



ANNUAL GENERAL MEETING - NOTICE TO ALL SHAREHOLDERS

The Annual General Meeting of Craigdale Housing Association will take place on Thursday 16th September 2021 at 6.30pm. This event is open to all Shareholders.

Everything going well we hope to have the AGM in person at the Birgidale Complex however, this will all depend on the Covid-19 pandemic and the Scottish Government restrictions.

Prior to the AGM we will be holding a Special General Meeting to adopt our new Model Rules. This will involve some changes we have agreed with the Board and ensures that we are compliant with the Regulatory and Financial standards expected of a Registered Social Landlord.

If you are able to attend the meeting, 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, by not submitting 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).



MEMBERSHIP DRIVE: JOIN US



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

▶ WHAT DOES MEMBERSHIP ENTITLE YOU TO DO?

As a member you will be invited to attend our Annual General Meeting (AGM) and any Special General Meetings. This enables you to vote on any relevant matters as well as the election of members to serve on our Board. (If you are unable to attend the meeting you can appoint someone to vote on your behalf by proxy).

Craigdale Housing Association welcomes applications from anyone interested over the age of 16.

We are committed to ensuring equality of opportunity and encouraging diversity and are keen to ensure our membership reflects the communities we service. There are very few occasions when we refuse membership, however, this might be the case if there is a clear conflict between your interests and ours. The cost to become a member is £1.00



▶ HOW TO APPLY

If you would like to become a member, please contact the Association on 0141 -634 -6473 or send an email to frances@craigdaleha.co.uk. Alternatively download an application form from our website <http://craigdale.co.uk/our-membership>.

Your application will be given consideration at the first available meeting of the Board and once approved you will receive confirmation, a Share Certificate and a copy of our Model Rules.

▶ WHAT DO YOU GET FROM YOUR MEMBERSHIP?

A chance to have your say in what happens in your community. The Board are responsible for the strategic direction of the Housing Association, what developments we undertake and how we ensure that all our customers receive value for money from our service.

You will have the chance to network with other like-minded people and attend conferences that address all the up to date political and legislative issues that our business embrace.

There are away days where we have round the table discussions about what we want to see in our business plan and you have the opportunity to genuinely feel you have played a part in "doing our best for the Community"

Housing Associations have been in operation since the early 70's and all around Glasgow you can see evidence of the work that has been undertaken to make places to live more attractive.

In addition to the Board we have set up a Tenant Improvement Panel who will meet quarterly to look at policy issues or how complaints may be better managed and what lessons can be learned from them. This group would serve as a succession group whereby you would find out if you were interested in our work and may progress to the Board.

We currently have spaces on our Board for tenant members. It is important that tenants have the largest representation on the Board as the Association believes those who live in the area are often best placed to know what the area needs.

If you would like an informal chat please call the office and our Chief Executive or Senior Corporate Services Officer will be happy to talk to you and answer any questions you may have... We want to hear from you!



New office opening

We were hoping to announce a potential reopening of our office however with the recent upturn in Covid cases we unfortunately cannot re-open at present.

We will continue to offer all services via other methods including over the telephone on **0141-634-6473**. Our full repairs service is available, and should any tenants wish to arrange to meet with our Welfare Rights Service then this can be arranged by calling us to set this up.

Our plans may change should the current restrictions be lifted and for further updates please check our website at www.craigdaleha.co.uk and our Facebook page.

Once we are able to do so we also want to officially re-open our office, given that our tenants have not been able to enjoy our new facilities. Hopefully this can happen in the near future.



GOVERNANCE & ACCOUNTABILITY

PHASE 10: NEW BUILD UPDATE

As highlighted in our last newsletter we are about to build 36 new homes at the former Castlemilk West church site in Glenacre Terrace.

The first stage of this was the demolition of the church, and whilst this was sad to see there is hope and optimism that new homes will be built on the site. We know that many local residents were sad to see the church demolished however the building was becoming unsafe and the Church of Scotland had removed a number of items years ago when the church closed. In addition pigeons had managed to get inside the church and bird droppings made the area a hazard to health.



The next stage involves carrying out ground investigations before the work gets underway likely in late July 2021.

