



ChitChat

**CELEBRATING
30 YEARS
1985-2015**

Community Gala Day

**Saturday 25th July,
12pm-4pm @ Centre81**

We are delighted to invite you to our 8th annual Gala Day at our fantastic regeneration centre.

Join us for our popular barbeque, free funfair rides, bouncy castles, face painting, table top sale, DJ, dancing and more.

The rain didn't dampen the community spirit last year - we just moved inside the Centre! Fingers crossed for better weather this year.

We hope to see you there!

**Funfair
Rides**

**Bouncy
Castle**

**Table
Top Sale**

BBQ

**DJ &
Dancing**

**Face
Painting**



Centre81, 2-16 Braes Ave, Whitecreek, Clydebank, G81 1DP. Tel: 0141 533 7070

NEW OFFICE OPENING HOURS - SEE PAGE 4

ANTI SOCIAL BEHAVIOUR FEATURE - SEE PAGE 16

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www.clydebank-ha.org.uk

0141 941 1044

CELEBRATING 30 YEARS IN

Over the last 30 years Clydebank Housing Association has endeavoured to supply good quality housing and with the help of our professional staff and our voluntary Management Committee we will continue to do so

Tom Winter, Chairperson



1985-2015

On 17 January Clydebank Housing Association (CHA) celebrated the 30th anniversary of the day the Clydebank and East Community Council Steering Group registered as Central and East Clydebank Housing Association with the Housing Corporation.

The Steering Group consisted of 18 local residents. They got together through a joint concern about the empty tenemental stock in central Clydebank and the lack of social housing for rent in Central and East Clydebank. One of the original Steering Group members, Paul Shiach, serves on our voluntary Management Committee today!

They decided the only way to address the problem was to take action so, encouraged by the then Clydebank District Council they registered with the Housing Corporation to become a Housing Association. The Steering Group then became a Management Committee but with no homes and no staff, the challenge ahead seemed daunting. However, they were delighted when, after much negotiation, the empty tenemental properties in central Clydebank were transferred to them by the Scottish Development Agency in 1985. Funding was forthcoming and the first 3 staff members employed later that year.

From that point on, we undertook to rehabilitate and build new houses.

Some examples of our developments are 15-27 Bannerman Place, Bon Accord Square, 177-189 Glasgow Road and Cart Street (pictured in order on page 3).

CHA's stock was then increased overnight by a stock transfer from Scottish Homes of c. 750 properties in Linnvale, Radnor Park and Whitecreek.

Today's voluntary Management Committee, managing stock worth over £20million, still consists of mostly local residents but also members living outwith our area of operation with significant commercial experience.

Our staff have had many office moves over the years, particularly due to two office fires, but settled in 2003 at our purpose built office in central Clydebank.

Achievements

Over the years, we have achieved many accolades, including Secured by Design, a Glasgow Institute of Architects Design Award (Cart Street) and have just achieved Investor in People Gold Standard (see page 6).

We also own and manage Centre81, our regeneration centre in Whitecreek and Clydebank Social Economy Centre that provides office accommodation to Citizens Advice Bureau and Community Links Scotland. We have 2 wholly owned subsidiaries namely, CHA Power Ltd, which provides heat and hot water to 360 homes at Radnor Park and Radnor Park Homes, which may, in the future, provide mid-market properties for rent.

Then and Now

	1985	2015
Properties for rent	0	Over 1050
Properties factored	0	Over 600
Properties for shared ownership	0	Over 50
Management Committee	15	14
Staff	0	23 office based 8 concierge

YOUR COMMUNITY!



Britain in 1985

On screen;

- **The 1st episode of Eastenders aired**
- **Back to the Future starring Michael J Foxx is released**
- **A View to a Kill is released, marking the last appearance by Roger Moore as the spy, James Bond**

In music;

- **The first concert was played in the newly built SECC – UB40 played to a capacity audience**
- **Classic number 1's included Phil Collins with Easy Lover, David Bowie and Mick Jagger with Dancing in the Street and Jennifer Rush with the Power of Love**
- **Live Aid concerts in London and Philadelphia raise over £50m for famine relief in Ethiopia**
- **The 30th Eurovision Song Contest takes place in Gothenburg, Sweden, the biggest hall to date**

In news;

- **Gorbachev becomes the (last) president of the Soviet Union**
- **Scottish footballer and former Scotland manager, John 'Jock' Stein, dies age 62**
- **The Titanic was found, 73 years after it sank**
- **BT announces its going to phase out its famous red telephone boxes**

In technology;

- **The first mobile call in the UK was made by Comedian Ernie Wise using a Mobira Transportable, which weighed in at a mighty 11 pounds**
- **Microsoft launched Windows 1.0, the first version of the operating system used on most computers across the world**
- **Gamers experienced the very addictive Tetris for the first time**

In money (average UK prices);

- **Loaf of white bread 49p**
- **½ lb butter 50p**
- **1pt milk 22p**
- **Box of cornflakes 75p**
- **1lb cheese £1.30**
- **1lb potatoes 5p**
- **A dozen eggs 84p**
- **An orange 12p**
- **A packet of crisps 14p**
- **1lb minced beef £1.20**
- **930g washing powder £1.06**
- **Portion of cod and chips £1.70**
- **20 cigarettes £1.34**
- **Pint of beer 80p**
- **Bottle of wine £2.00**
- **Litre of petrol 44p**



A former tenant still has their commemorative award of our 1st tenemental rehabilitation at 26-46 Kilbowie Road!



