



ChitChat

Queens Quay Nears Completion!



We're nearly ready to warmly welcome 37 new tenants and families to our Queens Quay homes.

Read more on Page 13

Linnvale Development Opening 24 new homes

Read more on Page 5

Tenant Portal Launch!

We have just issued over 750 log-ins for our Tenant Portal.



Tenants also received a quick start guide and manual to help them access the Portal which is the tenant accessible side of our housing system, HomeMaster. Access can be through a smartphone, laptop or computer and allows the updating of personal information including mobile number, e-mail address and emergency contact. Additionally, tenants can report a repair and make enquiries.

Thank you to the residents that got involved in the testing phase. Your feedback was valued and was incorporated into the final version.

If you haven't already, let us know your email address and we'll get a log-in sent out to you. Email info@clydebank-ha.org.uk and put your name and address in the subject line!



This issue in pictures



Competition Winners!

Two lucky winners presented with Easter gift baskets

Page 9



Annual General Meeting Success!

35 shareholders came along to our Annual General Meeting and Social Event

Page 10



Radnor Park Windows Contract Awarded

We're delighted to have awarded this contract!

Page 19

Tenant Satisfaction

We are very thankful to the 456 (40%) of our tenants who participated in our tenant satisfaction survey with independent research company, Research Resource. The results are in!

We had been forewarned that across the housing sector there has been a dip in satisfaction since pre-Covid-19. We were therefore blown away to receive such amazing results! We hope our presence, assistance and support provided during Covid-19 and since has helped with this.

Whilst the survey gathered information we are required to report to the Scottish Housing Regulator, we also got a variety of other information which we can use to shape our services including direct responses to dissatisfaction, customer care, use of digital technology, physical and mental health and thoughts on tenant involvement options. We will of course put an action plan in place to address any themes of dissatisfaction or areas we can improve upon.

Thank you so much again to those who participated. We appreciate it!



KEY

- Really good - aim to maintain or improve
- Good - aim to better
- Not as good as we'd like - room for improvement

Question	2022 Performance	2019 Performance	Change from 2019
Satisfied with our overall service	96.3%	93.3%	Up
Found it easy to communicate with us	99.6%	98.2%	Up
Feel we are good at keeping them informed	100%	98%	Up
Happy with opportunities given to get involved	99.8%	89.8%	Up
Happy we listen to their views and act on them	98.9%	95.6%	Up
Satisfied with the quality of their home	92.8%	87.6%	Up
Satisfaction with repairs service provided	98.7%	94%	Up
Happy with our contribution to the management of the neighbourhood	99.3%	95%	Up
Think rent is good value for money	98.9%	88.9%	Up

Big Disability Hub

The Big Disability Group is so pleased to have new premises at 627 Dumbarton Road in Dalmuir. It was a huge move for the group but they will be able to offer so much more for people with disabilities and the community. Get in touch if you feel their service would benefit you. T: 0141 237 4560. E: thebigdisabilitygroup@gmail.com



Bankie Talk

Did you know local charity Bankie Talk provides an audio service of books and newspapers for those in West Dunbartonshire who require assistance to read? Bankie Talk provides free recordings of publications such as magazines and local press on CD or pen drive. Get in touch to sign up: 0141 941 2414.





Join us online
@clydebankha to keep up to
 date with what's happening
 and be the first to get
 information and news.



If you've received this newsletter in
 paper format, we don't have your
 email address. Please let us know
 at info@clydebank-ha.org.uk

Volunteers' Week

We couldn't do everything we
 do without our volunteers!

**Volunteers' Week is a
 chance to celebrate and say
 thank you for
 the fantastic
 contribution
 millions of
 volunteers
 make across
 the UK.**

We thank our
 Management
 Committee
 volunteers, some
 pictured, who give
 up a great deal of
 their time to run
 our Association.

We also thank all of our tenants,
 residents and customers who
 provide us with valuable feedback
 throughout the year in a
 variety of ways, including
 through our residents
 associations, to help shape
 and improve our services.



**Thank you
 volunteers!**



Allocations Policy Focus Group Thanks

**Thank you to the 5 tenants who came along and helped us
 review our Allocations Policy!**

In 2019 our Allocations Policy had
 a major overhaul as the law had
 changed quite a lot.

We were able to discuss with
 the tenants who came along the
 changes we are proposing in terms
 of good practice. It will shortly
 be presented to our Management
 Committee for approval.





Radnor Park Multi Storey Flats

Interested in being considered for housing at Radnor Park? Submit a housing application form via our website clydebank-ha.org.uk or on request from the office on 0141 941 1044.

- Spacious 2 bedroom flats
- Available to single persons, couples & families*
- Low-cost, low-carbon heat & hot water
- Keep Scotland Beautiful Silver Award
- Community garden & landscaped communal grounds
- Spectacular views
- Recently refurbished foyer areas
- Major improvements planned over the next 5 years including windows and kitchens
- Dedicated caretaker services
- On-site laundries
- Close to local amenities



VoiceAbility

Support to access benefits if you are disabled.

If you are disabled and want support to access benefits from Social Security Scotland, we're here to make sure you're heard

If you identify as disabled, you can get free support to access benefits from Social Security Scotland. This support is available from the moment you want to start an application and is entirely independent from Social Security Scotland.

Contact us

To find out more about advocacy support or to ask for an advocate, our website has lots of information. You can also call us for free or email us. The easiest way to get an advocate is by visiting our website.

We're open Monday to Friday, 9am to 5pm.

We're closed on Bank Holidays.

Freephone:

0300 303 1660

Website:

voiceability.org

Email: helpline@voiceability.org

Register of Electors Annual Canvas starts 4 July

Anyone aged 16 or over and living in Scotland can now register to vote in Scottish Elections.

