

Future housing development

goes ahead
September 2018



See page 7 for more details...

Chief Executive's Welcome

Dear Readers

Welcome to our summer newsletter and I hope that many of you and your families have taken part in the many events organised by the Association and our partners over recent months.

I am pleased to report that we have achieved our revised plan to start our new build housing programme with phase one on site in September 2018. 42 much needed new homes will be completed by December 2019. (Please see page 7, Development Update for more information.)

Since 1st April, the Association has been placed in Medium Engagement by the Scottish Housing Regulator (SHR). The Regulator is seeking assurance that the Association has identified risks, reviewed our financial plans, have the expertise and good governance arrangements in place to undertake a large newbuild programme. We have been working closely with the Regulator providing information, meeting with them and responding to their advice. The SHR is also seeking assurance to ensure that tenants' interests are protected and that the Association is operating effectively within the Regulatory Standards of Governance and Financial Management. To date we believe we

have demonstrated that we are operating effectively and providing the SHR with the level of assurance that they are seeking.

I am delighted that so many people attended the various events, outings and activities in recent months. Feedback from tenants and residents has been positive with many people telling us they love attending. We have also been gathering views all summer about the Value for Money your rent provides, services, future new build housing plans, opportunities to participate and what you want us to do more of. All of this information will help us prepare for our future plans and will be considered by the Board of Cassiltoun Housing Association in the months ahead.

Tenant Satisfaction remains a high priority for Cassiltoun Housing Association. We will always strive to improve our services and customer care. We completed over 3,600 reactive repairs in 2017/18 and achieved 98% satisfactory level with 94.44% repairs completed right first time.

We allocated 91 houses and kept rent lost to 0.27% during the period these properties remained empty.

Our Welfare Rights and Money Advice Service remains vital to our Tenants and in 2017/18 the service



accessed £716,000 additional benefits for all of our clients.

By December 2018, Universal Credit will come into effect in Castlemilk therefore we will continue to prepare to help our tenants affected deal with this complicated transition.

As you can see we never sit still, change is always just around the corner. It is our job to anticipate how best we manage and cope with change and the challenges that are presented.

This newsletter is designed to provide you with information about our wide range of work, our achievements, our inclusiveness and our future plans. Please do not hesitate to contact us with your ideas, views on thoughts about our work.

Best wishes

Charlie Millar

Chief Executive Officer

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Cassiltoun Tenants Scoop Top Gardening Awards

“Evening Times Streets Ahead 2018 Award”

We are delighted that two of our tenants won the Best Garden Category.

First prize went to Mr Robert Tibbetts a Cassiltoun Housing Association tenant from Oaktree Gardens.

Robert said *“I was shocked even to be nominated. I don't really shout about what I do. I just love my garden.”*

“Me and my West Highland Terrier Hamish love our garden, it's a great place.”

Taking second spot was John and Alison Watson who are Cassiltoun Housing Association tenants from Cavin Drive.

John said *“We're really excited about being part of Streets Ahead, I am proud to have won trophies for my garden. My wife is the designer, she tells me what to do and I do the work.”*

Teresa McGowan, Chair of Cassiltoun Housing Association Operation Sub-Committee said **“Congratulations to Mr Tibbetts and Mr and Mrs Watson, I am absolutely thrilled that two of our tenants have won first and second prize in the Best Garden Award in Glasgow. It fills me with pride that these tenants are flying the flag for Castlemilk.”**



Cassiltoun Housing Association has, for many years, encouraged our tenants to improve their gardens, it makes a real difference to the local community.”

Charlie Millar, Chief Executive said *“What an achievement by our tenants they deserve this recognition as a result of their hard work and dedication, well done!”*

I would also like to thank the housing staff who work closely with tenants encouraging and supporting them to take part in our Cassiltoun Housing Association local garden competitions as this is where all this starts, the results are fantastic.”

EVH reach £100,000 charity target

EVH began fundraising for CHAS (Children's Hospice Association Scotland) in 2003. Cassiltoun Housing Association has always contributed to this worthy cause. EVH smashed their £100,000 target in their 40th anniversary year! Anna Stuart MBE (Chairperson) and Teresa McGowan, Treasurer, attended the special unveiling of EVH's "CHAS Wall" in the Betty's Room on Thursday 3 May 2018.





33rd Annual General Meeting

Monday 13th August 2018 at 7.00 pm

The 33rd Annual General Meeting of Cassiltoun Housing Association was attended by 54 members; this represents 24% of the membership. Many thanks to our members for attending.

The AGM was informed of the Association's financial performance for the year 2017/18 by the Association's auditor, Scott Moncrieff. The Association's Chairperson, Anna Stuart MBE, intimated that she was delighted to report that the Association had sustained steady improvements across all of our services and in particular the increased improvements in tenant and resident participation has increased throughout the years. The Association have hosted several consultation events which have been well attended. The feedback from these events finds its way back to our board meetings and helps to shape the future of Cassiltoun HA. All of these events have proved hugely popular, engaging and helps to strengthen Castlemilk as a community.

Anna also informed the members of our ambitious plans to create lasting and significant change in the East of Castlemilk. The Board has spent much of its time planning and preparing for the biggest new build housing programme in our history. We have carefully considered the

options and risks as we have reviewed our 30 year business plan, shared our plans and gained the support of local people and importantly Glasgow City Council, who are supporting the Association's plans to build phase one of our development known as "Barlia 3" to complete 42 new homes. We anticipate that in 2018/19 plans to develop a further 55 to 60 new flats on Castlemilk Drive will also be approved. All of this at a cost of approximately £15m will provide much needed new homes for existing tenants, our waiting list applicants and homeless people.

The success of Cassiltoun Housing Association and our subsidiaries is supported by a group of people who volunteer their time to oversee the effective management required to run our business.

Members were informed of the Board's review of the Scottish Housing Regulators Regulatory Standards of Governance and Financial Management by completing a full self-assessment against the regulatory standards. The process demonstrated that high levels of good governance and compliance is in place. We believe that good standards of management will further support our efficiency and performance.

Our Chief Executive Officer, Charlie Millar outlined to the members that

2017/18 had been another year of strong performance by the Cassiltoun Group led by Cassiltoun Housing Association.

On average we completed 3.59 repairs on each property.

We have made improvements to the standard of lets as 87% of tenants are satisfied with their new home. The board have ambition in the coming years to achieve 100% satisfaction overall.

Currently 90% of tenants are satisfied with Cassiltoun.

We allocated 91 houses last year and achieved this on average by taking 8.66 days per house.

We currently have 309 people on our waiting list. We hope to meet this demand through our new build housing plans.

The work carried out by our Regeneration Team aims to engage with every age group in our community. We aim to create jobs, training and development with other partners.

Our Welfare and Money Advice Team accessed £716,000 of additional benefit payments for their clients of which £285,000 went straight to landlord through Housing Benefit and DHP payments. They assisted tenants to manage £332,000 of debts.

117 people used the new digital skills programme and were helped to set up (amongst other things) e-mail



addresses, apply for training courses and funding and job vacancies - we have recently been awarded funding of £7000 to continue to develop this programme.

Our Home Start program received funding totalling £12,000 to assist people with removal costs or basic items when they move into a property. 75 people received help from this programme and an additional 20 families received Christmas food hampers.

Following the Annual General Meeting, the Board of Management met to elect new office bearers and to agree the meeting timetable for 2018/19.

The 2018/19 officer bearers are:

Chairperson	Anna Stuart MBE
Vice Chairperson	George Kelly
Treasurer	George Kelly
Secretary	Evelyn Ferguson

The remaining Board Members are:

Teresa McGowan	Board Member
Adam Milligan	Board Member
Donna Ferguson	Board Member
William Craig	Board Member
Teresa Sadler	Board Member
Jim Garrow	Board Member
Julie McNeil	Board Member
Debbie MacKenzie	Board Member



Missing from photo are Adam Milligan and Teresa McGowan



Recruiting for The Board

The Board are a group who make decisions on the direction of the Association. They make sure that we stick to our vision, mission, and values. We need more members to represent our tenants and residents. We need you!

Support with childcare, transport, and refreshments provided.

Access to free training, only 2-3 hours per month, meetings at 6pm.

All enquires welcome - contact Paula on 0141 631 5207

WE'VE GOT AN APP FOR THAT!

PAY YOUR RENT

REQUEST A RENT STATEMENT

REPORT A REPAIR

BENEFITS INFORMATION

APPLY FOR A HOUSE

FIND OUT WHAT'S GOING ON

Please remember we have a mobile app which can be downloaded onto your smartphones or tablets. This is a fast way of accessing our services as well as finding out what's happening in the area. You can also link to many other important services such as the Police, Council and Citizens Advice through the App.

Download it now - it's FREE!



Jean White

Former Board Member of
Cassiltoun Housing Association
1946 – 2018

Sadly, on 2nd July 2018 Jean White passed away following a period of ill health.

Jean moved to Castlemilk in 1982, raised her family here and quickly became involved in the voluntary housing movement as a volunteer. For many years, Jean was a Board member of Castlemilk East Co-op and when the Co-op changed to Cassiltoun Housing Association in 2004, Jean remained on the Board until 2015.

People like Jean became involved in housing in Castlemilk to make a difference and to improve the housing conditions for local people.

Jean was an ordinary woman who thought that local people could run their own affairs better than the Council. She wanted improved repair services, a cleaner environment and tenants to be treated with respect. Her work with other Board members was pioneering and today our tenants enjoy the things that Jean fought hard for and believed in.

