



*May your Christmas be wrapped in Joy and filled with Love
Best Wishes for Peace, Health and Happiness throughout the coming year.*

Here is a toast to a
Merry Christmas
And prosperous New Year!



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COVID 19 Update

At the point of writing and with the recent introduction of a new Tier System by the Scottish Government, our services will be continually reassessed as Glasgow moves in and out of different tiers. Currently, in Tier 3 our office remains closed although we are able to make appointments for Welfare Benefit meetings by arrangement with our staff.

We are able to continue to carry out a full repairs

service, whilst Glasgow is placed in Tier 3 however this would move to an emergency only service should Tier 4 restrictions be announced for Glasgow.

All of our Contractors will carry out the necessary measures to keep you safe and we would ask all tenants to notify us of any concerns they may have or any issues we should know about when entering your home. Our overall aim is to keep people safe and this includes tenants, our staff and our contractors.

RENT INCREASE CONSULTATION

Our Board agreed on 30 November 2020 to consult with tenants on a proposed increase of rent to be applied from 31 March 2021.

Our agreed business plan assumes a rate of inflation + 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 1.5% increase or a 2% increase.

Rent pays for all of our services as well as new services such as our Welfare Benefit and new Money Advice service which was introduced in 2020. We also need to factor in additional costs, which we will need to meet in 2021/22 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 we will be making phone calls in January to tenants seeking your 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 first virtual Annual General Meeting (AGM) on Thursday 24th September 2020. Our AGM was attended by 17 members; this represents 11% of the membership. Many thanks to our members for attending.

The AGM was informed of the Association's financial performance for the year 2019/20 by the Association's auditor, Azets (previously known as Scott Moncrieff).

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

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

- Des Phee
- Andrew Stevenson
- Hilary Tennant

All three Board Members wished to stand for re-election.

As there were fewer nominations than places on the Board, all those seeking re-election were elected. Following the Annual General Meeting, the Board met to elect new office bearers for 2020/21.

John Kilpatrick	Chairperson
Morag Cameron	Vice Chair
Des Phee	Secretary
Helen Bayne	Treasurer
Christine McCormack	Board Member
Claire Taylor	Board Member
Andrew Stevenson	Board Member
Hilary Tennant	Board Member
Christine Leitch	Board Member
Peter Menellis	Board Member

The business of the evening concluded with a cash raffle.

BECOME A MEMBER OF CRAIGDALE FOR ONLY A £1



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

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

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

HOW TO BECOME A BOARD MEMBER

Our Board is made up of up to 15 Members and includes a Chairperson, Vice Chairperson, Secretary and Treasurer. These positions are filled annually after every AGM. We currently have 10 Board Members.

The Board are responsible for the strategic direction of the Association. They monitor performance, set standards and ensure compliance against the Scottish Housing Regulator's Regulatory Framework. To become a Board Member, you must be a Member of the Association. This membership entitles you to stand for election to our Board. All Board Members are elected onto our Board at the Association's Annual General Meeting normally held in September each year. If you are interested in joining our Board please contact Frances Cunningham via email, frances@craigdaleha.co.uk or telephone the office on 0141-634-6473.

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 and accountable in all our actions and decision making.
TRUST:	We will be honest; objective; consistent; open and lead by example in everything that we do.
LISTENING:	We will actively listen to what people tell us and we will remain neutral.

Mission Statement

"we are a housing association passionate about providing excellent affordable homes and services for our community"

Vision

"changing lives for the better"

ANNUAL ASSURANCE STATEMENT



From 2019, on an 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.

There are four potential statements and the following outlines what each means:

Status	What this means
Compliant:	The RSL meets the Standards of Governance and Financial Management and regulatory requirements.
Working towards compliance:	The RSL does not meet the Standards of Governance and Financial Management and regulatory requirements, and it is working to achieve compliance.
Statutory action:	The RSL does not meet the Standards of Governance and Financial Management and regulatory requirements, and the Scottish Housing Regulator is using their statutory powers to address the non-compliance.
(Under Review) means:	The Regulator has identified or received information that means they are reviewing the regulatory status of the RSL and they will update the regulatory status as soon as the review is complete.

