



Out and about for the Fun Day!

Our Fun Day may have been a bit different this year, but we still had a great day! See page 27.

Chief Executive's Welcome

The past few months have been the most intense period of my personal and professional life.

Like many of you, I have had to juggle both working from home and helping my son with his school work. I have been physically separated from family, friends and colleagues which has been difficult and I have had to grapple with communication in the virtual world, (I had not even heard of Zoom at the beginning of March).

I am acutely aware that some of you have been severely impacted. Some of you have been virtually housebound for months, have lost their jobs or had their pay or hours decreased and some of you have had family members who have contracted Covid-19, have become unwell or have sadly passed away since March.

Everyone will have been impacted by Covid-19 in different ways and as the virus and its economic consequences are still with us, everyone will continue to be impacted by it to a greater or lesser extent.

What has struck me over the past 4 months is the strength and resilience of the Castlemilk Community who have risen to the challenge of supporting those who are most at risk or more vulnerable. I am proud of the staff team and volunteers at Cassiltoun who have worked tirelessly both in the office and at home to ensure that the services we were able to provide have been delivered to a high standard and that we have placed tenant safety and support as our primary concern. Our staff and volunteers have been involved in the emergency response with our partners in Castlemilk Together and have also switched to providing some of our community activities online with the aim of keeping people connected.

As we move towards Autumn and are able to provide a greater range of our services and hopefully see some of our plans re-start. These include revising our Business Plan, progressing with our development plans and re-starting our major and reactive repairs programme. We are aware that the virus is still in



circulation. We will ensure that we take every action we can to protect the health and safety of our staff, tenants, contractors and service users. We are reliant on everyone following the most up to date guidance from the Scottish Government in order to minimise the risk of spreading the virus and this is more critical as society begins to open up and we move towards winter.

Cassiltoun will continue to support the community and our tenants whatever the future brings.

Clair Malpas • Chief Executive

In this newsletter...

Cassiltoun Housing Association sustains its IIP Platinum Award.....	3
Special General Meeting 2020 and Annual General Meeting 2020	3
Letter from Housing & Planning Minister	4
Glasgow City Council Useful Contact Numbers.....	6
Policy Reviews.....	6
COVID-19 Fire Safety Checklist.....	7
COVID Information.....	7
COVID Risk Assessment	7
COVID Safety Measures.....	8
Annual Return on the Charter Performance.....	10
SHR Engagement Plan	12

Stock Condition Survey.....	12
Reactive Repairs Update.....	12
Caledonian Maintenance Service.....	13
Rent Payment	13
Plans for Homes by the Park	14
Lockdown and impact on new build programme.....	16
Tenant scrutiny group.....	16
Covid-19: Update on House Visits and Appointments.....	17
Annual Gas Service.....	17
Finance Team Update.....	18
Major Repairs and Investment.....	19
Significant Performance Failures.....	19
Staff Update.....	20
Family Recipe.....	20

Become a member of Cassiltoun Housing Association for £1	20
Best Start Foods and Best Start Grant.....	21
Warm Home Discount	22
Carers Allowance Update.....	22
Covid-19 Advice Team Update.....	22
Nursery Graduation.....	23
Stables Nursery: Partnership Working.....	23
Community Teams Update.....	25
Cruden Cathkin View Development....	31
Kids Page	32
Office Holiday Closure Information	32
Getting in touch.....	32

Cassiltoun Housing Association sustains its IIP Platinum Award

Cassiltoun Housing Association was awarded the IIP Platinum Award in June 2017. A review against the Award criteria was carried out this year and we are delighted to announce that we have sustained our accreditation for another three years.

In Scotland, 45 organisations hold the IIP Platinum Award of which 8 are Housing Associations.

To achieve the highest Platinum standard, organisations must demonstrate 'high performance' in at least seven of the nine assessment indicators. By doing so, they show that their values, culture and processes are based on the needs of their organisation and that they are understood, respected and adopted by every member of their business.

The report highlighted that our values are very strong with staff demonstrating what they mean to them, the work they do and how they work with tenants.

Staff explained the importance of integrity, leadership, the ability to manage and respond to change and the importance of innovation to deliver excellent customer service to tenants and the local community.

Collaborative working at all levels of the organisation was observed which demonstrated strong team spirit.

Staff recognise that each individual plays a key role in contributing to the success of the business. There is a consistent approach to how people are led, managed and developed. Continuous improvement is embedded in what we do and we are always looking at how we can improve.

INVESTORS IN PEOPLE®
We invest in people Platinum

Clair Malpas, Chief Executive commented:

This accreditation is a recognition of the values we have at Cassiltoun, one that makes it a fantastic place to work and places our customers and the community at the centre. We are proud of our people and their achievements and we will build on the findings of the assessment and its recommendations. At Cassiltoun we have a culture of continuous improvement and this report will support us to continue to deliver the Association's purpose and our people's aspirations.

George Kelly, Chairperson commented:

We are absolutely delighted to have sustained our IIP Platinum Accreditation this year. As an organisation, we continue to use the Investors in People Framework to improve all aspects of our business, from involving employees in the planning and delivery of our strategic and operational objectives, to offering the best customer service to our tenants and customers. Our staff are our biggest asset and without them and their continued efforts, we wouldn't be able to achieve our goals. It is vital that we Invest in the development and wellbeing of our staff to allow us to grow and develop.

Special General Meeting (SGM) 2020 and Annual General Meeting (AGM) 2020

Our SGM and AGM will be held on Saturday 19th September 2020.

Our Special General Meeting, which is being held to adopt new Rules, will start at 11am and will be immediately followed by our AGM.

As a result of the Coronavirus emergency large public gatherings are not permitted.

This year, our SGM and AGM will not be held in a venue that members will be able to attend. Instead, we will hold our SGM and AGM virtually, using **Zoom which is a virtual video conferencing method of communication.**

All members will have received correspondence by post in relation to the Special General Meeting and Annual General Meeting.

If you have any queries regarding the meetings or accessing Zoom, please do not hesitate to contact the Association's offices on **0141 634 2673.**

Save the date!



Minister for Local Government,
Housing and Planning
Kevin Stewart MSP

T: 0300 244 4000
E: scottish.ministers@gov.scot
7 July 2020



Scottish Government
Riaghaltas na h-Alba
gov.scot

Open letter to Council, Housing Association and Housing Co-operative tenants in Scotland

In the short space of a few months, none of us could have envisaged the significant impact that Covid-19 would have on Scotland. I know this has been an extremely difficult time for you and your families and it has brought unprecedented challenges for our country.

I am writing to social housing tenants to provide information and advice, following the publication in May of Scotland's Route Map for moving out of the crisis, which sets out the steps that will help us to return to a more normal life. This is being done on a gradual basis, as quickly and fairly as possible, and is being matched with careful monitoring of the virus.

As we move through the different phases of easing restrictions we are providing clear guidance on what that will mean for individuals and families in Scotland. Individual landlords are also now beginning to plan for resuming services following the guidance available, and taking account of local circumstances.

During this crisis I have been particularly impressed at how people have come together to support each other and I greatly appreciate the inspiring community effort that we've seen up and down the country.

I want to thank every single individual, organisation and volunteer who has responded to the pandemic and helped to keep people safe, connected, and well and every social landlord in Scotland who has been working tirelessly to maintain and provide essential and wider community

services in these challenging times.

The safety, security and wellbeing of all social housing tenants is a key priority for both the Scottish Government and social landlords, and we have been working closely together to address the challenges that have emerged in the social housing sector as the weeks and months have progressed.

If you're experiencing financial difficulties or are having difficulty paying your rent as a result of coronavirus

If you are experiencing financial difficulties as a result of coronavirus, there is a variety of financial support available as well as advice on maximising income. You can access this through your local welfare advice agency including Citizen's Advice Scotland and the Money Talk Team.

The efforts that tenants are making to ensure their rent is paid during this difficult time is much appreciated and you must still continue to do so if you are able. If you have difficulty paying your rent at any time you should contact your landlord immediately as they will be able to provide or direct you to sources of financial advice and agree a plan with you to pay your rent.

Protection from eviction during the pandemic

In response to the public health crisis, the Scottish Government passed an emergency law to protect tenants from eviction during the pandemic. This requires landlords to give longer notice periods to

tenants, of up to six months, where they intend to take legal action in the Sheriff Court to re-possess a property and end a tenancy. To ensure landlords and the courts were able to continue to deal with serious antisocial and criminal behaviour, which cannot be resolved by other measures during the pandemic, shorter notice periods are in place for those cases.