If you have moved address, register now at: www.gov.uk/register-to-vote

Contact your local office if you need further advice:

ero-wdc@dab-vjb.gov.uk



*Dunbartonshire and Argyll & Bute
Valuation Joint Board*

Councillor Traynor,
Councillor Edward
& Lynette Lees, our
Chief Executive

Delighted as 24 New Homes for Social Rent Officially Opened on 17 June.

Photos below L-R
New tenant
Rebecca
receives
flowers from
Lynette. A
wheelchair
adapted kitchen.
Cllr Edward
addresses guests. A
modern bathroom.
Martin Docherty MP,
Marie McNair MSP, Cllr
Traynor, Cllr Docherty,
Cllr Edward and Lynette
Lees, Chief Executive.

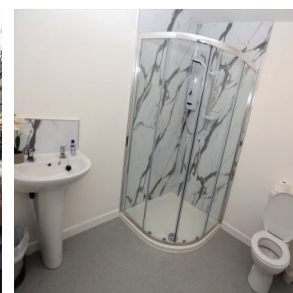
Cruden Building, part of the Cruden Group, delivered the £4.6m affordable housing development on schedule at the site of the former St. Cuthbert's Church.

The multi-million-pound social housing development was funded by Allia Charitable Donation funding, CAF Bank private loan finance and Scottish Government housing grant.

Local Ward Councillors, Councillor Craig Edward and Councillor Sophie Traynor were invited to perform the official opening ceremony before tenants started moving into the properties on 20 June.

Lynette Lees, Chief Executive, said, "We are delighted these twenty-four new properties are now available for our tenants to move into. These homes will help to address the ever-increasing demand for social housing in the area and also assist us in achieving our objective of 'providing quality, affordable housing that meets the changing needs of our customers'.

"We appreciate the continued support of the Scottish Government, CAF Bank and West Dunbartonshire Council and thank our contractors and consultants for delivering these fantastic new modern homes in the heart of the Linnvale community. We also extend our thanks to Councillors Edward and Traynor for officially opening the development. It was a wonderful celebration and feedback from both the guests and tenants was extremely positive."



UC *Universal Credit*

Universal Credit Update

The DWP have announced that the managed migration onto Universal Credit for claimants receiving legacy benefits has been restarted from 9 May 2022. This was put on hold because of the COVID pandemic.

What is managed migration?

Managed migration is the last phase of the introduction of Universal Credit (UC).

Rather than waiting for existing legacy benefit claimants to make the move over to UC because they have a change in their circumstances that triggers a claim, or because they are better off and chose to claim – they are starting to 'invite' people to move on to it.

But they are doing so slowly and do not expect this planned migration to be finished until the end of 2024!

Media coverage regarding this re-start might make you think this was now up and running, across the UK and you need to claim Universal Credit. This is not the case. The migration has started on a very small scale and will increase over time.

Claimants selected for managed migration will be sent a migration notice. The notice will inform you that any legacy benefits that you are entitled to will come to an end and invite you to claim UC instead. You will be given a date called the deadline day when this claim must be made. Extensions can be requested.

As long as you make the claim for UC within given time limits you will be entitled to 'Transitional Protection' if your UC award is lower than your legacy benefit entitlement

If you have a partner, they will also receive a migration notice and that a joint claim must be made.

Important

You do not need to move over to Universal Credit until you receive a migration notice or you have a change in your circumstances.

Please seek advice if these changes affect you (see to the right).

Welfare Rights Service

We want to remind tenants of our dedicated welfare rights service.

Katie McGhee, our Welfare Rights Officer, will ensure that tenants are aware of and receive their maximum benefits.



Get in touch for an appointment:

Monday, Wednesday and Friday
9.00am to 12.30pm

Tuesday and Thursday 1.30pm to 5.00pm

Email: katie@clydebank-ha.org.uk

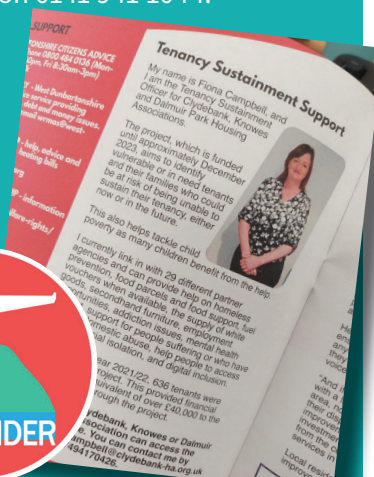
Tel: 0141 941 1044

Tenancy Sustainment Service

Don't suffer in silence. We can help.

Fiona Campbell can help you with support or advice on any issues you are experiencing regarding your tenancy. Contact Fiona by email, fiona.campbell@clydebank-ha.org.uk, or on 0141 941 1044.

The service recently featured in Clydesider Magazine



Is your neighbour living in their home?



Recovery of abandoned homes is crucial in satisfying the high demand for housing that we experience each year. Please contact us in confidence if you believe that a tenant is not staying in their home.



Sharing Good Practice and Ideas

Our Customer & Corporate Services Manager, Sinéad Farrell, was delighted to host a workshop at the Tenant Participation Advisory Service Scotland annual conference on 11 June. Sinéad showcased the wide range of work that we are doing to support tenants, which has allowed us to achieve extremely high and improved levels of satisfaction in all key areas! See page 2 for the results of our recent tenant satisfaction survey.

Focus on Fire Safety and Contents Insurance



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

In information shared from the Scottish Fire & Rescue service, it is believed an overheated hairdryer left on a pile of clothing caused a house fire in Wales.

The fire caused severe damage to the property and the North Wales Fire & Rescue Service urged people to allow electrical appliances to cool before storing them away.

Please keep yourself safe. After using a hair dryer, unplug it and let it cool on a heat-resistant surface. Don't leave it on your bed or in a drawer while it's hot.



Contents Insurance - protect your home contents.