©Keith Hunter

NEWS & INFORMATION

SATISFACTION SURVEY UPDATES

Your views really matter to us so instead of conducting our Customer Satisfaction Surveys every 3 years, we'll now be carrying them out on a quarterly basis. This will ensure that we can act quickly on the feedback you give us.

TENANTS

We are pleased to confirm that after competitive tendering, we selected **Research Resource** to carry out our independent tenant satisfaction survey. 70 tenants will be contacted in person on a quarterly basis starting from July. All interviewers will carry identification so please ask for it. Don't hesitate to contact the office if you have any concerns at all. Your feedback on our services is greatly appreciated.

OWNERS

We are pleased to confirm that after competitive tendering, we selected **Management Information Scotland** to carry out our independent owner satisfaction survey. 28 owners will be contacted on a quarterly basis by telephone starting from July. We'd be grateful if owners could make sure we have up to date telephone numbers for them. Your feedback on our factoring service is greatly appreciated.



The trial of our **new office hours** – opening throughout lunchtime – has been well received and utilised by tenants and customers so we are making the change permanent. Our new office hours are:

9pm-5pm Monday – Thursday
9pm-4pm Friday

Our Priorities for 2015/2016

Following staff and committee planning days, the Management Committee recently approved its Business Plan for the coming year and priorities agreed are as follows: -

- 1) To seek out development and funding opportunities to increase our stock whilst meeting the requirements of the Local Housing Strategy and contributing to the regeneration of Clydebank.
- 2) Mitigating current risks to CHA, its tenants and other customers in relation to fuel poverty, welfare reform, digital inclusion agenda, tenancy sustainment, etc. through provision of support and advice, signposting and regeneration activities.
- 3) Ensuring SHR governance compliance as well as meeting the requirements of the SSHC including continued customer engagement (formation of a tenants' panel and focus groups, increase numbers on consultation register) and performance reporting.
- 4) Exploring opportunities to address low demand at multi-storey flats including provision of flexible housing options which meet the changing needs of older people and which may prevent or delay a move to a care home and/or reduce hospital admissions.
- 5) Protecting cash flows by closely monitoring effects of increasing costs in relation to pensions including auto-enrolment, NI, new energy efficiency standards, arrears and bad debts, etc. and ensuring value for money from our Major Repairs Programme.
- 6) To identify estate management solutions and work with WDC, other RSL's and agencies to ensure our estates and properties remain desirable.
- 7) To make good building defects at Cart Street, minimising disruption to tenants and cost burden to the Association.

TENANT INVOLVEMENT

Estate Management Services

We are delighted that 5 tenants have given up their time to meet with us to discuss their experience of our estate management services and review our Estate Management Policy. The staff involved in providing these services have met twice so far with the tenants.

At the first meeting tenants were firstly taken around all areas of our stock to get a feel for the condition of our estates. There was a lot of interesting points of view and already a few areas of improvement and clarification in the policy have been identified. Our final meeting is scheduled for July.

Read more about estate management on page 17

Interested in Setting Up a Tenants Group in Linnvale or other areas?

We have an owner in Linnvale who has expressed an interest in being involved with a residents group. We'd love to hear from you if you'd be interested in setting up/joining a group in the area too. Tenants and Residents Groups are a great way to directly interact with your Housing Association and raise and discuss issues on a collective basis. If you're interested and want to know more, please complete the feedback slip on the back page and return to the office.



We'll support the group financially and in kind and help as much as possible to get things started and keep it going.

It doesn't have to be all business - we'll also support you to organise fun activities which bring the community together!

Of course if you're from another area (e.g. central Clydebank, Whitecrook or Drumry) and would like to set up or be part of a Tenants and Residents Group, please also get in touch!

Please also contact us if you're interested in any of the other ways to become involved with the Association.



**Scottish Housing
Regulator**

Low Risk in Assessment

In April, the Scottish Housing Regulator completed its annual assessment of registered social landlords and we're pleased they decided we are classed as 'low engagement' meaning their contact with us for the year ahead will be routine. The assessment included a review of our financial health, the governance from our voluntary Management Committee and our performance.



In addition to the regular recycling that our staff do, we also saved 12 trees from destruction in 2014 by recycling our confidential paper waste through a recycling company.

NEWS & INFORMATION CONTINUED

CHA has achieved Investors in People Gold Accreditation in our 30th Anniversary year

We are delighted to report that we have recently achieved the prestigious Investors in People Gold Accreditation, the most successful framework for business improvement through people in the UK. Achieving the Gold level of Accreditation puts us in the top 7% of all IIP Accredited clients.

Commenting on the award, our Chief Executive, Sharon Keenan, said, "The voluntary Management Committee and staff are delighted with this achievement. Investing in our people makes good business sense and ultimately leads to our tenants and customers receiving the best possible service. A huge thanks to the staff for their continued support and enthusiasm and for their commitment to continuous improvement through training and development."

