

## Centre81 Activity Update!



There's been a lot going on at Centre81.  
Read more, pages 18-22.



## Our Annual Radnor Community Event Spreads Christmas Cheer

See more on page 10.

We wish you a  
very Merry Christmas  
and a Joyful and  
Peaceful New Year

Our office will close on Friday 22nd December 2023 at 12.30pm and re-open on Thursday 4th January 2024 at 9.00am.

Please note the Radnor Park caretaking service is available on 28th & 29th December, 8.00am to 5.00pm.

Emergency numbers are available on the calendar on the back page, our office answering machine, Facebook, X/ Twitter and our website.

All non-urgent repairs should be reported on 4th January.

## This issue in pictures



### Cost of Living Event

Showcase of support to new and existing tenants.

Page 5



### Staff Christmas Jumper Day 2023!

Staff raise money for two worthwhile causes.

Page 11



### Community Benefits

The Association receives a wide range of support from our contractors.

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## Radnor Park Multis Tenants and Residents Association

**The first event for the new committee was our Halloween party/dance on the 28th October at the Radnor Parish Church Hall.**

With the help of the committee and other tenants we were able to give the hall a spooky feel and with all the automatons, etc. the hall really looked the part. A special mention to Bobby Franks and Linda Scott who provided all the automatons, screens and some of the table decorations. They were kind enough to help us set things up and also returned at the end of the evening to remove all items again. There was a video playing behind the D.J. showing spooky dancers (really eye catching). The music was provided by John Kerr (D.J. for the night). The music was from the 60's, 70's, 80's and 90's and this seemed to appeal to all ages. There was a finger buffet provided by Co-operative Nico Nosh.

There was quite a good turnout for this and from all the chatter they appeared to enjoy the evening.

Quite a few dressed up in fancy dress and we had a competition to decide the best costume.

We also recently held our annual Christmas Lunch on 5th December at Centre81. A delicious traditional 3-course Christmas Lunch was provided by Café81 for over 40 tenants and we also provided return transport. It was a great afternoon!

Many of our committee members also attended the event at Radnor Community Garden on 6th December (more on page 10).

I hope all who attended the events enjoyed themselves and made some pleasing memories.

*Anne Ashcroft, Chairperson*



*Clydebank HA created a Christmas Card for us to distribute to all tenants*



## Becoming a Shareholder

We are managed by a voluntary Management Committee. They are shareholders who are elected by other shareholders. They have the good of the community at heart and wish to make Clydebank a great place to live. You can become a shareholder for just £1.00 and this allows you to attend our AGM & Social Event.

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



Clydebank Housing Association and Radnor Park Multis Tenants and Residents Association sincerely thank Anglian Home Improvements for providing £1,000 towards this Christmas lunch.



## Tenancy Support

**Don't suffer in silence. We can help.**

Fiona Campbell, our Tenancy Sustainment Officer, 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](mailto:fiona.campbell@clydebank-ha.org.uk), or on 0141 941 1044.

One of our recent tenancy sustainment initiatives is to provide cleaning and toiletry products to those who need them. Contact Fiona in confidence.



Example toiletry pack



## Cosy Afternoons are back! @Centre 81

Join us on Fridays, 12pm-3pm from 5th January through to the end of March\*.

Enjoy FREE tea/coffee & soup in a cosy setting.

All welcome!

**Magazines**  
**Homemade soup**  
**Tea/coffee**  
**Free Wi-Fi**  
**Company**

\* until 22nd March

## Welfare Rights Service

We offer our tenants a free Welfare Rights Service through the Citizens Advice Bureau.

Please contact us and we can make a direct referral to the Citizens Advice Bureau for any welfare rights or benefits assistance:

E: [housingmanagement@clydebank-ha.org.uk](mailto:housingmanagement@clydebank-ha.org.uk)  
T: 0141 941 1044



## Handy tips to save money on your energy bills

**There are small changes that you can make at home to lower energy use and save money on your bills.**

**In the kitchen:** always choose the correct sized saucepan for the amount of food you are cooking. Putting lids on pots will also help to reduce cooking time and therefore save energy.

**Doing the washing:** washing clothes at 30 degrees could save around 57% of the energy used each year.

**In the bathroom:** spend less time in the shower – keeping your shower time to just four minutes could save a typical household £95 a year on energy bills.

**Household heating:** turning your thermostat down by just one degree could typically save you £145 a year on energy bills. Heavy curtains at the windows will help to keep the heat in and closing them as soon as it starts to go dark also helps.

**Lights:** replace all of your bulbs with LED equivalents. This can help you save around 69% of your annual lighting costs - around £40 a year.

**General electrical appliances:** switch off appliances on standby – you can save around £65 a year.

Information  
provided with  
thanks by





## 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](http://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 system\*\*
- Community garden & landscaped communal grounds
- Spectacular views
- Dedicated caretaker services
- On-site laundries
- Major improvements planned over the next 5 years including kitchens (details of the 5 year plans are available on our website)
- New windows installed in 2023
- Close to local amenities

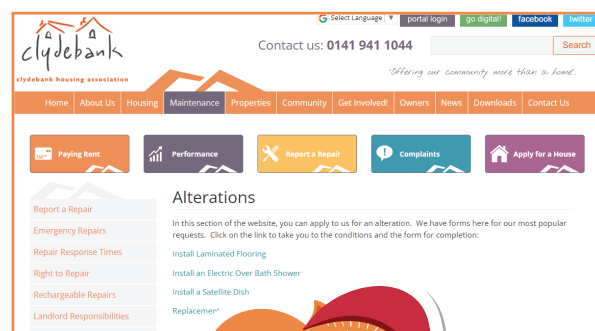


## Permission for Alterations

Please remember that any alterations to your home from laying laminate flooring to installing your own bathroom requires permission from CHA.

