



# Craigdale NEWS

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ISSUE 3  
2021



*May your  
celebrations be merry  
Your heart be light  
Your Christmas happy  
Your Season bright*

*With warmest thoughts  
and best wishes for a  
wonderful Christmas and  
a Happy New Year*

*From the Board &  
Staff of Craigdale  
Housing Association*

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# RENT INCREASE CONSULTATION

**Our Board agreed on 29th November 2021 to consult with tenants on a proposed increase of rent to be applied from 31st March 2022.**

Our agreed business plan assumes a rent increase of CPI (October) + 1% for the next 5 years and this allows us to deliver our current services and invest in our homes through our agreed asset management plan. The options for discussion are a 4.1% increase or a 5.2% increase.

Rent pays for all of our services (repairs, planned maintenance, office overheads) as well as services such as our Welfare Benefit and Money Advice service which was introduced in 2020. We also need to factor in additional costs, which we will need to

meet in 2022/23 including carrying out a bulk service uplift, which used to be carried out by Glasgow City Council.

Look out for a questionnaire asking for your views on our proposals and also note that in order to make a final decision in January 2021 Research Resource will contact you in January by telephone to seek tenant's views.

We know that many of our tenants are struggling through these extremely difficult times and final decisions will consider all views. If any of our tenants are struggling financially, please get in touch and we can help.



# THE AGM HIGHLIGHTS ANOTHER SUCCESSFUL YEAR FOR CRAIGDALE

**The Association held its Annual General Meeting (AGM) on Thursday 16th September 2021. Our AGM of Craigdale Housing Association was attended by 12 members; this represents 16% of the membership. Many thanks to our members for attending.**

The AGM was informed of the Association's financial performance for the year 2020/21 by the Association's auditor, Azets.

John Kilpatrick, Chairperson outlined in detail the Association's activities during the year.

In accordance with our Rules, at least one third of our Committee Members or the nearest whole number thereto, must retire. The retiring Committee Members should be those who have served the longest on the Committee since the date of their last election.

The three Committee members retiring this year are:

- Christine McCormack
- Morag Cameron
- Claire Taylor

All three Board Members wished to stand for re-election and did not require to be nominated.

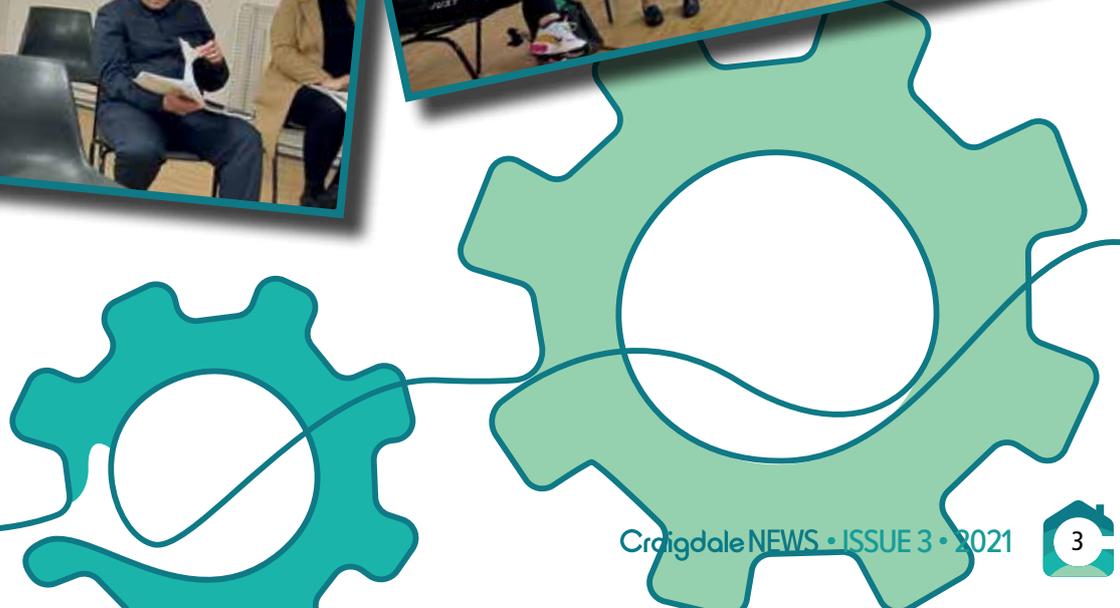
We also received nominations from the following shareholders.

