



Spring 2026

Your Cloch

The Official Newsletter of Cloch Housing Association

WELCOME FROM OUR NEW CEO



I am pleased to introduce myself as Cloch Housing Association's new Chief Executive. My name is Robert Pollock, and I took up the role in March, succeeding Alana Durnin.

First and foremost, I wish to record my sincere appreciation for the exceptional leadership Alana Durnin has provided over the past decade. Alana joined Cloch in August 2015 and has served as Chief Executive since late 2022, completing ten years of dedicated service by March 2026. Under her stewardship the Association has achieved substantial and lasting progress.

The number of homes in our management has increased from 1,410 to 1,482 through well-managed new builds and acquisitions. Financially, the organisation stands on the strongest footing in its history: net assets have risen from £7.2 million to £22.4 million, cash reserves have more than doubled, and outstanding loans have been reduced by half.

These improvements have been underpinned by prudent measures, including the successful migration to a Defined Contribution pension scheme and a Treasury Management Strategy that has delivered savings of £870,000 over five years.

Learn more about Robert on page 2

**WHAT'S
INSIDE:**

**A YEAR OF
IMPROVEMENT
AND
INVESTMENT P6**

**A CAREER IN
HOUSING P9**

**OFFICE CLOSURE
OVER EASTER P14**

Continued from front page...

Alana has also strengthened the fabric of the organisation. She established a new Community Support Team and Customer Involvement Team, refreshed the staff structure with a dedicated Health & Safety role and four graduate positions, and ensured that over half the team advanced into promoted, career-enhancing roles. The results are evident in our performance: overall tenant satisfaction has risen from 87% to 93%, repairs completed right first time now stand at 98.5%, average re-let times have fallen from 47 days to 18 days, and sickness absence has reduced from 7.4% to 3.8% as of 31 December 2025. On behalf of the Board, the staff team, and all customers, I extend our warmest thanks to Alana for her vision, energy, and unwavering commitment. She leaves Cloch in excellent condition, with a strong culture of continuous improvement and genuine team spirit.

I am honoured to build upon these firm foundations. Having joined Cloch as Director of Assets in January 2025, I have already overseen approximately £8 million of investment that has directly improved around a third of your homes. £6m alone in the installation of triple-glazed windows and doors, significantly reducing noise, draughts, and energy costs. Furthermore, new bathrooms, kitchens, and boilers have been getting replaced. With over a decade of experience in housing asset management, I remain deeply committed to ensuring every tenant enjoys safe, warm, energy-efficient, and well-maintained homes.

Looking ahead, I am particularly excited by the opportunity to lead the development of Cloch's new five-year strategic plan. Before the summer we will engage fully with all

customers to ensure every voice helps shape our priorities for the years ahead. I am keen to deliver continued value for money, to invest prudently in our homes, to enhance the aesthetic appeal of our communities, and to maintain the high level of support for those who need it most. We will also accelerate the Association's digital maturity. By adopting more efficient digital systems, our colleagues will be freed to spend greater time delivering essential frontline services, while the personal contact you value will always be preserved.

My pledge to you is clear: we will continue to build on the success that Alana and the leadership team have created, and we will place the heart of every customer at the centre of every decision we make. In the coming months I look forward to meeting many of you at forums, events, home visits, and to hearing your ideas and priorities.

This Easter, as we reflect on new beginnings, I am confident about the future we can create together. Thank you for the warm welcome I have already received. Working in partnership, we will ensure Cloch remains an Association where every customer feels listened to, supported and proud to live in their home.

Best wishes,

Robert Pollock

Chief Executive



What's Coming Up...

At Cloch, we know that staying connected with our tenants and our wider community is one of the most important parts of what we do. Taking part in local events, creating opportunities to meet face-to-face, and offering fun, support and advice throughout the year all help us build trust, strengthen relationships and make sure every tenant feels included and valued.

Below is what's coming up this year, with a range of activities and events designed to bring people together and keep our community thriving. Final dates are still being confirmed, and we'll make sure to share these with everyone through CX Messaging, our social media channels, and future newsletters so you don't miss out. These are great chances to get involved, meet the team, and enjoy what's happening in your neighbourhood.

