



Craigdale NEWS

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

ISSUE 1
2023

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

CHRISTMAS AND NEW YEAR HOLIDAYS

Craigdale Housing Association Office will be closed completely over the holiday period. The office will be closed on **Friday 22nd December 2023**, however you will be able to speak to staff by telephone or email until **12.30pm on Friday 22nd December 2023** and we start back at **9.00am on Thursday 4th Jan 2024**.

If you have an emergency repair during this period, please phone the numbers on the back cover.

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CHANGE TO OPENING TIMES

Since the office reopened after the Covid 19 lockdown, we have seen a dramatic fall in the number of people visiting the office in person.

After discussion with the Board, it has been decided to close the office on a Wednesday and a Friday from week commencing 2nd October 2023. The phones will still be in operation on the Wednesday morning and all-day Friday.

These new opening times will allow staff more time to get out and about in the area.

In the New Year we will also be launching more new digital ways to contact us, and all tenants will be contacted about this in the near future.

If you have any questions regarding this change, please contact Linda Chelton, Chief Executive Officer.

NEW OFFICE PHONE SYSTEM

If you have called our office recently you may have noticed that the phone message, we use has changed and advises that calls to the office may be recorded.

Calls and information recorded by the Association is confidential and will only be referred to and used in exceptional circumstances.

Recording of calls is primarily intended for training purposes to help the Association improve our services and the quality of information we give. Recorded calls may also be used to resolve complaints or disputes about what has been said or agreed during telephone conversations with staff. On very rare occasions recordings may be referred to where the Association is considering taking action against callers that have been abusive or threatening towards staff. We are fortunate that these types of calls are very rare but it is important that we make it clear that the Association will not tolerate unacceptable behaviour towards staff.

Staff have the right to terminate conversations where they are being subjected to such behaviour and, in extreme cases, the Association will consider taking further action including only dealing with individuals via a third party in writing, restricting access to services, treating such behaviour as a breach of the tenancy agreement or reporting very serious incidents to the Police.

When dealing with you, all of the Association's staff aim to be as helpful as possible and are expected to deal with you with curtesy and respect. In return, we only ask that you treat staff in the same way and allow them to do their job without being shouted or sworn at, threatened or intimidated. Observing these basic standards, we will ensure staff can quickly and effectively help you and provide you with the best service possible.

ANNUAL GENERAL MEETING

The Association held its Annual General Meeting (AGM) on Thursday 14th September 2023. Our AGM of Craigdale Housing Association was attended by 20 members; this represents 25% of the membership. Many thanks to our members for attending.

The AGM was informed of the Association’s financial performance for the year 2022/23 by the Association’s auditor, Azets.

Des Phee, Chairperson outlined in detail the Association’s activities during the year.

In accordance with our Rules, at least one third of our Board 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:

Christine McCormack, Morag Cameron & Claire Taylor.

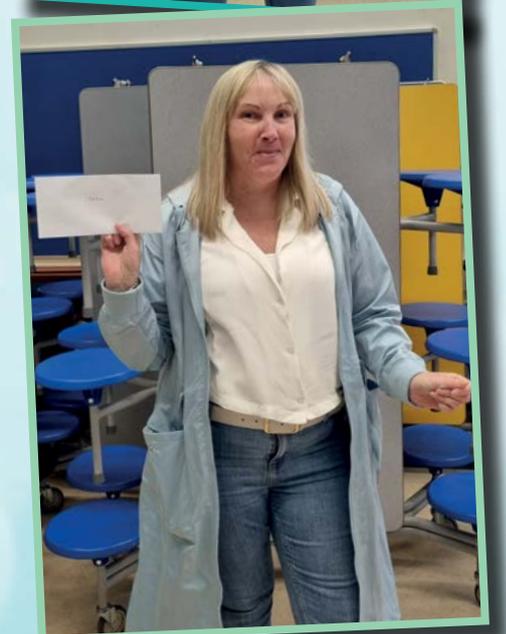
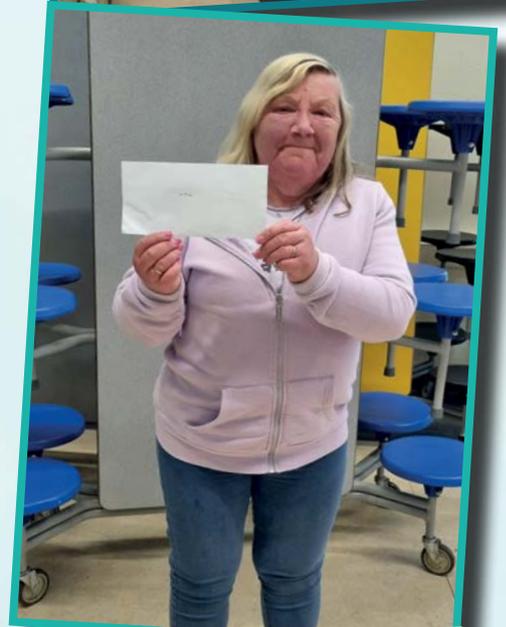
We also received nominations from the following shareholder.

