



# ChitChat

**We wish all our tenants, owners and other customers a Merry Christmas and a Prosperous New Year!**

## Festive Closure

Our office will be closed from 1.00pm on Friday 18 December. We will then close on Thursday 24 December 2015 at 12.30pm and re-open on Wednesday 6 January 2016 at 9.00am. Please note Radnor Park caretakers are available on 30 & 31 December. Emergency numbers are available on the calendar on the back page, our office answering machine and our website as usual. Please note all non-urgent repairs should be reported on 6 January.

## Chance to Win £50 Asda Voucher - Like us on Facebook

We have active social media accounts and want you, our residents, to join us in our online conversations. If you are a registered tenant or owner and like our Facebook page by 31 January 2016, you will be entered into the draw.

Search for Clydebank Housing Association on Facebook.



**NEWS FOR OWNERS!  
NEW REGULAR OWNERS' SECTION -  
SEE PAGE 7**

This issue in pictures...

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

0141 941 1044



## Wear it Pink Day 2015

Staff 'wore it pink' to work in October to support Breast Cancer Now's campaign, raising £176.00 for the charity.



## 2015 Hours Pay Campaign

For more than 13 years many of our staff members have been donating to the Homeless International Charity. Homeless International is a UK Charity which is now known as REALL (Real Equity for All). The Appeal asks that staff donate an hour of their pay or a donation to the fund.

Many staff contributed and successfully raised £191.42. Added together with the match funding agreed by the Management Committee, a grand total of £383.00 was raised.

More information can be found at <http://reall.xyz/>



## Did you know?

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.

Tom Winter, Chairperson (far right), receiving our Investors in People Gold plaque from Robin Sinclair of IIP. Sharon Keenan and Tom McCormack also pictured.



## SPOTLIGHT ON... RADNOR PARK




- Spacious 2 bedroom flats
- Available to single persons, couples and families\*
- Spectacular views
- Low-cost heat & hot water
- Major improvements
- Dedicated caretakers
- Free on-site laundries
- Close to local amenities

Contact the office if you, a friend or relative are interested in being considered for housing at Radnor Park.



\* not suitable for children under 12

Top photo ©G Mahoney

  
 clydebank housing association

### Free Internet Access

You can now use the tablet computer beside our reception to go online!

You can complete your universal credit form, browse through our website or pay your rent through allpay.net.

Why not complete the Community Planning Survey for Clydebank at [www.wdcp.org.uk](http://www.wdcp.org.uk) when you are in? Or search for contents insurance prices?

## CREATING A FAIRER SCOTLAND

The Scottish Government is inviting you to have your say on what a fairer Scotland should look like in 2030, and the steps that should be taken to make this vision a reality.

There are already various ways to have your say on the kind of country you want Scotland to be.

Many have taken to Twitter and Facebook. Some have been sending in ideas and reports through the contact form on their blog and via email. They've even had a few ideas delivered by the postman!

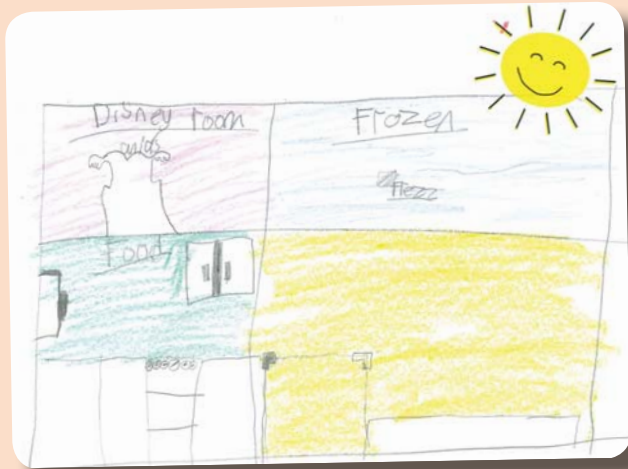
They've now introduced a further, exciting social channel to the mix – Instagram.

