

Craigdale News

ISSUE 1 - 2020

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

Thank You
for Your Support

MESSAGE FROM CHAIRPERSON

Welcome to our newsletter and I hope that you and your families remain safe and as well as you can be right now. As you will know these are extremely difficult times for everyone and our aim will always be to support our tenants as much as we possibly can.



I am sure that you will appreciate that we will continue to take relevant advice as we assess this ongoing situation relating to Coronavirus (COVID 19) and we will do all that we can to support our tenants through this difficult period. Please note that we will continue to provide ongoing updates via our website at www.craigdaleha.co.uk

facebook

NEW TEMPORARY FACEBOOK PAGE

Due to the evolving situation we have introduced a new temporary Facebook page to continue to update tenants and provide additional support and signposting. The page is available at www.facebook.com/CraigdaleHA. We hope you like the page and add us to you likes as we continue to monitor how many of our tenants can access this information.

We will also keep you up to date through our website www.craigdaleha.co.uk.

We know that some tenants do not have access to the internet and will continue to write to all our tenants, when we have important updates and changes to our services.

OFFICE CLOSURE

Due to the Coronavirus (COVI19) outbreak, we have taken the necessary steps and precautions to try minimise the risk to our customers and staff. We took the decision to close our office to the public on Tuesday 24 March 2020 until further notice. This is in line with recent UK and Scottish Government advice.

All of our staff are working from home at present, following government advice, however we are available to take calls and work using our systems from home.

We do not know when the office will re-open and you will be aware that we were carrying out alterations, within



the office before the current situation arose. Unfortunately our Contractor went into administration and this caused a further delay. We have now appointed a new Contractor and work will begin when current restrictions are eased.

We will keep you updated on this matter and we can hopefully provide a further update in the near future.

GETTING IN TOUCH

Our staff will still be able to deal with any enquiries you may have via other methods. If you are struggling in any way please get in touch.

We would like to reassure you that tenant and staff wellbeing is our number one priority, we are working hard to ensure the critical and essential services that make a difference to our communities every day continue to operate.

We are attempting to make as many outbound telephone calls to our tenants and if you have concerns about anything at all please call us on 0141-634-6473. If you have not received a call it may be that the numbers we have for you are out of date. If this is the case please get in touch with us.

We will respond to all support calls (tenant welfare/concerns) and we have a range of partner organisations, who can assist tenants in a number of ways.

Please send all e-mails to: info@craigdaleha.co.uk and we will respond as quickly as we can. We will respond to texts on **07738-267-117**



RENT PAYMENT & DIFFICULTY PAYING RENT

We are aware that there may be a number of our tenants, who are worried about their ability to pay rent. Please call us on 0141-634-6473 and we will offer as much support, advice and assistance as we can. Our message to all tenants is if you're worried about paying your rent, get in touch. The sooner you contact us, the quicker we can help you.

If you need any help or advice with your rent account or if you are worried about a change in circumstances due to loss of earnings, please contact us as soon as you can. We can also assist with income maximisation and tenancy sustainment issues. It is important you keep in touch with us if you are experiencing problems.

If you are worried about the short-term impact of COVID-19 on your employment then you can contact the PACE helpline on **0800-917-8000**. The government has also announced that it will be providing various forms of financial support depending on your circumstances. This includes a new Coronavirus Job Retention Scheme and additional changes to Universal Credit and Statutory Sick Pay.

Further advice on financial support is also available from the following organisations:

- Money Advice Service: <https://www.moneyadviceservice.org.uk/en/articles/coronaviruswhat-it-means-for-you>

- Citizens Advice Scotland: <https://www.citizensadvice.org.uk/scotland/debt-and-money/if-you-can't-pay-your-bills-because-of-coronavirus/>

- Step Change (debt advice): <https://www.stepchange.org/debt-info/debt-andcoronavirus.aspx>

- National Debt Line: 0808 808 4000 (09:00–20:00, Mon – Fri) <https://www.nationaldebtline.org/S/Pages/default.aspx>

If you currently pay your rent in cash, we would ask that you consider making alternative arrangements in the meantime e.g. card payments or online payments. We may contact you to discuss this further.

We know that the current coronavirus situation means that people may not be able to get to the shops to make their rent payments as they usually do. There are, however, other ways that you can pay your rent. These are set out below:-

Online payment from your bank account

You can make payment by making an on line transfer of your rent money from your bank account to our bank account. Our bank details are:-

ACCOUNT NUMBER: **001814471**
SORTCODE: **80-09-51**

The transfer should include a note of your unique tenancy reference number so that we can identify that it was you who paid. If you are not sure about how to do this, please contact the Office on **0141 634 6473**, leave a message and one of our Housing Services Officers will call you back.

Allpay Internet Payments

You can make secure online payments at any time at www.allpayments.net You will need your Payment Reference Number (PRN) from your Allpay card and also your bank card handy.