Jean was a fun person and always good company who gave up her time to make a difference. She was proud of Cassiltoun's many achievements and loved the restoration of Castlemilk Stables which she played a key part in.

Jean is fondly remembered by her family, neighbours and friends and of course by the Board and staff at Cassiltoun Housing Association.

Charlie Millar • CEO, Cassiltoun Housing Association



What Jean wanted to change...



What she helped to deliver...



Development Update

Barlia 3 Development on time

The Association's first newbuild programme since 2012 is now fully approved.

- The successful building contractor is Crudens. Site start September 2018.
- 42 new houses/flats to be completed over a 60 week building programme.
- Community Benefits to be agreed and implemented over the contract to support local people.
- Glasgow City Council providing £3.6m Grant towards the cost.
- CAF Bank providing the private finance (loan).
- Cassiltoun HA contributing £741,000.

Our website is being updated with information on the progress of the building project. Images of the construction phase will be available.



Castlemilk Library re-opening Monday 3rd September

We are delighted to let you know that the refurbished Castlemilk library will re-open to the public on Monday 3rd September.

In 2017 Glasgow City Council gave the go-ahead for £10 million to be spent on improvement works in 30 community venues across the city. Castlemilk Library was one of those selected to receive significant investment.

The £485,000 investment into Castlemilk Library has seen the venue re-roofed and re-wired, and a new boiler installed. There have also been improvements to the internal decoration of the venue.

We have a number of events running throughout the day on 3rd September and full details are available here: <https://bit.ly/2MntWHI>

Library staff hope to welcome you to the new improved library very soon.

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.



Self Assessment of Scottish Housing Regulator Regulatory Standards of Governance and Financial Management



In our previous newsletter, we reported that the Association had completed a Self-Assessment of the above standards. The process took several months to complete and was directly overseen by the Board of Management.

We produced a detailed report for the Board of Management and identified areas for improvement.

Overall the Assessment demonstrated a high level of compliance which has provided the Board with a degree of confidence that we are compliant with the Regulatory Standards. I was delighted to report this at our Annual General Meeting on 13th August 2018.

To gain further assurance and to test our Self-Assessment methods, the Board has agreed to carry out an Independent Internal Audit of our Assessment.

This is scheduled to take place in November/December 2018. The findings will be reported in



Scottish Housing Regulator

future newsletters. Further information is also available on our web site, www.cassiltoun.org.uk

It is the responsibility of the Board of Management to ensure that Cassiltoun Housing Association is effectively run and managed, therefore we have identified this internal audit as a vital piece of work.

The Board will take steps quickly to implement any recommendations or weaknesses identified as a result of the internal audit process.

Anna Stuart MBE • Chairperson

Scottish Housing Regulator reviews current Regulatory Framework

The Scottish Housing Regulator's (SHR's) current regulatory framework has been in place since 2012. The SHR is now reviewing the framework and has invited comments from Registered Social Landlords and Local Authorities on its initial proposals for how the new framework might operate.

The discussion paper acknowledges that the environment for social landlords has changed significantly in the last five years, citing welfare reform, delivery of new affordable homes and the Grenfell fire. There will also be some changes to the SHR's powers as a result of the Housing (Scotland) (Amendment) Bill which aims to reverse the decision made by the Office for National Statistics (ONS) to reclassify RSLs as public bodies. This will remove the requirement for RSLs to obtain consent before disposing of land.



**Chartered
Institute of
Housing
Scotland**

What is the SHR proposing?

The discussion paper proposes three priorities for the SHR:

- Tenant and Resident Safety.
- Homelessness.
- Governance and financial management in RSLs.

It also proposes developing work within four broad themes which will all contribute to the three priorities above.

The themes are:

- Empowering tenants and others by gathering and publishing data in useful, accessible ways.
- Getting assurance.
- Responding where things go wrong.
- Thematic work.

The SHR also makes a number of specific suggestions for new requirements or revisions to existing requirements including:

- Introducing a new Annual Assurance Statement which would be approved by the RSL's governing body or local authority committee and signed off by the chair. This would be submitted to the SHR for consideration as part of their risk assessment.
- Mandatory internal audit for all RSLs, not just those deemed to be systematically important (as is currently the case).
- Introducing new guidance on what RSL governing bodies should take into account when making decisions on disposals or constitutional changes.
- Focusing more on whistleblowing, ensuring that staff are able to and feel comfortable giving feedback within their own organisation.
- Exploring options for transparency in performance reporting including the option of introducing a rating system for social landlords.

The SHR will follow this up with a formal consultation outlining its proposals in Autumn 2018.

Cassiltoun Staff Team help to clean up the area

Cassiltoun Housing Association's staff team spent an afternoon cleaning up the local area. The streets that were involved in the clean-up were:

Hoddam Avenue • Ballantay Road • Barlia

We hope you noticed a huge difference after the work of the team – well done everyone!



Staff Update

Births: Mum, Dad, Grandma and Grandad

Mum Donna Fullerton, baby girl, Orla

Dad John Brown, baby girl, Alba

Gran Fiona McGowan, baby girl, Gabriella

Granda Wullie Reynolds, baby boy, Carter

Congratulations: Karen Graham, Corporate Services Assistant – achieving her CIPD Level 5 Intermediate Certificate in Human Resource Management

Good luck: Emma Scott, who is embarking on a HNC in Construction Management

Goodbye: Isla Dundas, Administrator (Financial & Digital Inclusion)

Wedding

Lisa married Ian,
21st July 2018

Now Mr and Mrs
Tomlinson.



Changes to your Scottish Secure Tenancy Rights – Introduced by the Housing (Scotland) Act 2014

The implementation of the Housing (Scotland) Act 2014 has introduced changes to your rights under your Scottish Secure Tenancy Agreement. This article contains a summary of the main changes, however all tenants will be written to individually before the 1st November 2018 detailing the changes in full. The changes will be implemented in two phases, the 1st May 2019 and 1st November 2019.

1st May 2019

Ending a Scottish Secure Tenancy by Court Order

The Act changes the way in which a Scottish Secure Tenancy can be ended following a conviction for serious anti-social or criminal behaviour. From the 1st May 2019 a Court does not have to consider whether it is reasonable to make an order for eviction where the landlord has grounds for recovery of possession under the Housing (Scotland) Act 2001.

Adapted Properties

The Act allows any social landlord to ask a sheriff to grant an order to end the tenancy of an adapted property that is not occupied by anyone who needs the adaptations. This only applies where the landlord requires the property for someone who does need the adaptations.

Conversion to a Short Scottish Secure Tenancy for Antisocial Behaviour

The 2014 Act extends the circumstances when the Association could serve notice on a tenant converting their Scottish Secure Tenancy to a Short Scottish Secure Tenancy. A Short Scottish Secure Tenancy gives a tenant fewer rights

and less protection from eviction than a Scottish Secure Tenancy. A Short Scottish Secure Tenancy has a fixed duration, unless the Association agree to extend it or convert it back to a Scottish Secure Tenancy.

1st November 2019

Succession to Tenancy: To ensure rights to succession are protected, you must advise the Association in writing when the person wishing to succeed to a tenancy has moved in with you at the time they do so.

For unmarried partners, family members and carers the house must have been their only or principal home for 12 months before they qualify to succeed to the tenancy. The 12 month period cannot begin unless the Association has been informed in writing that the individual is living in the property as their only or principal home. The Association must be informed by the tenant, joint tenant or person wishing to succeed to the tenancy in writing.

Joint Tenancy: If a tenant wishes to add a joint tenant to their tenancy agreement, this needs the consent of the Association as the Landlord.

The proposed joint tenant must have lived at the property as their only or principal home for the 12 months

before applying to become a joint tenant. The same as for Succession to Tenancy the 12 month period cannot begin unless the Association has been informed in writing that the individual is living in the property as their only or principal home. The Association must be informed in writing by the tenant, joint tenant or person that the tenant wishes to become a joint tenant.

Assignment: If a tenant wishes to assign their tenancy (pass the tenancy to someone else), this needs the consent of the Association as the Landlord.

The house must have been the tenant's only or principal home during the 12 months immediately before they apply for written permission to pass the tenancy to someone else.

The person who the tenant wishes to pass the tenancy to must have lived at the property as their only or principal home for the 12 months before the tenant applies. The Association must be informed in writing by the tenant, joint tenant or person that the tenant wishes to pass the tenancy to.

The Association can refuse permission to assign a tenancy if it is reasonable to do so. In addition to



this the Association can now refuse on two new grounds which are:

- Where the Association would not give the person the tenant wishes to pass the tenancy to priority under the Allocations policy.
- Where in the opinion of the Association the assignment would result in the home being underoccupied.

Subletting: If a tenant wishes to sublet all or part of their tenancy, this needs the consent of the Association as the Landlord. The tenant must have been the tenant of the house throughout the 12 months immediately before applying for permission to sublet their home.

The person to whom the tenant wishes to sublet their home to must have been living in the property for 12 months and the property must have been their only or principal home throughout that period. The Association must be informed in writing by the tenant, joint tenant or person that the tenant wishes to pass the tenancy to.

It is important to note that as tenants you must inform the Association of any changes to your household composition in writing whether someone is joining or leaving your home. You only need to tell the Association once in writing of these changes.



Race for Life

As part of our Healthy Working Lives Gold Award, our Corporate Team took part in the 5k Race for Life on 20th May 2018. Over 7000 women took part in the event at Glasgow Green helping to raise money for Cancer Research UK.

Well done Paula, Karen & Amanda!!

SSAFA - The Armed Forces Charity are there to support our Armed Forces and their families. This means that if you have someone currently serving (including reserves/TA) or have ever served in the Royal Navy, British Army or Royal Air Force then we're here to support them or their dependants.