Cloch Cup

Our annual football tournament for local schools, giving young people a great day of sport and fun.

June 2026

Summer Gala

Cloch's big community fun day with games, activities, food and entertainment for all ages.

July 2026

Week of Engagement

A week where different organisations come together to offer tenants free advice and practical help on energy, employability, financial advice and lots more.

November 2026

Winter Warmer Event

A cosy drop-in event offering warmth, advice, hot drinks and support during the colder months.

4 events throughout year

Community Christmas Event

A festive get-together with treats, activities and support to help everyone enjoy the season.

December 2026

Tenant Visit Programme

Our ongoing tenant visit programme, from our staff to check in, listen to your views and make sure everything is okay in your home and find out what we can do for you!

Ongoing throughout year

You Said, We Did



You Said

We did

You wanted to have more of a say in the future of Cloch.

We ran multiple membership campaigns throughout the year to promote membership and attendance at our AGM, we encouraged people to join the Customer Advisory Panel, and we promoted vacancies on our Board to promote the tenant voice as part of our governance arrangements.

You wanted clearer explanations of service charges and Factoring charges.

We have invested in new software which provides the transparency and clarity being sought.

You wanted clearer information about rent proposals and more opportunities to share your views.

We improved our rent consultation by introducing a two-phase approach, running more reminders, offering multiple ways to take part, and making all communication easier to understand. This helped more tenants engage and have a say in the final decision.

You asked for more support when dealing with changes in your tenancy or your household circumstances.

Our Housing Team increased direct support through phone calls, home visits and signposting, worked closely with our Community Support Team and local partners to make sure tenants experiencing difficulties received help quickly.

You wanted to be more informed about what has been going on in the Association and our work with our customers and the wider community.

We have updated our Communication Strategy which sets out a clear, consistent framework for sharing information, building trust, and engaging effectively with tenants, partners, and the wider community.

You wanted clearer communication about planned maintenance.

We held an open day for tenants receiving new triple-glazed windows and doors, giving everyone the chance to speak with staff & contractors, see a sample window in advance and vote for their preferred door style

RENT CONSULTATION 2026/27

At Cloch, we believe the best decisions are the ones we make together. Our recent rent consultation showed exactly why our tenants are at the heart of everything we do. This year's two-phase consultation received more than 540 responses, giving us one of the most honest and helpful sets of feedback we've had in years. Your views shaped the final rent proposal for 2026/27, and we want to say a sincere thank you for taking the time to share your thoughts.

When we asked what mattered most, tenants told us the same clear priorities: keeping rents affordable, investing in homes, improving repairs and planned works, and making sure you get value for money. This helped us understand the real pressures households are facing and gave us a clear direction on how to balance rising costs with our commitment to good-quality services. Many of you said you want well-maintained homes but also need reassurance that every pound is being used wisely. That message directly influenced the Board's decisions.

Across the Glasgow and West of Scotland Forum of Housing Associations (GWSF) – a network of community housing associations who share learning and compare trends – rent proposals for 2026/27 varied widely. The average increase

across Forum members was 5.3%. Cloch's proposal of 4.8% is below this average, showing our continued effort to keep rents affordable while still investing in homes and protecting service quality.

Around 60% of Cloch households receive Housing Benefit or Universal Credit to help with rent, meaning most will see little or no change in what they actually pay. For tenants who pay full rent, we reviewed national affordability guidance and compared typical household incomes. Using the Scottish Government's Housing Need and Demand Assessment (HNDA) Practitioner's Guide, we assessed our proposed 2026/27 rents and found that most households would spend under 25% of their income on rent, with only a small number falling within the national 25–35% affordability band. Overall, this confirms that Cloch's proposed rents for 2026/27 remain well within recognised affordable levels across all household types.

Easter is a time of renewal, and it feels like the right moment to say how grateful we are for your honesty, the community spirit you bring, and the way you work in partnership with us. Your feedback doesn't just tick a box – it genuinely shapes decisions, guides investment, and helps keep housing costs fair and manageable. We'll continue to work hard to provide good homes, strong services and value for money... and we'll continue to make sure your voice leads the way.