Craigdale Housing Association is pleased to announce that in carrying out our own self-assessment and an Internal Audit 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 specifically more consultation with tenants outside of the Board framework and more formal planning toward human rights compliance by 2021.

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.

By the end of March-2021 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.

CRAIGDALE HOUSING ASSOCIATION'S ANNUAL

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 30th November 2020.

In considering our compliance with our legal and regulatory requirements in 2020, 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 and are maintaining the necessary records to ensure a smooth resumption of normal services in due course.

Our Assurance Statement was approved by the Board at its meeting on 27th November 2020.

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

ASSURANCE STATEMENT FROM THE BOARD

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

During 2020 we made 2 Notifiable Events to the SHR relating to:

- Temporary physical closure of our office – Due to Government advice

- Failure to carry out Gas Safety Inspections due to shielding

We do not consider either of these issues to constitute non-compliance with Regulatory Standards as both issues have been directly impacted by COVID 19. In addition, we have now completed up to date Gas Safety Inspections for all relevant properties and our office remains closed to the public as per Government advice.

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 in order to ensure that the information received is robust and accurate.

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 2021.

We are in the process of implementing a small number of areas for improvement, which we have identified from our self-assessment process.

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 27th November 2020 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

John Kilpatrick
Chairperson

STAFF UPDATE

Our Senior Housing Services Officer Angela Hughes has decided to leave Craigdale and will take on a new role within housing in late January 2021.

Angela joined Craigdale initially as our receptionist in 2005 before moving through a number of roles within the Association. Angela is very popular with tenants and has lived and breathed Craigdale, since she has arrived. She leaves with very fond memories and will be very much missed by staff and Board members.

We wish Angela every success in the future and we recognise and appreciate the effort, commitment, passion and enthusiasm she has shown at Craigdale.





COMPLAINTS OR COMPLIMENTS

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 on our web site at 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.

Complaints are recorded on a monthly basis and are reported to the Scottish Housing Regulator (SHR) within our Annual Return on the Charter (ARC). Table 1 provides details on the types of complaint received in the 6-month period from April to September 2020

Table 1 – Complaints received from April to September 2020

Month	Phases	Categories	Complaint
May	Phase1	Estate Management	Close Cleaning
May	Phase 1	Estate Management	Close Cleaning
May	Phase 1	Estate Management	Bin Area
May	Phase 3	Maintenance	Contractor - PPE
May	Phase 3	Estate Management	Parking
June	Phase 4	Estate Management	Garden Maintenance
August	Phase 2	Maintenance	Pest Control
August	Phase 3	Maintenance	Repair
August	Phase 8	Estate Management	Garden Maintenance
September	Phase 1	Estate Management	Garden Maintenance

A total of 10 complaints were received in the first two quarters of the year and key issues identified by tenants include;

- Garden Maintenance – 30%
- Close Cleaning – 20%
- Repairs – 20%
- Bin Area in Phase 1 – 10%
- Parking – 10%
- Pest Control – 10%

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

- Garden Maintenance and Close Cleaning – Staff met with contractor to discuss issues and to improve services.
- Bin Area – Staff are in the process of designing a new back court in Phase 1&2
- Parking – No Parking signs erected within estate. If there is no improvement, staff will work with school to improve this issue.

SHR COMPLAINTS AND SIGNIFICANT PERFORMANCE FAILURES

If you are unhappy about the services you receive or have concerns about the way your landlord is operating, you have the right to make a complaint.

The Scottish Housing Regulator (SHR) Complaints and Significant Performance Failures leaflet details the difference between a complaint and a significant performance failure, and lets you know what to do and who to contact. A copy can be obtained from the Association's offices or by visiting our website our SHR website <https://www.housingregulator.gov.scot/for-tenants/how-we-regulate-information-for-tenants/how-we-regulate-a-guide-for-tenants-and-service-users#section-7>



OFFICE UPGRADE UPDATE

We have been busy over the past few months and works to our office are nearing completion. As tenants may remember upgrade works were suspended back in March 2020, and we have been unable to re-commence works until September, due to health and safety requirements caused by the pandemic. Whilst we are not allowed to open to the public at present, due to Scottish Government restrictions we hope to be able to announce a potential re-opening in due course, when safe to do so.