Support for victims of domestic abuse

It is a Scottish Government priority to ensure that anyone who is a victim of domestic abuse gets access to the support services they need. For anyone who is or feels they are at risk of abuse, help and support is available to you, including police response, online support, helplines, refuges and other services. You can find further information here:
<https://safer.scot/da/page-6/>

Allocation of properties and mutual exchange requests

The Scottish Government eased restrictions on house moves on 29th June and social landlords are now beginning to plan for resuming allocations safely and for processing mutual exchange requests. For some time to come, most landlords will however be prioritising allocations to those who have become homeless during the pandemic. If you have any questions about moving home, want to apply for housing or have submitted a housing application with a landlord you should contact them directly as they will be able to provide advice on all your housing options.

Staff and contractor visits to your home

I know that some tenants will be anxious about having staff, contactors and gas engineers into their home to carry out repairs and safety checks, however be assured that your landlord will have clear processes in place to ensure this can happen safely, in line with the current public health guidance and including any Personal Protective Equipment required.

If an appointment for a home visit is being made with you, you should let your landlord know if you are vulnerable, shielding, self-isolating, or having symptoms of the virus so that appropriate arrangements or rescheduling of the visit can be agreed with you. Appointments will be made in advance and you will be advised of the process that will be followed, and anything you need to do to prepare for the visit.

Repairs, maintenance and planned improvement programmes

Since the start of the pandemic, social housing landlords have been prioritising repairs and have been focussing on providing emergency repairs and other essential services. As we move forward, landlords are now starting to plan how they can safely resume routine repairs and planned maintenance work. This includes programmes such as window, bathroom and kitchen replacement, adaptations and installation of smoke and carbon monoxide detectors and fire alarms. You should continue to report any repairs to your landlord as normal. As your landlord begins to work through any backlogs, your repair may take a bit longer than normal so please bear with them. Your landlord will get in touch with you if they require to get into your home to carry out any work and will have processes in place to ensure this can happen safely and in line with the current public health guidance.

Gas safety checks

Landlords are continuing to make every effort to meet statutory safety obligations, such as annual gas safety inspections. When you receive your gas inspection letter, please contact your landlord immediately if you are vulnerable, shielding, self-isolating or having symptoms of the virus, so that appropriate arrangements or rescheduling of the visit can be agreed with you. Please do not ignore the letter as your landlord may not know about your situation and will continue to contact you to arrange a visit. These checks are essential to ensure the safety of your household and it is therefore very important that you allow access to your home so they can be carried out.

If you smell gas, or if you have concerns about the safety of your appliances, you should call the gas emergency service provider on 0800 111 999, and switch off appliances until the gas emergency supplier, or a registered gas engineer, has attended and confirmed that the appliances are safe to use.

Anti-social behaviour

Tenants in Scotland have displayed exceptional respect, care and kindness towards their neighbours in these difficult times but regrettably not everyone has done so and instances of antisocial behaviour are still going on. Social landlords take antisocial behaviour very seriously and have a wide range of measures, including legal remedies and liaising with other agencies, to deal with persistent antisocial or criminal behaviour which breaches the terms of their tenancy agreement.

If you experience anti-social behaviour you should contact your landlord in the first instance and if you feel that you are in any danger you should contact Police Scotland. Your landlord will be able to provide you with support and advice on what they can do to help resolve the

situation. More information can be found online at

<https://www.mygov.scot/antisocial-behaviour/>

Wellbeing

The coronavirus outbreak has had an effect on everyone's daily lives and information on wellbeing and sources of support can be found at the mygov.scot website. This covers a wide range of issues including looking after yourself and others, how to look after your mental health, food, medicine and other supplies, work, unemployment and sick leave, domestic abuse and child protection.

Further advice on coronavirus

It is essential that we all continue to follow the current public health guidance, practise good hand hygiene and follow the guidelines on who, where and how we meet others.

The Scottish Government guidance on Coronavirus is reviewed regularly so please check for updates at **www.gov.scot/coronavirus**.

Advice is also available from the Scottish Government's Coronavirus helpline - telephone: **0800 111 4000**, Scotland's Citizens Advice helpline - telephone: **0800 028 1456** and Shelter's Housing Advice helpline - telephone: **0808 800 4444**.

If you have any specific questions about your home or tenancy that need to be dealt with urgently you should contact your landlord directly.

I would finally like to take this opportunity to thank all social housing tenants and landlords in Scotland for everything you have done, and are continuing to do, to help control the spread of the virus, protect the NHS and save lives.



KEVIN STEWART

Glasgow City Council

Useful contact details



How to report Environmental issues:

How do I report antisocial behaviour?

- Phone the 24hr ASB helpline on 0800 027 3901.
- For an **ongoing noise incident** between 5pm and 3am, call our ASB Noise Service on 0141 287 6688.
- If it's an ongoing incident of a **criminal nature** call Police Scotland on 101 or 999 in an emergency.
- If you are a **Housing Association tenant** call your Housing Officer in the first instance.

With your help we can stamp out antisocial behaviour in your community.

If you see something, say something:

Clean Glasgow Hotline

Litter, Dog Fouling,
Fly Tipping, Graffiti and
Fly Posting

0300 343 7027

Cleansing & Bulk Uplifts 0141 287 9700

Roads & Lighting Faults 0800 37 36 35

**Water Mains leakage
or bursts 0845 600 8855**

Police Scotland 101

Abandoned cars 0141 276 0859

**Glasgow Operations
Centre 0141 287 9999**



Review of Policies

As per our Policy Register, we will be reviewing the undernoted policies over the next 6 months:

- Defect Policy
- Handover of Completed Developments Policy
- Liquidated & Ascertained Damages Policy
- Whistleblowing
- Smoke Free
- Alcohol & Drugs
- Freedom of Information

- Environmental Information (Scotland) Regulations 2004
- Group Board Code of Conduct
- Group Staff Code of Conduct
- Attendance Management

We would appreciate your involvement in these reviews. If you would be interested in becoming involved in the review process of any of these policies, please contact the Association's reception desk (0141 634 2673) and leave your contact details and the person responsible for leading the policy review will get in touch.

COVID-19 Home Fire Safety Checklist

With all of us spending more time at home due to COVID-19 there can be an increased risk of fire.

Here are some steps to help you stay safe in these challenging times:

- ☐ **Don't leave cooking unattended** and don't cook if you're tired, under the influence of alcohol or drugs or on strong medication.
- ☐ If you smoke, **smoke outside**, at an open external door or window and never while under the influence. **Always use an appropriate ashtray.**
- ☐ Using a laptop? Make sure it's placed on a hard surface **to prevent overheating.**
- ☐ **Always turn** computers and laptops **off at night.**
- ☐ **Don't overload** electrical sockets.
- ☐ Make sure all common areas and exits are **kept clear** of any combustible materials and don't leave any items in escape routes.
- ☐ With bin collections reduced at this time it is important that flammable items like cardboard or paper are **safely stored.**

At night when you go to bed:

- ☐ Ensure white goods such as washing machine, dishwashers or tumble dryer are **switched off**, and **never used while sleeping or out**
- ☐ **Switch off** all electrical appliances not designed to be left on overnight.
- ☐ **Don't leave** chargeable items like phones and tablets **charging overnight.**
- ☐ **Turn off** portable heaters and put a fire-guard around the fire place.
- ☐ Keep mobility aids and any methods of calling for help **accessible** for a cared for person.
- ☐ Before going to bed, check any candles and cigarettes are **extinguished.**
- ☐ Make sure the main door keys are **accessible and in a safe place.**
- ☐ **Close all the internal doors** before going to bed.

And finally:

- ☐ Make sure you have **working smoke alarms.** Test them **once a week.**



firescotland.gov.uk



#Coronavirus #StayAtHome #TestitTuesday

CORONAVIRUS: STOP. THINK...



The most common symptoms are new:

- continuous cough
- fever/high temperature (37.8C or greater)
- loss of, or change in, sense of smell or taste

It's very important that you stay at home for 10 days if you have symptoms that may be caused by coronavirus (COVID-19), even if you think your symptoms are mild.

Remember FACTS for a safer Scotland

- F** Face coverings
- A** Avoid crowded places
- C** Clean your hands regularly
- T** Two metre distance
- S** Self isolate and book a test if you have symptoms



Covid-19 Risk Assessment

Cassiltoun Housing Association's COVID Risk Assessment can be found via our website

<https://www.cassiltoun.org.uk/current-news/>



COVID-19

Safety Measures

We are members of EVH and all members are being issued with advice and guidance on safety measures relating to Covid-19. Here is some helpful information for our service users covering what to expect if we need to visit your home and what we may ask you before we book an appointment.



supporting
social
employers

To help us prepare for our visit there are a few **simple questions** our staff will ask **before** coming to see you:

- 1** Are you or any members of your family displaying symptoms of Coronavirus, such as high temperature, new and near persistent cough, or loss of taste or smell?



- 2** Are you or any of your family considered vulnerable or have you been self-isolating?

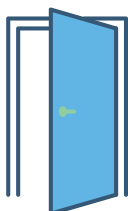


- 3** Are you happy for us to enter your home and do you understand that we may need further access within it?



