



THE FUTURE'S BRIGHT FOR CRAIGDALE

We have worked together with design and print management company the Print Brokers to create a new logo for the association.

Following an initial consultation, the task was to modernise the existing logo and create a vibrant new identity, which can be used across several platforms.

Scott Fleming, from the Print Brokers, said: "Craigdale's new brand consists of two key elements, firstly the pictorial mark of a home containing the letter C symbolising Craigdale's place within the local community and secondly the lettering element, which features a customised typeface with angled caps on

the lettering to represent house roof pitches. The primary colour of teal remains from the previous logo to provide continuity and is now supported by three additional colours".

Commenting on the logo, John Kilpatrick, Chairperson at Craigdale, added: "We are thrilled with the new logo, which is bright and attractive, representing the overall vibrancy of our area. We will use the logo as a cornerstone of our office upgrade, due to take place in the next few months as well as within all of our communications, including our new website, which we aim to launch, soon."

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Welcome: View from our Chairperson

I am sure you will agree that the past 6 months have been extraordinary. Things that we have all taken for granted have not been available for us and we have all had to come to terms with changes to everyday life.

Our tenants have faced enormous personal challenges, and everyone has been affected one way or another. At Craigdale we decided that our most important issue was to keep our tenants as safe as possible. We decided very quickly to ensure that we made contact with as many tenants as we possibly could through outbound phone calls just to check if people were ok or to try to establish if there was anything we could do to help out. What we found was that our tenants were already looking out for each other and the Craigdale community was helping out in a number of ways including helping those who were shielding

or just asking if anyone needed help.

We also decided to apply for COVID 19 funding, and we were successful in 3 funding bids to the National Lottery, the Scottish Government and to Cash for Kids. We managed to secure over £25,000 worth of grants, which were all directly distributed to our tenants. We know how much this was appreciated and these funds were also supplemented in the many voluntary sector initiatives, which have supported people over the past 6 months. We fully support all agencies and organisations, working in our area and the Castlemilk Together Group has been a lifeline for many of our tenants.

As we move forward, we aim to re-open our office, when safe to do so as we return to a “new normal”. In the meantime, our staff can assist tenants in a number of

ways as we begin to get back to a degree of normality. Part of this will involve re-commencing our office upgrade works, which were suspended back in March 2020. Once we can indicate when works can be completed, we will advise all of our tenants.

On behalf of everyone at Craigdale I want to thank our tenants for the support, patience and resilience shown throughout the past 6 months. We know that some of you have been through some tragic events and wish to add our condolences to anyone who may have lost a loved one or suffered through ill health. The virus remains with us however, we will do everything we can to support our tenants now and in the future.



Meet our new Chief Executive Officer

We are pleased to announce that we have chosen David Mackenzie as our new Chief Executive Officer.

David joined Craigdale in January 2020 as our Interim Director with over 30 years' experience in the housing sector, including several senior roles within Wheatley Group. He has a strong track record of achievements in the housing sector and has worked mainly in Glasgow throughout his career. David holds an MSc in Housing Studies gained at the University of Glasgow and is an associate member of Chartered Institute of Housing.

John Kilpatrick, Chair of Craigdale Housing Association, said: “On behalf of the whole Board it gives me great pleasure to make this announcement. David has a wealth of skills and experience and has

already demonstrated his abilities in his short time at Craigdale, with a strong focus on making a difference to our tenant's lives.”

David 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 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.”



COVID 19 Update on Services

Our services are constantly under review however we are now able to confirm the following services are currently available to our tenants:

Repairs Service

Full Repairs Service has now resumed. If you are in any doubt about a repair being carried out in your home, please let us know.

Allocations

We are now beginning to re-let properties and expect to be able to carry out repairs, using new Health and Safety protocols. This involved doing things differently and our team will guide tenants, who may be selected for available properties.

Welfare Rights Advice

If you require assistance with rent, benefits, money advice this service has resumed on a Tuesday by appointment only.

Investment Works

Works were suspended in March 2020 and we are now beginning to carry out pre-planned investment work, which was agreed with our Board earlier this year.

