



Meet the team!

Our newly formed Technical Team are here to take care of all your repair and maintenance requirements. See page 13 for the full story.

Castlemilk Stables • 59 Machrie Road • Glasgow G45 0AZ • telephone **0141 634 2673**
email **housing@cassiltoun.org.uk** • website **www.cassiltoun.org.uk**

Registered Scottish Charity No **SC 035544** Property Factor Registration No **PF000154**



Welcome to our Summer 2023 newsletter

Over the past few months Cassiltoun have been busy planning for and making some changes to our IT systems. We have responded to tenant feedback about finding it difficult to get through to us on our phonenumber and part of our IT changes has been the rollout of a new phone system. Hopefully our new system will make it easier to get through to us and speak to the right person. We will update you on other changes in our next newsletter.

You may have spotted a clothes recycling bin outside the Stables. Please donate any unwanted clothes you have by dropping them off in the bin – any money raised will be used to support our tenants and local community.

Due to a reduction in the amount of external grants we have received and the increase in costs of transport and admission prices we are unfortunately unable to run our normal tenant trips over the summer. However there will still be activities at the Stables over the summer and we are always on the look out for external funding that will allow us to

run events and activities for our tenants and the local community. Keep an eye on our social media pages for updates.

The Scottish Housing Regulator recently issued their landlord reports which show whether organisations are compliant with the Regulatory Standards. I am pleased to report that Cassiltoun is fully compliant and our report is on page 3.

I look forward to seeing you at the AGM in August, at an event at the Stables or when I am out in the estate. If there is anything you need to raise with me; something that we can do better or even some positive feedback on the services we offer please get in touch.

Clair Malpas • Chief Executive



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Engagement plan



Cassiltoun Housing Association Ltd

Regulatory Status Compliant

The RSL meets regulatory requirements, including the Standards of Governance and Financial Management.

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

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; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

Our lead officer for Cassiltoun Housing Association Ltd is:

Name: John Jellema, Assistant Director
Address: Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF
Telephone: 0141 242 5888
Email: john.jellema@shr.gov.scot

Last Updated 31 March 2023

How to become a Board member

Our Board of Management is made up of up to 15 Members and includes a Chairperson, Vice Chairperson, Secretary and Treasurer. These positions are filled annually after every AGM. We currently have 11 board members.

The Board of Management are responsible for the strategic direction of the Association.

They monitor performance, set standards and ensure compliance against the Scottish Housing Regulator's Regulatory Framework.

To become a board member, you must be a member of the Association. This membership entitles you to stand for election to our Board of Management. All board members are elected onto our Board at the Association's Annual General Meeting normally held in August each year.

To become a Board member you first of all have to be a share member.

If you are interested in joining our Board please contact Paula Brownlie paula.brownlie@cassiltoun.org.uk or telephone the office on **0141 634 2673**.



Date for your Diary – AGM 2023

The 39th AGM of Cassiltoun Housing Association will take place on **Monday 14th August 2023** at 7pm within Castlemilk Stables, 59 Machrie Road, Glasgow, G45 0AZ.

Please note that attendance at the AGM is for members only.

If you are unsure if you are a member or if you would like to become a member please call

0141 634 2673 or email housing@cassiltoun.org.uk.

Remember – if you are unable to attend all you have to do is let us know. If you don't attend 5 meetings in a row and don't submit your apologies the Rules state that we need to remove you from the membership list.





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/>

A day in the life...

...of Emily Cowan, Technical Assistant

I joined Cassiltoun Housing Association 1 year ago, when the Technical Team were restructuring to provide a more inclusive, customer focused service for our tenants. The Technical Team are responsible for all repairs, investment work and cyclical work.

The Technical Team here at Cassiltoun are a fairly new team going through a lot of change and development, while providing the best customer service possible to our tenants.

My role as the Technical Assistant varies from day to day and covers all aspects of repairs from cyclical (which occur on a yearly basis, such as your gas services, Gutters etc) to instructing reactive repairs (anything our tenants call in to the offices to report). Typically, I will

start my day by checking both my own emails and those which are sent into our Technical Team inbox and answering some repairs calls. A lot of my day consists of admin work, closing down and raising jobs for our tenants, sending letters and ensuring our systems are kept up to date with all of the information required. Occasionally, I will attend repairs inspections, help instruct the repairs which go on within our properties and void properties. I take part in the major investment works within our stock. I also have responsibility for our Factored properties so some days consist of monitoring these accounts.

My favourite part of my job is how diverse it is, no day is the same. Due to the reactive nature of the job, the tasks that need to be done on a daily basis vary quite dramatically and you are always kept on your toes. I love speaking with our tenants and trying to help with any issues they have that may arise within their home. This wouldn't be possible without the rest of the Technical Team supporting each other along the way.



Share Membership

Would you be interested in becoming a member of Cassiltoun Housing Association?

1. The Association wishes to encourage members to join as share members: to ensure that we are represented by the people and areas we serve; and
2. to encourage greater participation in our activities.

Membership provides the opportunity to stand for election at the Annual General Meeting and vote for members of the Board. To join you must be 16 years old.

All you have to do is complete a membership application form and bring this into the office together with £1.00.

On approval of your application you will receive a lifetime share in Cassiltoun Housing Association.

If you would like to find out more information about becoming a member of the Association please contact Paula Brownlie via email, paula.brownlie@cassiltoun.org.uk or call us on **0141 634 2673**.



Our Cathy Retires...

On 31st May 2023, Cathy Malone took the decision to hang up her apron strings to enjoy her well earned retirement, after working with the Association for over 30 years.

Cathy has been a dedicated worker who just didn't clean our offices but turned her hand to anything from cooking, setting up for meetings, organising BBQs, catering for thousands of events that the Association hosted over the years. Cathy just wasn't an employee, she was a listening ear and supporter to all staff and board members. We are so going to miss her cheery smile and everlasting banter. She is a massive loss to the Association but we wish her all the very best in her long and happy retirement.



Office Closures

Just a reminder, the offices of the Association will be closed on the following dates:

Friday 14th and Monday 17th July 2023

Friday 22nd and Monday 25th September 2023

Should you need to report an emergency repair when our offices are closed, please contact our contractors:-

Reactive Repairs - City Building on 08000-921-961
Gas Repairs - City Technical Services on 0333 202 0708



Staff Update

Goodbye to:

Name	Job Title	Date Left
James Wilson	Senior Housing Officer	6th January 2023
Dave Donnelly	Digital Inclusion Worker	31st March 2023
Keziah Barnes	Digital Media & Communication Assistant	31st March 2023
Amanda McGivern	Volunteer Engagement Assistant	31st March 2023
Mae McDougall	Advice Assistant (LTU funded until 31st March 2023)	31st March 2023
Cathy Malone	Cleaner	31st March 2023

Welcome to:

Name	Job Title	Date Started
Graham Sharp	Step up to Net Zero Co-ordinator - Fixed term until 14th July 2023	29th March 2023
Julie Tate	Sessional Events/Activities Assistant	4th April 2023
Dave Donnelly	Sessional Events/Activities Assistant	11th April 2023
Keziah Barnes	Sessional Events/Activities Assistant	11th April 2023
Mae McDougall	Energy Advice Assistant - Fixed Term until 30th November 2023	11th April 2023
Mae McDougall	Sessional Events/Activities Assistant	17th April 2023



Congratulations!



Mrs Doyle turns 101 years young!

Mrs Doyle, who is a long standing tenant of the Association, turned 101 years young in April 2023. Amanda McDermott and Lisa Tomlinson from the Association presented Mrs Doyle with a bouquet of flowers to celebrate her birthday.