Peter Russian, Chief Executive of Investors in People Scotland, said "This is a fantastic achievement for CHA. I would like to congratulate



**INVESTORS
IN PEOPLE** | Gold

the organisation and its people on their commitment to continuous improvement. Investors in People offers a flexible, practical and easy to use business improvement tool designed to help organisations and their people achieve their objectives. I hope that more organisations in the area will be encouraged to sharpen their competitive edge by choosing to work with us."

The achievement could not come at a nicer time as we celebrate our 30th year in the community this year. From a steering group of local volunteers with no staff and no houses, CHA now has over 1,000 houses for rent in Clydebank, factors over 600 owners and has over 50 shared ownership properties managed by a volunteer Committee who employs 31 staff. Read more about our anniversary on page 2.

REMINDER: ANNUAL GENERAL MEETING (AGM), SPECIAL GENERAL MEETING (SGM) AND SOCIAL EVENT



Shareholders are invited to our 30th AGM on **25 June** to be held directly after the business of a Special General Meeting. The Special General Meeting, which will start at **7.00pm**, is being held for Shareholders to review and adopt our new Model Rules. Both meetings will take place in Centre81, our fantastic regeneration centre, 2-16 Braes Avenue, Whitecrook G81 1DP.

Afterwards shareholders and their partner/friend can enjoy our FREE social event and we're hoping to make the night extra special as we are celebrating our 30th year in the community!

Don't miss out on next years' AGM & Event - become a shareholder!

LIVE MUSIC

**DRINKS
BUFFET DINNER**

FREE RAFFLE

FREE TRANSPORT



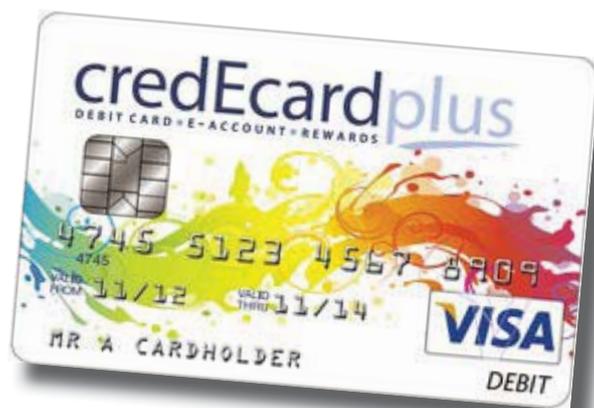
credEcard

Credit Unions have introduced a budgeting account which will include the option of the credEcard. This is similar to a current account provided by high street banks where benefits or wages can be paid directly into the account. Standing orders can be set up and the company will be paid directly, for example Scottish Gas or the Housing Association. The credEcard can be used to access the rest of the money in most shops. If used in places like Asda, B&Q, Halfords and lots of other shops, there will be cashback rewards.

There are no credit checks and no overdraft charges with this account and it is available to anyone whatever your credit score or financial history.

The account could also be useful for those people affected by the introduction of Universal Credit (currently being rolled out in Clydebank). Universal Credit will be a single monthly payment consisting of all benefits you are entitled to (e.g. Housing Benefit, Job Seekers Allowance, Tax Credits etc.) and will be paid into a bank account of your choosing. It will then be the responsibility of the individual to pay all their bills, such as rent, bedroom tax, council tax and budget for the rest of the month.

If you think you would be interested in the credEcard, come along to one of our drop in Welfare Rights sessions (page 8).



Long Service Celebrations

We are delighted to report that two of our staff recently celebrated long service milestones.

Catherine Banks, Housing Officer, celebrated 25 years of service in housing starting with Scottish Homes (formerly SSHA) until 1999 and thereafter with Clydebank Housing Association and Alison Macfarlane, Maintenance Manager, celebrated 20 years continuous service with us.



Sharon Keenan, Chief Executive, said, "Huge congratulations to both members of staff - their hard work and continued commitment to CHA is appreciated and valued".

Back in the swing of it

Communications Officer, Sinéad Boyle, has settled back in after her year off on maternity leave. Sinéad, pictured with her 15 month old twins, Emily and Ruby, said, "It was fun to be at home but it's good to be back. We welcomed nearly 100 new tenants in the time I was off so I look forward to meeting them and seeing our existing tenants again at our events in the near future".



Race for Life

In April, Finance Manager Lynette Lees ran the Glasgow 5k Race for Life. The weather was miserable but there were high spirits all round as thousands raced to raise money for Cancer Research UK.



NEWS & INFORMATION CONTINUED

Please find below information from our two most recent promotional leaflets, which may be of interest to you or your friends/family.

Radnor Park Multi Storey Flats (MSF's) for Rent

All our MSF's are large spacious 2 bedroom flats available to single persons, couples and families*. They are attractively maintained in a central location with easy access to shops and local amenities in Clydebank town centre, like Clydebank Shopping Centre and West College Scotland. The area has a well established and longstanding community with a diverse mix of residents.