It is also worthwhile remembering that elderly females may have had husbands who carried out National Service and unless they have remarried then they would also qualify for support.

Referrals can come from anyone, with the person's permission, and once we receive the referral one of our caseworkers (all volunteers) will visit them in their home and carry out a welfare visit and complete an application for charitable assistance.

Assistance is generally awarded on an individual needs basis and for priority debt it is best to get this whilst it is still manageable although any arrears - rent or council tax must be evidenced in written format.

Assistance can also be requested for household items, which could be useful for a new tenant once the Scottish Welfare Fund has been approached and also for those who struggle with funding broken household items.

If you would like to speak with SSAFA please contact them on **0800 731 4880** or email **info@ssafa.org.uk**

If you need assistance you can contact Cassiltoun Housing Association who will be more than happy to help you contact SSAFA.

Tenants' views on rents and value for money

Throughout this year we have taken the opportunity to ask tenants about their rent levels and how they feel about the value for money they receive.

The Board agreed to extend the period of consultation about rent levels so that the Association can gather tenants views.

In this newsletter we are publishing your views received so far...!!

As we move through the year into autumn and winter we will continue to seek tenants' views at our planned events. This will help the Board gauge your views before setting the 2019/20 rent increase.

We are fully aware that even a small increase in rent can affect tenants financially therefore we intend to keep our rent increase to a minimum.

Factors such as rising inflation, operating costs and the delivering of services all affect the rent levels of the Association. The Association is determined that our rents remain competitive with not only local housing associations but also with the Scottish housing sector. We want tenants to be fully aware of how their rent compares with other housing providers.

We are keen to continue hearing your views. Please ask at reception for a "Value for Money" card.

You have 2 choices to complete:

My rent is value for money because...

My rent is not value for money because...

Your feedback will help us to make service level improvements, understand your views and determine what services are important to you.

Thank you for your assistance.

Charlie Millar • Chief Executive Officer

My rent is value for money because...

We have cleaning the floor, service is good and various events.

My rent is value for money because...

Yes – good value thanks

My rent is value for

The service is very good.

My rent is value for mon

Love my house but the rent keeps going up.

My rent is not value for money because...

As I struggle to pay.

My rent is value for money because...

The close is kept clean, outside areas always looked after, any issues are always resolved quickly, staff are always helpful and willing to offer help and advice.

My rent is value for money because...

Repairs are done quickly and usually everything is well maintained.

My rent is value for money because...

I live in a back and front door with great neighbours, lovely area, could do with closed in front to keep water out.

My rent is value for money because...

The services provided are excellent, repairs are dealt with promptly, new kitchens and bathrooms are top quality and it pays for the best staff in Scotland. Welfare rights team are fantastic and the events put on for families are free!

My rent is not value for money because...

Because for a 2 bedroom flat in a close I think the rent is far too dear.

My rent is value for mon

Having a garden makes it worth it.

My rent is not value for money because...

I find it hard to maintain my hedge, I have got medical problems and had doctors letter – it grows so high I can't see out my windows. When it was cut the mess was shocking and they didn't clear away the rubbish. Other neighbours complain about this and I don't think it's my fault.

My rent is value for money because..
It's cheaper than private renting, repairs are carried out quickly, close is clean etc.

My rent is value for money because...

The size of my house is worth the rent.

My rent is value for money

My house is so good, all the events and friendly staff.

My rent is not value for money because...

Because the property is and was a disgrace when I moved in, repairs don't get done properly, I just think the property is a shambles.

My rent is value for money because...

Because whenever you need anything fixed they get it sorted straight away.



Over 40's Summer Trip

This year saw our over 40's bus trip head down the coast to Largs. As you can from the photograph, the sun was out and everyone had a great day!

Tenants' summer trip to Edinburgh Zoo

On Thursday 13th July, we took 210 tenants, factored owners and their children on our annual summer trip. This years' destination was Edinburgh Zoo. Everyone who attended had a great time and loved seeing all the animals.



Scottish Housing Charter

How we are doing...

01/04/18 – 30/06/18 (1st Quarter)



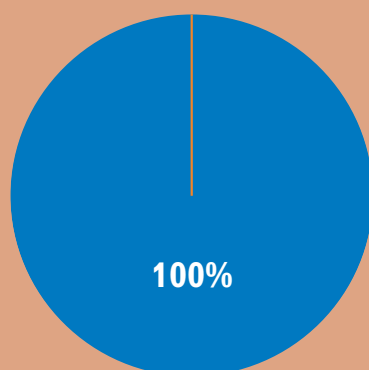
Allocations

Indicator 35

Lets this year so far: 19 • Average Void Days Lost: 11

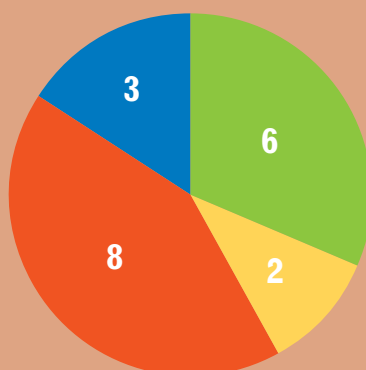


Contextual Indicator 7
Types of Let



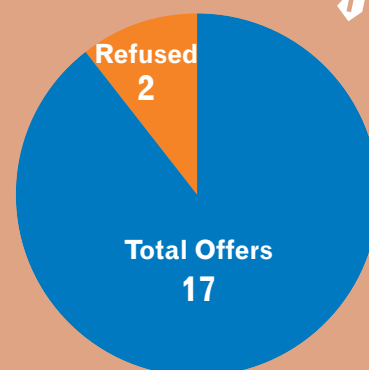
■ General Needs Lets ■ Supported Lets

Contextual Indicator 8
Source of Let



■ Existing Tenants
■ Waiting List
■ Section 5 Referrals
■ Mutual Exchanges
■ Other Sources

Indicator 18
Offers Refused



■ Total Offers ■ Refused

Indicator 20

Tenancies Sustained more than a year – 90%

Indicator C11

Abandoned Properties – 0

Indicator 9

Tenants satisfied with standard of their home when moving in – 100%

Here we have created a snap shot of information related to allocations. Each piece of information relates to the Scottish Housing Charter indicators which the Association reports on.

You can find more information by visiting:
www.scottishhousingregulator.gov.uk

Maintenance

Indicators 11, 12, 13, 14



Repairs Completed on time

Emergency Repairs	100%	Average 2.1 hours
Non-emergency Repairs	100%	Average 4.1 days

94% of jobs completed Right First Time

Disabled Adaptations

Indicators 22 & 23



Total Number Approved	5
Total properties adapted	4
Total number of adaptations carried out	6
Total number of days to complete all adaptations	139

Gas Servicing

Indicator 15

Cassiltoun Housing Association carries out annual gas servicing to comply with the Gas Safety (Installation and Use) Regulations. This is a legal requirement, so therefore it is imperative that we gain access for the gas service within 12 months of the previous service being carried out. Please assist us by providing access when you are notified the service is due.

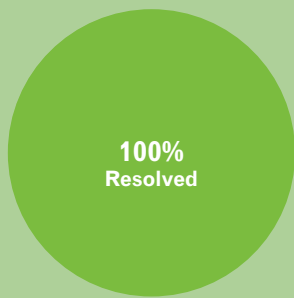
100%
59 properties to date



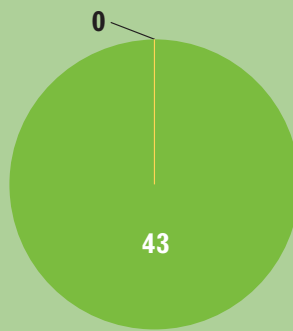
Anti-social Behaviour

Indicator 19

Complaints Resolved



Timescales met?



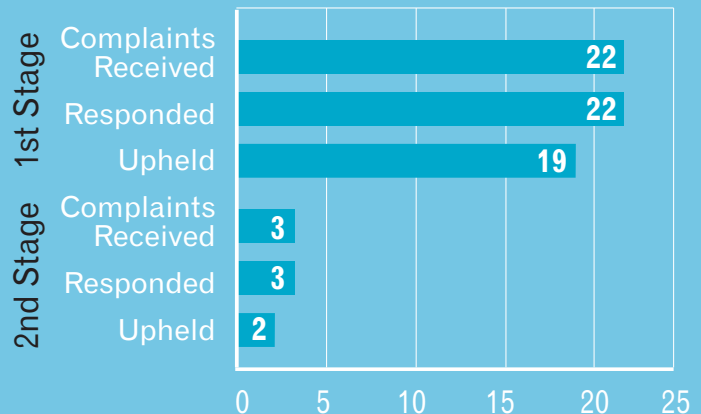
Yes No Ongoing Yes No

The Association has received 43 anti-social complaints and these are handled in line with our Neighbour Relation Policy. If you experience any anti-social incidents contact the office on **0141 634 2673**.

Complaints

Indicators 4 and 5

Complaints Resolved



Any dissatisfaction you may have with any of our services then we would encourage you to let us know.

We treat any dissatisfaction very seriously and use the information to adapt and shape the services we provide.

Rents

The Association's arrears were **2.2%** while our target is **2.9%**. The Association treats non-payment of rent very seriously and takes all necessary action to recover moneys owed. 11 court actions have been initiated during this reporting period.