Before our staff member enters your home there are some **simple** steps you can take to help us do so safely. **If possible, please:**

- 1** Leave all internal doors open



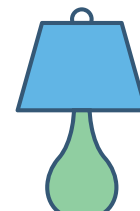
- 2** Leave windows open for ventilation



- 3** Keep clear pathways within the home, and free of any obstructions



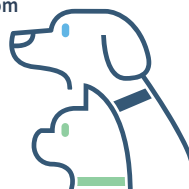
- 4** Keep all areas well-lit and open window coverings



- 5** Where possible other occupants of the house should vacate the property and stay together in one area such as the driveway or garden or, congregate in one other room



- 6** Shut pets away safely within another room



It is important that you remember to inform us of any change in circumstances before the date we are coming to see you.



Our staff have received training on how to conduct their business safely whilst within your home and will take the following steps to ensure everyone's safety.

COVID-19 Safety Measures

8 **simple steps** our staff **always** take to ensure everyone's safety

- 1 At all times, our staff will ask questions from a safe distance and where possible will do this from outside of the property. 
- 2 Our staff will or sanitise their hands before and after every home they visit. 
- 3 Our staff may wear a fresh pair of disposable gloves at each home they visit. They will dispose of used gloves safely without compromising you. 
- 4 Similarly, where required, staff may wear a fresh face covering at each home they visit. They will dispose of these safely without compromising you. 
- 5 Any equipment our staff may use will be disinfected before and after each use. 
- 6 To minimise the time we spend within your home, we will try to complete our notes and forms outside of your property. 
- 7 Our staff will take care to keep their own clothes clean during visits and will also wear fresh workwear daily. 
- 8 Where we have to spend a long time (or stay overnight) in your home, it may not be practical to stick rigidly to all of the above standards (for example keeping pets locked up overnight), but we will do all that we can to minimise risk to everyone within the home, including our own staff. 

Thank you for considering this

We are committed to providing a safe working environment for our people and for service users whose properties we may have to enter from time to time.

COVID-19
Safety Measures

We are happy to confirm that we have complied with the government's guidance on managing the risk of Covid 19. This guidance is often referred to as **"Five Steps to Safer Working Together"**. This poster explains the five steps.

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a COVID-19 risk assessment and shared the results with the people who work here
- ✓ We have cleaning, handwashing and hygiene procedures in line with guidance
- ✓ We have taken all reasonable steps to help people work from home
- ✓ We have taken all reasonable steps to maintain a 1m distance in the workplace
- ✓ Where people cannot be 1m apart, we have done everything practical to manage transmission risk

(or the Health and Safety Executive at www.hse.gov.uk/covid-19)

Annual Return on the Charter 2019/20

The Association submitted its Annual Return on the Scottish Social Housing Charter at the end of June 2020, a month later than usual due to the COVID-19 outbreak. Here are some of the highlights:

Satisfaction

Percentage of tenants satisfied with the overall service provided by their landlord.	91.25%	
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	99.50%	
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.	99.75%	
Percentage of tenants satisfied with the quality of their home.	90.50%	
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	85.77%	
Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	93.75%	
Percentage of tenants who feel that the rent for their property represents good value for money.	82.50%	
Percentage of factored owners satisfied with the factoring service they receive.	53.85%	

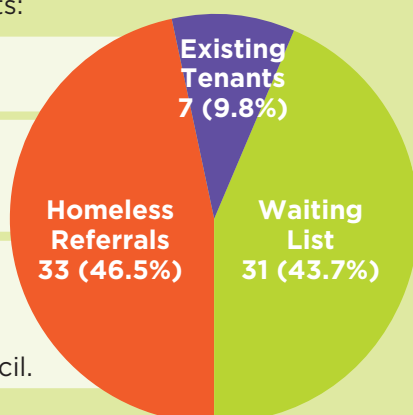
Allocations

The Association let a total of **71** properties in 2019/20, of those lets:

7 were let to existing tenants.

31 were let to people on our waiting list.

33 were let to homeless referrals received from Glasgow City Council.



We made a total of **84** offers of housing with **15** being refused. (17.86%)

The average length of time to let a property was **8.80 days**.

Repairs, Maintenance and Improvements

The Association completed a total of **879** emergency repairs and the average time to complete the repair was **2.05 hours**.

A total of **2,662** non-emergency repairs were completed with the average time to complete the repair at **3.45 days**.

The percentage of repairs that were completed 'Right First Time' was **97.86%**.

We met our statutory duty to carry out **100%** of gas safety checks.

EESSH - we are meeting this standard in **99.9%** of our properties.

Scottish Housing Quality Standard - we are **99.3%** compliant.

Neighbourhood and Community

Complaints:

	Number received 2019/20	Number carried over 2018/19	Average working days to respond
1st Stage complaints	46	1	3.64
2nd Stage Complaints	7	1	10.63

Anti-social Behaviour Complaints:

A total of **98** cases of anti-social behaviour were reported to the Association, **100%** of these cases were resolved.

Abandoned Homes

A total of **14** homes were abandoned 2019/20.

Court Action

Number of Court Actions initiated in the 2019/20 year	27
The number of properties recovered due to rent not being paid	5
The number of properties recovered due to anti-social behaviour	2

The Association is very pleased to report another year of strong performance.



Access to Housing and Support

A total of **78** properties became available for let in 2019/20 which is **8%** of the Association's stock.

Adaptations

Applications received requesting adaptations to homes	23
Number of applications completed	19
Number of applications still to be completed	4
£ Landlord funded	£23,500
£ Grant funded	£13,708
Average working days to complete	38.15

Homelessness

Total number of homeless household referrals received under Section 5	55
Total number of individual homeless households' referrals received under section 5 that result in an offer of a permanent home.	45
The total number of accepted offers	33

Tenancy Sustainment

The number of tenancies which began in the previous reporting year by:	
Existing Tenants	5
Statutory homeless	23
Waiting list	47
The number of tenants who remained in their tenancy for more than a year by:	
Existing Tenants	5
Statutory homeless	20
Waiting list	40

Getting good value from rents and service charges

The total amount of rent collected in the reporting year	£3,984,308
The total amount of rent due to be collected in the reporting year	£4,038,179
Percentage of rent due to be collected actually collected	98.67%
Rent arrears at 31/03/2020	£132,904 (3.29%)
Total former tenant arrears at 31/03/2020	£50,505
Total former tenant arrears written off at 31/03/2020	£20,389
Total rent lost due to properties being empty (void)	£7,603 (0.19%)
Average weekly rent increase applied for 2020/21	2.60%
Average annual management fee per factored property	£94.15

Reactive Repairs Update

These last few months have been difficult and challenging for everyone.

We appreciate your patience as due to Scottish Government Guidance we have been unable to provide a full reactive repairs service to you and we would ask you to bear with us as we incrementally increase services.

Please be assured that we continue to work closely with City Building, our reactive repairs contractor (who successfully won the tender for the reactive repairs contract)

to ensure that all emergency repairs are carried out and the follow-up work completed.

Priority is being given to emergency and urgent repairs and as things change we will keep you updated.

If you have a repair and are not sure whether it can be carried out just now, please contact the office for advice and assistance. If you wish to report an emergency or urgent repair please telephone the office on 0141 634 2673 between 8.30am and 12noon and 1pm and 5pm except Friday when the phone lines close at 4pm and on a Wednesday when the phone lines close at 12 noon for staff training and deep cleaning of the office. When the office is closed, please phone 0800 0921961.

Engagement plan



Cassiltoun Housing Association Ltd

Regulatory Status:

We have not included a regulatory status in this box. After we receive the first annual Assurance Statements in October 2019 from all landlords and complete our annual risk assessment we will give Registered Social Landlords (RSLs) a regulatory status in line with our Regulatory Framework.

We don't require any further assurance from Cassiltoun Housing Association Ltd (Cassiltoun) at this point in time other than the annual regulatory returns required from all RSLs.

What Cassiltoun must do

Cassiltoun plans to develop a small number of affordable homes for social rent. It must tell us if there are any material adverse changes to its development plans which might affect its financial position or reputation, in line with our notifiable events guidance.

Regulatory returns

Cassiltoun must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections;
- Annual Return on the Charter; and
- the return on the Energy Efficiency Standard for Social Housing.



Read more about Cassiltoun Housing Association Ltd at www.housingregulator.gov.scot

Our lead officer for Cassiltoun Housing Association Ltd is:

Name: Kirsty Anderson, Regulation Manager
Address: Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF
Telephone: 0141 242 5547
Email: Kirsty.anderson@scottishhousingregulator.gsi.gov.uk

Stock Condition Survey

In line with the requirement of the Scottish Housing Regulator, the Association is about to undertake a stock condition survey.