Lucy Madigan

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 2023/24.

Des Phee	Chairperson
Louise Bacon	Vice Chair
Stephen Baxter	Secretary
Claire Taylor	Treasurer
Christine McCormack	Board Member
Morag Cameron	Board Member
Hilary Tennant	Board Member
Kevin Boyle	Board Member
Stephen Kelly	Board Member
Lucy Madigan	Board Member

The business of the evening concluded with a cash raffle.



DO YOU WANT TO MAKE A DIFFERENCE IN YOUR COMMUNITY?

Then why not become a Board Member of Craigdale Housing Association!

Our vision is Changing lives for the better.

Some of the benefits you can expect from serving on the Board include:

- Open your career paths with new skills and knowledge.
- Get personal satisfaction from giving something back to the community.
- Make a real difference to improve the quality of life for the local community and beyond.

- Build a sense of achievement and improve your confidence and self-esteem.

- Have your views heard in a mutually supportive environment.

- Play a crucial role in taking forward the work of Craigdale Housing Association.

All you need to give back is just a few hours of your time each month to attend evening meetings.

We would particularly like to hear from local professional people who have skills, experience or knowledge in any of the following areas:



- Human Rights
- Asset Management
- Procurement
- Health & Safety
- Housing Management

Applying is easy, just complete our short application form on-line at www.craigdaleha.co.uk/our-membership/ or call Frances on 0141-634-6473.

SHAREHOLDER APPLICATION

Would you like to become a Shareholding member of the Association?

If so, please complete and return this application form, with your £1 subscription. Your application will then be considered at the next Board meeting and if accepted you will be issued with a share certificate.

Your £1 is treated as share capital and the certificate is recognition of your rights as a Shareholder to take part in all of our Annual General Meetings.

The issue of the share certificate makes you a lifelong member but does not commit you in any way to personal liability.

I would like to apply for membership of Craigdale Housing Association and enclose £1.00 for one share.

Name:

Address:

Tel:

Email:

I would like to contribute towards the management of Craigdale Housing Association and would like more information on becoming a CHA Board Member.



CHRISTMAS WORD SEARCH COMPETITION

**WIN
A £30
VOUCHER
OF YOUR
CHOICE.**

T	H	O	L	I	D	A	Y	P	O	X	I	Y	S
P	R	E	S	E	N	T	S	A	S	Q	J	K	N
C	A	N	D	Y	C	A	N	E	K	D	O	D	O
H	X	X	Y	H	S	Q	S	G	I	D	L	F	W
U	G	H	Q	W	I	N	T	E	R	Y	L	S	M
W	A	R	E	I	N	D	E	E	R	S	Y	C	A
V	R	K	I	T	C	R	T	B	T	A	Z	H	N
I	L	R	Z	V	T	C	I	S	T	N	O	E	C
G	A	L	S	W	R	E	A	T	H	T	E	E	G
O	N	F	B	Y	J	J	I	J	I	A	T	R	K
B	D	B	G	R	J	V	D	F	L	W	N	Y	L
T	O	M	I	S	T	L	E	T	O	E	U	E	D
V	D	W	T	K	E	L	V	E	S	X	K	S	M
R	Q	R	C	H	R	I	S	T	M	A	S	B	C

- CANDY CANE
- SANTA
- MISTLETOE
- BOW
- WREATH
- CHEER
- CHRISTMAS
- SNOWMAN
- ELVES
- REINDEER
- GARLAND
- PRESENTS
- TREE
- HOLIDAY
- WINTER
- JOLLY



CLOSING DATE OF MONDAY 8TH JANUARY

Your Name:

Address:

Age:

Contact Number:

All winning entries will be placed in a draw and the winner chosen at random.