Highlights from

Our year was shaped by Cloch's values—caring, listening, improving and involving—strengthening support for tenants and communities. We invested in homes, modernised services, celebrated with community events, and worked closely with partners. With your insight guiding us, we kept improving what matters and brought a bit of fun to our communities along the way.

Investment in Homes

We invested £6 million in planned maintenance, delivering new windows and doors, kitchens, bathrooms, and heating system upgrades. The full programme is due for completion by summer 2026.



Supporting Our Tenants

Over the year we've helped tenants connect with energy advisors, employability support, financial services, and sustainability groups. In

November, we held a community Week of Engagement, bringing together a range of services where residents could learn more about what they offer and access support directly.



Modernising Services

We have modernised the way we engage with customers using CX Feedback and have invested in a new Housing Management System - due to go live June 2026 - which will improve the way we deliver services.



Listening to and Involving You

Our Customer Advisory Panel acts as your voice and has over the year given feedback and insight on topics such as communications, rent increase and internal performance. We have also run a few successful tenant consultation events including our annual rent increase consultation.



m 2025-2026

Investing in Inverclyde's Future

Our 3 local graduate apprentices in Housing, Property and IT continue to excel in their respective roles whilst working towards their university degrees. Their progress is a great example of how investing in local talent strengthens Inverclyde's future and showcases Cloch's commitment to creating meaningful opportunities for young people.



Community Events

Events such as our second annual schools Cloch Cup, Summer Gala Day and Christmas Celebration allow us to bring together the wider community, helping to strengthen local connections and giving our tenants and neighbours opportunities to engage, feel included and build a stronger sense of belonging.



Working together across teams

2025-2026 has seen us build stronger connections with local partners in supporting the community. Externally, we work closely with Inverclyde Council, HSCP and our fellow local housing associations, while internally our Community Support Team continues to support tenants and collaborate with a range of voluntary organisations. All with the aim of improving lives.



Kiltwalk Fundraiser for The Anchor

Staff and families completed the 14-mile Kiltwalk, raising £2,188.50 to support The Anchor's vital mental-health work. A brilliant achievement for a charity making a real difference locally.



A YEAR OF...

IMPROVEMENT & INVESTMENT

Cloch has had a very productive and positive year, with major improvement works bringing real benefits to hundreds of tenants across our community. From new bathrooms to energy-efficient windows and doors, the work carried out this year has made a genuine difference.

Our bathroom replacement programme has now upgraded more than 180 homes, giving tenants modern, high-quality bathrooms. Feedback has been extremely positive, with tenants sharing comments such as:

"Bathroom is lovely."

"Really happy with the finish, workers were great."

"The boys were brilliant, very well-mannered and humorous. Communication has been great."

"Looks fantastic, over the moon with the finish."

A major highlight this year has been the installation of triple-glazed windows and insulated doors. This project was made possible thanks to an incredible £2.5 million in matched funding from the Scottish Government's Social Housing Net Zero Heat Fund.

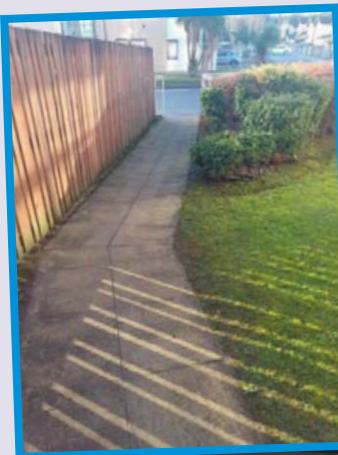
More than 300 homes are already benefiting from these improvements, and by the summer over 600 properties will have received these energy-saving upgrades. Tenants are already noticing significant changes:

"Fantastic investment. You can really feel the difference with heat retention."

"Really satisfied with the outcome."

One tenant, Mrs Isobel McCarney, shared her experience:

"The new windows not only bring a fresh look to my home, but with the triple-glazing I notice a massive difference in heating and the noise coming from the road."



These improvements enhance comfort, help reduce heating costs, and support our commitment to meeting net-zero goals.

Throughout the year, we've also worked closely with our landscaping contractor to maintain outdoor areas to a high standard. This includes regular litter picking, grass cutting, and weeding. We remain committed to keeping all shared areas clean, tidy, and welcoming.

