



# Craigdale NEWS

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ISSUE 2  
2022



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

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

*From the  
Board & Staff Of  
Craigdale Housing  
Association*

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# THE AGM HIGHLIGHTS ANOTHER SUCCESSFUL YEAR FOR CRAIGDALE

**The Association held its Annual General Meeting (AGM) on Thursday 16th September 2022. Our AGM of Craigdale Housing Association was attended by 16 members; this represents 20% of the membership. Many thanks to our members for attending.**

The AGM was informed of the Association's financial performance for the year 2021/22 by the Association's auditor, Azets.

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

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

John Kilpatrick, Des Phee, Hilary Tennant & Louise Bacon

We also received nominations from the following shareholders.

Stephen Baxter, Kevin Boyle & Stephen Kelly.

All those seeking re-election and election were duly appointed. Following the Annual General Meeting, the Board of Management met to elect new office bearers for 2022/23.

Des Phee	Chairperson
Morag Cameron	Vice Chair
Louise Bacon	Secretary
Claire Taylor	Treasurer
Christine McCormack	Board Member
Helen Bayne	Board Member
John Kilpatrick	Board Member
Hilary Tennant	Board Member
Gemma Woodrow	Board Member
Stephen Baxter	Board Member
Kevin Boyle	Board Member
Stephen Kelly	Board Member

The business of the evening concluded with a cash raffle and all members present received a £25.00 Gift Voucher for Asda.



# ANNUAL ASSURANCE STATEMENT

**From 2019 on annual basis between April to October Craigdale Housing Association is expected to submit an Annual Assurance Statement to the Scottish Housing Regulator and make a copy of this available for our tenants.**

The statement is our way of informing the Scottish Housing Regulator whether we comply with all the relevant regulatory and legislative requirements of a Registered Social Landlord.

Craigdale Housing Association is pleased to announce that in carrying out our own self-assessment on the Annual Assurance Statement that we are Compliant with all the standards and there are no material non-compliances.

Like all good organisations we recognise that although we are Compliant with the requirements

there are always improvements that we can make, and we have identified some of these as part of an Action Plan. This includes ensuring all properties have a valid electrical safety certificate. This action will be completed by the end of December 2022.

We hope that the enclosed Annual Assurance Statement gives you reassurance that we continually want to deliver the best possible service whilst never standing still and keeping to all the requirements that is expected of an excellent housing provider.

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

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

# Annual Assurance Statement 2022

## Introduction

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

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

## Assurance

Our Assurance Statement takes account of sector guidance, with the Board evaluating the Association’s compliance with our Regulatory requirements, the Standards of Governance & Financial Management and our legislative duties (now referred to as the

Regulatory requirements), which are contained within the SHR’s Framework, Chapter 3 Regulatory Requirements.

The table below summarises our compliance with the Regulatory requirements:

Regulatory Requirements	Compliant?
Assurance & Notification	Yes
Scottish Social Housing Charter (SSHC)	Yes
Tenant & Service User Redress	Yes
Whistleblowing	Yes
Equality & Human Rights	Yes
Statutory Guidance	Yes
Organisational Details & Constitution	Yes
Regulatory Standards of Governance & Financial Management (RSGFM)	Yes
Legislative Duties	Yes

In determining our compliance with the Regulatory requirements our evaluation process considered:

- Whether we, as a Board, are sufficiently assured through self-assessment, ongoing oversight and scrutiny that we comply with the Regulatory

requirements and are sufficiently confident that we can pass that assurance on to our stakeholders.

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

## Supporting evidence and additional information

We used the updated toolkit issued by the Scottish Federation of Housing Associations in June 2022 as the basis for our self-assessment against the Regulatory requirements. We can evidence our compliance with supporting documentation, including independent reviews that we commissioned. Our other self-assurance activities include for example, internal audit, independent surveys, in-house assessments and other internal organisational controls and checks. The outcome of our self-assessment, ongoing oversight and scrutiny demonstrates our compliance with the Regulatory requirements.

Stakeholders can be assured that the Board challenges information that it is provided with from Staff and consultants to ensure that the information received is robust and accurate.

