

Merry Christmas

AND HAPPY NEW YEAR



From everyone here at Cassiltoun!

Welcome to our latest Newsletter



Over the past few months, we’ve been busy installing new windows and doors as part of our investment programme, and the feedback has been extremely positive. Tenants have praised the high quality of the windows, the professionalism of the contractor, and the noticeable improvement in thermal comfort within their homes.

Looking ahead, we’re excited about our upcoming Christmas events! Full details can be found in this newsletter and on our Facebook page, so we hope you’ll join us for some festive fun.

Next year, we will continue to invest in and improve your homes and maintain our focus on delivering better services to you. We are also encouraging tenants and local people to get involved in our Community Panel or even join our Board, helping to shape the decisions and services that matter most to you.

We’d love to hear your thoughts on our services. Thank you to everyone that took part in our Tenant Satisfaction Survey or Owners’ Consultation. I look forward to sharing the results with you.

Please continue to share your feedback with us; your views help us make the right decisions for our tenants and wider community.

On behalf of everyone at Cassiltoun, I’d like to wish you and your families a Merry Christmas and a Happy New Year.

Clair Malpas • Chief Executive



Annual Report and Report Card

Our Annual Report and Report card has been distributed to all our tenants. The Report outlines our performance 2024/25. We hope you enjoy reading it and please contact us if you have any questions. You can contact us on **0141 634 2673** or **housing@cassiltoun.org.uk**.



In this newsletter...

AGM 2025.....	3
CHA Regulatory Status.....	3
Board Member Testimonials.....	4
How to become a Board Member..	4
How to become a Share Member...	4
Christmas Opening Hours.....	5
Cornflake Wreaths Recipe.....	5
Staff Update.....	5
Happy Birthday Anna.....	5
A day in the life of Steven Myles, Energy Advisor.....	6
Significant Performance Failures.....	6
How to become a Board Member..	6
Tenants’ Conference.....	7
Litter Pick.....	7

Investment in your homes.....	8
CCTV and Smart Doorbells.....	9
Rent Payment Methods.....	9
Scottish Social Housing Charter – How we are doing.....	10
Post-Christmas and New Year Bulk Removal Service.....	12
Applying for a home.....	13
Waiting List Review	13
Community Hero.....	13
Cassiltoun Connects Visits.....	14
Dealing with damp, condensation and mould in your home.....	15
Grit bin locations.....	16

Access for repairs, your cooperation matters.....	17
Keeping warm and well this winter	18
You said, we did.....	18
Repair Requests.....	19
Staying safe and warm.....	19
Advice Team Update	
Money Advice Team - here to help.....	20
Winter Heating Payment.....	20
Christmas Savings and Tips.....	21
Getting Ready for Winter.....	22
Benefit Updates.....	23
Stables Nursery	24
Community Team Update.....	25
Getting in touch.....	28

40th Annual General Meeting

Monday 11th August 2025 at 7.00 pm

Our 40th Annual General Meeting of Cassiltoun Housing Association was attended by 30 members; this represents 18.9% of the membership. Many thanks to our members for attending.

The Chairperson, Anna Stuart MBE outlined to members the work and key achievements of the Association over the last year.

The AGM was informed of the Association's financial performance for the year 2024/25 by the External Auditor, James McBride from Azets.

The members were informed that two nomination forms were received from Pamela Gibson and Richard Sullivan to join the Board of Management. The members subsequently elected the above two nominees to the Board of Management.

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

Jennifer Gilbert • Teresa McGowan • Faye Mitchell

Teresa McGowan and Faye Mitchell wished to stand for re-election and were subsequently elected by the members. Jennifer Gilbert wished to retire and not stand for re-election.



The 2025/26 officer bearers are:

Anna Stuart MBE	Chairperson
Julie McNeil	Vice Chairperson
Paula Brownlie	Secretary
Gayle Fitzpatrick	Treasurer

The remaining Board Members are:

Teresa McGowan	Board Member
Faye Mitchell	Board Member
Allana Hammell	Board Member
Ryan Barclay	Board Member
Mark Tedford	Board Member
Natalie Tobin	Board Member
Pamela Gibson	Board Member
Richard Sullivan	Board Member
Bridget Crossan	Board Member

Cassiltoun Housing Association Regulatory Status

Cassiltoun Housing Association has been assessed as fully compliant with all rules and standards of the Scottish Housing Regulator.



Scottish Housing Regulator

Engagement plan from 1 April 2025 to 31 March 2026

Landlord name
Cassiltoun Housing Association Ltd

Publication date
31 March 2025

Regulatory status

Compliant

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

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**.

Ex-Board Members' Testimonials

"Being part of the governing body of Cassiltoun Housing Association for the past five years has been a valuable and rewarding experience for me. It's given me a deeper understanding of community-controlled housing and I've had the chance to contribute to decisions impacting the Castlemilk community positively. It's been a privilege to support the organisations commitment to its tenants and I look forward to watching CHAs continued growth. I'd like to thank the staff and fellow board members who were all extremely welcoming and supportive."

Chris O'Brien

"Serving as a board member has been a rewarding experience in my professional life. It has given me an opportunity to contribute to the strategic direction of an organisation that is deeply rooted and connected within the Castlemilk community. It has been a great experience working alongside a diverse group of dedicated individuals and committed staff team. I would highly recommend becoming a Board Member at Cassiltoun to anyone who wants to make a difference."

Jennifer Gilbert



Chris O'Brien



Jennifer Gilbert with Anna Stuart MBE

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 12 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**.

**JOIN
OUR TEAM**



Dear Tenant,

Cassiltoun Housing Association's Christmas and New Year Closure and Emergency Repairs Arrangements.

The Offices of the Association will close on Tuesday 23rd December 2025 at 5.00 pm and re-open on Tuesday 6th January 2026 at 8:30 am.

Should you need to report a repair during this period please contact our emergency number on **08000 921 961** (Freephone)

Reactive Repairs: City Building on 0800 595 595

Gas Repairs: City Technical Services on 0333 202 0708

On behalf of the Board of Management and Staff,
I would like to wish you a **Merry Christmas** and
a very **Happy New Year**.

Best wishes and Seasons Greetings

Clair Malpas Chief Executive • Cassiltoun Housing Association Ltd



Fun Kids Christmas Recipe

How to make:

1. Line a baking tray with a piece of baking paper to shape your cornflake wreaths.
2. Place the butter and mini marshmallows into a microwavable mixing bowl. Melt the butter and marshmallows on a high heat in the microwave. Stir the mixture in 10-15 second intervals. The mixture tends to puff up once melted.
3. Add a tiny drop of green food colouring to the mixture and give it a good mix.
4. Add in the cornflakes and mix in gently.
5. Use a tablespoon to scoop up the mixture and place onto the baking paper. Use your fingers to shape them into wreaths.
6. Place the Skittles or sprinkles straight onto your wreaths. You can use the melted white chocolate to 'glue' the berries onto the wreaths if they are not sticking.
7. Leave the cornflake wreaths to set for around an hour.

Cornflake Christmas Wreaths

Ingredients:

- 12g butter
- 45g mini marshmallows (preferably white)
- 45g cornflakes
- Green gel food colouring
- Red Skittles/sweets or large red sprinkles for the berries.
- 10g white chocolate, melted

Staff Update



Goodbye to:

Name	Job Title	Date Left
Fiona Rogers	Temporary Community Woodland Assistant	2nd October 2025

Welcome to:

Name	Job Title	Date Started
Sarah Scott	Temporary Community Woodland Assistant	4th November 2025

Happy Birthday!