This takes place every four years when a minimum of 25% of the Association's properties are surveyed and the information from these properties is then cloned to give an accurate picture of the condition of all of our properties. This work was put out to tender and the successful company are JMP Construction and Property Consultants.

We will contact all tenants by letter to let them know when the surveys will take place. Please give JMP access to enable them to carry out the survey. The survey will inform our major repairs programme for the coming years.

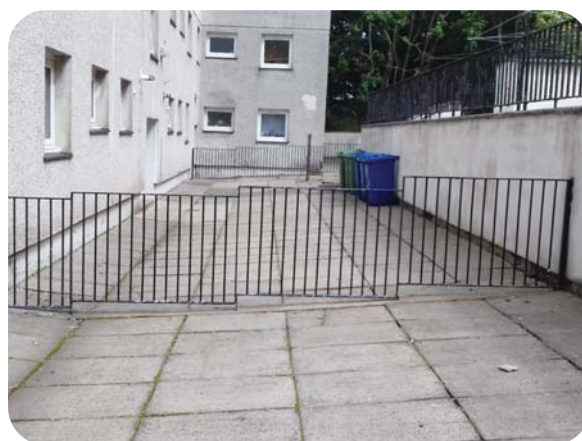
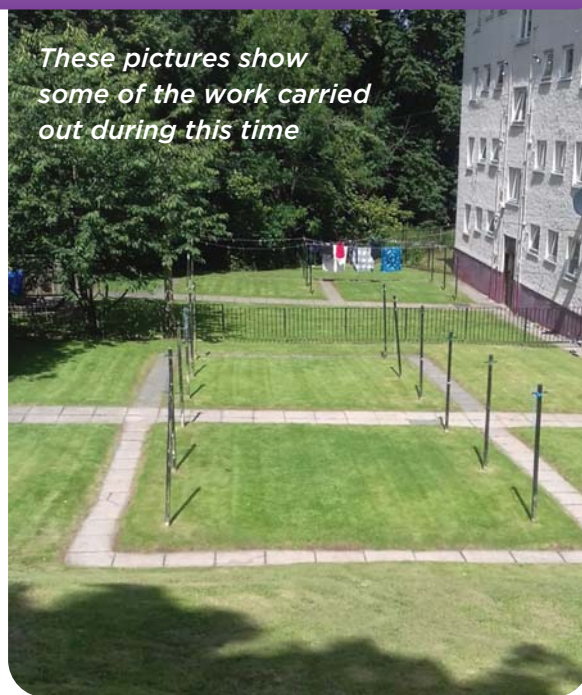
Caledonian Maintenance Services

Caledonian Maintenance Services provide the Association's Stair Cleaning service and also our Estate Services, for back courts, common areas and the Garden Care scheme. Due to COVID-19 guidance, their services had to cease. However this was only for a two week period after which further guidance allowed them back on site.

Since the start of lockdown, our staff team have been in daily contact with our contractors, highlighting areas requiring additional work some of which had been highlighted by our residents. This has included removal of bulk rubbish including household refuse from back courts and extensive cleaning of bin areas in addition to their normal services. These additional services incurred an additional cost to the Association but were crucial for the health and safety of our residents.

As Glasgow City Council have not yet confirmed when they will resume the bulk refuse collection service, we continue to ask for your support in keeping your area clean, tidy and hazard free. Please refrain from leaving bulk items and excessive waste in the back court areas or the bulk collection points. The Council have re-opened their recycling centres therefore if you are able to do so, you can take your bulky rubbish there to dispose of.

These pictures show some of the work carried out during this time



Rent Payments

The Association's staff have been working hard trying to contact all our customers regarding rent payments, how to pay your rent and where you can get advice and assistance if you are finding it difficult to pay your rent.

We understand some customers may have found making rent payments difficult as their circumstances may have changed due to Coronavirus (Covid-19). The staff are here to ensure suitable payment arrangements can be made to avoid arrears accumulating.

If you have or are finding it difficult to pay your rent, please contact the office on 0141 634 2673.

A referral can also be made to the Association's Advice Team who can assist you with rent arrears and other debts or financial difficulties you may have.

Please be aware that the Association are aware of the detrimental affect this pandemic may have caused customers and we are looking to support you in ensuring you are given support and assistance to prevent further action being taken due to non-payment of rent.

If you find yourself in financial difficulty, please contact the office immediately in order that we can assist you. Do not ignore the issue or it will only get worse rather than going away. Please also be aware if you fall behind with your rent and do not engage with the Association you could lose your home.





Plans for “Homes by the Park”

The Association undertook a Feasibility Study during 2018 at the site at Barlia Terrace which was formally the Council’s ‘nursery’ site for growing plants for the parks and hanging baskets around the city. During that process, we consulted with the community on many aspects of development, such as house types, connectivity to the park, how we link housing to health and wellbeing along with people’s general aspirations for the site. Many of you will have seen the model of the site that Collective Architecture produced for us. It has been in the foyer of the Stables and generated a lot of interest.

In late 2019, Glasgow City Council gave Cassiltoun the green light to move ahead with detailed design of this ‘Homes by the Park’ project. We appointed the same design team that had worked on the feasibility study and brought on board a landscape architect to further assist with the designs due to the nature of the site. This has been a great addition to the team.

We are still aspiring to build new housing on the site along with a Social Enterprise and Wellbeing Centre but with the passage of time we had to review the feasibility study design and layout, review demand for house types and sizes and also take on board comments from Glasgow City Council with regards to the need to have more open amenity

space than was previously planned. This has dovetailed with a more strategic approach to tree retention on the site. We are pleased to confirm that the Association’s Regeneration Sub-Committee approved in principal a revised layout and house mix in July 2020. This includes a larger proportion of social rented units, less private sector housing and more houses/less flats. We are also looking at developing some three story cottage flats with private gardens, a new concept for us!

Moving forward, we would now love to hear from people in the community about their thoughts on how we should reflect the history of the site as we further develop the design. For example, the large damaged sycamore tree



on the site will be felled as part of the development. Could we do something fun and functional at the site with the reclaimed wood? Also, the site has some archaeological interest around where the wall garden was situated. What could we do to remember this? Finally, what would you like to see in terms of play facilities for children at the site? Could we use some of the reclaimed wood to make, for example, some fun outdoor play 'furniture'?

We are, of course, happy to hear people's views on any aspect of the development but inevitably there are many constraints on the Association in terms of funding, grant availability, planning legislation, Council aspirations for a mix of private and social housing etc. So, for this stage of consultation, we will be focussing on key areas where the community can have some meaningful influence on matters that are not yet decided.

The plan is to provide opportunities for the community

to get in touch, have their say and feed into some specific issues that we did not cover in the Feasibility Consultation and are not dictated by funding and legislative constraints.

We are holding an event on **Wednesday 9th September 2020** from 3pm outside the Stables on Machrie Road. We are planning for a gazebo to provide a bit of cover if the weather is not on our side! Kids are welcome to come along and get involved in some fun art and creative activities. There will be prizes for the best drawings in various age categories and some wee freebies to give away!

Meanwhile, adults will get an opportunity to fill in a questionnaire, or just tell us face to face what their thoughts are for the future of the Nursery site, particularly in relation to reflecting the history of the site as we take forward the development. We will of course be observing appropriate hygiene and social distancing to ensure the safety of staff and all

members of the public that come along.

If you'd like to look in more depth at our plans or can't come along on the 9th September, why not visit our special website.

www.homesbythepark.com

From the website, you can then click on a link to Survey Monkey and with just a few more clicks give us your opinions.

An exciting development that we have planned also via the website is a virtual walking tour of the site including the walled garden area, the historical sycamore and other areas of interest. Please take a look!

Finally, we plan to hold a 'virtual' workshop via a Zoom video link on **21st September 2020 at 7pm**. We will be able to present to you our plans for the development with the design team and staff present at the video meeting, with facilities to make comments on the chat bar as the presentation is happening and further opportunity through a question and answer session. If you'd like to participate please call the office on 0141 634 2673 to register and we can send you details of the sign in details for the online workshop.

If you cannot make it to any of the above or don't have access to the internet and would rather just speak to a member of the team directly, please call the office on 0141 634 2673 where we can arrange a call back to you to ensure you have your say.

We will share these links on our social media accounts as well so you have various options to get in touch. If for any reason we need to make changes to the planned events, for example because of updated guidance from the Scottish Government in relation to the current pandemic, we will do all we can to let people know.

We look forward to seeing you or hearing from you!

Lockdown and impact on our new build programme

The recent lockdown because of Covid-19 led our new build sites at Barlia Terrace and Barlia Street having to be temporarily shut for 12 weeks.

This has had an impact on the timescale for the handover of the properties, which were nearing completion. We now expect to be in possession of our new homes over a phased period in September and October. Just as a reminder to all readers, we are building 42 new homes, a mix of flats, cottage flats and townhouses over the three sites. They are energy efficient, spacious and many of the homes benefit from 'sunpods' allowing additional amenity space attached to the living rooms.