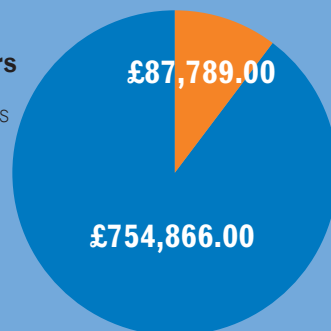
The Association offers a Welfare Rights service to all of our tenants who can assist with money related problems and assist with completing forms and applying for benefits.

An appointment can be made by contacting the office on

0141 634 2673.

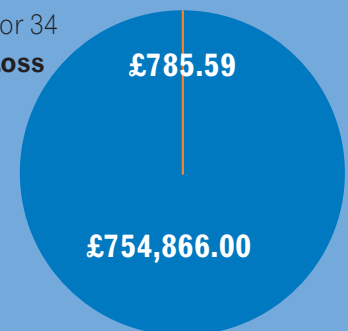
Indicator 31 Rent Arrears

Rent Arrears
Total Rent Payable



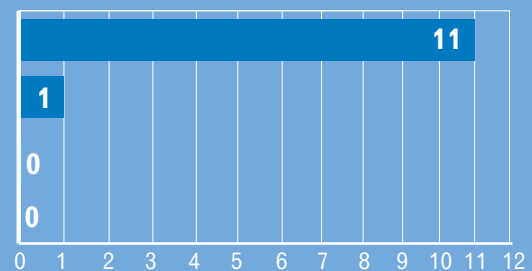
Indicator 34 Void Loss

Total Void Loss
Total Rent Due



Indicator 24 Court Action

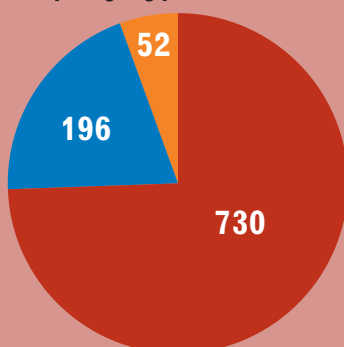
Court Actions Initiated
Properties Recovered (Non-payment of Rent)
Properties Recovered (Anti-Social Behaviour)
Properties Recovered (Other)



Stock Breakdown

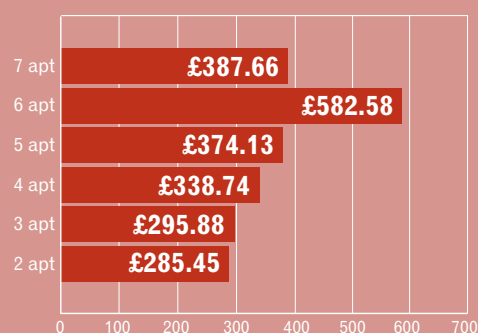
Indicator C17

Property Type

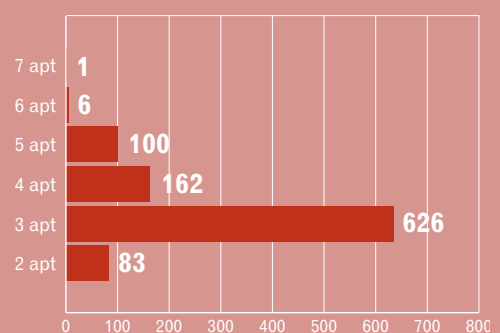


House 4 in a block Tenement Flat

Average Rent per apartment size



Stock Apartment Sizes



Dog Fouling

Dog fouling in a public place is when an owner fails to remove their dog's mess. If your dog fouls in an open space, you must clean it up.

GCC provide litter and dog waste bins in many parks and public spaces and you can also put bagged dog waste in your domestic refuse (green) bin.



Not removing your dogs mess is unhygienic and under no circumstances will this be tolerated. If you witnesses these incidents taking place then please report this to our office on 0141 634 2673 and the Association will pass the details to Glasgow City Council, Community and Safety Services to monitor this situation and the perpetrator could receive a fixed penalty notice of £80 issued under the Dog Fouling (Scotland) Act 2003. The penalty increases to £100 if not paid within 28 days. You can also raise these issues with the GCC website form at www.glasgow.gov.uk or via twitter @theenvtaskforce

We wish to avoid these problems and I am confident that this is also the case for our residents in the area.

Bulk Uplifts

If you live in a flat (tenement close) as a resident of Cassiltoun Housing Association then you do not have to request a Bulk Waste collection, except for fridges or chargeable items. If you are disposing of Bulk Waste then you should put your bulk items into your back court area and our contractors Caledonian will take these to the collection point for the due uplift day. Glasgow City Council will carry out uplifts from the designated collection points.

If you dispose of your bulk waste by any other means i.e. placing items in lanes, pathways, green spaces or kerb side then this is an act of anti-social behaviour and the perpetrators will be dealt with accordingly providing evidence is gathered and action can be taken.

To request an uplift for fridges or for information on chargeable items or special items then please visit Glasgow City Council at their website – www.glasgow.gov.uk

Main door properties (houses) must contact Glasgow City Council at www.glasgow.gov.uk or on 0141 287 9700 to request a bulk uplift service.



If you witness anyone not disposing of their bulky waste in the appropriate manner then please contact Cassiltoun Housing Association on 0141 634 2673 to take this matter further.

Litter

Glasgow City Council (GCC) provide a 24 hour street cleansing and litter service, seven days a week, 365 days a year. Litter is waste items that have not been disposed of correctly, for example not put in a public bin. Litter is unsightly and potentially dangerous. It creates unnecessary work for GCC who are responsible for litter clearance throughout the City.

Cassiltoun Housing Association recognises that although GCC try and deal with all the public litter issues there is still litter polluting

our streets, pavements, roads and common places. This is very unsightly and the Association does try and combat these issues with working in partnership with local schools, nursery's and organisations.

The Associations staff are regularly out in the Estate and raise matters with GCC where litter pollution is an issue. This is done by using Social Media and the 'My Glasgow App'. The Association also has our Estate Caretakers attend these areas once a week to try and limit the amount of litter on our streets and in and around our area. The staff of the Association also partake on occasional litter picks.

If you witness anyone littering then please raise this with the GCC website form at www.glasgow.gov.uk or via twitter @theenvtaskforce and if caught the perpetrator can be fined £80.00. With co-operation, education and respect, I think we can combat and eradicate these issues.



Garden Competition 2018

Our annual garden competition has again been a great success. The gardens in Castlemilk are looking good and this year was very tough to judge with so many to choose from. This year we also considered the most improved garden and the best veranda.

After long consideration the winners of this year's competition were announced at the Annual General Meeting held on Monday 13th August 2018.

Our winning residents this year were:

Area 1

- 1st – Mr & Mrs Bain, Machrie Road (overall winner)
- 2nd – Mr Tibbets, Oaktree Gardens
- 3rd – Mrs Anderson, Oaktree Gardens

Area 2

- 1st – Miss McCluskey, Tormusk Road
- 2nd – Mr & Mrs Watson, Cavin Drive
- 3rd – Mr & Mrs Docherty, Castlemilk Drive

Most Improved Garden

Mr & Mrs Winning, Barlia Drive

Best Veranda

Mr & Mrs Halley, Castlemilk Drive

Cassiltoun Housing Association would like to thank all our residents for their continuous commitment in helping to improve the local area and making it a more pleasant and colourful environment to live in.

We would also like to thank our environmental contractors Caledonian Maintenance who kindly donated the prizes for the Competition.



Mrs Bain



Overall winning garden



Mrs Halley



Mr Winning



Mr Tibbets



Mr Watson



Mr & Mrs Docherty



Mrs Anderson

Back Court Maintenance

Cassiltoun Housing Association provide a back court and estate maintenance service which is carried out by our contractors Caledonian Maintenance Ltd. The following work should be carried out to a satisfactory standard within the gardening maintenance season in your area in line with the timescales shown in the table.

If this work is not being carried out to your satisfaction then please contact the Association.

Work carried out	Frequency
Bulk items taken to collection pick up points (where applicable)	Weekly
Close cleaning and de-littering close entrances	Weekly
Back court de-littering and grass cutting	Fortnightly
Leaf collection	Fortnightly
Hedge and shrub cutting / maintenance	4 times per season
Herbicide application	4 times per season
Back court jet-washing (where applicable)	2 times annually



Stables Nursery *Update*

This year we have been using the funding we were awarded through the Aspiring Communities fund and European Social Fund to get our children outdoors and into the woodland. Time outdoors, active play and learning through the natural environment are all very important to a child's development. At Stables Nursery we try to get the children outside whatever the weather!

We continue to invest in training and developing our staff and we are really pleased that two of our staff have recently passed their SVQ level 4 qualifications and one of our Modern Apprentices has also completed their qualification.

On the 23rd June children, parents and staff enjoyed our annual graduation ceremony. Over 100 people attended and the 15 children that graduated entertained their families with dances and songs in Spanish. The children had

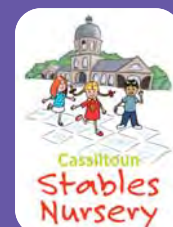
been enjoying their Spanish lessons in the Nursery so wanted to include the songs they had been learning into the show. The children also told the audience what jobs they wanted to do when they grew up – this included: Motorbike Driver, Cowboy, a Vet, a teacher, a circus performer, Spiderman, Batman, a Daddy and a swimmer – perhaps we have a competitor for the 2032 Olympics!

After the ceremony the 'graduates' were joined by the rest of the Nursery children and their parents for a Funday which was enjoyed by all. The Funday included 'gunging' a member of the Nursery Staff team.



Setting a Vision and Mission

Over the past year we have been working with our staff team and Board to develop Vision and Mission statements for the Nursery. We felt that this was the right time to set our direction as the Nursery business has expanded over the past few years, taking on more staff, rooms and children and has plans to review its services to meet the Scottish Governments plans to expand Nursery provision.