- Catherine Jones
- Louise Bacon
- Gemma Woodrow
- Evelyn Foster
- David Logan

All those seeking re-election and election were duly appointed. Following the Annual General Meeting, the Board of Management met to elect new office bearers for 2021/22.

John Kilpatrick	Chairperson
Morag Cameron	Vice Chair
Des Phee	Secretary
Helen Bayne	Treasurer
Christine McCormack	Board Member
Claire Taylor	Board Member
Hilary Tennant	Board Member
Catherine Jones	Board Member
Louise Bacon	Board Member
Gemma Woodrow	Board Member
Evelyn Foster	Board Member
David Logan	Board Member

The business of the evening concluded with a cash raffle.



# Craigdale Housing Association Members adopt New Rules

**At a Special General Meeting of the Association's members which was held immediately after the Annual General Meeting on Thursday 16th September 2021, the members present voted to adopt the updated SFHA Charitable Model Rules (Scotland) 2020 version. A full copy of the Rules can be read and downloaded from our website or by contacting Frances Cunningham, Senior Corporate Services Officer at the Association's offices.**

The following brief summary outlines the main changes.

- "Committee" and "Committee of Management" are changed to "Board" and "Board of Management"; and
- "Sub-committee" is changed to "Committee".

## 1. Changes to legislation

- Financial Conduct Authority Confirming no shareholder has right to the assets of the Association
- Co-operative & Community Benefit Societies Act 2014 References to former Industrial & Provident Societies Act updated

- Housing (Amendment) (Scotland) Act 2018 SHR consents no longer required; only notifications to SHR

## 2. Changes to Regulatory Framework 2019

- Rule 45 - board to ensure SHR can exercise regulatory powers

## 3. New governance provisions in Model Rules 2020

- Rule 27.1 - chair not to act as proxy holder
- Rule 37.8 - leave of absence can be imposed on a board member under investigation
- Rule 40.3 - board can decline

nomination to become a board member

- Rule 59.5 - board to elect all office bearers after each AGM

## 4. Variations from the Model Rules 2020

- Rule 20 - will allow "virtual" general meetings in future

## 5. Clarifications and tidy-ups

- Miscellaneous minor changes – including layout/spelling corrections; addressing ambiguities; updating insolvency reference etc.

## 6. Board Composition

- Rule 37.1: Reduced Board Composition from 15 to 12.
- Rule 37.3: Reduced the age limit to permit Board Members who are aged 16 or over.
- Rule 37.4 & 43.1.12: Prohibition on Board members who are related to serve on the Board together.



# MEMBERSHIP DRIVE: JOIN US

**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.**

## **What does membership entitle you to do?**

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 014-634-6473 or send an email to frances@craigdaleha.co.uk. Alternatively download an application form from our website <https://craigdaleha.co.uk/opur-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 Improvement 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 Senior Corporate Services Officer will be happy to talk to you and answer any questions you may have... We want to hear from you!

# ANNUAL ASSURANCE STATEMENT

**From 2019 ongoing, on annual basis between April to October Craigdale Housing Association is expected to submit an Annual Assurance Statement to the Scottish Housing Regulator and make a copy of this available for our tenants.**

The statement is our way of informing the Scottish Housing Regulator whether we comply with

all the relevant regulatory and legislative requirements of a Registered Social Landlord.

Craigdale Housing Association is pleased to announce that in carrying out our own self-assessment on the Annual Assurance Statement that we are Compliant with all the standards and there are no material non-compliances.

Like all good organisations we recognise that although we are Compliant with the requirements there are always improvements that we can make, and we have identified some of these as part of an Action Plan. For us this includes implementing an effective approach to the collection of equalities information from April 2022 and consideration on how we can adopt a human rights approach in our work.

We hope that the enclosed Annual Assurance Statement gives you reassurance that we continually want to deliver the best possible service whilst never standing still and keeping to all the requirements that is expected of an excellent housing provider.

The Scottish Housing Regulator will publish their Regulatory Standard for each Social Landlord in Scotland, and we will publish details of this on our website.