A very small number of tenants have recently, unfortunately experienced house fires. This obviously has a devastating impact on the household and demonstrates the very clear need for contents insurance.

We strongly recommend that those residents who do not currently have home contents insurance look into taking out a policy. Although we sincerely hope that this would not need to be used, this can make all the difference as tenants found out recently in the event of fire or also for flood or break ins.

Please contact your Housing Assistant if you would like more advice on this.

Compliments!

We were thrilled to recently report to our Management Committee that 111 compliments were received in the year 2021/2022.

We don't always get it right. We value and report on complaints and strive to improve but it is lovely to also be able to report compliments so thank you to everyone who took the time to let us know when things went well. We appreciate it!

Thank you

Complaints Performance

We need to know when things go wrong so we can put it right. We want to provide the best service possible to you. Your complaints really matter to us so don't hesitate to get in touch if you are dissatisfied. We can assure you we are committed to actioning complaints swiftly and all of our 2021/22 complaints were dealt with at Stage 1. A copy of our Complaints Handling Procedure can be found on our website or on request from the office.

1st January - 31st March 2022

Total number of complaints received	19
Number where we were at fault, apology given and rectified	13
Breakdown of complaints where we were at fault:	
<ul style="list-style-type: none"> 5 Maintenance 5 Maintenance/Factoring 3 Multiple Departments 	
Responded to in full	19 (100%)
Resolved at front line (5 days)	19 (100%)
Resolved after investigation (20 days)	n/a

We have identified improvements from complaints, not always just from the ones where we were at fault, including:

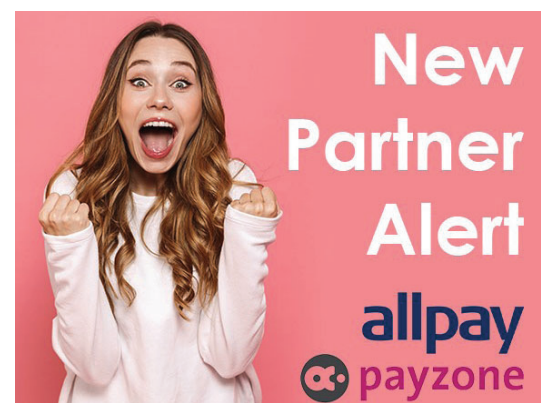
- Computer system updated to receive text responses for the maximum of 5 days
- Contractor apologised and operative has been spoken to to make sure expected service completely clear
- Staff members aware to continue to be vigilant when receiving factoring emails and improve communication in the maintenance factoring members in this regard

Congrats to Champion Cheer & Dance

We're delighted for our Centre81 tenants bringing home a World Championship win from America! Well done.



Allpay Partners with PayZone



Allpay add over 12,500 stores to their over the counter payment option.

Our customers can now pay over the counter at Payzone stores across the UK! This provides greater flexibility to you in paying your bills to us, with access to thousands of branches open 7 days a week.

Out and About

Our staff enjoy getting out and about to events where our tenants, owners and other customers might be, so that we can have a chat in a more informal setting.

Linnvale Gala Day

We had a great time at our stall at the Linnvale Gala Day on Saturday 18th June. The day was really well attended and we got to chat to many tenants and owners. Thanks to everyone who stopped by for a chat.

We again thank Cruden, our new Linnvale home builders, for contributing £3,300 to Linnvale Community Group for this worthwhile community event.



Big Disability Open Day

We thoroughly enjoyed meeting with so many of the agencies that were there on the day in April and chatting to current and potential future housing applicants, to promote our wheelchair adapted properties. Our Tenancy Sustainment Officer, Fiona, made valuable connections which will help in her role in supporting tenants.



Sinéad, Lynne and Elaine provided advice and assistance on the day



Kids Easter Competition!

Well done to the two lucky winners of our Easter competition.

Jackson (7) and Millie (9) are pictured below collecting their prize from the Spring newsletter competition – an 'easter basket' packed full of goodies! Millie's mum Charlotte said, "Aw thanks, thanks so much" and Jackson's mum Marni said, "Just to say thanks again for Jackson's Easter basket. He is delighted!"



Annual General Meeting Success!

We were delighted at the success of our 37th Annual General Meeting (AGM) held at Centre81 in Whitecrook, our fantastic community centre.

On 30 June, 35 (23.6%) of our shareholders attended our AGM and heard from our Chairperson, Catherine Boyle, about the Association's focus on the health and wellbeing of residents alongside addressing the challenges facing the community.

Joe Farrell, Head of Housing Services, updated shareholders on key performance from the year and Lynette Lees, Chief Executive, talked over the Association's annual accounts and financial position at the year-end.

Members then enjoyed a fish tea, sweet treats and a free raffle before rounding the evening off with a few games of prize bingo and a dance or two to live music.

It was safe to say there were smiles all round after a great night!

Coffee and Chat with our CEO

Lynette's next monthly dates for being out and about, chatting to you about issues you have with your tenancy or about anything you want to chat about regarding our local communities are:

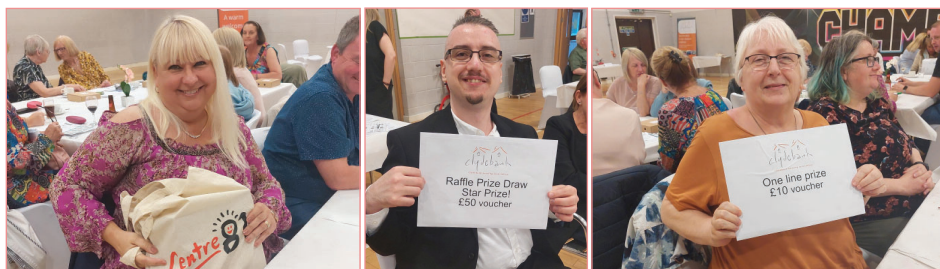
Tuesday 26th July*
11am-12pm
Radnor Park Church Hall

Tuesday 30th August
11am-12pm
CHA Office, 77-83 Kilbowie Road

Tuesday 27th September
11am-12pm
Centre81, Braes Avenue, Whitecrook



* Jack Devlin, Housing Services Manager, or Joe Farrell, Head of Housing Services will hold this session



We have a winner!