Happy 85th Birthday to our Chairperson Anna Stuart MBE.

We all hope you have a great time celebrating your special day.



A day in the life of...

...Steven Myles, Energy Advisor

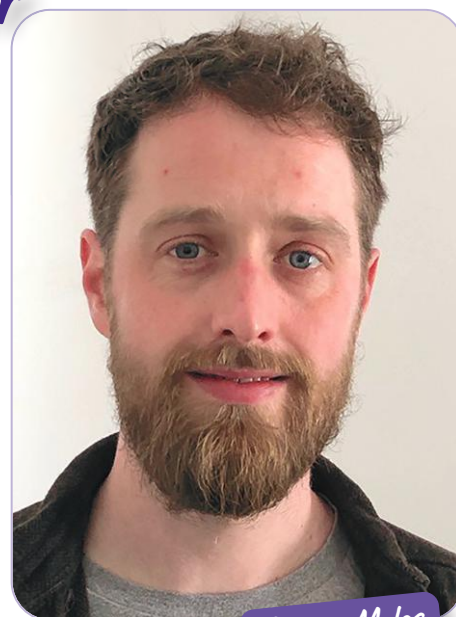
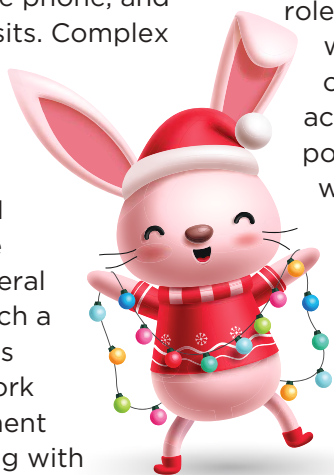
I joined Cassiltoun Housing Association in March 2025 as an Energy Adviser within the Advice Team. My role is to help tenants understand and manage how they use energy at home. This includes giving practical energy-efficiency advice, supporting people through billing or metering issues, and helping tenants access emergency support or debt relief when needed.

On a typical day, I'll have a mix of appointments – some in the office, some over the phone, and sometimes home visits. Complex cases involving metering or long-running billing issues can take a while to resolve, so I might work with the same tenant for several months until we reach a fair outcome. There's usually follow-up work after each appointment too, such as speaking with

energy suppliers, gathering evidence, or escalating complaints to the Energy Ombudsman.

I'm also regularly on call for emergency disconnections. This happens when someone can't top up a PAYG meter or when a meter develops a fault. These cases take priority, as being left without power or heating has an immediate negative impact. A large part of the job is making sure people are reconnected as quickly as possible and receive the support they need to prevent it happening again.

Another important part of my role is maintaining good working relationships with other support services across the local area. Fuel poverty is closely linked with wider financial and wellbeing challenges, so having these connections helps ensure tenants receive joined-up support. It also gives us opportunities to share knowledge and



Steven Myles

contribute to wider discussions about fairer systems and better protections for households.

As providers of a necessary utility, energy companies have a duty of care to support customers. Especially those who are struggling. Yet too often, they fall short. That's where the energy advice project plays a key role in ensuring tenants are treated fairly and with respect.

My post is funded until February 2027, and until then I hope to continue supporting tenants to stay warm, stay informed, and feel more confident in managing their essential energy needs.

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/>





Litter pick!

On 21st May, staff from Cassiltoun Housing Association and staff and children from Cassiltoun Stables Nursery took part in a litter pick around the estate.

The Castlemilk Park project volunteers also run regular litter picks and between May and October 2025 188 bags of rubbish have been removed from the park.

Tenant Open Day

On 7 August we hosted our 2nd annual Tenant Open Day. This offered tenants a chance to meet the teams, feedback on services and take part in activities.

We offered a free buffet, family activities, hand massages and prizes and we were supported by partners such as the Scottish Fire and Rescue Service, Wise Group, Scottish Power Energy Networks and Jobs and Business Glasgow.

The lucky winners of our hampers are pictured below:



Jeanette Bell



Susan Kelly



Investment Programme

Update

Investing in your homes: a look at Cassiltoun's ongoing Improvement Programme.

At Cassiltoun Housing Association, we are committed to providing high-quality, comfortable and energy-efficient homes for all our tenants. We are delighted to provide an update on the significant investment works currently underway and planned for the coming months.

Window and Door Replacements: Almost Complete!

We are pleased to announce that our major programme of window and door replacements in the Oaktree Gardens and Barlia Drive areas is nearing completion.

This essential work is designed to:

- Enhance the security of your homes.
- Significantly improve thermal efficiency, helping to keep your home warmer and potentially reducing energy costs.
- Modernise the overall appearance of the properties.

Thank you to all residents in these areas for your co-operation as we completed this vital upgrade.

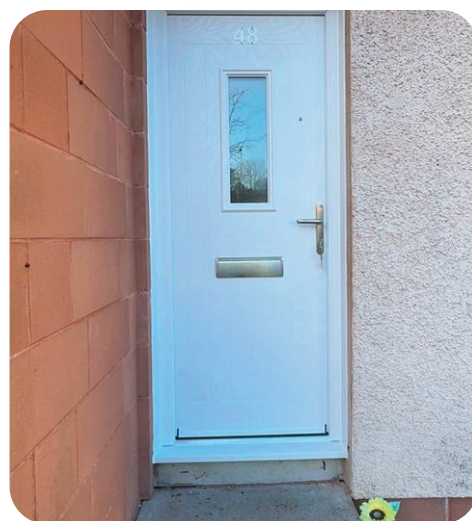
Upcoming Major Internal Upgrades

We are ramping up our internal investment programme before the end of the financial year!

The following major works are scheduled to commence shortly:

- **New Kitchens:** Installation of modern, high-standard kitchens.
- **New Bathrooms:** Upgrades to ensure contemporary and functional bathrooms.
- **Central Heating Replacements:** Replacement of older systems with new, efficient units to improve reliability and comfort.

We will be in touch with affected tenants directly to provide schedules and discuss the specifics of the work.



Veranda Repairs and Future Planning

Current repair works on verandas within our properties are progressing well, ensuring the structural integrity and safety of these spaces.

To inform our future planning and ensure we invest where it is needed most, we will be undertaking further stock condition surveys in early 2026. This rigorous process will strengthen our current stock condition report and help us develop the most effective, long-term investment programme for all our homes.

Get Involved: Reviewing Our Asset Management Strategy

Looking ahead to 2026, the Association will be reviewing our Asset Management Strategy. This strategy dictates how we manage, maintain and invest in all of our properties over the next few years. We are keen for residents to be actively involved in this review process!

If you are interested in sharing your views, insights and experiences to help shape how Cassiltoun Housing Association invests in your community for the future, please contact our Technical Team on

0141 634 2673 or technical@cassiltoun.org.uk to register your interest.

Future Communications: Investigating a Tenant Portal

We are always looking for ways to make managing your tenancy easier and to enhance communication. We are currently investigating the development of a dedicated Tenant Portal – a secure online platform for our residents.

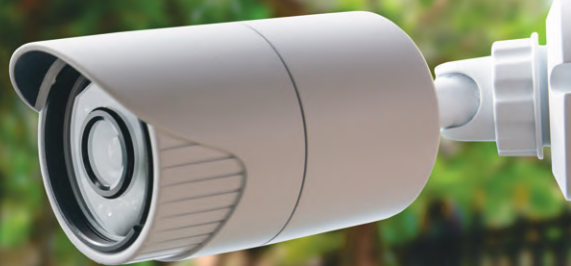
This portal could allow you to:

- Report and track repairs instantly.
- View and manage your rent account statements.
- Access key documents and communicate directly with the Association.

