



ANNUAL GENERAL MEETING - NOTICE TO ALL SHAREHOLDERS

The Annual General Meeting of Craigdale Housing Association will take place on Thursday 17th September 2026 in Castleton Primary School at 6.30pm. This event is open to all Shareholders.

As well as hearing about the performance of Craigdale it is an opportunity to have an informal chat with Staff and Board Members at the end of the formal business. If you want to attend but have mobility problems and require transport to and from the

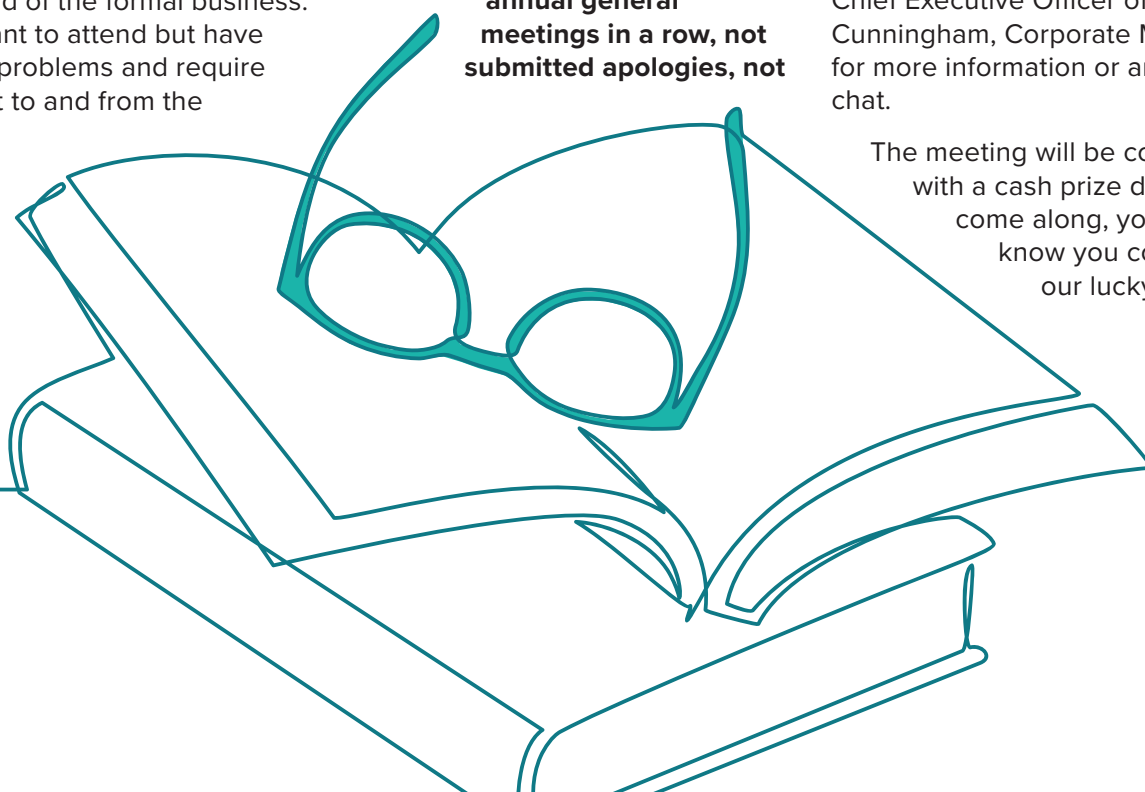
meeting, this can be arranged by contacting the Association's office and leaving your name address and contact number **0141-634-6473**.

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 more information on our Rules please check out our website <http://www.craigdaleha.co.uk/downloads/model-rules>

If you are a Shareholder and are interested in joining the Board please contact Linda Chelton, Chief Executive Officer of Frances Cunningham, Corporate Manager for more information or an informal chat.

The meeting will be concluded with a cash prize draw. So come along, you never know you could be our lucky winner.





MEMBERSHIP DRIVE

At Craigdale Housing Association we encourage all tenants, sharing owners, factored owners and service users to become members. Membership is also open to members of the wider community as well as local groups and organisations who share an interest in our aims and activities or have a special skill to bring to the Housing Association.

As a member you will be invited to attend our Annual General Meeting (AGM) and any Special General Meetings. This enables you to vote on any relevant matters as well as the

election of members to serve on our Board. (If you are unable to attend the meeting you can appoint someone to vote on your behalf by proxy).

