



ChitChat



Alison Macfarlane, our Maintenance Manager, is pictured with Martin Feeny (left) and Ian Cummings (right) of West Dunbartonshire Council.

IMPORTANT INFORMATION

New 'Out of Hours' Emergency Contractor

From 2 April 2012 West Dunbartonshire Council (WDC) will be our new emergency contractor for out of hours repairs which are not related to gas central heating or CHP breakdowns.

WDC has been one of the Association's Approved Contractors for a number of years and has recently been carrying out the majority of works in our void properties to an excellent standard. We are therefore happy to expand the local services WDC provides to our residents.

We would like to take this opportunity to thank the McDougall Group for providing the out of hours emergency cover for the last 10 years.

New number for emergency repairs (fire, flood, break-in) contact WDC (from 2 April):

0800 197 1004

For gas central heating emergencies, including CHP breakdowns at Radnor Park, please continue to contact City Technical:

0844 579 6493

As usual, emergency numbers are always available on our answering machine, website and on the back page of our newsletters.

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NEWS

CHA is 100% Committed!



Our Senior Staff and Chairman present the Business Plan

We are delighted to have been selected as the proposed landlord for the West Dunbartonshire Council's (WDC) transfer of 1,211 Clydebank East properties.

We heard mid-February that our business plan, submitted in November, had passed the first stage of the process. Fiona Webster, our Director, said, "We hope that with the support of the community and WDC, our ambitious plans for transforming the East End of the town can be put into action".

Fiona continued, "Our plans have many benefits for tenants, including restrictions on future rent increases and an excellent maintenance service. We plan to rid the east end of the town of run-down, hard to let houses and provide new homes where people will want to live". We have confirmed our proposal is to knock down all of the high rise multi storey flats at Clydebank East within the first 5 years following transfer. We intend to carry out a full social survey to identify the needs and aspirations of the tenants to ensure a match to suitable, alternative accommodation. This may be within our properties or by reciprocal agreement with WDC.

Our business plan was geared towards the priorities identified at our meetings with the Clydebank East tenants. Tenants can be assured of our commitment to tenant participation and communication during the lead up to the September ballot and, if successful, beyond, as our Participation and Empowerment category scored 100%.

The Council is now seeking approval from the Scottish Housing Regulator for the business plan before we can embark on detailed tenant consultation.

Awards for All Praise: Active Lives Project



Further to being awarded £6,042 "Awards for All" funding for our Centre81 social and recreational activity programme (Actives Lives), we received a letter of congratulations from Gil Paterson MSP. Gil said, "I am delighted that your application was successful and I hope that by using the funding to run a 12-week social and recreational activities programme for older people living in Clydebank will be a great success".

Annabel Goldie, MSP for the West of Scotland, also put forward a motion in Parliament to congratulate us (and other successful organisations) on the award. Ms Goldie said, "I am sure the participants will benefit greatly from the lunch club, high tea, drawing and painting classes run by Centre81, made possible by the lottery money.

"I have put down a motion in the Scottish Parliament to congratulate the award winners like Clydebank Housing Association Ltd throughout the West of Scotland and to commend the positive contribution that such organisations make to their local communities".

Please see page 6 for full details of our Active Lives Project.

Wee ChitChat



Thank you to all our 8 – 15 year old residents who completed and returned the competition cut-off slip for their chance to win a family ticket to see X Factor Live in March.

All entries correctly named 3 of Centre81's feathered friends (our resident chickens!) and were placed in a draw. The lucky winner was Adam Hood from Linnvale. Well done and enjoy the show!

Radnor Park Combined Heat and Power (CHP Survey)

Sincere thanks to the 87 tenants with CHP heating in Radnor Park for taking the time to return their annual electricity costs to us. This was part of an exercise to see if having CHP had saved our tenants money as hoped and predicted.

It was especially nice to receive such positive comments about the heating system. We are compiling the results and will report our findings in the June ChitChat.

Major repairs news and photographs can be found on page 5

Painting Challenge: Attlee Place



The presentation event at Centre81

You may remember that we advertised in our September ChitChat for 16 – 18 year olds to take part in a local painting challenge. Well we are delighted that since then, we have been able to assist in the successful delivery of a Challenge project in partnership with Action for Children/ Inspiring Scotland for the benefit of our tenants and residents, local community and of course for the young people themselves.

