

New Chief Executive

Introducing our new Chief Executive Officer – Sharon Keenan

I am delighted to introduce myself to you as Clydebank Housing Association's (CHA) new Chief Executive Officer, having taken over from Fiona Webster who left the organisation in December 2014 after 24 years' service. Many of you will know me already as I am in my 30th year at CHA and I look forward to continuing for many more in this new and important role. My priority will be you, the Association's tenants and customers and I will ensure that our highly experienced and excellent staff team will continue to promote high levels of performance, service and tenant satisfaction in the months and years to come.

My aim is to encourage more tenant and customer involvement in shaping our services, making sure we deliver services you want and not what we think you want. I would therefore be delighted to hear from anyone who would be



interested in attending one of our upcoming Focus Groups or even join our Tenant Panel. The only experience you need is to be a tenant or a customer of CHA!

We will be holding our usual annual Centre81 Community Gala on **Saturday 25 July** and this will also be an opportunity to celebrate our 30 years in the Clydebank community. Put the date in your diary and look out for further information in forthcoming ChitChats. I look forward to hopefully meeting many of you at this event.

New Management Committee Members

We now have a full complement of Management Committee members

We are delighted to report that following our recent recruitment campaign, the Association now has 4 new Management Committee members bringing the tally to 15. **Read more on page 2.**

This issue in pictures...

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LOW RENT INCREASE - READ MORE ON PAGE 6

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INFORMATION

New Management Committee Members CONTINUED FROM PAGE 1

The new members Laura-Anne Murray, Nikki Robertson, Catherine McGarrity and Fergus Russell, bring with them a wealth of experience in the financial, legal, wider role and regeneration fields and there's lots of local knowledge too. We are certain they will prove to be assets to the organisation and enhance the existing Management Committee membership experience.

Laura-Anne said, "I wish to serve on the management committee to make a difference to my local community by achieving high quality affordable housing and facilities for the association's tenants across Clydebank. My legal background coupled with my local knowledge will allow me to contribute to the effective governance and performance of the association and I am delighted to now have the opportunity to become involved."

Nikki said, "I became a co-opted member of the committee in January and have a background in finance as an accountant with over 15 years experience in various companies. I hope to use my financial skills to assist in continuing the successful management of Clydebank Housing Association and also for me to learn more about the local community."

Catherine said, "I'm a local person with an interest in housing and what goes on in Clydebank including local architecture. I've worked in housing development in Scotland and England over the last 20 years with a degree in Town Planning. I want to give my services and experience to make a positive difference."

Fergus commented, "I just want to do the best I can for our tenants and contribute to the good work already being done by the Management Committee."



Laura-Anne



Catherine



Fergus

Owner Occupier Satisfaction Survey

The response to the recent Owner Occupier Satisfaction Survey was not as high as we would have hoped. Only 9% of the forms issued were returned, compared with a return rate of 24% for the last survey carried out in 2011.

We value and actively seek your views in relation to our factoring service as all feedback helps us identify ways in which our service can be improved.

We realise that perhaps the Christmas and New Year period is not the best time to issue survey forms. We will bear this in mind when the next survey is carried out.

If you have any comments or suggestions about the recent survey, please do not hesitate to contact our Finance Officer, Fiona White.

The full results of the Survey are enclosed (for relevant owners only).

Prize Draw Winner! It is our pleasure to extend our congratulations to Mrs Dixon of Linnvale, who was the lucky winner of the Prize Draw. Mrs Dixon is pictured below receiving her £100 Asda voucher from Fiona White, Finance Officer.



HELP! We need you!

We'll be reviewing the following policies and services during the coming months and we really want to get your views and ideas. Please contact either Alison Macfarlane or Joe Farrell for an informal chat and we can let you know what's involved.

Topic	When
Foyers at Radnor Park	March 2015
Lettable standard	April / May 2015
Rechargeable repairs	April / May 2015
Estate management services	May 2015
Tree maintenance	Summer 2015
Rent policy	September 2015
Window cleaning	September 2015

There are a couple of ways to get involved - you can choose the one that suits you best:

- **Consultation Register** - interested tenants or service users who receive information to review by email or post a few times a year
- **Focus Group** - short term group of interested tenants and service users to review a particular policy or service. Will meet no more than 3 times
- **Scrutiny/Tenant Panel** - 'a critical friend' that acts as a challenge to the Association, gives us feedback, helps us deal with weaknesses and overall, acts as a sounding board for new plans. We'll provide support and training. Will meet about 4 times a year

Thanks to everyone who completes and returns our feedback forms

We value your opinion and your views on how well we are doing. Of course, we also want to know when we haven't done as well as you expected. That's why we want to take this opportunity to thank everyone for taking the time to return our feedback forms as by doing so means we can take on board your comments and improve our service to you.