There is no better time to consider becoming a resident at Radnor Park with major investment over the next 5 years including improvements to the main foyer areas and replacement bathrooms.

These improvements, as well as access to our hugely successful heating scheme (CHA Power), our onsite caretaking service and communal laundry facility, make Radnor Park a desirable place to live.

If you, a friend or a relative are interested in being considered for housing at Radnor Park, please submit a housing application form to us. Applications can be collected or requested from the office or completed digitally online on our website www.clydebank-ha.org.uk. If you have any questions regarding Radnor Park please contact a member of our Housing Management team at the office for more information.

*Please note that under our Allocations Policy we are unable to accept applications from households which include children under 12 years of age for our MSF's

- Spectacular Views
- Low-Cost Heat & Hot Water
- Major Improvements
- Dedicated Caretakers
- Free On-Site Laundries

Radnor
Park



Our Welfare Rights Service

We provide a **free** and **impartial** welfare rights service, in partnership with the Clydebank Independent Resource Centre (CIRC). Our residents can go to either of these handy locations for advice on:

- **debt**
- **income maximisation**
- **benefits**

and much more!



Our office, 77-83 Kilbowie Road, Clydebank G81 1BL, every Tuesday and Thursday except the last Thursday of the month:

10am – 12pm (Tues)
10am – 1pm (Thur)

Simply pop-in or call 0141 941 1044 to book.



Our regeneration centre, Centre81, 2-16 Braes Avenue, Whitecrook G81 1DP every last Thursday of the month: **10am – 1pm**

Simply pop-in or call 0141 533 7070 to book.

Over £188,000
regenerated last year
for our residents!

Free &
Impartial
Service

COMPLAINTS



Your complaints matter to us. Don't hesitate to get in touch if you are dissatisfied. We want to provide the best service possible to you.

The latest quarter 1 January - 31 March 2015	1st stage complaints		2nd stage complaints		All complaints
	Number	Percentage	Number	Percentage	Total
Equalities related issues	2		0		2
Other issues	16		2		18
Total number of complaints	18		2		20
Responded to in full	18	100 %	2	100 %	20
Upheld	5	28 %	1	50 %	6
Responded within SPSO timescales	18	100 %	2	100 %	20

Definitions

Responded to in full - where we either met the service user's expectations or, where this is not appropriate, provided a full explanation of our position.

Upheld - where we consider the case put to us and decide in favour of the complainant (apology communicated to customer, we accepted failure and then rectified).

Responded within Scottish Public Services Ombudsman (SPSO) timescales - 1st stage (frontline) within 5 working days and 2nd stage (investigation) within 20 working days.

Improvements made as a result of your complaints this quarter:

Staff reminded of customer care standards

Delays in repair completion to be communicated to tenants

Tenants to be consulted on laundry use (Radnor Park)

Annual statistics 1 April 2014 - 31 March 2015	1st stage complaints		2nd stage complaints		All complaints	2013/2014 totals for comparison
	Number	%age	Number	%age	Total	
Complaint brought forward 2013/14*	0		1		1	0
Equalities related issues	2		0		2	1
Other issues	50		12		62	49
Total number of complaints	52		13		65	50
Responded to in full	52	100 %	13	100 %	65	49 (1 c/o)
Upheld	19	36.5 %	7	54 %	26	30
Responded within SPSO timescales	52	100 %	13	100 %	65	50

* non-equalities related

"We value your complaints and use feedback from them to help improve our service to you."

Sharon Keenan, Chief Executive

OUR CUSTOMER CARE POLICY

We have a customer care policy which shows our targets for answering the telephone, returning calls, replying to letters/emails, keeping to appointment times, dealing with complaints and so on. We also have a summary leaflet. Both are available in our website downloads section or on request from our office.

This policy is due for renewal in 2016. We'd be delighted with any comments you may have on it.

MAINTENANCE UPDATE

MAJOR REPAIRS

Our £2.3 million major repairs programme for this financial year is about to get started very soon.

We'll be renewing kitchens, bathrooms, heating systems, close doors, refurbishing foyers and carrying out structural repairs in this programme.

Contractors have now been appointed for each contract and meetings are taking place with them to establish timetables for the works.

We were delighted to meet with tenants at Glasgow Road who came along to a show-flat where we had installed a new kitchen, bathroom and heating system. The feedback we received was very positive and helps us to ensure we are meeting tenants' needs and expectations.

Here is a summary of the programme and we'll be in touch with tenants and owners soon to arrange meetings / surveys:

RENEWAL OF CLOSE DOORS

- Kilbowie Road
- Alexander Street
- Whitecrook Street
- 161-173 Dumbarton Road

BATHROOM RENEWALS

- 183-189 Glasgow Road
- BISF type houses in Linnvale
- Ian Smith Court / Fleming Avenue
- 15-27 Bannerman Place

KITCHEN RENEWALS

- 183-189 Glasgow Road
- Ian Smith Court / Fleming Avenue
- 15-27 Bannerman Place

HEATING RENEWALS

- 183-189 Glasgow Road
- Whitson Fairhurst type houses in Linnvale
- Ian Smith Court / Fleming Avenue
- 15-27 Bannerman Place

FOYER REFURBISHMENTS

Proposed designs for the foyer refurbishment at the multi-storey flats in Radnor Park are currently on display at all blocks so that tenants can let us know what their preferred option would be. Once we have gathered this information we will invite tenders for the works and get started at Lusset View.