12 young people, predominantly from Clydebanks, carried out a painting project in one of the blocks at Attlee Place and we are delighted with the final result.



RJ Russell Painters and Decorators, who provided support to the project, have since employed a challenge participant, Paul McCann, and will provide college input.

We hope that the young people themselves feel that participating in the Challenge has been worthwhile and rewarding and will lead to bigger and greater things for them in the future.

We look forward to working on another Challenge later in the year when young people will hopefully tackle the other block at Attlee Place.

We have been impressed with the quality of work and commitment from the young people as well as the level of support, training and guidance provided to them by the Action for Children/Inspiring Scotland team throughout the 6 week Challenge.



We've tweeted and posted our way into the 21st century...



With at least 37% of our tenants having access to the internet, we have moved into the modern age of social media and joined Twitter and Facebook.

Follow us on Twitter –
@clydebanks

Like us on Facebook –
search for Clydebank Housing Association Ltd

Our regeneration centre, Centre81, also has a Facebook page –
search for Centre81

We look forward to using these new methods of two-way communication to reach more of our tenants and customers. Information is likely to include:

- stock transfer news
- alerts about new content on our website
- updates on consultation and consultation events
- links to relevant news and articles



Lights, camera, action

Radnor Park was recently scouted as one of the locations for the Government's latest advert campaign, 'Let's Go Greener Together'. One of the blocks and many tenants homes were used in the filming of the advert, currently showing on television. The advert can also be viewed on the production company's website www.mtp.co.uk

NEWS

STAFF & COMMITTEE

Maternity Arrangements

One of our Housing Assistants, Diane Calderwood, left to go on maternity leave on 17 February. As a result, Fiona Campbell joins us to cover Diane's leave. We take this opportunity to wish Diane and Damian all the best for their imminent arrival and to welcome Fiona to our staff team. Diane's baby news will be reported in our next ChitChat!

Staff Give to Homeless International for 15th Year

During World Habitat Week, falling in October each year, we ask our staff to donate an hour of their pay for this worthy Homeless International campaign. Many staff contributed and beat last years' total, raising £181.17.

The money helps to support the poorest families in Asia and Africa in developing their own solutions to poverty and in particular to housing. In Kenya £200 will pay for a communal water point, typically serving 100 to 200 people per day. If you would like further information visit www.homeless-international.org

New Management Committee Member!

We would like to take the opportunity to welcome Margaret McAllister as a new voluntary Management Committee member.

Committee Member celebrates 60th Wedding Anniversary



Tom Winter, a tenant and one of our voluntary committee members, celebrated his 60th wedding anniversary with wife Violet at a lovely party in Clyde Court Care Home on 14 December, which our Director and Depute Director attended (pictured above).

We are sad to report, however, that Mrs Winter passed away just a few days after the celebration, on 24 December.

Walking at Work

You may recall that 22 of our staff and committee members recently took part in a 6 week step count challenge, recording 6.2 million steps. Well 4 teams of 5 staff/committee are currently taking part in the Paths for All Greater Glasgow and Clyde Step Count Challenge. Our 4 teams are pitted against 860 teams from 300 organisations. We'll let you know how we got on in June's ChitChat!

Walking is a cheap and effective way to promote better health and wellbeing and committing to the long term promotion of walking at work can provide many benefits to both employees and employers.

We Invest in our People

The Association receives the Investor in People accreditation for 6th time!



Following staff and committee interviews and a review of our human resources policies, we were awarded the Investor in People Scotland standard for the 6th time in February. We hold the accreditation longer than any other Scottish housing association.

This award not only acknowledges the value that we place on the training and development of our staff but also shows how serious we are about continuously improving our services, for the benefit of all of our customers.