Your name will also be entered into our annual prize draw (drawn at our Annual General Meeting). If you become a shareholder of the Association (£1 membership fee), you can attend our AGM and have a say in the election of our Management Committee and hear what we've been doing over the preceding year.

QUARTERLY TENANT SATISFACTION SURVEY STARTING SOON. THE INDEPENDENT COMPANY IS BEING SELECTED. FULL DETAILS WILL BE POSTED TO YOU!



A recent focus group meeting at our office

INFORMATION CONTINUED

CRC Care (Advertising Feature)

CRC Care Ltd is a Care Provider for people living in the local community who are in need of assistance with their day to day living tasks. We operate within Renfrewshire, West Dunbartonshire & surrounding areas. The services provided include personal care, assistance with bathing/showering, shopping, domestic duties, escort/transport to appointments, preparing meals, day & night sitting. All Carers employed at CRC Care Ltd are trained to a minimum of SVQ level 2 or working towards this.

AIMS OF CRC CARE LTD

CRC Care Ltd aims to provide quality care to Service Users in their own homes, promoting independence and individual choice. The care provided is 'person centred' & based on the needs of each individual and this is assessed by a senior member of staff. All care plans are tailored-made for each Service User with attention focused on their day to day living needs. A consultation is not only held with the Service User but also from their family, Adult Social Care, and any other sectors of the caring profession that may be involved with the Service.

CRC care aims to work with local community, ethnic minority groups and other organisations. We provide training to individuals in order to equip them with skills needed to improve social care and employability. The company further aims to provide employment to the local community.

We are registered with the Care Inspectorate.

For more information contact us:
T: 0141 251 0138/
07557512530 (24 Hours)
E: manager@crccare.co.uk
W: www.crccare.co.uk



Charity Starts New Group in Clydebank

Contact the Elderly is a national organisation which aims to relieve the acute loneliness and isolation of people over the age of 75.

We organise small groups of volunteer drivers who take elderly members to a host's home for tea one Sunday a month. The group is warmly welcomed by a different host each month, but the drivers remain the same which means that over the months and years, acquaintances turn into friends and loneliness is replaced by companionship. Our service is free.

The charity is now launching a new group in Clydebank, and is looking for referrals of older people who may be interested in joining. If you are aged 75 or over, live alone and can't get out without some assistance, you would be eligible to join. We are really keen to attract more men to join the group, but of course, the group is open to men and women.

Please contact Margaret Oliver, Development Officer, Contact the Elderly, on 01389 605915, email margaret.oliver@contact-the-elderly.org.uk for further information.



COMPLAINTS



We apologise that figures previously reported for 1 July - 30 September were incorrect. Please find below the correct figures for this period along with the latest quarter, 1 October - 31 December 2014.

1 July - 30 September	1st stage complaints		2nd stage complaints		All complaints
	Number	Percentage	Number	Percentage	Total
Equalities related issues	0		0		0
Other issues	12		5		17
Total number of complaints	12		5		17
Responded to in full	12	100%	5	100%	17
Upheld	6	50%	2	40%	8
Responded within SPSO timescales	12	100%	5	100%	17

1 October - 31 December

Equalities related issues	0		0		0
Other issues	8		3		11
Total number of complaints	8		3		11
Responded to in full	8	100%	3	100%	11
Upheld	4	50%	1	33%	5
Responded within SPSO timescales	8	100%	3	100%	11

Definitions

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

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

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

Improvements made as a result of your complaints

Contractor performance and procedures

Estate management monitoring procedures

Communication with tenants/customers - staff and contractors reminded of customer service standards

Increased number of property inspections

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

Sharon Keenan, Chief Executive

OFFICE OPENING HOURS

9AM-5PM MON-THUR
9AM - 4PM FRIDAY

We are delighted to announce lunchtime opening from Monday to Wednesdays has been a success and therefore we will be extending these opening hours on a trial basis to 5 days for the month of March.