While we would not unreasonably refuse requests, it is important that we provide information in relation to responsibilities or actions you must consider which may impact your decisions i.e. future repairs or building warrants.

You can apply for most alterations online 24/7 here: [www.clydebank-ha.org.uk/maintenance/alterations/](http://www.clydebank-ha.org.uk/maintenance/alterations/). You can also pop in or call us on 0141 941 1044.



## 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 a small number of tenants found out recently, in the event of fire or also for flood or break ins.

Particularly think of the devastation an emergency over the festive period would cause to gifts purchased or given or by general accidents, spills or breaks caused during the festivities.

Please contact your Housing Assistant if you would like more advice on this or you can search the internet for the wide range of providers or speak with local or national brokers.



## Stock Condition Survey

We have recently completed this year's stock condition survey. A huge thank you to the 178 tenants who provided access. The information gathered really does make a difference in influencing our decision making process and allows us to focus resources where they are needed most.





# Out and About

We always enjoy the opportunity to get out and about in our community and to share our good news and activities.

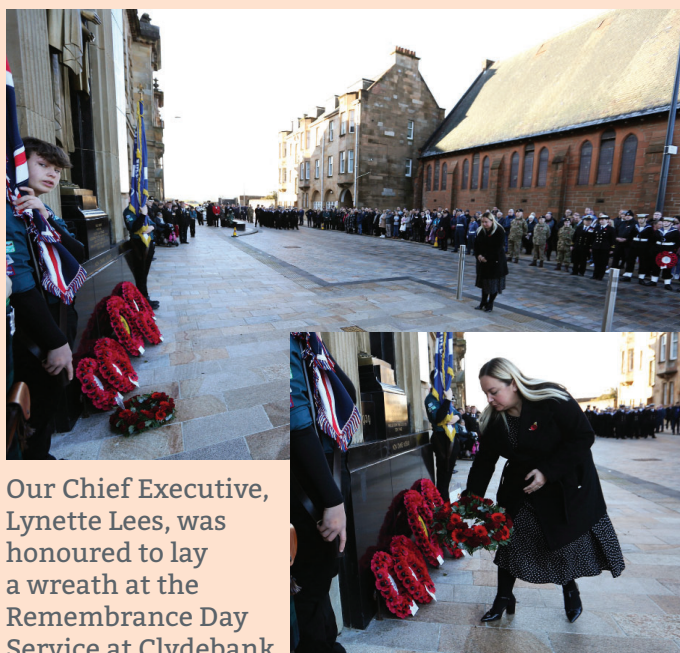
## Young Housing Professionals Network



Our Customer & Corporate Services Manager, Sinéad Farrell, was delighted to speak at SHARE's first Young Housing Professionals Network on 22nd November. Sinéad discussed housing as a career and her journey as well as mentioning the importance of networking to be able to share ideas and good practice.



## Remembrance Day



Our Chief Executive, Lynette Lees, was honoured to lay a wreath at the Remembrance Day Service at Clydebank Town Hall on Sunday, 12th November. The Service was well attended by civic leaders, churches, representatives of the armed forces, uniformed organisations and members of the local community who all paid their respects.

## Committed to our Communities



Our staff have recently attended meetings of the Clydebank East Community Council and Old Whitecrook Tenants and Residents Association (OWTRA).

We want to promote our activities in the community and also find out what's going on in our community and hear of any concerns that we can help address.



## Cost of Living Event



We were delighted to attend MSP Marie McNair's Cost of Living Event at Centre81 on 17th November.



Our staff showcased the high level of support we provide to new and existing tenants. Visitors to the very popular event were able to see the new tenant starter packs we provide (pictured above, left), the Gym81, Café81 and decoration vouchers and also a sample toiletry pack (pictured above, right).



## Coffee and Chat with our CEO

Our Chief Executive, Lynette Lees, continues to hold her monthly coffee and a chat in our community. Find out more on page 9.



# Performance Reports

We hope you enjoyed our 2 recent publications.

We issued our Performance Report showing our performance against the Scottish Social Housing Charter and our Annual Report showing how we performed in 2022/2023 in October.

We value your feedback and thank all the tenants who have completed our Performance Report feedback forms on paper or online.

We'll compile the results and report back in the next ChitChat.



## Make paying your rent a priority this Christmas.

Christmas can be a busy and expensive time of the year, with the cost of presents and celebrations adding up. Unsurprisingly some tenants feel the festive season shifts their priorities.

We want to make sure that you can enjoy Christmas without having to worry about money problems, however, it is important to think carefully about how much you spend and set yourself an affordable budget. Putting a plan in place to prevent rent arrears occurring with help ease some of the financial stress associated with Christmas and New Year.

