



Customer Satisfaction Survey



We value your views on how we are doing and how we can improve.

We are pleased to confirm that after competitive tendering, we selected **Research Resource** to carry out our independent tenant & owners satisfaction survey. The survey's will be carried out through a mix of face-to-face & telephone interviews during the month of July 2022.

We'd be grateful if owners could make sure we have up to date telephone numbers for them. Your

feedback on our factoring service is greatly appreciated.

All interviewers will carry identification so please ask for it. Don't hesitate to contact the office if you have any concerns at all. Your feedback on our services is greatly appreciated.

The data collected will help us get a better understanding of customers' needs which will feed into service improvements. We always put an action plan in place to address dissatisfaction to help us improve.



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 **014-634-6473** or send an email to **frances@craigdaleha.co.uk**. Alternatively download an application form from our website **<https://craigdaleha.co.uk/opur-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!

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 April until the end of March 2022 we received 18 complaints we record what the complaint is about and what phase of our stock it relates too.

The majority of our complaints were about estate management, and these were mainly about

Landscaping, and these were up-help. Using the information in these complaints we worked with the contractor, carried out further monitoring and the performance improved. Repairs are a large part of Craigdale's interactions with our tenants and an area where the number of complaints has reduced but that does not mean there is not room for improvement! Please let us know if the contractor does not turn up as arranged, does not clear up after themselves or you are not happy for any other reason.

We also received 4 compliments during the period - we love to hear when things exceed your expectations, please let us know if this happens as we can learn lots from both complaints and compliments.



RENT REVIEW CONSULTATION 2022/23

As part of our annual budget-setting process, we consulted with our tenants and sharing owners on the rent increase options for 2022/23, the outcome of which is that we have applied a rent increase of 4.1% across all tenant rents for the year 2022/23.

Tenants were individually consulted and offered a choice of 2 rent options 4.1% & 5.2%.

Of the 112 who responded:

- 11% thought there should be no rent increase
- 29% choose a rent increase of 5.2%
- 60% choose a rent increase of 4.1%.

The 4.1% increase will allow us to continue to deliver all management and maintenance of property services at current levels.

We are committed to ensuring value for money for our tenants. We aim to deliver this by providing quality housing and services for a fair and affordable rent. We will continue to deliver our services in the most cost-effective manner and give clear information on how rental income is spent.

Thank you to all residents who participated in the rent review consultation. The lucky name picked out of the hat for participating in the rent consultation was David Edgar who received a £100 Amazon Voucher.



RENT ACCOUNT STATEMENTS

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

ANNUAL TENANCY VISITS

As the world returns to some normality so does the Association's. Our annual programme to carry out annual tenancy visits, will recommence during 2022/23 and we will require access to the following Phases:

Phase 1	Downcraig Drive, Downcraig Road & Birgidale Road
Phase 2	Birgidale Road
Phase 6	Glenacre Drive & Glenacre Grove
Phase 8	Dougrie Terrace & Dougrie Close

These visits collate and record information which relates to the general condition of the internal and external fabric of the building along with some additional household information. The visit takes approximately 30 minutes.

The Association would appreciate your co-operation by allowing access to your property. If the day and time we give you does not suit, please contact our Office and we will try to arrange a date which suits you.

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

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.

This may mean that they would be required to declare themselves homeless with Glasgow City Council and be re-housed elsewhere.



Investing in Your Home

Craigdale Housing Association strives to offer the best possible standard of repairs service to all residents in properties owned and managed by the Association. The Association has finalised our budget for 2022/23 and are committed to investing in our property.

Maintenance Budget for 2022/23	Budget
Day to Day Repairs, Voids Expenditure & Estate Budget	£171,036
EESH Costs	£6,000
Medical Adaptations	£25,000
Cyclical Expenditure	£192,412
Major Expenditure (Component Replacement)	£273,500

Cyclical Repairs

The Association will be carrying out its normal programme of cyclical works i.e., garden maintenance, close cleaning, gas servicing, stair lighting, window & door servicing, gutter cleaning

and roof anchor check. However, the Association's Board have approved the following additional cyclical works this year.