A big well done to **Jodie Armour**, Community Development Assistant, who successfully completed her Health Issues in the Community Course!

This enables Jodie to deliver this accredited course to community members and is already working alongside a group to make change in their community.

Well done to **Stuart Whittaker**, Community Woodland Officer, who has completed his Forest and Outdoor Learning Leadership Award, adding to his skillset of working alongside young people and local families in the woodland.



'Wishing our waste away' GCC recycling information and wishcycling

Graham Sharp - Step up to Net Zero coordinator at Cassiltoun Housing Association

What can and can't be recycled in our blue bins has always been a hot topic for everyone in my close and the more people I speak to about it, the more I realise that it's a Glasgow wide debate. The reality is it's a bit less than a lot of people think, and a bit more than the "it all goes in the same bins" opinion.

There is a habit, of which I have certainly been guilty of over the years, of wishcycling. This is putting items in the recycling bin that you either think get recycled, would like them to recycle (but often don't) and just generally sticking everything in the recycling assuming that the council will be able to sort and recycle it. While there have been great improvements over the years in what can be recycled and given a new lease of life, there are still plenty of misconceptions

surrounding what can and can't be stuck in our blue bins.

One of the most common items that cause confusion are yoghurt pots. Sadly these currently aren't recycled by GCC, although speaking to them it is something they are working on. Plastics generally cause the most headaches, essentially the only plastic items that GCC can currently recycle easily are plastic water bottles and plastic milk cartons. Takeaway tubs aren't currently recycled and neither are butter tubs.

This does understandably create a confusing situation as to what can and can't be put in the blue bin. The information isn't that clear and not communicated well enough. A great tool that can be used to check is the Recycle Now recycling checker.

(<https://www.recyclenow.com/>) You can type in an item that you

are unsure about, your postcode, and it then tells you whether or not that item is currently recycled by your local council.

Whilst this situation can be frustrating, the best way we can all do our bit for the environment is to actually consume and use less. If we fill a reusable water bottle from the tap, then there are no plastic water bottles needing recycled. If we try and buy loose fruit and veg where possible, we create less packaging waste. Reusing takeaway tubs as lunch boxes, or even taking them to a refill shop and refilling them, is a great way to keep using an item that otherwise would end up in landfill. Most local butchers will happily stick your sausages or bacon in a reusable tub brought from home and this again can be a great way to create less waste packaging, reuse an older item and help cut down our impact on the environment.



Our longest serving staff member, James Wilson, becomes Senior Manager

On 6th January 2023, James moved to his new role as Housing and Customer Services Manager with another Housing Association. James began his housing career with Cassiltoun Housing Association in early 2004 as a temporary Administrative/Reception assistant and his talents secured him the role on a permanent basis in October 2004.

James held various roles within the Association, Customer Services Assistant, Housing Assistant, Housing Officer and then Senior Housing Officer. James was customer focused and would support and help everyone he met, no job was too big or small. He was well known by all and popular with staff, Board and tenants alike. He was a big loss to the Association when he left, taking a wealth of knowledge with him which we are sure will benefit him, his new colleagues and customers in the future.

We all wish James well in his new role and this next chapter of his housing career.



Equality, Diversity and Inclusion Statement



‘Cassiltoun Housing Association is committed to promoting equality, valuing diversity, and challenging prejudice and discrimination in all its forms.’

The following actions will support us sustain our aim of being an inclusive organisation where tenants, service users and staff have a real sense of belonging:

- We will put equality at the heart of our service provision so that our tenants, service users and community members have their individual needs recognised, are treated fairly and with respect, and receive fair access to housing and all other services.
- We will put equality at the heart of our people policies so that the people we employ share and uphold our values and that our recruitment efforts attract talented applicants who reflect the diversity of the communities we serve.
- We will ensure that our procedures and practices for appointments to our Governing Body are open and accessible to all.
- We will endeavour to create and maintain an inclusive organisational culture that enables all our people to thrive, knowing that they can safely bring their whole selves to the workplace.
- We will deliver equality training to support staff, volunteers and Board members undertake their roles in an inclusive and respectful way.
- We will respect the privacy of our staff, tenants, volunteers, Board members and service users, and we will take all necessary steps to ensure that the equality information we collect, store, and analyse is held securely and that confidentiality is maintained.
- We will encourage people who witness or experience discrimination in any aspect of the RSL’s activities, to raise these in conjunction with our policies and procedures and will take a zero-tolerance approach to hate crime in any form.

How to make a Complaint

Your feedback whether positive or negative is vital to the Association's services. Only by listening to you can we improve on the services that we provide to you and that includes the services from our contractors.

It is therefore important that you know how to make a complaint. If you are unhappy with the service that you have received (this does not include a request for a service) you can complain either verbally or in writing including:

- Face-to-face
- By phone
- Letter
- Email
- Completing the form on the Associations web-site (<https://www.cassiltoun.org.uk/comments-complaints/>)

We will require the following information:

- Your full name and contact details
- As much as you can about the complaint
- What has gone wrong
- What outcome you are seeking

The Complaints process has two stages:

- **Stage 1 frontline response**

For issues that are straightforward and simple requiring little or no investigation. You will receive a response within 5 working days or less unless there are exceptional circumstances and these will be explained to you.

- **Stage 2 Investigation**

Where the customer is not satisfied with the frontline resolution, or refuses to engage at the frontline, or where the complaint is complex, serious or 'high risk'. You will receive an acknowledgement that your complaint is Stage 2 and a full written response within 20 working days.

The majority of complaints will be resolved at Stage 1 with a minority progressing to Stage 2 or being moved straight to Stage 2 due to the nature of the complaint.

If you are still dissatisfied after we have given you our final decision, you can ask the Scottish Public Sector Ombudsman (SPSO) to look at it or if you are a factored owner, The First Tier Tribunal for Scotland (Housing and Property Chamber).

Full details regarding our complaints procedure, useful addresses and advice can be found in our complaints handling procedure which is available on request from the office or on our website:

https://www.cassiltoun.org.uk/data/Complaint_Handling_Procedure_March_2021_2021_07_09_15_17_14.pdf



Learning from Complaints

All complaints are reviewed quarterly by a member of the Senior Leadership Team and reported to the Board of Management. This includes what we learned from these complaints and any action taken.

An example of this is that we have previously been told through our complaints process that tenants, residents and factored owners have had difficulty in contacting the Association by telephone. When we looked at this we realised that this was due to the phone system that we had in place. We therefore, looked at what was out in the market that would be suitable, went through a robust procurement exercise to ensure value for money and now have a new phone system in place.

The feedback that we are receiving is that this has made a difference to people getting through to the office and to the correct person that they need to speak to.

We do listen to all information that we receive whether through complaints or compliments and use this information to inform improvements to the services that we provide.

Summer Recipe

Frozen Strawberry & Banana Lollies



Ingredients

- 2 bananas
- 4 large strawberries
- 100g natural yogurt
- 200g dark chocolate
- 1 tbsp hundreds and thousands
- 4 wooden lolly sticks

Method

STEP 1

Peel the bananas and trim off the ends. Chop them each into 4 equal-sized chunks. Thread a strawberry onto each lolly stick, then push on the pieces of banana.

STEP 2

When all your banana lollies are made lay them on a baking tray and put in the freezer, uncovered, for 1 hr.

STEP 3

Put the yogurt into a tall glass or jug then dip each banana pop into the yogurt to coat (avoiding the strawberries), then place back onto the tray to refreeze until set.

STEP 4

Melt the chocolate in the microwave then pour into a mug. Dip the end piece of each banana lolly in the chocolate then sprinkle over the hundreds and thousands.

STEP 5

The chocolate should set pretty much instantly, but they can be kept in the freezer for around 1 week.