Each year at our Annual General Meeting we draw our annual consultation draw.

The draw includes everyone who replies to our questionnaires, surveys etc. throughout the year (where it doesn't have it's own prize draw). Mrs Wallace of Radnor Park was delighted to be picked as the winner and was presented with a £50 grocery voucher! Thanks to all who take the time to respond.



Queens Quay Information Day

Clydebank HA and the other 2 landlord partners of the Queens Quay development, Loretto Housing Association and West Dunbartonshire Council, were delighted to invite prospective and allocated waiting list applicants along to find out more about the development at a May event held at our community centre in Whitecrook, Centre81.

It was a great opportunity to showcase all that is on offer at Centre81 and locally.

We wish to thank the Wheatley Group for covering the cost of this event as a Community Benefit. We must also thank the agencies that came along to make it a great day.



William and Hannah Dalton enjoy a cupcake!



Lynn of Scottish Fire & Rescue



Rose, Isaro Community Initiative



Alison and Johnny of Y Sort It provide advice



Michael and Stacey enjoy the day



Some of our staff who attended



Beth, Working4U chats with a guest



Queen's Quay, Clydebank



Gabriella White, Zoe Hay and Gabriella Lorrimer have fun at the arts and crafts section

Thanks to our amazing partners for coming along!

Working4U



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Working together for a safer Scotland



Gym81

Scotland Cycle Repair Scheme

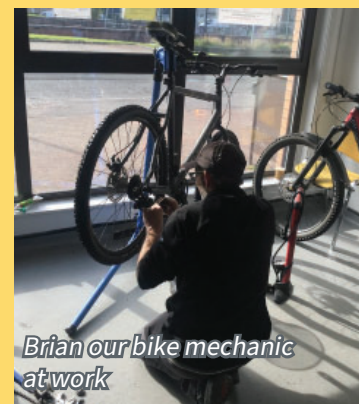
We are delighted that we have been awarded a further £2k from the Scotland Cycle Repair Scheme.

The Scotland Cycle Repair Scheme provides free cycle repairs and maintenance work, up to the value of £50 per person or up to £100 for non-standard cycles e.g. trikes, tandem bikes.

Basic service and mechanical repairs are covered by the scheme i.e. repairs that are necessary to make the cycle roadworthy and fit for purpose.

Contact our bike mechanic, Brian, at Centre81, or Jean at Centre81, for an appointment - 0141 533 7070.

**SCOTLAND
CYCLE REPAIR
SCHEME**



Brian our bike mechanic at work

Unacceptable Behaviour

Whilst a vast majority of our tenants and customers treat us with dignity and respect, over the past few weeks some of our staff have been subjected to unacceptable behaviours from a small number of customers which have involved both physical and verbal abuse.

This is completely unacceptable and will not be tolerated on any level. Abuse should not be part of a day's work for any of our staff.

Our staff are entitled to work in a non-abusive and respectful environment at all times and are in no way expected to tolerate this type of behaviour from anyone. We take a zero tolerance approach to any abuse of our staff and we will always pursue the strongest possible action against anyone found to be responsible or who has knowingly allowed someone they know to behave in such a manner towards our staff. Without fail and where appropriate, we will report incidents to the Police with the sole intention of pressing criminal charges against those responsible. We also reserve the right not to deal with those involved and an immediate ban from all CHA premises will be enforced, alongside all communication channels being stopped.



We may allow further communication thereafter, but only through a mutually agreed and respectful third party.

Examples of abuse include, but are not limited to:

- Use of force that results in physical injury or personal discomfort
- Use of bullying or intimidating behaviour
- Use of bad language or shouting
- Being rude both verbally or in writing
- Exhibiting uncooperative and unreasonable behaviour
- Being aggressive or violent towards our staff
- Vandalising any of our property, our premises, or our housing stock

Our Unacceptable Behaviour Policy can be read in full on our website. Thank you for taking the time to read this article.

Anti Social Behaviour

If anyone is seen acting suspiciously or acting in an anti social manner, this should be reported to the Police directly, as well as to our staff.

Due to recent events (detailed above), please note that our staff will not personally get involved in moving on people or approaching anyone as this would be a Police matter.

Radnor Park Issues

We have had reports of items being thrown from Radnor Park windows including food which could attract seagulls. This is anti social behaviour. Contact us in confidence to report this.



Queens Quay Nears Completion!

37 new homes for rent

Our fantastic partnership development on the River Clyde is a mixture of 1, 2 and 3 bedroom flats. As the newsletter was going to print, it was looking likely the keys for 2 of our 3 blocks would be in the hands of new tenants in just a matter of days!

We will warmly welcome 37 tenants and families into these new homes for social rent.



Scottish Government
Riaghaltas na h-Alba
gov.scot

CCG



A corner living room



Courtyard view



Our blocks



The view from one of our homes

Clydebank Bowling Club

Steady progress is being made on these 18 new homes for rent!

The development consists of six 1 bedroom flats and twelve 2 bedroom flats. Properties are expected to be complete February/March 2023.



Scottish Government
Riaghaltas na h-Alba
gov.scot



Housing as a Career

Little did Sinéad Farrell think when she joined a housing association 25 years ago that it would be more than a job, it was the beginning of a career!

Sinéad, who then moved to CHA in 2002 is a well-regarded staff member who is a specialist in key areas such as tenant involvement, customer care, communications and complaints management. We're pleased to report that Sinéad was recently appointed to an exciting new role of Customer and Corporate Services Manager.