ANNUAL ASSURANCE

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.

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.

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 compliance with Regulatory Standards for each Social landlord in Scotland, and we will publish details of this on our website when available.

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

Annual Assurance Statement 2023

Introduction

The Board of Management confirms that we have reviewed and assessed a comprehensive bank of evidence to support this statement. Craigdale Housing Association's Board are therefore confident that the Association is compliant with: -

- All relevant regulatory requirements as set out in Section 3 of the Regulatory Framework.
- The Regulatory Standards of Governance and Financial Management.
- The relevant standards and outcomes of the Scottish Social Housing Charter.
- Our statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights.

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
Tenant and Resident Safety	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.
- Further assurance has been sought from our Internal Audit who carried out a review of our Annual Assurance Statement practices. We have been provided with Strong Assurance that the Association has adequate systems and processes in place for the completion of the Annual Assurance Statement.

STATEMENT



Supporting evidence and additional information

We used the updated toolkit issued by the Scottish Federation of Housing Associations in July 2023 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. Our other self-assurance activities include 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 implemented an Equalities Strategy in 2022. This strategy demonstrates our approach to meeting Outcome 1: Equalities in the Scottish Housing Charter: This strategy also has an assessment of our current approach to equality and diversity across different parts of our operation:

- Knowing our customers
- Leadership, partnership and organisational commitment
- Involving our customers
- Responsive services, access and customer care
- A skilled and committed workforce

It uses this assessment to identify key objectives and sets out a two-year action plan for the first steps in achieving these objectives.

Human Rights

In January 2022 the Chartered Institute of Housing published their guidance on housing as a human right. This document sets out the seven dimensions of adequate housing and forms the basis of housing as a human right. Craigdale Housing Association have policies, strategies and processes in place to ensure we meet the requirement for housing as a basic human right but will continuously monitor these to ensure they are compliant and help to meet the ethos of housing as a human right in line with

guidance. To ensure this housing as a human right forms part of our Equalities Strategy.

We are also working with our local partners on a Castlemilk wide strategy on housing as a human right, we are expecting this work to cover the period of 2023/2024.

Tenant and Resident Safety

We are satisfied that we meet all of our duties in relation to tenant and resident safety. In particular, we have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas, electrical, fire and water safety and our obligations relating to asbestos, damp and mould. We have developed a compliance register and strategy regarding safety and have sought specialist advice to monitor our compliance in these areas and to support our assurance.

Further assurance has been sought from a recent Internal Audit carried out on tenant and resident safety which provided a strong level of assurance regarding the risks surrounding the gas safety arrangements, fire safety arrangements, electrical safety arrangements, mould management arrangements, legionella safety and asbestos management arrangements in place at the Association are appropriately managed and controlled.

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 2024.

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 30th October 2023 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

Des Phee

Chairperson

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.

We submitted our Annual Return on the Charter (ARC) figures in May to Scottish Housing Regulator (SHR). The Regulator will publish on their website a report about each Registered Social Landlord with key data from the ARC return. We published and posted our ARC Report Card out week commencing 9th October 2023, if you require a copy in larger print, please contact the office or check our website <https://www.craigdaleha.co.uk/annual-reports/>

STAFF & BOARD NEWS

There have been a few changes to Staff recently and the Association would like to introduce the newest additions to the Team.

Linda Burns joined the Association as Receptionist.

Angela Hughes has returned as Senior Housing Officer to cover Maternity Leave.

Lisa Campbell gave birth to a beautiful baby boy Reegan.



Allana Hammell joined the Association as Housing Assistant.

Alan Hazlett has joined as Maintenance Officer (Temp).

A couple of staff have celebrated big birthdays this year, Daniel turned 30, Angela had a lovely birthday and Frances turns 50 shortly.



BON VOYAGE ... AND THANK YOU!