If you have any questions or queries on this, please contact the office.





**Introduction**

As a Registered Social Landlord (RSL), Craigdale Housing Association is required to submit its annual Assurance Statement to the Scottish Housing Regulator (SHR) before the 31st October 2021.

In considering our compliance with our legal and regulatory requirements in 2021, we have taken full account of the impact of COVID 19 on our services. We have complied with the temporary changes to legislation and continue to follow national and local policy requirements. This includes health and safety, social distancing, office opening, use of PPE, application of Test and Protect requirements and indoor gatherings.

We are confident that the measures that we have put in place and the contingency planning that we have implemented have ensured that we are able to continue meet our responsibilities to our tenants, regulators, and funders. Where we have adapted revised standards of service delivery, we have communicated changes clearly to our tenants.

Our Assurance Statement was approved by the Board at its meeting on 20th September 2021.

**Format of our Assurance Statement**

The SHR has not been prescriptive about how the Assurance Statement should look, therefore we have been able to develop a Statement that we feel works for us and our customers, whilst meeting the SHR’s expectations as contained within their document ‘Regulation of Social Housing in Scotland: Our Framework, February 2019’.

**Assurance**

Our Assurance Statement takes account of sector guidance, with the Board evaluating the Association’s compliance with our Regulatory requirements, the Standards of Governance & Financial Management and our legislative duties (now referred to as the Regulatory requirements), which are contained within the SHR’s Framework, Chapter 3 Regulatory Requirements.

The table below summarises our compliance with the Regulatory requirements:

Regulatory Requirements	Compliant?
Assurance & Notification	Yes
Scottish Social Housing Charter (SSHC)	Yes
Tenant & Service User Redress	Yes
Whistleblowing	Yes
Equality & Human Rights	Yes
Statutory Guidance	Yes
Organisational Details & Constitution	Yes
Regulatory Standards of Governance & Financial Management (RSGFM)	Yes
Legislative Duties	Yes

In determining our compliance with the Regulatory requirements our evaluation process considered:

- Whether we, as a Board, are sufficiently assured through self-assessment, ongoing oversight and scrutiny that we comply with the Regulatory requirements and are sufficiently confident that we can pass that assurance on to our stakeholders.
- Any areas of material non-compliance with the Regulatory requirements.
- Any areas for improvement.
- Impact of COVID 19

The Association can report that to the best of our knowledge **we have no areas of material non-compliance** with the Regulatory requirements.

During 2021 we made 2 Notifiable Events to the SHR relating to:

- Changes within our Board
- The resignation of our Senior Officer

We do not consider either of these issues to constitute non-compliance with Regulatory Standards and subsequent actions have closed both of these events.

### Supporting evidence and additional information

We used the updated toolkit issued by the Scottish Federation of Housing Associations in 2020 as the basis for our self-assessment against the Regulatory requirements. We can evidence our compliance with supporting documentation, including independent reviews that we commissioned in terms of our compliance with the SSHC and RSGFM. Our other self-assurance activities include for example, internal audit, independent surveys, in-house assessments and other internal organisational controls and checks. The outcome of our self-assessment, ongoing oversight and scrutiny demonstrates our compliance with the Regulatory requirements.

Stakeholders can be assured that the Board challenges information that it is provided with from Staff and consultants to ensure that the information received is robust and accurate.

### Equalities

We can also confirm that we have appropriate plans to implement an effective approach to the collection of equalities information from April 2022 and that we have started to consider how we can adopt a human rights approach in our work.

### Human Rights

We hope that the way we deliver services and develop policies would generally be consistent with a human rights approach. We know, though, that this is an emerging agenda and that so far there is little in the way of housing-specific guidance. We are aware that SHR, CIH Scotland the Scottish Human Rights Commission are due to produce guidance on some aspects of the human rights approach to housing. We look forward to using this, and any other relevant guidance that is produced in the future, to inform our work to review our own approach and consider whether any changes might be needed to our services or policies.

### Next Steps

We will keep our Assurance Statement under review and will notify the SHR and our customers if we become materially non-compliant with the Regulatory requirements prior to issuing our next annual Assurance Statement in October 2022.