Craigdale Housing Association welcomes applications from anyone interested over the age of 16. We are committed to ensuring equality of opportunity and encouraging diversity and are keen to ensure our membership reflects the communities we service. There are very

few occasions when we refuse membership, however, this might be the case if there is a clear conflict between your

interests and ours. The cost to become a member is £1.00

JOIN US

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.

You can download an application form from our website: <https://www.craigdaleha.co.uk/our-membership/>

OUR MISSION STATEMENT, VISION & VALUES

MISSION:	"We are a Housing Association passionate about providing affordable homes and excellent services for our community"
VISION:	"Changing lives for the better"
VALUES:	• Listening: We will actively listen to what people tell us. • Respect: We will treat people with courtesy, politeness and kindness; recognising 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.

COMPLAINTS OR COMPLIMENTS

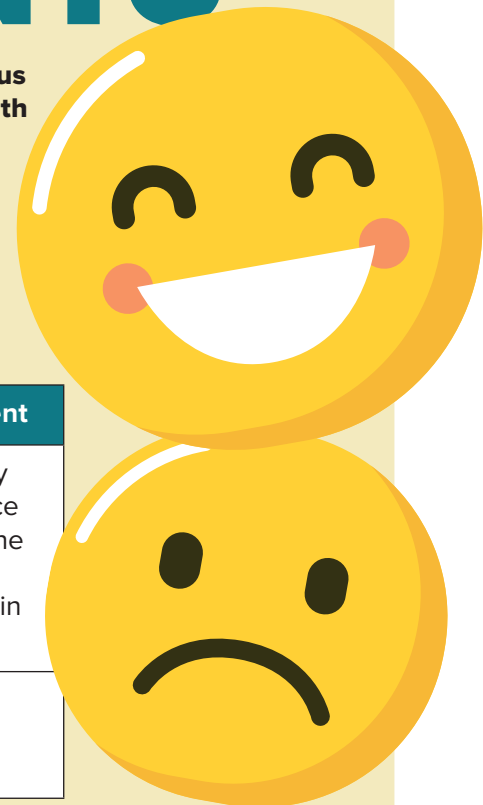
Craigdale value complaints and uses the information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us.

Anyone can make a complaint, and we can help you with the process if you want. You can complain in person at our office, by phone, in writing, email or by using our complaint form on the website www.craigdaleha.co.uk

From 1st October 2025 until 31st March 2026, we received 5 complaints in relation to the following:

		Lessons Learned / Areas for Improvement
4 Maintenance	These complaints related to close cleaning issues.	As the close cleaning company were newly appointed, intense monitoring of the service has taken place over the first 12 months. The service has deteriorated over the past 6 months, and a meeting is taking place within the contract
1 Maintenance	This complaint related to failed appointment	

All five complaints were upheld.



SPSO THE PUBLIC SECTOR OMBUDSMAN

SPSO Scottish
Public
Services
Ombudsman

If you have followed the Association's Complaint Policy and are dissatisfied with the outcome you should contact the Scottish Public Service Ombudsman, this is a free and impartial service who investigate individual complaints against housing associations. They may be contacted at:

Postage:	If you would like to request a Freepost envelope, please Telephone 0800-377-7330
Address:	Scottish Public Services Ombudsman, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS
Call Us:	0800 377 7330
Fax:	0800 377 7331
Email:	INWO@spso.gov.scot

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 have just completed our Annual Return on the Charter (ARC). We have provided the Scottish Housing Regulator with information on many aspects of our performance. In August the Regulator will publish on their website a report about each Registered Social Landlord with key data from the ARC. In October we will report on this performance information to all our tenants.

Until the report is produced here is a summary of our ARC performance 2025/26.