During August and September, housing staff will be getting in touch with tenants who are going to be made offers on the new properties.

We had approached the Council to have an input into the naming of the new road into the former Church site at Barlia Terrace. We asked if the name of John Miller, the former Minister of the Castlemilk East Parish Church, could be included in the title of the new road. Sadly, the Council rejected our request and the new road will be called Barlia Row.



Castlemilk Drive progress

As we go to press with this newsletter, we are about to sign a building contract with Cruden Homes West for the construction of 60 new homes on Castlemilk Drive. The eagle-eyed amongst you may have seen some preparatory work happening early summer, with Scottish Gas Networks carrying out some diversion works adjacent to the site.

The 60 units are all flat accommodation and are a mix of one and two bedroom properties, all with good space standards, storage space and energy efficient heating systems. While we may get some blocks completed in advance, we are expecting the full development to complete by summer of 2022.

Tenant Scrutiny Panel

Do you want to join our Scrutiny Panel? Our scrutiny panel is up and running but we are on the lookout for more members. Meetings will be held virtually due to the ongoing restrictions as outlined by the Scottish Government.

Tenant Scrutiny aims to give tenants more power in holding us to account for our decisions, performance and conduct. We welcome this challenge and will support our tenants to carry out effective tenant scrutiny.

The panel's functions will include:

- Checking that services reflect customer priorities and deliver value for money
- Monitoring performance and information from all Cassiltoun's services
- Identifying trends and challenging weak performance
- Looking at how Cassiltoun's service delivery compares to other RSL's, including benchmarking data.
- In depth examination of how a particular service is planned and delivered
- Reporting service review outcomes and recommended improvements actions are reported to the Board of Management

If you are interested in joining our Tenant Scrutiny panel and/or want to find out more, please contact the Association's offices on 0141 634 2673.



COVID – 19: Update on House Visits and Appointments

You should all have received a letter advising you that staff from the Association are now carrying out house visits and holding appointments in the office for limited essential services.

These are:

House visits

- Pre and post inspection of repairs
- Gas servicing (including forced access)
- Anti-social behaviour
- Rent Management

You will be asked a list of questions to ensure that not only you but no-one in your household has COVID-19 symptoms. Please answer these questions honestly in order to protect yourself and the member of staff who is visiting you. We would also ask that:

- You observe social distancing at all times with the member of staff visiting your home.
- You must put any pets in another room while the visit is taking place.
- The staff member will sanitize their hands before entering your home.
- The staff member will wear a face covering for the duration of the home visit.
- If two members of staff, or a staff member and contractor are in to inspect a repair in your property, we would request that you stay in another room in order that social distancing can be observed particularly if it is in a small room for example the bathroom.

Office Appointments

- Allocations including signing of tenancy agreements

Prior to your appointment you will be asked a list of questions to ensure that not only you but no-one in your household has COVID-19 symptoms. Please answer these questions honestly in order to protect yourself, other residents who may be in the office and the staff team. We would also ask that:

- You attend your appointment at your allocated time in order to prevent queues and people waiting.
- You attend your appointment on your own where possible. This is to prevent too many people in the office at the one time.
- Please do not bring children into the office unless you have no alternative.
- Please wear a face covering when entering and whilst you are in the office at all times.
- Sanitise your hands upon entry to the office.
- Report to reception and complete contact and trace information in line with Scottish Government's guidance.
- Observe social distancing and obey the signage within the office.
- Follow the directions of staff within the office.

Please do not come to the office if you do not have an appointment as you will not be allowed into the office.

As we progress out of lockdown, we will arrange appointments and carry out house visits as more services resume and we will keep you updated of this.

Annual Gas Service

The Association has been working hard during lockdown to maintain annual gas service visits. Cassiltoun Housing Association has a duty of care to all our tenants to have these services carried out.

This is a legal duty to annually repair and maintain gas pipework, flues and appliances to ensure they are in a safe condition. During this Coronavirus pandemic, there is a balance between ensuring people, including the vulnerable, are protected from possibly fatal risks arising from carbon monoxide exposure or gas explosion, while doing what we can to protect people from COVID-19. We understand that people may be wary of providing access to their homes due to Covid-19 however, we would like to reassure you that engineers will follow social distancing rules and also wipe down and sanitise all areas they have been in contact with. We would like to make people aware that failure to provide access for an annual service, may result in the Association forcing access to your property to carry out this work to ensure you and your neighbours safety.



Finance Team *Update*

Whilst writing the finance team update, outside the window the rain is pouring down for this summer edition – feels more like Autumn.

The year started as normal until mid February when all staff were washing their hands and if anyone sneezed we all darted to the opposite end of the room. Then March came, with food shortages along with keeping your distance. April and May was our summer with weeks of warm sunshine and hardly allowed to leave your home.

So, here we are at the end of August and it has been a surreal few months with procedures and processes we have never used before to make sure that essential business functions and the well being of tenants and staff is maintained as best we can. The year will remain upside down but slowly the pieces of day to day living are returning similar to how it was.

We kept to our planned audit start date at the end of April. For two weeks we had rigorous questions and evidence to produce, as well as making sure none of our suppliers were going out of business and setting up new controls to cover food distribution, learn and apply for the job retention scheme grant, keep our three lenders in the loop and planning and forecasting for our childrens' nursery plus the Association.

Last September we replaced old desk computers with laptops and put in place stronger security access – similar to banks requiring you to have two

different items to log on or take money out. This allowed us to begin working from home almost immediately and provide reassurance to our Board, tenants and suppliers.

As a result we had a good audit report for each of the three companies in the group with the accounts thoroughly reviewed and signed in June.

The Housing Regulator requires various returns about performance and financial projections to be provided which allows them to monitor our financial health. These changed for us every month with all the uncertainty about construction re-starting, development grant, routine repairs resuming and smaller things like office cleaning and more health and safety measures.

The Charities Regulator also requires information and accounts which we have been able to do without needing to rely on an extension of time.

The changeover to Allpay rent collection system will probably wait until around November or the new calendar year to avoid unnecessary interruptions to how you pay rent or owners services.

Lastly, the finance team hope everyone keeps safe and we continue to work hard ensuring the vital 'oil keeps flowing around the business engine'. We look forward to dealing with our major repair contractors and seeing some of you about the office in the months ahead, or on video link for the AGM.

Gamal Haddou • *Director of Finance*



Major Repairs and Investment Update

As you will be aware due to COVID-19 all our major repairs and investment programmes ceased in March 2020. Since then following Scottish Government Guidance and working closely with our contractors we have been planning for when it will be safe and permissible to complete these programmes and begin our new programmes for this year (2020/21).

A full update of where we are is provided here:

Fitting smoke and heat detectors

This programme recommenced on Monday 6th July 2020 and will conclude in February 2021. This is a new legislative requirement and I would encourage you to allow our contractors access to your home. The fitting of these alarms is to ensure your own and your neighbours' safety. Our contractor is City Technical Services who also carry out all our gas servicing and repairs.



Annual Gutter Cleaning Programme

Our annual gutter cleaning programme commenced on Monday 6th July 2020 and is progressing well. Our contractor Clyde Contracts Ltd are working through our stock, cleaning the gutters and identifying any repairs that require to be carried out.



Electrical Servicing

Our electrical servicing programme commenced on Monday 10th August 2020. This is a rolling programme of servicing to ensure that your property has an electrical service once every 5 years. If you are part of this year's programme, a member of the Technical Services Team will be in touch with you to arrange access. I would encourage all residents to allow the contractors Magnus Electrical Services Ltd into your home to carry out this work. As with the gas servicing this work is vital to ensure your own and your neighbours' safety.



Window and Door Renewal Project

The Association has appointed a new contractor to work with us on our window and door renewal programmes. The contractor is Sidey Solutions Ltd and we aim to have a total of 68 properties this year and a further 93 properties next year fitted with new windows and doors where required. This year the areas that are getting new windows are 5-59 Castlemilk Drive, 16 & 23 Croftfoot Drive and 113 - 137 Barlia Drive. We are planning to carry out surveys of these properties during late August/September and to be on-site in October 2020. A member of the Technical Team will be in touch with all tenants who are included in the programme.



Legionella Testing

We are hoping to start our programme of Legionella testing in common tanks and are currently in discussion with our contractor regarding this.



Complaints and Significant Performance Failures

SHR Complaints and Significant Performance Failures

If you are unhappy about the services you receive or have concerns about the way your landlord is operating, you have the right to make a complaint.

The SHR Complaints and Significant Performance Failures leaflet details the difference between a complaint and a significant performance failure, and lets you know what to do and who to contact.

A copy can be obtained from the Association's offices or by visiting our website
<https://www.cassiltoun.org.uk/comments-complaints/>

Watch out for future updates on all our investment works.