## Equalities

We can also confirm that we have implemented an Equalities Strategy in 2022. This strategy demonstrates our approach to meeting Outcome 1: Equalities in the Scottish Housing Charter: This strategy also has an assessment of our current approach to equality and diversity across different parts of our operation:

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

It uses this assessment to identify key objectives and sets out an action plan for 2022/24 for the first steps in achieving these objectives. We have also developed a plan and methodology for collecting equalities data across the nine protected characteristics with regard to our tenants, applicants for housing, governing body members and staff.

## Human Rights

In January 2022 the Chartered Institute of Housing published their guidance on housing as a human right. This document sets out the seven dimensions of adequate housing and forms the basis of housing as a human right. Craigdale Housing Association have policies, strategies and processes in place to ensure we meet the requirement for housing as a

basic human right but will continuously monitor these to ensure they are compliant and help to meet the ethos of housing as a human right in line with guidance. To ensure this housing as a human right forms part of our Equalities Strategy

## Tenant Safety

We take the safety of our tenants very seriously and to this end we have achieved 100% compliance with the regulatory standards on gas safety, legionella testing, asbestos testing, smoke alarm installations, roof anchor safety tests and close fire safety inspections. During the year we have been working hard to meet the regulatory standard for electrical safety in all our properties, at the time of writing we have inspected 98% of our properties for electrical safety and the expectation is for 100% of properties to have been tested by mid-November 2022.

## Next Steps

We will keep our Assurance Statement under review and will notify the SHR and our customers if we become materially non-compliant with the Regulatory requirements prior to issuing our next annual Assurance Statement in October 2023.

Our Assurance Statement is publicly available on our website and is displayed in our office. Finally, I can confirm as Chair of Craigdale Housing Association, I was authorised by the Board at a meeting held on 24th October 2022 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

**Des Phee**  
Chairperson



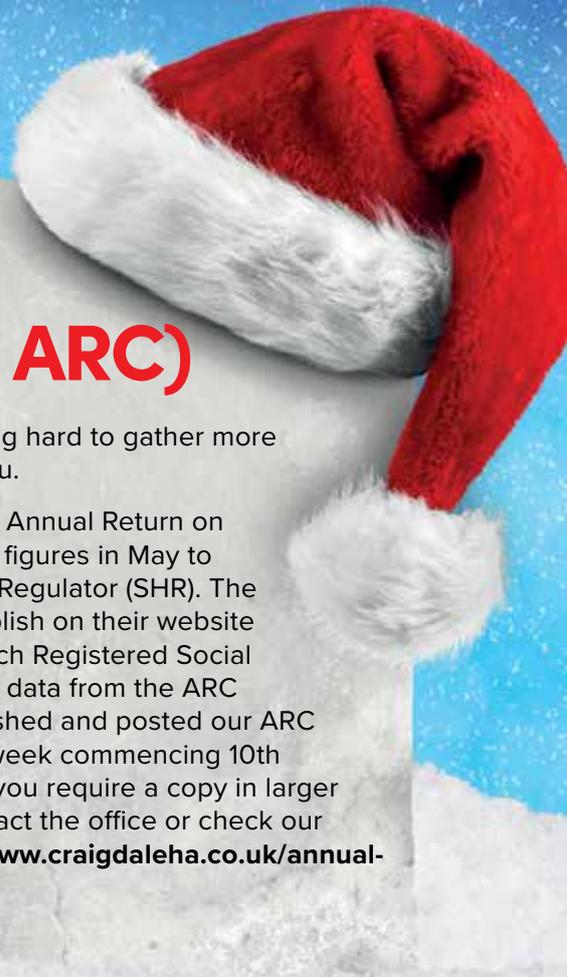
## THE SCOTTISH SOCIAL HOUSING CHARTER (THE ARC)

**From April 2013 all Registered Social Landlords, such as Craigdale Housing Association, have to meet the outcomes and standards set by the Scottish Social Housing Charter. The Charter was developed as a result of the Housing (Scotland) Act 2010 which supports the Government's long-term strategy to create a safer and stronger Scotland.**

The Charter helps to improve the quality and value of the services that we provide. It places greater emphasis on involving customers in shaping the services we deliver. There is also more focus on customer satisfaction, and we

have been working hard to gather more feedback from you.

