quickly resolved.

**Maintenance:** 10 complaints were about maintenance issues.

**91%**

All of the complaints about maintenance were upheld.

**Staff:** 1 complaint was about a member of staff.

**9%**

The staff complaint was dealt with at Stage 2 and was partially upheld.



## 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 let you know what to do and who to contact.



**Scottish Housing  
Regulator**

A copy can be obtained from the Association's offices or by visiting our website <https://www.craigdaleha.co.uk/make-a-complaint/>

# Welfare Rights & Energy Advice Team are **Here to Help!**

**Our Welfare Rights and Energy Advice Team has been working hard to ensure we are here to help as many of our tenants, factored owners get advice and support.**

With the cost of living continuing to impact all of us, changes to benefits and the final phase of Universal Credit migration being rolled out there is lots going on. Our Team of experienced advisors are here to help and support you and they can help with the following: Check your current benefits are correct and calculate if you are entitled to any Transitional Protection (protection if your current benefits are more than you are entitled to under Universal Credit).

- Assist you to make a claim
- Provide guidance on using your Universal Credit account

- Check the award you receive is correct
- Provide ongoing support with your claim.

Contact us for an appointment:

Email: [advice@southside-ha.co.uk](mailto:advice@southside-ha.co.uk) or complete the form on our website <https://southside-ha.org/welfare-benefit-money-advice-service/> Or call **0141 634 6473**

In the last year we have helped 168 tenants and generated £350,788.78 income by assisting with sanctions, reconsiderations, claims, and appeals. Ensuring that benefit incomes are maximised, and that debt is minimised is vital to the sustainment of the local community and assists with the alleviation of poverty and financial and social exclusion and increases tenancy sustainment.

## The New Changes to Benefits- what we know so far

**Here's what's happening with Universal credit:**

1. From April 2025, the standard allowance (the basic amount you get) rose for new and existing claimants. The rate for a single person aged 25 or over increased from £393.45 per month to £400.14 per month. The Government has announced rates will continue to increase and will reach £459.33 per month by 2029/2030.
2. The health addition (Limited Capability for Work and Related Activity element LCWRA) which you get if you can't work because of sickness or disability, will change as follows:
  - a) For **NEW** claimants, from April 2026, this element will be almost halved, from £97 a week in 2024/25 to £50 a week in 2026/27, and then frozen at this level until 2029/30.

However, the Government says that those with the most severe, life-long health conditions – who have no prospect of improvement and will never be able to work – will “see their incomes protected through an additional premium” we have no details on this yet.

- b) For **EXISTING** claimants, the health element will be frozen at the current rate of £97 a week until 2029/30.

These changes mean that 2.25 million families who currently receive the health element of Universal Credit will lose £500 a year on average by 2029/30, while 3.9 million other families (who don't get the health element) will gain an average of £265 a year by 2029/30, according to the Government's own analysis.

### Work Capability Assessment to be Scrapped

The test which determines someone's eligibility for the health element (LCWRA) of Universal Credit will be scrapped in 2028.

The Government plans on a new single assessment, based on the existing system for Personal Independence Payments – this will consider on the impact of disability on daily living, not on capacity to work.

### A new 'Unemployment Insurance' benefit will be established

This would be a new non-means tested entitlement "for people who have contributed into the system".

The plan would be to combine the contribution-based Jobseeker's Allowance (JSA) and Employment and Support Allowance (ESA) into a single new, time-limited benefit, paid at the current ESA rate of £138 a week.

People claiming this would be expected to actively seek work, with accommodations for those with work-limiting health conditions, the Government says.

### Establishing a 'right to try work' principle in law

According to a survey by DWP, over half of people claiming Universal Credit or Employment and Support Allowance (with no work-related activity requirements) said they felt worried that they would not get their benefits back if paid employment didn't work out.

The Government says that it will introduce legislation "as soon as possible" to guarantee that trying work will not trigger a reassessment for those claiming.

### Personal Independence Payments (PIP) and Adult Disability Payment (ADP)

As PIP has been devolved to the Scottish Government and replaced by ADP in Scotland, currently claimants are not affected. However, this may change due to cuts in funding received from the UK Government to provide welfare in Scotland.

### Attendance Allowance is being replaced by Pension Age Disability Benefit

Pension Age Disability Benefit is for people of pension age who have a disability or long-term health condition that means they need help looking after themselves or supervision to stay safe.

It is not means-tested and is worth between £290 and £434 a month depending on the needs of the person who gets it.

Currently over 150,000 people in Scotland get Attendance Allowance from the Department for Work and Pensions.

They do not need to take any action as their awards will be automatically moved from the DWP to Social Security Scotland. This will happen in phases, with the first expected to be transferred in early 2025.