We have also had a couple of Board Members retire from the Board Helen Bayne, John Kilpatrick and Gemma Woodrow, we would like to thank them all for their time, commitment and valuable contribution they have given to the Board.



RENT INCREASE CONSULTATION 2024/25

Our Board agreed on 27th November 2023 to consult with tenants on a proposed increase of rent to be applied from 31st March 2024.

Our agreed business plan relies on a rent increase of CPI + 2% for the next 3 years to replace the lost income from previous below inflation rises. We also need to ensure that the business is thriving and that we have the required level of income to continue to invest in the properties and offer additional services such as benefits and money advice and the removal of bulk items from the tenemental stock.

Look out for a questionnaire asking for your views on our proposals and also note that in

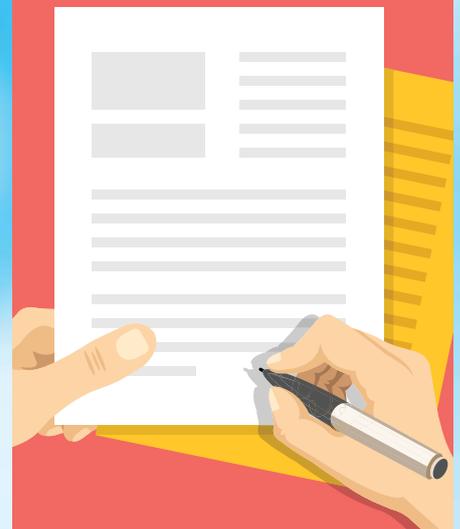
order to make a final decision in January 2024 Research Resource will be in contact in January by telephone to seek tenant's views.

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 will organise an appointment with our Welfare Benefit & Money Advice Officer.



RENT ACCOUNT STATEMENTS

If you require a copy of your rent account, please contact the office and we will provide you with a copy of your rent statement for the financial year.



CHRISTMAS IS COMING... BUT YOU STILL NEED TO PAY YOUR RENT!

We all know that Christmas can be an expensive time of year. It will be more so at present due to the fuel crisis and increasing cost of living.

A New Year is all about starting a fresh and making resolutions. The Housing Team do not wish to first foot tenants in 2024 regarding rent arrears or to instigate legal action.

If you are going away over the festive period, please remember to take your payment card with

you. Whether you are going to Skye or Skegness, you can still make your rent payments by logging onto www.craigdaleha.co.uk/pay-you-rent/ or with your rent payment card where you can pay at any Post Office, or outlet displaying the following logos:



If you do have any problems paying your rent please contact

your Housing Officers, immediately to advise and to make a repayment arrangement with them. Our Welfare Rights Officer, Suzanne Lavelle is also here to assist with benefits and budgeting among other things.

Please remember we are here to help you first and foremost. We want our tenants to enjoy the festive period, but most of all, we want tenants to feel settled in their homes not worrying about debt.

ARE YOU INSURED?

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



CRAIGDALE HOUSING ASSOCIATION DOES NOT TOLERATE ANTI-SOCIAL BEHAVIOUR

What We Do

We have a robust policy in place to tackle anti-social behaviour (ASB) and we will action all complaints we receive. ASB is behaviour which causes alarm, nuisance, harm or distress.

Report It

Please report any anti-social behaviour to our Housing Team quickly and without fail:

- **0141 634 6473**
- by email info@craigdaleha.co.uk



Please also report all serious anti-social behaviour to Police Scotland on 101 (or 999 if applicable) when the incident occurs. CHA will continue to work closely with Police when investigating allegations of anti-social behaviour.

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.



GAS SERVICING – THANK YOU

Thank you to everyone that has allowed access for the gas engineers to attend and carry out your annual gas service.



We appreciate it but those visits have allowed us to report that we are 100% compliant so far this year. Please ensure that you continue to allow access when asked by City Technical Services or the office. If anyone has had a letter regarding their gas service, then please call us at the office to arrange suitable access.



NO SMOKING

Please note if you are expecting a member of our staff out to your property for a visit, please refrain from smoking in your property an hour before they arrive and while they are there. Our staff have a right to work in a smoke free environment and can refuse to enter your property on this ground. Thank you for your patience and understanding in relation to this issue.