Action for Children Challenge Update

Pictures of the groundwork undertaken in our 4th Challenge with unemployed young people appeared in our December newsletter. The team were working in Bon Accord Square, Ian Smith Court and Glasgow Road/Hume Street.

We're now pleased to show some of the lovely shrubs planted since.

Our 5th challenge is underway at Bannerman Place. Look out for photos in the next edition.



*Thank you to the
Maintenance Office and the
contractors Hi Flow and ETI for a quick
and efficient service.*

Tenant, Radnor Park, May 2015

RADNOR PARK

Update of Life Cycle Costings

In order that we can plan and budget for the future upkeep of our properties we have a programme of major repairs over a 30 year period. We call this Life Cycle Costings. We review this on a regular basis to ensure that the information is accurate and the most recent review took place in January 2015. Part of the process involved ensuring that our multi-storey flats at Radnor Park are structurally sound and will have another 30 year lifespan. The results of an engineering survey concluded that the flats can be maintained for another 30 years if certain structural repairs are carried out this year.

We have had to adjust our planned major repairs at the multi-storey flats so that these essential structural repairs can be carried out this year. The result of this is that renewal of the windows will be delayed by approximately 5 years. We realise that this news will be disappointing as a survey carried out last year showed that this was a priority for some tenants.

We receive very few reports at the office of problems with water ingress at windows therefore we would urge any tenants who are experiencing problems to contact us as soon as possible in order that we can address these issues for them.

Access for Energy Performance Certificate Surveys

In order that we can update our database on the energy efficiency of our properties we have asked one of our contractors, Optimum Technical Services, to produce Energy Performance Certificates for a number of flats at Radnor Park. If your home has been selected for a survey Optimum will contact you directly to make a suitable access arrangement with you.

All surveyors will carry identification with them and as always you should check this before allowing access to your home. If you are in any doubt as to the authenticity of any of our contractors please call the office for verification.

Laundry Procedures Review

In the March 2015 edition of ChitChat we asked for your views on how the laundries operate e.g., consistency between all block, spare turns. Unfortunately we did not receive any responses. It would be really helpful for us to get your views on any matter concerning the laundries so please take the time to complete the feedback slip on the back page to give us your thoughts on how we could make improvements.



MAINTENANCE CONTINUED

Annual Reminder

Your Right to Repair

The Scottish Secure Tenants (Right to Repair) Regulations 2002 contains provisions for a statutory Right to Repair scheme to cover the right of all tenants on a Scottish Secure Tenancy to have certain small urgent repairs carried out within given timescales. It also makes provision for compensation to be paid to the tenant should a qualifying repair not be completed, without good reason, within a maximum period.

The following table lists the types of repairs considered to be qualifying repairs and the timescales within which they must be carried out:

How can I find out more?

The full Right to Repair Policy is available to download from our website or on request from our office.

If you want to know more about your rights, you should get advice from a solicitor, your local Citizens' Advice Bureau or contact the Maintenance Section.

Alternatively, you can contact the Scottish Government Social Housing Division, Area 1-H, Victoria Quay, Edinburgh EH6 6QQ.



Email: housing.information@scotland.gsi.gov.uk
Phone: 0131 244 5401 www.scotland.gov.uk

Qualifying Repair	Maximum Working Days for Completion
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Loss of electric power	1
Loss of water supply	1
Insecure external windows, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket or electrical fitting	1
Partial loss of electric power	3
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

THANK YOU

REPAIR SATISFACTION SURVEY

Thank you to those who had a repair carried out in the last financial year who returned their repair satisfaction survey. 169 responses were received (22%). 92% were either very satisfied (75%) or fairly satisfied (17%) with their repair.

Mr Bowen was picked at random as the winner of our £100 of grocery vouchers. Mr Bowen is pictured accepting his prize, right, from Chato Mashimango from our Maintenance section.



HOUSING MANAGEMENT

Housing Management Service

How have we performed? April 2014 - March 2015

The table below shows our performance in various Housing Management functions for the last financial year.

As can be seen, we equalled or exceeded our agreed targets for the year. We always try to find ways to continually improve and ensure that the services we offer provide maximum benefit, as well as value for money to our tenants and customers alike.