Tell us what you think!

Would you use a Tenant Portal? We need your feedback to determine if this is a worthwhile investment. If you believe this is something you would find useful, please let us know by contacting **0141 634 2673** or housing@cassiltoun.org.uk.

Thank you for your patience and co-operation as we continue to invest in making Cassiltoun an even better place to live!



CCTV and smart doorbells: information for tenants and residents

Cassiltoun is aware that CCTV and smart doorbell cameras are becoming increasingly popular as they become more affordable. If you are a tenant and plan to install a recording system to your property you must first seek permission from the Association. To seek permission please contact us on **0141 634 2673** or email area1@cassiltoun.org.uk or area2@cassiltoun.org.uk. If permission is granted, the following conditions will apply:

- The camera must only cover your property. We may request to see the boundary your camera records as part of your permission request.
- The installation should have minimal impact on the building's appearance.
- The installation must meet a reasonable standard, and you must display a sign stating that CCTV is in use, this also includes smart doorbells.

For further guidance, please visit the ICO website at Information Commissioner's Office (ICO) – <https://ico.org.uk/for-the-public/home-cctv-systems/>. They are the official authority for enquiries or complaints about recording systems.

Before considering installing any recording systems to your property, please read the guidance available on the Information Commissioner's Office website. If your recording system is found to be a nuisance or causing alarm to surrounding residents Cassiltoun may request the removal of your recording system.



Payment Methods – Office closure over the Festive period



If you normally pay your rent by chip and pin via the telephone please be advised the office will close on **Tuesday 23rd December 2025 at 5.00pm** and re-open on **Tuesday 6th January 2026 at 8.30am**.

If you have a bank account you can pay your charges by Direct Debit or Standing Order. We have found that this is the easier and preferred method of payments by most customers. However, there are various other payment methods which include:

Online

To make a payment online please visit <https://www.allpayments.net>.

Post Office/Paypoints

You can make payments using a payment card at the Post Office or a Paypoint. If you require a payment card please contact a member of the Operations Team who will ensure that a card is ordered and sent out to you. Payments made via Post Office and Paypoint will be received into your account on the next **working** day.

Direct Debit/Bank Transfer

You can make payments via Direct Debit, Bank Transfer or Standing Order. The Association's **Sort Code** is **80-09-51** and **Account Number** is **00155425**.

When making a payment via Standing Order you must quote your tenant/factoring reference number. If you are unsure what this is then please contact the office. If you would like to set up a Direct Debit please contact the office and a member of staff will assist with setting this up.



Scottish Social Housing Charter

How we are doing... As at September 2025

We have created a snap shot of information related to performance. Each piece of information relates to the Scottish Social Housing indicators which the Association reports on. You can find more information by visiting: www.scottishhousingregulator.gov.uk



Anti-Social Behaviour

Indicator 14

Antisocial behaviour cases reported in the last year:

Reported

64

Ongoing

10

Resolved

54

84.4% of cases resolved

The Association has received **64** 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 area1@cassiltoun.org.uk or area2@cassiltoun.org.uk

Maintenance

Indicators 8, 9, 10, 11, 18, 19

Repairs completed:

576

Emergency Repairs

Average 2.70 hours

1514

Non-emergency Repairs

Average 6.9

100% of jobs completed Right First Time

Disabled Adaptations:

Total Number Awaiting

14

Total costs of adaptations

£71,060.00

Number of adaptations completed

8

Gas Servicing:

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

0 = 100% Complete

Allocations

Indicators 16, 26 & C2

Number of
General Needs Lets

36

Number of Supported
Housing Lets

0

Number of Lets to
Existing Tenants

8

Number of Lets to
Statutory Homeless

10

Number of Lets to
Waiting List

18

Total number of offers
made

35

Number of offers
refused

4

Number of houses that
became vacant

**37
Houses**

Average time to re-let

16.1 days

Complaints

Indicators 3 & 4

Number of Stage 1
complaints received

56

Number of Stage 2
complaints received

23

Complaint responded
to in full at Stage 1

58

Complaint responded
to in full at Stage 2

22

1st Stage - average
working days to
respond

4.1

2nd Stage - average
working days to
respond

18.2

Rents

Indicators 17, 22, 23, 24 &
C5, C6

102.49%

% Rent collected

3.34%

% Rent arrears

0.42%

% Void rent loss

704

Households
receiving direct
housing costs

Average
management fee for
factored owners

£101.12

Total former tenant
arrears

£56,609

Total former tenant
arrears written off

£00.00

% former tenant
arrears written off

0%

Post-Christmas and New Year Bulk Removal Service

Cassiltoun Housing Association is aware that in January after all the presents have been unwrapped, the chocolate eaten and the new toys and games have replaced the old, that residents have a lot of unwanted packaging and refuse left.

So... as we did last year, Cassiltoun Housing Association is providing bulk collection at designated points. On **Tuesday 6th January 2026** there will be designated collection points at the following areas:

- Between 48 - 50 Ballantay Road
- Grass patch in front of Barlia Gardens
- Grass patch on corner of Machrie Road/ Machrie Drive (beside sub station)
- Grass patch at front of 2 Croftfoot Crescent

These areas will be coned off with tape around the cones so you can easily see where the designated areas are. You can start putting bulk out at **8.00am** and the last removal time will be **2.00pm**, so please ensure that you use this time to get your unwanted items and rubbish put in the designated areas.

This service is for general rubbish only and our Contractor Caledonian Maintenance will be on hand to advise you what can and cannot be left at the designated areas.

Please use these areas rather than leaving rubbish in the back court or common close areas.

Further information can be obtained from the office on **Tuesday 6th January 2026** by telephone on **0141 634 2673**. We hope this service is of use to you.

Please note our office closes for the festive period on Tuesday 23rd December 2025 at 5.00pm and we reopen on Tuesday 6th January 2026 at 8.30am.

January 2026

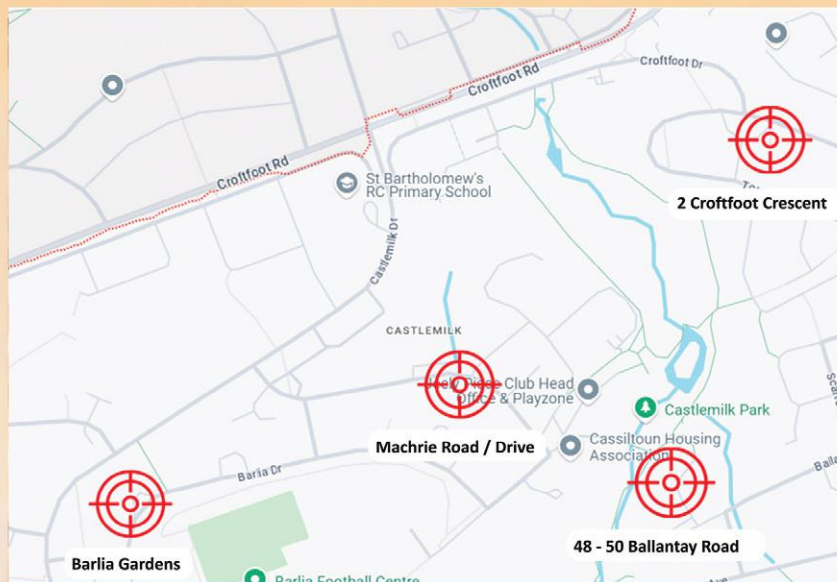
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

I pay rent + gas bill

06/01/26 8am - 2pm

Bulky Waste Day!