Sinéad was delighted, stating "I am so lucky to work in such a great environment and with an Association that focuses on supporting its tenants and the local community and wants to offer an excellent customer experience."

Read the full press release here
<https://clydebank-ha.org.uk/cha-news/press-releases/>.

Bethany Jones is a staff member at the beginning of her housing career. Bethany joined the Association in 2020 as a temporary Centre81 Caretaker but recently secured the position of Estate Caretaking Apprentice, assisting our Estate Caretaking Supervisor, Alan, out and about in our estates. We're delighted to have this extra resource for our estates.

Bethany said, "It's been an eye opener coming into housing. There's a lot more to the Association than just houses. It's more exciting than I realised! I am enjoying my new role and love doing something different every day. It can be fast paced reacting to issues out and about but it makes every day different. It's great meeting our tenants and building relationships."

Sinéad Farrell appointed as Customer & Corporate Services Manager



Bethany Jones was successful in becoming Estate Caretaking Apprentice



Pastures New!

Our long serving Housing Officer, Stacy Shaw, recently left for pastures new.

Stacy secured a promoted position of Senior Housing Officer with Ruchazie Housing Association.

We wish her every success!



We bid Janet a fond farewell

In May we bid farewell to our Senior Admin Assistant from Finance, Janet Dunphy, as she started her retirement.

Janet joined the Association in 1999 when stock transferred to us from Scottish Homes. Janet had a long career in housing, celebrating 30 years' of continuous service in December 2018.

Staff and tenants will miss her. We wish Janet a long, happy and healthy retirement.



Welcome to Joe & Gillian

Joe Ramsay joined us recently as a Centre81 Caretaker and Gillian Lynas joined us as a Housing Officer for 18 months. Welcome to the team!



During Covid-19 we provided you with details of agencies that can help. We want to remind residents of just some of the agencies that can provide help and advice in times of difficulty.



Clydebank Women's Aid



Clydebank Women's Aid are a confidential organisation which provides information, support and refuge, if needed, for woman, children & young people who have or are currently experiencing domestic abuse.

www.clydebankwomensaid.co.uk/

Tel: 0141 952 8119 (Mon-Fri 9.30am – 4pm)

Email: collective.clydebankwa@gmail.com

Scotland 24 hour domestic abuse helpline: 0800 027 1234

Community Addiction Team



Health & Social Care services for people with drug and/or alcohol related problems

www.scottishdrugservices.com/

Tel: 0141 562 2311 (Mon. Tues. & Thurs. 9am – 5pm, Wed & Fri 9.30am – 12.30pm)

Email: enquiries@sdf.org.uk

Scottish Welfare Fund



To apply for a Crisis Grant or Community Care Grant.

www.west-dunbarton.gov.uk/welfarefund

Tel: 01389 737640 (Mon – Thurs 9am – 4.30pm, Fri 9am – 3.30pm)

Social Security Scotland



You may be eligible for support from Social Security Scotland. For example, Scottish Child Payment, Best Start Grant and Best Start Foods can help with the costs of having a child.

mygov.scot/benefits

mygov.scot/best-start

Tel: 0800 182 2222

Home Energy Scotland



Free, impartial energy efficiency advice to help save on bills and stay warm at home.

www.homeenergyscotland.org

Tel: 0808 808 2282

West Dunbartonshire Food Share



For people who need a food parcel delivered to their home.

Tel: 01389 764135 or free phone 0800 345 7050 (Mon-Thurs 10am – 4pm)

The Lennox Partnership



A Social Enterprise with more than 30 years' experience in helping people prepare for and find work.

www.thelennoxpartnership.org/

Tel: 0141 951 1131 (Mon – Fri 8.30am – 5pm)

Age Scotland



Age Scotland is the national charity for older people working to improve the lives of everyone over the age of 50 so that they can love later life.

www.ageuk.org.uk/scotland

Tel: 0800 12 44 222 (Mon-Fri 9am-5pm)

Citizens Advice Bureau



Free, impartial and confidential advice on issues such as benefits, debt, money, housing and employment.

www.wdcab.co.uk

Tel: 0800 484 0136 (Mon-Thurs 8.30am – 4.30pm, Fri 8.30am – 3pm)

Breathing Space



Confidential phoneline for anyone feeling low, anxious or depressed.

www.breathingspace.scot

Tel: 0800 838587 (Mon-Thurs 6pm – 2am, Fri 6pm – 6am)

Radnor Park Multis Tenants and Residents Association

I want to begin by thanking tenants for coming along to our public meetings. It really pleases me to see new faces and new ideas coming forward.

One of those ideas is around the laundry service and I am delighted that CHA has agreed two things. Firstly, the 5pm – 9pm weekday extension to laundry opening times which I asked for during the height of the pandemic, has now been made permanent. This was to help NHS and other key workers to gain access to this vital service. Secondly, we have asked CHA if this can be extended to a weekend service too, and I am pleased to confirm a 6-month trial is to begin shortly to see if this works well for tenants.

In May, we had issues with the CHP Power not working on a few occasions. This was unfortunate and I have spoken to CHA to ensure a permanent solution is in place.

I have received regular updates on the window replacement programme, which CHA anticipate contractors being on site August/September – hurray! This has been a long process due to covid, and material supply availability and I thank CHA for never giving up on seeing this project being delivered.



We will be holding a summer event at the community garden beside Janice's shop to celebrate our community coming together after the dark days of covid. Noticeboards will be updated with information, and all

are welcome. It will be held on Thursday 11th August, 12-4pm.

Keep well, take care, and have a fantastic Summer!

Craig Edward

Craig Edward, Chairperson

How lovely!

The residents group has purchased gifts and card for new Radnor Park tenants. The Association is passing these on at the sign up stage. How lovely of them!