We know that there is real interest in applying for these homes and we will update tenants and residents on how you can register interest in due course.

PERFORMANCE UPDATE

Complaints Performance



We need to know when things go wrong so we can put it right. We want to provide the best service possible to you. Your complaints really matter to us so don't hesitate to get in touch if you are dissatisfied. A copy of our Complaints Handling Procedure can be found on our website or requested by telephone.

22 complaints were received in the last 6 months and 73% of these related to Estate Management issues such as bin issues and rubbish. The other 27% of complaints related to maintenance and repairs issues.

Lessons Learned/Areas for Improvement

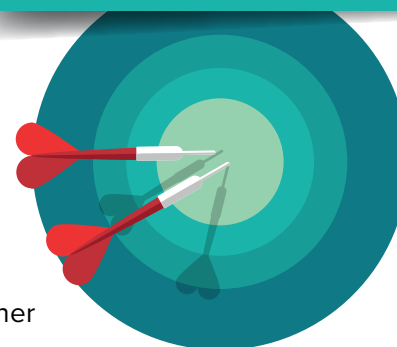
We have analysed the categories of complaints and customers should note the following actions taken to improve our services:

- Reintroduction of estate walk abouts
- Onsite meetings and walk about with Caledonia who are the ground maintenance contractor.
- Working with partners to address areas of concern.
- Appointment of new Maintenance Services Officer, who will be in post mid-August, following Robert's departure.

We hope we make it very easy for you to complain. Here are some of the ways:

- Complete our online form 24/7: **make a complaint (craigdaleha.co.uk)**
- Email us **info@craigdaleha.co.uk**
- Pick up the phone 0141-634-6473

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 help's 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 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 2020/21:

REF	ARC Indicator	Actual 2019/20	Actual 2020/21
Rental Income & Arrears Control			
22	Number of notices of proceedings issued (evictions)	1	0
26	Rent collected as a % of total rental income	99.56%	100.43%
27	Gross rent arrears % annual rental income	2.66%	2.60%
27	Gross rent arrears (current + former + write offs in year) £	£39,224	£39,259
Estate Management, Anti-Social Behaviour, Neighbour Nuisance & Tenancy Disputes			
3&4	% 1 st stage complaints responded to in full	100.00%	100%
3&4	% 2 nd stage complaints responded to in full	100.00%	100%
13	% of tenants satisfied with landlord's contribution to the management of the neighbourhood they live in	98.43%	N/A
15	% of anti-social behaviour cases reported in the last year which were resolved	100%	96%
Void Management, Allocations & Sustainability			
14	% of offers refused	16.00%	12.5%
18	Void loss £	£543	£1,795
18	Void loss %	0.04%	0.12%
30	Average calendar days to re-let (ARC calculation basis)	2.76 days	11.93 days
C3	Number of properties re-let in period	21	14
C4.1	Number of abandoned properties	2	0
Reactive Maintenance & Gas Safety			
8	Average time taken to complete emergency repairs	2.22 hrs	2.15 hrs
9	Average time taken to complete non-emergency repairs	2.58 days	3.22 days
10	% reactive repairs completed carried out right first time	96.90%	94.17%
11	How many times in the reporting year did you not meet your statutory duty to complete a gas safety check	0	7
12	% tenants satisfied with repairs service	96.23%	100%
21	Average days taken to complete medical adaptation	11.08 days	34.83 days

David Mackenzie, Chief Executive Officer

Our Chief Executive Officer David Mackenzie will leave Craigdale at the end of September 2021 to take up a Managing Director position at Link Housing Association.

David leaves with our best wishes and we would want to thank him for his efforts at Craigdale over the past year and a half. David joined us in January 2020, initially as an Interim Director and was then appointed as our Chief Executive Officer in May 2020.

“Craigdale Cares about people and that will be an abiding memory of my short time here.”

David said “I have loved working in Craigdale, despite all of the challenges we faced due to Covid. I leave with a hope that we can re-open our office to tenants in the near future and look forward to 36 new build properties being built soon. I would like to thank the staff, Board and tenants for all of their support during extremely difficult circumstances, which have challenged everyone. I have been astounded by the people of Castlemilk since I started working here and the way the community has helped each other has been amazing. Craigdale Cares about people and that will be an abiding memory of my short time here.”