Indicator	Performance to 31 March 2015	Year End Target	Previous years' performance	What this means for you...
Maximum rent loss on vacant properties	0.35 % £12,880.93 	0.9 % of annual rental income	0.39 % of annual rental income	<ul style="list-style-type: none"> We can keep rent increases as low as possible
Current tenant rent arrears (as % of the total annual rent receivable)	0.9 % £33,925 	1.1 %	0.88 %	<ul style="list-style-type: none"> We offer support/advice to help tenants remain in their homes Keeps our costs low and therefore rent increases as low as possible
Number of calendar days to let a property	13.7 calendar days 	15 calendar days	15.2 calendar days	<ul style="list-style-type: none"> We can keep rent increases low Properties become available quickly which benefits the area No problems with empty properties e.g. vandalism
Processing of housing application forms	6.9 calendar days 	15 calendar days	6.3 calendar days	<ul style="list-style-type: none"> Your transfer housing application form will be dealt with quickly Applicants are aware of their prospects for housing
Investigating neighbour complaints by category: A - Extreme B - Serious C - Dispute	A no complaints received B 100 % (10) within timescale C 100 % (37) within timescale Overall 100 % investigated within timescale, 96 % resolved/concluded within timescale. 	A - 1 working day B - 10 working days C - 15 working days	A - none received B - 100 % (16) within timescale C - 100 % (51) within timescale	<ul style="list-style-type: none"> We manage your area in a sensitive manner Better place to live if ASB issues dealt with promptly Happier within your community Getting on with your neighbours

Do you feel you are taking more than your turn?

We appreciate that many tenants enjoy being neighbourly and helping out with taking out bins or staircleaning. But if you feel that you are unfairly having to take more than your turn, please contact us and we can speak to the tenants concerned.

It is a responsibility of the tenancy agreement to take out bins for the property and to take a turn of common area cleaning so not doing so is a breach of tenancy.

HOUSING MANAGEMENT CONTINUED

RADNOR PARK

Cold Caller Turned Forceful

One of our tenants had an unfortunate frightening incident recently when a cold caller (representing a charity) was extremely forceful and was requesting that they disclose personal family and financial details. This experience left the tenant quite shaken. Please do not let anyone but your own visitors into the flats to ensure the safety of you and your neighbours.

Radnor Park Multis Tenants and Residents Association

The Residents Association held their Annual General Meeting on Monday 11 May in Radnor Park Parish Church hall.

The Association was delighted to accept the group's kind invitation to attend this event and the Chief Executive, Housing, Maintenance and Finance Managers as well as the Communications Officer, all attended to update the residents on our plans for the year ahead.

The group were successful in securing a committee for the year ahead; however, no further meetings are planned as yet. We wish the Group and its new Committee all the very best for the future and look forward to working in partnership to ensure issues and concerns are addressed timeously and in the best interests of the tenants and residents.

Items in Foyer areas

We have recently received several reports of large, bulky and often combustible items being left in the foyer areas. This is a hazard to residents and more importantly, is a potential fire risk.

This must stop immediately. There is no scope to leave such items unattended in the foyer areas for ANY length of time.

If you require to dispose of items please notify your caretaker in advance so that they can take appropriate measures and offer guidance.

Any tenants found to be leaving items will have action taken against them for breach of their tenancy agreement. Where necessary, reports will also be made to the Police.



Universal Credit NOW OPERATING IN WEST DUNBARTONSHIRE!

This information is crucial for anyone in receipt of Housing Benefit. Universal Credit will include the following benefits:

- Jobseeker's Allowance
- Housing Benefit
- Working Tax Credit
- Child Tax Credit
- Employment and Support Allowance
- Income Support

At the end of September the Government announced the start of a country wide roll out of Universal Credit starting February 2015. Initially this will be only for new benefit claimants or those whose circumstances change. Moving to Universal Credit will have a massive implication on how you receive your benefit and also how your rent is paid.

Under the current system most tenants in receipt of Housing Benefit have their rent paid directly to Clydebank Housing Association.

Under the new Universal Credit system the benefit is paid directly to the tenant (alongside all other applicable benefits) making them solely responsible for managing this money and paying their rent in full and on time. This could result in tenants falling into arrears if tenants do not pay. We can ensure this need not happen and that tenants are prepared in advance.

Further to this, to enable the payment of Universal Credit, claimants must have a bank account capable of electronic payments. We can help tenants with this. Contact your Housing Assistant with any questions you may have.

Thank you for your quick response and your professionalism and courtesy.

Resident, Linnvale, May 2015

WELFARE REFORM UPDATE

Occupancy Charge (Bedroom Tax)

This applies to tenants under the current pension credit age (62), with an extra bedroom who are claiming and receiving Housing Benefit.

The Scottish Government recently announced increased funding to combat the occupancy charge in Scotland.

Several tenants have contacted us under the impression that the occupancy charge has been scrapped. This is incorrect. All that has happened is that the Government has set aside money to cover the charge. To qualify for this money you must apply for Discretionary Housing Benefit (DHP) as no automatic payment of DHP will be made to you or CHA. The charge continues to be applied and tenants failing to make payments or who do not apply for or are not awarded discretionary housing benefit will fall into arrears and face action being taken against them.

We are able to assist all our tenants with the application process. Please contact Catherine Banks or Joan Craig as a matter of urgency to ensure your application is made.

Homeswapper

Although we operate our own mutual exchange register for tenants who reside locally, we are also members of Homeswapper.

Homeswapper is an Internet based online exchange service which allows any tenant to look, free of charge, for other tenants to swap with throughout the UK.

You can check out their website at www.homeswapper.co.uk.

Please note that you still need to apply to us to approve and facilitate any swap as HOMESWAPPER does not provide this facility.

Our own register continues to be available to view at our office.