Ref	Indicator	2025/26	2024/25
C3	Number of lets	26	16
1	% of tenants satisfied with the overall service	96.47%	94.90%
2	% of tenants who feel their landlord is good at keeping them informed about their services and decisions	99.61%	98.43%
5	% of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making process	100%	99.22%
7	% of tenants satisfied with the quality of their home	94.12%	95.29%
8	Average length of time taken to complete emergency repairs	2.49 hours	2.30 hours
9	Average length of time taken to complete non-emergency repairs	4.29 days	3.37 days
10	% of reactive repairs carried out in the last year completed right first time	99.61%	98.73%
11	How many times in the reporting year you did not meet your statutory duty to complete a gas safety check	0	0
12	% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	91.15%	92.79%
3 & 4	Complaints – Stage 1: Received in the year	6	15
3 & 4	Complaints – Stage 2: Received in the year	1	2
3 & 4	Complaints – Stage 1: Responded to in full by landlord	6	15
3 & 4	Complaints – Stage 2: Responded to in full by landlord	1	2

Ref	Indicator	2025/26		2024/25	
3 & 4	Complaints - Stage 1: Time taken in working days to provide a full response	100%	2.33 days	100%	1.91 days
3 & 4	Complaints - Stage 2: Time taken in working days to provide a full response	100%	2 days	100%	16 days
13	% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in?	96.86%		96.86%	
14	% of Anti-Social cases reported during the year which were resolved (indicator changed)	100%		100%	
26	Average length of time to re-let properties in the last year	1.86 days		2.44 days	
26	% of total rent collected	£2,109,612	100.31%	£2,018,292	99.82%
23	Gross Rent Arrears as at 31 March each year as a % of rent due for the reporting year	£40,220	1.91%	£55,463	2.74%
17	% of rent due lost through properties being empty	£574	0.03%	£534.80	0.03%
C5.1	Number of households receiving housing costs directly	234		226	
C6	Amount and % of former tenant rent arrears written off	37.85%		65.98%	
C6.1	Total value of former tenant arrears at year end	£17,323		£10,926.34	
C6.2	Total value of former tenant arrears written off at year end	£6,557		£7,209.58	
25	% of tenants who feel that the rent for their property represents good value for money	90.20%		83.92%	
29	% of factored owners satisfied with the factoring service they receive	100%		75.00%	

The Scottish Housing Regulator has today published two updated factsheets for tenants and landlords about raising a Serious Concern about a landlord.

The Regulator updated the factsheets to respond to feedback from tenants and landlords. The new factsheets provide more information about how tenants can report Serious Concerns to the Regulator and how it handles these reports.

The Regulator has also written to all social landlords asking them to make the new tenant factsheet available and accessible to their tenants.

Helen Shaw, Director of Regulation, said "Raising a Serious Concern with us is an important way for tenants to let us know about a potential failing by their landlord. It's vital that tenants know how to do this and that social landlords know what to expect if we receive a report. We've updated these factsheets in response to feedback to make them even clearer and to provide more detail for tenants and landlords. We hope tenants and landlords find them helpful."

<https://www.housingregulator.gov.scot/about-us/news/housingregulator-publishes-factsheets-on-raising-a-serious-concern-about-a-social-landlord/>

CRAIGDALE HOUSING ASSOCIATION REGULATORY STATUS

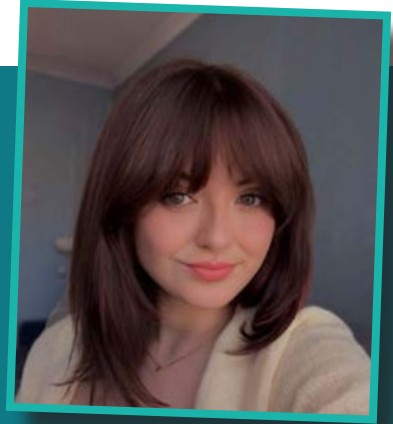
Craigdale Housing Association has been assessed as fully compliant with all rules and standards of the Scottish Housing Regulator.



BON VOYAGE ...AND THANK YOU!

Our Board Member Louise Bacon has recently retired from the Board after five years. We would like to thank Louise for her time, commitment and valuable contribution that she has given to the Association.

WELCOME TO OUR NEW TEAM MEMBER



We are delighted to welcome Sarah Duffy to the team as our new Corporate Assistant.

Sarah brings enthusiasm to the role and will be working closely with colleagues across the department to support our ongoing projects and objectives. We are excited to benefit from her skills, fresh perspectives, and dedication as she settles into the organisation.

Please join us in extending a warm welcome to Sarah. We look forward to working together and wish her every success in her new position.

CELEBRATING OUR AWARD SUCCESSES

We're delighted to share some fantastic news!

The Lived Experience Group, led by all the Castlemilk Housing Association, has won a SHARE Award for Community Impact.