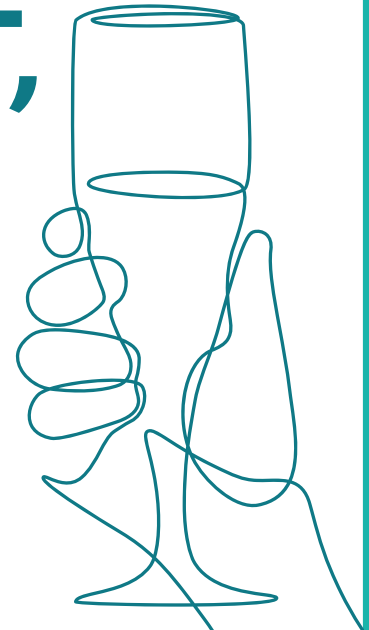


GOODBYE ROBERT, AND THANK YOU

In June, we said goodbye to Robert Allison, our Maintenance Services Officer who decided to leave Craigdale to take up a new role.

Robert joined Craigdale in January 2019 and was very popular with tenants. He leaves with very fond memories and will be very much missed by Tenants, Staff and Board members.

We wish Robert every success in the future and we recognise and appreciate the effort, commitment, passion and enthusiasm he has shown at Craigdale. As we say goodbye to one Maintenance Services Officer, we also welcome our new Maintenance Services Officer Richard.



INTRODUCTION TO RICHARD O'BRIEN

We welcome our new Maintenance Services Officer, Richard O'Brien who will join the Association in August 2021.

Richard previously worked for Hanover (Scotland) Housing Association, where he worked as a Maintenance Services Officer. Richard brings a wealth of experience to Craigdale having worked in several roles in housing, with a strong track record of success.

In the meantime, if you want to discuss a repair, please call the office on **0141 634 6473** or email repairs@craigdaleha.co.uk



BON VOYAGE... AND THANK YOU!

Three of our Board members recently retired from Craigdale HA.

Christine Leitch, Peter Menellis and Andrew Stevenson. We wish Christine, Peter and Andrew the very best wishes for the future and thank them all for their valuable contributions.

ESTATE MANAGEMENT

CLOSE CLEANING

You will have seen our Housing Team out and about carrying out estate management and close inspections over the last few weeks. The team will inspect each close at least monthly and check cleanliness, trip or fire hazards.

We also employ a Contractor who carry out a cleaning service to our closes and make sure they are to a standard that residents are happy with. Our Contractor carry out a clean of each close every week including cleaning all floors, ledges, stairs, windows (monthly) and remove all litter from the close. They also brush the front common path area to ensure this is free from litter. Should any resident have any concerns or queries about close cleaning then they should contact our office.

Please be aware that residents must also take responsibility to ensure their close is kept clean and tidy at all times. This may mean at times brushing and mopping the close.

FIRE HAZARD



The common stair is the only access from the street to your door. Although you may be confident of avoiding any bags, tables, prams or bikes on your way in or out, if the close is filled with smoke that could be very different and can cause problems for Fire Officers trying to get up and down the stairs. So we are asking residents to work with us to keep your close clean and clear of any obstructions. To make sure rubbish bags, shoes, bikes, prams, tables and old furniture are not left in the stairwells or landings as we will request that you move them.

DOG FOULING



This is a reminder that dogs should not be exercised in front gardens or in back courts as we have a number of areas that our landscapers are now unable to cut because of this. Please be a responsible dog owner.

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.



UPLIFT OF BULK FROM TENEMENT FLATS IN BIRGIDALE ROAD & DOWNCRAIG

Bulk waste must be placed in the designated bulk points. Glasgow City Council stopped the free uplift and disposal of bulk items in March 2020. The Council have advised that this is not a statutory service and as such do not intend to resume a free service. To ensure the cleanliness of the estate, the Association's contractors have been carrying out this service since the Council service stopped. The Association has agreed to continue a weekly uplift service at present. This is a high-cost service which may need to be reviewed accordingly. This year, we have borne the cost of the pull-through service, which does not take account of the uplift and disposal costs. Please help us to keep the back court area as clean and tidy as possible.