Take your bulky festive waste to 1 of our 4 collection points on Barlia Gardens, Ballantay Rd, Machrie Road or Croftfoot Crescent for **FREE disposal!**



What is it? A **FREE** service to dispose of excess bulky waste items including boxes, packaging etc accumulated over the holidays.

(A list of items you cannot dispose of is below)

Who's it for? Tenants of Cassiltoun Housing Association.

When is it? **Tuesday 6th January 2026 between 8 am and 2 pm**

Where is it? There are 4 locations, please see map above for the point closest to you, collection points will be clearly marked with cones and tape visible.

Whats not accepted? Hazardous waste items such as batteries, combustable liquids, pressurised containers and the items below will not be removed .

- Fridges / Fridge Freezers
- Gas Cannisters
- Tins of paint / thinners
- vehicle / bicycle tyres
- Bed Mattresses
- Builders waste

Applying for a home

If you are aged 16 or over and interested in being re-housed within Cassiltoun Housing Association stock, then please contact the office to have an application form sent out via post or email.

If you require assistance to fill in the form, then please let us know so an appointment can be arranged in office or telephone.

Our properties are made up within the areas of:

- Machrie / Barlia
- Hoddam / Ballantay
- Castlemilk Drive / Cavin
- Tormusk / Croftfoot



The Association operates with an Allocations Policy which assess each application on housing need, this is done through a structured pointing system. It is therefore important that some time is taken to provide as much information as possible so that the application can be accurately assessed and the relevant points awarded. It is especially important to answer all medical questions if someone to be rehoused with you has a medical condition which needs to be taken into consideration.

Please be advised that the following ID must be provided with the application or it will not be considered.

- **Proof of address (utility bill etc)**
- **Proof of National Insurance Number (wage slip, HMRC letter)**
- **Formal ID & photographic ID (birth certificate, passport, drivers licence)**
- **Proof of residence (visa, refugee status)**

If you would like a copy of our Allocations Policy, you can find this on our website or request a paper copy from our office.

Community Hero ?

Who is YOUR community hero?

Who do you know that deserves acknowledgement for their good deeds?, a little recognition of their helpful acts?, their thoughtful gestures or their kind words?

Nominate your Community Hero on 0141 634 2673 or email housing@cassiltoun.org.uk or visit cassiltoun.org.uk



Cassiltoun Housing Association – Waiting List Review Update

Cassiltoun commenced its annual waiting list review on 9th September 2025, concluding on 7th October 2025. The review began with 412 applicants on our waiting list.

- 236 applicants successfully returned their review forms and remain on the list.
- 176 applications were cancelled due to non-return of the review.

The purpose of the waiting list review is to ensure that all applicant information is accurate and up to date, and to confirm that there have been no changes in circumstances.

Cassiltoun carries out this review annually to maintain fairness and accuracy in our allocations process. Our next waiting list review is scheduled to begin in September 2026.



Thank you to everyone who responded promptly and helped us keep our records current.



Cassiltoun Connects Visits 2026: Supporting Tenants throughout the year

As we move into 2026, Cassiltoun Housing Association is pleased to continue offering Cassiltoun Connects Visits – a friendly, supportive service designed to help tenants feel informed, connected, and confident in their homes and community.

We aim to keep communication strong and put tenants at the heart of everything we do.

What are Connects Visits?

Connects Visits are regular check-ins from our team to make sure tenants have everything they need to live well. These visits give you the chance to:

- Ask questions about your tenancy
- Report repairs
- Get support with housing concerns
- Receive information about local services, wellbeing activities, and community events
- Check that the personal contact details we hold for you are correct and up to date
- Request a referral for benefits, energy, money and debt advice
- Simply have a friendly chat with someone you know and trust

Why we're continuing these visits in 2026

These visits also allow us to support tenants the best we can and to gather feedback so we can keep improving our homes, services, and community programmes.

What tenants can expect

We will write to tenants advising of what date we will be in your area and if this doesn't suit and you'd like to re-arrange a Connects Visit or want more information about how it works, please contact our office. All visits are confidential, respectful, and focused on your needs. You don't need to prepare anything – just let us know if there's something specific you'd like to discuss.

We look forward to meeting with you all!



Dealing with Damp, Condensation and Mould this Winter



As the weather turns colder and we start heating our homes more often, many residents may notice an increase in moisture within their properties. While condensation is common, it's important to understand the difference between condensation and damp, and know when to contact us to keep your home healthy.

Understanding the Problem: Condensation vs. Damp

Mould and damp is typically caused by excess moisture inside the home. This can occur for several reasons:

- **Condensation** is the most common cause of moisture in a home and is a result of **warm, moist air** meeting a **cold surface**. You typically see it on windows, mirrors, or cold outside walls.

Where does the moisture come from?

Everyday activities like cooking, bathing, washing/drying clothes, and even breathing all release water vapour into the air.

- **Damp** is when water is coming into the home from an **external source**, such as a leak from the roof, guttering, or pipes, or rising from the ground (rising damp). This often leaves a clear watermark or staining on walls and ceilings.

Easy Steps to Tackle Condensation

Condensation is manageable. By making small changes to your daily routine, you can significantly reduce the moisture in the air:

1 Ventilate when cooking & bathing:

Always use extractor fans (and keep them running for 15-20 minutes after you finish).

Keep kitchen and bathroom doors closed while cooking or showering to stop steam spreading to cold rooms.

2 Dry clothes outside or in a vented space:

If possible, dry clothes outdoors or in a tumble dryer vented to the outside.

Avoid drying clothes on radiators inside your home, as this releases a large amount of moisture directly into the air.

3 Heat your home efficiently:

Try to keep your home at a reasonably constant temperature. Allowing a room to get very cold and then heating it quickly can worsen condensation.

4 Open windows briefly:

Even five to ten minutes of opening a window daily can help refresh the air and let excess moisture out.

5 Wipe Down Surfaces:

Wipe away condensation from windowsills and other cold surfaces as soon as you see it to prevent issues from developing.

When to contact Cassiltoun Housing Association

If you have followed the condensation tips above and the problem persists, or if you spot mould or suspect the issue is dampness, please contact us immediately. We need to assess the cause and arrange for appropriate treatment.

Signs that you need to contact us include:

- The presence of mould.
- Water stains on ceilings or walls (indicating a leak).
- Heavy, persistent damp smells that don't go away.

We are here to help! If you see mould or suspect dampness, please report it to us so we can investigate and maintain a warm, safe, and healthy home for you this winter.