Open Maintenance and Stair cleaning Services

Now fully restored

Bulk Uplift

Service still suspended by Glasgow City Council

Annual General Meeting – Notice to all shareholders

The Annual General Meeting of Craigdale Housing Association will take place on **Thursday 24th September 2020 at 6.30pm**. This event is open to all Shareholders.

However due to the Covid-19 pandemic, the Scottish Government has decided that large public gatherings are not permitted. The Association's Board has therefore taken the difficult decision that this year's AGM will not take place in a physical venue.

Instead, we will hold our AGM by way of a video conference, with members able to attend via tablet, phone, PC or laptop. We fully appreciate that this arrangement will not be suitable for all members, and if you are unable to attend this year, we hope to restore normal arrangements for next year's meeting.

If you are able to attend the meeting by video conference, please contact us by email to confirm your attendance frances@craigdaleha.co.uk or submit your apologies via telephone 0141-634-6473.

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

If you have missed five annual general meetings in a row, not submitted apologies, not exercised a postal vote or appointed a representative to attend and vote on your behalf by proxy.

For further information, please do not hesitate to contact Frances at the office (0141-634-6473).

If you are not a Member of the Association, why not join now? It only costs £1 contact the office for an application form.



YOUR BOARD NEEDS YOU!!!

Craigdale Housing Association is governed by a volunteer Board of Trustees, if you would be interested in joining our team – please call us on 0141-634-6473. There are currently vacancies to join or be co-opted to the Board. If you are interested in joining the Board of Craigdale Housing Association, we are very keen to hear from you if you are enthusiastic supporters of Social Housing aims and principles and have an understanding of Craigdale HA's activities.

What's in it for you? What can you expect?

- ✓ Making a difference to the people of Craigdale
- ✓ Personal development opportunities and training
- ✓ Use your skills where they are really needed
- ✓ Meet new people
- ✓ Help support the work of Craigdale
- ✓ Contribute to decision making processes involved in the development of Craigdale Housing Association

What's in it for us? What can we expect?

- ✓ Your skills & enthusiasm
- ✓ New ideas for Craigdale
- ✓ Your attendance at approx. 10 meetings per year (6-8:00pm)
- ✓ Increase in support for the Management Team & Staff

If you would like an informal chat and an application pack please contact Frances Cunningham (Senior Corporate Services Officer) **0141-634-6473** or email: **frances@craigdaleha.co.uk**

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”

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 July to the 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 will publish a more detailed report in the coming months for our tenants and customers.

Until the report is produced here is a summary of our ARC performance 2019/20

REF	ARC Indicator	Actual 2019/20
Rental Income & Arrears Control		
22	Number of notices of proceedings issued	1
26	Rent collected as a % of total rental income	99.56%
27	Gross rent arrears % annual rental income	2.66%
27	Gross rent arrears (current + former + write offs in year) £	£39,224
Estate Management, Anti-Social Behaviour, Neighbour Nuisance & Tenancy Disputes		
3&4	% 1 st stage complaints responded to in full	100.00%
3&4	% 2 nd stage complaints responded to in full	100.00%
13	% of tenants satisfied with landlord's contribution to the management of the neighbourhood they live in	98.43%
15	% of anti-social behaviour cases reported in the last year which were resolved	100%
Void Management, Allocations & Sustainability		
14	% of offers refused	16.00%
16	% of new tenancies sustained > 1 year	100.00%
18	Void loss £	£543
18	Void loss %	0.04%
30	Average calendar days to re-let (ARC calculation basis)	2.76 days
C3	Number of properties re-let in period	21
C4.1	Number of abandoned properties	2
Reactive Maintenance & Gas Safety		
8	Average time taken to complete emergency repairs	2.22 hrs
9	Average time taken to complete non-emergency repairs	2.58 days
10	% reactive repairs completed carried out right first time	96.90%
11	How many times in the reporting year did you not meet your statutory duty to complete a gas safety check	0
12	% tenants satisfied with repairs service	96.23%
21	Average days taken to complete medical adaptation	11.08 days

Domestic Abuse Act now in force

On 1 April 2019 a new piece of law came into force in Scotland. The Domestic Abuse (Scotland) Act makes it a criminal offence to psychologically abuse a partner or to use coercive and controlling behaviour towards a partner.

