

June 2010

# ChitChat

Issue Number

40

Current Housing Information To Clydebank Housing Association Tenants

## Calling All Shareholders!

### Annual General Meeting and Social Event Reminder

If you are a shareholder of the Association, you will have received an invitation to the above event.

As it's our 25th meeting, it's going to be a bit more special this year, so don't forget the details - Thursday 24 June at 7.00pm in the Radnor Park Hotel. Shareholders can even invite a partner/friend to attend after the meeting, from 7.45pm.

As usual, return transport will be provided. Simply call Janet at the office by 4.00pm on the day and we'll arrange.



*"Shareholders and staff enjoy a dance after the business of the meeting"*



## A Great Big Thank You!

### • Tenant Satisfaction Survey

The results of our 3-yearly Tenant Satisfaction Survey have just been received.

Firstly, we'd like to thank the 537 tenants who participated! Your full and frank responses in this independent survey allow us to improve our service to you. Read more on page 4.

### • Large Scale Voluntary Transfer (LSVT) Voting Forms

A big thank you to all who returned their voting forms. Read more about the results on page 5.

### • Thank you for all the thanks!

Thank you for all the gifts, cards and letters of thanks received over the years. They have been very much appreciated. We keep them all and are able to show them at times of audit and inspection.

## Dates for Your Diary:

Annual General Meeting and Social Event - Thursday 24 June



Closing date for Britain's Got Talent ticket competition - Friday 2 July

Nominations to be received for Good Neighbour Awards - ongoing until March 2011

**NEW!**  
Good Neighbour Awards 2011.  
Details on page 4

40th edition of ChitChat competition -



closing date  
2 July - page 2

**Fire Safety -**  
do you have an escape plan?  
Leaflet enclosed

Search facility and "Get Involved!" section added to website:  
[www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk)



clydebank housing association  
celebrating 25 years 1985 - 2010

# ChitChat

## General Information

### 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. They provide a free and impartial service.

### 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 Ali Mailey 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.

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## Our 40th Edition of ChitChat - Competition Time!

This competition is open to all tenants, sharing owners and owner occupiers.



To celebrate our 40th edition of ChitChat, we're offering you the chance to win 2 tickets for Britain's Got Talent Live 2010 on Thursday 8 July at 7.30pm.

Simply find the answer to the following question from within our newsletter, complete the entry form and return to us by 12.00pm on Friday 2 July. The winner will be notified later that day. Good luck!

### Britain's Got Talent Competition - June 2010

**Question: "What percentage of our tenants are satisfied with Clydebank Housing Association as their landlord?"**

Answer: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Rules - you must live in the house you put down as your address. Only one entry per household.

We allow partner agencies to advertise in ChitChat free of charge.

(Advertising Feature)

## Lomond and Clyde Care and Repair

If you are over 60, or have a disability and live within West Dunbartonshire, you may qualify for one or all of the following, FREE:

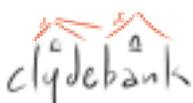
- ID card slots and door chains (non-PVC doors only)
- security lights
- 5 lever dead locks (non-PVC doors only)
- small joinery service (such as installing curtain poles)
- small electrical service (such as changing lightbulbs)
- help to move furniture or carpets outside for uplift

To find out if you qualify, contact:

Lomond and Clyde Care and Repair  
Unit 3,  
Leven Valley Enterprise Centre, Castlehill Road,  
Dumbarton G82 5BN

Tel: 01389 734188

As a courtesy, please let the Housing Association know before any of the above work goes ahead, for their records.



# Maintenance Update

## Your Right to Repair...

This is your annual reminder about your right to repair. This information is only a general guide. Please read your tenants' handbook for more information or contact the Maintenance Team at the office.

### What is the right to repair?

Under the Housing (Scotland) Act 2001, Scottish Secure Tenants and short Scottish Secured Tenants have the right to have small urgent repairs carried out by their landlord within a given timescale. This is called the Right to Repair scheme. The Right to Repair scheme applies to all of our tenants.

### What repairs come under the Right to Repair scheme?

The scheme covers certain repairs up to the value of £350. These repairs are known as 'qualifying repairs'.

### What happens when I report a repair?

When you report a repair, we will let you know whether it is our responsibility and whether it is a qualifying repair under the Right to Repair scheme. We may need to inspect your home to find out whether the repair is a qualifying repair or not.

If the repair does qualify under the scheme, we will:

- tell you the maximum time allowed to carry out the repair;
- tell you the last day of that period;
- explain your rights under the Right to Repair scheme
- give you the name, address and phone number of our usual contractor and at least one other contractor from a list; and
- make arrangements with you to get into your home to carry out the repair

If the repair does not qualify under the scheme, we will tell you how we will deal with your repair.