UPLIFT FROM ALL OTHER PROPERTIES

As part of a different approach to waste, from 5th July Glasgow City Council will be charging for bulky waste collections. The aim is to extend the life of bulky items, as much as possible through recycling and reuse, reducing the city's carbon footprint more details can be found at Glasgow.gov.uk/bulkywaste. Requests for a collection of bulky items can be made on the website.



ARE YOU INSURED?

If a pipe bursts in your home, and it is flooded the association will fix the pipes but we will not replace your belongings e.g. laminate flooring, tiles, carpet etc. Insurance cover – specially arranged by Craigdale Housing Association – has been designed to help tenants and residents insure many of their belongings against burst pipes and water damage, as well as theft, vandalism and fire.

SFHA Diamond Home Contents Insurance Scheme 0345-671-8172 or Thistle Insurance on 0345-450-7286 offer an easy and affordable way of insuring household goods to tenants and owner occupiers of Housing Associations in Scotland.

- No excess due on claims
- New for Old cover
- Affordable premiums
- Lower minimum sums insured



- Flexible payment methods
- All postcodes included
- Tenant Scheme

PROPERTY FACTORS ACT – REVISED CODE OF CONDUCT

The Scottish Government has revised the Code of Conduct that Property Factors are required to adhere to in the provision of factoring services. The Revised Code will come into effect on 16 August 2021. As a result of this, we will be

reviewing our Written Statements of Services to see if any changes are required to comply with the updated Code of Conduct. Further information will be provided to owners in due course.

Investment Update

Our investment program was delayed last year due to Covid but the good news is that the phase 8 boiler replacement is currently underway and work is being done in the background on the outstanding phase 8 and 9 kitchen upgrades. Many tenants have had a new boiler fitted in the last few weeks, with the remaining installation dates planned. Tenants will be updated as soon as we have procured a contractor in place, and they can make their kitchen choices.



Best Start Grants

You can get Best Start:

- if your child is the right age for a payment
- whether you're in work or not, as long as you're on certain payments or benefits

What affects whether you can apply

If you're under 18, you do not need to be on any payments or benefits to apply for Best Start Grant or Best Start Foods.

If you're a parent over 18, you can apply whether you're in work or not, as long as you're getting one of these:

- Universal Credit
- Child Tax Credit
- Working Tax Credit
- Housing Benefit
- Income Support
- Pension Credit
- Income-based Jobseekers Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)

as long as you're the parent of a child, or the main person looking after the child

School Age Payment:

When you need to apply for the School Age Payment depends on when your child was born:

Your Child's Date of Birth	When you can apply
Between 1 March 2016 and 28 February 2017	Between 1 June 2021 and 28 February 2022

Early Learning Payment:

You can apply when your child is aged between 2 years old and 3 years 6 months old.

If you get the School Age Payment or an Early Learning payment, you'll get £252.50 for each child you can get the payment for.

See <https://www.mygov.scot/best-start-grant-best-start-foods> for further information and how to apply

If you are a new applicant, forms will be available on Glasgow City Council website on 1st of July, once the automatic payments have been made.

School Clothing Grants

Who is eligible for a clothing grant?

Families on low incomes may be eligible to receive a School Clothing Grant award of £110 for each qualifying child. The award is given annually to assist with the cost of purchasing essential school clothing for families who are on a qualifying benefits.

You may be eligible for a school clothing grant if you have a child that attends a Glasgow school and you receive any of the following benefits:

- Housing Benefit/ Council Tax Reduction (this is not Council Tax single person's discount or student discount)
- Universal Credit (UC), and your monthly take home pay is £625 or less.

- Income Support/Income based Job Seeker's Allowance (JSA) or any income related element of Employment and Support Allowance (ESA)
- Child Tax Credits only (CTC) with an annual income of less than £16,105
- Working Tax Credit and Child Tax Credit with an annual income of less than £15,050
- Support under Part VI of the Immigration and Asylum Act 199



Free School Meals

The Scottish Government has announced additional funding for children currently in receipt of Free School Meals to receive an additional one-off payment of £100 per child for the summer break.