Changes to Right to Buy Rules

Did you know that the Scottish Government is ending the Right to Buy from 1 August 2016 following the enactment of the Housing (Scotland) Act 2014?



The Scottish Government has issued guidance for tenants, which can be found on their website via the web link:

<http://www.scotland.gov.uk/Topics/Built-Environment/Housing/reform/housing-bill>

If you have any queries as to whether or not you currently have the right to buy your home, please contact our office.

HOUSING MANAGEMENT CONTINUED

ANTI SOCIAL BEHAVIOUR (Neighbour Disputes)

All our residents have the right to live in their homes without fear, threat or intimidation from anyone, including their neighbours.

To protect our residents, Clydebank Housing Association has in place a robust Anti-Social Behaviour Policy; however this cannot always be used. We can only ever act on anti-social behaviour if we know about it. We regularly have tenants mentioning events which took place months or even years ago, but which were never reported to us. It is impossible for us to act on incidents from a long time ago.

Please do not feel that you have to suffer unnecessarily in your home. We are here to help and if we receive a complaint, which we are able to prove, we will take action against the person responsible provided the perpetrator is a tenant.

Whilst we cannot take direct action where an owner/private tenant is involved, we will be able to signpost you to the correct agency and we will happily share any information with them.

Phone us as soon as possible and ensure to provide as much detail as you can. If the incident is persistent or serious, tenants should also phone the Police without fail. We are able to share information with the Police, which means all Police action can be directly linked to any complaint received by us.

Please do not tolerate anti-social behaviour and report all incidents. If we are unable to resolve your issue we are always able to signpost you to the agency best able to do so such as the Public Reassurance Team (see below for further information).

The Public Reassurance Team FEATURE

The Public Reassurance Team is made up of one Public Reassurance Officer and six Public Reassurance Assistants. The Team's main role is to work in partnership with Police Scotland using the ACPOS (Association of Chief Police Officers Strategy) to problem solve areas in West Dunbartonshire blighted by anti-social behaviour. We are currently working in your area.

During this process the Public Reassurance Team will:

- survey residents in the problem area
- carry out environmental visual audits
- co-ordinate multi-agency meetings
- draw up multi-agency action plans
- identify sustainable solutions for the area
- work with all partners to ensure that these solutions can be put in place

We also work with West Dunbartonshire Council's Community Safety Team and the Early Intervention Team to support and assist with new initiatives throughout West Dunbartonshire.

Anti-social behaviour is not the norm and communities should never accept it.

ANTI-SOCIAL BEHAVIOUR HELPLINE **01389 772 048**

ASBhelpline@west-dunbarton.gov.uk

West Dunbartonshire Council and Police Scotland have the services to deal with anti-social behaviour, however without your help the effect we have is greatly reduced. You can report a complaint of anti-social behaviour to the Council's Anti-Social Behaviour Helpline on 01389 772 048 or Police Scotland on 101.

You can help us, and your community, by attending any advertised public meetings and engaging with the Public Reassurance Assistants and Police Scotland when we speak to you. Without fully understanding the problem in the community we can not effectively and collectively look to solve it.

The Public Reassurance Team operates Monday to Friday 10am - 6pm.

Phone us: 01389 772207/208/209

Email us: public.reassurance@west-dunbarton.gov.uk



Estate Management Policy Review

We are currently reviewing our Estate Management Policy and we would really like your views!

As a landlord, the estates where our tenants live are important to us. Keeping areas clean and tidy is essential to enhancing the enjoyment of living in your home, as well as maintaining the look of the estate and keeping it a healthy place to live.

Clydebank Housing Association already has in place a range of estate management services including common grounds maintenance, reactive and proactive inspections of estates and maintenance of closes and buildings to name but a few. These are designed to complement the refuse collection service provided by West Dunbartonshire Council and paid for by tenants through their Council Tax. Tenants can also have bulk items uplifted by the Council subject to a charge.

As well as the above, all tenants are bound by their tenancy agreement to maintain their garden (if private to their home), take a regular turn in cleaning common close areas, windows and stairwells (flats only) and report all noted common area repairs and maintenance items promptly to the Association. Tenants and residents can also help by reporting graffiti, broken glass, fly tipping etc. to us as soon as they see it.

Our Estate Management Policy covers all of the above, however we want to ensure that it also offers, where possible, what our tenants want/expect. With this in mind we would welcome your comments and/or input. Please contact Joe Farrell (Housing Manager) or Sinéad Boyle (Communications Officer) with any thoughts or views or write them down on the feedback slip on the back page and return to the office.



It may be that you are happy with the services provided by CHA; you may feel we are not providing a service as well as we could or you may wish to suggest a new service. We look forward to hearing from you.



Thinking of downsizing?

Do you currently live in a tenancy with extra bedrooms you do not use?

Do you want to try and save money on the rent you pay?

Do you want to avoid the spare room subsidy (bedroom tax)?

Do you want to live in a smaller home more suitable for your needs?

If the answer is yes to any of the above then you may wish to consider downsizing through our Transfer list. We offer points to all tenants looking to transfer and there are extra points available to tenants with extra bedrooms. This could mean we are able to offer you a smaller home.

Many tenants have benefited by moving to a smaller home through our transfer list.