Staff Training

The following members of staff are working towards formal qualifications which, as well as benefiting the Association, contribute to their own self development:

Sam Jones, Maintenance Assistant has completed CIH Level 2 Housing Maintenance and awaits results

Claire Brown, Maintenance Assistant completes her HNC Construction Management in May

Janet Dunphy, Senior Admin Assistant (Finance) (pictured) HNC in Accounting (1st Year)

Michael McLaughlin, Senior Admin Assistant (Finance) (pictured) Microsoft Certified IT Professional (MCITP)



Committee Qualifications

Tom Winter continues to work hard towards his Governance qualification and, if successful, will be our first Management Committee member to attain this worthwhile qualification.



MAINTENANCE UPDATE

New heating, kitchen, bathroom and baby!

A New Year, A New Beginning for one tenant...

As part of our ongoing major repairs programme, tenant Sharon Fraser's flat at Bon Accord Square was due for a new central heating system, new kitchen and new bathroom suite. As if that wasn't enough upheaval for the months of November and December, Sharon then had her own major event to prepare for - a new addition to her family!

Baby Dylan was born on 1 February and is a little brother to Jordan (6). Sharon said of the work, "I was very happy with everything. It's nice having a lovely fresh kitchen and the bathroom is so much better. The installation of each element went well. The contractors were courteous and helpful and cleared up all their mess!" The new heating systems are being installed by City Technical Services and the kitchens and bathrooms by CK Heating.

Baby Dylan, Sharon and Jordan



Maintenance Performance – April to December 2011

Category of Repair	No. of Repairs	Completed within Target
Date Specific (appointment)	940	99.15 %
Emergency (4 hours)	132	100 %
Urgent (3 days)	802	98.5 %
Routine (10 days)	956	98 %
Void Works – major (15 days)	27	100 %
Void Works – rechargeable (10 days)	66	100 %
Void Works – routine (10 days)	246	100 %

Major Repairs News



February 2012: Tenants happy with their new kitchens

The following works are scheduled to be carried out during the financial year April 2012 to March 2013:

Bathroom renewals

Kilbowie Road
Alexander Street
Whitecrock Street
167 – 173 Dumbarton Rd
Jean Armour Drive
Bell Street
McGregor Street
White Street
East Barns Street

Renewal of entrance/foyer matting

Multi-storey flats (6 blocks)

Kitchen renewals

Jean Armour Drive

Central heating renewals

BISF type properties (Linnvale)
Atholl Brick type properties (Linnvale)

Hard wired smoke alarm renewals

Bell Street
McGregor Street
White Street
East Barns Street

"Best thing that ever happened. 5 star! It's made a big difference to my life. The workmanship was terrific. No faults at all. Absolutely beautiful"

Mr J Baird, Radnor Park, of a recent social work adaptation

Energy Saving Measures



We are pleased to advise that Carillion plc will carry out upgrades to attic insulation and cavity wall insulation (where appropriate). Surveys of all the properties requiring upgrades will take place during the month of March and the works will be carried out during April.

We will be writing to all tenants of those properties involved in the contract and advising tenants that they should only allow access to employees of Carillion who are carrying identification.

CENTRE81 NEWS



Centre81

Centre81, our regeneration centre in Whitecrook, runs a variety of classes for young and old throughout the week.

Eyes Down! Bingo for Over 60's

Thursday at Centre81 at 1pm. £1 entry. £2 per book. Cash prizes & much more! Our bingo is very popular so please come along and join in the fun!

Active Lives Project Over 60's



We secured funding from Awards for All for an Active Lives Project which is for over 60's. We are running the following activities:

Art Classes, Drawing & Painting

Thursday 19th April 2012 for 12 weeks.
1 – 3pm. Free.

Digital Photography Class

Friday 27th April 2012 for 12 weeks.
1 – 3pm. Free.

Health & Movement Classes, Keep Fit

Tuesday 5th June 2012 for 12 weeks.
1 – 3pm. Free.

For more information or to register your interest please call 0141 533 7070 and ask for Ali or Jean.

Stop Smoking Drop-In Thursday Nights from 6 – 7.30pm

Want to stop smoking? Why not get some support and come along to the Smoking Cessation Drop In on a Thursday night? No appointment necessary.

Coming Soon

English Language for Beginners with ISARO.

Please phone 0141 533 7070 to register your interest.