For more information visit:  
<http://fairer.scot/2015/09/04/fairer-scotland-on-instagram/>

*Coming soon.... a Customer Portal which will allow you to pay your rent, report a repair or check your other account details online.*



Thank you Keira who drew us her lovely ideal house while visiting our reception recently.



## Publications Feedback Forms

Thank you so much to the 68 tenants and 58 owners who returned our Publications Feedback Form. We were delighted they took the time to respond. Highlights include:



### Tenants:

- 92 % thought the Charter Customer Report was useful and 98 % that it was presented clearly
- 98 % liked receiving ChitChat, 100 % managed to read it, 98 % found both the info useful and liked the format/design
- 94 % managed to read the annual report and 93 % found the info useful

### Owners:

- 98 % like receiving the OwnerNews and 98 % manage to read it
- 95 % like receiving ChitChat, 96 % manage to read it, 89 % find the information useful
- 89 % like receiving the annual report with 92 % managing to read it and 89 % finding info useful

The £100 prize draw winner was Mr Speirs from central Clydebank, pictured with Sharon Keenan, Chief Executive.



**COMMUNITY PLANNING  
WEST DUNBARTONSHIRE**

Community Planning West Dunbartonshire would like your views on the future of Clydebank and would like you to complete a survey. The results will be used to help put together a Community Action Plan which will identify the main priorities for the Clydebank area over the next 5 years.

Fill in the survey online at [www.wdcpp.org](http://www.wdcpp.org) or using our reception tablet computer. There are also paper copies at our reception. A prize draw for Argos vouchers will be held for returned entries.

Did you know that we can keep in touch with our customers through text message? If we have your mobile phone number registered on our system we can send alerts direct to your phone about:

- Appointment reminders
- Payment reminders
- Upcoming events

If we don't have your mobile number, and you would like to make use of this service, you can update your mobile number by either:

- Emailing your mobile number (along with your name and address) to [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk)
- Calling us on 0141 941 1044

**Text  
Message  
Service**





## West Dunbartonshire Citizens Advice Bureau

WDCAB's Clydebank branch is based in Clydebank Social Economy Centre, 63 Kilbowie Road.

Clydebank CAB offers general advice and assistance across a wide range of subjects including:


Employment, consumer issues, utility bills, housing, relationship breakdown and health complaints.

It will be reassuring to know that their service is free, confidential, impartial and independent.

Monday, Tuesday, Thursday & Friday 9.30am – 3.00pm. A limited number of Thursday appointments are available between 4.00pm-6.00pm.

W: [www.wdcab.co.uk](http://www.wdcab.co.uk)

T: 0141 435 7590

 [www.facebook.com/WDCAB](https://www.facebook.com/WDCAB)

## Local Foodbank and how you can help

West Dunbartonshire Community Foodshare (WDCF) covers Clydebank, Dumbarton and Alexandria and has fed approximately 5,000 since it opened in 2013. How you can help...

**Hand in donations:** to Radnor Park Parish Church, Spencer Street, Clydebank G81 3AS from 1pm to 3pm on Fridays.

**Local collection points:** The public can also leave donations in the dedicated trolley at Asda Clydebank, Golden Jubilee Hospital reception or Citizens Advice Bureau offices in Kilbowie Road, Clydebank.

**Cash donations:** can be made by emailing the charity's development worker Susan Kelly at [susan.kelly@wdcf.co.uk](mailto:susan.kelly@wdcf.co.uk)

**Driver collection:** drivers may be available to pick up donations of shopping. Please phone 07719 090937 to discuss.

**Further assistance:** for information on WDCF and ways to support its work phone 07719 090937 or email [susan.kelly@wdcf.co.uk](mailto:susan.kelly@wdcf.co.uk)

## Money Matters

### 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.

### Money Advice Scotland

Michael McLaughlin, our Finance & IT Assistant, has been trained by Money Advice Scotland in financial capability. If any resident would like training on the Money Advice e-learning module, designed to help you improve your money management and budgeting skills, Michael would be more than happy to arrange an appointment and go through this with you. Simply call Michael at the office on 0141 941 1044.



## Satisfaction with our services



Thank you to the tenants and owners who continue to take part in our quarterly independent satisfaction survey. We look forward to reporting results and actions to improve in a future newsletter. Your feedback on our service is greatly appreciated.