New applicants who meet the criteria and apply **before** 13th of August will be paid the additional summer payment within 2 weeks of submitting their application.

Please note children going into P1 are not eligible for the summer payment.

Applications received **after** this date, if eligible, will only receive free school meals and not the additional summer payment.

To qualify you should be in receipt of one of the eligible Benefits listed below, check Glasgow City Councils website for what evidence you will be expected to provide

- Income Support or Jobseekers Allowance
- Both Working Tax Credit and

Child Tax Credit with a household income of £7500 or less

- Universal Credit with a monthly earned income of not more than £625
- Child Tax Credit only with an annual income of less than £16,105
- Income related Employment and Support Allowance

For further information and application forms go to **www.glasgow.gov.uk** and search clothing grants and free school meals

The Welfare Rights Service at Craigdale Housing Association assisted tenants to apply for £180k in benefits during 2020/2021, despite the COVID lockdown. We also issued 383 fuel vouchers to tenants with pre-payment meters who were struggling to pay for gas and electricity.

The Welfare Rights Service can help you:

- 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, Bereavement Support Payments 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

Please contact us if we can assist you, face to face appointments are now available at the office, and advice is available on the phone or via email.

We still have access to fuel vouchers for pre-payment meters, Tenants can claim up to 3 vouchers per annum (this does not include the £30 vouchers issued from a separate funding source in March). If you are struggling with utility costs please contact us to see if you are eligible

Housing Associations help Castlemilk Food Pantry open its doors

A new pantry aiming to help people access healthy and affordable food has opened its doors to the community in Castlemilk.

The Castlemilk Pantry is the latest to spring up in Glasgow, is a much-needed boost for local families and has been driven forward by local housing associations.

It is located within Castlemilk Community Centre in Castlemilk Drive and launched last week.

Castlemilk's Housing Associations have actively supported the pantry concept led by **Ardenglen Housing Association** supported enthusiastically by neighbours **North View, Cassiltoun, Craigdale** and **Glasgow Housing Association**.

The pantry operates by giving members who sign up for £1 a year access to around £15 worth of goods for a flat rate of just £2.50 per shop and got off to a flying start with 92 people signing up on day one.

It delivers a dignified approach to tackling food inequality and where pantries are already operating, they have proved an instant hit with local people.

The pantry also addresses the issue of food waste. Shockingly, £9.7 billion of food is wasted in the UK each year for a variety of reasons and we all have to learn to conserve food and throw out less.

The pantry will be stocked with a wide variety of fresh, frozen, dried and tinned products with special offers each week and will sell food purchased from another social enterprise – the UK's longest running food redistribution charity FareShare.

Audrey Simpson, CEO of Ardenglen Housing Association, said: "This is a hugely significant development for the Castlemilk community as we tackle head-on the issue of food inequality and deliver a solution right on people's doorstep.

"We encourage residents to sign up for membership and find out why the new pantry can be a cost-effective alternative deserving of local support."

Fiona Hamilton, Castlemilk Pantry co-ordinator, added: "This is a landmark achievement for Castlemilk. To have our own pantry serving the local community is a great step forward in defeating food



poverty and offering a value for money way of purchasing food. We're delighted to be open for business."

Staffed by volunteers it is currently open to everyone living in the G45 postcode area, with plans to open to other local communities, once it is established. The Pantry will be mostly staffed by volunteers.

It will open initially for across two days per week from 10am – 3pm on Tuesdays and Thursdays then increasing to operating across 18 hours per week.

The pantry acknowledges the generous financial support given to the project which has come from the Scottish Government's "Investing in Communities Fund"; Glasgow City Council Town Centre Action Plan Fund; Glasgow City Council "Communities Fund" and The National Lottery "Community Led Fund".

The funding has meant two jobs have been created - the Pantry Co-ordinator and a Community Development Worker.

In addition the pantry is working with an organisation called "Raising Standards" who will support it with a Community Chef/Nutritionist. The Community Chef/Nutritionist will deliver training to local people including certified cookery courses and deliver cookery demonstrations available in store and online.