This is a wonderful achievement and a well-deserved recognition of the dedication, hard work, and commitment shown by the Group. Their efforts have made a positive and lasting difference to the Castlemilk Community, and this award celebrates the collective impact of everyone involved.

Congratulations to the Lived Experience Group on this outstanding success!



Anti-Social Behaviour

Don't sit back and suffer. We want to make it clear that we do not want any of our residents to suffer from anti-social behaviour and that we have in place a robust policy to tackle such issues.

Anti-social behaviour is where a tenant or their visitors acts in a manner which causes or is likely to cause alarm or distress or pursues a course of conduct which causes or is likely to cause alarm or distress on at least two occasions. We **WILL** action all complaints we receive and have previously evicted tenants as a result of extreme anti-social behaviour.

Please report any anti-social behaviour to our Housing team quickly and without fail on **0141-634-6473** or info@craigdaleha.co.uk



New Tenancy Agreement: What's Changing From August 2026?

The Scottish Government has introduced new tenancy agreements for social housing, including an updated short tenancy agreement. These will apply to all new tenancies that begin on or after 1 August 2026, replacing the current 2019 versions.

Key changes include stronger protections for people experiencing domestic abuse, updated rules on tenancy succession, changes to how notices are issued, and new legal timescales for inspecting and starting certain repairs under Awaab's Law from 6 October 2026.

Craigdale will use the new tenancy agreements for all new tenants from 1 August 2026. We will also update our policies, procedures and staff training to make sure the changes are applied consistently and clearly.

Is your neighbour living in their home?

Recovery of abandoned homes is crucial in satisfying the high demand for housing that we experience each year. Please contact us in confidence if you believe that a tenant is not staying in their home.

Household Compliment

To help us keep our records accurate and make sure we can provide the right support, please let us know if there are any changes in your household.

This could include:

- A child joining or leaving the household
- Someone moving in or out
- The death of a household member
- A partner moving in or leaving
- A family member or carer moving into your home

Keeping us informed is important, as changes to your household can affect your tenancy and any future requests you may wish to make. If anything has changed, please contact your Housing Officer or the office.

Cash Payments

We are trying to minimise cash payments being made at the office due to our local branch of Bank of Scotland closing down.

If this affects you, please contact our office to discuss alternative payment methods.



LANDLORD AND TENANT ROLES & RESPONSIBILITIES OPERATIONAL SERVICES

Who is responsible for repairs?

The maintenance responsibilities of the Association and the Tenant are outlined in Section 5 of your Tenancy Agreement.

Landlord Responsibilities:

- The maintenance of the structure, exterior and common parts of the building, including the roof, chimneys and flues, external walls, floors, ceilings, gutters and down-pipes and external paintwork.
- The internal walls, floors, ceiling, doors and staircases.
- Bath, Wash-hand Basins, WC's Kitchen units.
- Central heating system, electrical wiring, door entry systems for the supply of electricity, gas, and water.
- Damage caused by break-ins and malicious damage to windows and doors only where these are reported to the Police within 24 hours of the incident occurring.
- Paths, steps or other means of access.
- Boundary walls and fences.

Tenant Responsibilities:

- Informing the Association of repairs required to the property.
- Allowing the Association's staff and its approved contractors access to carryout inspections, repairs and safety inspections.
- Repairs arising from negligence, misuse or abuse by the tenant or any authorised persons residing or visiting their property.
- Keeping of the interior of the house in good and clean condition and good decorative order.
- Keeping of common areas such as communal stairs, drying areas and bin shelters in clean condition.
- Any items belonging to you including appliances, furniture, floor-coverings etc.
- Check smoke alarm batteries and cleaning sensors.
- Taking reasonable precautions to prevent damage to the dwelling by water, fire or frost.
- Having in place house contents insurance to protect their possessions, and especially the possessions of third parties, against damage by water, fire etc.
- House Keys – always leave a spare set of keys with someone you trust in case you are locked out. If you lose your keys and a forced entry is required, you will be liable for making good the damage as well as for the cost of a new lock and keys.
- Keeping your own garden and driveway well maintained and tidy.

Please note the above examples are not in any way intended to be exhaustive. If you have any queries relating to repair responsibilities, please contact the office.

As we welcome the summer season, it's a great time to refresh not only your home but also your safety habits. At Craigdale Housing Association, we're committed to helping you keep your home safe, comfortable, and well-maintained.

HOME SAFETY PREVENTION



Here are a few important reminders about water hygiene, smoke alarms, and simple steps to prevent pests.