LEGIONELLA AWARENESS

Craigdale Housing Association (CHA) takes any risk posed to our tenants in respect of legionella very seriously and we have completed some improvement works to further reduce this risk. You can also undertake some simple measures to ensure the risk is minimised, such as:

- Advise CHA as soon as you have any issues with the operation of your boiler
 - Advise CHA as soon as you notice that your cold-water supply is running warm after a few minutes
 - Advise CHA if you notice changes in your water supply, particularly debris and discolouration
 - Where showers are fitted, it is your responsibility to ensure that if it is not in regular use, that the shower is run for 2 minutes each week
 - Regardless of frequency of use, you need to clean and disinfect the shower head regularly, at least every six months
 - Where other water appliances and/or outlets (e.g., taps and WCs) are not used on a regular basis, you should periodically run or flush them to ensure water is circulating within the system. Ensure you carry this out after returning from holiday or if your house has been unoccupied for any reason for more than a week.
- Should you require further information on legionella risk please contact the office on **0141-634-6473**.

FIRE HAZARD – KEEP IT CLEAR!

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

Tenants' health and safety is a priority and, in this case, we have to look at the worst case scenario. The landings and stairwells within your close are your only means of escape in the event of a fire. Anything left in these areas can hinder your escape, even the smallest of items - from bikes and prams to little things like shoes, toys and plants. We ask that all tenants remove all personal items from these communal areas. Our Housing Team will be monitoring this and failure to remove all items may result in a breach of your tenancy conditions. Items left in closes will be removed and disposed of.

SMOKE ALARMS

We check smoke alarms annually when we do the gas safety check, but we recommend that you test your smoke alarm and CO alarm regularly. If you are unsure about how to do this, please contact our Office on 0141-634-6473.



SMELL GAS?

Never take a chance with gas safety. If you smell gas, call the National Gas Emergency Service immediately on 0800 111 999.



HOW TO AVOID CONDENSATION AND MOULD

At this time of year especially, condensation can start as moisture in the air, caused by cooking, washing or drying clothes indoors. When the moist air hits cooler surfaces it turns into water, which can sometimes lead to mould. Condensation is most likely in places where there is little flow of air, particularly in corners, on or near windows, and behind wardrobes or cupboards.

What can be done to prevent it?

- Wipe down the windows and sills every morning
- Wring out the cloth rather than drying it on a radiator
- Keep rooms on a low heat setting
- Cover pans when cooking
- Always vent tumble dryers outside the home
- Close the door when having a bath or shower and turn the extractor fan on (if you have one)

- If you dry clothes indoors, open a window
- Don't dry clothes on radiators
- Leave space between the back of furniture and the wall to allow air to circulate
- Keep the vents in your windows open
- If mould occurs use an anti-fungal wash and follow the manufacturer's instructions





Housing Minister Opens new £5.5m Housing Development by Craigdale Housing Association

The Minister for Housing, Paul McLennan MSP on 14th June officially opened Craigdale Housing Association's 36 newly built development in Castlemilk, Glasgow. Developed on the site of a former Parish Church at Glenacre Terrace, the affordable homes have been developed on behalf of Craigdale Housing Association by AS Homes (Scotland) Ltd.

Commenting on the project Mr McLennan said "I congratulate Craigdale Housing Association on the opening of these 36 new affordable flats. Supported by £3.4m Scottish Government funding these one and two bedroom properties, including wheelchair accessible flats, are providing the new residents with warm, energy efficient homes which meet their needs. These homes will contribute to our ambitious target of delivering 110,000 affordable homes by 2032, of which at least 70% will be



available for social rent."

The attractive new development comprises a mix of energy-efficient one and two bedroom properties, including wheelchair accessible flats, were built at a cost of £ 5.6m, comprising of £3.4m of subsidy from Glasgow City Council's Affordable Housing Supply

Programme and £2.2m in private borrowing from the Royal Bank of Scotland.

To encourage the use of scenic cycle routes surrounding the development and sustainable transport methods, Craigdale has provided bike storage facilities that maximises use of the site's



outdoor space to allow cyclists easy access. All residents also have use of on-site parking and recycling facilities.

The development has been landscaped to create a vibrant, interactive community space for residents with a safe play area for children and outdoor seating. The properties enjoy stunning views north over the city and beyond.