Vision

To enrich our nursery community through high quality childcare enabling all to reach their full potential.

Mission

Our Mission is to create a stimulating environment offering children space to grow as individuals through learning and play. We will accomplish open ended learning opportunities for children and staff and help our community thrive.

Universal Credit Update

From 5th December 2018, those tenants who are registered with Castlemilk Jobcentre will be in a 'Full Service Area' for Universal Credit.

What does this mean?

Up until now only single people with no children or health problems were required to claim Universal Credit but from the 5th December this is changing.

The change affects people of **working age** making a new claim for benefit.

Universal Credit **replaces the following benefits:**

- Child tax credit
- Housing benefit
- Working tax credit
- Income support
- Income-related employment and support allowance
- Income-based jobseekers allowance.
- The Housing part of Universal Credit **will be paid directly to you** and will be called **Housing Element**. Previously known as **Housing Benefit**.
- If you have 3 or more children you will not be able to claim Universal Credit until a later date.

How do I make a claim?

Claims for Universal Credit must be made online.

You will need to have either an e-mail address or mobile phone number.

You will have 28 days to complete the application and provide all the information requested. This includes:

- details about yourself (including your National Insurance Number)
- your rental agreement
- income and savings details
- your child benefit number
- your childcare costs and childcare providers reference number
- details of your bank account for payment
- income details of anyone living with you

Confirming your identity

You have to '**Verify your identity online**'. This can be difficult to complete as you need either a credit or debit card, driving licence or passport.

If you're having problems, go back to your Universal Credit account and click on '**I can't do this online**'. You can then skip this step and confirm your identity at the Jobcentre instead.

When you attend the Jobcentre you should take:

- Photo ID
- Two forms of official ID (birth certificate, NI card, P60 etc)
- Proof of address
- Proof of housing costs and proof of earnings

How will it be paid?

- Universal Credit will be paid monthly.
- There is a 5 week waiting period for the first payment.
- If you were in receipt of Housing Benefit before going onto Universal Credit, then your Housing Benefit will continue for two weeks.
- You will be able to opt for twice monthly payments of Universal Credit and the Housing Element being paid directly to Cassiltoun. You will only be able to do this after your first payment is received.
- You will also be able to request a full months advance payment and you will pay this back over a 12 month period.

Managing your claim

Once your claim is up and running you will need to access your online Universal Credit account on a regular basis. This is because you will have to report any changes to your circumstances on line and also your advisers will ask you questions or set you tasks to do online. If you do not respond to these you could be sanctioned.

Help with getting online

If you need help with getting online, come in and speak to us.

A recent survey was carried out by the DWP for people making a new claim to Universal Credit and found:

- 25% of people were unable to submit a claim online at all – due to difficulties using or accessing computers/internet access.
- 43% of people felt they needed more support registering their claim.
- 30% found the process of claiming 'very/fairly difficult'
- 44% of people fell behind with bills in the first 3 months
- 65% of people fell into arrears when claiming Universal Credit.



Warm Home Discount Scheme

Support for vulnerable customers

The Warm Home Discount is a government discount scheme to provide support aimed at households who may struggle with their energy bills. The scheme was introduced by Government on 1st April 2011 and will run until 2021. Electricity suppliers will deliver the scheme and will primarily help qualifying customers by providing rebates of **£140** approx. on electricity accounts to help when bills may be higher over the winter period.

Customers who automatically qualify

If you receive the Guarantee Credit element of Pension Credit (even if

you get Savings Credit as well), you don't need to apply to receive the rebate. You will receive a letter from the Department for Work and Pensions during 2018 confirming that you qualify.

Customers who do not automatically qualify

You may apply for the Warm Home Discount Broader Group Rebate if you meet certain criteria.

To qualify for the Warm Home Discount Broader Group rebate, you must be a domestic electricity account holder and you or another member of your household:

- You have a low income
- You get certain means-tested benefits

How the Warm Home Discount is paid

The Warm Home Discount is available for all types of customers, across direct debit, prepayment and any other payment method. The only differing factor would be how the discount is applied. If you are a prepayment customer, for example, you will receive a voucher to take to the shop when you top up; whereas direct debit customers will receive the discount directly applied onto their account. This discount is generally applied between the months of October and April.



Each supplier has discretion on closing date and eligibility criteria. The scheme is due to open Summer 2018 for most suppliers so check with your supplier or contact our Money Advice Team for assistance. Warm Home Discount Helpline 0845 603 9439



cashforkids

Cassiltoun Housing Association will be submitting an application to Cash for Kids 2018 to assist parents and guardians with the cost of Christmas. The application is open to children under the age of 16 and children aged 16-18 who remain in training/education. You should have received a letter at this time via post advising of the criteria and how to request an application is made – if you have not received any correspondence please contact our office.

Please be advised that should you not respond to your letter or make contact then no application can be submitted on your behalf.

Do you have Home Contents Insurance?

Do you pay for household items from companies such as BrightHouse?

Did you know that you pay insurance on each item you have with these companies?

If you had home contents insurance this would cover all items in your home not just those you pay weekly for.

You would be covered against Theft, Fire, Flood and Accidental Damage, saving you money and giving you peace of mind that all your household contents are covered from as little as £2.00 per week.

Interested? Then contact our Money Advice Team.



Do you need a **Bank Account?**

Before you think about how to open a bank account, it's helpful to prepare by knowing what kind of account you want and how the application process works.

For example, you might need a current account to receive your wage or salary as well as any state benefits, or to pay bills and rent/mortgage payments.

Alternatively, you might want a savings account to work towards a financial goal, or perhaps you want an ISA to take advantage of additional tax-free saving benefits.

When shopping for a bank account, it's also good to keep in mind the potential benefits of different accounts, such as interest and savings rates, overdrafts, and other perks such as cashback and rewards, and the different charges you might have to pay for using the account.

Opening a bank account

Opening a high street bank account can be a simple process – you generally have to apply for the account first, giving a few details such as:

1. Personal information including your full name, nationality, contact details, date of birth, and national insurance number
2. Proof of address, like a recent utility bill, mortgage statement or tenancy agreement, a bank statement, or a council tax bill. You might also be required to show how long you've lived there.
3. Proof of identity, such as a passport or driving licence or benefit entitlement letters.

4. Depending on the bank you choose and the type of account you want to open, the bank may run a credit check to look at your financial history. If they accept your application, they'll notify you and you'll later receive your debit card and pin number in the post – normally in separate instalments. You will probably need to activate your card online or by phone before you can use it.

You can open a bank account in person by visiting the branch, or you can do it via phone or online – you'll still need to provide the above details, but you might still have to visit a local branch so they can make copies of your documents.

Managing your bank account

Once you've opened a bank account, you'll have different options for how you want to manage your money.

- **Face to face.** The traditional method of banking involves dropping in to your local branch and speaking face to face with a bank employee, so they can help you with any questions or problems you may have.
- **Over the phone.** You'll also be able to contact your bank through the phone to ask for help or advice with your finances.
- **Online/app.** Most banks also have an online platform/app that lets you access your bank account and conduct transactions 24/7.

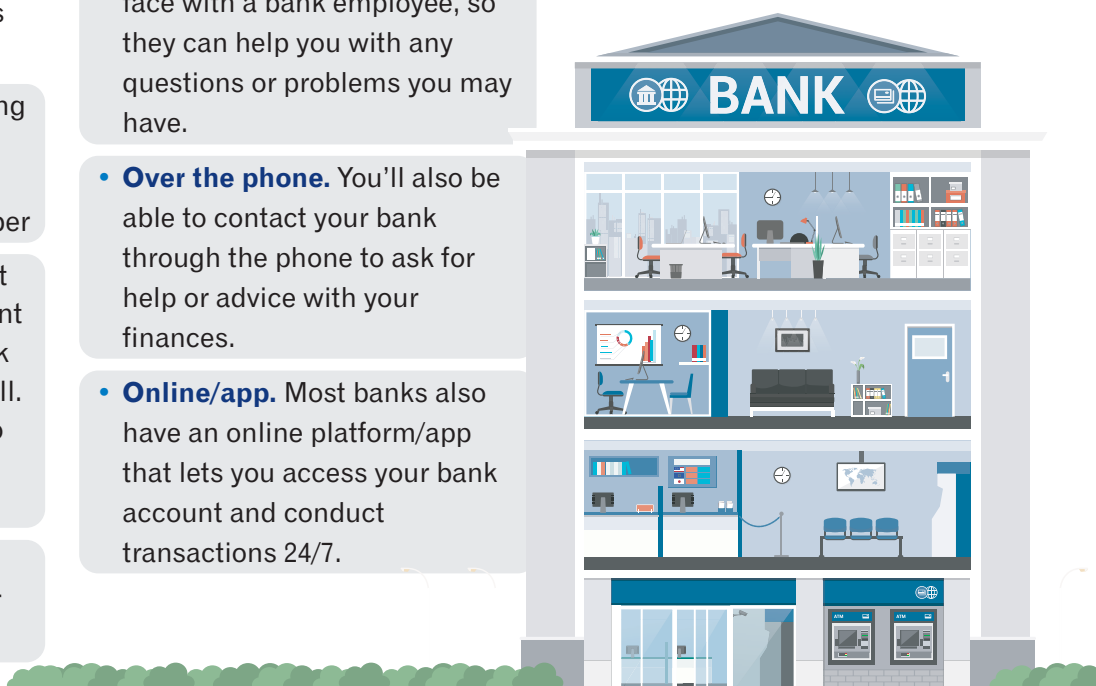
What if you're refused a bank account?