We submitted our Annual Return on the Charter (ARC) figures in May to Scottish Housing Regulator (SHR). The Regulator will publish on their website a report about each Registered Social Landlord with key data from the ARC return. We published and posted our ARC Report Card out week commencing 10th October 2022, if you require a copy in larger print, please contact the office or check our website <https://www.craigdaleha.co.uk/annual-reports/>



### STAFF & BOARD NEWS

## Goodbye Richard, and Thank You

In September, we said goodbye to Richard O'Brien, our Maintenance Services Officer who decided to leave Craigdale to take up a new role.

We wish Richie every success in the future, and we recognise and appreciate the effort and commitment, he has shown at Craigdale.

## BON VOYAGE ... AND THANK YOU!

Two of our Board Members David Logan and Catherine Jones recently stepped down from the Board of Management.

We would like to wish David & Catherine the very best wishes for the future and thank them all for their valuable contributions.



# TENANT PORTAL LAUNCH!

**The Association will be launching our Tenant Portal over the coming month.**

The Portal will allow you to access information about your tenancy. Access can be through a smartphone, laptop or computer and allows the updating of personal information including mobile number, e-mail address and emergency contact.

Additionally, tenants can report a repair, check their rent account, make a rent payment, make a complaint or compliment and make enquiries.

If you would be interested in registering for the Tenant's Portal please email [info@craigdaleha.co.uk](mailto:info@craigdaleha.co.uk) with your Name, Address, Contact Number & Email and we will be in touch once the system is live.



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

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

A New Year is all about starting a fresh and making resolutions. The Housing Services Team do not wish to first foot tenants in 2023 regarding rent arrears or to instigate legal action.

If you are going away over the festive period, please remember to take your payment card with you. Whether you are going to Skye or Skegness, you can still make your rent payments by logging onto [www.craigdaleha.co.uk/pay-you-rent/](http://www.craigdaleha.co.uk/pay-you-rent/) or with your rent payment card where you can pay at any Post Office, or outlet displaying the following logos:



If you do have any problems paying your rent please contact your Housing Services Officers, immediately to advise and to make a repayment arrangement with them. Our Welfare Rights Officer, Suzanne Lavelle is also here to assist with benefits and budgeting among other things.

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



# 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 visitor 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**

# WHO'S LIVING IN YOUR HOME?

## Assignment/Succession

Please remember to let us know who is living with you in your home. Should you fail to declare anyone living with you in your tenancy, this can affect assignment and succession applications if the worst were to happen to you.

Applications will only be considered if the people applying have been living with you in your tenancy for a minimum of twelve months.

Any applications received where proof of residency can't be confirmed will result in refusal.

It is vital that you tell us who is living in your home to protect them in the future.

# ARE YOU INSURED?

**Protect your home contents. We strongly recommend that those residents who do not currently have home contents insurance look into taking out a policy. Although we sincerely hope that this would not need to be used, this can make all the difference in the event of fire, flood or break in.**

While the Association will fix burst pipes, it cannot replace your belongings e.g. laminate flooring, tiles, carpet etc. Insurance cover – specially arranged by Craigdale Housing Association – has been designed to help tenants and residents insure many of their belongings against burst pipes

and water damage, as well as theft, vandalism and fire.

SFHA Diamond Insurance Scheme 0345-671-8172 who offer an easy and affordable way of insuring household goods to tenants and owner occupiers of Housing Associations in Scotland.

- No excess due on claims
- New for Old cover
- Affordable premiums

- Lower minimum sums insured
- Flexible payment methods
- All postcodes included



# HANDY TIPS BEFORE REPORTING REPAIRS

## NO POWER?

Open the cover on your consumer unit (usually next to the meter in the hall cupboard) and check that the trip switches are at the ON position. If the power goes on again, it is likely to be caused by a faulty appliance. Unplug all appliances, reset the trip switch, and plug the appliances in one at a time until the switch trips again. You will then know which is the problem appliance. Remember a total loss of power may be a power cut so check whether your neighbours have lost power as well and if this is the case contact Scottish Power on **0800 092 9290**.

## BLOCKED TOILET?

If the bowl is already full, remove some of the water into a bucket first. Use a plunger or toilet brush wrapped in a plastic bag. Push to the bottom of the pan and pump up and down vigorously about a dozen times. This creates a vacuum that may shift the blockage.