We are gathering feedback from our customers and would welcome your views on whether these opening hours should be extended on a permanent basis.

Diary Date for
Shareholders:
Special & Annual
General Meetings
on 25 June!

HOUSING MANAGEMENT UPDATE

Low Rent Increase for Tenants

We will apply a 2% rent increase for 2015/16. The increase will be one of the lowest in West Dunbartonshire and will enable the Association to continue to provide competitive and affordable rents, as well as allow for future investment in the maintenance of its housing stock. A proposed increase of between 2% and 3% went out to tenants for consultation for 6 weeks and a total of 75 responses were received.

Thank you to those who responded to our consultation

Joe Farrell, Housing Manager said, "We are delighted to be able to limit our rent increase to 2%. We only ever raise our rents by the amount required to manage and maintain our tenants' homes and through prudent financial and performance management, we have ensured that our rents remain low in comparison to a lot of other Housing Associations and Councils."

84% of tenants being charged the lowest rents in the district

He added, "It is particularly pleasing to see that the majority of our tenants (84%) who currently live in one or two bedroom properties are being charged the lowest rents in the district for their size of home and limiting our rent increase to 2% for next year should enable us to maintain this position."

We look forward to being able to sustain or indeed exceed our high level of tenant satisfaction by continuing to provide excellent services to our tenants whilst at the same time ensuring our houses are maintained to a high standard with planned major repairs spend of over £2 million budgeted for 2015/16.



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

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

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

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

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

Many tenants have benefited by moving to a smaller home through our transfer list. This also helps the Association by freeing up larger homes which can then be allocated to families who need the larger accommodation.

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

Housing Management Service. How have we performed?






I thank CHA staff for their patience, kindness, advice and assistance.

Housing Applicant, February 2015

April 2014 - January 2015

The table below shows our performance in various Housing Management functions to 31 January 2015.

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

Indicator	Performance to 31 January 2015	Year End Target	Previous years' performance	What this means for you!
Maximum rent loss on vacant properties	0.25 % £8,904.90 	0.9 % of annual rental income	0.39 % of annual rental income	<ul style="list-style-type: none"> We can keep rent increases as low as possible
Current tenant rent arrears (as % of the total annual rent receivable)	0.98 % £35,639 	1.1 %	0.88 %	<ul style="list-style-type: none"> We offer support/advice to help tenants remain in their homes Keeps our costs low and therefore rent increases as low as possible
Number of calendar days to let a property	13 calendar days 	15 calendar days	15.2 calendar days	<ul style="list-style-type: none"> We can keep rent increases low Properties become available quickly which benefits the area No problems with empty properties e.g. vandalism
Processing of housing application forms	7 calendar days 	15 calendar days	6.3 calendar days	<ul style="list-style-type: none"> Your transfer housing application form will be dealt with quickly Applicants are aware of their prospects for housing
Investigating neighbour complaints by category: A - Extreme B - Serious C - Dispute	A no complaints received B 100% (8) within timescale C 100% (31) within timescale Overall 100% investigated within timescale, 100% resolved/concluded within timescale. 	A - 1 working day B - 10 working days C - 15 working days	A - none received B - 100% (16) within timescale C - 100% (51) within timescale	<ul style="list-style-type: none"> We manage your area in a sensitive manner Better place to live if ASB issues dealt with promptly Happier within your community Getting on with your neighbours

HOUSING MANAGEMENT CONTINUED

Universal Credit NOW OPERATING IN WEST DUNBARTONSHIRE!

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

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

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

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

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

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



WELFARE REFORM UPDATE Occupancy Charge (Bedroom Tax)

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

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

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

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

Free, Impartial Welfare Rights Service Reminder

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

Our office every Tuesday and Thursday except the last Thursday of the month:

10am - 12pm (Tues)

10am - 1pm (Thur)

*Centre81, 2-16 Braes
Avenue, Whitecrook
every last Thursday of
the month, 10am -
1pm*





The Housing (Scotland) Act 2014 is now law

What does it mean for me?

This new Act will introduce significant changes to the rules which govern tenancies. Two parts have direct effect on social housing. Part 1 of the Act will lead to the complete abolition of the right to buy. We expect abolition to be effective on 1 August 2016. Part 2 of the Act will include the following amendments to law and practice.