Helping to shape your neighbourhood



As the days get sunnier, brighter, and longer, it's the perfect time to pull back the curtains, open the windows, and step outside to enjoy that fresh west coast air. Winter has its own cosy charm, but getting outdoors—even for a short walk—does wonders for our mental and physical wellbeing.

And what better way to ease yourself back outside than a walk by the water with familiar faces, or even the chance to meet new ones? After months of coorie-ing in, it's important we check in on one another. Think of a neighbour or friend you haven't seen for a while. It's easy to stay tucked indoors, but sometimes all someone needs is a friendly knock at the door and an invite for a stroll, a cuppa, or a visit to a local community centre.

There's plenty happening locally.

Broomhill Community Hub offers:

- Cuppa Cake Chat on Monday afternoons
- Meditation on Tuesday mornings
- Knit and Natter every Thursday afternoon

Auchmountain Community Centre runs:

- Nursery Bookbug and Baby Massage on Tuesdays and Thursdays
- Tai Chi and Sewing on Wednesdays

There truly is something for every age and interest.

You might also think beyond organised activities. Is there someone nearby whose garden has become a bit much for them? Gather a few neighbours, take your time, and turn it into a shared project. Imagine sitting together afterwards in a freshly tidied garden, enjoying the sunshine.

And if you don't have a garden but enjoy being hands-on with nature, places like Belville Gardens offer community allotments and rentable beds for growing fruit, veg, and flowers. They run events to support growers and even provide sponsored beds free of charge.

There are also plenty of ways to meet people while giving something back—volunteering in libraries or schools, helping in a charity shop or food bank, or even organising a local park or beach clean-up to support the environment.

At the heart of it all is staying connected.

Strong communities grow when people reach out, show up, and look out for one another. And since most of us in Inverclyde enjoy a good natter, we're already halfway there.



Let's Get Gardening

Now that the weather is improving, it's a good time to look at how our estates, common areas, and gardens are shaping up.

Our landscape maintenance programme is now in full swing, with our contractor carrying out seasonal tasks to keep our outdoor spaces healthy, attractive, and welcoming. Over the next few months, they'll be focusing on grass cutting, tidying shrub beds, weeding, and general grounds maintenance.

Our Assistant Housing Officers also visit every three months to check the condition of gardens, estates, and common areas.

If you have a garden, we ask that you start looking at what needs to be done to keep it neat and well-maintained. A tidy garden improves the look of your home and helps keep the whole neighbourhood looking its best.

Here are some simple hints and tips for keeping your garden in good shape:

- Cut your grass every two weeks to keep it looking green and tidy.

- Pick up any small bits of rubbish that may have blown in.
- Cut back summer-flowering shrubs now so they grow well in the warmer months.
- If you're trimming hedges or trees, check carefully for nesting birds first. If there's a nest, you must wait until the birds have left.
- Plant some seeds—many are cheap, simple to grow, and only need you to follow the instructions on the packet.
- If you don't have much space, try using pots and tubs of different heights to add colour and interest.
- Remember the **Brown Bin Scheme** for recycling garden waste is now running again. If you don't have a bin and would like one, contact Inverclyde Council.
- Remove any large unwanted items—Inverclyde Council offers a bulk uplift service for a small fee.

If you're new to gardening or want some guidance, there are lots of helpful videos online. The Royal Horticultural Society website has an excellent library of beginner-friendly information: <https://www.rhs.org.uk/>



WALK FOR WELLBEING AND RNID - STILL TIME TO JOIN IN OUR WEEKLY WELLBEING WALKS

Our Community Health & Wellbeing Officer, **Patricia Broom** (fondly known as **PC**), has started an incredible challenge: walking **1 million steps** to raise funds and awareness for the **Royal Institute for Deaf People (RNID)**, while also focusing on improving her own health and wellbeing.

Cloch is extremely proud to support PC with this inspiring goal. To help her on her journey, we launched our weekly **Wellbeing Walks** on **Wednesday 4th February**, and they are open to **everyone in Inverclyde**.