Des Phee, Chair of the Board of Craigdale Housing Association, said: “At Craigdale we are thrilled to have our first new build homes at affordable rents available after more than a decade of not developing new homes. The properties are stunning and being able to house 36 families in modern, energy efficient homes is amazing, especially during the current cost of living crisis. We have spoken to the new tenants at length, and they are all over the moon with their new homes. Craigdale Housing Association pride ourselves on supporting our tenants and the community of Castlemilk and being able to provide homes that are built in an attractive environment benefits the whole area.”

Councillor Kenny McLean, Convener for Housing at Glasgow City Council, said: “It is great to see the completion of these 36



new affordable homes in Castlemilk, and the council is pleased to have supported such a development. These high-quality homes will be fantastic for individuals and families to live in and will really suit a wide range of people with their energy-efficiency leading to reduced bills, and the play facilities and access to cycle tracks making this an ideal place for children to grow up.”

Kieran Sexton, Commercial Director at AS Homes Scotland, said: “Successfully bringing much-needed affordable homes to the Castlemilk area has been a fantastic achievement for our team. Times are tough and we’re all affected by the current cost of living crisis in different ways, so we do our utmost to deliver homes that are not only attractive, but also sustainable and cost-efficient



for residents. AS Homes (Scotland) is committed to providing community benefits and has donated a defibrillator to Craigdale Housing Association to give back to the local area.”

Are you worrie

Do not suffer in silence! If you are in debt to your Energy Provider or have Consumer Debt with loan or credit card companies, and you are struggling, we can help!

Our Money Advice Service offers free confidential, impartial, and

independent debt advice. We can assist you to get your debt under control, and in some cases, written off.

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 decide what is best for you and assist you through the process. We will contact your creditors and negotiate with them on your behalf.

Warm Home Discount

You could get £150 off your electricity bill for winter 2023 to 2024 under the Warm Home Discount Scheme.

There are 2 ways to qualify for the Warm Home Discount Scheme:

- you get the Guarantee Credit element of Pension Credit - known as the 'core group'
- you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'

If you receive Guarantee Credit element of Pension Credit you should automatically be awarded the Warm Home Discount, the DWP will write to you confirming this. If you are in the broader group, keep checking your supplier's website for when the scheme opens, as you will have to apply.

If you qualified last year under the 'broader group' but do not qualify this year as the criteria has changed, please contact us, as we may be able to assist.

Winter Heating Payment Scotland

The payment for winter 2023 to 2024 is £55.05.

Winter Heating Payment is for people in Scotland who:

- get a particular benefit – this is the 'qualifying benefit'
- get the qualifying benefit on at least one day in the first full week of November – this is the 'qualifying week'
- meet one other specific requirement of their qualifying benefit-see <https://www.mygov.scot/winter-heating-payment> for full details

This year's qualifying week is 6 November to 12 November 2023.

Qualifying benefits for Winter Heating Payment

To get Winter Heating Payment you must get one of the following benefits during the qualifying week:

- Universal Credit
- Pension Credit
- Income Support
- Income based Jobseeker's Allowance
- Income Related Employment Support Allowance

d about Debt?

Winter Fuel Payment

If you were born before 25 September 1957 you could get between £250 and £600 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'

The amount you get includes a 'Pensioner Cost of Living Payment'. This is between £150 and £300. You'll get this extra amount in winter 2023 to 2024. This is in addition to any other Cost of Living Payments you get with your benefit or tax credits.

You normally do not need to claim, if you are in receipt of a qualifying benefit, it should be paid automatically. If however you have deferred your State Pension, and have not received the Winter Fuel Payment you will be required to make a claim by 31st March 2024, to claim call: **0800 731 016** further information can be found at <https://www.gov.uk/winter-fuel-payment/how-to-claim>

Most eligible people are paid in November or December.

Scottish Child payment

You may be able to get Scottish Child Payment if all of the following apply:

- you live in Scotland
- you or your partner are getting certain benefits or payments
- you or your partner are the main person looking after a child who's under 16 years old

Benefits or payments you or your partner must get

You can apply whether you're in work or not, if you or your partner are getting one or more of the following benefits:

- Universal Credit
- Child Tax Credit
- Working Tax Credit

- income-based Jobseeker's Allowance (JSA)

Social Security Scotland also accept claims if you alone are named on one of these benefits:

- Pension Credit
- Income Support
- Income-related Employment and Support Allowance (ESA)

If your partner is named on any of the above 3 benefits and you are not, your partner should apply.