Staff Update

Goodbye to...

Steven Cole

(Estate Assistant)

left 31st March 2020.

Welcome to...

Jay Hutton

(Handyperson Assistant -
Community Jobs Scotland
Placement for 52 weeks)

joined the Association on
13th January 2020.

Jill Galbraith

(Temporary Customer
Services Assistant)

joined the Association on
27th January 2020.

Congratulations...

Mum...

Ainsleigh Butters

baby boy, Joseph, born
14th February 2020.

Donna Fullerton

baby boy, Lyle, born 26th
July 2020.

Qualified...

Emma Scott

Successfully achieving a
HNC in Construction
Management.



cheesy Ham & Broccoli Pasta

Prep: 10min • Cook: 20min. • Serves 4

Satisfy your comfort food cravings with this cheap and simple creamy pasta dish with chunks of ham and crunchy veg.

Method

1. Bring a large pan of water to the boil and cook the pasta following pack instructions, adding the broccoli florets to the pan for the final 4 mins. Drain and set aside.
2. Meanwhile, make the sauce. Heat the oil in a large pan and cook the onion for 5 mins to soften, then stir in the garlic and cook for 1 min more. Stir in the ham, cream and mustard, then bring to the boil. Add the pasta and broccoli, then stir in the cheese, coating everything in the sauce.

Ingredients

- 300g pasta
- 1 head of broccoli, cut into small florets
- 1 tbsp oil
- 1 onion, finely chopped
- 2 garlic cloves, crushed
- 250g ham, cut into chunks
- 300ml pot double cream
- 1 tbsp English mustard
- 140g mature cheddar, grated

Become a member of Cassiltoun Housing Association for only £1.00

Becoming a member of Cassiltoun Housing Association gives you a real say in the future of your home and local community. Membership means you can stand for election to our Board of Management, attend our Annual General Meeting and vote to appoint members to our Board of Management. You must be at least 16 years old to apply for membership.

You can join the Association for only £1. Application forms are available from the Association's offices or by contacting Paula Brownlie, Corporate Services Manager on **0141 631 5207**.

If you are a tenant of the Association, a service user or a person that supports the objectives of the Association you are eligible to become a member.



Best Start Foods and Best Start Grants



You can get Best Start Grant and Best Start Foods:

- 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
- as long as you're the parent of a child, or the main person looking after the child
- you can get more than one payment at the one time

Best Start Foods

Best Start Foods is a prepaid card that you can use to buy healthy foods for children under 3. You can use the card in shops and online.

You can apply for Best Start Foods when you're pregnant, or any time up to your child turning 3 years old.

The payments of Best Start Foods are:

- £17 every 4 weeks during pregnancy
- £34 every 4 weeks from your child being born up until they're a 1 year old
- £17 every 4 weeks between the ages of 1 and 3

Pregnancy and baby payment

- You can apply for the Pregnancy and Baby Payment from 24 weeks pregnant up to the day your baby is 6 months old. This goes up to 1 if you've taken over looking after a child, such as if you've adopted.
- You can apply whether a child is your 1st or not, as long as you apply when your baby is the right age. If you can get the Pregnancy and Baby Payment for your 1st child, you'll be paid £600.



- You'll be paid £300 for any child that comes after your 1st, such as your 2nd or 3rd child, or any child after these.
- If you apply for twins and have no other children under 16 you will receive £1200, if you have other children under 16 you will receive £900 on the birth of twins.
- If you have triplets you will receive additional £300 on top of the twin's payments depending if you have other children.

Early Learning Payment

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

You will receive £250 for each child you apply for.

You can spend this on things your child may need to help them learn like new toys or trips to new places.

Your baby normally needs to be between 2 years old and 3 years 6 months old for you to be able to get the Early Learning Payment. If you could not apply before then, due to the disruption caused by coronavirus (COVID-19), you should still apply - Social Security Scotland will still consider your form.



School Age Payment

You can apply if your child is due to start school and receive £250 per child you apply for.

To apply for the School Age Payment depends on when your child was born:

Your child's date of birth

Between 1 March 2014 and 28 February 2015

When you need to apply

Between 3 June 2019 and 29 February 2020

Your child's date of birth

Between 1 March 2015 and 29 February 2016

When you need to apply

Between 1 June 2020 and 28 February 2021



You cannot apply outwith these dates.

If your child was born later than February 2016, you'll be able to apply after May 2021.

You cannot apply for the School Age Payment for a child born before 1st March 2014.



The School Age Payment has not replaced the school clothing grant and will not affect any payment from school clothing grant. If you want you can apply for both.

You cannot get Best Start Grant or Best Start Foods if you only get Child Benefit. You must still be getting certain benefits to be able to get Best Start Grant or Best Start Foods.

You can apply online by visiting

<https://www.mygov.scot/best-start-grant-best-start-foods/> or if you prefer you can call **0800 182 2222** (9am to 3pm, Monday to Friday).

If you need more information or help to apply please call Money Advice Team on 0141 634 2673.

Warm Home Discount

You could get £140 off your electricity bill under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between September and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity.

Eligibility

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

If you get the Guarantee Credit element of Pension Credit this is known as the 'core group'.

If you receive this benefit on or before 7 July 2020 and your supplier is part of the scheme you'll receive a letter between October and December 2020 telling you how to get the discount if you qualify.

Your letter will say if you need to call a helpline by 28 February 2021 to confirm your details.

Your electricity supplier will apply the discount to your bill by 31 March 2021.

If you are on a low income or you get certain means-tested benefits this is known as the 'broader group'.

You have to apply directly to your electricity supplier for help if you do not get the Guarantee Credit element of Pension Credit.

To get the discount you'll need to stay with your supplier until it's paid.

Check with your supplier as early as possible. The number of discounts suppliers can give are limited.

Your electricity supplier will apply the discount to your bill by 31 March 2021.

Pre-pay or pay-as-you-go meters

You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter.

Each supplier has discretion on closing date and eligibility criteria.

The scheme is due to open Summer 2020 for most suppliers so check with your supplier or contact Money Advice Team @ The Stables, 59 Machrie Road, telephone 0141 634 2673 for assistance.

Warm home Discount Team
0800 731 0214

Carers Allowance Supplement

Carer's Allowance Supplement is an extra payment for people in Scotland who get Carer's Allowance on a particular date.

Carer's Allowance Supplement is paid 2 times a year and from April 2020 the rate is £230.10 per payment.

The next round of payment:

- **£230.10 in December 2020 - you'll get this payment if you're getting Carer's Allowance on 12 October 2020**

Previous payment for 2020 was 26 June 2020. If you weren't getting Carer's Allowance on the qualifying date, but are later given a backdated payment covering that date, you are then eligible for the CA Supplement. It should be paid to you at the same time as the next payments are made. This may be up to six months later.

Covid 19 Advice Team Update

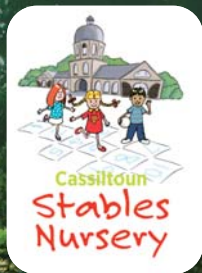
Our Advice team have been working from home since 23 March 2020 and are continuing to work from home for the foreseeable future.

We have been working hard to ensure we are still able to help and support our tenants through which has been a difficult time offering a telephone advice service.

We have been providing advice and assistance to people who were furloughed, had reduced hours or were made redundant. Helping families struggling with food, fuel and providing support for help with household items, school uniforms. This has been a very busy time for everyone and we are here to help.

We are unable to offer face to face appointments at this time, if you are looking for money, debt or benefit advice please call Money Advice Team on **0141 634 2673** and we will arrange a telephone appointment. Our service operates a diary system for appointments and we will endeavour to deal with your enquiry as quickly as possible however at present as this is a reduced service this may take us longer.

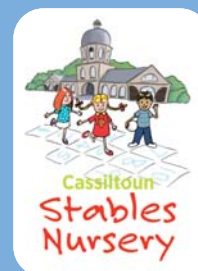




Graduation 2020



How partnership works with 1140 hours at Cassiltoun Stables Nursery



Living in Glasgow

Children living in Glasgow are entitled to partnership the day after their 3rd birthday.

The 1140 hours equates to 22.8 hours per week, funding over 50 weeks of the year, with 2 weeks off over Christmas and New Year.

At Cassiltoun your options are:

3 x days 7.30am – 4.30pm

5 x am sessions 7.30am-1pm

5 x pm sessions 1pm- 6pm

(Potentially 27 hours)

We offer a top up from 4:30pm – 6pm (cost £5 per day)

Living outwith Glasgow

Children applying for a Glasgow nursery need to apply in advance as a cross boundary protocol applies. All of the 'Living in Glasgow' offer applies.

Children's funding starts the first Monday of the month following their birthday.

Eligible 2's Funding

Please ask for information regarding the criteria for 1140 hours for eligible 2 year olds funding.