As of **24th February**, PC has already completed **over 200,000 steps** – a brilliant achievement. It has also been wonderful to see people from across the local community joining her at different locations each week. The walks explore some of Inverclyde's most scenic areas, including:

- The Beacon and the waterfront
- Greenock Esplanade
- Coronation Park
- Battery Park

The walks will continue until **Wednesday 27th May**, and the full schedule is available on our website: www.clochhousing.org.uk.

There is **no pressure to attend every week** – you can join whenever you're free. It's a great way to meet people, stay active, support the RNID, or simply enjoy a gentle stroll. Well-behaved pets are very welcome too!

After walks that start at **The Beacon**, everyone is invited to join PC for a **cuppa and a blether**, giving you a chance to get to know others in the group. At the end of the 16-week programme, on **Wednesday 27th May**, all participants will be invited to Cloch HA's office for **cake and a cuppa** to celebrate everyone's fantastic efforts.

PC's connection to the RNID is a personal one. She became involved over eight years ago after being diagnosed with **profound hearing loss in her right ear** and **moderate loss in her left**. Although her hearing aids have greatly improved her hearing, being in groups, busy buildings, or open spaces can still be challenging. So if you see PC out on her walks and give her a supportive shout – or want to ask her something – please be

aware that she might not hear you.

If you'd like more information about the weekly walks, or simply want to chat to PC about her challenge, feel free to contact her at the office on **01475 783637**.

Donations can also be made through PC's JustGiving page: **Patricia Broom is fundraising for RNID**.



A CAREER IN HOUSING: MORE THAN JUST HOMES

A career in housing is all about helping people have a safe, warm, and secure home, and the experiences of Gill, Shonaid and Alana — all retiring on 31st March — show this better than anything else. Each came into housing from a different background, built up decades of service, and worked across a wide range of roles that supported thousands of tenants over the years. In this article, you'll find their perspective on how they first joined the sector, the jobs they've held, and the long careers they've built in housing.

My housing career

Gill McKay - Customer Support Coordinator

I started my housing career in 1985 at Scottish Special Housing Association (SSHA) as a YTS trainee – the equivalent of today's modern apprenticeship. The scheme was introduced by the government to give school leavers essential workplace skills and a starting point on the career ladder, combining on-the-job experience with vocational training. I worked in the Training Department, supporting my manager to organise and set up training courses for graduates and other staff.

After a year as a trainee, I moved into a permanent role as PA to the Regional Housing Manager. The skills I developed during my YTS year proved invaluable and allowed me to step confidently into this important role.

The following year, I joined the regional Repairs Team, processing tenants' heating grants, dealing with repairs, complaints and insurance claims, and handling the detailed administration of owners' landscaping charges. This gave me a deeper understanding of day-to-day issues faced by a social landlord.

In 1989, I moved into Contract Administration, supporting SSHA's technical departments – including Architects, Quantity Surveyors and Engineers. This role gave me real insight into major improvement works planned for tenants' homes. I was involved in issuing tenders to contractors and taking minutes at contract meetings.

In 1991, I left SSHA to join Springburn & Possilpark HA (SPHA) as a Rents Assistant, taking on more financial responsibilities. My role involved processing rent giro and housing benefit payments into the rent account system and carrying out monthly bank reconciliations. I was also responsible for calculating the annual rent increase for each property.

In 1995, still with SPHA, I moved into a Housing Assistant role. This focused more on tenant management, including home and estate visits, allocations and arrears.

By 2008, SPHA had become North Glasgow Housing Association (NGHA), and following a restructure I moved into a newly created Maintenance Assistant post. At first, I was unsure, as it was an entirely new area for me, dealing mainly with repairs and maintenance. However, after a few weeks my confidence grew, and it became one of the best job experiences of my career.

Still with NGHA in 2011, and following a stock transfer, I took on another newly created post as Customer Team Leader for the Investment and Regeneration Team. Our team supported Maintenance Officers and Project Managers in delivering technical services. My main responsibility was overseeing and monitoring repairs performance within the Customer Service Team.