Clothing Recycling Bin now available at the Stables

Clyde Recycling have delivered a clothing bank to the Stables. This is situated at the front of the building. Clyde Recycling are a professional clothing and textiles recycling company who recycle second hand clothing and export it all over the world. Last year they shipped over 3000 tonnes of clothing across Africa, Europe and South America.



Why is recycling important?

- **Help clothe people who really need it** – Most clothes that are thrown away are still in a good condition, or are able to be repaired like new. Second hand clothes are the main source of clothing for a large percentage of the world's population.
- **Help mitigate environmental damage** – Clothes, Textiles & Bric-a-Brac that is thrown away ends up in a landfill, not only is this costly for the person or business throwing it away, it is costly to us all. A standard landfill will continue to emit noxious gasses including Methane into the environment for up to 50 years after it is sealed over, contributing massively to global warming. Recycling helps lower the levels of pollutants we put into the atmosphere.
- **Recycling = Less resources used** – Recycled clothes require far less resources to get to consumer than new ones. When new clothes are required that means more land and water need to be used to grow more cotton, more fertiliser is used, more energy is used and therefore our environment becomes more polluted.
- **Find yourself with more space** – Clear out the clutter, you can feel good in the knowledge that you will have simultaneously made your life a little bit tidier and made someone else's a little bit better.

Did you know?

- Textiles and shoes account for more than 12% of all waste in landfill sites.
- In a single year, the amount of clothes thrown away in the UK could fill Wembley Stadium to the brim.
- Nearly 1 million tonnes of recyclable textiles are put into landfills every year, this is entirely avoidable and is actually the more costly option to recycling.
- If everyone in the UK bought just one reclaimed woollen jumper each year we would save roughly 400 million gallons of water. This is more than the volume of the average UK reservoir.

If you have any unwanted clothing, textiles and bric-a-brac lying around, please bring it to the clothing bank here at the Stables. Each time the bin is full, Clyde Recycling will make a donation to Cassiltoun Trust.



The **UNDERAPPRECIATED** Time to shine a light



“They grit the footpath in bad weather “



“They check in on me to make sure I’m okay”



“They take out and bring in my bins”



“They take my deliveries in when I’m not home”



We all know someone deserving of recognition for their good deeds and we want to hear about them
Nominate a Community Hero by telephone on **0141 634 2673** or via email to housing@cassiltoun.org.uk alternatively visit www.cassiltoun.org.uk

Congratulations to our 3 Community Heroes!

A massive congratulations and thank you to our first 3 Community Heroes of 2023, **Matthew Miller, David Hughes** and **John Tees** recognising their community and neighbourly spirit helping to improve their neighbourhood and local community.



Matthew Miller



David Hughes



John Tees

All selected nominees receive a small token of our appreciation for all their hard work., Well done!

Gas Servicing and Boilers

The Association is required by law to carry out an annual safety service check to all gas pipework, boilers and appliances installed within Association properties.

These checks are required to make sure your pipework, boiler and appliances are safe and the risk of any gas or carbon monoxide poisoning is minimised for your household.

The Association carries out these checks on a 10 monthly cycle so that we can make sure the work is complete and you are safe before the anniversary date.

The gas service visit should only take approximately 30-40 minutes to complete and can make sure your life is not put at risk.

Our gas maintenance contractor, City Technical, will contact each property to arrange a convenient appointment.

In the event that we are unable to contact you to arrange your yearly gas service before the legally due date we will have no alternative but to force access, which carries a charge. This is not something that the association wants to do so please answer our letters and calls to arrange access at a time and date that suits you.



Contractors in your area...

EPC's

We have appointed new contractors to carry out inspections in a number of properties in the Cassiltoun area, in order to produce an Energy Performance Certificate for your home. These contractors are **EPC Scotland** and **Home Energy Lanarkshire**. If you receive a letter requesting access please be assured these contractors have been instructed by ourselves and you will have an introduction letter from Cassiltoun in the near future.

Asbestos Surveys

We also have a programme starting to check common closes for any signs of asbestos. We have no reason to believe that there are any issues with our common areas, however we need documentation to confirm this. The contractor you may see on site are **Acron Asbestos** and the testing being carried out will be non intrusive.

If you wish any further information regarding the above, please feel free to contact a member of the Technical Team.

Hazardous waste

As you may be aware, there have been several large fires and incidents at waste and recycling facilities in the UK, which were subsequently attributed to the incorrect disposal of dangerous items. There has been an increase in dangerous, potentially explosive items entering the waste stream in Glasgow that cannot be treated by waste processors.

These items DO NOT belong in your bin

- Household batteries, automotive batteries and goods containing batteries e.g. toothbrushes, toys, phones and laptops, lithium-ion batteries
- Pressurised gas canisters e.g. NOx containers, helium balloon canisters
- Vapes
- Waste Electrical and Electronic Equipment (WEEE)

How do I dispose of these items?

You can dispose of potentially hazardous waste items at any Household Waste Recycling Centre.

Your local centre is:

Polmadie, 425 Polmadie Road, G42 0JP

Visit glasgow.gov.uk/hazardouswaste for more information.

Facilities for the collection of batteries are also available at many retail outlets and supermarkets.



To find your local collection point visit recycleyourelectricals.org.uk



Technical Team Update



Over the past couple of months, the Association has been recruiting team members to deliver the reactive, planned and cyclical maintenance requirements of the Association. You will have noted elsewhere the improvements to our telephone system which now gives you direct access to the Technical Team should you require any repair or maintenance related information.

The Team are already proactive in managing day to day repairs and may have been within your home handling the repair process to your satisfaction. We are keen to measure your experiences with the repairs services and will therefore be sampling satisfaction levels of repairs carried out. It is important you provide us with an honest assessment of your experience as we will use this information to adjust how we manage repairs within your home or communal areas.

You can report any maintenance related issue by telephone, through our website www.cassiltoun.org.uk or by emailing Technical@cassiltoun.org.uk. Our telephone numbers have remained the same **0141 634 2673** and for out of hours calls **0800 092 1961**.

Legionella - Reduce the Risk

The risk of contracting legionella in the domestic home is minimal and most protection from legionella has to be undertaken by people actually living in the home and using the water systems. There are some simple steps that you must take to help protect you and those in your home:

1. You have to turn your shower on and run it for a few minutes at least once a week, preferably more often than this, to flush out stale water.
2. You have to make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident. This is easily done by removing the shower hose and head and leaving it soaking for half an hour in white vinegar then scrubbing off any deposits. You should then rinse it in warm water to wash off the vinegar.
3. If you have a spa type bath you have to make sure you clean it with appropriate approved chemicals at least once weekly.
4. You should make sure that you run water through all the hot and cold water taps throughout your home on at least a weekly basis.
5. Temperatures above 60°C will kill Legionella bacteria so make sure that the temperature of the hot water in your boiler/cylinder is set at a minimum of 60°C. Beware of burns and scalding and take extra care if you have children. Legionella can survive in low temperatures, but thrives at temperatures between 20°C and 45°C.



These are very simple steps to help protect you in your home and minimise any exposure risk. These precautions are even more important if you are over 50 years of age or suffer from ill health.

If you would like more advice on this matter please contact a member of staff at our office to discuss.

Investment works within your homes

The previous 5 years has seen almost £5 million re-invested back into your homes as we continue to make our properties as energy efficient and comfortable as possible for residents. Although works paused slightly due to the pandemic, we re-instated works as quickly as possible in line with all relevant guidance.

Below are some highlights of the investment work carried out:

2022/2023

93 properties fitted with new kitchens and electrical distributions boards.

2021/2022

94 properties fitted with new double-glazing windows and doors.