Grit Bin locations in the Castlemilk area

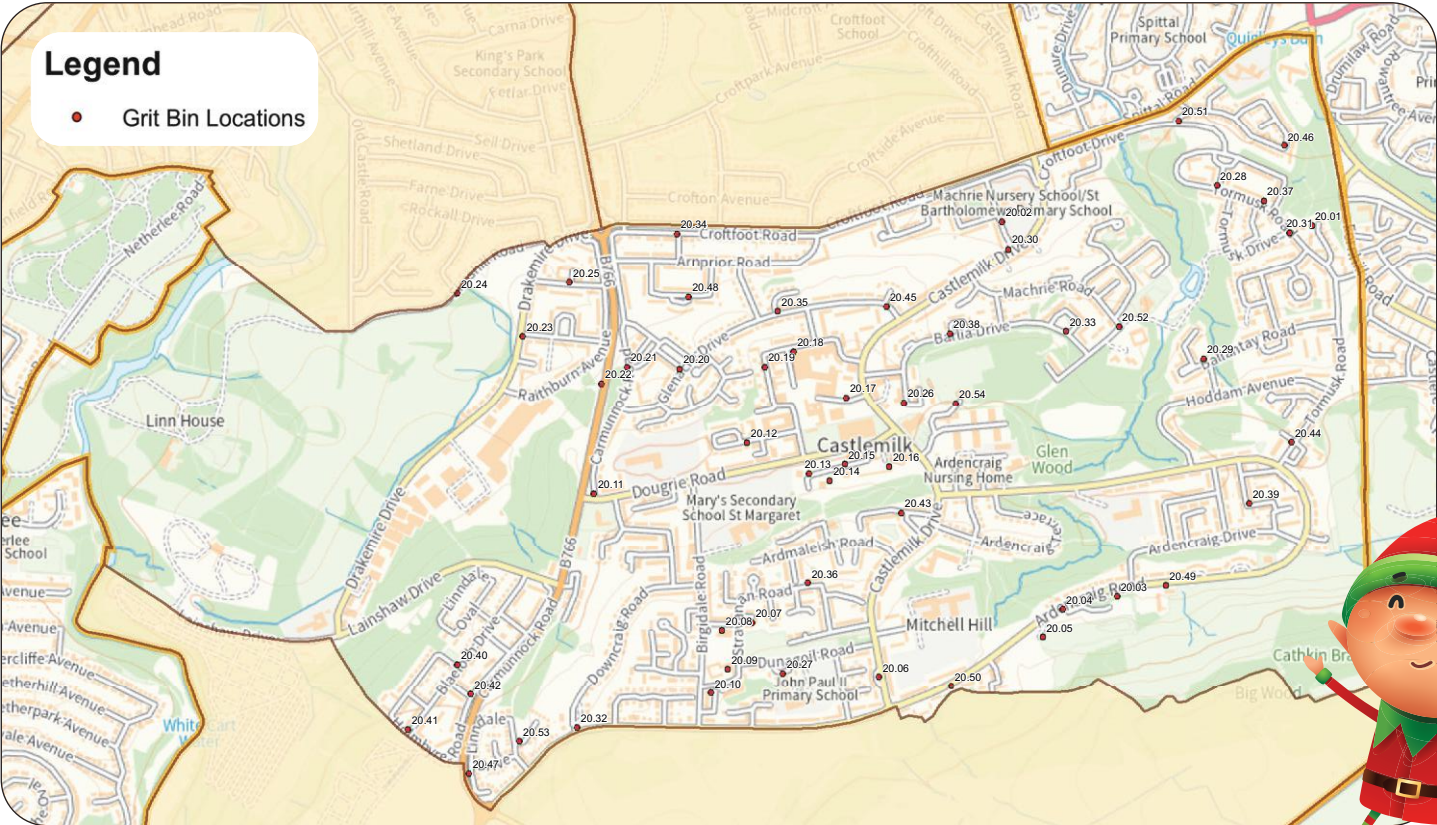


There are lots of grit bins dotted around the area, where you can go and collect a supply of grit to use on your paths/drive/pavements in icy weather.

See complete list and location map below.

Location	Ref No.	Type
Tormusk Gardens near No. 50	20.01	Grit Bin
1 Cavin Road opposite No. 12	20.02	Grit Bin
1 Mitchell Hill Road opposite No. 3	20.03	Grit Bin
1 Ardenraig Road at Mitchell Hill Road	20.04	Grit Bin
1 Mitchell Hill Road between No.'s.9 - 11	20.05	Grit Bin
1 Castlemilk Drive at Castlemilk Terrace	20.06	Grit Bin
1 Cassiltoun Gardens at No.9	20.07	Grit Bin
1 Stravanan Street at community centre	20.08	Grit Bin
1 Windlaw Court	20.09	Grit Bin
1 Stravanan Road at bus terminus	20.10	Grit Bin
1 Carmunnock Road service road at Dougrie Road	20.11	Grit Bin
1 Dougrie Terrace at No.19	20.12	Grit Bin
1 Dougrie Place at No. 33	20.13	Grit Bin

Location	Ref No.	Type
1 Dougrie Place at No.25	20.14	Grit Bin
1 Dougrie Place at footpath to Dougrie Road	20.15	Grit Bin
1 Dougrie Place at No.7	20.16	Grit Bin
1 Castlemilk shopping centre at car park	20.17	Grit Bin
1 Castlemilk Drive at shopping centre	20.18	Grit Bin
1 Dougrie Drive opposite post office	20.19	Grit Bin
1 Glenacre Drive at Glenacre Terrace	20.20	Grit Bin
1 Carmunnock Road opposite Glenacre Street	20.21	Grit Bin
1 Carmunnock Road at path to Raithburn Avenue	20.22	Grit Bin
1 Drakemire Drive at Raithburn Road	20.23	Grit Bin
1 Simshill Road opposite Rodil Avenue	20.24	Grit Bin



Location	Ref No.	Type
1 Drakemire Avenue at sheltered housing	20.25	Grit Bin
1 Barlia Drive at day centre nursery	20.26	Grit Bin
1 Dunagoil Road at No. 39	20.27	Grit Bin
1 Croftfoot Str. at No.s 6/19 Tormusk Road TEMP GB	20.28	Grit Bag
1 Ballantay Road corner at No.s 48/50 TEMP GRIT BAG	20.29	Grit Bag
1 Cavin Road corner at 20/50 Castlemilk Road TEMP GRIT BAG	20.30	Grit Bag
1 Tormusk Road at Tormusk Drive	20.31	Grit Bin
1 Downcraig Road at Ardenrcraig Road	20.32	Grit Bin
1 Barlia Drive in vicinity of No. 127	20.33	Grit Bin
1 Croftfoot Service Road at Raith Avenue	20.34	Grit Bin
1 Glenacre Drive	20.35	Grit Bin
1 Stravanan Road at No. 24	20.36	Grit Bin
1 Tormusk Road at No. 31	20.37	Grit Bin
1 Barlia Drive at No. 37	20.38	Grit Bin
1 Bluebell Gardens at Iris Avenue	20.39	Grit Bin
1 Blaeloch Drive opposite No. 104 Holmbrye Road	20.40	Grit Bin
1 Blaeloch Drive at No. 64 Holmbyre Road	20.41	Grit Bin
1 Blaeloch Avenue/ Holmbyre Road	20.42	Grit Bin
1 Lenihall Drive at No. 21	20.43	Grit Bin
1 Tormusk Road at No. 370	20.44	Grit Bin
1 Glenacre Drive opposite No. 12	20.45	Grit Bin
1 Bowhouse Drive opposite No. 90	20.46	Grit Bin
1 Carmunnock Road near Linndale Grove	20.47	Grit Bin
1 Arnprior Quadrant opposite No. 14	20.48	Grit Bin
1 Ardenrcraig Road at No. 201	20.49	Grit Bin
1 Ardenrcraig Road	20.50	Grit Bin
1 Bowhouse Grove opposite No. 6	20.51	Grit Bin
1 Machrie Road at No. 70	20.52	Grit Bin
1 Linndale Road at Linndale Drive	20.53	Grit Bin
1 Glenwood Path at the Barlia Football Centre	20.54	Grit Bin

Your cooperation matters: ensuring access for repairs

To keep our repair service running efficiently and to ensure every resident receives timely attention, we need your help when booking and confirming repair appointments.