We are in the process of implementing a small number of areas for improvement, which we have identified from an external review of Governance against the SHR regulatory standards of Governance and Financial Management. No areas of material non-compliance were identified through this review, which took place in May/June 2021.

Our Assurance Statement is publicly available on our website and is displayed in our office. Finally, I can confirm as Chair of Craigdale Housing Association, I was authorised by the Board at a meeting held on 20th September 2021 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

*John Kilpatrick*

John Kilpatrick  
Chairperson

# Phase 10 – New Build Development

**“Craigdale’s first new-build development in a significant period of time, 36 flats on the site of the former Castlemilk West Church, is slowly but surely emerging out of the ground and later next year will provide 36 much needed social rented flats for the area. The church was one of those buildings you didn’t really notice until it was gone – then you tried to remember what it actually looked like! Built in the late 1950’s, it’s fair to say it was one of a kind. There was allegedly a time capsule buried within the walls, but when we came to open it up it turned out to be simply a lump of stone!”**

The church was demolished in the early summer, with the builders, AS Homes, making a start in earnest after the trade’s fortnight. The site has been levelled and the site huts placed where the main car park will

be. We hit our first delay after that, with the piled foundation contractor unable to get concrete. There’s a bit of a shortage of the grey stuff just now – a cement factory in the north of England that produces a big chunk of the UK market had been struck by lightning. With the construction industry going like a fair right now, that’s caused a few headaches.

Piled foundations are needed because of the depth at which the foundations need to go. Like many sites in Glasgow, the soil that’s strong enough to support the building is 3-4m below the surface. The best way of getting around that is to drive giant concrete “stilts” into the ground that the building will sit on. Next up will be ground floors, and then the stair cores, with the timber kit walls following floor by floor. Completion is expected in the autumn.”



# Complaints or Compliments



**Craigdale value complaints and uses the 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 and we can help you with the process if you want. You can complain in person at our office, by phone, in writing, email or by using our complaint form on the website [www.craigdaleha.co.uk](http://www.craigdaleha.co.uk)

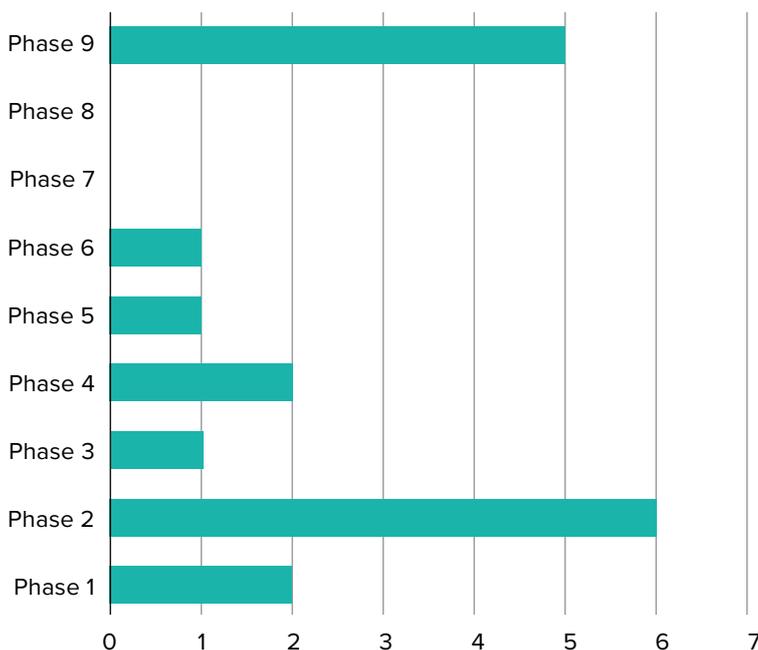
From April until the end of September we received 18 complaints we record what the complaint is about and what phase of our stock it relates too.