In 2015, I joined Cloch as a Maintenance Assistant until 2018, when the new Customer Support Team was formed. I was given the opportunity to be part of this team, becoming one of the first points of contact for all customers and contractors. I thoroughly enjoyed the role – every day was different, varied and engaging. It felt like all my previous experience had come together, and it was the perfect point to round off my housing career.

I would highly recommend a career in social housing to any young person. The sector offers a wide range of roles across customer service, community work, property maintenance, finance and IT. It is accessible at all levels, often without the need for previous experience, making it ideal for school leavers or graduates. Many Associations offer apprenticeships and structured training to help young people gain skills, develop their careers and progress within the sector. Very much like I did back in 1985!



A CAREER IN HOUSING: MORE THAN JUST HOMES

My housing career

Shonaid Musgrove - Senior Corporate Services Officer

Well, where do I start when trying to capture a 36-year career in the housing movement?

And all of these years with Cloch Housing Association. It makes me sound like Methuselah, but I was "reasonably young" when I started!

The first thing I want to say is that housing is an incredibly rewarding career. Like any job, there are highs and lows, but the highs certainly outweigh the lows.

I joined Cloch on 19 March 1990 as a Clerical Assistant. Many of my younger colleagues like to remind me that they weren't even born then! My job description was simple: "be courteous to all customers at all times and provide efficient secretarial and administrative support." I typed letters on an electric typewriter and occasionally used a word processor.

At that time, Cloch was delivering an ambitious regeneration project in the Wellpark area of Greenock, bringing run-down tenements back into use. The work involved liaising with many owners and shopkeepers. There was huge demand for the newly renovated flats. Some were offered for sale, and we held very busy open days and evenings for the public.

By December 1990, my post was re-graded, and I became responsible for additional duties, including taking minutes at Board and Sub-Committee meetings and recording tenant repairs (in a very large handwritten book!).

In 1994, I moved into the role of Office Manager. This still involved administrative, secretarial and reception work, but I also took on some personnel duties such as recruitment and managing Flexi/TOIL records. I supported the Finance Team with invoice processing and payments, and supervised Clerical Assistants and Officers.

The role expanded again in 1997 when Health & Safety administration was added. This included keeping the H&S Manual up to date, ordering PPE, arranging training and maintaining records. I also became responsible for preparing quarterly reports on sickness, training and training spend for the Director and Committee.

Another re-grading followed in October 2001, with new responsibilities including organising publicity events, newsletters, training plans, and administering our Housing Register and Mutual Exchange Register.

In April 2004, after maternity leave, I returned part-time as an Office Services Administrator. The post has had several name changes over the years and is now Senior Corporate Services Officer. The duties, however, have changed dramatically with the pace of new technology and the constant updates to legislation. Both keep us very much on our toes.

Over the years, Cloch has regenerated many areas of Inverclyde including central Greenock, the east end, Wellpark, Strone Farm and Maukinhill. This includes everything from tenement rehabilitation to new-build schemes.

Working within the housing association sector offers excellent career opportunities for everyone, but especially young people who want to explore different career paths. Apprenticeships and traineeships now allow people to earn a good salary while gaining a degree. Most people "fall into" housing without planning it, and are often surprised by how wide and varied the sector is – and how many opportunities there are to progress.

If you ask someone what a housing association does, they will often say, "they build houses." But there is so much more to it than building and maintaining homes. For example, our Community Health & Wellbeing Assistants work closely with vulnerable tenants, helping them sustain their tenancies and signposting them to financial and other forms of support.

I would have jumped at the chance to earn a wage while completing a degree and getting trained in a role. What's not to like about that?



My housing career

Alana Durnin - Chief Executive Officer

I left school at 16 and began working through the Youth Training Scheme (YTS), taking an administrator role at Largs Marina. Life moved quickly — I married young, and by 21 I had two children. During those busy early years, I worked as a childminder and took on a second job as an Accounts Assistant to help support my family.

I studied at night school over the following years and soon discovered that I loved learning. By the time I was 30, I had completed a degree and moved into a role as Finance & Corporate Manager with a software company, where my employer supported me through further professional accountancy qualifications.

My career changed direction when I joined Building Services at North Ayrshire Council as Commercial Support Manager. Having experienced homelessness as a child, I had always understood how important a safe, secure home and a strong community can be. In this role, working closely with Housing teams, I saw the impact of that work on people's lives every day — and I knew this was the sector I wanted to be part of long term.