If you are not already in receipt of Attendance Allowance are Pension age and have a disability or long term health condition and would like to apply for Pension Age Disability Benefit, our Welfare Rights service can assist with the application.

### Managed Migration to Universal Credit. Get Help from our Welfare Rights Service

If you are **under** State Pension age and still in receipt of Housing Benefit. You will shortly receive or have already received a letter from the DWP advising you need to make a claim for Universal Credit

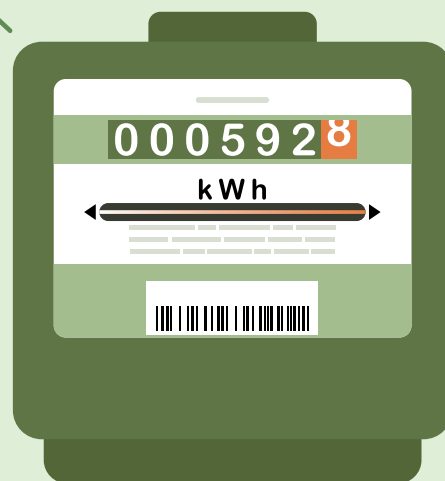
This is because legacy benefits are being phased out and replaced by Universal Credit. The letter from the DWP should advise you of the date that you need to claim Universal Credit by, to ensure that you do not get less on Universal Credit than you did on your old benefits.

The following benefits are ending and are being replaced by Universal Credit:

- Working Tax Credit and Child Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)

To continue getting financial support, you must claim Universal Credit by the deadline date in your letter.

# Energy Advice Service



Craigdale are working in partnership with three other Housing Associations in the Southside of Glasgow to bring our tenants an Energy Advice Service. The service is funded by the Energy

Redress Scheme and has assisted 16 Craigdale households so far. The service is designed to help manage energy usage, reduce bills, and offer support with any energy related concerns.

..... Ways we can help: .....

## Reducing Energy Usage

We provide practical advice on how to **lower energy consumption**. We can walk clients through small, everyday changes that can lead to **lower bills** and a **more energy-efficient home**.

Examples include

- adjusting the thermostat,
- managing appliances more efficiently,
- draft proofing
- LED lightbulbs
- Radiator reflective panels

## Fuel Debt Assistance

If Clients are struggling with **fuel debt**, we're here to offer **support and guidance** and explain what options are available,

- Help set up payment plans to make the debt more manageable
- Assess eligibility for any grants or schemes that can help relieve fuel debts
- PAYG – access to vouchers for support for people who are in danger of going off supply.

## Understanding Bills and Meters

**Energy bills can sometimes be difficult to understand – all those charges, rates, and meter readings can be confusing. We're here to**

- **Clarify bills** – If a client thinks something looks wrong on their bill or if they just want someone to explain what they are being charged for and why, we can check if everything looks okay and help explain the prices.
- **Tariff** – check if clients are on the cheapest tariff or the tariff that right for them
- **Check meters** – If a client thinks something is wrong with their meter, we can do a check to make sure it's the right type of meter and its running in the right way. We can also explain the different types of meters and see which one is the best fit the client.
- **Explain how the meter works.** Whether it's about reading the meter properly or understanding how the energy provider charges.
- **Resolve Disputes with suppliers.** We can provide assistance to resolve meter and bill disputes, we can provide advocacy and assist clients to navigate complaints procedures, and to take their case to the Ombudsman.

For an appointment or home visit please email  
[energyenquiries@southside-ha.co.uk](mailto:energyenquiries@southside-ha.co.uk) or call **0141 634 6473**

# Close Cleaning

**You will have seen our Housing Team out and about carrying out estate management and close inspections over the last few weeks. The team will inspect each close at least monthly and check cleanliness, trip or fire hazards. We also employ a Contractor who carry out a cleaning service to our closes and make sure they are to a standard that residents are happy with.**

However, although the closes are cleaned weekly it is still the

responsibility of every tenant to ensure closes are kept free of litter and trip hazards such as bikes and prams.

Our Contractor carries out a clean of each close every week including cleaning all floors, ledges, stairs, windows (monthly) and remove all litter from the close. They also brush the front common path area to ensure this is free from litter. Should any resident have any concerns or queries about close cleaning then they should contact our office.



## Why It's Important to Keep Closes Clear

Keeping communal areas such as hallways and stairwells clear is essential for everyone's **safety, access, and comfort**. Here's why:

### 1. Fire Safety

Obstructions in closes can block emergency exits and delay evacuation during a fire. Scottish Fire Safety Regulations require these areas to be always kept clear.

### 2. Accessibility for All

Clear hallways ensure safe and easy movement for everyone, including elderly residents, disabled individuals, and parents with prams.