You can see that the majority of our complaints were about estate management, and these were mainly

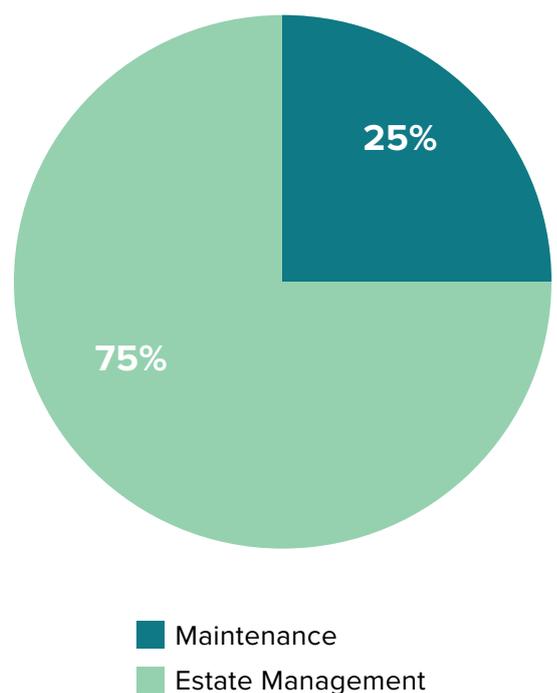
about Landscaping, and these were up-help. Using the information in these complaints we worked with the contractor, carried out further monitoring and the performance improved. Repairs are a large part of Craigdale's interactions with our tenants and an area where the number of complaints has reduced but that does not mean there is not room for improvement! Please let us know if the contractor does not turn up as arranged, does not clear up after themselves or you are not happy for any other reason.

We also received 2 compliments during the 6-month period - we love to hear when things exceed your expectations, please let us know if this happens as we can learn lots from both complaints and compliments.

## Number of Complaints Received By Phase



## Complaint Type



# Linda Chelton, Chief Executive Officer

**Craigdale Housing Association would like to introduce our new Chief Executive Officer, Linda Chelton.**

The announcement comes after a robust and competitive recruitment process, which attracted many strong candidates from within the social housing sector.

Linda succeeded David Mackenzie, former Chief Executive Officer, who moved to a new role at **Link Housing Association** in September.

Linda has over 32 years' experience in the housing sector, she is a member of the Chartered Institute of Housing and holds a Post Graduate Diploma in Housing and Sustainable Communities.

**John Kilpatrick, Chair of Craigdale Housing Association**, said: "On behalf of the whole Board

it gives me great pleasure to make this announcement. Linda has a wealth of skills and experience, with a strong focus on making a difference to our tenant's lives."

Linda added: "I am very proud to become Craigdale's new chief executive officer and I am looking forward to this exciting opportunity. I have already been inspired by the passion of the board and all of the staff at Craigdale, who constantly strive to deliver excellent housing services to our tenants.

We have ambitious plans for the future at Craigdale and I will work to deliver the board's strategic vision and build upon the excellent reputation that Craigdale has within the Castlemilk area of Glasgow."

Linda took up her post on Monday 25th October 2021.



# CHRISTMAS RENT PAYMENTS

Enjoy Christmas – but please remember to **pay your rent!!** Christmas is a wonderful time for giving. It is also a time to feel pressured into spending money you may not have or using your rent money to pay for the festivities. But if you, do you are putting your home at risk. If you need any financial advice or assistance, please contact a member of Staff at the office who will be able to put you in touch with people who will be able to help you. Give yourself peace of mind at Christmas, and throughout the year.



# 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

# 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, if the close is 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.

# IT'S THE SEASON TO BE JOLLY

As Christmas is upon us and we are all decorating our homes please remember to turn off all Christmas lights and Christmas tree decorations when you're going out as this could cause a fire. Also please refrain from hanging Christmas decoration in the common closes as this is a fire hazard. And please be careful when using candles.

# Right to Repair

**The Housing (Scotland) Act 2001 gives you the right to have small, urgent repairs carried out by your landlord within a given timescale.**

The timescales shown are the maximum period in working days from the day after you report a qualifying repair (excluding weekends and public holidays). If we do not carry out the repair within the time limit set, you may be entitled to compensation.