### How long does my landlord have to carry out the repair?

Repair times depend on the type of repair. If your toilet is not flushing we usually have one working day to come and repair it. But we have three working days to mend a loose bannister rail and seven working days to mend a broken extractor fan in your bathroom or kitchen.

Sometimes there may be circumstances which we or the contractor has no control over which makes it impossible to do the repair within the maximum time. For example, severe weather. In these circumstances we may need to make temporary arrangements and extend the maximum time. If we are going to do this, we will let you know.

### What happens if the work is not done on time?

If our usual contractor does not start the qualifying repair within the time limit set, you can tell another contractor from our list to carry out the repair. You cannot use a contractor who is not on our list. The other contractor will then tell us that you have asked them to carry out the repair. We will then pay you £15 compensation for the inconvenience.

If our main contractor has started but not completed the repair within the maximum time, you will also be entitled to £15 compensation.

### How long does the other contractor have to complete the repair?

The other contractor has the same length of time to carry out the repair as the main contractor. If they do not carry out the repair within the time limit set, you will be entitled to another £3 compensation for each working day until the repair has been completed. This amount can add up to a maximum compensation payment of £100 for any one repair.

### What if there is no other contractor available?

In this case, our main contractor will carry out the repair but you will still be entitled to the £15 compensation payment.

### What happens if I am out when the contractor calls to carry out the inspection or repair?

If the contractor cannot get into your home at the time you have agreed with us, your right to repair will be cancelled. You will then have to re-apply and start the process again.

### Who pays for the repair?

We pay for the repair, whether it is the main contractor or the other contractor who carries out the repair.

### How can I find out more?

Contact us (details on the back of the newsletter) or Scottish Government Housing and Regeneration on 08457 741 741 or 0131 556 8400 [ceu@scotland.gsi.gov.uk](mailto:ceu@scotland.gsi.gov.uk)

## Tenant Participation and Wider Role

### Tenant Satisfaction Survey 2010

Thanks to everyone who took part in the survey. We are delighted that these results again confirm high levels of tenant satisfaction in all areas of our service. However, we are never complacent and continually strive to improve. Therefore, we will always address issues raised in a bid to ensure all of our customers are satisfied and receiving the level of service they expect.

A separate edition of ChitChat will be sent to all tenants soon, addressing the issues raised by the satisfaction survey and detailing our action plan.

#### Some of Our Performance Results

	CHA	Average from over 100 similar housing associations for comparison
Find it easy to report a repair	99%	98%
Satisfied with response to telephone calls	99%	97%
Satisfied with helpfulness of Clydebank's repair staff	99%	94%
Happy with the information provided by Clydebank with services and activities	90%	90%
Satisfied with Clydebank as landlord	96%	92%
Felt the quality of services provided by Clydebank was good	95%	87%
Happy with overall design of their home	95%	92%
Feel secure in their home	95%	91%
Satisfied with Clydebank taking their (tenants) views into account	94%	78%
Find the rent value for money	93%	75%
Satisfied with the repair service	92%	84%
Happy with quality of repairs carried out	90%	84%
Aware of the complaints policy and procedure	90%	76%
Find their neighbourhood a good place to live	89%	81%
Satisfied with their heating system	89%	86%
Satisfied with the quality of advice and assistance over the telephone	88%	92%
Satisfied with the quality of advice and assistance at the office	85%	88%
Satisfied with trades people arriving at right time	80%	86%
Satisfied with the Police Service	78%	63%

At any time, the full report is available to view at the Association's offices. Please call Ali in advance to arrange.

### Good Neighbour Awards 2011

We're launching our NEW! Good Neighbour Awards for 2011. Entry is simple. Complete and return the comment slip (back page) with your details and the details of the neighbour you'd like to put forward for the award. You'll then be contacted by us to give a summary of why you think your neighbour deserves the award.

Entries will be gathered from now until 31 March 2011. The winner will then be whittled down by our panel of judges (2 of our Management Committee volunteers and 2 staff members). They will be presented with their award and prize at our Annual General Meeting and Social Event in June next year.

As you will see below, we are taking a break from our garden competition as we wanted to consider something which everyone can get involved in, as not every resident has a garden or green space. So hopefully you will participate in these awards.

- Does your neighbour take your turn of washing the stairs?
- Do they do some shopping for you or keep you company?
- If so, nominate them!

Those nominating/receiving a nomination must be a tenant, sharing owner or owner occupier of Clydebank Housing Association (at the time of entry).

### Garden Competition - the end of an era!

We're going to take a break from the competition but we hope you don't take a break from this worthwhile hobby.

After much consideration, we've decided to pursue a 'competition' which is applicable for all our residents, as we acknowledge not all of our residents have a garden or green space. With this in mind, we've launched our Good Neighbour Awards 2011 (see above).