Whitecrook Community Garden (WCG)

WCG is looking for volunteers to help out in the garden and help with the chickens. They would also be grateful for contributions, so if you have any surplus garden materials that you would like to donate, such as slabs, plants, old garden tools, unwanted hanging baskets (regardless of their condition) and so on, please call Carolanne on 07871 910448.



A cheeky chicken disrupts the volunteers work!

Clydebank College Partnership



We are working in partnership with Clydebank College currently providing the following courses at the Centre:

Moving on in IT (SCQF Level 4) a 12 week Intermediate course in IT/Computing

This course is currently full. If you would like to join our mailing list to receive details of other courses IT/Computing courses we will be running soon, please call 0141 533 7070 and ask for Ali or Jean.

Learning Links Programmes

We have two Learning Links Programmes running at the moment, Childcare/Health & Social Care and Customer Service. All students who complete the free 12 weeks course are guaranteed an interview at Clydebank College. Both these courses are fully subscribed, however, subject to funding we are hoping to provide these programmes again soon. Please call Ali or Jean on 0141 533 7070 for more information or to join our mailing list.

"It is impressive the amount of different things on for the community at Centre81 – I had no idea!" A CHA tenant, November 2011

International Women's Day

On Wednesday 7th March ISARO Social Integration Network celebrated International Women's Day at Centre81.



The day was a great success with over 120 ladies attending. There was a marketplace with information stalls from various organisations and groups including CAOS, Community Learning & Development, Whitecreek

Community Gardens and West Dunbartonshire Council. There was also free Indian Head massage, Reiki, Nail Painting and Henna Hand Painting. The delicious free lunch of African, Polish, Indian and Scottish foods went down a treat. After lunch the Clydebank Ethnic Women's Group were all presented with Certificates from Clydebank College for completing the 12 week Getting Started in IT course at Centre81.

A sample of whats on at Centre81...

Monday

Stepping Stones
Clydebank Bowls
CDC Cheerleaders
Ancestry Family History Group

Tuesday

Learning Links –
Customer Care
(Clydebank College)
Zumba with Lindy
CAOS Mental Health in Mind
Tullochan Trust Go-4-Ward
William Henry – Bootcamp

Wednesday

Getting Started in IT – ISARO
Alzheimer's Scotland Drop In
CAOS Toddler Time

Ancestry Family History
Voices Group
Singer Football Club
Tullochan Future Choices Club

Thursday

Learning Links –
Childcare/Health & Social Care
(Clydebank College)
Beginnings History Group
Lunch Club – Over 60's – Bingo
Chest, Heart & Stroke Scotland
Go-4-Ward – Tullochan
Smoking Cessation

Classes change weekly, for
an up to date diary, log on to
www.clydebank-ha.org.uk and
click on the Centre81 logo

We have a great café, run by local girl Tess Brown, serving delicious homemade food including all day breakfasts, wraps, cupcakes and tea and coffee. The Café is open from 10am until 9pm, Monday to Friday.

Centre81 facilities are available for individuals and organisations to hire and discounted rates are available to local community groups. Call Ali at the centre for details on **0141 533 7070**.

Please come and visit your local Centre!

Centre81, 2 – 16 Braes Avenue, Whitecreek G81 1DN

The Environment Trust fund play space upgrade at Braes Ave, Whitecreek

before



after



With a £35,000 grant from the Environment Trust the old play area in Braes Avenue in Whitecreek, which lay derelict for many years, has been transformed in to a wonderful play space for children and families. The newly upgraded park, named Park81, an idea from a user of Centre81, includes swings, springfish, stepping pods and a toddler zone surrounded by greenspace. We are delighted that the space opposite Centre81 has been transformed in to a fabulous park and hope that the local community will enjoy using it.