DOLLY PARTON'S IMAGINATION LIBRARY

Dolly Parton's Imagination Library is the flagship program of The Dollywood Foundation. It reaches more children than any other early childhood book gifting program, and mails free, high-quality, age-appropriate books to children from birth until age five, no matter their family's income

What Is It?

Dolly Parton's Imagination Library is a 60 volume set of books beginning with the children's classic *The Tale of Peter Rabbit*. Each month a new, carefully selected book will arrive by mail in your child's name and be delivered directly to your home. Best of all it is a **FREE GIFT!** There is no cost or obligation to your family.

Who is Eligible?

All children under the age of five, who live in a Craigdale Housing Association home.

**Sign up your
child today!**

Simply contact the
office for a form.

What Are My Responsibilities?

- Live in a Craigdale Housing Association home.
- Submit an official registration form, completely filled out by parent or guardian (form must be approved and on file with Craigdale Housing Association).
- Notify Craigdale Housing Association anytime your address changes. Books are delivered by post to the address listed on the official registration form. ***If the child's address changes, you must contact the address/phone number on this brochure in order to continue receiving books.***
- Read with your child

When Will I Receive Books?

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

CRAIGDALE CARES

As the Association was unable to carry out any Community Events during 2020 the Board agreed to issue all tenant's funds from our Community Events Budget. This led to each tenant receiving a £25 gift card to use in Asda and we were delighted to issue vouchers, directly to our tenants.

We know that our tenants appreciated this and hope to be able to start community events again, when safe to do so.

Hopefully this demonstrates once again that Craigdale cares.



COMMUNITY EVENTS

Covid Heroes & Good Neighbour Awards 2021

We received two wonderful nominations for the Good Neighbour Award this year.

Our **First** Good Neighbour Award winner this year was; Claire Christie & Steven Livingston who were nominated by neighbour Gwyneth Buchan.

Gwyneth said "Whilst Covid-19 hit I was 800 miles away from family, isolated, lonely and due to health issues and age I had to shield. Claire & Stephen went out of their way to make sure I was ok, had food, someone to make sure I was getting all I needed. Without them I don't know what I would have done all by myself. They are amazing neighbours and wonderful people".

Our **Second** Good Neighbour Award winner this year was; Karen McGoldrick who was nominated by neighbour Elizabeth Rae.

Liz said "Karen is an amazing neighbour and person when I was shielding she got shopping for me numerous time and I recently had a power cut she gave me a flask of boiling water and refrigerated my medication".

Claire & Stephen and Karen received a Good Neighbour Certificate and gift voucher.



BOOK IN VIA SOCIAL MEDIA

CYC SUMMER
PROGRAMME 2021

BEGINS TUESDAY 29TH JUNE

WED THURS FRI

DROP IN 6PM-8PM

ARTS & CRAFTS

NINTENDO
SWITCH

PS5 GAMES +LOADS MORE

EXTRA

TUES - MUSIC GROUP - 4PM-8PM

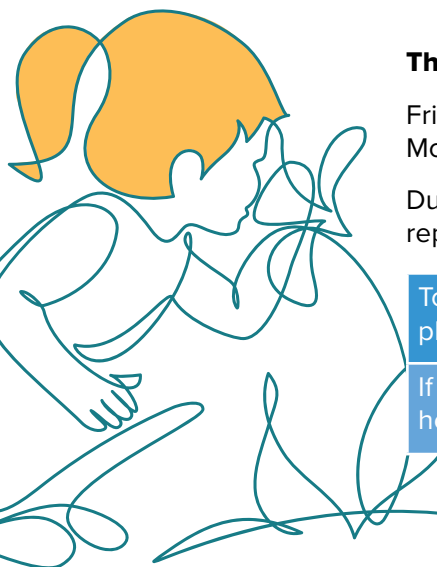
WEDS- JOB CLUB - 12PM-3PM

FRI - 2PM-5PM CYCLE

5PM-7PM PIZZA @ CYC

7PM-9PM - MUGA PITCHES

OFFICE CLOSURES



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

Friday 16th July 2021, Monday 19th July 2021, Friday 24th September 2021, Monday 27th September 2021

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

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

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