- New definitions of the groups who must be given “reasonable preference” and priority in allocation of housing. For example, people who are homeless.
- Introduction of a new rule which will allow us to take into account whether an applicant owns other property prior to allocating a house.
- Introduction of a qualifying period before certain housing applications become “live” (to be decided).
- We will be given flexibility to grant Short SSTs (Scottish Secure Tenancies) (or convert existing full SSTs) where applicants have acted antisocially in or near their home within the last 3 years.
- We will be given flexibility to grant Short SSTs to home owners whose homes require significant repair works and who require accommodation during those works.
- A new minimum term of 12 months will apply to short SSTs which are granted based on previous antisocial behaviour. This term can be extended by a further 6 months.
- In short SSTs which have been granted because of previous antisocial behaviour, new rules relating to eviction will be introduced confirming that a reason for the eviction must be given and a review of the landlord’s decision to seek eviction must be undertaken if requested.
- Changes to rules on assignation and subletting will mean that a tenant cannot request to assign or sublet until they have been a tenant for 12 months.
- New reasons for refusals of assignations and sublets are created including “under-occupation” or lack of housing need.

- A 12 month period of prior occupancy will be reintroduced for those claiming succession to a tenancy who are not joint tenants or were married or civil partners to the deceased. New rules will also mean that this period of occupation has to be within the knowledge of the landlord.
- Eviction rules will also be changed. The Act removes the “reasonableness” test where eviction is based on ground 2...namely where the tenant or a person living in the tenant’s household has been convicted of using the house for illegal purposes or has committed an offence punishable by imprisonment within the previous 12 months. We expect that defences will still be raised under the provisions of human rights law.

The Act contains many other changes to housing law in other areas and these will be brought in in stages, starting from December 2015.

ITEMS BEING THROWN FROM VERANDAS

During routine inspections of our estates we have noticed an increase in cigarette ends being left in communal areas in front of close entrances and exits. Tenants or visitors who choose to smoke in verandas or communal entrances or exits to our buildings should please make sure you take an ashtray with you and dispose of the contents into your household bin.

All residents are reminded that they are prohibited from leaving any form of debris in communal areas. No items should ever be thrown from verandas and any tenants doing this will have the strongest possible action taken against them for breach of tenancy.

PUBLIC REASSURANCE SERVICE FEATURE

WHAT IS THE PUBLIC REASSURANCE TEAM AND WHAT DO WE DO?

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

During this process the Public Reassurance Team will:

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

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

WHO DO THE PUBLIC REASSURANCE TEAM WORK WITH AND WHERE?

The Public Reassurance Service will operate in all Council wards of West Dunbartonshire and is free to all tenants and residents.

Some of the Partners that the Public Reassurance Team will work with to tackle anti-social behaviour and promote community safety include Police Scotland, Strathclyde Fire and Rescue, the Community Safety Partnership, Tenants and Residents Associations and Housing Associations.

CAN I HELP TO STOP ANTI-SOCIAL BEHAVIOUR?

Anti-social behaviour is not the norm and communities should never accept it. West Dunbartonshire Council and Police Scotland have the services to deal with anti-social behaviour, however without your help the effect we have is greatly reduced.

Public Consultation Meetings:

- will be organised by the Public Reassurance Team and Police Scotland
- will be advertised within the problem area

You can help us, and your community, by attending these meetings and engaging with the Public

ANTI-SOCIAL BEHAVIOUR HELPLINE 01389 772 048

ASBhelpline@west-dunbarton.gov.uk

Reassurance Assistants and Police Scotland when we speak to you. Without fully understanding the problem in the community we can not effectively and collectively look to solve it.

Surveys:

- face to face interviews so that we fully understand the problem, the scale of the problem and the effect it's having on your community

WHEN DO THE PUBLIC REASSURANCE TEAM WORK AND HOW DO I CONTACT THEM?

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

Phone us: 0389 772207/208/209

Write to us: Public Reassurance Officer, Room G10, Leven Valley Enterprise Centre, Castlehill Road, Dumbarton G82 5BN.

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

HOW DO I REPORT A COMPLAINT OF ANTI-SOCIAL BEHAVIOUR?

You can call the Council's Anti-Social Behaviour Helpline on 01389 772 048 or Police Scotland on 101.