### 3. Legal Compliance

Under the Fire (Scotland) Act 2005, landlords must ensure communal areas are free of fire hazards. Ignoring this can pose serious risks and lead to legal action.

### 4. Maintenance and Cleaning

Clutter can interfere with essential maintenance and cleaning, creating health and safety hazards.

### What Happens If Items Are Left in Closes?

Items left in communal areas will be removed by our contractor, and tenants will be charged for the removal and disposal.

#### What You Can Do:

- **Prams/Buggies:** Store inside your flat or use designated straps.
- **Toys/Belongings:** Keep them inside your home.
- **Help Keep Areas Clear:** Everyone benefits from clean, safe shared spaces.

### Our Shared Responsibility

Together, we can maintain a safe and welcoming environment for all. Keeping closes clear supports fire safety, accessibility, and community wellbeing.

#### Questions?

Contact us at **0141-634-6473** for any concerns or more information.

**Thank you for helping keep Craigdale Housing Association safe for all.**

# 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 MYGLASGOW App. Together we can keep Castlemilk fabulous!!



## Summer Nights & Holiday

**Summer nights are now upon us, and we ask that if children are playing within the back court areas that they play in a respectful manner. Please make sure rubbish is picked up after them and that they do not kick balls off walls or windows causing nuisance to other residents.**



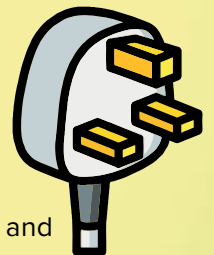
Contact Details:

- Tel: **0141-634-6473**
- Email: [info@craigdaleha.co.uk](mailto:info@craigdaleha.co.uk)
- Website: [www.craigdaleha.co.uk](http://www.craigdaleha.co.uk)
- Facebook: <https://www.facebook.com/CraigdaleHA>

## Handy Tips Before Reporting Repairs

### No power?

Open the cover on your consumer unit (usually next to the meter in the hall cupboard) and check that the trip switches are at the ON position. If the power goes on again, it is likely to be caused by a faulty appliance. Unplug all appliances, reset the trip switch, and plug the appliances in one at a time until the switch trips again. You will then know which is the problem appliance. Remember a total loss of power may be a power cut so check whether your neighbours have lost power as well and if this is the case contact Scottish Power on **0800 092 9290**.



### Blocked toilet?

If the bowl is already full, remove some of the water into a bucket first. Use a plunger or toilet brush wrapped in a plastic bag. Push to the bottom of the pan and pump up and down vigorously about a dozen times. This creates a vacuum that may shift the blockage.



# ARE YOU INSURED?

## HOUSING MANAGEMENT

**Protect your home contents. We strongly recommend that those residents who do not currently have home contents insurance look into taking out a policy. Although we sincerely hope that this would not need to be used, this can make all the difference in the event of fire, flood or break in.**

While the Association will fix burst 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 Insurance Scheme 0345-671-8172 who 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



# litter lotto

## Clean Up and Cash In!

**Glasgow City Council are working in partnership with Keep Scotland Beautiful, to encourage more people to develop good habits and bin their litter responsibly. This in turn will help combat the growing issue of litter in our communities.**

As such, Glasgow residents, employees and visitors to the city are being urged to turn trash into cash with the launch of the city's exciting new **LitterLotto** project. The initiative is a free to enter cash prize draw.

To be in with a chance of winning, all you need to do is download the free LitterLotto app on your smartphone or device, and when you are out and about, use the app to take a picture of your

rubbish as you place it in the bin.

Each time you submit a new photo, you'll have another opportunity to win a prize. You can enter as many times as you like, as long as it's different litter each time being deposited into a Glasgow City Council bin (putting rubbish in household waste doesn't count).

Each month, a prize draw will see one lucky person chosen at random win the cash prize. A Glasgow City Council monthly prize of £100 is up for grabs and you could also win the weekly LitterLotto UK £1000 pot!

For more information visit: <https://www.glasgow.gov.uk/litterlotto>

# 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.**



Come and join us for

# Summer Food and Fun

At  
**Castlemilk Parish Church.**

On  
**Wednesday 2nd, 9th and 16th July and 6th August**  
**10.30 am—12.30 pm.**

All will feature activities for primary school aged children followed by lunch. Younger or older siblings are very welcome.

You don't need to pre-register but if you have special dietary requirements, it would help us if you let us know beforehand.

All children must be accompanied by an adult.

1 Douglas Road, Glasgow G45 9HP  
0141 286 6259  
castlemilkparishchurch@gmail.com  
Castlemilk Parish Church Charity Nbr: SC015309

**Free**

**Glasgow City Council**

## Jeely Piece Club

The Jeely Piece Club is a registered Scottish charity no. SC200001

# SUMMER Play Services

### Playzone

Up to 12 years  
**MONDAY-SATURDAY**  
All Day Play  
11am-4pm  
£6 Per Child

Scan the QR code to book online!