You can become a shareholder of CHA for just £1!

Call us on 0141 941 1044 or visit our website for more information <https://clydebank-ha.org.uk/get-involved/become-a-shareholder/>.



Garden Competition 2022



Gardeners at the ready!

We are reviving our annual garden competition!



All tenants, sharing owners and owners can either enter your own garden/balcony or recommend a neighbour or friend's garden/balcony by contacting Sinéad at the office, sinead@clydebank-ha.org.uk or 0141 941 1044 by **5 August**. Staff will also be submitting entries from those gardens/balconies they see while out and about.

The competition will be judged in the middle of August.



Best Garden/Balcony:

- 1st Prize - £50 of B&Q vouchers
- 2nd Prize - £30 of B&Q vouchers
- 3rd Prize - £20 of B&Q vouchers



Reporting Repairs

You can report a repair by:

- Visiting our website www.clydebank-ha.org.uk/maintenance/report-a-repair/
- E-mail maintenance@clydebank-ha.org.uk
- Phone a member of our team – **0141 941 1044**
- For those who have recently received log-in details - **use the Tenant Portal!**



Electrical Inspections

Our electrical inspection programme is underway and is being carried out by our contractor Magnus Electrical Services.

This work is required to be carried out every five years and is essential to ensure that your home is safe. We urge all tenants to make suitable access arrangements once contacted by the contractor.



Safe Word or Code

Did you know you can also add a safe word or code to your account for contractors to use?

Just let us know if you would like to set this up. Contractors should also always carry ID at all times.



Major Repairs



Kitchen Refurbishments

Our contractor Everwarm is nearing completion of works at Crown Avenue and Glasgow Road/Hume Street and are currently working on starting phase 2 of the programme.

We're delighted to be able to show you a kitchen which was transformed by our kitchen refurbishment programme, in an average of 4 days. We are very pleased with the finished kitchens and hope our tenants are too!

Thank you to our tenants so far for providing access to have this work completed. If you are part of this contract and have yet to have a survey or work carried out, it is important to contact us as soon as possible to discuss access arrangements. We will be as accommodating as possible.



Our Current Programme

Improvement	Window replacements
Where	Radnor Park*
Stage	Contractor secured, start date awaited

Improvement	Kitchen refurbishment
Where	Band 1 Tenements Bell Street McGregor Street White Street
Stage	Awaiting costs
Where	Crown Avenue Glasgow Road/Hume Street
Stage	Work complete****

Improvement	Gas boilers
Where	Attlee Place Crown Avenue
Stage	Work complete

Improvement	Rewiring
Where	Band 1 Tenements 119-155 Dumbarton Rd Forth Street Bon Accord Square Jean Armour Drive
Stage	Sourcing a contractor
Where	Bannerman Estate *** Linnvale BISF *** Linnvale Whitson Fairhurst *** Attlee Place ***
Stage	Work ongoing. Forced accesses to commence

Improvement	Connection to Council's district heating
Where	119-155 Dumbarton Road* 161-173 Dumbarton Road*
Stage	Contractor secured, start date awaited from West Dunbartonshire Council

Improvement	Door Entry Systems
Where	Band 1 Tenements** 119-155 Dumbarton Road** Forth Street** Bon Accord Square** 177-189 Glasgow Road** Ian Smith Court** Fleming Avenue Glasgow Road/Hume Street Bannerman Estate**
Stage	Preparing paperwork

Improvement	Stone Cleaning
Where	Alexander Street** Dumbarton Road ** Kilbowie Road**
Stage	Sourcing a contractor

Improvement	Painterwork
Where	Rest of stock**
Stage	Contractor secured, start date awaited
Where	Cart Street Ian Smith Court Fleming Avenue Jean Armour Drive
Stage	Work ongoing
Where	Crown Avenue 15-27 Bannermna Place
Stage	Work complete

Improvement	Smoke Detector upgrades
Where	All stock***
Stage	Work ongoing. Forced accesses to commence

Key:

- * Owners to be offered inclusion
- ** Owners meeting required
- *** Includes works required by law
- **** No accesses included in next stage

Smoke Alarm Upgrade



Works have now been completed in over 95% of properties.

There are a small number of properties out with our required programme where works are still outstanding. We will be following our forced access procedures in order for us to meet our legislative duties.

If you are yet to have these works completed for any reason, we urge you to contact us to make suitable access arrangements.



Scottish Government
Riaghaltas na h-Alba
gov.scot

Rewiring Contract

This work has re-commenced after material issues have been fixed and is due to be completed within the summer months.

We'll be writing out soon to any remaining tenants with installation dates. As smoke alarms are included within the contract and we have now passed our legislative deadline, we will be following our forced entry procedures. We urge all tenants with works outstanding to contact us to prevent any unnecessary disruption and discuss any concerns you have. Your co-operation in this matter is appreciated.

Radnor Park Windows and Doors

We're excited to have finally appointed this contract!

We have finally secured a contractor for this work after a prolonged procurement exercise. This work represents a major investment in the area and we're thrilled for our residents who have waited with anticipation for this work to start.

We're now discussing the programme of works with the contractor and will write out to all residents with details of the final programme.



Owner News



A warm welcome to new owners who have recently purchased a property and are now included in our factoring service.

Attlee Place



Please note that, following a number of queries from owners, we have sought legal advice which has determined that the concrete windowsills are classed as a common part of the building and not specific to each individual flat therefore we will be maintaining these going forward. All owners will be responsible for a share of the costs as with all other common parts of the building.

Internal repairs to your home



CHA is the appointed Factor for common parts of your block/estate only. We will not carry out repairs inside your home. This includes works needed because of an issue from a neighbouring household which impacts your own i.e., water ingress. We wish to remind owners not to report internal repairs to our Maintenance Team.