Calling Allpay

You can phone Allpay on **0844 557 8320**. This is a straightforward automated telephone system that takes you through every step of the payment process. You will need your Payment Reference Number (PRN) from your Allpay card and also your bank card to make this payment.

Allpay Mobile App

The Allpay Mobile App is available on both Apple and Android devices. This secure app can easily be set up with your bank card to make payments on a regular basis after a simple registration process. You will also need your Allpay card number to hand for your Payment Reference Number (PRN).

If you don't have an Allpay card, please contact the Office immediately and we will get one ordered for you. You should receive it through the post within about a week.

New Welfare Benefit and Money Advice Service

Our new Welfare Benefit and Money Advice Service is currently available over the telephone and referrals can be made by contacting us on 0141-634-6473. The service is being delivered in partnership with Southside Housing Association and tenants can now receive Money Advice together with a Welfare Benefit Service.

NEW!

REPAIRS SERVICE

We are working hard to ensure we are fully staffed to deliver critical services including property repairs and support for tenants. The Scottish Government has now advised that unless work is essential for the safety and security of occupiers, or for homes to be fit for human habitation, it should be postponed. To reduce spread of the virus, we will suspend delivery of the following services

non-emergency repairs (any non-emergency repairs reported will be logged and we hope to be

able to schedule those as soon as possible)

planned maintenance works that have not been arranged or started

All non-emergency repairs are suspended at present and we will review this should current government restrictions be eased.

If you suspect that you have symptoms of COVID-19 please call us or email us. It is important that you let us know if you or a member of your household is self-isolating or has been diagnosed with COVID-19. This

will ensure that we do not send any contractors or staff to your home until after the self-isolation period has ended.

Our out of Hours Emergency repairs numbers are:

- **Bield Response:**
0800-783-7937 (for all repairs except no heating/hot water)
- **City Technical:**
0844-579-6493 (for no heating/hot water)

GAS SERVICING

This is a legal requirement and contractors have introduced additional health and safety measures for all visits. We must carry out this work and ask for our tenant's co-operation in allowing access for these inspections.



CLOSE CLEANING

Our close cleaning service was suspended but it has now restarted and will be delivered on a weekly basis. Our Contractor A. Jamieson are brushing down and mopping the close, cleaning handles and bannisters, cleaning door entry system buttons and close entrance doors handles, railings, cleaning bin stores and bin lids.

There is nothing to stop tenants doing their stair between cleans, if they are fit and able to do so.

Detergent in hot water will kill the coronavirus, so please use it on your stair and close walls.

If you live in a tenement, you can also fight the coronavirus by regularly cleaning the handrail in your close.

Running a cloth soaked in warm soapy water over the handrail will kill any coronavirus that's lurking there, and you'll have done your bit to protect your household members and your neighbours from catching the virus.



BULK UPLIFT

As you may know Glasgow City Council have suspended their bulk uplift service in response to the coronavirus outbreak. Despite this our area is now suffering from people dumping/fly tipping in our back courts and several open space areas including Birgidale Road and Downcraig Road. Normal bulk uplift services may resume at some point in the future, however in the meantime we ask that tenants do not place bulk items in these areas.

If you see bulk/rubbish that has been dumped, please contact us on **0141-634-6473** and report what has been dumped and if you know who has dumped the bulk/rubbish. We will keep this call confidential and we will report this to Glasgow City Council Enforcement Officers, who can also act against the culprit, including issuing them with a fine. Please also check out further advice on

dumping at <https://www.zerowastescotland.org.uk/DumbDumpers>

We plan to consult with tenants on a new process for bulk uplift in the future, however at this difficult time for everyone, we are asking for the co-operation of all tenants on this matter.



ANTI-SOCIAL BEHAVIOUR (INCLUDING SOCIAL DISTANCING CONCERNS)

We will respond to all complaints and concerns about anti-social behaviour. It is important at this time to continue to follow Government advice and we thank the vast majority of our tenants, who have stayed at home and ensured that social distancing is observed.

Unfortunately we have received some reports that this advice has not been followed and we have had to issue warnings to some of our tenants, due to the number of visitors to some of our tenant's homes. We ask that

consideration is given to the concern that can be caused to neighbours by not following social distancing advice.

Further Advice on this is available at;

- UK Government Latest Information and Advice: <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>
- NHS Scotland Latest Information and Advice: <https://www.nhsinform.scot/coronavirus>



Coronavirus and looking after your mental health



CORONAVIRUS AND MENTAL HEALTH

It's important that we all continue to take care of our mental health.

If the #coronavirus outbreak is causing you worry and anxiety, you can visit [nhsinform.scot/coronavirus](https://www.nhsinform.scot/coronavirus) for information on:

- Mental health helplines
- Finding mental health support online
- Following reliable sources of information



CORONAVIRUS AND ISOLATION: HELPFUL THINGS TO REMEMBER ABOUT LONELINESS

Even before the coronavirus outbreak, one in five of us already said we often or always felt lonely. Over the coming months, many of us will experience uncertainty and lots of change.