More than 1 million people in the UK don't have a bank account yet most banks offer Basic bank accounts which can help you get into the banking system.

Banks don't always advertise these accounts yet the majority of banks have these accounts and you can apply either in branch or online. These accounts are designed for people who have poor credit or who need help budgeting and managing their money as they don't offer an overdraft.

They will provide you with all the other features a normal current account can provide such a debit card to pay for items in a shop or online, pay bills by direct debit which can also save you money as you will get a better deal than paying in cash.

If you need a bank account or help with your bank account then please contact Money Advice Team.



Saving money for Christmas

Christmas is getting close but there's still time to get saving before Santa's sleigh lands. In January, many complain "I'm skint now", so avoid this by following our sackful of tips.

A typical family spent £751 on Christmas 2017, according to YouGov. Yet many struggle to cover it from December's pay packet alone and end up borrowing.

So why not start to put some money aside now?

Don't plan the perfect Christmas – first work out what you can afford

Consider this: new clothes, Christmas outings, children off school for two weeks, gifts for all, extra food. If you fail to plan how you will pay for all this it is a not a recipe for a good Christmas.

Instead, calculate your budget and ask: "What can I afford to spend on Christmas?"

Christmas is one day – don't ruin the whole of the next year for it.

Agree with friends to ban unnecessary Christmas presents

Consider not giving next Christmas. We're not talking about gifts from parents or grandparents, but the ever-widening glut of friends, extended family and colleagues.

If you're yelling over your wrapping paper "what about the joy of giving?", remember gift-giving creates an obligation on recipients to give back, whether they can afford it or not. For some, the gift of "not obliging you to buy for me" is actually better.

You could always make a No Unnecessary Present Pact (NUPP) with friends, or at least agree to a Secret Santa or £5 to £10 cap on gifts.

Secret Santa can keep costs down

Why not follow the old tradition of Secret Santa?

This is where a group of work colleagues, friends, or even a school class, set a budget and secretly draw names for who needs to buy for whom. This way you need only buy one present for the group, rather than for many.

Give charity gifts

Want to give, but don't want to waste cash on tat? Check local groups or charities that you can donate to and make a difference to someone's Christmas.

Boring, but make a list – and check it twice

Christmas shopping on impulse is dangerous. So make an old-fashioned shopping list and stick to it. Remember, shops spend a fortune on targeting your spending impulses – a list helps you beat them.

Pay by credit card if it's over £100

Sadly, firms go bust. If that happens and ordered goods haven't arrived, or have but are faulty, it's a nightmare.

However, Section 75 laws mean if you use a credit card (not debit card, cheque or cash) to pay even partly for something costing between £100 and £30,000, the card company's jointly liable for the whole amount.

If the firm goes bust, you can get redress from the card firm instead – valuable extra protection. Though only do this if you can clear the card in full each month to avoid interest.



Section 75 doesn't apply to purchases under £100, but there's still an option which can help if you use a Visa, Mastercard or Amex credit card, or any debit or charge card.

If the goods don't appear or are faulty, you can ask your bank/card provider to reclaim the cash from the seller's bank, so long as you start the chargeback process within 120 days of realising there's a problem.

Consider starting some new Christmas traditions

Pressure to please loved ones and to give children the perfect Christmas tops the list of reasons people overspend during the festive season.

Consider starting some new Christmas traditions that the whole family can join in with and save some money along the way.

Firstly, start early. Picking up Christmas essentials like crackers or decorations in the sales can mean big savings, sometimes around 50%.

If you know what gifts you need to buy, it can help to pick up an item a month to help spread the cost and save you the hassle of shopping when everyone else is.

You could also embrace the digital age and email Christmas cards to save on postage.

There are lots of free websites that let you create your own cards, with family photos and videos.

First class stamps cost 60p, while second class stamps cost 50p, so if you plan to send 30 cards by email this year, you could save between £15 and £18.

A pre-Christmas clear out with the family will help you get in order for the festive season but could also put some money back in your pocket.

Once you've put aside anything you no longer want, make some extra cash by selling it online or at a local sale.

If you time it right, you'll find plenty of people looking for second-hand gifts.

Consider upcycling - make your gift tags from last year's Christmas cards or wrap your gifts in old newspaper or magazines. This not only saves money but is environmentally friendly too. You could also give someone a gift that costs little or no money, for example a free babysitting session or dig someone's garden. You could also give a handmade gift instead, especially if you've got a hidden talent.

Welfare Rights Officer

We are delighted to let you know that Donna Fullerton our Welfare Rights Officer gave birth to a beautiful baby girl, Orla, on the 28th May. I am sure that you will join all the staff and Board at Cassiltoun wishing Donna, her husband Michael and baby Orla a huge congratulations.

Paul Pearson will be taking on the role of Welfare Rights Officer until the return of Donna in Spring 2019. Paul is an employee of Money Matters and is familiar with the Castlemilk area through his work with Ardenglen Housing Association.

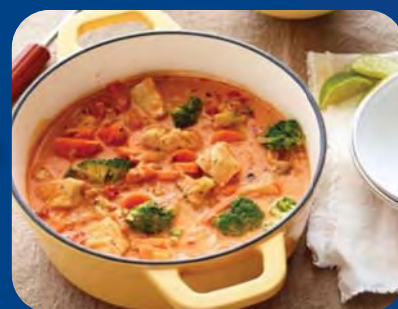
To arrange an appointment with Paul or any member of the Advice Team, please telephone 0141 634 2673.

Money Advice Team: 1st Quarter 2018

At the end of the first financial quarter, the Money Advice Team have:

- Assisted tenants to obtain an additional **£115,000** in benefit income
- Assisted tenants with the management of **£150,000** worth of debt.

Thai Chicken Curry



Ingredients

- 2 tablespoons vegetable oil
- 3 tablespoons red Thai curry paste
- 1 onion, sliced
- 2 chicken breasts, cut into cubes
- Salt and freshly ground black pepper
- 200g broccoli florets
- 2 chopped carrots
- 1 teaspoon dried basil
- 3 cloves garlic, minced
- Zest of 1/2 lime
- 400g tin coconut milk
- 100ml chicken stock
- 400g tin chopped tomatoes
- Lime wedges, for squeezing

Method

1. Cook 1 tablespoon of the oil, the curry paste and onions in a large saute pan over medium heat, stirring often and letting sizzle, 5 to 6 minutes.
2. Pat the chicken dry, sprinkle with salt and pepper and add the remaining oil to the pan. Cook the chicken in the onion-curry mixture until golden on all sides.
3. Add the broccoli, carrots, basil, garlic and lime zest and cook, stirring, until the vegetables are coated, about 2 minutes. Add the coconut milk, chicken stock and tomatoes and bring to a simmer.
4. Let the chicken simmer until cooked through and the sauce begins to thicken, about 20 minutes. Squeeze with lime juice before serving.

Community Development *Update*

What a fantastic Summer we've had!
There is too much to detail, so we've
picked some highlights.

Young People

Our young adult group successfully applied for 'Seedcorn Funding' to develop an idea that they think would change their area for the better.

You may have seen them at a few events asking for your thoughts about how we reduce litter in the area and in return giving you a '#CleanerCastlemilk' freebie! Thank you to everyone who has given their thoughts so far, please get in touch if you have anything you would like to add and look out for us at other events!

These same young people developed the idea and got funds for 'Make It Mondays', a Summer Arts Programme with a professional photographer, percussionist, and theatre worker. The talent that emerged from this was amazing and was exhibited as part of our 'Makers in the Marquee' exhibition. This exhibition invited submissions from across Castlemilk to showcase their creativity and their craft – thank you to everyone that submitted! A huge thank you to the young people who get together to develop opportunities for themselves and others: this group is for aged 14-25 year olds and meet from 4-6pm on Thursdays.



Summer Fest

We teamed up with Castlemilk Youth Complex to deliver 'Summer Fest' to celebrate Year of Young People 2018, with a DJ, glitter face-painting, mocktail making, food, and a photo-booth. We also asked the young people to write two things that they like about themselves and add it to our Celebration Tree which was then part of our 'Makers in the Marquee' exhibition. Thanks for a great time!



Teen Event



We had a fantastic day out to Wiston Lodge with archery, high ropes, team building, and games – a big well done to everyone who faced their fears reaching the top of the very tall pole! We're already thinking where we should go next year – any suggestions?

Year of Young People Competition

This is our second Year of Young People Competition, an idea that the young adult group came up with to celebrate Castlemilk Young People! We ask for nominations of young people aged 8-26 who you think should be celebrated – all nominations are showcased in our Newsletter and the winner (through lucky draw) receives a £20 Amazon Voucher and a Certificate. The nominations this time are:

Gabby Ball

Gabby was nominated for always being helpful and with a smile on her face. We saw this first hand at recent busy events when Gabby was regularly asking how she could help – during this she took part in an art project asking people to write two things that they liked about themselves and to add it to decorative bunting. Thank you Gabby, your helpfulness and positivity is contagious!

Emily Elliot

Emily was nominated for all her hard work including volunteer work in a hospice shop and in Castlemilk Park. Her nominator highlighted the range of activities that Emily has been involved in, including; litter picking, stream maintenance, and helping out at events. Emily has also joined Castlemilk Park's Junior Ranger Programme to learn more about the local wildlife and to take part in conservation activities. Thank you Emily for all of your hard work, you're an asset to your community!