## 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. A copy of our Complaints Handling Procedure can be found on our website or on request from our office.

### Complaints - 1 July - 30 September 2015

Total number of complaints received in quarter	27
Number which were about equalities	0
Number where we were at fault, apology given and rectified	13 (48%)
Breakdown of complaints where we were at fault:	
<ul style="list-style-type: none"> <li>• 9 Maintenance</li> <li>• 2 Finance &amp; Admin</li> <li>• 1 Housing Management</li> <li>• 1 Centre81</li> </ul>	
Responded to in full	27
Resolved at front line (5 days)	25
Resolved within our timescales	24 (96%)
Resolved after investigation (20 days)	2
Resolved within our timescales	2 (100%)
Improvements made as a result of complaints:	
<ul style="list-style-type: none"> <li>• Procedures improved to ensure we know if contractors do not receive access to properties</li> <li>• Staff reminded of procedures relating to third party payments, maintenance responsibilities, Code of Conduct</li> <li>• Standard letters revised</li> <li>• Contractor reminded of responsibilities</li> </ul>	

## 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: .....

Address: .....

Email: .....

Would you like a response:            Yes    No  
I have a comment(s) about: *(please circle)*

Satisfaction            Complaints            Rent Policy  
Performance            Text service            Centre81  
Money matters            Other

Comments (use a separate sheet if necessary):  
.....  
.....  
.....

Scottish Charity No. SC 033962. Registered Social Landlord with the Scottish Housing Regulator, Registration No 86. A Registered Society registered under the Co-operative and Community Benefit Societies Act 2014 (No. 2191RS). Registered Property Factor No. PF000231. Member of the Scottish Federation of Housing Associations. Registered in Scotland at the above address. To the best of our knowledge all information contained in this newsletter is correct at the time of going to print.

## Compliments

We are pleased to receive many compliments on our service when we have got things right, some of which are dotted about the newsletter. We thank customers for taking the time to contact us.





## A warm welcome to new owners

who have recently purchased a property and are now included in our factoring service.

## Fly Tipping

Not only does this practice make our Estates look undesirable, it costs YOU money for us to clear items left in common areas as a result of fly tipping. Please help us to stop this practice by letting us know who is responsible if you see this taking place. If you have any information on persons who are fly tipping please contact our Housing Management department in confidence.

## Owners' Responsibilities

As an owner you are responsible for all repairs within your property. If you are unsure about your responsibilities as an owner please consult your Written Statement or contact a member of CHA staff.



## Spotlight on Complaints

In the period 1 April - 30 September 2015, we received 4 complaints relating to our factoring service. 2 of these complaints were upheld. The improvements made as a result of your complaints were:

- Staff reminded of repair timescales and the website was improved to ensure notifications are received.
- Staff reminded of procedures relating to third party payments.

A copy of our Factoring Complaints Handling Procedure is available from the download area of our website. Alternatively, contact Fiona White at the office.

## Our Website

Our website includes an area dedicated to owners and includes sections regarding factoring services, shared ownership, and mortgage to rent. You can also find out information about:

- paying your factoring account
- selling your property
- our factoring policies and procedures
- frequently asked questions and much, much more!

[www.clydebank-ha.org.uk/owners.html](http://www.clydebank-ha.org.uk/owners.html)

If you have any comments or suggestions regarding our website or factoring service please email us at: [finance@clydebank-ha.org.uk](mailto:finance@clydebank-ha.org.uk)

## Open Space Maintenance Contract

Our current contract, for the provision of the open space maintenance service, expires on 31 March 2016.

The current contract includes 19 visits by the contractor during the year to each of our 17 Estates i.e. 14 visits during the months of April to October (summer schedule) and 5 visits during the months of November to March (winter schedule).

We will be re-tendering for this contract early in the New Year and intend to enhance the specification to include items which you may currently be charged for outwith the contract. These additional items will include:

- An additional visit during the summer schedule – experience has shown that grassed areas require an additional cut at the end of October.