Qualifying Repair	Timescale
Blocked flue to open fire or boiler	1 day
Blocked foul drain or soil stack	1 day
Blocked toilet pan if there is no other working toilet in the house	1 day
Leaking foul drain, soil stack or toilet pan	1 day
Blocked sink, bath or drain	1 day
Total loss of electric power	1 day
Partial loss of electric power	3 days
Insecure external window	1 day
Insecure external door	1 day
Insecure lock	1 day
Unsafe access path or step	1 day
Leaks or flooding from water or heating pipes, tanks or cisterns	1 day
Loss or partial loss of gas supply	1 day
Loss or partial loss of space or water heating where no alternative heating is available	1 day
Toilet not flushing where there is no other toilet in the house	1 day
Unsafe power or lighting socket or electrical fitting	1 day
Loss of water supply	1 day
Partial loss of water supply	3 days
Loose or detached banister or handrail	3 days
Unsafe timber flooring or stair treads	3 days
Mechanical extractor fan in kitchen or bathroom not working	7 days

# Universal Credit Taper Reduced from 63% to 55% from December 2021

**When you start work, the amount of Universal Credit you get will gradually reduce as you earn more. The Taper Rate is how your maximum Universal Credit award is reduced in relation to what you earn.**

Until now, the Universal Credit earnings taper rate was at 63 per cent. This meant that for every £1 you earn over your work allowance (if you are eligible for one) your Universal Credit will be reduced by 63p. This amount is deducted

automatically from your Universal Credit payment. This will now be reduced to 55p for every £1 over your work allowance, from December 2021. The new taper will mean those in receipt of Universal Credit that are working will be better off.

If you are working and receiving Housing Benefit, or have adult non dependants in your household, you may be better off claiming Universal credit. **Before claiming Universal Credit, please seek**



**advice from our Welfare Rights & Money Advice Team, as there are a lot of things to consider, including the conditionality and work search requirements, third party deductions for overpayments or debt, and possible loss of benefit premiums.**

## Affordable Warmth Dividend:



Glasgow residents 80 years or over, have in recent years received a payment of £100 towards heating cost. This year Glasgow City Council's Affordable Warmth Dividend has been discontinued and is no longer available. However, the Council will be administrating the new Winter Support Fund recently announced by the Scottish Government. The Fund will help those on low incomes, children and people at risk of homelessness against a backdrop of rising living and fuel costs. We do not have the details yet, please watch our Facebook page for updates on what will be available and how to apply



## Tenant Grant Fund

**Councils across Scotland have been given £10 million to provide grants to tenants who have fallen behind on their rent as a result of the pandemic and are at risk of eviction.**

The grants will help tenants who are struggling financially as a direct result of the pandemic, allowing them to reduce or pay off their rent arrears. They will be available to tenants in both the private and social rented sectors.

If you fell into arrears during the lockdown period 23rd March 2020 to August 2021, due to loss of income i.e. furlough, reduced hours, loss of employment, or were adversely affected by higher costs by having the family at home all the time during this period, and have rent arrears, which you are still unable to pay off, please contact our Welfare Rights & Money Advice Team to see if you would be eligible to apply for assistance.

## Rising Fuel Costs

If are struggling with debt owed to your Energy Supplier or you have a prepayment meter and are struggling to pay for your gas and electricity, please contact our Welfare Rights and Money Advice Team, who may be able to assist you. We still have access to Fuel Vouchers, and can issue up to 3 per household per annum, while funds last!

## Winter Fuel Payment

**If you were born on or before 26th September 1955 you could get between £100 and £300 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.**

You usually get a Winter Fuel Payment automatically if you are eligible and you get the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit).

Most payments are made automatically between November and December. You should get your money by 14th January 2022.

If you do not get your payment, call the office that pays your benefits - their details are on any letters they sent you.



## Cold Weather Payments

**You may get Cold Weather Payments if you're getting certain benefits and one of the following apply:**

- you have a health condition or disability and have limited capability for work (with or without work-related activity)
- you have a child under 5 living with you
- You'll also be eligible if you have a disabled child amount in your claim, whether you're employed or not.

You'll get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees Celsius or below for 7 consecutive days.

You'll get £25 for each 7-day period of very cold weather between 1st November and 31st March.

The Cold Weather Payment scheme runs from 1st November 2021 to 31st March 2022.

## Home Heating Support Fund

**Are you in debt to your Utility Supplier and struggling to make payments? Do you have to ration your energy supply, and struggle to heat your home? Please contact our Welfare Rights & Money Advice Team, who may be able to access funding to pay all or part of your arrears or assist with current costs.**

Craigdale are trusted partners of Homeheatingadvice.scot who are working in partnership with the Scottish Government to deliver the second iteration of the Home Heating

Support Fund for Scottish households struggling with energy costs.