# DON'T JAM YOUR CLOSE DOORS OPEN!

**Members of our staff team have noticed that it's become common practice for some residents to jam open their front and/or back close doors.**

The negative impact of this practice far outweighs any slight convenience there might be of having the close door jammed open, even for a short period of time.

Using bricks, etc. to stop the close door from fully closing, damages the spring in the automatic door closing mechanism. As well as incurring avoidable repairs costs, this also results in a close door which will not close and lock on its own - meaning the close is insecure and strangers or loiterers are able to access the close.

Please remember, the close doors have been installed as extra security for your home. The purpose of the controlled entry

system is to give you control over who gains access to your close. If residents fail to close and lock these doors, they're useless.

So, for your own safety and to keep your close free of vandals and loitering etc, please co-operate with us on this - make sure no one in your household is jamming close doors open.

If you know of a neighbour who is jamming the door open, please contact the office on

0141-634-6473 any information will be treated in the strictest confidence. If we can identify the responsible household(s) we may take action against their tenancy and/or charge them for any costs associated with repairs to the door closing mechanism. Thank you for your co-operation in this matter.

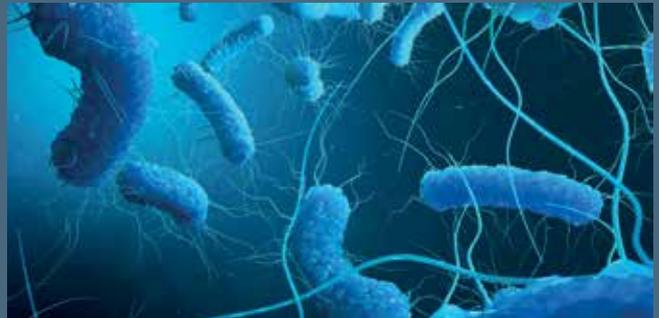
# LEGIONELLA AWARENESS

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

- Advise CHA as soon as you have any issues with the operation of your boiler
- Advise CHA as soon as you notice that your cold-water supply is running warm after a few minutes
- Advise CHA if you notice changes in your water supply, particularly debris and discolouration
- Where showers are fitted, it is your responsibility to ensure that if it is not in regular use, that the shower is run for 2 minutes each week
- Regardless of frequency of use, you need to clean and disinfect the shower head regularly, at least every six months

- Where other water appliances and/or outlets (e.g., taps and WCs) are not used on a regular basis, you should periodically run or flush them to ensure water is circulating within the system. Ensure you carry this out after returning from holiday or if your house has been unoccupied for any reason for more than a week.

Should you require further information on legionella risk please contact the office on **0141-634-6473**.



## NO SM KING

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



# FIRE HAZARD – KEEP IT CLEAR!

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

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

## SMELL GAS?

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



# SMOKE ALARMS

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

## ELECTRICAL INSTALLATION CONDITION REPORTS (EICR)

Electrical Installation Condition Report (EICR) Craigdale Housing Association (CHA) have awarded our EICR contract to carry out electrical inspections in your home. These inspections are undertaken to ensure that the electrical system in your home and common areas is and continues to be in a safe condition. All properties require an electrical safety inspection, and we require your assistance to ensure your home is safe. The contractor Magnus Electrical Services and CHA will contact you directly with a proposed date for this work to be carried out. If the date is unsuitable, please contact the contractor or CHA to re-arrange a time as soon as it is possible. If you have any questions regarding electrical inspections, please contact the Office and ask to speak to Daniel Murray.



# HOW TO AVOID CONDENSATION AND MOULD

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

What can be done to prevent it?

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

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



# DEVELOPMENT UPDATE – PHASE 10 – NEW BUILD

We are delighted to report that our Carmunnock Road new development is progressing at a great pace with our first close handed over on 30th November 2022.

That means 12 households have been signed up for warm, affordable homes that have great space standards, high quality bathrooms and kitchens. And of course, fantastic views over the city!

The remaining 2 closes will follow in the first two months of the new year, with the full development due to complete in February 2023.

The feedback to date from tenants who have moved in has been very positive, not just for the quality of the flats but also the great service provided by our operations team.

Tenants of the new development please remember if you have any defects these should be reported to the office so that they can be logged on the defects portal and if you have an emergency repair out with office hours please see contact details below.