I continued studying and later completed a Master's in Business Administration with the Open University. By 40, I moved to Atrium Homes in Kilmarnock as Finance Director, before joining Cloch and Oak Tree Housing Associations

four years later as Group Finance Director. I've now been with Cloch for 10 years — and for the past four, I've had the privilege of serving as CEO.

The housing sector isn't always an obvious career choice, but once people join, they tend to stay. It's a sector with real purpose.

Having a warm, safe, secure home isn't just a nice-to-have — it's a fundamental human need. Working in housing means playing a part in something that genuinely changes lives.

And it's a sector full of opportunity: finance, administration, governance, community support, repairs and maintenance, customer service, housing management — there's a place for every skill set.

If someone had told my 16-year-old YTS self where my career would take me, I wouldn't have believed it. The housing sector has given me a sense of purpose, community, and fulfilment that I am incredibly grateful for.

I would wholeheartedly recommend it to anyone looking for a long-term, meaningful, and rewarding career. I've absolutely loved it.



Easter Competition



Following last year's fantastic and hugely successful Easter Door Competition, this year we set our pupils a brand-new challenge: to work together to create a 3D Easter-themed structure. The brief was wide open — a house, a vehicle, an animal, a mascot, a character, a whole scene... anything their imaginations could dream up, as long as it celebrated Easter. And wow, did they deliver!

Pupils were free to use any materials they wished: cardboard, recycled items, craft supplies, paint, fabric, or mixed media. The aim was simple — to encourage teamwork, creativity and plenty of fun. Judging by the photos, they ticked every box and then some.

After the incredible door decorations we saw last year, our tiny tots had a tough act to follow... but follow it they certainly did. The imagination, effort and joy poured into these creations were clear to see, and choosing a winner proved incredibly difficult.

Two entries were so close that we've chosen to name joint winners this year. We were delighted to phone All Saints (P3B) and Moorfoot (P3) Primary Schools to share the exciting news that their classes had won the competition! A huge well-done to them all. Their prize is a fun trip to Xcite Soft Play in Greenock, including a snack, a drink and a goodie bag — a well-deserved treat for all their hard work.

It has been wonderful to see our local children having such fun bringing their ideas to life. We'll be sure to include photos of the winning class enjoying their trip in our next newsletter.

Wishing everyone a very Happy Easter!



Kids Corner

1. Easter moves every year — what season does it always fall in for the UK?
2. What do many children hunt for on Easter morning?
3. What is the capital of Scotland?
4. Which planet is known as the Red Planet?
5. Which yellow spring flower is often seen around Easter in the UK?
6. In football, how many players are on the pitch for one team during a match?
7. What animal is famous for bringing Easter eggs?
8. What baby animal often appears in Easter pictures because it represents new life?
9. What is the name of the force that pulls objects towards the centre of the Earth?
10. Riddle: I can be cracked, made, told, and played - What am I?

Answers on page 14

Chocolate Fudge Easter Cakes

Ingredients

Cakes

- 140g soft butter
- 140g golden caster sugar
- 3 medium eggs
- 100g self-raising flour
- 25g sifted cocoa

Frosting

- 85g milk chocolate, broken into pieces
- 85g soft butter
- 140g sifted icing sugar
- 235g white Maltesers and mixed chocolate mini eggs

Method

Heat the oven to 190°C (fan 170°C, gas 5). Line a fairy-cake tin with 16 gold cases. Put all the cake ingredients into a bowl and beat with an electric whisk for about 2 minutes until smooth. Spoon the mixture into the cases, filling each about two-thirds full. Bake for 12–15 minutes until risen, then cool on a wire rack.

To make the frosting, melt the chocolate in the microwave on High for 1 minute or in a bowl over hot water. Cream the butter and icing sugar, then mix in the melted chocolate. Spread the frosting over the cooled cakes and finish with Maltesers and mini eggs.