2020/2021

78 properties fitted with new double-glazing windows and doors and electrical re-wiring of these properties.

2019/2020

77 properties fitted with new kitchens, bathrooms and electrical distribution boards. 17 properties having the full central heating system upgraded.

2018/2019

Communal painter works to 45 communal closes along with the commencement of a programme to install new smoke alarms within every property.

The Association is currently re-profiling its investment programme for the coming 5 years and will contact affected residents at the appropriate time.



Electrical Testing

The Association carries out an Electrical Installation Condition inspection in all our tenants' homes every 5 years. The Association will let you know if your home is due an inspection.

It is important that if your property is due to be inspected, that you allow access for our electrical contractor, Magnus Electrics, to carry out these works. These tests are a regulatory requirement to be carried out for safety purposes and to protect everyone in your home.

If your home is due to have an EICR carried out this year you will be contacted by Magnus Electrical our EICR contractor by telephone and letter then by Cassiltoun technical staff to book an appointment. Please ensure that you respond in order for us to book your EICR at a date and time that suits you.

If we are unable to make contact before the 5 year due date we will have no alternative but to force access to carry out these safety checks. This is the last alternative for the Association and we do not want to do this as there is a charge to the tenant to change the locks. Please ensure that you answer calls and letters from the contractor and Cassiltoun who will be happy to arrange an appointment at a date and time that suits you.



Smoke Alarms & CO Alarms (Carbon Monoxide)

All smoke & CO alarms installed in Association properties will be tested at the time of the annual gas service.

If any of the alarms are faulty the Association will have them replaced. You should also test your alarms weekly and let us know if there are any issues. Smoke Alarms & CO Alarms save lives - please help protect your family and home by testing weekly.

Your property should have had the smoke alarms upgraded and a new heat alarm installed within your kitchen area. If for any reason any of these alarms are damaged or have been taken down please contact us at the office as a matter of urgency. If you require any further information on the alarm system within your property please don't hesitate in contacting a member of the technical team.



Scottish Social Housing Charter



How we are doing... End of year 2022-2023

We have created a snap shot of information related to performance. 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

Anti-Social Behaviour



Indicator 15

Antisocial behaviour cases reported in the last year:



The Association has received **89** anti-social complaints which were dealt with in line with our Neighbour Relation Policy.

If you experience any incidents of anti-social behaviour contact us on **0141 634 2673** or via email to housing@cassiltoun.org.uk

Maintenance



Indicators 8, 9, 10, 11, 12, 19, 20, 21

Repairs completed:

1078	Emergency Repairs	Average 2.39 hours
2629	Non-emergency Repairs	Average 6.53 days

93.27% of jobs completed Right First Time

Disabled Adaptations:

Total Number Awaiting	25
Total costs of adaptations	£48,076
Number of adaptations completed	12

Gas Servicing:

Number of times we did not meet statutory duty to complete gas check:

0 = 100% Complete



Allocations

Indicators 14, 16, 23, 30 & C2, C3, C4



Number of General Needs Lets	73
Number of Supported Housing Lets	12
Number of Lets to Existing Tenants	10
Number of Lets to Statutory Homeless	24
Number of Lets to Waiting List	51
Total number of offers made	93
Number of offers refused	25
Number of houses that became vacant	64 = 6.10%
Average time to re-let	42.6 days

Complaints

Indicators 3 & 4



Number of Stage 1 complaints received	51
Number of Stage 2 complaints received	2
Complaint responded to in full at Stage 1	51
Complaint responded to in full at Stage 12	2
1st Stage - average working days to respond	4.27
2nd Stage - average working days to respond	17



Rents

Indicators 26, C6, 28, 27, 18 & C7 contextual indicators



% Rent collected



% Rent arrears



% Void rent loss



Households receiving direct housing costs

Average management fee for factored owners	£101.12
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Total former tenant arrears written off	£22,339
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Total former tenant arrears	£57,711
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% former tenant arrears written off	38.17%
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Condensation

We know that thankfully this isn't the time of year to be bothered with condensation however we'd just like to keep it in the forefront of your minds on ways to combat the effects of condensation in our homes.

Every year millions of homes in the UK suffer from condensation. About two million of them are badly affected and experience widespread dampness, often leading to persistent mould growth on walls, fabrics, carpets, clothes and shoes. This can cause great anxiety to householders, and is a common cause of complaints to landlords.

What causes condensation?

Every day the average UK household puts about 12 litres of moisture into the air in their home, through normal activities such as cooking, washing clothes and bathing; breathing alone contributes about 1 litre per person every 24 hours.

In homes where clothes are dried indoors, or which use paraffin or bottled gas heaters, the total can be over 20 litres a day.

About half this moisture is produced slowly throughout the day in different rooms and the remainder is produced over short periods of time and in large quantities, mainly in the kitchen and bathroom around teatime when kids come home from school and people come home from work.

Even in warm, well-ventilated homes, moisture in the air can result in condensation during the winter, most people are familiar with the misting on the mirror after running a bath, or on the inside of windows on a cold morning. Usually condensation disperses fairly quickly and does not cause more than minor inconvenience, but in homes which are poorly heated or inadequately ventilated, condensation is often serious and persistent, and leads to the growth of mould.

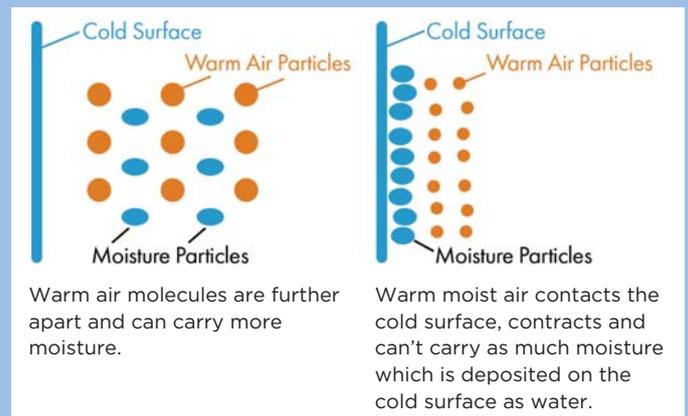
You may have heard rumours that this mould is bad for your health and causes chest and skin complaints, this is not the case but the environment which the mould requires to grow is similar to the environment which other conditions such as dust mites also thrive in, dust mites have been linked to asthma and skin conditions.

The mechanics of condensation

There is always moisture in the air in the form of water vapour, although usually it cannot be seen. However, there is a limit to how much vapour the air

can hold at any particular temperature: the higher the temperature, the more vapor the air can hold.

Therefore when warm moist air comes into contact with a cold surface and is cooled, it can no longer hold so much vapour and the excess condenses as liquid water on the cooler surface. A typical example is moist air from a warm kitchen which drifts to unheated rooms, such as bedrooms. The moist air cools when it reaches the walls and other cold surfaces, and the excess water is deposited as condensation.



Signs of condensation

- It normally occurs only in the coldest months of the year.
- Trouble starts on the coldest internal surfaces — external walls, particularly corners, single and double-glazed windows, wall-to-floor junctions, lintels and window reveals.
- Visible water droplets form on glazing and other non-porous surfaces and run off to cause puddles.





- Persistent condensation often leads to mould growth.
- Condensation occurs most often in rooms where a lot of moisture is produced, such as kitchens and bathrooms, and also in unheated rooms into which moisture has drifted. Unheated bedrooms are vulnerable to condensation and mould growth.
- It is a common problem where flue less paraffin or butane heaters or un-vented tumble-driers are used, or clothes are frequently dried indoors.
- It often concentrates in areas where air movement is restricted, such as behind furniture or curtains, or inside cupboards on outside walls.