WATER HYGIENE IN YOUR HOME

Keeping your water system clean and safe is essential for your health. If water sits unused in pipes for long periods, it can become stagnant and allow bacteria to grow.

What you can do:

- Report any concerns about water quality, unusual smells, or discoloration to us promptly.
- Regularly clean and descale showerheads to prevent buildup.
- Run all taps, showers, and baths for a few minutes if they haven't been used in a while (for example, after being away from home).

Some issues are the responsibility of Scottish Water and should be reported directly to them:

- No water supply or a sudden loss of pressure.
- Water coming from the mains that is brown, cloudy, or has particles.
- A strong chlorine or unusual taste affecting drinking water.
- Leaks from pipes outside your property or on the street.
- Issues with drains or sewer flooding outside your home.

Reporting these issues quickly helps ensure they are investigated and resolved as soon as possible.

SMOKE ALARMS SAVE LIVES

Smoke alarms are one of the simplest and most effective ways to protect your home and loved ones.

Remember to:

- Test your smoke alarms weekly using the test button.
- Keep alarms free from dust by gently vacuuming them.
- Never remove batteries unless replacing them.
- Contact us immediately if your alarm is beeping intermittently or not working.

Even a few seconds' warning can make all the difference in an emergency.

PREVENTING PESTS IN WARMER MONTHS

As temperatures rise, pests such as ants, flies, and rodents become more active. Taking small preventative steps can help keep them out of your home.

Helpful tips:

- Store food in sealed containers and clean up crumbs or spills quickly.
- Take rubbish out regularly and ensure bins are properly closed.
- Avoid leaving pet food out overnight.
- Keep outdoor areas tidy and free from excess waste or debris.

- Check for and report any gaps, holes, or damaged vents in roofs or eaves that could allow entry.

If you notice signs of pests, please report this early so it can be dealt with promptly.

Your safety and wellbeing are our priority. If you have any concerns about your home, whether it's water systems, smoke alarms, or pest issues, please don't hesitate to get in touch with our team.



The Importance of Ventilating Your Home

Daily activities like cooking, showering, and drying clothes create moisture in the home. Without proper ventilation, this can lead to condensation, damp, and mould. Opening windows regularly, using extractor fans, and keeping vents clear can help reduce moisture and keep your home healthy. Please let us know if you've any concerns.

Heating or hot water problems?

No heating or hot water can sometimes be resolved by a simple reset of the system or checking that everything is set correctly. Follow the steps below to do a quick & safe check:

- Check if the system is receiving power & gas flow
- Check that you have sufficient credit
- If you have a card meter, check that the meter reads ON.
- Check the timer / clock, is set to ON.
- Check that the room thermostat is turned up.
- Check the water pressure gauge (should be between 1 & 2).
- Reset your boiler (following the controls).



THE PURPLE PHONE

ECONOMIC ABUSE HELPLINE



0343 841 0132

Free and Confidential

Economic abuse is when a current or former partner has interfered with your finances or other items that you need in everyday life.

We offer advice on: Understanding if you've experienced abuse, Debt as a result of economic abuse, Safe banking, Benefit Entitlements & more.

Follow up casework available.

For safety we do not have the facility to leave a message, if the line is busy when you call, please keep trying.

FOR HELPLINE HOURS AND MORE INFORMATION
WWW.FINANCIALLYINCLUDED.CO.UK



Helpline funded by  Scottish Government
Riaghaidh na h-Alba
gov.scot

FIRE HAZARD

The common stair is the only access from the street to your door.

Although you may be confident of avoiding any bags, tables, prams or bikes on your way in or out, of the close if filled with smoke that could be very different and can cause problems for Fire Officers trying to get up and down the stairs.

So, we are asking residents to work with us to keep your close clean and clear of any obstructions. To make sure rubbish bags, shoes, bikes, prams, tables and old furniture are not left in the stairwells or landings as we will request that you move them.

Prams and buggies must be folded and kept within the designated strap area.



WHAT TO DO IF YOU SMELL GAS

- Open all windows and doors to create better ventilation
- Put out all open flames immediately and do not smoke
- Contact the National Gas Emergency number
- Turn off the gas at the valve point
- Do not turn on or off any electrical switches

Smell gas?