- Tree maintenance – we asked residents to join a focus group to discuss this issue and give us their views on how to manage trees within our Estates. The Group agreed that a 5-year tree maintenance strategy, to prioritise works, would be best and that any works required be included in the open space maintenance contract.



If you have any views you wish us to take into consideration in relation to the contract please contact a member of the Maintenance Team at the office or email us at [maintenance@clydebank-ha.org.uk](mailto:maintenance@clydebank-ha.org.uk).

We'll keep you up to date with progress via our ChitChat publications and our website.

## Our Performance in Maintenance 1 April - 30 September 2015

Previously we have mainly reported on our repairs performance. We've now expanded on this below to provide more of the information we report each year to the Scottish Housing Regulator. We hope you find it informative.

Charter Indicator	Year so far 2015/2016	Year 2014/2015
Percentage of tenants satisfied with the quality of their home	92 %	90.21 %
Average number of repairs per occupied property	2.41	2.93
Average length of time to complete emergency repairs	1.66 hours	1.93 hours
Average length of time to complete non-emergency repairs	3.91 days	3.60 days
Percentage of reactive repairs carried out in the last year completed right first time	99.5 %	99.34 %
Percentage of appointments kept	100 %	100 %
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100 %	99 %
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	95 %	92 %
Percentage of approved applications for medical adaptations completed	80 %	90.5 %
Average time to complete approved applications	35 days	48.9 days

## Annual Gutter Cleaning & Roof Condition Surveys

The annual gutter cleaning contract is underway. Our contractor, GG Bros, also reports on the condition of each roof and any repairs which are required will be carried out in January 2016, weather permitting.

## Ready Scotland

Preparing for and dealing with emergencies

Ready Scotland ([www.readyscotland.org](http://www.readyscotland.org)) is a Scottish Government website providing advice on what to do to prepare for and deal with emergencies. It provides advice on severe weather, loss of utilities, flooding, flu and much more.

You can also contact them by email [ReadyScotland@Scotland.gsi.gov.uk](mailto:ReadyScotland@Scotland.gsi.gov.uk) or be kept up-to-date via their twitter and Facebook accounts.



*Thank you to the heating contractor for his hardwork. He was prompt and had a friendly manner.*

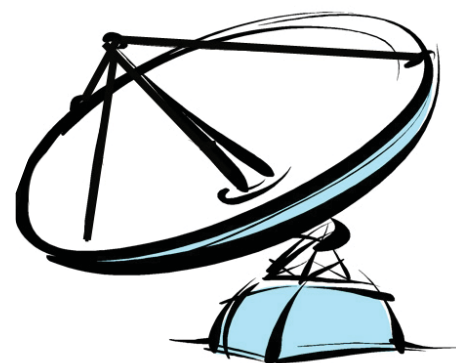
*Tenant, Radnor Park, October 2015*

## Satellite Dish Policy

Satellite dishes can have an adverse effect on the external appearance of buildings and for this reason the majority of our properties have communal dishes.

Tenants and owner occupiers must apply for permission to install individual dishes as stated in the conditions of Tenancy Agreements and Deeds of Conditions.

We have recently introduced a Satellite Dish Policy to formalise the procedure for applying for permission and a copy of this policy can be found on our website or on request from the office.





## Major Repairs

We were delighted with the number of tenants who came along to view a major repairs “showflat” in Ian Smith Court on 12 November.

Tenants were able to view a refurbished kitchen, bathroom and the new Quantum heating system. They were able to have a look at the choices which are available to them for wall tiles and kitchen units. A representative from Dimplex Quantum was also in attendance to explain how this system operates and the benefits of more controllable heating with an up to date energy efficient system.



## Service Reviews

As reported in September, we held three focus groups with tenants and reps from our tenants' organisation; Rechargeable Repairs, Lettable Standard and Tree Maintenance.

Alison Macfarlane, Maintenance Manager, said “Each group looked in detail at the current service we provide and after discussion made suggestions for us to put in place or take for approval to our voluntary Management Committee. It was great to hear the views and experiences of these tenants from many different areas of our stock.”