Spotlight on Factoring Complaints

In the period 1 January - 31 March 2022, of the 19 complaints the Association received, 8 complaints relating to our factoring service, 7 upheld.

We were really disappointed in our performance in this area. We report complaints and trends and themes identified every quarter to our Management Committee. There was a distinct theme that was identified in the quarter, poor communication by maintenance staff in failing to respond to factoring enquires received by email/phone (4 complaints). Several improvements were identified by key staff in April, some of which have been implemented and some are ongoing (training and learning).



Our Factoring Complaints Handling Procedure is available here www.clydebank-ha.org.uk/owners/factoring/ or please contact Fiona White, Finance & Corporate Services Manager, at the office for a copy to be sent out.

Regular Gas Servicing & Maintenance

It is important to get gas appliances checked regularly. A gas boiler, gas fire and gas cooker should all be checked and serviced every year by a Gas Safe registered engineer. Annual maintenance not only helps keep the heating, hot water and appliances working properly, it helps keep you, anyone you care for and your neighbours safe.

Owner Portal

We're expecting this to be ready late summer. It will allow owners to update their contact details, view account balance, generate account statements and access surveys.



Cyclical and Major Repairs

We currently have several major repair programmes in common areas which are either ongoing or in the procurement process.

These works are essential in enhancing the properties and maintaining their value.

Meetings will be called as dictated by the title deeds and letters issued in advance. If you are aware of any issues which may impact your ability to attend meetings or you are concerned any aspect of the works please contact us. Communication is key in the delivery of these works and is beneficial to everyone involved.

Invoices

We have recently found some owners have been confused with the Account Summary box on page 1 of their 3 page invoices. We hope the information below helps. Please do not hesitate to contact our Factoring Team if you require more clarification, on 0141 941 1044 or factoringgroup@clydebank-ha.org.uk.

This Invoice: £0.00

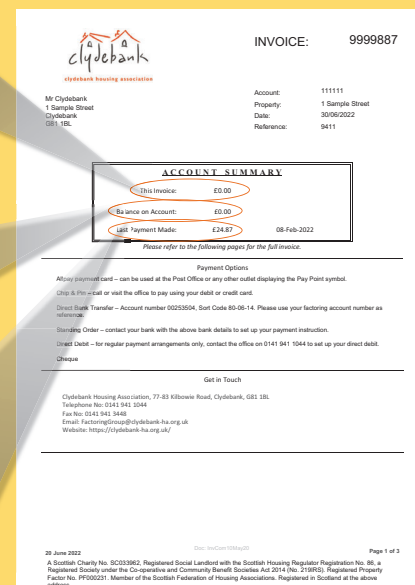
This is the amount that you have been invoiced for and a breakdown of these charges is shown on Page 2.

Balance on Account: £0.00

This is the total amount due and includes "This Invoice" amount and any unpaid arrears on account. This is how much we are needing you to pay to clear your account.

Last Payment Made: £24.87

*This is the last payment that you made to the account (amount and date paid). This is for information only and **does not** require to be paid to us.*



INVOICE: 9999887

ACCOUNT SUMMARY

This Invoice:	£0.00
Balance on Account:	£0.00
Last Payment Made:	£24.87

08-Feb-2022

Please refer to the following pages for the full invoice.

Payment Options

Allow payment card - can be used at the Post Office or any other outlet displaying the Pay Point symbol.

Chip & Pin - visit the office to pay using your debit or credit card.

Direct Bank Transfer - Account number 02030504, Sort Code 80-08-14. Please use your factoring account number as reference.

Standing Order - contact your bank with the above bank details to set up your payment instruction.

Direct Debit - for regular payment arrangements only, contact the office on 0141 941 1044 to set up your direct debit.

Check

Get in Touch

Clydebank Housing Association, 77-83 Kilbowie Road, Clydebank, G81 3BL.
Telephone No: 0141 941 1044
Fax No: 0141 941 3448
Email: factoringgroup@clydebank-ha.org.uk
Website: <https://clydebank-ha.org.uk/>

29 June 2022

A Scottish Charity No. SC039802. Registered Social Landlord with the Scottish Housing Regulator Registration No. 88, a Registered Society under the Co-operative and Community Benefit Societies Act 2014 (No. 215953). Registered Property Factor No. PFD00221. Member of the Scottish Federation of Housing Associations. Registered in Scotland at the above address.

Page 1 of 3

Buildings Insurance Premium 2022/23

For our owners who are in the Full Factoring Service and are therefore included in our Block Buildings Insurance Policy, the Insurance premium for 2022/23 is £106.00.

This is an increase to owners of £32.00 from last year. We know you will be disappointed by the increase; however, this is due to increased costs being applied when renewing the Association's insurance policies, with us seeing an overall increase of 33-40% compared to last year. The higher premium is mainly due to the property stock rate increase and the Association will continue to try and minimise any future increases through effective procurement and demonstrating value for money through its factoring service.

The annual premium will be included on your June factors invoice as normal. We will also be issuing an updated Schedule Part 3 of your Written Statement (Insurance Details) in the coming weeks which will provide a breakdown of the premium calculation together with the various policy excesses which are in place.

Contents Insurance

Accidents happen and for homeowners this can be expensive. We urge all owners to ensure that your home/property and its contents are fully insured to minimise upset and expense in the event of a disaster.

Centre81



Centre81 is owned and managed by Clydebank Housing Association

Centre81 Steering Group

SUMMER SESSIONS - Primary 1 - Primary 7

Throughout the summer the Centre81 Steering Group sessions will be as follows:

- Wednesdays 2:30-4:30pm
- Thursdays 2:30-4:30pm

The first session will be on Wednesday 6th July and the last session on Thursday 11th August. This year they will be operating on a first come first served basis and no bookings can be made in advance. Please contact the SG with any questions you may have - centre81sg@outlook.com.



Date for your Diary!