National Gas Emergency Number

 **0800 111 999**

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



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



**SCOTTISH
FIRE AND RESCUE SERVICE**
Working together for a safer Scotland

LITHIUM-ION BATTERIES: SAFETY ADVICE

In the wake of recent events in Glasgow and the discussions surrounding the safety of Lithium-ion batteries, we have written this short article, with information from the Scottish Fire and Rescue Service. We encourage you to take a moment to read this article.

What is Lithium-ion batteries?

Lithium-ion batteries are found in lots of household items. These include mobile phones, laptops, and vapes as well as larger products like e-bikes, e-scooters and hoverboards.

It's essential to use these batteries safely for as long as they're powering your devices. This helps prevent

accidental fires, which could have devastating results for you, your family, and your home.

The ferocity of a fire caused by a lithium-ion battery can be significant and prevent you from escaping from your home.

What to do if a battery or device catches fire

If you see flames or smoke coming from the battery or device, a fire has already started.

As with all fires you should get out, stay out, and call 999.

Do not try to extinguish the fire yourself.

Spot the signs of a damaged battery

A damaged battery is a potential fire hazard. Pay extra attention if you have recently dropped the lithium-ion battery.

Don't use or charge your device if you notice the battery:

- producing smoke
- feeling extremely hot to touch
- looking swollen or has any type of lump or leak
- making a hissing or cracking sound
- smelling unusual
- taking longer to charge or does not fully charge

Buying a product containing a lithium-ion battery

When purchasing products that contain lithium-ion batteries, buy from reputable retailers. This is especially important if you are shopping online. Many fires are caused by counterfeit electrical goods. Check that the devices meet British or European safety standards. Items which don't meet these standards pose a huge fire risk.

Remember to:

- purchase from reputable retailers and ensure products meet safety standards
- register your product with the manufacturer for updates and recalls
- avoid counterfeit goods as they pose a serious fire risk

Charging a lithium-ion battery

You should not charge your battery while you are asleep or away from home. Unplug the charger once the battery is fully charged.

Think about where your device is being charged. Don't charge them in hallways or communal areas that will prevent escape during a fire.

Never overcharge your battery and use the manufacturer approved charger for the product.

Do not cover the charger, battery, or device while charging. This can cause overheating or even a fire. Avoid charging your batteries near flammable materials, do not overload power sockets or use unsuitable extension cords.

If you notice any damage or wear and tear on your charger, replace it with an official charger from a reputable source.

Remember to:

- charge batteries only in safe areas, not in escape routes or near flammable materials
- use the manufacturer-approved charger and follow charging instructions carefully
- unplug chargers once charging is complete and never charge while sleeping or unattended while away from home

How and where to recycle batteries

Lithium-ion batteries, and no rechargeable batteries such as AA or AAA, must always be recycled properly. They should never be placed in household waste. Heat, damage, or improper handling can cause fires or cause them to explode.

Most local recycling centres accept lithium-ion batteries. They should be disposed of alongside Waste Electrical and Electronic Equipment (WEEE) items. Check with your local authority for specific recycling guidelines in your area.

Remember to:

- never dispose of lithium-ion batteries in general household waste
- use dedicated recycling points or services provided by the manufacturer
- check with local recycling centres or authorities for proper disposal options

For help in finding a recycling centre close to you, go to:

recycleyourelectricals.org.uk



Help Stop Fly Tipping in your Community

Neighbourhoods, Regeneration and Sustainability (NRS) are working alongside partners in your area to investigate ongoing fly tipping. We aim to identify anyone failing to dispose of bulk items, general waste, or food waste in the correct way. If you are identified as fly tipping you may be fined £500, and it may also affect your tenancy agreement.

How to dispose of your unwanted household items:

- Use Glasgow City Council household recycling centres, free of charge. Visit www.glasgow.gov.uk/hwrc for details.
- Contact us to request a bulky waste uplift: www.glasgow.gov.uk/bulkywaste, use the **MyGlasgow** app or scan the QR code opposite.



Five points to know about bulk waste:

1. Household waste that is placed on the pavement, on greenspaces or placed next to a street bin is considered fly tipping.
2. Glasgow City Council (GCC) have **NO** 'bulk pick-up points' anywhere across the city.
3. If you are caught fly tipping you may be fined **£500** and this can affect your tenancy agreement.
4. You can take your household waste to a local recycling centre – for free! www.glasgow.gov.uk/hwrc
5. You can request a GCC bulk uplift via our website or MyGlasgow app.