Adding Extra Days

All children are offered their 'Free funded hours' place but as some parents require more days, this would be charged @ £40 per full day and £25 for an extra am or pm session.



Cassiltoun
Stables
Nursery

Set on the edge of the beautiful Castlemilk woods, this offers the most stimulating outdoor classroom and playground a child could ask for!
Forest School available to all children.

Open 7.30am – 6.00pm
Monday to Friday Inc. Bank Holidays
Free – Glasgow City Council funded hours available for children 3–5 years
Full time, Part time and Term time places available
Places available for 6 weeks – 5 years

Telephone : 0141 – 631 – 5235
Email nursery@cassiltoun.org.uk

Castlemilk Stables,
59 Machrie Road, Castlemilk, G45 0AZ

Company Registration No SC423689.
Registered Scottish Charity No. SC043312.
Care Inspectorate Registration No. CS2012308178

Community Team Update

Castlemilk Together

We've been leading on Castlemilk Together Community Food Action's response to COVID-19 where we acted quickly alongside many local organisations and volunteers to ensure that there was a range of support across the community. This was mainly emergency food provision and wellbeing support. This has been a huge community wide effort and together we have reached thousands of households. Well done to all involved! This included our Summer Food



Programme across multiple venues. It was great to see people on Mondays at the Stables, picking up tasty ingredients and resources for children and adults!



CASTLEMILK TOGETHER
Glasgow CITY COUNCIL

PICK UPS

AS WE MOVE OUT OF LOCKDOWN,
WE HAVE RE-DESIGNED PICK-UPS FOR ANYONE WHO
NEEDS ONGOING SUPPORT.
FOOD PARCELS WILL BE AVAILABLE TO COLLECT FROM:-

Food Collection
CASTLEMILK PARISH CHURCH
1 DOUGRIE ROAD, G45 9NP
MONDAY AND THURSDAY,
9AM-12PM

FOR MORE INFO CHECK OUT OUR FACEBOOK:
CASTLEMILK TOGETHER:
COMMUNITY FOOD ACTION / CASTLEMILK PARISH
CHURCH OR CALL: 0141 634 7113

SCAN ME

We've been loving...

...all your responses to our online activities! We've had an Easter Egg Competition, Celebrating Young People Competition, Movie Quizzes with great prizes, such as vouchers to use online or treats delivered to your door!

As well as these competitions, the Community Team and Volunteers have been busy creating scavenger hunts to use in Castlemilk Park during daily exercise, word scrambles, quizzes, arts and crafts ideas and lots more to try and keep children and families busy. Big shout out to our volunteers for giving up their time to help with this. It was really appreciated! You can find all of these resources on our website.



Youth Advisory Group

During Lockdown our Youth Advisory Group still met online weekly to discuss ideas/projects that could be achieved without face to face contact. The group applied for £500 from Youth Scotland to purchase resources for children and families such as arts and crafts, baking kits, jigsaws and books to help keep children occupied which were given out alongside the food deliveries. The group also helped create these art packs every week by getting the

resources dropped off at their home and collected again and also helped with taking photos for our Virtual Woodland Walks. Thank you Youth Advisory Group! Age 14-25 and want to get involved? Contact us!



Creative Castlemilk gets creative!

We have been running Online Art Workshops with Theatre Nemo since 6th of May 2020 and have been amazed at people's creations! We've dropped off Art Packs with paper, paints, and brushes and supported with accessing online if need be. Fancy it? Get in touch!



CREATIVE CASTLEMILK

join online art workshops
get materials sent to you
all free, for adults

HOW IT WORKS

- ▶ you need a smartphone, tablet, or laptop with internet access
- ▶ register your interest to Paddy: 0141 631 5202, paddymckenna@cassiltoun.org.uk
- ▶ we'll send you an Art Pack for free
- ▶ you'll join weekly live online art workshops (not sure how? We'll talk you through it!)

impact

FUNDING PARTNERS

Cassiltoun

Glasgow City HSCP

ARDENGLLEN



Cassiltoun Family Fun Day in a different way!

We couldn't miss having some kind of fun day so we brought the fun to you! Castlemilk Park Volunteers made up 300 Fun Packs to be distributed across 3 areas that were filled with goodies, games, things to get arty and a ticket for our Virtual Duck Race! Everyone received a number and we filmed the ducks racing down the burn. Well done to number 96! A big thank you to the volunteers and to all of you who came along and picked up a pack to make it a day of fun.



Digital Doggy Day

Another yearly event that we have grown to know and love is Doggy Day at the Stables! Every year this is well attended with loads of canine friends and their owners. Although we were unable to meet all your wonderful dogs this year we managed to do a "Virtual Doggy Day". We asked owners to send us in photographs from three different categories and our volunteers judged the winners, each receiving a £25 Pet's at Home Voucher. Thank you for all your entries. We loved seeing all your photos!



Bringing the outdoors indoors!



Castlemilk Park Virtual Woodland Walks have been popular, particularly for those who have been shielding and missing being out and about. Some Castlemilk Park Volunteers and Youth Advisory Group members that live local in the area took photos and recorded footage during their daily exercise in the woodland which was then used to make a variety of virtual woodland walks on the online platform, Zoom. So far, there has been presentations on the daffodil walk, waterfall walk, icehouse walk and a stream dipping presentation with more to come!

Details of our next virtual woodland walk can be found on our Facebook page. Don't have wifi or a device? Whatever the issue is, we can help!

A family of volunteers out creating photos and videos for our Virtual Woodland Walks



"It is a really good way of seeing the park when we can't leave the house."

"The fact that you are also able to see others who are taking part is a real bonus."

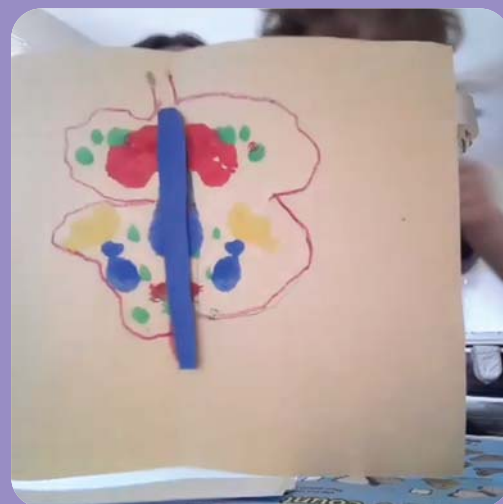
"This has been a great thing to be involved in, some of our regular walkers have been shielding the past few months, so this was great for them to interact with others safely and also learn some interesting facts about the woodland."

Community Woodland Officer

Castlemilk Explorers, the first Wildlife Watch Group in Scotland to go digital!

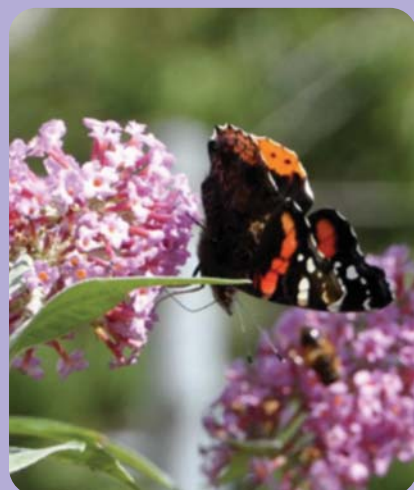
Members of this monthly group collected materials from Castlemilk Stables to take home with them and the Community Woodland Officer facilitated the session online, using Zoom.

The first session was all about butterflies which included a quiz, creating their own butterfly and having lots of fun! These sessions will continue digitally, over the next few months until the group are able to meet again safely in person. Why not join us? For children aged 7 to 12 years!



Wildlife Photo Walks and Talk

Fancy upskilling your photography skills, sharing with others, hearing each other's stories behind the photos or just having a blether? This monthly group has continued online and we have loved all the amazing photos that have been taken from people's homes and gardens. The photo below is a 'Red Admiral Butterfly' that visits one of the member's gardens. If you want to join, please get in touch!



John Muir Award

Four of the Castlemilk Park Volunteers started their John Muir

Awards during lockdown. One of the volunteers and their young family have been doing theirs all about butterflies. They have created an amazing blog (<https://emmataylor-17.wixsite.com/mysite/blog>) which shows all that they have been up to. They have also grown flowers and plants using their veranda so the butterflies can visit. If you want to find out how we can help you create a 'Feel Good Veranda' with resources included or also want to start a John Muir Award then contact Stuart – 0141 634 2673, stuartwhittaker@cassiltoun.org.uk



"I love my caterpillars soooo much!" Jared



Castlemilk Park Volunteers and Castlemilk Stables Community Garden: We Need You!