What's the cure?

The main factors involved in condensation in the home are the amount of moisture in the air, and the air temperature and the temperature of the surfaces in the room. To reduce the risk of condensation occurring, either the moisture content of the air must be reduced or the home must be made warmer. In practice it is usually necessary to do both.

Reducing moisture generation

The amount of moisture generated in a home depends on the size and lifestyle of the household. Most of the steps needed to reduce it can be carried out by the occupants themselves, including keeping lids on saucepans, drying clothes outdoors, and not using paraffin or flue less gas heaters, keeping doors closed to prevent the moisture travelling through your home and when using tumble driers vent them externally or if possible use a condensing dryer.

Providing ventilation

High moisture production in homes need not be a problem if there is enough ventilation. The single most important step is to ensure good ventilation in kitchens, bathrooms, where most household moisture is generated.

As well as the high rates of ventilation needed in kitchens and bathrooms when they are being used, all occupied rooms need background ventilation to get rid of the moisture generated by people.

Providing adequate heating

Condensation is almost bound to occur in rooms which are cold. The best remedy is to provide low background heating all day in cold weather, even when there is no one at home. It is far better to do this than to rely on a high level of heating for short periods, and the overall costs are often quite similar.

Background heating is particularly important in bedrooms, especially in bungalows and flats, where they are not above other heated properties below.

Practical advice

- Keep kitchen and bathroom windows open when possible
- Use extractor fans if fitted
- Keep lids on pots when cooking
- Keep doors closed to prevent moisture travelling through the home
- Use condensing tumble dryers or dryers which are vented to the outside air
- Open your bedroom windows in the morning to allow condensation to clear
- If your windows are excessively wet use a squeegee and an old towel to dry them off, this will also help prevent mould on bathroom tiles if done after showering
- Try and maintain a constant temperature in your home during the winter months of above 16°C or above
- If possible try to maintain an air gap between furniture and walls to allow air to circulate
- The first people usually know they have condensation is when they see mould spots occurring in corners and on items in cupboards or behind furniture etc. if the area affected has a fixed wet line it may require further investigation and you should contact your landlord who will arrange for a proper inspection to rule out building defects.

Cassiltoun Stables Nursery offer funded places for eligible 2-year-olds!

Funded early learning and childcare for up to 1140 hours per year is free to parents of some 2-year-olds and all 3 and 4-year-olds as the costs are met by the Scottish Government.

Who is eligible?

1. Funded early learning and childcare is available if your child is aged 2 AND is or, since they turned 2, has been:

- looked after by a local council
- the subject of a kinship care order
- the subject of a guardianship order

2. Your child can also access funded ELC if they have turned 2 and you were yourself care experienced at any point during your own childhood. You should speak to the nursery if you feel you meet these criteria.

3. Your child can also get funded early learning and childcare if they have turned 2 and you get one of these benefits:

- Income Support
- Job Seeker's Allowance (income based)
- any income related element of Employment and Support Allowance

- Incapacity or Severe Disablement Allowance

- State Pension Credit

- Support under part VI of the Immigration and Asylum Act 1999

4. If you receive tax credits or universal credits, then you can earn a certain amount of money and still be eligible.

If you are on Child Tax Credit:

- but not Working Tax Credit, then your earnings can be £17,005 or less.

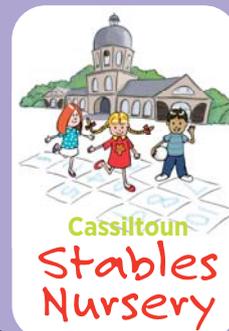
- and Working Tax Credit, then your earnings can be £7,920 a year or less.

If you are on Universal Credit, then your household take-home pay can be £660 a month or less.

These income thresholds change annually.

Applications to check your eligibility can be made online using the following link:

<https://www.glasgow.gov.uk/article/17458/Early-Learning--Childcare>



Cassiltoun Stables Nursery Update

The children are back out exploring the forest. This is in small groups offering them the opportunity explore their sense of freedom and consider their own personal boundaries of risk. Children build trust and bonds within their groups encouraging their sense of wonder and excitement to explore.



Advice Team Update

Our team can help you with the following:

- Income maximisation
- Benefit applications
- Challenging benefit decisions including appeal representation
- Money & Debt advice
- Energy advice
- Budgeting advice
- Help to access grants

Money is something we all worry about especially now as we see a rise in our food, gas, electricity, fuel and we wonder how we will make our money stretch to ensure we can meet these essential living costs.

We understand these worries and concerns and we are here to help you. Our Money Advice Team will ensure you are receiving income that your entitled to, help you budget your money and manage your debts.

Our service is available to tenants, factored owners and those who access the many services offered by Cassiltoun Stables. Our advice is free, impartial and confidential. If you need any help or would like to arrange an appointment please get in contact with us on **0141 634 2673** or email housing@cassiltoun.org.uk.

In the last year from 1ST April to 31st March 2023 we have generated income of **£563,698.43** for Cassiltoun Housing Association tenants, factored owners and other service users.

We are currently assisting with **£52,496.72** of debts. Total of 88 appointments were provided 1/01/23 to 31/03/23 and we have a current case load 189 cases

We have been continuing capturing feedback from clients on a regular basis and to use this to improve our service.

Here are some of the comments received:

"Didn't realise that we gave this service or that we could help her, and to say a 'big thank you' to advisor for assisting them."

"Grateful and very, very helpful. the team have been phenomenal."

"WRO made tenant aware of benefit that she wasn't aware of and was appreciative of that. Only negative she had was the waiting time she had for the appointment."

HMRC Update - Tax Credits



HM Revenue and Customs (HMRC) are currently issuing annual tax credits renewal packs for the 2023 to 2024 tax year to customers between 2 May and 15 June 2023.

Once you receive your annual renewal pack you will have until 31 July 2023 to check the information is correct and notify HMRC of any changes to your circumstances which may affect your claim.

Tax credits help working families with targeted financial support, so it is important that people do not miss out on money they are entitled to.

There are two types of renewal packs:

- if it has a red line across the first page and says 'reply now', customers will need to confirm their circumstances to renew their tax credits
- if it has a black line across the first page and says 'check now', customers will need to check that their details are correct. If they are, they do not need to do anything and their tax credits will be automatically renewed

You have to contact HMRC by the deadline to confirm your circumstances for the 2023 to 2024 tax year, or this will risk your payments stopping.

Carer's 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 twice a year.

The next 2 payments will be:

- £270.50 in June 2023 - you'll get this payment if you're getting Carer's Allowance on 10 April 2023
- £270.50 in December 2023 - you'll get this payment if you're getting Carer's Allowance on 9 October 2023

What to do if you're struggling with your energy bills

Energy prices are at all an all-time high and even with the prices cap and all the additional support the government have provided you may still be struggling. We have put together a guide to what help is available and where you can get more support.

1. Talk to your supplier

If you are struggling or falling behind with your payments give your supplier a call to discuss what help may be available for example:

Full repayment plan review

Affordable debt repayment plan

Payment breaks

Payment reduction and more time to pay

2. Pre-payment: are you struggling to pay?

Again, call your supplier to have a chat about your situation, some suppliers can provide emergency credit, friendly credit meaning you won't be disconnected in the evening, weekend or bank holidays if you have run out of credit. They may also be able to offer additional support credit if you cannot top up. It is really important that you speak to your supplier to see what help is there for you.

3. Energy Grants and Hardship Funds

Many of the bigger energy providers are able to offer grants or hardship funds if you are struggling to repay your fuel debt. If you are in debt speak to your supplier to check if they provide support and to check if you are eligible for support.