Callum Elliot

Like Emily, Callum has been volunteering in a variety of ways and never fails to help when asked. Our events take a huge amount of organising and setting up and the ongoing maintenance of Castlemilk Park needs people to get involved, so people like Callum really do make a difference! Callum is also attending Castlemilk Park's Junior Ranger Programme to make sure he knows more. Thank you Callum!

Amy Turner

Amy has been described as a "dedicated, cheerful girl who never fails to step up when any type of voluntary work is required". Her nominator goes on to highlight that "Amy has done a wide range of tasks from working in the community garden, assisting in events such as the Spooky Walk, Easter events, International Peace Day, tea dances for the elderly, the Soup Off competition at Castlemilk Community Church and charity fundraising events, to name a few". We agree with her nominator who says that she is an excellent and positive example to other young people. Well done Amy, and a big thank you for everything that you do!

And the winner through lucky draw is... Amy!



Volunteer Week

Across Scotland there are celebrations for the many people who give up their time for their communities – we try to celebrate our volunteers throughout the year, however during this week we made a special effort to showcase the range of their amazing work. From young adults giving us their ideas, to Board of Management members, everyone's time is valued and appreciated – thank you!

Continued on page 26...

Castlemilk's Got Talent!

We hosted a music, poetry, and storytelling evening in the marquee at Castlemilk Stables and were so impressed with people's talent! Thanks to everyone who took part – would you like to see us do this again?



We worked in partnership with Ardenglen Housing Association, Urban Roots, and Castlemilk Parish Church to deliver our '10 Days of Fun!' Summer Programme. With circus workshops, mini-beast hunts, music, face-painting, games, art, smoothie bike, lots of chatter and laughter, and all topped off with delicious food from The Hideaway Café – we really enjoyed this and are very grateful to everyone who helped throughout these busy events! Thank you to Glasgow City Council and the Voluntary Action Fund for supporting this project.

Congratulations to our Community Bursary recipient!



You may have read in our previous Newsletter or seen posters advertising Cassiltoun Trust's Community Bursary Scheme offering a local person accessing further or higher education the chance to receive a one off £500 sum. This scheme will occur every year for 10 years, and the first recipient was Emma Taylor. Thank you to everyone who applied and congratulations to Emma. Emma said,

"I am thrilled to have been awarded the Community Bursary from Cassiltoun Trust. I have never won anything like this before, so it genuinely felt like a lottery win! It means so much to me that my education has the support of a local organisation, which in turn has made me feel more part of the

community. Furthermore, having this backing has furthered my motivation to succeed in obtaining my Honours Degree through the numerous challenges I will face. This money is a lot to me so I have yet to decide how I will spend it fully. However, due to studying PT from home and having a young toddler it will definitely be there for university resources and extra childcare when necessary. Ultimately, Cassiltoun Trust has given me the opportunity to have more study time and buy what I need for the new term. Additionally, due to the volunteering opportunities I am now aware I can take part in; I will be learning new skills & meeting lovely people within the community whilst helping to conserve the park! This will benefit

me hugely in a variety of ways and I hope will have a positive effect on the local community! Finally, I urge anyone who is in higher or further education to apply for this bursary next year; it was a quick and easy process and there is every chance of getting it like I did!"



A huge thank you to...

Over 1500 of you who have come along to the Castlemilk Park events since April!

These have ranged from the Forest Fairy Festival, Doggie Day, Wild in the City and Inspiring Nature Events. If you haven't yet picked up your copy of the Events Calendar or haven't yet 'liked' us on Facebook, please do soon so that you don't miss out on our upcoming events throughout Autumn. As always, if you have any feedback about anything you've attended or ideas of what we should be doing, then please do get in touch!

Wildflower ID session as part of our Inspiring Nature weekend events – fun for all the family!



One of the winners from this year's Doggie Day



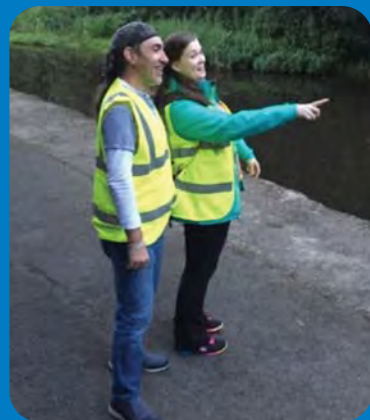
Forest Fairy Festival Tree Man giving out wishes.



We had a visit from a Highland Cow and its little one for Wild in the City

Volunteering goes from strength to strength in Castlemilk Park

Each of our individual volunteers works on projects that fit their interests and time commitments. This includes events, biodiversity recording, conservation work and supporting children's groups.



We work hard to make sure that volunteering with us benefits each person involved and ensure that we provide training and further development opportunities. A big thank you to all of the people who share their time and skills with us to help make Castlemilk Park the best it can be! If you are interested in becoming a volunteer or knowing more about what ways you can get involved, then please contact Stuart, the Community Woodland Officer.



Continued on page 28...

Castlemilk Park has been the backdrop to some amazing outdoor sessions this summer including the Castlemilk Explorers group and Wild Thursdays.

Castlemilk Explorers is supported by the Scottish Wildlife Trust and is for children from 7 to 12 years old – pictured are some of the activities that they have been enjoying. It's a free club to join and runs on the first Saturday morning of the month with lots of different nature themed activities.

We have some spaces so please contact us to book on!

We recently received a lovely letter from the mum of one of our Explorers - thank you so much for the lovely feedback.

**wildlife
watch**



"Dear Stuart, I just wanted to send you a little note to thank you for introducing my daughter to Castlemilk Explorers. It is a completely unique opportunity for her to not only explore our wonderful local area but allows her to learn new skills, appreciate, understand and value the environment and hopefully encourage her to take responsibility for caring for it now and in the future.

As well as the skills my daughter is learning, the social interaction with her peers and adults, has already had such a positive impact on my daughter. She is eager to learn about wildlife in our local area and is encouraging her little sister and myself to get out in the woods at the weekends, even in the pouring rain. That is simply down to the passion and enthusiasm of yourself and your team, so thank you very much for igniting a new found passion in my 7 year old daughter who would otherwise be sitting on her iPad in our flat, completely unaware of the wonder our local area has to offer."

**OPERATION
PLAY
OUT DOORS**

Wild Thursdays saw local children come together to take part in 6 sessions of survival skills through Operation Play Outdoors. They learned many things including; how to filter water, safe and responsible fire making, and how to build a shelter. We've had great feedback from these sessions – thank you to everyone that took part!

The Conservation Volunteers in Castlemilk Park

You may have noticed our Paths to Employment workers and volunteers out and about in the park doing a variety of development and maintenance while accessing training for progression on to employment. The Conservation Volunteers have been delivering this project and we are delighted with their ongoing efforts to ensure Castlemilk Park is a place for people to visit and enjoy.

David Shearer (pictured) was on the Paths to Employment and has gained employment from the course. David said, "I've learnt new skills and it really makes a difference, you can see the difference it is making for the up keep of the park" – thank you David and congratulations on your new job!

If you would like to volunteer with Castlemilk Park woodland please contact stuartwhittaker@cassiltoun.org.uk or call 0141 634 2673.



Castlemilk Park upcoming events...

September

Woodland Nippers - Woodland Creatures:

6th September 11.00am – 12.00noon

What mini-beasts are shiny and slimy in the park? You'll be surprised by what you find! Fun FREE Nature Activities for under 6's to take part with parents, relatives or guardians. Please ensure suitable outdoor clothing is worn.

Doors Open Festival:

10th – 16th September 2018

www.glasgowdoorsopenday.com

The Doors Open Festival will see the following events taking place at Castlemilk Stables:

Follow in the Footsteps:

Wednesday 12th September 1.30pm – 3.30pm

Step back in time and follow in the footsteps of the Stirling Stuarts as we walk around what was once part of the designed landscape, garden, pleasure grounds of the now demolished Castlemilk House.

Renaissance Food and Traditional Games:

Saturday 15th September 11.00am – 4.00pm

What local food from the Castlemilk Woodlands would people have eaten in the era of Mary Queen of Scots and what did they do to look after their skin, hair and teeth? Come and find out at our drop-in workshops for Doors Open Day: sample some Renaissance foods and body care products made from authentic recipes - and experience a Mary Queen of Scots makeover! Then try some traditional games in the front courtyard: gird and gleeks, marbles, quoits, plus many more. All free, all welcome.

Celebrating International Peace Day:

Friday 21st September 11.00am -1.00pm

Join us as we celebrate International Peace Day - help us decorate the trees in the stables garden while sharing stories over a variety of delicious food and traditional teas. Want to be involved in our stall of scrumptious Scottish food? Contact us!

Taster Day:

Sunday 23rd September 12.00noon – 3.00pm

Come along for some tasty food, a blether, and try some taster sessions on woodland tasks within Castlemilk Park. Tools and gloves provided. Please dress for the weather. All abilities welcome. Children must be accompanied by an adult.

Batman and Walkin':

Friday 28th September 7.00pm – 9.00pm

Join us on this atmospheric walk as we use bat technology to listen to the sounds of bats, spot them swoop amongst the trees, and find out the many amazing facts about these creatures.

October

Woodland Nippers – Autumn Art

Thursday 4th October 11.00am – 12.00noon

Let the woodland come alive with your imagination and be prepared to get mucky. FREE Nature Activities for under 6's to take part with parents, relatives, or guardians. Please ensure suitable outdoor clothing is worn. ***BOOKING REQUIRED***

Inspiring Nature Events – Tracks and Signs:

Sunday 7th October 1.30pm – 3.30pm

Want to learn the different tracks and signs of the creatures in the woodland of Castlemilk Park? This two hour session will look at the different species the woodland holds - you will go away looking at the woodlands in a different way. ***BOOKING REQUIRED***

All About Owls:

Wednesday 17th October 2.00pm – 4.00pm

Owl Magic will bring along a selection of different owls. You will get a chance to see these birds up close and learn more about these beautiful creatures. Also try out some owl arts and crafts.