We want to take the opportunity to thank our tenants for their patience during the completion of these works particularly those tenants who live closest to our office, given the restrictions in parking that have been caused since February this year.

We hope the wait will have been worth it and we can welcome you to our upgraded office in the near future.



Major Repairs and Investment Update

As you will be aware due to COVID-19 all our major repairs and investment programmes were delayed until lockdown ended. We managed to get onsite with our programmes in July 2020, however since moving into Tier 4 on 20th November 2020 our programmes have once again ceased. We are hoping to be able to recommence our programmes in January 2021 but will have to await Scottish Government Guidance at that time.

A full update of where we are is provided here:

Smoke & Heat Detector Replacements

Phase 2, 3, 4 & 5 installations have all been completed

Phase 1, 6, 7, 8 & 9 are almost complete.

We have 95.7% smoke and heat detectors installed, due to covid19 this has restricted our contractors to gain entry into some properties. Contractors will be returning to normal service on 14th December where we will restart our installation programme.

Phase 2 (Birgidale Road) - Electrical Testing: Onsite January 2021

Phase 2 electrical inspections are due on site in January 2021. This is a rolling programme of servicing to ensure that your property has an electrical service once every 5 years. Anyone who is included in the programme will receive a letter with proposed date of inspection, if dates are not suitable you can contact the office to make a more suitable arrangement.

All Phases - Gas Safety Inspections: Ongoing

Gas maintenance and servicing has resumed to normal.

Phase 6 & 7 (Glenacre Drive, Grove, Gardens, Dougrie Drive, Street) External Painting Contract

Mitie started the external paint contract in August with final snagging taking just now.



Phase 5 (Downcraig Drive & Terrace) - Window & Door Replacements: Completed

MSI Scotland replaced windows and doors on 10th August and were completed by 21st August with 100% satisfaction.

Phase 9 (Downcraig Road & Terrace) - Replacement of External Communal Doors: Completed

After numerous repairs on the external doors at our Phase 9 properties. We had our contractor Martec and Robertson Acom replace the doors and intercoms to the flats in early October.



Phase 8 (Dougrie Terrace & Dougrie Close) - Boiler Replacement:

City Technical Services had carried out pre-site survey's at our Phase 8 properties with works due to commence in December 2020. However, due to the Scottish Governments Tier 4 restrictions this work has been postponed and will hopefully be on site in January 2021.

Phase 8 (Dougrie Terrace & Dougrie Close) - Kitchen Replacement:

The Association is currently working on documents to procure this contract and we hope we will be onsite prior to March 2021.

All Phases- Roof Anchor Inspections & Gutter Cleaning: Completed

All works have been completed.

Phase 1 & 2 (Downcraig Drive, Downcraig Road & Birgidale Road) - Bin Stores: Progressing

Staff have been working with JMP on the design aspect for the redesign of the backcourts of Downcraig Drive & Birgidale Road. Once we have a couple of designs we hope to consult with tenants in relation to the preferred options early 2021.



Routine Repairs

The Association would like to thank tenants for their patience during the Covid-19 2nd Lockdown in relation to the suspension of all non-emergency (routine repairs) repairs being carried out. Staff will be in contact to organise access over the coming weeks for all repairs that had been phoned into the office. However, if you have any repairs please contact the office and we will add you to the list then organise access with you.

IMPORTANT - DISPOSAL OF BULK ITEMS



Glasgow City Council have announced changes to the way in which residents can dispose of bulk from their property. This change requires all residents to telephone 0141 287 9700 to request an appointment to have bulky items uplifted.

The appointment will be allocated within the following 28 days and you will have to itemise anything that is to be uplifted. Bulk items will not be removed from the kerb side or from backcourts by Glasgow City Council.