4. Where to go for free help and one to one advice

If you are struggling to speak to your supplier then help is available, you can contact our Money Advice Team for help, we can contact your supplier to review your payment plan and look for additional support from grants if you are in debt.

We are also working in partnership with Home Energy Scotland who can help you with ways to save energy by giving you practical tips and advice on reducing the amount of energy you use but still staying warm and saving you money on your bills.

We can make a referral on your behalf or if you prefer you can contact them directly on:

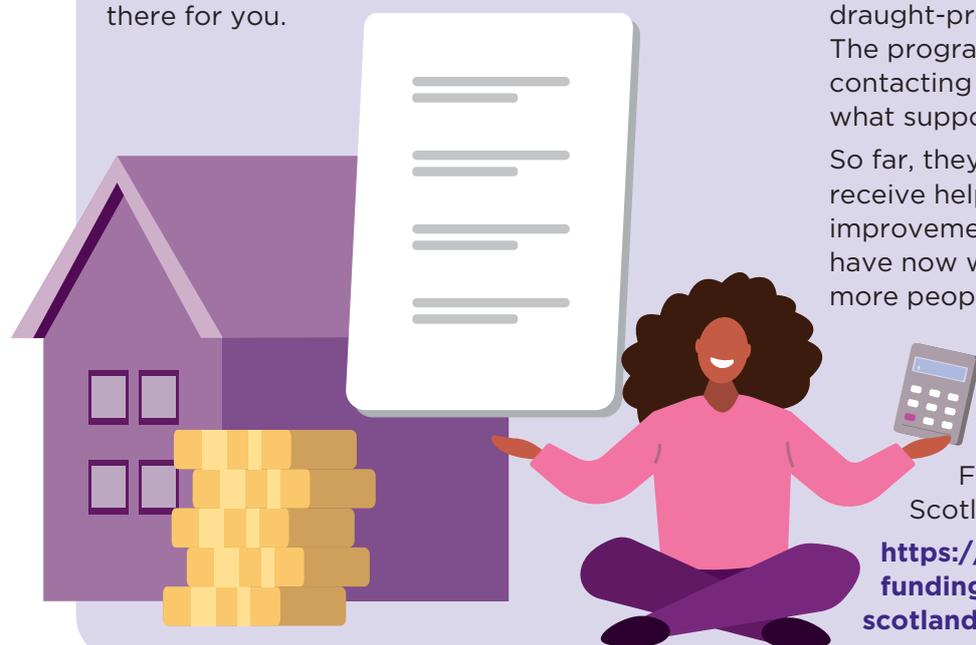
Tel **0808 8082282** [homeenergyscotland.org/warmer-home](https://www.homeenergyscotland.org/warmer-home)

They are able to help also if you are homeowners, Warmer Homes Scotland is a Scottish Government funded programme that helps Scottish households keep warm by fitting new energy efficiency measures like, home insulation, central heating, draught-proofing and home renewables systems. The programme can only be accessed by contacting Home Energy Scotland, who will check what support is available.

So far, they have helped over 29,000 households receive help, with an average of £5,000 worth of improvements made. The Scottish Government have now widened the eligibility criteria to ensure more people can benefit from energy and moneysaving measures.

If you are a home owner please contact them on **0808 8082282** or check Warmer Homes Scotland Funding & Support · Home Energy Scotland website for more information.

<https://www.homeenergyscotland.org/find-funding-grants-and-loans/warmer-homes-scotland/>



Best Start Foods partnership introduced in 2200 Scottish convenience stores



Best Start Food partnership has been introduced into 2200 Scottish convenience stores to urge people to use the prepaid card at local shops.

Social Security Scotland's Best Start Foods card will be promoted at more than 2200 local convenience stores under a new partnership with the Scottish Grocers Federation Healthy Living Programme.

The initiative is to raise awareness of the payment and encourage holders of the prepaid card to use it at their local shop.

Retailers will display information around their store to let customers know they accept the prepaid card as a method of payment.

Best Start Foods, administered by Social Security Scotland, helps

pregnant women and eligible families with the cost of buying healthy food and milk for babies and children.

Some of the chains involved in the new scheme are Spar, Keystore, Nisa and Premier. The network of small shops promoting Best Start Foods spans the whole of Scotland.

Best Start Foods is a prepaid card that can be used in shops or online to buy healthy foods like milk or fruit. It is:

- **£19.80 every 4 weeks during pregnancy – the payment amount is per pregnancy.**
- **£39.60 every 4 weeks from birth until the age of one**
- **£19.80 every 4 weeks for children between the ages of one and 3 years old**

Balances can be checked online via your allpay accounts which would be given when you received your Best Start Foods card or by calling allpay on 0808 196 1687.

You can check balance at a cash machine, you would enter their 4-digit PIN, as if using a bank card at a cash machine.

Applicants under the age of 18 will be eligible for Best Start Foods during pregnancy and up until their child turns one, without the need to be in receipt of benefits.

Applicants over 18 need to be in receipt of a qualifying benefit. At present, income thresholds also apply for some of these qualifying benefits. These income thresholds will be removed by end of 2023-24.



It happens!
Don't get that sinking feeling...

Having home contents insurance can't prevent floods, thefts or fires from happening, but it can help you get back on your feet. Find out more about protecting your furniture and personal possessions.

Call: 0141 634 2673 to speak to member of staff for more information.

Terms and conditions apply, contact above.

The policy is underwritten by Aviva Insurance Limited and administered by Wessex Administration Services Limited who are authorised and regulated by the Financial Conduct Authority. You must review the Important Notice and Declaration in the application pack before calling to apply.

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Castlemilk Group Practice

We are a friendly and welcoming 5 Partner GP Practice in the heart of the Castlemilk community. We have a large patient list consisting of 10,610 patients, 7 doctors, 2 nurses, 2 pharmacists, 1 pharmacy technician, 11 receptionists/administrators, 1 links worker, 1 drugs worker and 1 money matters worker.

We have recently introduced a Facebook page if you, or anyone you know, would like to follow us to receive healthcare information and practice updates in real time.

We understand the frustrations trying to access our service due to the queue for appointments filling quickly. This is something we are aware of, but unfortunately demand is extremely high and there is a serious lack of GPs throughout Scotland and is out with our control. Our telephone lines are provided by the Health Board and they only allow us to have 2 incoming appointment lines, with a maximum of 15 people able to wait in the appointment queue at any one time. If you call and do not get into the queue, we advise to keep trying as our calls are answered constantly from

8.30am, or you can come down to the practice for us opening at 8.30am and book appointments this way. Our reception team may ask you some questions regarding your appointment, this is not for their own information, this is so they know who would be most suitable to help you and ensure you receive an efficient service. They may signpost you to attend the Pharmacy or a range of other health professionals who may be able to provide advice and treatment for your problem. We do not tolerate any abusive or unwarranted behaviours and this could result in you requiring to find a new GP.

SURGERY HOURS

The surgery is open from 8.30am - 6.00pm

The Appointment desk is shut between 1pm-2pm daily

therefore we are contactable via telephone only during this time.

Appointment availability:

Monday	8.30am - 5.45pm
Tuesday	8.30am - 5.45pm
Wednesday	8.30am - 5.45pm
Thursday	7.30am - 7.45 pm <i>(extended hours suitable for patients who work)</i>
Friday	8.30am - 5.45pm

We offer a variety of appointments which include Face to Face and Telephone. These can be bookable on the day and up to 1 week in advance. If you are unable to keep your appointment please let us know in order that we can offer the appointment to another patient, as you know, our service is in high demand.

If you are too ill to attend the surgery or are housebound then a GP we will discuss with you whether a visit to you at home is appropriate. Please remember that the GP can see 4 to 5 patients at the surgery for every one they see at home. Please make your request as early as possible, preferably before 9.30am, in order that the GP can prioritise visits. If your call is/becomes **URGENT** please advise the Receptionist and she will alert the GP immediately.