Wild Thursdays (Bio Blitz):

Thursday 18th October 12.00pm – 4.00pm

At this drop in session we'll see how many species of mini-beasts, plants and animals we can spot and you'll get hints and tips at how to identify these.

Castlemilk Park Pumpkin Festival:

21st October – 27th October 2018

Booking for these events opens from 1st October.

Pumpkin Carving (Booking Required)

Sunday 21st October 11.00am – 4.00pm

A day of pumpkin carving, tools will be provided.

Pumpkin Soup (Booking Required)

Monday 22nd October 11.00am

Help us make soup over a fire in the woods.

Story Telling (Booking Required)

Tuesday 23rd October

Halloween themed stories for pre-school children.

Illumination

Wednesday 24th October 6.00pm – 7.30pm

See all our community carved pumpkins lit for the first time.

Spooky walk

Thursday 25th October evening

(Times to be confirmed)

Discover a spookier side of the woods with ghosts, witches and maybe a zombie or two!

**All events start from outside Castlemilk Stables,
59 Machrie Road, Castlemilk G45 0AZ**

**To book your place telephone 0141 634 2673
or email housing@cassiltoun.org.uk**



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/CassiltounHousing Association/](https://www.facebook.com/CassiltounHousingAssociation/)

And follow us on twitter:

[@CassiltounHA](https://twitter.com/CassiltounHA)



Digital Funding success

Cassiltoun have recently been awarded £7000 through the SCVO 'Digital Participation Charter Fund'. Over the next 12 months this will enable us to assist more people with their digital skills through increased outreach and deliver digital training and workshops.

Isla Dundas our Digital Inclusion Assistant and service user Gillian Berry met the First Minister at the launch of the fund.

Victim Support Glasgow is taking a renewed look at how it can reach out to people in our city's communities who may be impacted by crime in any way.

Crucially, the crime need not have been reported to the police and it doesn't need to be something that has happened recently. Victim Support is not part of the Police, Procurator Fiscal, Local Authority or Scottish Courts and all conversations with victims and witnesses are confidential and are not shared with people outside of Victim Support Scotland.

The services are free, easily accessible, friendly, and puts the

service user at the heart of what happens. Victim Support Scotland will support you from the date of the incident (whether it is reported or unreported to police). This can be over the telephone, face to face at home or in one of our offices usually within 2 weeks.

Many clients do not feel ready to report the incident(s) to police and only require the support to help them deal with the trauma but current waiting times to see a psychologist or similar in Glasgow is around 9-12 months minimum, so Victim Support can provide a listening ear in the meantime.



If you would like to speak with Victim Support you can contact them at **2nd Floor, Abbey House, 10 Bothwell Street, Glasgow, G2 6LU**, or by telephone on **0141 553 2415**, or by email at **victimsupport.glasgowcity@victimsupportscotland.org.uk**.

You may also contact Cassiltoun Housing Association if you would like assistance in contacting Victim Support.

Kids Corner!

Complete our fun activities, then bring your pages into the Association's offices by Thursday 13th September for the chance to win a prize!

Spring issue Kids Corner winners...

Gabrielle Ball, Tormusk Road
Riley Alpin, Tormusk Road

Can you help the astronaut find his spaceship?



Animal Wordsearch

ANTELOPE • BUFFALO • CAMEL • COW
CROCODILE • ELEPHANT • GIRAFFE • GNU
HIPPOPOTAMUS • HORSE • KANGAROO • LION
RHINOCEROS • SHEEP • TIGER • ZEBRA –

Answers may run horizontally, vertically or diagonally, and may even be backwards!

N	K	L	Y	V	P	V	C	L	V	G	H	H	S
A	A	F	O	H	O	D	R	E	G	I	T	M	T
P	N	B	B	H	M	B	O	C	P	R	G	V	Z
V	G	T	Q	E	K	G	C	P	E	A	R	A	E
H	A	R	E	E	K	O	O	L	A	F	F	U	B
I	R	G	S	L	W	P	D	M	G	F	D	Z	R
S	O	R	E	C	O	N	I	H	R	E	Z	Y	A
V	O	S	Q	T	U	P	L	B	T	U	K	T	S
H	W	C	A	M	E	L	E	P	H	A	N	T	J
M	B	M	J	J	D	I	I	E	A	G	Z	G	H
V	U	E	M	G	C	E	J	O	H	G	Z	W	N
S	P	B	S	H	L	B	G	Z	N	S	T	J	S
R	R	B	V	B	R	T	W	B	Q	I	A	W	L
I	A	G	L	B	V	A	T	L	W	U	C	T	F

Can you Sudoku?

Everyone's doing them – all you have to do is fill in the grid so that each row, each column and each 3x3 box contains just one of each number from 1 to 9.

7	1				5			6
		9	2	6			3	4
		2	9			8		
5				4		6	2	
1			7		3			9
	8	3		5				7
		5			8	3		
4	3			7	2	9		
9			4				5	1

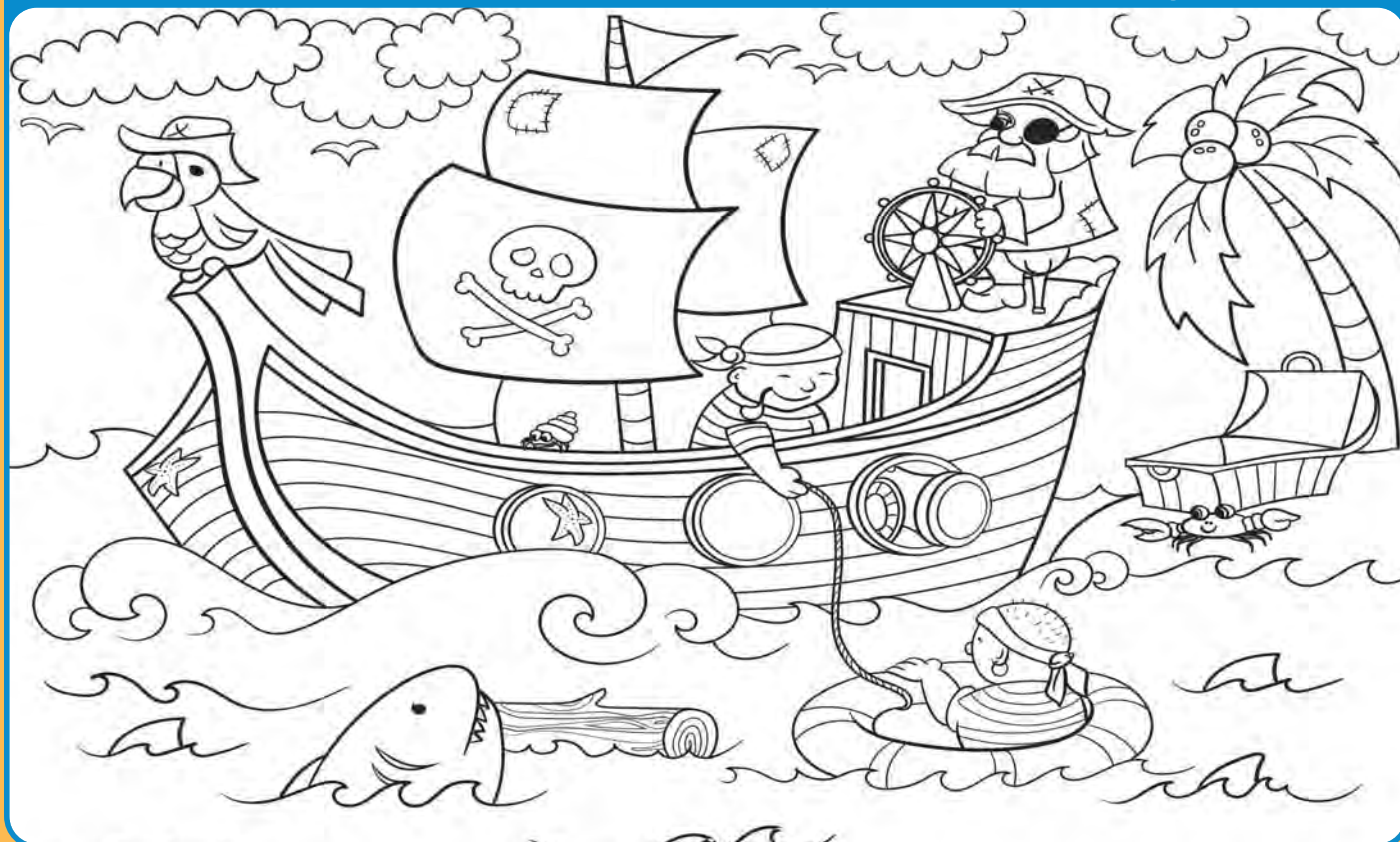


Spot 10 Differences!

Now complete the colouring picture and fill in your name and address on page 32!

Kids Corner! (continued!)

Pirate Colouring Fun!



Name:

Age:

Address:

Telephone:

Office Closures

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

September Weekend:

Friday 21st September and Monday 24th September 2018.

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



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

Office Opening Hours

Monday 8.30am - 5pm

Tuesday 8.30am - 5pm

Wednesday 8.30am - 12.30pm

Thursday 8.30am - 5pm

Friday 8.30am - 4pm

Saturday & Sunday Closed