Here are some sensible steps you can take to ensure that this Christmas you stay out of debt:

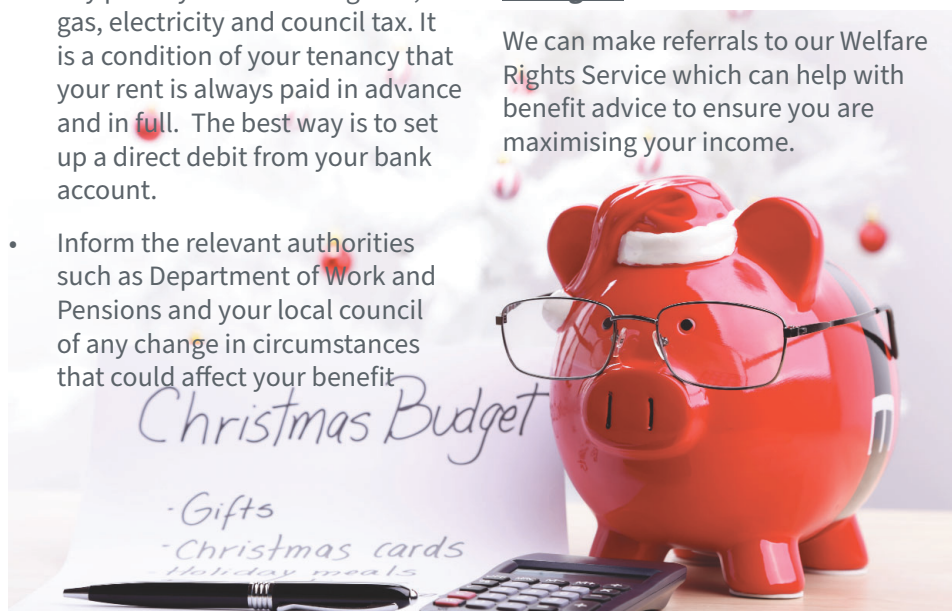
- Pay priority bills including rent, gas, electricity and council tax. It is a condition of your tenancy that your rent is always paid in advance and in full. The best way is to set up a direct debit from your bank account.
- Inform the relevant authorities such as Department of Work and Pensions and your local council of any change in circumstances that could affect your benefit

entitlement and do so promptly to avoid any overpayments which you will then need to repay.

- Decide how much you can afford to spend at Christmas in advance and **stick to it** – you will still then be able to make payments on essential bills such as rent.

If you are struggling, please get in touch to let us know your circumstances so we can work with you and help find a solution. Please contact us on **0141 941 1044** or email [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk).

We can make referrals to our Welfare Rights Service which can help with benefit advice to ensure you are maximising your income.



## CHA Power Ltd Customers

(Radnor Park Tenants)

We would like to remind all of our CHA Power customers to continue to maintain their monthly payments for the Heating and Hot Water services supplied, particularly over the coming winter months.

Please contact our office on 0141 941 1044 to discuss, in confidence, any issues you may be experiencing in making your monthly payments.



### Small Print

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. Information Commissioner's Office Registration No Z6043444. Member of the Scottish Federation of Housing Associations. Registered in Scotland at 77-83 Kilbowie Road, Clydebank G81 1BL. Newsletter printed on FSC® certified paper which is Green Star System Rated 3 star. To the best of our knowledge all information contained in this newsletter is correct at the time of going to print.



## 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: 07469 792648.



## Do you need information in a different way?

We really want all of our tenants and other customers to benefit from all of the information provided in our publications.

That's why we send out information, free of charge, in a variety of different ways. We currently issue information in large print and on audio CD so it's no problem if you'd prefer information this way. We can also provide information in different languages and in Braille.

We look forward to hearing from you if you or someone you know would like to receive information in these other formats.

## New Ramps for Radnor

**With funding from the Scottish Government and Anglian Home Improvements we were delighted to take forward this project.**

Rear ramps have now been installed at our 7 multi storey buildings in Radnor Park. This greatly improves accessibility for wheelchair and mobility scooter users.



## Awards News

**Queens Quay can add another string to its bow.**

Following recent success at the Inside Housing Development, Herald Property and Scottish Design Awards, the MAST Architects team picked up yet another award in mid-November at the 2023 Brick Awards, winning the Urban Regeneration category. Judges commented, "A very impressive building with crisp lines of functional brickwork that is well designed and executed by providing much needed social housing."



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



1st July - 30th September 2023	
Total number of complaints received	14
Number where we were at fault, apology given and rectified	6
Breakdown of complaints where we were at fault: 4 Major Repairs, 1 Maintenance, 1 Factoring	
Responded to in full	14 (100%)
Resolved at front line (5 days)	12
Resolved after investigation (20 days)	2
We have identified improvements from complaints, not always just from the ones where we were at fault, including: <ul style="list-style-type: none"><li>Housing Services Manager raised issues at next contractor meeting</li><li>Additional paragraph added to major repairs letter to provide advice and greater clarity</li></ul>	

## Compliments!

Thank you to our customers for taking the time to provide us with 9 compliments between July and September.

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 receive compliments so thank you to everyone who took the time to let us know when things went well. We appreciate it!






### Annual Complaints Performance Report 2022/2023

**Background**  
Welcome to Clydebank Housing Association's first Annual Complaints Performance Report, newly required by the Scottish Public Services Ombudsman (SPSO).  
It is a requirement that we publish this report on our website by the end of October. The report should include performance statistics in line with the Key Performance Indicators (KPIs) set by the SPSO, complaint trends and actions that have been taken or will be taken to improve services as a result.  
The KPIs set by the SPSO are to support our Association in evaluating our performance, driving improvement and sharing good practice.  
We are keen to demonstrate improvements resulting from complaints and that we value complaints.