So many people have been in touch about the woodland as they have been exploring it much more during lockdown. It's been recognised how important it is to look after local greenspaces as they are a place to relax, enjoy, exercise, play with the kids and walk the dog. The list is endless! We need more people to work with us to make sure these spaces flourish. All training and resources are provided!

The Castlemilk Park Volunteers have helped out throughout the whole of lockdown in a number of different ways from taking photos of species to be recorded, keeping us updated on the park during their daily exercise, making woodland related activity sheets and much more. Both the park and garden volunteers were able to start back in July, taking on light volunteering duties that can be done at a 2 metres distance, for example, clearing over hanging branches, helping with litter picks and planting seeds to grow food. There's lots to do and spaces for more involvement! If you fancy finding out more or coming along, email the Community Woodland Officer: stuartwhittaker@cassiltoun.org.uk or call 0141 634 2673.



FOLLOW US



CASTLEMILK PARK VOLUNTEERS

Castlemilk Park Volunteers contribute to keeping Castlemilk Park a place for people to visit, enjoy and learn in. They meet regularly to do light conservation tasks, woodland maintenance and biodiversity work.

Currently, we have 1.5 hour time slots with limited numbers and strict social distancing measures are in place. If this is something you might be interested in please contact Stuartwhittaker@cassiltoun.org.uk





Garden Competition

PRIZES TO BE WON!

For this year's competition, we're open to the below categories:

1. Best Garden
2. Best Balcony
3. Nominate a Neighbour

DEADLINE: MONDAY 31ST AUGUST

Send your photos and what category you are entering to housing@cassiltoun.org.uk or our Facebook Page: Cassiltoun Housing Association

CASTLEMILK PARK - ONLINE OPPORTUNITIES!

CASTLEMILK EXPLORERS

Nature themed activities for 7-12 year olds, using Zoom. This takes place the first Saturday of the month, 10.30am-12.30am. Parents are asked to collect the materials prior to the session and you need to contact us to book a space.



VIRTUAL WALKS

We thought we would bring the walks within Castlemilk Park to you, online! These are virtual walks using Zoom where you can discuss these historic, nature and biodiversity walks within the Park.

Usually, the last Saturday of the month between 2-4pm.

WILDLIFE PHOTO WALKS AND TALKS

Online sessions about wildlife and photography using Zoom with guest speakers. No experience necessary and they take place on the second Monday of every month between 1.30pm-3.30pm.



Need to borrow a device or not sure how to use Zoom? We can help!

For more information please call 0141 634 2674 or email stuartwhittaker@cassiltoun.org.uk



FOLLOW US



WELLBEING COMMUNITY CHEST FUND!

YOU CAN APPLY FOR UP TO £200 WORTH OF RESOURCES!

Have you ever had an idea that you think would promote the wellbeing in your community? Maybe a big community clean up? Online bingo? Decorating gardens/balconies? We want to hear from you!!

We've been inspired by community ideas and what some people have been developing in their streets and area so we applied for funding to support more of you to get your ideas up and running!

If this is something you would be interested in contact the Community Team on housing@cassiltoun.org.uk or call us on 0141 634 2673.



FOLLOW US



Community Garden

@ Castlemilk Stables

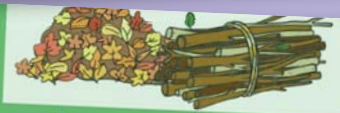
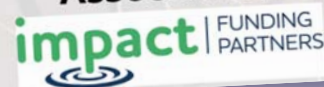
Interested in growing food?



Contact us to organise a slot to visit and get growing!

Paddymckenna@cassiltoun.org.uk
Telephone 0141 631 2673
Facebook: Cassiltoun Housing

Association



Do you know why garden waste can't go in the woodlands?

We know putting garden waste in outdoors spaces may seem harmless but it has a variety of negative consequences- see below for some interesting facts!

1. Some tree species which are used for hedgerow doesn't breakdown because it's an evergreen, meaning it doesn't lose its leaves -this isn't good for the plants of your woodland as it covers them which blocks out sunlight and rain.
2. Grass, hedgerow and clippings can smother and destroy the underlying native vegetation, which provides important food and nectar for local insects and animals.



So, please, pop your garden waste in your brown bin and follow the link attached to see when your pick up is or for more information from Glasgow city council.

ADVERTISEMENT

Award Winning Housebuilder Cruden Homes West unveil their much-anticipated show home at their fast selling Cathkin View development.



Cruden Homes stunning new Cathkin View development offers a range of stylish, spacious, high specification new homes, with a mix of two and three-bedroom terraced semi-detached and detached houses. The launch of the new sales suite and showhome had to be delayed due to the outbreak of Covid-19, however that has not stopped buyers snapping up 85% of homes in Phase 1.

Cruden Homes are now delighted to announce not only the opening of their first showhome at Cathkin View but also to announce the early release of Phase 2, due to demand and sales since re-opening the development in late June.

Prices in phase two will start from just £154,000, providing affordable housing opportunities for first-time buyers, growing families and downsizers. With First Home Fund and a range of mortgage products available, now is an ideal time for First Time Buyers to own a home of their own with just a 5% deposit. The Scottish Government's First Home Fund, which contributes up to £25,000 towards the cost of buying a property through a shared equity scheme, supports eligible first-time buyers and will be available on all properties at Cathkin View. Buyers will also benefit from the recently announced LBTT holiday.

The new showhome at Cathkin View will open on Saturday 8th August 2020. Current Scottish Government Guidance on Covid19 brings changes to the way viewings can be conducted. This means exclusive viewing appointments, giving you the time and space to explore this beautiful home on your own, with no crowds or queues!

First Home Fund

Supported by the
Scottish Government



Liz Mallon, Sales & Marketing Director at Cruden Homes (West) said "Cruden Homes are delighted to return to Castlemilk with our new range of beautiful family homes. I genuinely believe our homes offer exceptional value for money and the popularity of Cathkin View mirrors the success of our previous Cruden Homes developments in the area. We are proud to have been one of the few housebuilders who welcomed our first homeowners into their new home during lockdown, including NHS key frontline staff. Pent up demand in the housing market has also meant sales on Phase 1 have surpassed our expectations and to celebrate the launch of our new showhome, we are extending our £99 Reservation offer throughout the month of August for First Time Buyers.

The Maple style show home, priced from just £180,000, is an impressive 1,018 sq ft three-bedroom semi-detached family home. This spacious home boasts an abundance of natural daylight from two large feature windows in the lounge, creating a bright and airy family room which can also be opened up to the kitchen dining area, allowing a versatile entertaining space. The ground floor also features a WC and generous storage cupboard. The first floor comprises of the master bedroom with en-suite shower room and fitted wardrobe along with two additional bedrooms and a spacious family bathroom.

The new Maple showhome is located at Castlemilk, Glasgow, G45 9US. For more information or to arrange an appointment please contact our sales advisor on 07715075448, email or visit www.crudenhomes.co.uk.

**A New Home Could Be
More Affordable Than
You May Think...**



2 Bedroom mid terrace - The Honeysuckle, 921 Sqft

Purchase Price	£154,000
5% Deposit	£7,700
FHF Contribution	£25,000
Mortgage	£121,300

Approximate monthly mortgage repayment
* This is based on a mortgage term of 30 years
with fixed initial rate of 2.09% **£453.00**



3 Bedroom semi-detached - The Oak, Sq ft 1018

Purchase Price	£180,000
5% Deposit	£9,000
FHF Contribution	£25,000
Mortgage	£146,000

Approximate monthly mortgage repayment
* This is based on a mortgage term of 30 years
with fixed initial rate of 2.69% **£591.40**

Kids Corner!

Summer Colouring...



Office Closures

Please note that the office will be closed on the following dates:

September Weekend:

Friday 25th September and Monday 28th September 2020.

If you need an emergency repair at weekends or while the office is closed, please contact our emergency number: **08000 921 961**

Join us on Social Media!

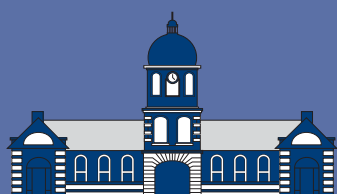
A really easy way to keep up to date with all the Association's activities and news is through Social Media.

Like our facebook page:

[www.facebook.com/](https://www.facebook.com/CassiltounHousingAssociation/)

[CassiltounHousingAssociation/](https://www.facebook.com/CassiltounHousingAssociation/)

And follow us on twitter: [@CassiltounHA](https://twitter.com/CassiltounHA)



Cassiltoun
Housing Association

Getting in touch...

Castlemilk Stables • 59 Machrie Road • Glasgow G45 0AZ

telephone **0141 634 2673** • fax **0141 634 9987**

email housing@cassiltoun.org.uk • website www.cassiltoun.org.uk

Our office is currently closed, except for a limited appointment system to progress allocations and for the signing of Tenancy Agreements. Please do not come to the office if you do not have an appointment as you will not be allowed into the office.