The new legislation says abusive behaviour is:

- Behaviour that is violent, threatening or intimidating
- Behaviour whose purpose is one of the following:
 - making a partner dependent or subordinate
 - isolating a partner from friends, relatives or other sources of support

- controlling, regulating or monitoring a partner's day-to-day activities
- depriving a partner of, or restricting, freedom of action
- Frightening, humiliating, degrading or punishing a partner
- If you or someone you know needs support, there is help available



Scotland's Domestic Abuse Helpline 0800 027 1234

- On this number you can speak to trained helpline workers 24 hours a day, 7 days a week.
- Anyone can call the helpline. They will help you regardless of age, gender, disability, sexual orientation, nationality or background.
- You can also call Police Scotland on 101, or in the case of an emergency on 999. For more information visit www.safer.scot

Scottish Housing Day 2020

Craigdale Housing Association have decided to mark Scottish Housing Day 2020 by launching their Domestic Abuse Policy and announcing that Craigdale are confirmed as a third-party reporting centre for hate crime.



David Mackenzie, Scott Livingstone, Gillian Hall, Morag Cameron, and Andy McCrystal

Morag Cameron, Vice Chair at Craigdale and David Mackenzie, Craigdale CEO made the announcement together with Greater Glasgow South East Police Community Inspector, Gillian Hall and PCs Scott Livingstone and Andy McCrystal from Castlemilk Local Problem-Solving Team.

David Mackenzie said

"We are delighted to mark Scottish Housing Day with these announcements as the Craigdale Board recognise the key role we can play in supporting the victims of domestic abuse and hate crime. We know that victims of domestic abuse and hate crime need our support, and we are determined to work with the Police to address this issue, particularly during these difficult times."

Community Inspector Gillian Hall from Police Scotland said *"Police Scotland fully support the launch of Craigdale's Domestic Abuse Policy and we are committed to working with Craigdale and other Local Housing Associations in Castlemilk, and beyond to address domestic abuse. The fact that Craigdale also wanted to become a third-party reporting centre during the current pandemic also demonstrates a strong commitment to working together with the Police to address hate crime."*

Need Help with Energy Efficiency?

The Scottish Government has allocated £26 million in 2020-2021 to invest in energy efficiency measures through Warmer Homes Scotland to make the homes of those living in or at risk of fuel poverty warmer and more affordable to heat.

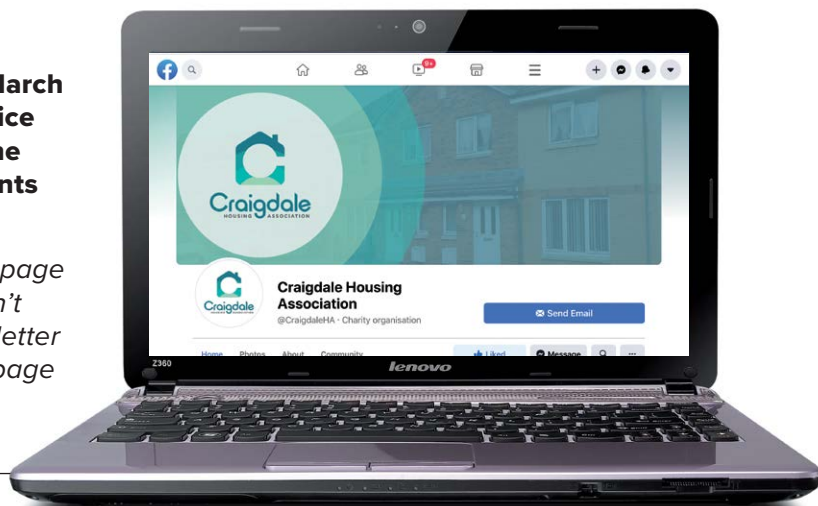
If you or someone you know would benefit from the scheme, please get in touch.

<http://ensvgr.uk/HSois>

facebook Success

Our temporary Facebook site was launched in March this year to help to provide information and advice when our office closed. We are delighted with the response we have had so far with over 160 tenants regularly using the site.