**Feedback**  
We hope you find this information beneficial. We welcome your views and feedback on the content, style and format of this new report.



October 2023  
Report No. 1

## NEW - 2022/2023 Annual Complaints Performance Report

View our first Annual Complaints Performance Report as required by the Scottish Public Services Ombudsman, here: [www.clydebank-ha.org.uk/about-us/making-a-complaint/](http://www.clydebank-ha.org.uk/about-us/making-a-complaint/)

## 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.





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



Our staff recently donated toys to the Scottish Fire & Rescue Service (SFRS) Toy Appeal 2023. We were happy to get involved and help out.

## How to deal with Frozen Pipes

**Unfortunately, any outdoor pipe can be at risk during icy weather, as are the ones that pass through any cold spots in the house – like lofts, basements and cupboards that sit on external walls.**

### How can I stop my pipes from freezing?

If your heating isn't working efficiently, the cold spots in your system will be most vulnerable to the cold. So, it's a good idea to have your boiler serviced every year.

### Signs to look out for:

- Your central heating makes gurgling sounds when it's on
- Your boiler won't turn on
- There's no water coming out of your taps, or just a trickle
- Your sink is clogged, and your toilet is flushing slowly

### What to Do

Phone our maintenance team on 0141 941 1044..... we will respond within 4 hours.



## Your Tenant Portal!

**A great new way we can communicate with each other about your tenancy...**

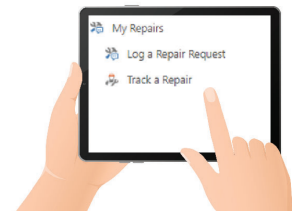
Through the portal you can:

- Report repairs
- Check your rent account
- Get a rent statement
- Access important information from CHA, e.g. newsletters, surveys, consultations etc.
- Keep us up to date with your details and circumstances



The portal link is:

<https://live.clydebank-ha.org.uk/HomeMaster/Login.aspx>



## Coffee and Chat with our CEO



Lynette continues to hold her monthly coffee and a chat in our community.

You can pop along and chat with Lynette about issues you have with your tenancy or about anything you want to chat about regarding our local communities. The next few dates/locations are:

Tuesday 30th January  
11am-12pm  
Centre81, Braes Avenue, Whitecreek

Tuesday 27th February  
11am-12pm  
Radnor Park Church Hall

Tuesday 26th March  
11am-12pm  
CHA Office, 77-83 Kilbowie Road







## Christmas Joy!

Our staff elves donned their Christmas jumpers on Wednesday 6th December and distributed over 150 selection boxes and mince pies at our community garden in Radnor Park.

Our ground maintenance contractors, Ground Control, kindly donated and decorated a tree for the event and did a great job!

The Association treated residents to tea, coffee and hot chocolate from Café81 to keep them warm whilst listening to festive songs from the lovely children of Primary 5 at Kilbowie Primary School. All enjoyed a good chat with staff and neighbours.





## Staff Christmas Jumper Day 2023!



Staff donned their Christmas jumpers to raise money for Social Bite and Clyde 1's Mission Christmas.

On 8th December, staff got together to raise money for these worthy causes, with over £40 being raised for each.



## Employee of the Year 2023

We were delighted to present Housing Assistant Elaine Bannerman, with this staff nominated award.

Elaine, pictured, is the fifth recipient of this award which was awarded at a recent staff training event. Elaine received many nominations from her colleagues, including:

- Elaine is such a hard worker. She is amazing with the tenants and is super helpful to all of her colleagues
- Elaine is amazing with customer service. Nothing is ever too much trouble. A great colleague
- Elaine is like a ray of sunshine in the office

Well done Elaine!



## Cuppa and a cake in support of Macmillan

Our staff once again held an event in support of Macmillan's Biggest Coffee Morning.

Our 7th 'CHA bake off' was held in October. The highly sought after award was won by Raeann, our Maintenance Assistant, with her delicious and beautifully presented cupcakes! We thank our staff - makers, bakers and donators - who supported the event and raised £150. Joe Farrell, Head of Housing Services, is pictured handing over the prize to Raeann.



2023  
Star Baker  
Raeann



The winning bake!



## Margaret Retires

Our long serving Clerical Officer from our Housing Services team retired in September.

Margaret McKeith was bid a fond farewell by us all and Joe Farrell, Head of Housing Services, said, *"It's fair to say that you have given CHA everything, every day. Ten years ago, back in March 2013, we took you on as an 8 week temp. We liked you so much we kept you! You have been an absolute pleasure to work with and you have been instrumental in achieving all that we have achieved these past ten and a bit years."*



Margaret, pictured front, receiving her gifts

## Long Service Award

Our Finance & Corporate Services Manager, Fiona White, recently celebrated 30 years' service with us.

In recognition of this amazing achievement, Fiona was presented with flowers and a gift from CHA's Management Committee, gifts from staff and was also invited to an awards ceremony with Employers in Voluntary Housing (EVH). EVH provide employment support to CHA and many other housing associations across Scotland and seek to celebrate long service in the industry.

Fiona was delighted with all of her gifts and the award. Fiona said of her time at CHA, *"I decided I would take the job at CHA as a Clerkess/Trainee and work there for 6 months while I tried to figure out what I wanted to do with my life! It's now 30 years later and I am the Finance & Corporate Services Manager. I can honestly say that I have loved every minute of my time with CHA."*



Fiona receiving her award



Lynette, Fiona and Joe at the presentation

To read more about some of our staff members' housing journeys, visit [www.clydebank-ha.org.uk/cha-news/scottish-housing-day-2023/](http://www.clydebank-ha.org.uk/cha-news/scottish-housing-day-2023/)

## Farewell!

We have had some recent departures from our staff team.