BOUNCE CASTLE, GAMING ROOM, CHILDREN'S KITCHEN, SOFTPLAY, ARTS & CRAFTS + MORE!

ALL CHILDREN MUST BE ACCOMPANIED BY AN ADULT

### WEDNESDAYS

P5-P7's Club  
4:30-6:30pm

**FREE!**

Dinner Provided

Different activities every week!

BOUNCE CASTLE, GAMING ROOM, CHILDREN'S KITCHEN, SOFTPLAY, ARTS & CRAFTS + MORE!

To enquire about the Jeely Holiday Club please contact the Play Team  
0141 634 7305 Option 3

### Street Play

**FREE!**

5-12 YEARS

**TUESDAYS**  
Holmbyre Play Park  
2:45-3:45pm

**WEDNESDAYS**  
Tormusk Play Park  
2:45-3:45pm

**THURSDAYS**  
Ballantay Play Park  
2:45-3:45pm

SNACK PROVIDED

### Pop-Up Play

**FREE!**

5-12 YEARS

**THURSDAYS**  
Toryglen Community Hall  
2:45-5:45pm

LUNCH PROVIDED

Limited Spaces!  
Call Toryglen Community Hall  
0141 569 1031  
after 10 am every Thursday to book a space!

**FRIDAYS**  
Birgisdale Complex  
10:30am-1:30pm

BREAKFAST & LUNCH PROVIDED

Limited Spaces!  
Head to our website to book a space or contact the Play Team  
0141 634 7305 Option 3

## CASTLEMILK TOGETHER

# FOOD & FUN FOR SUMMER

Check out individual organisations on social media for more details

**ALL FAMILIES WELCOME**

Join us across Castlemilk for free and inclusive events.

Venue	Dates	Times	Description
Ardanglen HA	Thurs 3rd July, Thur 10th July, Thur 31st July, Thur 7th Aug	11am-3pm	Breakfast activities, fundraising, free games
Cassiltoun	Tues 1st July, Tues 8th July, Tue 15th July, Tue 22nd July, Tues 5th Aug	1.30-3.30pm	Come along for a fun day out at Castlemilk Station before our Community Garden while enjoying a delicious lunch. Activities will vary across the weeks and will include garden play, arts and crafts and more. It's all free, and everyone is invited to join the fun!
Castlemilk Parish Church	Wed 2nd July, Wed 9th July, Wed 16th July, Wed 6th Aug	10.30am - 12.30 pm	Activities, arts and crafts followed by lunch
Castlemilk Youth Complex	Tues 1st July, Tues 8th July, Tue 15th July, Tue 22nd July, Tues 29th July, Tues 5th Aug	5-8pm	Open to all high school pupils to come along to the Youth Complex's drop in. Take part in a variety of activities including art, sport, music and more with a lunch provided.
Castlemilk Football Trust	Week 1 Primary 1-4, Week 2 Primary 5 - 8 Wed 9th July, Thurs 10th July, Fri 11th July, Mon 28th July, Tue 29th July, Wed 30th July	10am-3pm	Join us for Football, Road & Fun at Bannockburn Campus. Open to children from primary 1 - 8. No need to book. All participants must wear a soft contact shawl on the day. Booking details can be found on our website: <a href="https://www.bannockburn.co.uk">https://www.bannockburn.co.uk</a>
Thornes/ Netherholm Hall	Fri 4th July, Fri 11th July, Fri 18th July, Fri 25th July, Fri 1st Aug, Fri 8th Aug	12-4pm	Breakfast, Lunch and Activities
Indigo Group	Monday to Friday	7.30am-6.30pm	If your child attends one out of school care sessions they will be provided a free lunch and snack along with a day of fun-filled activities

**Glasgow City Council**

## litter lotto

# CLEAN UP and CASH IN

Step 1 - Visit [www.glasgow.gov.uk/LitterLotto](http://www.glasgow.gov.uk/LitterLotto) or scan the QR code below to download the LitterLotto app.

Step 2 - Upload a photo on the app of you dropping litter into a street bin (just like the image above).

Each time you play you will be entered into two prize draws to win up to £1,000!

**Glasgow City Council**

# PUBLIC HOLIDAYS

**Glasgow Fair** – Office closed between  
**Friday 18th July – Monday 21st July**  
**September weekend** – **Friday 26th September –**  
**Monday 29th September**

During This time, please contact the out of hours  
contractors for emergency repairs.

**Bield Response: 0800-783-7937 (for all repairs except no heating/hot water)**  
**City Technical: 0333-202-0708 (for no heating/hot water)**

## 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