One of our tenants said *"I love the new Facebook page and it has given me loads of updates that I wouldn't normally have known about. I really like the Newsletter we get as well from Craigdale, but the Facebook page keep's me more up to date with things."*



Tenant Satisfaction Results

We carried out an additional tenant satisfaction survey in July 2020, with new questions added to establish tenant views on our services since lockdown measures were introduced in March 2020.

The following key issues were identified:



We also asked tenants some specific questions relating to COVID 19

94%

A total of 94% of our tenants did not feel that we could have done anything more during the pandemic

85%

At the point of the survey 85% of tenants confirmed that they had contact with us during lockdown.

87%

Our tenants gave a clear indication that they were happy to allow tradespersons within their homes

The survey was a very useful exercise and demonstrates that we take the views of our tenants on board. This demonstrates that satisfaction surveys are an effective method of understanding tenant concerns and we are able to respond and prevent issues from re-occurring.

Are you struggling to pay rent? **Talk to us...**

Whilst we realise and understand that, many people's income has been affected during Covid19 we unfortunately have had in some cases tenants terminating rent payments and stating this is due to Covid 19 despite the fact their family income has not been impacted directly by this. Please be mindful that the government advice is to continue paying rent as normal. If indeed, your income has been affected by Covid 19 or for any other reason it is essential that you get in touch with a member of the housing services team to discuss this further, we will help support, and potentially sign post you to other agencies.

Please do not put your home at risk by refusing to pay or by failing to engage with us. Please keep in mind that our Welfare Rights Service currently continues to operate on a Tuesday at the office. We are also still able to make referrals to Home Energy Scotland if you are struggling with fuel bills. Please call our Corporate Service team to make an appointment on **0141 634 6473**.



ROUTINE REPAIRS

The Association would like to thank tenants for their patience during the Covid-19 Pandemic in relation to the suspension of all non-emergency repairs being carried out. The Association can confirm that we have now processed all non-emergency repairs that were reported to the office. However, if you have any repairs please contact the office and we will get these processed for you.

Phase 5 – Replacement Door & Window Contract

The Association in conjunction with our contractor MSI Scotland have carried out the replacement of front & rear house doors and windows to our 9 properties in Downcraig Drive and Downcraig Terrace. The programme was completed in two weeks and tenants are delighted with their new doors and windows.



External Paint Contract

The Association last year tendered for the external paint contract at Phase 6 (Glenacre Drive & Grove) and Phase 7 (Dougrie Drive & Street, Glenacre Drive & Gardens) and appointed Mitie to carry-out this work. However, we had to postpone this until Spring 2020. Unfortunately, Lockdown happened, and the contract did not go on-site. However, we are happy to announce that the contract has commenced on-site.

BULK REFUSE

The Association has been in contact with Glasgow City Council Cleansing Department and they are unable to confirm when the Bulk Uplift will return to normal. We are asking tenants if they have small items of bulk and have transport if they could take these items to Polmadie Recycling Centre. If you are not able to do this could you refrain from putting items out until a Thursday evening, when our Contractor A Jamieson will collect and remove bulk items on a Friday.



Gas Servicing



As most of our tenants are aware Craigdale Housing Association have a responsibility under The Health & Safety at Work Act 1974 & the Gas Safety (Installation and Use) Regulations 1998 to ensure gas appliances supplied by the Association (such as Central Heating Boiler) have an annual Gas Safety Check carried out.

It is imperative that access to carry out the Gas Safety Check has been gained prior to the anniversary date logged on the existing certificate. In order to help ensure services are carried out in a timely fashion we work to a 10-month cycle along with our contractor City Technical Services.

This means should your Gas Safety Check be carried out in May 2020 we will then seek to gain

access in March 2020 for the following years check. This allows two months should there be exceptional circumstances where access cannot be gained initially. As a tenant your co-operation in this matter is greatly appreciated, and should you be unable to allow access on the planned date it is imperative you contact us to arrange a suitable access time.

We will endeavour to do all we can to make a suitable access arrangement during normal working hours (Mon-Fri 9-5). Failure to allow access prior to the anniversary date of the current gas safety certificate will result in your gas supply being capped – a scenario all parties want to avoid.