Some of the main points were:

- tenants were not aware of how much work was involved in the rechargeable repair process
- tenants were supportive of an incentive scheme for those leaving their property in excellent condition
- tenants felt no changes were needed to the lettable standard, however information could be provided in an advice leaflet format for tenants

- tenants felt a rechargeable repair advice leaflet would be useful
- tenants agreed that a 5-year tree maintenance strategy would be the best way to manage the trees within our estates
- tenants agreed that the gritting and tree maintenance should be included in the Open Space Maintenance Contract from April 2016



Our Tree Maintenance Focus Group out in our areas looking at tree conditions

# Housing Management Update

## Our Performance in Housing Management 1 April - 31 October 2015

The table below shows our performance in various Housing Management functions so far this financial year. We are working hard to ensure our performance is within our targets by the end of the year.

Indicator	Performance to 31 October 2015	Year End Target	Previous years' performance	What this means for you...
Maximum rent loss on vacant properties	0.34 % £12,762.76 ☺	0.9 % of annual rental income	0.35 % of annual rental income	<ul style="list-style-type: none"> <li>We can keep rent increases as low as possible</li> </ul>
Current tenant rent arrears (as % of the total annual rent receivable)	1.04 % £38,805 ☺	1.1 %	0.9 %	<ul style="list-style-type: none"> <li>We offer support/advice to help tenants remain in their homes</li> <li>Keeps our costs low and therefore rent increases as low as possible</li> </ul>
Number of calendar days to let a property	16.1 calendar days ☹	14 calendar days (reduced from 15 days)	13.7 calendar days	<ul style="list-style-type: none"> <li>We can keep rent increases low</li> <li>Properties become available quickly which benefits the area</li> <li>No problems with empty properties e.g. vandalism</li> </ul>
Processing of housing application forms	8.5 calendar days ☹	15 calendar days	6.9 calendar days	<ul style="list-style-type: none"> <li>Your transfer housing application form will be dealt with quickly</li> <li>Applicants are aware of their prospects for housing</li> </ul>
Investigating neighbour complaints by category:  A - Extreme B - Serious C - Dispute	A no complaints received B 100 % (8) within timescale C 97 % (30) within timescale  ☺	A - 1 working day B - 10 working days C - 15 working days	A - none received B - 100 % (10) within timescale C - 100 % (37) within timescale	<ul style="list-style-type: none"> <li>We manage your area in a sensitive manner</li> <li>Better place to live if ASB issues dealt with promptly</li> <li>Happier within your community</li> <li>Getting on with your neighbours</li> </ul>
Overall 97 % investigated within timescale, 92 % resolved/concluded within timescale.				

## Radnor Park - Strangers... Don't let them in



We understand you may want to be polite and courteous but please don't let strangers into your blocks. Strangers who turn up unannounced could be bogus callers, that will try to gain your trust and trick you out of money. Not everyone is who they appear to be. We want you to help protect yourselves and your neighbours.

If you are in doubt of the identity of any caller, for example, a contractor, don't hesitate to contact us. If the caller is legitimate, they won't mind waiting. All CHA staff carry and display photographic ID.

Let's work together to keep your blocks safe and secure.



Radnor Park  
Multis Tenants  
and Residents  
Association



## Are you coping with your tenancy?

Do you need help with budgeting, keeping unwanted visitors out, decorating your home, personal problems etc?

If so, Clydebank Housing Association is here to help you.

Either through our own support services or by signposting you to another agency, we can help you maintain your home and help you deal with the issues which may be making it difficult for you to live in your house or flat.

Our aim is to help all our tenants turn their house or flat into a home that they want and are able to stay in for many years or as long as they wish to. Moving home or having to give up your tenancy can be expensive and there is no guarantee that you will be able to walk straight into another house elsewhere.

In 2016, we will be introducing a tailored Tenancy Sustainment Policy, which will pull together all of the services and initiatives available to our tenants and housing applicants.

In the meantime, we are keen to hear from tenants who are currently experiencing difficulties in their homes. If this is you, please contact our Housing Management department in confidence. We really want to help you and will do everything we can to try and improve your situation.



## Universal Credit

Operating in West Dunbartonshire!