The friendly café staff

HOUSING MANAGEMENT

Dumping of Bulk Items

We have noticed an increased amount of bulk items and rubbish being dumped in common areas. **This is unacceptable.**

We remind all residents that no part of your rent or occupancy charge covers the cost of the uplift of bulk items. This is not a service provided by Clydebank Housing Association. Dumping of bulk items is in breach of your tenancy agreement and any tenants caught doing this will face action being taken against them. If we are unable to identify the resident responsible, we reserve the right to clear the items and bill all residents within the block accordingly. Ultimately the costs of doing this will impact the rent we have to charge and all tenants and residents will eventually have to foot the bill. We welcome any information from residents on who is responsible for any dumping. **All information will be treated confidentially.**

Residents must either dispose of rubbish and bulk items themselves, at their nearest recycling centre (there is one in Stanford Street, Clydebank) or contact West Dunbartonshire Council to arrange an uplift on **01389 738542** (please note that the Council may charge you for this).

Any items left out for collection must be sensibly located and the resident responsible must ensure that the items are uplifted. Simply phoning to arrange an uplift and then forgetting about it is not acceptable.

Right to Buy Survey

In December's ChitChat we reported that we had surveyed tenants with the Modernised Right to Buy on whether or not they would apply to buy their home if they could. The results were as follows:

Total surveys sent out:	655
Total responses received:	115
Yes (would apply to buy):	34 (29%)
No (would not apply to buy):	74 (64%)
Unsure:	7 (7%)

We would like to take this opportunity to thank those tenants who responded to the survey. This information will form part of a report to our Management Committee who will decide whether or not we will apply for an exemption on the modernised right to buy.

If we progress with an application and it is agreed by the Government, this would protect the homes that the Association owns from being sold. This will ensure our ability to continue to provide and manage much needed social rented housing for the people of Clydebank.

A further update will be available in the next newsletter.

Housing Management Performance

April 2011 to January 2012

The table below shows our performance in various Housing Management functions to the end of January 2012. As can be seen, we are currently operating within our agreed targets. We always try to find ways to continually improve and ensure that the services we offer provide maximum benefit and value for money to our tenants and customers alike. If you'd like to discuss any aspect of our performance, please don't hesitate to get in touch.

Indicator	Performance at 31 January 2012	Year End Target March 2012
Maximum rent loss on vacant properties	0.26% of annual rental income	0.9% of annual rental income
Non-technical rent arrears (current tenants as % of the total annual rent receivable)	0.80%	1.1%
Number of calendar days to let a property	11.6 calendar days	16 calendar days
Processing of housing application forms	6.3 calendar days	15 calendar days
Investigating neighbour complaints	Cat A (0 received) Cat B (15) 100% within timescale Cat C (65) 100% within timescale Overall 100% within timescale	Cat A (Extreme) 1 working days Cat B (Serious) 10 working days Cat C (Dispute) 15 working days

UPDATE



Greenwood Quadrant

Below Inflation Rent Increase for 2012 – 2013!

In the last two editions of ChitChat we have asked for ideas and comments on our rent setting and service charge policies.

On 31 January 2012 our Management Committee agreed to limit our rent increase to 4.2%, this being 0.6% below the benchmark inflation rate (RPI) for December 2011. Once again this increase is amongst the lowest in the area in comparison to West Dunbartonshire Council and other Housing Associations. There has been no compromise on any services or repairs and our rent continues to offer excellent value for money. This is the third year in a row we have been able to apply a below inflation rent increase, lower than most other landlords.

The increase covers the management and running costs of the Association and offers excellent value for money in the current financial climate.

We are also delighted to announce that the service charges for common electricity and grounds maintenance have been frozen at £72.89 per year. Common area window cleaning has risen very slightly from £18.49 to £19.64 per year.

Changes to Housing Benefit

This has been a regular feature in ChitChat over the last few issues.

As has been highlighted in the news, the Government recently rubber stamped some of its plans to radically change the way benefits are paid and also to introduce some benefit reductions.

One of the most controversial measures is to cut Housing Benefit for those tenants who live in accommodation with an extra bedroom. This means that tenants will receive only the benefit for their family composition and not the size of house they live in. The result of this will be a shortfall in Housing Benefit for those of working age. This in turn will mean that these tenants will have an element of rent to pay. These measures could be introduced later this year but we have no concrete dates at the moment.

What do you have to do?