This also helps the Association by freeing up larger homes, which can then be allocated to families who need larger accommodation.

If you are interested in downsizing please contact your Housing Assistant for more details, or ask for a Housing Application form at the office.

CENTRE81 UPDATE

Thanks to the Scottish Government's People and Communities Fund we regularly run IT classes, confidence building classes and keep fit classes. If you would like to register for any of them, please call Ali or Jean on 0141 533 7070. Check out what's happening...

It's your Centre - please use it! Let your family and friends know about what's on at the Centre too.



Memberships now cost only £10 per month!*

NO Joining Fee **NO** Contracts
NO Hassle **LIFETIME** Membership

The main gym area consists of cardio machines, treadmills, bikes and cross trainers as well as weight machines. There is also a weights room with free weights, dumbbells, more bikes, abs crunchers and yoga balls.

We pride ourselves on having a relaxed and chilled gym where you can make a start on your first steps to fitness!

If you would like a tour, please pop in and one of our friendly Centre staff will be more than happy to show you around and give you further details.



We also run **FREE** classes throughout the week including Tai Chi, Kettlebells, Yoga, Circuit Training and Yoga. Call reception for more details on 0141 533 7070.

Gym81 Price List

Pay-as-you-go	- £4 per session (max 1 hr)
Annual	- £100
Monthly	- £10*
Induction	- £10 (compulsory)

*limited time only

Free IT Classes @ Centre81

In partnership with West College Scotland we regularly run IT/computer classes.



NEW BLOCKS STARTING SOON!

If you would like to attend, please call reception to book your place. See below for more details.

Getting Started in IT (SCQF Level 3) –

If you have minimal or no experience of working with a computer then this is the course for you. You will get the opportunity to develop a basic understanding of computer terminology, finding your way around the keyboard and you will receive an introduction to Microsoft Word, Excel and email. This course is flexible so you will be allowed to learn at your own pace.

Moving on in IT (SCQF Level 4) –

In this course you will learn how to do more advanced searches on the internet, saving information onto word and printing and saving your documents in different formats. It's a perfect follow on from the Getting Started in IT course.

Developing Further in IT (SCQF Level 5) –

Feeling a bit more confident about using a computer? This course aims to cover the basics of word processing, spreadsheets and databases using Microsoft Office for Windows on PC's. This course is very flexible and will run on the needs of the majority of students.

Carolanne was very enthusiastic at the Easter family event and made it fun for all the children and family members

Centre81 Tenant, April 2015



OWNED AND MANAGED BY CLYDEBANK HOUSING ASSOCIATION

Motiv81

We have successfully secured £7,512 of funding from BBC Children in Need to run an arts programme over the school holidays, October week and Easter 2016!

We are very much looking forward to offering lots of colourful and creative fun, starting this summer in Centre81! Dates and times are on the right.

All sessions are FREE! Consent forms must be filled in before session starts.



Motiv81 Summer Holiday Schedule

10.30am-12 noon for P1-P3,
1pm-2.30pm for P4-7

Tuesday 7th July, Thursday 9th July,
Tuesday 14th July, Thursday 16th July,
Tuesday 21st July, Thursday 23rd July,
Tuesday 28th July, Thursday 30th July,
Tuesday 4th August, Thursday 6th August.



Easter Arts Artstravganza & Sports Camp Success!

In partnership with Join the Dots Community Arts we delivered a four day programme of arts, drama, music and creative fun for children in Primary 1 to Primary 7.

The second week saw us working in partnership with Titan Judo to hold a sports camp where the children enjoyed hockey, judo, basketball, gymnastics and more... every day!



Funding Update

We are delighted to report that we were successful in securing over £120,000 of Scottish Government People & Communities funding to enable us to continue delivering IT Classes, confidence building courses, employment advice sessions and keep fit classes, as well as working in partnership with ISARO Social Integration Network and Strathclyde Autistic Society on some fantastic new projects. Search for our Centre81 Facebook page for regular updates.



We are grateful for the continued support of the Scottish Government, which assists us to deliver these much-needed projects.

INFORMATION CONTINUED

Feedback/Comment Slip

Please let us know if you have comments or suggestions for future editions of ChitChat or our service in general. We value your views. Radnor Park tenants can place slips in our laundry letterbox.



Name: (Optional)

Address: (Optional)

Email: (Optional)

Would you like a response: Yes No

I have a comment(s) about:

- Setting Up a Tenants Group** **Complaints**
- Estate Management** **Laundries**
- Centre81** **Other**

Comments (please use a separate sheet if necessary):



Search for Clydebank Housing Association. Like our page for regular updates and news.



Follow @clydebankha for handy updates and news.

If you have any comments, ideas or suggestions for your newsletter, please let us know.

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 our contractors, West Dunbartonshire Council:

0800 197 1004

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

Please recycle this newsletter

OFFICE HOURS

Our new opening hours:
 Monday to Thursday 9.00am to 5.00pm
 Friday 9.00am to 4.00pm

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

We will be closed on the following **public holidays**:

Friday 17 and Monday 20 July

If you or someone you know would like this newsletter in any other format, please contact us.

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