Under the new Universal Credit system, Housing 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 they do not pay. We can assist tenants currently receiving Universal Credit to ensure this does not happen and help other tenants prepare in advance of any change to Universal Credit.

It is important to note that in order to receive Universal Credit, claimants must have a bank account capable of electronic payments. We can help tenants with this also. Contact your Housing Assistant with any questions you may have.

*Thank you so much for your help when I lost my job and fell into arrears. Everyone I have dealt with has been so helpful*

*Tenant, Central Clydebank, October 2015*

## Welfare Reform

The Scottish Government recently announced increased funding to combat the occupancy charge (bedroom tax) in Scotland.

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. 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.

## Rent Setting & Service Charge Policy 2016/2017

As you will know from the review information sent to each of our tenants in early December and from the article in September's ChitChat, we are currently reviewing our Rent Policy and this will be presented to our Management Committee in January 2016 for consideration and approval. As part of this process we will also decide how much our rent will increase on 28 March 2016.

Any proposed increase will ensure our management and maintenance costs are met. This means we will only charge tenants the rent that we need to manage and maintain their homes. We have estimated our costs for next year and based on this we need to apply a rent increase of between 1.7% and 3%, which equates to a rise of between £4.25 and £7.50 per month based on an average rent of £250 per month.

We are also reviewing our Service Charge Policy. We currently provide services for common electricity, common grounds maintenance across our estates and common area window cleaning where applicable. The charges for these services match the costs to deliver these services. All costs are agreed in advance and monitored by us to ensure value for money and ensure you only ever pay for the services you receive. We do not propose to increase the total charge from last year.

As always, we are keen to involve tenants in these policy reviews. If you have views (good or bad) on this process we urge you to contact us by Friday 15 January 2016. You can use the comment slip and reply paid envelope that was enclosed with your review information in early December or call, visit or email us. Your views are important to us.



## Dog Owners

During recent estate management inspections we have noted a problem with dog fouling in back court areas. We have also had reports of some tenants allowing their dog to foul in the close itself!!!

This blatant disregard for other residents who have to use common areas to hang out washing or allow their children to play, etc is completely unacceptable. It also costs all our tenants money as clean up and enforcement costs are passed on through rent charges.

To this end, no exercising of dogs is allowed in any of our common areas.

Dog owners should walk their dogs away from all our closes and back court areas. Any tenants caught allowing their dogs to exercise or foul on Clydebank Housing Association land will have action taken against them for breach of their tenancy agreement.

If anyone wishes to report such practice, please contact your Housing Assistant in confidence.



Since Summer 2014 the Council has been running its "Do the Right Thing" campaign, encouraging people to put their litter in a bin and clear up after their dog(s). The sad reality is, however, that there are people who ignore their responsibilities and continue to break the law.

The demand for dog bags has increased but unfortunately there is still a hard core of dog owners who are not cleaning up. We would urge the public to assist in combating the problem by identifying persistent offenders.



Our residents can collect dog bags from our reception and from Centre81 (subject to availability).





## Eviction for Anti-Social Behaviour

During the month of October, the Association had no option but to carry out an eviction for continual and severe anti-social behaviour.

Despite numerous and repeated warnings, the tenant concerned failed to moderate their behaviour and continued to cause fear and alarm to their neighbours.

Whilst eviction is always a last resort, we are willing to repossess tenancies where tenants continually fail to respect their neighbours and their homes.

We take anti-social behaviour extremely seriously and would like to remind all our tenants of their right to live in their own homes without the fear of such behaviour from their neighbours.

If you are experiencing anti-social behaviour, please contact your Housing Assistant in confidence. We will never mention your name and do our utmost to ensure you are protected.

## The Public Reassurance Team

The Public Reassurance Team's main role is to work in partnership with Police Scotland to problem solve areas in West Dunbartonshire blighted by anti-social behaviour. We are currently working in the Radnor Park 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. Report anti-social behaviour to the Council's Anti-Social Behaviour Helpline on 01389 772 048 or Police Scotland on 101.