We have written to all our past gardening participants, thanking them for their help in keeping our areas looking lovely.

An achievement award will be presented to Mr Drummond, of Linnvale, who has won the overall award 5 of 7 years, also achieving joint first one year, at our Annual General Meeting (see front page).

## Large Scale Voluntary Transfer (LSVT) - Voting Outcome

Following consultation with the remaining LSVT tenants and a request for them to vote to either support or oppose the Association's wish to set aside the LSVT contract, the Association received a total of 159 responses (42%). An overwhelming 148 tenants (93%) who responded supported the Association's proposal.

Numerous calls for further clarification were dealt with at the office and Fiona Webster and Joe Farrell also attended the AGM of Radnor Park Multis Tenants and Residents Association to elaborate on the Association's proposal to those tenants who wished further explanation.

Now that legal advice has been sought, our lender's consent received and the tenants voting in favour, we will now be applying to the Scottish Government for the contract to be set aside.

## Tenant Participation Strategy

We received no comments from tenants about the minor review of the above strategy. The reviewed strategy was therefore approved by our Management Committee in April. If you'd like to see a copy, don't hesitate to contact Ali Mailey at the office. It is also available on our website.

## School Design Competition

As part of our 25th anniversary celebrations, we held a design competition with local schools.

Two of our volunteers and two of our staff members judged the competition on Monday 26 April and the winning design was from Abbie Gallacher of Primary 5A, Kilbowie Primary School.

The pupil and school all received a prize from us for their participation, presented at the school on Friday 21 May. Highly commended certificates were also issued to 4 other pupils for their design.

The winning design will be used throughout the year and on our small 25th commemorative gift to tenants, to be distributed with the annual report. The winning and highly commended designs will be published in our September newsletter.

## Tenant Fun Day 2010

It was unfortunate that we had to cancel the proposed day of dancing, food and chat due to lack of interest. As usual, any future events organised for the benefit of our tenants will be featured in ChitChat. Let us know, using our tenant comment slip (back page) if you would be interested in this event or something similar in the future.

## Polish Information Event

Witamy! (Welcome)

Two of our Housing Management staff recently attended an evening event for the Polish community in our area, to provide them with information on a variety of housing matters.

## Tenant Conference

Our tenants will receive a well earned break from our annual Tenant Conference this year. We asked you about the conference in our Tenant Satisfaction Survey 2010. As the results showed that 40% (204) of you were happy to receive information in other ways and another 37% (187) were too busy to attend, we've decided to postpone the conference this year. Also, unlike previous years, there are no significant policy reviews due this year. Any relevant matters which crop up will therefore be relayed to you by newsletter or personal letter.

The conferences, which have been running since 2005, have been very successful overall. We'd like to thank all of our past participants and look forward to welcoming them again, along with new participants, to any future conference.

Don't forget to let us know, using the comment slip (back page), any topics you would like discussed at any future tenant event.

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“eCar roadshows coming to a street near you soon”

Only £5.00 per day to hire\*

For more information on this radical, new eco-friendly car hire scheme or to book, please call 0141 941 1044, email [ecars@clydebankha.org.uk](mailto:ecars@clydebankha.org.uk) or visit our website at [www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk) and click on eCars.



Open to all CHA tenants, sharing owners, owner-occupiers and shareholders.



\*terms & conditions apply, limited period only

you think at .....[www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk)

## Staff and Committee News

### 25th Anniversary Evening

Our staff and committee held a small celebratory evening at our offices on Friday 23 April.

The evening was to celebrate the achievements of the Association over the past 25 years and present awards to several long standing members of our voluntary Management Committee, who make all the important decisions about the Association. Those recognised were:

#### 20 year+ award

John Hearn (founding member)	26 years service
Elizabeth Mackie (founding member)	26 years service
Margaret Reid	24 years service
John Hillhouse	21 years service
Neil Crilley	21 years service

#### 5 year+ award

Archie Hamilton	9 years service
John Mooney	6 years service
Thomas Winter	6 years service

### Baby Boom at the Association...



*"Lynette, Sinéad and Ester compare baby bumps!"*

Our part-time Housing Officer **Stacy Shaw** commenced maternity leave on 14 April 2010 and will return in November 2010. Stacy's job share partner Catherine Banks has taken on the Housing Officer post on a near-full time basis until Stacy's return.

As of going to print, Stacy had yet to have her baby boy but we would like to take this opportunity to wish Stacy all the best for this exciting event.

**Sinéad Boyle**, our Communications Officer, is due her second son mid-July. Sinéad finished up in mid-June after handing over to Ali Mailey who is providing cover for the post.

**Lynette Lees**, our Senior Finance Officer, is due her second child in August. Lynette is preparing to finish up in July, shortly after presenting our accounts at the Annual General Meeting (see front page). Lynette's cover will be provided by Fiona White, Finance Officer and Sharon Keenan, Depute Director.