HOME ENERGY SCOTLAND SUPPORT FOR HOUSEHOLDS IN LOCKDOWN

**HOME
ENERGY
SCOTLAND**

As many of us will see our energy bills rise because of the current lockdown due to the coronavirus (COVID-19) outbreak, we continue to work with Home Energy Scotland who is keen to speak to anyone who is worried about this.

Home Energy Scotland is an energy advice service funded by the Scottish Government that provides free, impartial advice to help people stay warm, make the best use of energy and save money on their bills.

Advisors, now operating remotely, are taking calls. The team can help with:

- Practical advice on ways to stay warm for less
- Support for households with prepayment meters who are worried about topping up during lockdown
- The latest information on emergency measures by energy suppliers to make sure vulnerable people do not get cut off during the coronavirus outbreak.

How to get in touch

To find out how Home Energy Scotland can help you, phone **0808 808 2282** or email **adviceteam@sc.homeenergyscotland.org** and a friendly advisor will be in touch. Calls are free and lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.





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.

Craigdale Cares – Thumbs up for Craigdale



We secured over £25,000 worth of funding to provide support to our tenants during the coronavirus emergency thanks to the **Scottish Government, National Lottery** and **Cash for Kids**.

The Association received £9,300 from the National Lottery Community Fund to ensure tenants receive financial support during the current pandemic. The funding good news has also led to an award of £10,800 for struggling families with children from the Scottish Government's Wellbeing Fund. A final announcement relates to an award of £5,425 from Cash for Kids and this will support Craigdale tenants who have children.

We managed to distribute Gift Cards for tenants to use in July



and pictured above are tenants David Cameron and Yvonne McAndrew.

Yvonne said, "I think this was a great idea and I know a lot of tenants really appreciated the help given and the support from Craigdale".

David said, "The voucher was very helpful and really helped me out. Then, before I knew it, I was getting my picture taken, which was even better. Fame at last!"

Community Events

The Coronavirus Pandemic has completely dominated our life's this year. However better late than never we would like to celebrate our Family and Good Neighbours who support us in our day to day life's, but more importantly those who have supported us over the past six months.

Mothers & Fathers Day

Kids this is your chance to nominate your Mum/Dad, Step-Mum/Step-Dad, Grandmother/Grandfather, Aunt/Uncle or any motherly/fatherly figure to win a special Mother's/Father's Day Treat.

How do I do that? Simple, either by yourself or with the help of a grown-up write in the box below why the person you are nominating should be given a Mother's/Father's Day Treat and return slip to the office.

Good Neighbour Award

Is your neighbour one in a million? Do they make a difference to your life or the lives of the people in the community?

We're looking for nominations for our Good Neighbour Award. The Association has introduced this to give residents a chance to say thank you to a neighbour they know who goes out of their way to help others.

The winner will be selected by an independent judge and will receive a gift. All nominees will receive a certificate in recognition of the kindness they have shown to their neighbours.

The closing date for all three nominations is Friday 16th October 2020. Please complete the tear off slip below if you would like to nominate your Mother, Father or Neighbour for an award and return the form to our office. If you would prefer you can call our office and provide Frances or Jaclyn with the details of your nomination or email info@craigdaleha.co.uk

MOTHER'S, FATHER'S & GOOD NEIGHBOUR AWARDS 2020

Your Name:	
Address:	
Telephone:	
Award:	
Reason:	

Office Closures

The Association's office will be closed on the following dates:

- **Friday 25th September 2020**
- **Monday 28th September 2020**

Useful Numbers



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

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

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

GETTING IN TOUCH	OUT OF OFFICE HOURS EMERGENCIES	EMERGENCY ACCOMMODATION	ASSOCIATION'S PUBLIC DOCUMENTS
<p>Office Address: 83/85 Dougrie Road Castlemilk Glasgow, G45-9NS Tel: 0141-634-6473 Email: info@craigdaleha.co.uk Web: www.craigdaleha.co.uk Twitter: @CraigdaleHA</p>	<p>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</p>	<p>Should you find yourself requiring emergency accommodation advice or assistance, please contact the Homelessness Community Casework Team on: Freephone 0800 838 502</p>	<p>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.</p> <p>If you require any of these services please contact our office for further information.</p>

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