George Stevenson, Maintenance Officer, and Vallia Agbokuma our PATH Trainee, left us in November for pastures new.

We are delighted that PATH Trainee Vallia gained valuable experience during her 3 year placement with us and also completed her Postgraduate Diploma in Housing Studies.

We wish them both all the very best for the future.



## Welcome on Board!

We extend a warm welcome to our new Housing Assistant, Anne Smith, on a 14 month contract.

*"Hi everyone, my name is Anne Smith and I'm delighted to have joined the team at Clydebank HA as a Housing Assistant in October. My role involves processing applications, organising viewings and sign ups for new tenants, assisting our tenants, and offering support where I can. I am looking forward to meeting you over the course of the coming year."*







## Gutter Cleaning



Gutter cleaning work is due to commence in January throughout our stock with the programme ending in February (weather permitting) by Caledonian Maintenance.

We've listened to owners at our recent event and communication improvements have been discussed with the contractor. Where possible owners will be carded on completion of the work and we will provide programme updates via text message to owners prior to work being carried out at your home.



## Our First Owners' Event!

**We held our first owners' event on 26th October.**

The event was held following our review of the Owner Satisfaction Survey results. We are always looking for opportunities to improve the 2-way communication between ourselves as Factor and the owners that receive a factoring service from us and this event allowed owners to meet Jack Devlin, Housing Services Manager, and Fiona White, Finance & Corporate Services Manager, who take the lead on managing our factoring service. Our Finance Assistant, Geri Whitley, was also on hand to discuss account balances and payment of invoices.

Nearly 20 owners joined us for food and refreshments and were able to ask questions, bring bills along to be explained, etc. The big topic was future major repairs and our 5-year maintenance plans were discussed. Overall, it was a great meeting and feedback received was very positive. One thing that we have taken away from this event is that it has the potential to be a great platform for owners to raise their issues and concerns directly with the Factoring Team, however having an event for all owners to attend at the same time may not give everyone the opportunity to raise their concerns. Therefore, going forward, our owners' events will be more 'area-based' to allow all owners the opportunity to have their issues raised and discussed. We hope to see you at one of our future events!



## Energy Efficiency

**Did you know that owners may qualify for funding via Energy Company Obligation (Eco4) funding for work such as insulation or heating upgrades?**

We are working with contractors to identify funding streams which may include owners who access the following benefits;

1. Income based Jobseekers Allowance (JSA)
2. Income related Employment and Support Allowance (ESA)
3. Income Support (IS)

4. Pension Credit Guarantee Credit (PCGC)
5. Working Tax Credit (WTC)
6. Child Tax Credit (CTC)
7. Universal Credit (UC)
8. Housing Benefit
9. Pension Credit Savings Credit (PCSC)
10. Child Benefit (subject to income caps and composition)

If you are interested in being contacted to explore this further please e-mail us at [factoring@clydebank-ha.org.uk](mailto:factoring@clydebank-ha.org.uk) and we will ask our partners to contact you.



## Window Refurbishments

**We are due to commence a programme of work at Dumbarton Road and Glasgow Road to renew windows within our tenanted stock.**

If you own a property here and are interested in finding out how you could be included in the programme, please contact our Housing Services Manager.



## Spotlight on Factoring Complaints

**In the period 1 July - 30 September 2023, of the 14 complaints the Association received, 2 complaints related to our factoring service and 1 was upheld.**

We value complaints and use them to improve our services.

Our Factoring Complaints Handling Procedure is available here [www.clydebank-ha.org.uk/owners/factoring/](http://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.



## December Invoice Run - Your frequently asked questions answered.

**Why am I being charged for open space maintenance in Linnvale?** As an owner in Linnvale, you have joint responsibility with all other owners (including us) to maintain all the common open spaces in the Linnvale estate which have not been adopted by West Dunbartonshire Council. As appointed Factor of the Linnvale estate, we maintain these areas on behalf of all owners and invoice you for your share of the cost. This is a responsibility laid down in your title deeds.

**How have you decided what I am to be charged?** Your maintenance responsibilities are laid down in your title deeds and we invoice you in line with this.

**I don't like the layout of the invoice.** We are limited in terms of the layout and information provided in line with our computer software. We aim to be as descriptive as possible but encourage you to visit our office with any questions about your invoice.

**Why was I not notified of this work before completion?** Per your Written Statement of Services, we have delegated authority to carry out works up to £250 per owner. To keep our management fee as low as possible we may not notify you of works prior to completion particularly for lower value items. For any works over this amount (excluding emergencies) majority approval of owners would be required.

## Stone Cleaning – Kilbowie Road & Alexander Street



A condition survey of the stonework has shown extensive works are required.

An initial meeting and site visit with a contractor has taken place to gather cost information and once this is received, it will be shared with owners. It is expected that the cost for this work is likely to be high, therefore we are giving residential and commercial owners advance notice of this proposed work so that you can start making the necessary financial planning.



We don't anticipate being in a position to commence this work within the next 12 months and we will require majority approval from owners at each block before we can proceed. We understand that the high costs may be worrying, however, this work is necessary in order to protect the fabric of the building, therefore we hope to have your support to proceed.