Phase 1	Downcraig Drive, Downcraig Road & Birgidale Road	Electrical Safety Inspection & Testing
Phase 6	Glenacre Drive & Glenacre Grove	Electrical Safety Inspection & Testing
Phase 7	Dougrie Drive, Dougrie Street, Glenacre Drive & Glenacre Gardens	Electrical Safety Inspection & Testing
Phase 8	Dougrie Terrace & Dougrie Close	Electrical Safety Inspection & Testing
Phase 9	Downcraig Road, Downcraig Drive & Downcraig Terrace	Electrical Safety Inspection & Testing

Energy Efficiency Surveys

The Association is embarking on a programme of Energy Efficiency surveys to comply with our legal obligations as a Social Housing Provider.

A requirement of this programme is that Energy Efficiency surveys are carried out on our housing stock. This essential survey should take no longer than 30 minutes to complete and involves recording the Energy Efficiency of the property

with photographs. Loft access will also be required (if applicable). The first batch of surveys are scheduled to take place with our Assessor from Retrofit Associates Ltd during the summer and the remainder will be carried out in the early Autumn.

Tenants will be contacted directly to arrange access for these works to proceed.

Major Repairs

The Association's Board have approved the following major and component replacement works to be carried out 2023

Phase 2	2-22 Birgidale Road	Boiler & Central Heating Replacements
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LANDSCAPING AND DOG FOULING

Craigdale is making every effort to enhance and maintain the environmental quality of its estate. There is, however, a big problem with dog fouling. This is a major health risk to tenants and contractors, particularly the landscaping contractors who are now on-site cutting grass and who can be in close contact with this extremely unpleasant hazard.

Prolonged exposure to dog mess can lead to blindness. Dog owners are asked to co-operate with the Association on this matter by ensuring that dogs are exercised away from their properties any mess left by their dog is removed, bagged and disposed of in a suitable bin. The Association will continue to work with the Council team responsible for

monitoring this, and as in the past, they will issue fixed penalty notices to anyone caught allowing their dogs to foul any public areas such as footpaths, pavements, backcourts, and open green space without cleaning it up. Bag It and Bin It – It's as simple as that!

The Dog Fouling (Scotland) Act 2003 makes it an offence for dog owners not to clean up their dog's mess immediately from a public place and dispose of it properly.

If you witness this type of behaviour then you can contact Glasgow City Council on 0300 343 7027 or through the MYGLASGOW App.

Together we can keep Castlemilk fabulous!!

LANDLORD AND TENANT ROLES & RESPONSIBILITIES

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.

LEGIONELLA AWARENESS

As your Landlord we have an obligation to ensure you are aware of the possible causes and symptoms of Legionnaires' disease so you can identify any problems easily and report any concerns to us.

All hot and cold-water systems in residential properties are a potential source for legionella bacteria growth. The main areas of risk are where the bacteria can multiply and increase to dangerous levels and then spread, e.g., in spray from showers and taps. People catch Legionnaire's disease by inhaling small droplets of water suspended in the air, which contain the bacteria. On average, there are approximately 500 reported cases of Legionnaires' disease a year. The symptoms of Legionnaires' disease are similar to those of flu.

In domestic properties the risk of Legionnaire's disease is rated as low risk. Our full Legionella Policy is available here <https://www.craigdaleha.co.uk/policy&procedures/health-safety-tenants/> or on request from the office.

TOP TIPS:

- when you return from holiday be sure to run your hot and cold-water taps and showers for 10-15 minutes to flush out the system
- Do not allow water to stand and stagnate in cisterns or pipes
- Try to ensure that taps and water outlets are not left unused for long periods of time; always run a tap for 1 minute before you use the water from it
- Ensure that water cisterns are well covered to prevent debris from entering
- Before using the shower allow the hot water to run for at least 2 minutes every day before using it
- Clean the shower head on a regular basis to make sure there is no build-up of lime scale and make sure you follow the cleaning instructions on any cleaning products you buy

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.



Gas Servicing – Thank You

The Association would like to extend its sincere thanks and gratitude to all of our tenants who arranged access with our contractor, City

Technical Services Ltd, to carry out their annual gas safety check per your Tenancy Agreement.