Payment of your rent is a condition of your tenancy agreement therefore it is essential that tenants who may be affected are prepared for this in advance and don't wait until their benefit is cut to address the issue. **THIS ONLY APPLIES IF YOU HAVE ONE OR MORE SPARE BEDROOMS AND ARE OF WORKING AGE.**

If you have any immediate concerns, please contact your Housing Assistant for advice. Our partners at the Clydebank Independent Resource Centre are also available for benefits issues, either through their Thursday morning surgery at our office / Centre81 (0141 941 1044), or at their own office in Dalmuir, Monday to Friday (0141 951 4040).

We plan to write out to tenants with further details in the near future. Also look out for further information in ChitChat and at any of our events.



Livingstone Street

INFORMATION

Making a complaint

Complaints

If you have a complaint... please contact us for a copy of our Complaints Procedure. We will try to resolve your complaint to your satisfaction, however, if you are not satisfied, you can contact the Scottish Public Services Ombudsman for advice.

They deal with complaints about councils, housing associations, the National Health Service, the Scottish Government and its agencies and departments, colleges and universities and most Scottish public authorities. A free and impartial service is provided.

Informal Complaints

Please also note that if you want your dissatisfaction noted but do not want to go through the formal complaints procedure, you can contact Sinéad Boyle at the office. She will take a note of your informal complaint, look into it and let you know the outcome.

We still note the dissatisfaction in an informal complaints register. This helps us when updating our policies and procedures.

Information on Factoring Service for Owner Occupiers

Please find below information as promised in the December Owner Occupiers Newsletter insert...

Our Management Fee Explained (Full Factoring Service only)

The Association aims only to cover its costs in providing a factoring service to its owner-occupiers. An assessment is carried out on an annual basis to determine the staff time spent on providing the service and in turn a Management Fee is calculated. The factoring service includes:

- time spent on arranging repairs to be carried out
- paying the contractors
- issuing bi-annual factors accounts
- collecting arrears of common charges
- dealing with owners' queries and processing insurance claims

The Association's current Management Charge of £89 for 2011/12 (£87: 2010/11) is very competitive within the Factoring Service environment and we will continue to strive to control our costs to ensure that our clients obtain value for money and at the same time ensuring that our costs are adequately covered.

In the years to 31 March 2011 and 31 March 2010, the Association's income from the factoring service and related costs were as follows:

	2011	2010
Income: Management Fees	£9,315	£8,994
Expenditure: Management Expenses	£8,142	£8,500
Surplus (carried forward into reserves)	£1,173	£ 494

How to Apply for a House or Transfer

You may wish to seek a transfer from your current home or know someone who is interested in applying. Our waiting list is open to all persons aged 16 and over.

Application forms can be accessed:

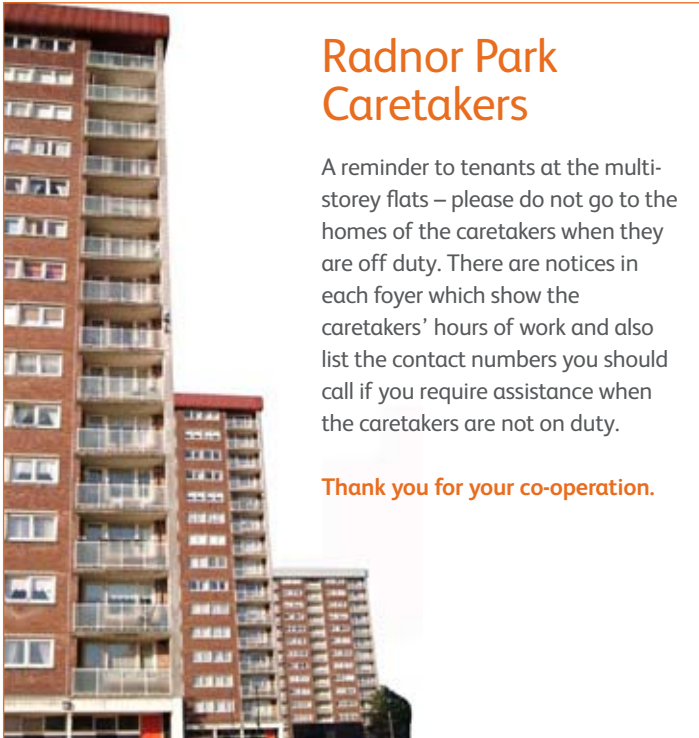
- from our office reception
- by telephone
- by email
- by downloading from our website

If you wish to receive your application by email or download it from our website, you'll have to print off the form to return it to us. This is so the required declaration can be signed and dated. Please note we cannot accept applications returned by fax or where an original signature is not present.