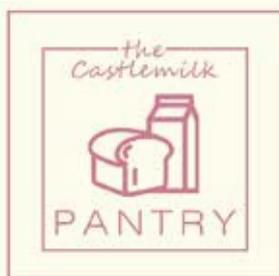
The fund seeks to provide financial relief to energy consumers who are experiencing significant financial hardship and strives to provide this support to households regardless of the fuel or payment method used.

The second iteration of the fund opens soon, so don't delay, contact us on 0141 634 6473, or email [advice@southside-ha.co.uk](mailto:advice@southside-ha.co.uk)



# THE CASTLEMILK PANTRY

**The Castlemilk Pantry is one of several new Pantries, recently established across Glasgow and Inverclyde, which are aimed at helping local residents access healthy and affordable food.**



The Castlemilk Pantry operates by giving members who sign up for £1 a year access to around £15 worth of goods for a flat rate of just £2.50 per shop.

As well as offering access to healthy and affordable food, the project also addresses the issue of food waste.

The Castlemilk Pantry is stocked with a wide variety of fresh, frozen, dried and tinned products and will facilitate special offers each week. Our main supplier

of surplus food comes from another social enterprise – the UK's longest running food redistribution charity Fare Share!

Membership is currently open to everyone living in the G45 postcode area; however, we do have plans to open membership to other local communities once we are established.

The Pantry is currently open two days per week from 10am – 3pm on Tuesdays and Thursdays, although we are looking to increase our hours of operations to 18 hours per week.

The Pantry is located within the Castlemilk Community Centre, 121 Castlemilk Drive, Glasgow G45 9UG.

If you would like to become a member, please email [community@ardenglen.org.uk](mailto:community@ardenglen.org.uk) for an application form and terms of membership.





# 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.

**Sign up your  
child today!**

Simply contact the  
office for a form.

## 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.

## WIDER ACTION



**Jobs & Business Glasgow**

Improving Skills, Promoting Enterprise

Craigdale Housing Association is working in conjunction with Jobs & Business Glasgow to deliver one to one support to Glasgow residents to move into work, to take part in training and to start up in business.

*"Do you need support to find a job?"*

Jane from jobs & Business Glasgow will be in our office Thursday afternoon if you have any questions on how we can help you!"

*We can help with job search, CV building and much more*

*Can we help you on your journey?"*



Address : 85/85 Dougrie Road, G45 9AE  
Phone : 0141 634 6473  
Mailbox : info@craigdaleha.co.uk

# GET THE SUPPORT YOU NEED

## Macmillan @ Glasgow Libraries

If you or someone you care about has been diagnosed with cancer, we're here to help. Contact us today for support and info in the Mitchell, Partick, Dennistoun, Royston, Pollok & Castlemilk libraries.

0141 287 2903  
[glasgowlife.org.uk/macmillan](http://glasgowlife.org.uk/macmillan)



**MACMILLAN**  
CANCER SUPPORT

Macmillan Cancer Support, registered charity in England and Wales (261017), Scotland (SC039607) and the Isle of Man (604). Also operating in Northern Ireland.

## COMMUNITY EVENTS

# HALLOWEEN PARTY

The annual Halloween Party took place on Thursday 21st October 2021 in the Birgidale Complex. A spooktacular time was had by all the children who attended.

### Fancy Dress Winners

- Lily (Murphy)
- Shay O'Connor
- Jayden Harkins

### Pass the Parcel & Best Dancer

- Rocco Sandford
- Casey Hanlon
- Ryan Cavanagh



# TENANT'S CHRISTMAS PARTY

Our Tenants Christmas Party took place on Friday 3rd December 2021, and everyone had a great time! We really appreciate the support shown for this popular community event and we would like to thank everyone who came along and joined in the fun - we hope you enjoy the photos!



# OFFICE CLOSURES

**The Association's office will be closed during the Christmas holidays as follows:**

Friday 24<sup>th</sup> December 2021 at 12 noon and will re-open Thursday 6<sup>th</sup> January 2022 at 9.00am

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
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**  
Facebook: **Craigdale  
Housing Association**

### 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.

### 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