Mini Egg Chocolate Mocktail

Ingredients

- 75ml hazelnut milk (or regular milk)
- 50g dark chocolate (around 70% cocoa), broken into pieces
- 50g Mini Eggs
- 2 tsp clear honey
- A handful of ice cubes

Method

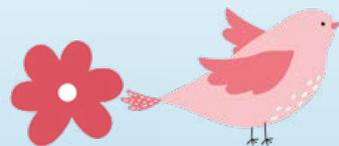
1. Warm the milk gently in a small pan until it's just about to simmer. If kids are helping, keep an eye on it so it doesn't catch.
2. Pour the hot milk over the chocolate in a heatproof bowl and stir until fully melted. Leave it to cool slightly.
3. Crush the Mini Eggs in a small food processor or bash them by hand, then tip them onto a plate.
4. Brush honey around the rims of two martini glasses and dip them into the crushed Mini Eggs to coat the edges.
5. Fill a cocktail shaker with ice and pour in the chocolate milk. Shake well until the mixture is chilled.
6. Strain into the decorated glasses and serve.

Optional Easter Touch

To make it extra fun, let the kids draw on sugar paper with edible felt-tip pens. Cut out their designs and place them gently on top of each mocktail. The sugar paper will melt, leaving the drawing floating on the surface.



OFFICE CLOSURE OVER EASTER WEEKEND



Our office will close at **6PM** on **Thursday 2 April** and will reopen at **9AM Tuesday 7 April**.

While we are closed, our out-of-hours emergency repairs services will remain available.

You can continue to report non-urgent repairs by emailing **office@clothousing.org.uk** at any time, and these will be picked up when staff return.

We hope you have a safe and enjoyable Easter break.

Emergency Repairs

If you experience an emergency during the closure, please phone **01475 783 637** and follow the instructions.

What counts as an emergency?

An emergency is anything that puts people at risk or could cause serious damage to your home, such as:

- Major leaks or flooding
- Total loss of power (not caused by your supplier)
- No heating in cold weather

- Unsafe electrical fittings
- Fire or smoke damage
- Doors or windows that can't be secured
- Blocked drains causing wastewater to back up

Out-of-hours contractors will make your home safe. Any follow-on work may be completed once we reopen.



Utility Issues – Contact Directly

Some problems must be reported straight to your utility provider. Please use the numbers below:

Company	Issues to Report	Contact Number
Scottish Gas Network	Suspected gas leaks	0800 111 999
Scottish Water	Discoloured, or no running water.	0800 0778 778
SP Energy	Power outages.	0800 092 9290

Routine Repairs and General Enquiries

For non-urgent repairs or updates, please email **office@clothousing.org.uk**. Anything logged over the Easter weekend will be actioned when the office reopens.

If you need this information in another format, please get in touch.

Kids corner answers: 1. Spring, 2. Eggs, 3. Edinburgh, 4. Mars, 5. Daffodil
6. Eleven, 7. Bunny, 8. Chick, 9. Gravity, 10. A Joke

We'd love your feedback

We really value your thoughts and appreciate you taking the time to catch up on everything happening at Cloch. If you can spare a moment, we'd love to hear what you think about this newsletter.

Whether you enjoyed the read or feel there's room for improvement, let us know! Your feedback helps us develop and improve what we do for you.

You can share your views by:

- Scanning the QR code shown in the newsletter
- Completing a short question survey online
- Or simply email us at **office@clochhousing.org.uk**



CLOCH HOUSING ASSOCIATION LTD
19 Bogle Street, Greenock, PA15 1ER

Tel: 01475 783637
Email: office@clochhousing.org.uk
Website: www.clochhousing.org.uk
MyCloch: www.my.clochhousing.org.uk



Phone **01475 783637** during office hours.

Online Live Chat Facility at **www.clochhousing.org.uk**

Pay your rent, report a non urgent repair or make a complaint using the Customer Portal at **my.clochhousing.org.uk** (or find the link on the website).

Find us on LinkedIn and Facebook @Clochha

Registered with the Scottish Housing Regulator in the Register of Housing Associations No HEP91
Registered with the Financial Services Authority (No 1893 R(s)) • Registered with the Property Factor No. PF000171.
A recognised Scottish charity Reg. No. SC013996 • A member of the Scottish Federation of Housing Associations