We take the safety of our customers extremely seriously and carrying out an annual service to your boiler allows us to make regular checks to ensure the safety of you, your family and your neighbours as well as meeting our legal obligation as a landlord. With this in mind, we would ask that you continue to respond to any correspondence in relation to this service.

Electrical Installation Condition Reports (EICR) - Electrical Safety Inspections

The Association is currently procuring a Contractor to undertake our EICR Inspections of the electrical installation in your home.

This inspection requires to be carried out every 5 years, to make sure that it is safe and that it is up to the current standards. This test forms part of the Scottish Housing Quality Standard (SHQS), so it's really important that we can get access to your home to carry this out.

The test mainly involves working at your main circuit board or consumer unit. But access will also be required to check a few sockets and switches to make sure that the wiring is in good condition. The test will not disrupt your home or make a mess, but it takes at least an hour to complete because we need to take a number of measurements and record test results. If we find any minor faults, the electrician will repair these on the day that they are carrying out the test. But if we need to address other issues, such as replacing your consumer unit, we will arrange this as follow-on work at a date and time to suit you.



We appreciate your co-operation in giving us access to your home so we can carry out this important check and ensure that you are safe and that your electrics are up to date. We will contact you soon to make arrangements to carry out the EICR inspection. Covid risk assessments and working practises will be followed when carrying out the inspections.

BEAT CONDENSATION AND MOULD

Condensation and mould can cause damage to your home. Here are our top tips for reducing condensation:

- Keep a window open when drying clothes indoors
- Don't dry clothes on warm radiators
- When cooking, keep lids on pots
- Don't overfill cupboards and wardrobes, as this stops air flow

- When cooking or bathing, keep doors closed and open the window/use an extractor fan
- Don't keep furniture hard against the wall
- When using a tumble dryer, make sure to put the hose out the window or door

If you're still having problems with mould after following this advice, please get in touch. Call 0141 634 6473 or email info@craigdaleha.co.uk

Right to Repair

The Housing (Scotland) Act 2001 gives you the right to have small, urgent repairs carried out by your landlord within a given timescale.

The timescales shown are the maximum period in working days from the day after you report a qualifying repair (excluding weekends and public holidays). If we do not carry out the repair within the time limit set, you may be entitled to compensation.

Qualifying Repair	Timescale
Blocked flue to open fire or boiler	1 day
Blocked foul drain or soil stack	1 day
Blocked toilet pan if there is no other working toilet in the house	1 day
Leaking foul drain, soil stack or toilet pan	1 day
Blocked sink, bath or drain	1 day
Total loss of electric power	1 day
Partial loss of electric power	3 days
Insecure external window	1 day
Insecure external door	1 day
Insecure lock	1 day
Unsafe access path or step	1 day
Leaks or flooding from water or heating pipes, tanks or cisterns	1 day
Loss or partial loss of gas supply	1 day
Loss or partial loss of space or water heating where no alternative heating is available	1 day
Toilet not flushing where there is no other toilet in the house	1 day
Unsafe power or lighting socket or electrical fitting	1 day
Loss of water supply	1 day
Partial loss of water supply	3 days
Loose or detached banister or handrail	3 days
Unsafe timber flooring or stair treads	3 days
Mechanical extractor fan in kitchen or bathroom not working	7 days

PHASE 10 – NEW BUILD

As you can see from the photo diary our new build development is coming along. The development is progressing well and we will shortly start looking at the letting plan for the development coming off site in the Autumn.



COMMUNITY BENEFITS

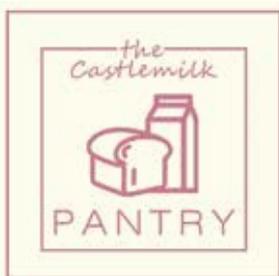
Craigdale Housing Association would like to thank AS Homes for their kind generosity. AS Homes raised and donated £570.00 to The

Castlemilk Pantry. Their generosity will allow the Castlemilk Pantry to continue to provide top quality produce to the residents of Castlemilk.