## EMERGENCY REPAIRS / DEFECTS for 411 CARMUNNOCK ROAD

CONTRACTOR CONTACT DETAILS:

Safeguard Out Of Hours for A S Homes  
(Scotland) Ltd details below:

t: **01207 503 293**

e: **info@safeguardcallhandling.co.uk**

or contact Bield Response 24 on **0800-783-7937**



# Cost of Living Support

We have gathered some information on the help that is available, and are constantly looking for any support grants or initiatives to help support our tenants during this difficult time.

Contact us at [advice@southside-ha.co.uk](mailto:advice@southside-ha.co.uk) or call 0141 634 6473.

## Fuel Costs

Regardless of how you pay your Energy bills, pre-payment or direct debit, or whether you are working or in receipt of benefits, if you are struggling, our Welfare Rights & Money Advice service may be able to help you access financial support.



## Pre- Payment Meters

SHA has access to funding from the Redress Energy Voucher Fund, to provide Fuel vouchers for tenants with pre-payment meters (smart or standard), who are struggling with the cost of their gas or electricity.

Tenants can receive up to 3 vouchers per annum, and the project is not linked to previous projects we have ran.

The vouchers are available to people who are working, or on benefits, the criteria to qualify is you or your family have been financially affected by the cost of living crisis, and are struggling to pay for your fuel.

The best way to receive a voucher is by text, which can be taken to your local paypoint/payzone or post office with your meter key to receive the top up. The awards are £49 for couples/families and £28 for single people. If you do not have a mobile phone there are email and postal options.

## Dry Meters

Some Energy providers have made grants available to assist people with the increasing energy costs, check you provider's website for details. If they advise you need to seek help through a Money Advice Service to apply, contact us for an appointment.

If you are in debt to your Energy Provider or struggling to meet your next energy bill, we may be able to access assistance from the Scottish Government Home Heating Grant, contact us for an appointment

# Warm Home Discount

**You could get £150 off your electricity bill for winter 2022 to 2023 under the Warm Home Discount Scheme.**

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

- you get the Guarantee Credit

element of Pension Credit - known as the 'core group'

- you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'

If you receive Guarantee Credit element of Pension Credit you

should automatically be awarded the Warm Home Discount, the DWP will write to you confirming this.

If you are in the broader group, keep checking your supplier's website for when the scheme opens, as you will have to apply.

## Glasgow City Council: Glasgow Helps



**Glasgow Helps is a new service set up to work directly with the people of Glasgow.**

They offer free, confidential support, information and advice for citizens on a wide range of issues including:

- Fuel Support
- Food Support
- Employability
- Mental Health
- Physical Health
- Housing Issues and much more.

### Fuel Support Grant

As well as providing a wider package of support and assistance, eligible citizens will be able to access the Fuel Support Grant by contacting Glasgow Helps after October 3rd 2022.

Citizens in receipt of council tax reduction who have children at home are able to access the fund.

For those citizens who may not be eligible to access the Fuel Support Grant, help, advice and assistance related to fuel is still available.

Contact Glasgow helps on **0141 276 1185**

## Young Persons Free Bus Travel

**All young people and children aged 5-21 years can apply for a card to access the Young Persons' (Under 22s) Free Bus Travel Scheme, which began on 31 January 2022.**

You will need a National Entitlement Card (NEC) or Young Scot NEC with the valid free travel entitlement with you whenever you want to take the bus – otherwise you'll have to pay for your trip.

You can either apply online at [getyournec.scot](http://getyournec.scot) or (if your child's school uses it) on [parentsportal.scot](http://parentsportal.scot). If you're applying online, you may find it useful, before starting the application process, to download or look out the documents as outlined on [getyournec.scot](http://getyournec.scot) that you will need. You can apply using a smartphone/tablet or a computer depending on your preference, and if you don't have scanned copies of your documents, you can take photos of your proofs during the application process using a smartphone/tablet. If you need assistance, contact our Advice Team.

# CHRISTMAS AND NEW YEAR HOLIDAYS



**Craigdale Housing Association Office will be closed completely over the holiday period. We'll stop at 12.30pm on Friday 23rd Dec 2022 and start back at 9.00am on Thursday 5th Jan 2023.**

If you have an emergency repair during this period, please phone the numbers below.

## 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