If you have a new severe or life threatening problem which cannot wait for a GP appointment then attend A&E or call **999**.

Out of hours cover is now the responsibility of Greater Glasgow and Clyde Health Board.

Further advice and information can be obtained from NHS 24 on **111**.

Web address:

www.nhs24.scot.nhs.uk.com

NHS
SCOTLAND



REPEAT PRESCRIPTIONS

Please do not telephone for repeat prescriptions as we do not accept these over the phone. This is to protect you, as a lot of medicines are difficult to pronounce and this prevents errors in pronunciation or mishearing. If you are receiving regular treatment, repeat prescriptions may be obtained by completing (ticking) the re-order slip attached to the prescription in the following ways.

- By post enclosing a stamped addressed envelope, allowing 4 days for delivery
- In person (post box adjoining Main Reception)
- Arrange for your regular pharmacy to submit and collect your prescription
- ONLINE PRESCRIPTIONS** We are aware this service is currently down due to a problem with the 3rd party website. We have reported this and are awaiting further updates. We appreciate the frustration this is causing but unfortunately this is out with our control.

PRACTICE NURSE APPOINTMENTS

9am – 5.45pm Monday, Tuesday, Wednesday and Friday

9am – 7.30pm Thursday
(extended hours suitable for patients who work)

The practice nurses are responsible for well women & contraceptive advice and chronic disease management. They can also offer advice on weight management, diet and many other health related issues including smoking cessation. Please telephone and make an appointment.

One of our nurses is also able to manage and prescribe for a range of minor illnesses.

Social Tariffs

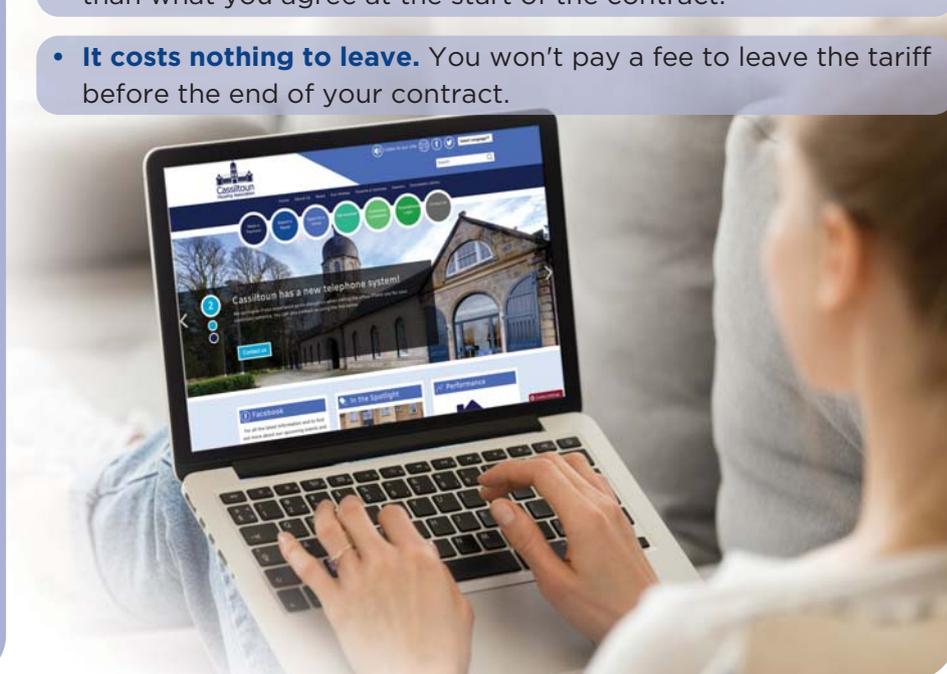


Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. Some providers call them 'essential' or 'basic' broadband.

They're delivered in the same way as normal packages, just at a lower price. Amid rising living costs, Ofcom is encouraging companies to offer social tariffs to help customers on low incomes.

How a social tariff could help you

- **It's available to those on a variety of benefits.** If you or someone in your household claims Universal Credit, you could switch to any of the tariffs available.
- **It's cheaper than a regular package.** Current prices range from £10 to £20.
- **Fast, unlimited broadband.** Most tariffs offer superfast broadband at speeds over 30 Mbit/s – fast enough for you to keep in touch with friends and family, stream HD films or shop online.
- **You'll pay next-to-nothing to get set up.** If you do have to pay any setup costs, these should only be small. Your provider should tell you before you sign up.
- **It could cost nothing to switch.** If your provider offers a social tariff, you can switch to it at any time, free of charge.
- **The price won't go up mid-contract.** You won't pay any more than what you agree at the start of the contract.
- **It costs nothing to leave.** You won't pay a fee to leave the tariff before the end of your contract.



Cost of Living Payments

You may be able to get up to 5 payments to help with the cost of living if you're getting certain benefits or tax credits.

You do not need to apply.

If you're eligible, you'll be paid automatically in the same way you usually get your benefit or tax credits. This includes if you're found to be eligible at a later date.

If you have had a message asking you to apply or contact someone about the payment, this might be a scam.

These payments are not taxable and will not affect the benefits or tax credits you get.

Low income benefits and tax credits Cost of Living Payment

You may be entitled to up to 3 Cost of Living Payments of £301, £300 and £299 if you get any of the following benefits or tax credits on certain dates:

- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Income Support
- Pension Credit
- Universal Credit
- Child Tax Credit
- Working Tax Credit

The payment will be made separately from your benefit payments.

These are paid as follows:

£301 - 1st Cost of Living Payment due during Spring 2023

£150 - 2023 Disability Cost of Living Payment - due during Summer 23

£300 - 2nd Cost of Living Payment due during Autumn 2023

£150 or £300 - 2023 Pensioner Cost of Living Payment - (If you are entitled to a Winter Fuel Payment for winter 2023 to 2024, you will get an extra £150 or £300 paid with your normal payment from November 2023.

£299 - 3rd and final Cost of Living Payment - due during Spring 2024

Smart Meters

Smart meters are the new generation of energy meters. Suppliers are installing them as part of a national government programme to replace older energy meters. It includes prepayment meters.

Your supplier will contact you to tell you when you can get one. You can request <https://www.smartenergygb.org/about-smart-meters/get-a-smart-meter> or contact your supplier to arrange.

All energy suppliers must aim to install smart meters in every home in Great Britain. The Smart energy GB website explains the government's rollout plan.

Your supplier is responsible for fitting any smart metering equipment. This includes:

- a smart electricity and gas meter
- an in-home display. This tells you about your energy usage in pounds and pence
- a communications hub. This is installed by the electricity meter. It sends and receives information over a secure network to your in-home display and to your supplier so they can take remote readings and bill you accurately.



Some of Benefits of Smart Meter

1. You get accurate bills, not estimates from your energy supplier
2. Tracking your energy usage with a smart meter could make bills easier to predict
3. You can identify where you can reduce energy consumption at home
4. Smart meters can help you to save money on energy
5. No need to take manual readings; smart meters send automatic meter readings
6. Smart meters help to modernise Britain's energy system and reduce waste
7. Smart meters help you to reduce your impact on the environment
8. As well as helping Britain tackle climate change
9. Plus, there are even more smart meter benefits if you have a prepayment meter

COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE

Easter at the Stables

Thanks to funding from Glasgow City Council Food Programme, Scottish Forestry and Impact Funding Partners we were able to host a range of engagement stalls for adults, events for the children, recipe packs and lunches for the community during the Easter Holidays. Also, a huge thank you to Castlemilk Park Volunteers who made sure the woodland was a safe and clean place for the events, the Creative Writing Group who wrote the story and illustrations for the Easter Trail, the Youth Advisory Panel for helping out at the events and all the Cassiltoun Staff.