The cost of missed appointments

When you book a repair with Cassiltoun Housing Association, our contractor or one of our Technical team members is scheduled specifically to visit your property within the agreed **AM (morning)** or **PM (afternoon)** slot.

- **Financial Impact:** If our contractor cannot gain access to your property – perhaps because no one is home – their time and travel is still chargeable.
- **Wider Impact on Tenants:** Every missed appointment means a slot is lost that could have been used to complete a crucial repair for another resident. This impacts the waiting time for everyone.

How you can help us help you

We understand that things can change, but your cooperation is vital to maintaining an effective and cost-efficient repair service:

- 1. Be ready for the slot:** Please ensure you or an authorised adult is at the property throughout the agreed AM (morning) or PM (afternoon) appointment window.
- 2. Give us notice:** If you cannot keep the appointment, please contact us immediately giving as much notice as possible. This allows us to re-schedule your repair and offer the time slot to another resident with an urgent need.
- 3. Provide safe access:** Ensure the area where the repair is needed is clear and accessible so our team can get straight to work safely.

Your assistance in providing access on the first agreed visit means we can complete your repair faster, keep costs under control, and ensure our service remains reliable for all Cassiltoun tenants.

Keeping warm and well this Winter

As the colder months set in, Cassiltoun Housing Association wants to help all tenants stay warm, safe, and comfortable at home this winter. Heating your home effectively doesn't have to mean high bills – with a few simple steps, you can make the most of your heating system, keep costs manageable, and protect your home from the cold.

Use your heating effectively

- Set your heating to come on at regular times. It's often more efficient to keep your home at a steady, comfortable temperature rather than turning the heating fully on and off.
- Know your controls. If you're unsure how to use your boiler timer, thermostat, or radiator valves, please contact our team – we're happy to offer advice or guidance.
- Bleed your radiators. If radiators have cold spots, they might need bleeding so warm water can circulate properly. If you believe this could be the case, please contact our team on **0141 634 2673**.

Keep the heat in

- Move furniture away from radiators. This allows warm air to flow freely through the room.
- Close internal doors to keep the heat where you need it most.

Stay safe and warm

- Never use gas cookers or ovens for heating. This can be extremely dangerous and may cause carbon monoxide poisoning.
- Allow access for annual gas and electrical checks. These ensure your heating system is safe and efficient – especially important in winter.
- Check your carbon monoxide detector is working properly, and test your smoke alarms regularly.

If you need any further help or advice with energy costs throughout winter, please contact us on **0141 634 2673**.



Please report repairs early

As we approach the festive season, we kindly ask all tenants to report any repairs or maintenance issues as soon as possible. Early reporting helps us guarantee that all essential work is finished before our office closes for the Christmas holidays.

Our office will be closed from 24th December to 6th January. To avoid delays, we encourage you to submit any repair requests well before these dates.

How to report repairs

You can report repairs using any of the following methods:

- Online through our QR code or <https://www.cassiltoun.org.uk/report-repairs/>
- By phone on **0141 634 2673**
- By email on technical@cassiltoun.org.uk

Reporting early gives our team enough time to schedule appointments, order materials if needed, and resolve issues quickly so you can enjoy a safe, comfortable, and stress-free holiday period.

Emergency repairs over Christmas

While our office is closed, our emergency repairs line will remain accessible for urgent issues that cannot wait until we reopen. The number is **08000 921 961**.

Please use this number only for genuine emergencies, such as loss of heating or hot water, major leaks, or serious electrical faults.

Thank you for your cooperation, and we wish you a warm and happy Christmas season!



Staying safe and warm this Winter: the importance of gas and electrical safety



At Cassiltoun Housing Association, your safety and comfort are our top priorities — especially as the colder months set in. With heating and electrical use increasing over winter, it's more important than ever to make sure your gas and electrical systems are working safely and efficiently.

Gas Safety

Gas boilers, cookers, and fires are vital through winter, but they must be properly maintained to stay safe.

Here's how you can help keep your home safe this winter:

- Provide access for your annual gas safety check. Our qualified Gas Safe engineers carry out these essential checks free of charge to make sure your appliances are safe and working efficiently. Please allow access when appointments are arranged.
- Look out for signs of a problem. If you notice your boiler isn't working properly please report this as soon as possible by contacting our office on **0141 634 2673**.
- Use gas safely and efficiently. Keep vents clear and don't block air flow around appliances. Regular servicing helps your heating run better and saves energy.

Electrical Safety

We all rely on electricity more in winter — from using lights for longer periods to plugging in festive decorations. While it's important to stay warm and comfortable, it's also vital to use electricity safely.

Simple steps to stay safe and energy-smart include:

- Allow access for electrical inspections or repairs. These checks ensure your wiring and sockets are safe and up to standard. Providing access allows us to keep your home safe. These only take place once every 5 years and only take a short time.
- Avoid overloading sockets and turn off appliances when not in use to save energy and reduce risk.
- Report any issues. If you notice flickering lights, tripping switches, or burning smells, contact our Repairs Team immediately on **0141 634 2673**.

Working together to stay safe

By allowing access for both gas and electrical safety checks, you're helping us keep your home – and your neighbours' homes – safe, warm, and efficient. These checks are a legal requirement and are carried out by fully qualified professionals at no cost to you.

As we move into the colder months, please make sure you respond promptly to appointment letters or calls from Cassiltoun Housing Association. If your scheduled date doesn't suit, we'll always do our best to arrange an alternative.



You said, we did:

You said: There have been reports of issues regarding communication and timely updates.

We did: We are now developing a tenant portal to resolve this, allowing tenants to log in, access all their information, and submit contact logs and repair requests directly to our system.



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 continue to see a rise in our food, gas, electricity 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.

From 1st April 2025 we have generated income of **£467,520.65** for Cassiltoun Housing Association tenants, factored owners and other service users.

We are currently assisting with **£86,980.93** of debts.

We no longer run an appointment diary. We aim to call anyone requesting assistance within 1 working day for emergencies and 5 working days for all other enquiries. From 1 April 2025 we have helped 554 people.

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 contact us on **0141 634 2673** or email **housing@cassiltoun.org.uk**

Winter Heating Payment 2025

How you get Winter Heating Payment

You will get Winter Heating Payment of £59.75 automatically if you get one of the following eligible Benefits:

- Universal Credit
- Pension Credit
- Income Support or Income Base Job Seekers Allowance
- Income related Employment Support Allowance
- Support for Mortgage Interest

Social Security Scotland uses your data to decide if you get Winter Heating Payment. Using your data in this way does not affect your data protection rights. Getting Winter Heating Payment does not affect any other benefits you may get.

When you get it

You'll automatically get the single payment between December 2025 and February 2026. This does not depend on how cold it is.

You'll get a letter or an email from Social Security Scotland telling you it's coming.

It appears as 'WHP' on your bank statement, WHP stands for Winter Heating Payment.



If you think you missed it

If your data does not automatically result in a payment, Social Security Scotland will:

- look at your data again
- consider whether you are eligible or not
- pay you if you are eligible or
- write to you to explain their decision

If you're worried that you have missed a Winter Heating Payment that you should have got, please contact our Advice Team or go to their website at **www.mygov.scot/winter-heating-payment/make-request**



Christmas Saving Tips...

Christmas Day is less than 1 month away! As we approach what can be a stressful and financial strain on most of us let's look at ways we can be practical and make some savings to help us budget and avoid debt in the new year.