Centre81 GALA DAY is back!
Saturday 13th August, 12-4pm.
See you there!



Our fantastic 2019 Gala Day



*Photos
©Clydebank Post*



Gym81

- NO joining or rejoining fees
- NO contract
- NO hassle
- LIFETIME membership*

Only £10 a month or £100 for an annual pass!

Please call to book your Gym81 slot – 50 minute solo sessions (last slot 4pm) 0141 533 7070.



BINGO

Join us at Centre81 for our famous weekly bingo sessions!

£5 per person which includes 6 games and a cuppa.

1pm-2.30pm
Thursdays

Everyone welcome!



Congratulations!

Congratulations to Jacqui Voy, who won a 3 month membership for Gym81 in our Facebook competition! Thanks to all who got involved.

** a one-off £7 gym induction charge applies*

Fitness Classes

Check out our popular keep-fit classes at Centre81 (see those in red over the page), all only £3 per class (no need to book)!



Nevis Ensemble

In June, The Nevis Ensemble (Scotland's Street Orchestra) paid Centre81 a visit.

The Nevis Ensemble have been celebrating live music by touring the west of Scotland. Music for everyone, everywhere.

www.nevisensemble.org

Scotland Cycle Repair Scheme

Centre81 is are administering the above scheme after Clydebank Housing Association was awarded a further £2k from the Scotland Cycle Repair Scheme. See page 12 for details.

SCOTLAND
CYCLE REPAIR
SCHEME



Look out for Café81 on Just Eat! Or pop in for a delicious lunch, coffee or snack!

Cafe81



f @cafe81clydebank

What's on at Centre81!



Mon

10am-11am **Centre81 Yoga (£3)**
 1pm-3pm ESOL with Working4U (free)
 4pm-9pm Age 2-adults, dance with Champion Dance & Cheer (costs vary)
 5.30pm-8pm Stitch That Sewing Group (£4)
First Monday of month only
 7pm-8.30pm Clydebank East Community Council

Wed

9.30am-2pm 0-5 year olds, Moo Music (block booking)
10am-11am Centre81 Core Stability (£3)
 11am-1pm Ethnic Minority Women's Drop-In with ISARO (free)
 12.30pm-2.30pm ESOL IT Class with Working4U (free)
 5pm-9pm Age 2-adults, dance with Champion Dance & Cheer (costs vary)

TUE

9.30am-10.30am **Centre81 Pilates (£3)**
 11.15am-12pm All ages, Fitbods with Fiona (£3.50)
 4pm-7.30pm Age 2-adults, dance with Champion Dance & Cheer (costs vary)
 6pm-7pm **Centre81 Circuits/Conditioning (£3)**
Second Tuesday of month only
 6pm-7pm Councillor Daniel Lennie

THU

10:45 - 11.30 Zumbini with Ashley (zumbiniwithashley13@gmail.com)
 11.15am-12pm All ages, Fitbods with Fiona (£3.50)
1pm-2.30pm Centre81's famous Bingo Buddies Lunch Club (£5)
 1.30pm-3.30pm All welcome, Beginning Family History (£4)
 1.30pm-3.30pm All welcome, Writers Group (£3)
 3.15pm-4.30pm Youth Group with Centre81 Steering Group
6pm-7pm Centre81 Kettlebells (£3)

FRI

9.30am-12.30pm Wee Birth Club (block booking)
 2pm-3pm **Centre81 Tai Chi (£3)**
 3.30pm-5pm Age 12+, Youth Group with Y-Sort-It (free)
 5.30pm-7.30pm SAS Sports & Arts Club for Autistic Children (free)

Sat

10am-12pm SAS Sports & Arts Club for Autistic Children (free)

Sun

CLOSED

Classes in red - ran by Centre81 - enquiries on 0141 533 7070



Classes in navy - ran by others - contact below to book/enquire:



Centre81 Steering Group
 Email: centre81sg@outlook.com



ISARO Community Initiative
 Email: isarosocialnet@googlemail.com



Y-Sort-It
 Email: gillian@ysortit.com



Moo Music
 Tel: 07845 093832
 Email: charlene@moo-music.co.uk



Champion Dance & Cheer
 Facebook: @cdcallstars



Strathclyde Autistic Society (SAS)
 Facebook: @sasclubscldebank

TAKE NOTE

Also available...

Community Garden
 Open 9am-5pm, Mon-Fri. Pop along!

Community Gardener Advice
 10am-4pm, Tue & Thu. Pop in for advice!

Bike Mechanic Advice/Service
 9am-1pm, Mon. 9am-12noon, Tues & Wed. Pop in for free repairs.

Rooms for Hire
 Give us a call on 0141 533 7070.



Open 9am-8pm Mon-Fri, 9am-1pm Sat
 £10 a month plus £10 induction (one-off)



Open Mon-Fri 10am-8pm



*"Offering our community
more than a home"*



**For information
on any of
our classes,
please call us
at Centre81 on
0141 533 7070**



CHA Office Hours

**Monday to Thursday, 9am - 5pm and Friday,
9am - 4pm.**

We are closed on the first Wednesday of each month until 2pm
for staff training.

We are also closed on the
following public holidays:

- **Friday 15th July and
Monday 18th July 2022**

Our emergency repairs service
will be available during this
time as well as outwith our
office hours.



Emergency Numbers

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

**☎ 0141 646 5091 (or 0333 202
0708, charges apply)**

All other out-of-hours emergency repairs (fire,
flood, break-in, repairs to Quantum heating
systems), should be reported to our contractors,
West Dunbartonshire Council:

☎ 0800 197 1004

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

Clydebank Housing Association Ltd, 77-83 Kilbowie Road, Clydebank G81 1BL
Tel 0141 941 1044
info@clydebank-ha.org.uk
twitter and facebook: @clydebankha
www.clydebank-ha.org.uk



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