Easter at the Stables!

We engaged with:
302 Adults
387 Children
207 Households
Totalling 689 people!

This included:
5 Pop Up Engagement Stalls
1 Easter Event throughout Castlemilk Park
1 Easter Event at Castlemilk Bridge and The Duck Race The Stream
Roll on Summer 2023!

Logos: Cassiltoun Housing Association, Scottish Forestry Coilltearachd na h-Alba, Cassiltoun Trust

Volunteer Development

Since March 2023, all of our volunteers have been involved in a wide range of training and development at Cassiltoun. The majority of these were formal recognised qualifications that will look fantastic on a CV or a job application or are great for just upskilling themselves and their development. There was a huge range of opportunities for all different groups of volunteers to get involved in! Well done everyone for your hard work!

Volunteer Development and Training since March 2023!

- 10 completed Food Hygiene Training
- 7 completed First Aid Training
- 10 completed Oral History Training
- 7 completed Team Building Training
- 3 completed Brushcutter Training
- 4 completed Badger Survey Training
- 3 completed Butterfly Transect Training

Logos: impact FUNDING PARTNERS, Cassiltoun Housing Association, Scottish Forestry Coilltearachd na h-Alba, Cassiltoun Trust, Cassiltoun

Conversation Cafe is BACK!

We are delighted to have secured funding from the Scottish Government's "New Scots Fund" to continue Conversation Cafe until the end of 2023.



This takes place every Tuesday from 5pm-7pm in Castlemilk Youth Complex, 39 Ardenraig Road, G45 0EQ. Come along, share a meal and practice chatting in English with friendly people! Suitable for complete beginners and those who want to practice more. This is aimed at adults to practice their English, however children can attend and take part in an art activity while the adults participate in the workshop. No booking required just drop in.

Community Lunch Continues!

Pop along to our delicious Community Lunch on Thursdays between 12pm-2pm at Castlemilk Stables. All ages welcome and totally free! Castlemilk Cooks



Up Memories makes amazing soup for everyone, as well as loads of delicious sandwiches and afternoon teas all freshly baked from The Senior Centre. It's a great space to find out what's going on in your local community, meet new people and share food, chat and memories.

COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE •

Celebrating Volunteer Week!

On Tuesday 8th June we held a celebration lunch for the volunteers to thank them for all their hard work throughout the year.



Since January 2023 the Castlemilk Park Volunteers have volunteered 581 hours already! The Youth Advisory Panel has volunteered 98 hours (once weekly and at Easter Events). We also asked local community members and organisations to give us their feedback on what improvements they have seen in their community due to the work of our volunteers and we made a video with all the feedback to show them how important their impact has on others.

We thank you all so much!

See the video by scanning the QR code on your phone.

Health Walks have started back – get your steps in for Summer!

Cassiltoun HA and Castlemilk Parish Church are working in partnership with Paths for All to deliver fortnightly health walks throughout Castlemilk. You don't need to book a space, just pop along.

Full details in the Poster.

Evening Health Walks

Starting Fortnightly from Monday 15th May 2023
Walk starts and finish from Castlemilk Parish Church, 1 Dougrie Rd, Glasgow, G45 9NP
6.00pm - 7.00pm approx.

Suitable for adults and children (accompanied by an adult). For complete beginners and for those who are more experienced. ***BOOKING IS NOT REQUIRED*** although a sign up form will be required on the day.

29th May, 12th + 26th June
10th + 24th July, 7th + 21st Aug
4th + 18th September

Castlemilk Park and Castlemilk Stables

2023-24 PROGRAMME

Scan the QR code using your mobile camera for a PDF version of our brand new events calendar 2023-2024!

New Events Calendar

There is loads for you to get involved with across the Community Team - volunteering, art, youth group, gardening, creative writing, advisory panels & loads more.

Our Events Calendar from April 2023-March 2024 has now been published! All tenants should have received a copy of this with their quarterly rent statement this year. This year they have been made from biodegradable paper as we wanted to try and reduce our carbon footprint when possible.

If you have misplaced your paper copy you can also visit our website for a PDF copy at <https://www.cassiltoun.org.uk/events-activities/> or Scan the QR code and you will get it directly onto your mobile phone or tablet!

****Please note there has been a date change in the calendar due to unforeseen circumstances. The Writing and Photo Group event has been rescheduled to Tuesday 11th July from 2pm-4pm instead of the previous date Thursday 20th July. Apologies for any inconvenience.****

COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE •

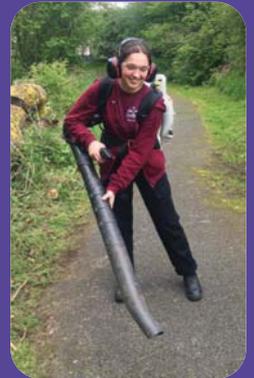
Stables Studio - Art Exhibition

The Stables Studio have been creating a huge range of amazing art work over the past few months and they want to share their exhibition with the local community. Come along and have a look! Full details in the poster.



Castlemilk Park - Path Upgrades

The Castlemilk Park Volunteers have been very busy with path upgrades supported by Cycling Scotland and also path maintenance during the spring months.



The volunteers have been upgrading path areas for better accessibility and also cutting back foliage to increase access. If you see the volunteers out and about in the park say hello and have a chat with them.



Community Garden is looking fantastic!

The gardeners have spent loads of time making it a great place for anyone in the Community to get involved in. Why not pop in and pick some of our freshly grown salads such as lettuce, chives, radishes, and chard to use at home and find out how to grow it yourselves or simply come and enjoy the space!

Castlemilk Park - a place for learning

During Spring the Community Woodland Officer and Castlemilk Park Volunteers have been engaging within Castlemilk Park and beyond. Examples have been local schools such as Miller Primary starting their Junior Forester Award, Industry Day at Castlemilk High School with S3 pupils, as well as Cumbria University and Scottish School of Forestry who came along to learn all about urban forestry.



COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE

Castlemilk Park Wildflower Meadow

Check out the Wildflower Meadow at Barlia Football Centre this summer!

The volunteers and various community groups have been working together since 2018 planting and managing the wildflower meadow. Recently the flowers have eventually all sprung and it really has seen some amazing habitat improvements.



Dates for your diary...

Please email community@cassiltoun.org.uk or contact us on Facebook for more info or to book.

Cycle Safari	Tuesday 4th July	2pm-4pm
Wild Thursdays	6th,13th,27th July and 13th August	1pm-3pm
Castlemilk Park- "It's History and Legacy"	Tuesday 11th July	2pm-4pm
Doggy Day	Wednesday 12th July	3pm-5pm
Wildflower Walk	Wednesday 19th July	4pm-6pm
Stables Studio Art Exhibition	Friday 21st July	5pm-7pm
Fairies and Goblins of Castlemilk Park	Wednesday 26th July	2pm-4pm
Stream Dipping	Thursday 3rd August	2pm-4pm
Summer Clean Up	Saturday 12th August	2pm-4pm



Getting in touch...

Castlemilk Stables • 59 Machrie Road • Glasgow G45 0AZ
 telephone **0141 634 2673** • email housing@cassiltoun.org.uk
 website www.cassiltoun.org.uk

Office Opening Hours

Monday	8.30am - 5pm	Thursday	8.30am - 5pm
Tuesday	8.30am - 5pm	Friday	8.30am - 4pm
Wednesday	8.30am - 12.30pm	Saturday & Sunday	Closed