Household Waste Recycling Centres at Polmadie, Dawsholm, Shieldhall and Queenslie are now providing a full waste disposal service and are open 7 days a week, 8-4pm (last entry 3.45pm).

Residents should no longer place any bulk items in back courts or on any part of the communal space in and around our community. You should contact Glasgow City Council to arrange any uplift, items should be kept in your home until the appointment date you have been given.

Alternatively, you should try and recycle your items or take these to any of the household waste and recycling.

OPERATIONAL SERVICES: MAINTENANCE



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 Insurance Scheme 0345-671-8172 can 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



Bield

Response 24

provides a free personal Alarm unit. This is a



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

IT'S THE SEASON TO BE JOLLY

Christmas lights and Christmas tree decorations should be switched off 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.

Do you need advice about Benefits?

Craigdale Housing Association is working in partnership with Southside Housing Association Advice services to provide tenants with a Welfare Rights and Money Advice service.

We can now provide office appointments safely at Craigdale Housing Association on Tuesdays, please contact 0141 634 6473 to book. We ask that all attending wear face masks and follow the safety measures in the office.

We can also provide help over the phone and by email

Contact Us:

Telephone: 0141-634-6473

Email: info@craigdaleha.co.uk

Further information can be found on our website:

www.craigdaleha.co.uk

Welfare Rights can help you to:

- Choose the right benefit or grant
- Check you get the maximum correct award
- Fill in benefit claim forms
- Deal with letters about benefits
- Appeal against benefit decisions, and represent you at hearings

We give assistance with all benefits including Universal Credit; Employment and Support Allowance; PIP; DLA; Attendance Allowance; Tax Credits; Housing Benefit; Council Tax Reduction and discounts; Best Start Grants; Funeral Payments; Carer's Allowance and many more.

Are you worried about debt?

Our Money Advice Service offers free confidential, impartial, and independent debt advice.

We can review your Finances, prioritise your debts and complete a Financial statement which includes details of your income and expenditure. We will then give you advice on what options are suitable for you and provide you with necessary information to help you make a decision. We will contact your creditors and negotiate with them on your behalf.

We can also assist with accessing cheaper fuel tariffs, and can liaise with your utility provider to resolve disputes about your bills

We will continue to provide support until all benefits are in payment.





HAVE YOU EVER THOUGHT "THERE MUST BE A BETTER WAY"?

We all see things that don't work but most people don't do anything about it.

What if... you had an idea to improve the services we offer that would be a game changer for you and others tenants?

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

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

So we want to hear your ideas! It doesn't matter how rough or crazy they are – if it has the potential to improve the services we deliver for you as tenants, then you need to tell us!

If you are interested in taking part please contact us.

You could really make a difference and we will support you to develop your idea and make it a reality. We can also provide help over the phone and by email.... just contact us and we can explain more.

Contact Us:

Telephone: 0141-634-6473

Email: info@craigdaleha.co.uk

We look forward to hearing your ideas!

Because we believe the people closest to the problem often have the best ideas on how to make it better.

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

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



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.

OFFICE CLOSURES

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

Thursday 24th December 2020 at 12.30pm and will Re-open at 9.00am on Wednesday 6th January 2020.

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

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

CRAIGDALE CARES

The Association feels humble to be part of the Castlemilk Wider Community. This year Staff have taken part in the Castlemilk Youth Complex Secret Santa.

The Castlemilk Youth Complex asked a favour from local organisations, if instead of colleagues buying one another a secret Santa gift, they use the money to help those in need.

The project aims to highlight and tackle hygiene poverty within Castlemilk and asked if we could donate or collect: toothpastes, toothbrushes, shampoos and

conditioners, body washes, deodorants, sanitary products etc. So they could supply these products to young people throughout Castlemilk.



GETTING IN TOUCH

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

OUT OF OFFICE HOURS EMERGENCIES

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

EMERGENCY ACCOMMODATION

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

ASSOCIATION'S PUBLIC DOCUMENTS

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

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

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

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