Apply online at <https://www.mygov.scot/scottish-child-payment/how-to-apply> or call **0800 182 2222**





WELFARE RIGHTS AND MONEY ADVICE TEAM: COST OF LIVING SUPPORT

Please note, you do not have to be on benefits to qualify for assistance from any of our cost-of-living support projects.

Fuel Support

Pre-Payment Meter Vouchers

Craigdale has access to new funding from the Scottish Government's Social Housing Fuel Support fund for fuel vouchers, to assist tenants with pre-payment meters (smart or standard), struggling to heat their homes. The vouchers are £49 each, and the project will run to 31st March 2024 funding dependant.

Scottish Government Home Heating Fund- Dry meters & Pre-Payment meters

If you are in debt to your energy supplier or rationing your heating due to inability to meet the costs, the Welfare Rights & Money Advice Team can apply to the Scottish Government Home Heating Fund for assistance on your behalf. We will require your energy account number, latest bill, which can be obtained from your online account with your Energy supplier. We will also require details of your income and expenditure. Get in touch with us for more information or an appointment.

Energy Efficiency Advice

The funding from the Social Housing Fuel support fund has also allowed us exclusive access to an adviser from the Wisegroup Home Energy Advice Team (HEAT). They will provide advice on the phone or in person on energy saving measures, assist with any issues with the operation of your heating system, or disputes with your Energy supplier.

Energy Efficiency Goods

We also have some funding for goods that will help improve the energy use within your home. These include:

- Air Fryers
- Carpet vouchers
- High Tog Duvets
- Thermal Curtains
- Draft excluders

Contact Us: Advice is available in person by appointment, over the phone, or by email.

Telephone 0141 634 6473

email: advice@southside-ha.co.uk

HALLOWEEN PARTY

The annual Halloween Party took place on Thursday 25th October 2023 in the Netherholm Community Hall. A spooktacular time was had by all the children who attended.



TENANTS CHRISTMAS PARTY

Our Tenants Christmas Party took place on Friday 1st December 2023, 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!



CHILDRENS CHRISTMAS PARTY

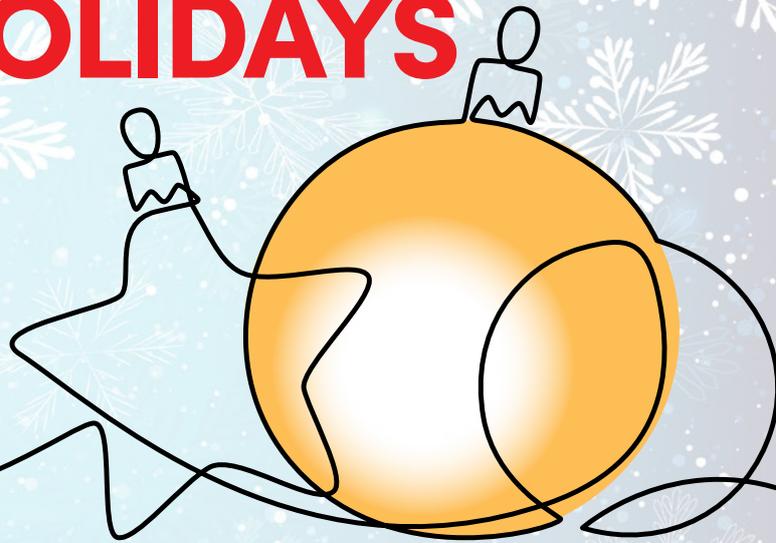
The children's Christmas Party took place on Thursday 7th December 2023. All the children received a gift from Santa as well as a selection box.



CHRISTMAS AND NEW YEAR HOLIDAYS

The Association's office will be closed on the following dates: **Friday 22nd December 2023** : Staff will be working from home however you will be able to reach them by telephone or email between 9.00am & 12.30pm

Thursday 4th January 2024 at 9.00am: The office re-opens



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