## Dumbarton Road Heating Upgrades

As part of our proposed heating upgrades at Dumbarton Road, work to the car park is required in order to install pipework. Having now received approval from owners, it is expected that this work will commence on 8 January 2024. Further meetings will be arranged for week beginning 8 January 2024, seeking majority approval from owners in each block to install the risers. Meeting invitations will be issued prior to the Christmas break. If you are unable to attend the meeting, please complete and return the Proxy Voting form.

In the meantime, if you have any questions or would like to discuss any aspect of our investment programme in the area please contact our Housing Services Manager or visit our office.

## Open Space Maintenance



The existing open space maintenance contract is due to expire on 31st March 2024.

Labour and material costs throughout the construction industry have increased and we do not envisage this contract being any different. Updates will be provided as we have them and we encourage owners to contact us with any concerns.



## Mould and Damp

Mould and damp can present itself in any property when the moisture levels are high.

We must ensure to keep moisture levels low by ventilating your property. You can do this by opening windows, moving furniture away from walls to allow circulation, making sure your home is appropriately heated, not blocking chimneys and vents, not drying clothes on radiators, and keeping kitchen and bathroom doors closed. The way you use your home affects the moisture levels, so always be mindful of these points.

If you do have any mould or damp then please let our maintenance department know and we can look at ways of assisting with this.

You can contact us at the office on **0141 941 1044** or [maintenance@clydebank-ha.org.uk](mailto:maintenance@clydebank-ha.org.uk) or complete the form here: <https://clydebank-ha.org.uk/maintenance/mould-and-damp/>

## Contractors

Do you know of any contractors who would like to work with us?

We are always on the lookout for new contractors to come on board and complement our list of existing contractors. We want to make sure we are able to provide the best repairs and maintenance service we possibly can.

Get in touch if you'd be interested on 0141 941 1044 or email [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk).



Research Resource has been carrying out satisfaction surveys on our behalf. A huge thank you to everyone who has participated. Our repairs & maintenance satisfaction performance is currently 92%.



## Gutter Cleaning

**Contract set to get started**

We are pleased to announce that our gutter cleaning contractor Caledonian Maintenance Services Ltd will be commencing work in January 2024, completing work in all locations by February 2024. This work will include minor repairs.

Please be advised that these dates may be subject to change due to weather. If you would like further information regarding this contract, please don't hesitate to contact the maintenance team on **0141 941 1044**.



## Major Repairs



### Coming this financial year

- District Heating Installation - 119-173 Dumbarton Road - Infrastructure/civil works commencing January 2024
- Window Refurbishments - 177-189 Glasgow Road and 119-173 Dumbarton Road - Contractor appointed and surveys to be carried out in January 2024



### Underway

- Nearing completion – Kitchen Refurbishments – Bell Street, McGregor Street, White Street, Dumbarton Road, Kilbowie Road, Alexander Street and Whitecrook Street
- Electrical Upgrades – Tenements, Bon Accord Square, Forth Street, Ian Smith Court, Fleming Avenue, Jean Armour Drive, 177-189 Glasgow Road, 15-27 Bannerman Place, Melfort Court (tenants), 4 no. Blackburn Cottages (Livingstone Street)
- Upgrade of Water System – Radnor Park



### Completed

- Windows – Radnor Park
- Common Ventilation Upgrade – Whitecrook Street, Kilbowie Road, Dumbarton Road, 177-189 Glasgow Road



## Contractor Appointed for Window Contract

After a hugely successful window programme at Radnor Park we are delighted to have procured the next phase of our window replacement programme.

We can confirm that Sidey Solutions Ltd have been appointed as contractor to carry out window replacement work to 79 properties at 177-189 Glasgow Road and 119-173 Dumbarton Road. Initial information has been sent to tenants and further information will be provided prior to pre-start surveys to be carried out early in January.

This contract is an excellent example of our stock condition surveys impacting our 30-year investment programme with this work brought forward due to the condition of the existing windows and to help retain heat within the properties.



## District Heating Connection

We are thrilled to announce that we have reached an agreement with West Dunbartonshire Council (WDC) to extend the local district heating network to our flats at Dumbarton Road.

This project forms a significant part of our investment programme to help tackle fuel poverty and other associated issues in the area. We would like to acknowledge the support from WDC and Scottish Ministers and the Social Housing Net Zero Heat Fund which has helped make this possible.

A huge thank you to tenants and owners in the area for their patience throughout this process. Initial information has been sent to tenants however if you have any questions please don't hesitate to pop in and see us.



*Dumbarton Road blocks will be connected to the Council's Energy Centre at Queens Quay (pictured centre)*



## Kitchens

**Phase 2 of our kitchen refurbishment programme is coming to an end.**

All surveys have been completed with only a few properties left for installation. Access for surveys was lower than anticipated (see article below). Those properties not completed due to no access will be added onto our next phase of works.

### Phase 3 – BISF Properties

We have started the procurement process for kitchen refurbishments at BISF type properties (37) in Linnvale including:

- Attlee Avenue
- Livingstone Street
- Kirkwood Avenue
- Dalton Avenue
- Greenwood Quadrant
- Morrison Quadrant

Information will be provided to tenants within these properties in the new year.

## Keep the Lines of Communication Open

### Access for Major Repairs

Please contact us immediately if you receive notification of Major Repair work and the date(s) is not suitable. Many vital works are required as part of our landlord obligations and we need them to go ahead. We will work with you and do all we can to rearrange the work to a more suitable time.