Immediate Action Plan

Check your current finances

Look at your bills and other expenses that you are due to pay in December.

Make a list and prioritise these.

This will let you see how much money you have left for the month.

Set yourself a budget

Make a list for example, of food, gifts, activities/ social and decorations, and set a spending limit. This will help you stick to it and prevent you overspending.

Write a gift list

List everyone that you plan to buy for and set a budget for each person. Again, this helps to not overspend or be impulsive. Be strict with your list!

Look for sales, offers and discounts

Focus on your list and who you are buying for and shop around for best deals by cross checking with different shops either in store or online.

Saving & Spending Ideas

What about Secret Santa?

Chat to family and friends about doing a secret Santa, this helps to reduce the number of gifts you need to buy and saves money and you can concentrate on buying one quality gift.

What to do with the family for free?

Focus on making memories: have a movie day, go out a walk and see the lights and decorations in your local area, bake some cakes or make your own homemade decorations. Memories mean more than what you spend.

Track your spending

Keep a regular check on your bank account and, if it helps, use a budgeting app to keep yourself on track.

Check for shop loyalty cards /cashback

Most supermarkets have a loyalty card scheme, look for offers when using as it may offer money off or points that you can use later. Check out cashback sites if you are shopping online.

Who is hosting Christmas dinner?

If you are having people over or going to family/ friends, how about everyone brings something for the meal, some snacks or drinks? This reduces the cost and the stress being on one person.

Don't get into debt

Make a commitment not to use credit or take out new cards or loans for 1 DAY!

These are just some ideas for preparing for Christmas and saving, there is lots of information available to help you through what can be described as a financial headache and help you avoid having a January hangover. Have a look at **Martin Lewis Money Saving Expert** for saving tips www.moneysavingexpert.com/shopping/christmas-savings/

We know, sadly, Christmas isn't happy time for all. If you are worried, panicking or even ignoring your financial problems, the best thing to do is to go and seek out free debt-counselling help from the likes

of our Advice team or, if you prefer, National Debt Line, Step Change, local Citizens Advice Bureau.

Do it now, as in January, after the Christmas period, it's really busy and more difficult to get an appointment. We are all here to help, not judge. The most common feedback we get from people who've done that is *"I feel like a weight has been lifted and I finally slept last night"*.

You can get in contact with us at Money Advice Team **0141 634 2673**, email adviceteam@cassiltoun.org.uk or call into the office to speak to a member of the team.

Getting ready for Winter

As the days get colder, many of us start thinking about rising energy bills. The average annual bill is now around £1,700, about 70% higher than in 2020, so it's completely understandable to feel worried. If you're already struggling, please get in touch with the Energy Advice Project at Cassiltoun Housing Association. We're here to help.

In the meantime, here are a few simple steps that can make a big difference:

1 Tackle draughts

Check around doors, windows and vents for any cold air coming in. Draught excluders are inexpensive and effective at preventing heat from escaping. Closing curtains or blinds at night also helps keep warmth in. If the draught is caused by a repair issue, please report it to the Technical Team. Remember to keep some regular ventilation too, as this helps prevent damp and mould.



2 Use your heating controls

Setting a schedule is usually more efficient than turning your heating on and off manually. If it still feels comfortable, lowering your thermostat by just one degree can save up to 10% on annual heating costs.



3 Adjust your boiler flow temperature

Your boiler's flow temperature is the temperature of the water leaving the boiler. Many systems are set higher than they need to be. Reducing it to around 55–60°C can make your heating run more efficiently without any noticeable drop in comfort.

4 Extra warmth

Electric blankets, heated throws and hot water bottles are affordable ways to boost personal warmth. They shouldn't replace your heating entirely, but they can help you stay cosy without turning the thermostat up.



5 Check your energy tariff

If you're on a standard variable tariff, you may be paying more than you need to. A fixed tariff could offer cheaper and more predictable energy costs. The MoneySavingExpert "Cheap Energy Club" is a free online comparison tool to explore your options.

6 Small everyday changes

Washing at 30°C, shortening showers, and using an air fryer or slow cooker instead of the oven can all reduce energy use and lower your bills.



If you'd like personalised support, advice or help with energy bills, please contact our Energy Adviser. We're here to support you this winter!

Child Winter Heating Payment

Child Winter Heating Payment is a winter payment to help families of disabled children and young people receiving the highest rate care component or enhanced daily living component of Child Disability Payment with fuel costs. Payment is made per individual rather than per household, meaning each eligible child in the household will receive a payment.

Child Winter Heating Payment is a payment of **£255.80** It's paid once a year. If you have more than 1 eligible child or young person in the household, they'll each get the payment.

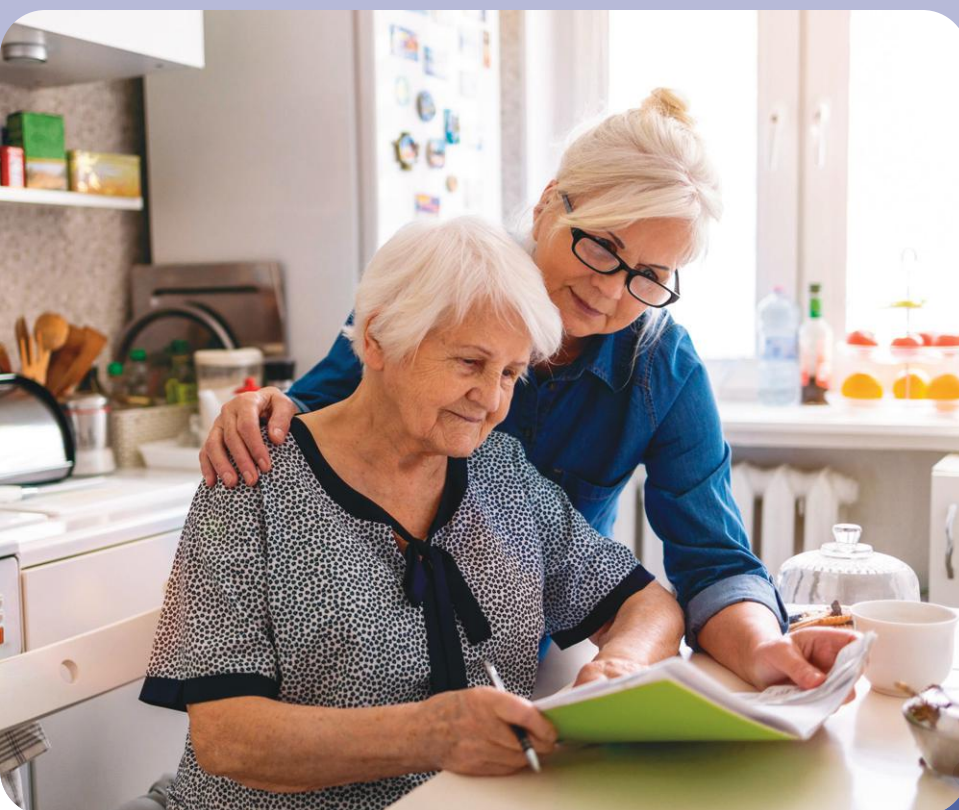


Carers Supplement



Carer's Allowance Supplement is an extra payment for people in Scotland who get Carer's Allowance or Carers Support Payment on a particular date. Carer's Allowance Supplement is paid twice a year.

The next payment of **£293.50** is due to be paid in December 2025 and you'll get this payment if you were getting Carer's Allowance/Carer Support Payment on 13th October 2025.