THE CASTLEMILK PANTRY

The Castlemilk Pantry is one of several new Pantries, recently established across Glasgow and Inverclyde, which are aimed at helping local residents access healthy and affordable food.



The Castlemilk 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.

As well as offering access to healthy and affordable food, the project also addresses the issue of food waste.

The Castlemilk Pantry is stocked with a wide variety of fresh, frozen, dried and tinned products and will facilitate special offers each week. Our main supplier

of surplus food comes from another social enterprise – the UK’s longest running food redistribution charity Fare Share!

Membership is currently open to everyone living in the G45 postcode area; however, we do have plans to open membership to other local communities once we are established.

The Pantry is currently open two days per week from 10am – 3pm on Tuesdays and Thursdays, although we are looking to increase our hours of operations to 18 hours per week.

The Pantry is located within the Castlemilk Community Centre, 121 Castlemilk Drive, Glasgow G45 9UG.

If you would like to become a member, please email community@ardenglen.org.uk for an application form and terms of membership.



Help with the Rising Cost of Fuel

If you are finding the rising cost of paying for gas and electricity difficult there are ways, we may be able to help. The Castlemilk Pantry in partnership with the Housing Associations in the area have been successful in gaining funding to support a fuel advisor post who will support people to lower

their fuel bills or assist people who have found themselves in difficulty paying their bills. Access to this is completely confidential but is restricted to members of the Pantry so it could be even more beneficial to join. For further information contact them on the details above.



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.***
- 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.

**Sign up your
child today!**

Simply contact the
office for a form.

Welfare Rights

The Government has announced a package of measures to help with fuel costs and the rising cost of living

£650 Cost of Living Payment

For all households who receive Universal Credit, Income-related Employment and Support Allowance, Income Support, Income-based Jobseekers Allowance, Working Tax Credit, Child Tax Credit, Pension Credit. DWP will make the payment in two lump sums – the first from July, the second in the autumn. (Payments from HMRC for those on Tax Credits only will follow shortly after each to ensure there are no duplicate payments). To be entitled to the first payment recipients will need to have been on:

- UC - for an Assessment Period that ended in the period 26th April - 25th May 2022
- IR-ESA, IS, IB-JSA or PC - for any day in the period of 26th April - 25th May 2022
- Tax Credits - received a payment, or an annual award of at least £26, on any day in the period 26th April - 25th May 2022

The government has not yet announced the date on which you must be receiving one of these benefits to receive the second payment.

£300 Pensioner Cost of Living Payment

All pensioner households will receive an extra £300 to help them cover the rising cost of energy this winter and will come as a top-up to annual Winter Fuel Payments in November/December.

£150 Disability Cost of Living Payment

People who receive Disability Living Allowance, Personal Independence Payment, Attendance Allowance, Scottish Disability Benefits, Armed Forces Independence Payment, Constant Attendance Allowance and War Pension Mobility Supplement will receive the support as a one-off payment in September. To be entitled to the first payment claimants will need to be one of the qualifying disability benefits on 25th May 2022.

Notes:

You do not need to apply - paid directly into claimant's bank accounts or energy supplier.

No impact on existing benefit awards.

You can be entitled to more than one type of payment.

£400 Energy Support Payment not repayable

The government has decided that the £400 payment that will be given to all domestic energy customers to help with the cost of their energy bills through the Energy Bill Support Scheme will now be given in the form of a grant and not repayable.

Fuel Vouchers for Craigdale Tenants with Pre-Payment meters

Craigdale has access to new funding for fuel vouchers for tenants with pre-payment meters. The funding will be available from the 27th June 2022. If you are struggling with energy costs and in danger of losing connection to your gas or electricity, please contact us for assistance.

If you owe any debt to your energy supplier, regardless of how you pay your bills, our Welfare Rights and Money Advice Team may be able to assist you. Contact our office for an appointment



OFFICE CLOSURES



The Association's office will be closed for the Glasgow Fair Weekend holiday as follows:

Closing Thursday 14th July at 3.45pm and will re-open Tuesday 19th July 2022 at 9.00am

During these closures, our repairs service will operate a strict emergency repair 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