Some of our Estates and Maintenance staff with Jamie (centre) of the Bell Group

## Community Benefits

We receive both formal and informal community benefits from our contractors.

Recently Bell Group, our paint work contractor, painted all of our caretakers' offices. Anglian, the Radnor Park window replacement contractor, provided support including funding for events, tenancy sustainment help and repurposing a room at Centre81.



## Caretaker's office to be transformed

As mentioned at the October Radnor Park Multis Tenants and Residents Association public meeting, the unused caretaker's office in Lomond View is getting a bit of TLC so that our staff and the residents group can use it.

Bell Group gave it a lick of paint and Anglian has provided funding to furnish it.

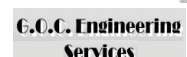
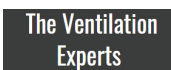
We look forward to showing you the photos of the transformation!

The 'before' pictures



## World Kindness Day

Many of our contractors, consultants and suppliers support our World Kindness Day activity. See our Spring newsletter for more information!







**Lots of exciting things coming  
up at Centre81 in 2024.....  
Bone Health sessions  
Healthy Eating Workshops  
Mindfulness Course  
Community Cycles....and lots  
more. Watch this space!**

**Centre81 is owned and managed by Clydebank Housing Association. Our funding partners:**

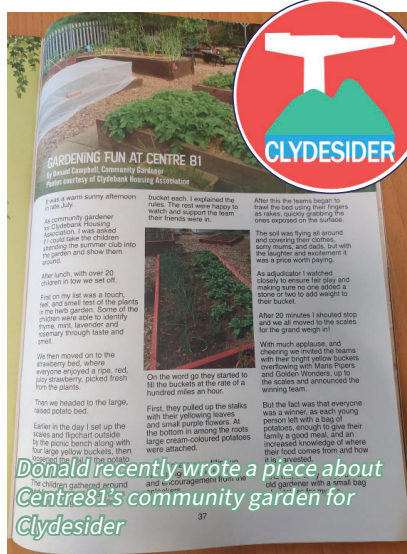


# Raised Beds Available

We have a number of raised beds available at Centre81.

Get growing your own veg in 2024. We can help you get set up and give you advice on what and when to plant.

If you are interested, give Jean or Ali a call at Centre81! Telephone number: **0141 533 7070!**



Donald recently wrote a piece about Centre81's community garden for Clydesider

Don't forget, Donald, our community gardener is available at Centre81 for gardening advice!

## Scottish Government Visit to Centre81

We were delighted to have had a visit from the Scottish Government on 9th November and to showcase Centre81 and all the project successes so far from their Investing In Communities Funding. Feedback from the Project Officer was very positive.



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

## Halloween Fun @ Centre81

### Centre81 Halloween Disco

In partnership with the Centre81 Steering Group we held our Halloween Disco, with over 200 people attending! The young people dressed up and played spooky party games and there was lots of dancing too. Thanks to Domino's Pizza Clydebank for supplying the yummy pizzas for all to enjoy.





WEST COLLEGE  
SCOTLAND

## West College Scotland

### FREE Health and Fitness Assessment

West College Scotland Sport HNC Fitness students were at the Centre for two days in October offering FREE health and fitness assessments, personalised fitness questionnaires, basic health checks and fitness testing. They provided advice to dozens of people and feedback was great!

### Join playtalkread For a FREE Family Session



BONNIE



Bonnie and the team are coming to:  
Centre 81,  
2-16 Braes Ave, Whitecrock,  
Clydebank, G81 1DP  
on Thu 19th October!



Activities include arts & crafts,  
messy play and much more.

Search 'PlayTalkRead' on  
Eventbrite to book on now!

Please note: We  
cannot accommodate  
visits from childcare  
settings.

We hope to see you soon -  
The PlayTalkRead Team!



## AutumnFest Success

We held a week of various events, activities and workshops throughout the October school holiday week.

We held taster sessions of Tai Chi, Yoga and Circuit Training, organised a Community Cycle from Centre81 to the Bowling Basin and back, and offered an afternoon of free Gym81 inductions. We also ran a Cupcake Decorating Class, Natural Body Butter & Deodorant Workshop and a Herbal Tea and Fire Cider class.



We treated our Bingo Buddies to a fish tea, which they all thoroughly enjoyed.

We put on two sports and arts & crafts sessions for Primary 1 to 7 and also provided lunch and snacks. These sessions were delivered by the Centre81 Steering Group.





## Christmas Card Workshop

Tintin from Glasgow's Mobile Print Studio was at the Centre delivering a Screenprinting Christmas Card Workshop. Participants on this introductory workshop worked with simple hand-cut stencils, creating exciting designs in multiple layers and colours. At the end of this fun workshop in November, they had made a batch of their own unique Christmas cards.



MoPS is a small print studio run by a local artist David Farrar who together with his team delivers pop-up introductory printmaking workshops to the public in and around Glasgow.  
Contact: [mobileprintstudio@gmail.com](mailto:mobileprintstudio@gmail.com).



## Christmas Wreath Workshop

Lauren from Herbal Homestead came to the Centre for a Christmas Wreath Making workshop. Lauren took participants foraging for foliage and holly and they then made some gorgeous festive wreaths to take home.







## Community Lunch!

Another brilliant Community Christmas Lunch was held on 7th December. Everyone had a ball!