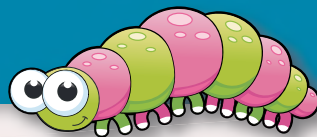
GCC Pensioner Campaign

Glasgow City Council have been, from late September, reviewing their pensioner caseload across the city which will continue into early 2026, therefore they will be contacting all our pensioner households who are in receipt of Housing Benefit and / or Council Tax Reduction asking for proof of all capital.

Please look out for your letter and contact us here at The Advice Team for any assistance or queries regarding this, and we will be happy to assist.

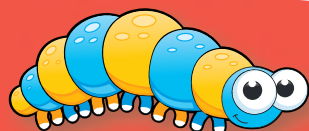
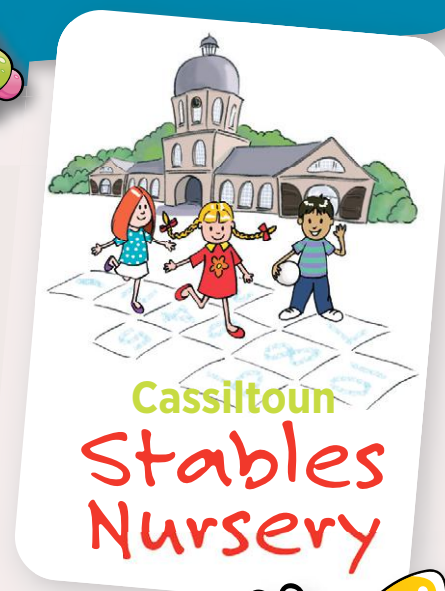


At Cassiltoun Stables Nursery, we provide nurturing childcare from just 6 weeks old until school starts.



Our bright playrooms and lovely outdoor areas offer a wonderful space for children to explore and grow. Our caring and creative staff are here to support them every step of the way!

Check out the QR code for more information on our website!



We're excited to share that our nursery has spaces for both funded and non-funded children! We provide funding for eligible 2-year-olds and 3-5-year-olds, with flexible options available.

You can choose from 3 funded days (7:30 – 4:30) or 5 sessions (7:30 – 1pm or 1pm – 5:45pm), depending on what's available.



COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE



Pumpkin Festival 2025!

We had another successful Pumpkin Festival with over 1000 people attending our Halloween events. This year we offered Pumpkin Carving and a Pumpkin Patch at Castlemilk Stables and carving at the Love and Solidarity Community Hub.



The annual Spooky Walk was delivered this year with a new route in Castlemilk Park. This year it featured a wide range of actors, dancers, drummers, and lots of spooky props as well as pumpkins carved by the local community. We were supported by a huge range of partners and around 60 volunteers. These included Cassiltoun's Youth Advisory Panel who dressed up in spooky costumes and acted at the event!

We'd like to thank all of our volunteers, staff, partners and funders for their help

Our October week Food and Fun brought in 51 adults and 63 children. Thanks to Glasgow City Council for funding Castlemilk Together.

Taster Tuesdays

The Glasgow Wellbeing Fund has been funding Taster Tuesdays in the Stables Studio since March 2026 with Nemo Arts' Community Artist.



This has been a fantastic project to encourage people in the community to try new things, learn new skills and meet new people. We have welcomed around 6 new members to the studio that had never visited the Stables before.

This will run until June 2026. Everyone is welcome to come along and try something new! Tuesdays from 11am-1pm.

COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE •

Community Advisory Panel

Our fabulous Community Advisory Panel represent our tenants and give us invaluable feedback about our services.

This year they've looked at everything from our Allocations Policy to supporting our Tenant Conference, asking for feedback on tenant trips and giving feedback on our Annual Report, Volunteering Policy and Tenant Participation Policy.

Want to get involved? We'd love to hear from you. Contact community@cassiltoun.org.uk

Welcome Sarah

Welcome to Sarah Scott, the new Community Woodland Assistant who will be helping to look after Castlemilk Park.



Visits to the Local High Schools

We were invited along to Castlemilk High and St. Margaret Mary's at lunchtime to encourage young people to come along and volunteer at our Youth Advisory Panel and sign up to be scarers at our Spooky Walk.

We recruited another 5 new members in total! Huge thanks to Kirsty at Castlemilk Youth Complex for inviting us along and the schools for having us.



COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE •

Santa's Grotto

Santa is bringing some festive cheer to Castlemilk Stables on 5 December 3.30-5.30pm. Free and drop-in, open to tenants only. Children should be accompanied by an adult.



History of Castlemilk

We also attended Castlemilk High's S1 Social Science Department with our Chairperson Anna Stuart MBE.

Anna gave a presentation about Castlemilk history to the S1 pupils. In addition to this, Stuart, the Community Woodland Officer took the whole of S1 on a walk around Castlemilk Park to tell them about the history as well as the nature of the park. A great time was had by all!

COMMUNITY TEAM UPDATE • COMMUNITY TEAM UPDATE

FREE regular activities at Castlemilk Stables:



Tuesdays:

- **Taster Tuesday** art classes in the Stables Studio on alternate Tuesdays (11am-1pm) with Nemo Arts.
- **Chatty Café:** Join us for crafts, a cup of tea, a chat and games and quizzes. Chatty Café will run on alternate Tuesdays in Stables Studio.
- **Community Garden** on Tuesdays and Thursdays (10-12am) - please contact us at community@cassiltoun.org.uk before attending.
- **Castlemilk Park volunteers** meet on Tuesdays and Thursdays (10.30am-12.30pm and/ or 1.30-3.30pm) - please contact us at community@cassiltoun.org.uk before attending.

Wednesdays:

- **Creative Writing Group** in the Stables Studio on Wednesdays (10am-12pm).

Thursdays:

- **Thursday Feed** community meal in the Stables Studio on Thursdays (12-2pm).
- **Community Garden** on Tuesdays and Thursdays (10-12am) - please contact us before attending.
- **Castlemilk Park volunteers** on Tuesdays and Thursdays (10.30am-12.30pm and/ or 1.30-3.30pm) - please contact us before attending.
- **Youth Advisory Panel** (for ages 14-25) monthly on Thursdays (4-6pm) in the Stables Studio.

Second Saturday of the month:

- **Castlemilk Explorers** (for ages 7-12) (10.30am-12.30pm) booking required, email community@cassiltoun.org.uk
- **Youth Environmental Wardens** (YEW) (for ages 13-18) (2-4pm)- booking required community@cassiltoun.org.uk

Festive timetable

All of our regular activities will take a break over the festive period. Please see below for details.

Activity	Last dates of 2025	First dates of 2026
Cookery Class	Monday 15th December	Monday 12th January
Stables Studio	Chatty Cafe - Tuesday 2nd December Taster Tuesdays - Tuesday 9th December	Taster Tuesdays - Tuesday 13th January Chatty Cafe - Tuesday 20th January
Creative Writing Group	Wednesday 10th December	Wednesday 14th January
Thursday Feed	Thursday 11th December	Thursday 15th January
Community Garden	Thursday 11th December	Tuesday 13th January
Castlemilk Park Volunteers	Tuesday 16th December	Tuesday 6th January
Youth Advisory Panel	Thursday 27th November	Thursday 5th February

Contact us Keep in touch via our social media...

 @Cassiltoun and @CassiltounHA and  Cassiltoun Housing Association and Castlemilk Park Project

If you would like to get involved with any of our projects, please get in touch via community@cassiltoun.org.uk or call us on **0141 634 2673**



Cassiltoun
Housing Association

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