We know that loneliness can be triggered by stress, and poor physical and mental health. Significant life changes also spark loneliness – from stopping work to losing someone you love. Today’s coronavirus outbreak risks making even more of us feel lonely – and sadly, people who are already isolated and lonely may become more vulnerable than ever.

Loneliness can affect anyone - but everyone can help

Loneliness can affect anyone regardless of age or background. But more than anything, it highlights how much more we can all do ourselves to show the people around us that they’re not alone. That could be as simple as connecting with friends and family over the phone or social media. You can also help by

checking in on a self-isolating neighbour by text or posting a note through the letterbox.

And don’t forget that you can do things for others - whether formally volunteering, being a thoughtful friend or supporting your neighbours through this difficult time. It not only builds your sense of worth and gives you a sense of purpose, but helps protect you against loneliness too.



LIMIT SOCIAL CONTACT

What is social distancing?

Social distancing measures are steps you can take to reduce social interaction between people. This will help reduce the transmission of coronavirus (COVID-19).

They are to:

- Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
- Avoid non-essential use of public transport when possible
- Work from home, where possible. Your employer should support you to do this. Please refer to **employer guidance** for more information

- Avoid large and small gatherings in public spaces, noting that pubs, restaurants, leisure centres and similar venues are currently shut as infections spread easily in closed spaces where people gather together
- Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
- Use telephone or online services to contact your GP or other essential services
- Avoid letting your children play/socialise with friends in your garden or back court

Everyone should be trying to follow these measures as much as is practicable.

Coronavirus

People advised to limit social contact



We strongly advise you to follow the above measures as much as you can and to significantly limit your face-to-face interaction with friends and family if possible, particularly if you:

- are over 70
- have an underlying health condition
- are pregnant
- This advice is likely to be in place for some weeks.





Rainbow Photographs

We know that many of our tenant's children have placed rainbow drawings in windows to show their support for everyone who is continuing to keep people safe. We have received a photograph of support from Christine McCormack whose neighbour's John, Liam & Molly Burns designed and have on display.

Keep sending us your pictures and we will post them onto our Facebook page.



DOMESTIC ABUSE

Don't delay in seeking help during the current coronavirus situation. If you or anyone you know is experiencing domestic abuse and needs help, call Scotland's Domestic Abuse 24hr Helpline on 0800-027-1234 or visit [safer.scot](https://www.safer.scot). If you feel someone is in immediate danger call 999. #ReportDomesticAbuse



CASTLEMILK TOGETHER

Castlemilk Together is a partnership between local people and Castlemilk based organisations, working together to make nutritional food more accessible to the people of Castlemilk. During this coronavirus crisis, they have funding to deliver food parcels to Castlemilk residents who are in need of them. You can get in touch with them via their Facebook page. If you don't have internet access, get in touch with us and we'll see what we can do for you.

Castlemilk Parish Church is running a non-referral foodbank. You can call them on **0141 634 7113** to arrange to get a food parcel.

STAFF CELEBRATIONS



Frances



Jaclyn

1990 has provided some special celebrations for some staff members this year.

20.02.90 saw a young fresh faced 16 year old start as the Office Junior with the Association.

Congratulation to Frances who celebrated 30 years with the Association on 20.02.20.

12.04.20 Our Corporate Services Assistant Jaclyn celebrated her 30th birthday in Lockdown, however she managed to have a lovely day with her boys. Happy Birthday Jaclyn from all the Staff, Board and Tenants of Craigdale Housing Association.

PUBLIC HOLIDAYS

Just in case Lockdown is lifted the office will be closed on the following Public Holidays.

- Friday 8th May 2020
- Friday 22nd May & Monday 25th May 2020

USEFUL NUMBERS

GLASGOW CITY COUNCIL	
Switch Board	0141-287-2000
Abandoned Vehicles	0141-276-0859
Dog Fouling	0141-287-1059
Bulk Refuse	0141-287-9700
Council Tax & Benefits Helpline	0141-287-5050
Close & Stair Lighting	0800-595-595
RALF	
Roads & Lighting Faults	0800-373-635
Gritting (and salt bins)	0800-373-635
Street Lighting	0800-373-635

Crime stoppers	0800-555-111
Emergency:	Police, Fire, Medical: 999
Non-Emergency:	Police: 101 NHS 24: 111

GAS EMERGENCY:	
National Grid	0800-111-999
ELECTRICITY EMERGENCY:	
Scottish Hydro	0800-300-999
Scottish Power Energy Networks – Landline	0800-092-9290
Scottish Power Energy Networks – Mobile	0330-1010-222
Scottish Water	0800-0778-778

GETTING IN TOUCH

Office Address:
83/85 Dougrie Road
Castlemilk
Glasgow, G45-9NS
Tel: 0141-634-6473
Fax: 0141-631-3151
Email:
info@craigdaleha.co.uk
Web:
www.craigdaleha.co.uk
Facebook: /CraigdaleHA

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
No heating/hot water call
City Technical:
0844-579-6493

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.