IF YOU HAVE A COMMUNITY ALARM

...from West Dunbartonshire Council you should contact Jim Slaven or Kimberly Crawford at the Council if any of your details change, such as your doctor or your keyholders. Call 0141 951 6240 or 0141 951 6180.



Radnor Park Caretakers

A reminder to tenants at the multi-storey flats – please do not go to the homes of the caretakers when they are off duty. There are notices in each foyer which show the caretakers’ hours of work and also list the contact numbers you should call if you require assistance when the caretakers are not on duty.

Thank you for your co-operation.



Tenant Participation Strategy Review

We let you know in December’s edition that the above document was going through a full review. We’d like to extend one more chance for tenants to input into this review as it’s a very important document for tenants. It covers:

- **how we support tenants to get involved in decisions which affect them**
- **how we support tenants groups to get started and continue**
- **the resources we need to make this happen**
- **monitoring and reviewing our performance**

Any suggestions or ideas, big or small, would be much appreciated by Friday 27 April, simply contact Sinéad at the office (details on the back page) or use the tenant comment slip below.

Tenant Comment Slip

It is important to us that you’re happy with the contents of our ChitChat. Please let us know if you have comments on any aspect of all ChitChat and/or the contents therein. We value your views.

Tenant Comment Slip



Please comment and return to the office.

Name:	(Optional)
Address:	(Optional)
Postcode:	

I have a comment(s) about the (please circle):

- | | | | |
|---------------|-------------|----------------|------------|
| Newsletter | Website | Centre81 | Complaints |
| Rent Increase | Maintenance | Stock Transfer | Other |

Comments (please use a separate sheet if necessary):

Would you like a response: Yes No

Do You Need Information in a Different Way?



There are many of our residents who need information, such as letters and newsletters, in a different format. All information sent to these residents is sent automatically in the format of their choice, for example in large print or on CD. There is no charge for this service.

Please do not hesitate to contact Sinéad at the office if you would prefer information in Braille, large print, on CD, on DVD or in any other language.

General housing information packs are available in many languages from our reception, including Chinese, Gaelic, Kurdish and Polish and welcome information is available on our website in Chinese, Polish and Somali.

Staff and Tenants save the planet a little bit at a time...



In addition to the regular recycling that our staff do, we also saved 16 trees from destruction in 2011 by recycling our confidential paper waste through recycling company Shred-it. We're very pleased at the positive impact this initiative has made towards our environment.

Also, as we use Green Energy to supply 100% green electricity to all of our electricity customers in Radnor Park, we are reducing our carbon emissions and helping to save our planet. Radnor Park residents who are not signed up can call our office to swap to Green Energy.

EMERGENCY NUMBERS

The number to telephone City Technical for out of hours **gas central heating emergencies**, including CHP breakdowns in Radnor Park, is:

0844 579 6493

All other out of hours emergency repairs (fire, flood, break-in), should be reported to West Dunbartonshire Council on:

0800 197 1004

These numbers are also available on our website and office answering machine.

OFFICE HOURS

Our usual Opening Hours:

Monday to Thursday

9.00am to 5.00pm

Friday 9.00am to 4.00pm

We close everyday for lunch between 1.00pm and 2.00pm

We also close on the first Wednesday morning of each month for staff training.



Please note that the office will be closed on the following public holidays:

Friday 6 and Monday 9 April

Monday 7 May

Friday 1 and Monday 4 June

YOUR NEXT CHITCHAT WILL BE DELIVERED IN JUNE 2012.

IF YOU NEED THIS NEWSLETTER IN ANY OTHER FORMAT PLEASE CONTACT US.

To the best of our knowledge all information contained in this newsletter is correct at the time of going to print.

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