**Ester Golding-Webb**, our Maintenance Assistant, is also expecting her first child in September and her post will be covered by Sam Jones.

**Baby photos will follow in due course!**



## Housing Management

### Common Housing Register (CHR)

Following the article in March's ChitChat, things have been quiet on the CHR front. This month we will look at the computer systems (IT) required to make a CHR work.

All partners are currently looking for a suitable IT solution to allow applications and allocations to be dealt with efficiently and in a cost effective manner. The IT is important. At a minimum it holds all the application forms and associated data. This is an essential aspect of the process as it affects how efficiently all partners can deal with applications and in turn provide a good service in getting applicants onto a system and then allocated a house. Systems available vary greatly in terms of speed, complexity, user friendliness and cost. The challenge for the partners is to find a system that provides the best balance of all these things but at a cost that is affordable and which offers value for money.

This should result in better service for housing applicants and tie in with the advice and information systems each office will have in place. Whilst applicants and customers will not 'see' the system, the paragraph above highlights how it can affect the service they receive.

### Housing Management Performance April 2009 to March 2010

The table opposite shows performance in some of our most important Housing Management functions for the last year. As can be seen we continued to operate within our targets and are performing at

a high level in most areas. This said we are always trying to find ways to continually improve, as well as ensure that the services we offer provide maximum

benefit and value for money to our tenants and customers alike. This years' performance information will be published in future newsletters.

Indicator	Performance   April 2009 to 31st March 2010	Year End Target March 2010
Maximum rent loss on vacant properties	0.41% of annual income	0.9% of annual rent income
Non-technical arrears (current tenants as % of rent receivable)	1.0%	1.2%
Number of calendar days to let a property	10.5 calendar days	20 calendar days
Processing of housing application forms	9.5 calendar days	18 calendar days
Carrying out new tenant visits	92% visited within timescale*	Within 4-8 weeks of tenant moving in
Investigating neighbour complaints	Category A 100% within timescale Category B 82% within timescale** Category C 93% within timescale** Overall 91% within timescale	Category A (Extreme) 1 working day Category B (Serious) 10 working days Category C (Dispute) 15 working days

\* Visits outwith timescale were due to tenants giving up the tenancy prior to the visit deadline

\*\* Complaints outwith timescale were due to us waiting on further information, for example from tenants, the Police or other organisations.

## Radnor Park Tenants - Items on Landings



In our last edition, we highlighted that Strathclyde Fire & Rescue had notified us that a small number of tenants had placed items on the common landings.

As well as publicising this in ChitChat, we wrote to individual tenants where Fire & Rescue had noted items. Tenants were given until 16 April 2010 to remove the items.

We are pleased to see that most tenants have co-operated. Our inspections show that almost all items have been removed where tenants have been written to directly. This will now be followed by a floor by floor inspection (likely to be concluded by the time your receive this newsletter) where remaining items will be noted and arrangements made to have these disposed of.

We would like to take this opportunity to thank tenants for their co-operation, and ask that the landings are kept clear of items in the future to ensure the safety of the building should the unthinkable ever happen.

## 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 to us for housing. Our waiting list is open to all persons aged 16 and over. Application forms can be accessed:

- from our office reception
- by telephone
- by e-mail
- by downloading from our website

If you wish to receive your application by e-mail 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.

# ChitChat

## Comment Slip

Please complete and return to the office by the date(s) indicated for specific topics or whenever you wish for general topics.

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

**good neighbour nomination**

**tenant conference**

**newsletter**

**website**

**other**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Comments:.....

.....

.....

.....

Feel free to attach a separate sheet if necessary.

Would you like a response? Yes  No

## Did you know?

There are many ways to report a repair:

- On our website (link on home page)
- By e-mailing maintenance@clydebank-ha.org.uk
- By telephoning the office on 0141 941 1044
- By visiting us during office hours

To report an emergency repair, use the number below.

## Clydebank Housing Association Emergency Number

Only to be used in an emergency

# 0845 6123 160

Also available on our website and on our office answering machine.



 Cut Out and Keep

## Office Hours

Please note that the office will be closed on the following public holidays:  
Friday 16 and Monday 19 July 2010

Our usual office opening hours are as follows:  
Monday to Thursday 9.00am to 5.00pm and Friday 9.00am to 4.00pm

The office closes between 1.00pm and 2.00pm each day for lunch.

The office also closes on the first Wednesday morning of each month for staff training.

**YOUR NEXT CHITCHAT WILL BE DELIVERED IN SEPTEMBER 2010**



## Please recycle this newsletter

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



**clydebank housing association**

celebrating 25 years 1985 - 2010

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