70 local people enjoyed a delicious 3 course festive lunch by Café81 and a glass of wine along with prize bingo and a free raffle.

Thanks to the Centre81 team for organising and Clydebank Housing Association Ltd elves for helping out. Thanks also to Clydebank East Community Council for sourcing the funding from West Dunbartonshire Council to allow us to put this fantastic event on for free!



## Santa Claus came to town!

On Thursday 14th December Santa Claus paid a visit to Centre81 and we had a party to celebrate!

Over 100 local children were able to visit Santa's Grotto and each received a selection box. A party was also held with DJ James Flames keeping our guests entertained.

We must thank Domino's Clydebank for their contribution towards the buffet.



Thanks to C81 Steering Group for assisting with the party and to Centre81 and Association staff who served hot chocolate to keep everyone toasty.





## Are you 18+ years of age, unemployed and living in or around the Whitecrook/ Clydebank area?

Do you want to improve your skills, knowledge, confidence and gain new qualifications?

This 3 day per week programme, 10am-2pm, based in Centre 81 in Whitecrook/ Clydebank starts in **early January 2024**, and will run for 12 weeks

LUNCHES AND TRAVEL COSTS WILL BE COVERED.

**Spaces are limited so please contact **Liam Burke on 07884437924** or **[lburke@routestowork.co.uk](mailto:lburke@routestowork.co.uk)** to have a chat or why not attend one of our Open Days?**

**routes to  
Work**



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UK Government



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gov.scot

West  
Dunbartonshire  
COUNCIL

Working4U

## Providing Assurance

### Our Annual Assurance Statement to the Scottish Housing Regulator



Scottish Housing  
Regulator

**Our Annual Assurance Statement for 2023 was agreed by our Management Committee on Tuesday 24 October 2023. The statement was signed by Catherine Boyle, Chairperson, pictured, on behalf of the Association and submitted to the Scottish Housing Regulator by the deadline of 31 October.**



Catherine Boyle  
Chairperson

Clydebank Housing Association's Management Committee hereby submits its fifth Assurance Statement to the Scottish Housing Regulator, which has been prepared in line with Statutory Guidance, declaring that it is compliant with:

- All relevant regulatory requirements as set out in Chapter 3 of the Regulatory Framework
- The relevant standards and outcomes in the Scottish Social Housing Charter
- All relevant legislative and statutory duties in respect of tenant and resident safety, housing and homelessness and equalities and human rights
- The Regulatory Standards of Governance and Financial Management

The following exceptions are noted:

- We currently have electrical inspection data for all properties, which can be fully evidenced, and procedures have been enhanced to ensure they are completed on time. However, there are 4 properties that will be registered as failures against SHQS as the electrical

inspections were not completed within 5 years. We currently hold electrical inspection data for these properties which was received after the 5-year anniversary date.

- Information states that all 1210 properties have smoke alarms installed to a minimum LD2 standard. However, we do have 3 properties that we are trying to access to verify this as we do not have the required documentation to evidence this under audit. This was highlighted during an Asset Management task carried out over the last two months and our Maintenance Officers are following procedures to ensure evidence is collated.

The Management Committee arrived at this conclusion following ongoing reviews of its recording framework, reviews of key evidence including independent financial and non-financial audit reports, feedback from tenant surveys and consultation and recommendations following collaborative Governance and Health & Safety reviews.

In considering our ongoing compliance with our legal and regulatory requirements, we have taken

account of the ongoing impact of the current cost of living crisis and the consequent business, economic and social disruption. The continuing uncertain times mean that rent arrears will remain a key concern for the Association, with a continuing emphasis on support and assistance for its tenants.

During the ongoing assurance review processes, the Management Committee has identified improvements which will further enhance its current and future practices and an Improvement Action Plan is reviewed on a regular basis.

We have plans to develop an Equalities and Human Rights Strategy and incorporate any updated guidance and briefing notes received so that we can implement an effective approach and incorporate these into our assurance processes. We plan to use any trends and observations from the data, in relation to the characteristics of our customers, to shape and deliver our services accordingly.



# Calendar 2024

January

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14	15	16	17	18	19	20
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February

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March

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July

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August

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September

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29	30					

October

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20	21	22	23	24	25	26
27	28	29	30	31		

November

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24	25	26	27	28	29	30

December

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22	23	24	25	26	27	28
29	30	31				

## 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**

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

## Useful Numbers

Radnor Park caretakers:  
Donald 07875 380125 / John 07875 379176 / Charlie 07875 380183

Other areas Caretaker, Alan:  
07931 843341

Police Scotland: 101

Clydebank Health Centre:  
0141 531 6363

Citizens' Advice Bureau: 0800 484 0136

Women's Aid Clydebank:  
0141 952 8118

Gas Emergencies (SGN):  
0800 111 999

Scottish Power Emergencies:  
0845 2727999

### Guide:

☐ Public Holiday Closure

☒ Staff Training Closure 9am-2pm

### Usual Opening Hours

Monday to Thursday 9am to 5pm, Friday 9am to 4pm. We close the first Wednesday of every month for staff training as shown above.

West Dunbartonshire Council Services:  
Switchboard: 01389 737000  
Homeless Out of Hours: 0800 197 1004  
Social Work Out of Hours: 0800 811505  
Council Tax: 01389 737444

Clydebank Housing Association Ltd, 77-83 Kilbowie Road, Clydebank G81 1BL  
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www.clydebank-ha.org.uk

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