<https://www.glasgow.gov.uk/bulkywaste>

Your area deserves better, report Flytippers via:

- www.glasgow.gov.uk/reportenvironmentalcrime
- Report environmental issues to your Housing Officer.



Summer Nights & Holiday

Summer nights are now upon us, and we ask that if children are playing within the back court areas that they play in a respectful manner. Please make sure rubbish is picked up after them and that they do not kick balls off walls or windows causing nuisance to other residents.

Contact Details:

Tel: **0141-634-6473**
Email: info@craigdaleha.co.uk
Website: www.craigdaleha.co.uk
Facebook: <https://www.facebook.com/CraigdaleHA>



Important Update: Communal Close Cleaning Schedule

We would like to inform you that our weekly close cleaning will now take place on Fridays only. This new schedule allows our cleaning contractor to work more efficiently and deliver a higher-quality service for everyone.



Dog Fouling

Please be aware that continued dog fouling in back court areas will result in landscapers refusing to cut the grass. As part of your Scottish Secure Tenancy Agreement, please do not exercise your dogs within the back court areas or in front gardens of the properties. If you have any concerns regarding this issue, please do not hesitate to contact our office to discuss further.



Dispose of Rubbish Properly

Warm weather can attract pests and cause unpleasant smells. Please make sure all household rubbish is placed in the correct bins and that lids are fully closed.

Use BBQs Safely

If you are using a BBQ, ensure it is on a stable, non-flammable surface and far away from buildings, balconies, fencing, and overhanging trees.

Don't Leave BBQs Sitting on Grass or Shared Areas

Disposable BBQs can damage grass, pose a fire hazard, and stay hot long after use. Never leave them unattended and ensure they are fully extinguished and disposed of properly.



Right to Try

(work while receiving benefits)

The Right to Try Regulations took effect on 30th April 2026. They allow disabled people to try work or volunteering without the fear of immediately being referred for a review health assessment.

The Regulations make it clear that starting paid or voluntary work will not, in and of itself, automatically trigger a health reassessment for people who receive:

- The health element of Universal Credit
- New-style Employment and Support Allowance.

It gives Disabled claimants the space to test whether a job is right for them and fits with their health issues.

Nevertheless, the DWP do still have the discretion to refer a claimant for immediate re-assessment if the nature of the work undertaken might indicate that a change in functional ability has occurred. If the work does not bring their award into doubt, the re-assessment will be at the normal, scheduled date.

UC and ESA claimants will need to report the work that they are doing.

When their next scheduled review assessment takes place, any work they are doing, and how they are coping with it will be considered.

When reporting starting work, or explaining how they are managing, it is a good idea for claimants to explain any special arrangements, support, reasonable adjustments that have been made, and any

other limitations / impact on them.

Adult Disability Payments are not affected by work or earnings; however, you must report any significant, permanent changes to your condition, daily living, or mobility needs. (You do not need to report short-term, day-to-day fluctuations if your overall needs stay the same).

If you are thinking of trying work, contact our Welfare Rights service for further information and advice.



Missing out on PENSION CREDIT?

Recent statistics produced by the DWP highlight that many Pension Credit claimants are missing out on additional income. This is because they fail to report changes that would mean an entitlement to the Severe Disability Addition in their award – which can be worth an extra £86.05 a week.

Entitlement to the Severe Disability Addition is based on three factors:

- Receiving a 'qualifying' disability benefit: i.e. Attendance Allowance, Pension Age Disability Payment, or Adult Disability Payment daily living component, or an equivalent benefit.

and

- Not living with someone who could reasonably be expected to provide them with some care,

and

- Nobody is getting paid Carers Support Payment or has the Carer Element included in an award of UC for looking after them.

So, when a Pension Credit claimant has a change that means they may be entitled to the SDA, - such as being awarded Pension Age Disability Payments, or their carer coming off UC and not getting paid Carers Support Payment, they should report this to the Pension Service.

Our Welfare Rights service can provide a benefit check to ensure you are getting all you are entitled to. Call **0141 634 6473** or email **advice@southside-ha.co.uk**



Energy Advice

The Southside Energy Advice project is a partnership project between Craigdale Housing Association; Southside Housing Association; Cathcart & District Housing Association and New Gorbals Housing Association. The project launched in June 2024 and is funded by the Energy Industry Voluntary Redress Scheme,

The Energy Advisers have played a key role in helping tenants stay warm and manage bills. So far, they have assisted 1,121 households, achieving more than £222,000 in financial gains.