### ANTI-SOCIAL BEHAVIOUR HELPLINE

**01389 772 048**

ASBhelpline@west-dunbarton.gov.uk

## Remember to pay your rent this Christmas!

We again remind everyone that we do not operate any rent free periods and that your monthly rent is due in full and on time over the festive season (28 December) in the same way as it is during the rest of the year. We would ask that all tenants ensure that any Christmas budget includes their rent payments. If you require any advice or assistance in budgeting for your rent, please contact your Housing Assistant 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 in the heart of your community. If you would like to register for any of them, please call Ali or Jean on 0141 533 7070. Check out what's happening...

Centre81, 2-16 Braes Avenue, Clydebank G81 1DP  
[www.clydebank-ha.org.uk/whats-on-at-centre81.html](http://www.clydebank-ha.org.uk/whats-on-at-centre81.html)

0141 533 7070

facebook: Centre81



## Festive Opening hours at Centre81

Friday 18th December – 8am – 12 noon, Saturday 19th December – closed.

Centre81 will close for the Christmas Break on Thursday 23rd December at 9pm and re-open on Wednesday 6th January 2016 at 8am.



## Memberships now cost only £10 per month!



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 either make a start on your first steps to fitness or maintain your current fitness regime.

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.

### Price List

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



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

## Free Classes at Centre81

**Pilates**  
 Tuesday 10.30-11.30am  
**Circuit Training**  
 Wednesday 10.00-11.00am  
**Yoga**  
 Wednesday 6.30-7.30pm  
**Tai Chi**  
 Friday 2.00-3.00pm



Thank you to everyone who joined in on 7 October!

Centre 81

YOUR FABULOUS COFFEE MORNING RAISED

£220.65

MACMILLAN CANCER SU

Amazing help will make a real difference to the lives of people with cancer. Together we're making sure that no one has to face cancer alone.

THANK YOU







### New Owner

Local business woman Geraldine McLaughlin took over Cafe81 in September. Pop-in to enjoy a range of well-priced hot food and snacks, to sit in or take away. Menu includes: breakfast rolls and full breakfasts, paninis, baked potatoes, wraps, homemade soup, tea, coffee and homebaking.



### Free IT Classes@ Centre81

In partnership with West College Scotland we are delighted to announce that new classes are starting in February. Contact reception for more details or to book your place as soon as possible, as places go fast.



# Christmas Fayre

Santa took some time out of his very busy schedule and paid a visit to the Centre81 Christmas Fayre on Saturday 28th November.

The girls from Clydebank Housing Association sold hot chocolate, hot donuts and delicious homemade soup, which helped warm up the crowd.

Thank you to everyone who helped on the day and to Clydebank East Community Council for their generous donation. We raised funds of over £400 for our 'Community Pot', which will help us to provide activities and events for the local community at Centre81.



## Volunteering Opportunities @ Centre81

Giving up as little as one hour a week can not only help others but it can rebuild confidence, enable you to meet new people, help you to develop new skills and give you the tools to get back into employment or training. Please call Reception on 0141 533 7070 or pop in and see us for more information. We would love to hear from you.



Volunteer Gardener

Volunteer Centre Assistant

Volunteer Receptionist

# Calendar 2016



 Public Holiday/Office Closure       Staff Training Closure (9am-2pm)

## EMERGENCY NUMBERS

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

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 out of hours contractor, West Dunbartonshire Council on:

 **0800 197 1004**

## USUAL OPENING HOURS

Monday to Thursday 9.00am to 5.00pm, Friday 9.00am to 4.00pm.

## USEFUL NUMBERS

Radnor Park caretakers..... 0141 951 1642  
 Police Scotland..... 101  
 Clydebank Health Centre..... 0141 531 6363  
 Citizens' Advice Bureau..... 0141 435 7590  
 Independent Resource Centre.. 0141 951 4040  
 Social Work Out of Hours..... 0800 811505  
 West Dun. Council (WDC)..... 01389 737000  
 WDC Trading Standards ..... 01389 738552  
 Gas Emergencies (SGN) ..... 0800 111 999  
 Scottish Power Emergencies..... 0845 2727999  
 Scottish Water Emergencies..... 0845 6008855

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