If you would like an appointment with an Energy Adviser, please call **0141 634 6473** or email **energyenquiries@southside-ha.co.uk** Advice can be provided at office appointments, home visits, by phone or email. Interpreters are available on request.

Support has included help to:

- ✓ Reduce energy costs through energy saving measures
- ✓ Manage fuel debt including arranging affordable repayment plans and Grant applications to reduce or clear energy debt
- ✓ Emergency Top ups for pre-payment meters to prevent disconnection
- ✓ Help to understand fuel bills
- ✓ Help to resolve meter or billing issues
- ✓ Help with energy complaints
- ✓ Compare energy tariffs and help to switch suppliers
- ✓ Help to understand heating controls and get value for money from heating systems

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.

When Will I Receive Books?

Eight to ten weeks after your registration form has been received, books will begin arriving at your home and will continue until your child turns five or you move out of a Craigdale Housing Association home.

**Sign up your
child today!
Simply contact
the office for a
form.**



FAMILY AWAY DAY



We're delighted to be organising our annual Tenant & Family Away Day to Heads of Ayr Farm Park on Wednesday the 5th of August! Join us for a fun-filled day out with family and friends. Coach provided, and places will be allocated on a first-come, first-served basis. There will be a charge for non-tenants. Don't miss out!



FACEBOOK

We have a Craigdale facebook page, are you following us?

Keep updated with everything Craigdale by liking us on facebook - here is the link below: Craigdale Facebook (<https://www.facebook.com/CraigdaleHA/>)

We use Facebook to promote our services and to keep tenants up to date with community events.

SCOTRAIL HAVE AN ALL-DAY EVERYDAY KIDS FOR A QUID – TRAVEL FOR LESS

Kids for a Quid

Kids
travel for
£1



“Little adventures make big memories.”

With ScotRail's Kids for a Quid offer, up to four children can travel for just £1 return each when travelling with an adult.

- Available every day, all year round
- Valid across most ScotRail services in Scotland
- Children aged 5–15 travel for £1 return
- Kids under 5 travel free

How it works:

- Buy your adult ticket first (online, at the station, or via the app)
- Then ask a member of staff for the Kids for a Quid ticket (These tickets can't be bought online or on the app)

Perfect for affordable family days out during the summer holidays!

Find out more:

www.scotrail.co.uk/tickets/kidsfor-a-quid

PUBLIC HOLIDAYS

- **September weekend** – Friday 25th September – Monday 28th September

During This time, please contact the out of hours contractors for emergency repairs.

Bield Response: 0800-783-7937
(for all repairs except no heating/hot water)

City Technical: 0333-202-0708
(for no heating/hot water)



THISTLE
TENANT RISKS

Your landlord does not cover your home contents and personal belongings.

So it's a good idea to consider what a home contents insurance policy would cover you for.

When you move into your property, you should think about protecting your personal possessions and home contents.

The Thistle Tenant Risks home contents insurance scheme can cover most of your household contents such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

All tenants and residents are eligible to apply for the Thistle Home Contents Insurance Scheme, which can cover your home contents and belongings against, fire, theft, water damage and flood.

Reasons to choose the Thistle Insurance Scheme:

- Apply over the telephone.
- Covers loss or damage to your contents caused by specific events such as, theft, water damage, fire and many more household risks.
- Covers tenants improvements (up to £2,000 or 20% of the sum insured).
- Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000).
- Covers damage to external glazing for which you are responsible for.
- We will pay up to £500 for replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen.
- You don't need to have special door or window locks just a lockable front door.
- Flexible regular payment options (fortnightly & monthly payments include a transaction charge).

These are just some of the features, limits and exclusions of the Policy. For more information about our policy, please refer to the Insurance Product Information Document (IPID) and Policy Wording, which is available upon request.

Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority Firm Reference Number 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group. Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>

Would you like a member of the Thistle Insurance team to call you back at a convenient time, to discuss cover, optional covers available, and premiums?

Visit www.thistletenants-scotland.co.uk and request a call back today!

For further information or to apply for cover call
Thistle Tenant Risks on
0345 450 7286

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 out with 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 are available on our website **www.craigdaleha.co.uk** and can be translated in other languages, 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