MAINTENANCE UPDATE

Think you can smell gas?

If you do, call Scotland Gas Networks immediately on 0800 111 999.

It is always better to contact Scotland Gas Networks even if you are unsure. Better to be safe than sorry.

I am delighted with how quickly CHA Maintenance Section had the guttering repaired at my close entry

Tenant, Clydebank, March 2015

MULTI STOREY FLATS

LAUNDRIES

We asked you in the December 2014 edition of ChitChat if you thought we should increase the opening times of the laundries. We received two responses – one requesting that the laundries open at 7.30 a.m. and one requesting the hours be increased but not stating specific times. We have therefore concluded that there is not sufficient demand to warrant the costs involved in changing the time clocks at this time.

We realise that the procedure for laundry turns requires to be reviewed so that there is consistency throughout the blocks and tenants are fully aware of how this service operates.

We'd appreciate your views on this review so please complete the feedback slip on the back page to let us know if you want to be involved.

We'd also like to take this opportunity to remind you that the laundries are for the use of tenants only to do their own laundry and not that of friends, relatives or third parties.



Major Repairs

We are delighted to let you know we have an extensive £2.3million major repairs programme scheduled for the coming financial year including kitchens, bathrooms, heating systems and painterwork.

Some of the works we had hoped to carry out last year have been delayed for various reasons, however the legal processes required are almost complete and contractors should be appointed soon.

We'll have full details of this major repairs programme in the next edition of ChitChat.



CARETAKER SERVICE

Thankfully we have had a relatively mild winter however there have been periods of snow and ice and we are sure you will agree the caretakers have done a great job ensuring that the pathways within the Estate have been gritted to keep them clear of ice and ensure they are safe for our tenants.

Reminder – the caretakers at Radnor Park are there to help tenants and are based at the Estate so that they can be a first point of call for tenants. If you want to report anything concerning your own flat or any of the common areas please contact one of the caretakers in the first instance as they may be able to assist without the need for you to contact the office.

MAINTENANCE CONTINUED

How we performed over the last 9 months

1st April – 31st December 2014

Category of repair (target timescale)	No. of repairs	Completed within target
Date specific (by appointment)	1668	1668 (100%)
Emergency (within 4 hours)	245	245 (98.78%)
Right to Repair (1 day)	15	15 (100%)
Urgent (3 days)	728	728 (100%)
Routine (10 days)	730	727 (99.59%)
Void works - major (15 days)	17	17 (100%)
Void works - routine (10 days)	301	300 (99.67%)
Void works - rechargeable (10 days)	65	65 (100%)
TOTALS	3769	3762 (99.76%)

We're working to improve on these targets because it's important that if we set a target date for completing a repair we must make sure this target is met.

The 3 emergency repairs were outwith the response time of 4 hours; 2 by 15min (faulty bath tap, faulty smoke alarm), 1 by 5min (blocked WC).

The 2 routine and 1 void (routine) repairs were outwith target due to contractor failure.

One of the repairs which was outwith target related to a faulty bath tap where the tenant reported this through the 'out of hours' emergency service.

This is not an emergency and should have been reported during office hours. Please bear in mind that an emergency repair is one which is likely to endanger the health and safety of tenants or cause substantial property damage.

Information

If your home feels damp or you find patches of mould on walls, furnishings or clothes, condensation may be the cause.

WHY YOU GET CONDENSATION

Air can only hold a certain amount of water vapour – the warmer it is the more it can hold. If it is cooled by contact with a cool surface such as a mirror or even a wall, the water vapour will turn into droplets of water – this is condensation.

So the warmer you keep your home and the better ventilated it is, the less likely you are to get condensation. Condensation mainly occurs during cold weather

WHEN IS IT A PROBLEM?

Every home gets condensation at some time – usually when lots of moisture and steam are being produced, for instance at

bath times, when a main meal is being cooked, or when clothes are being washed. It is quite normal to find your bedroom windows misted up in the morning after a cold night. You can dry your windows off to avoid dampness on window frames and sills. However, if your home never seems to be free of condensation, read on.

HOW YOU KNOW IF IT IS CONDENSATION

It is not easy to tell! But other kinds of damp, such as rain or plumbing leaks, usually leave a 'tidemark'. Condensation is usually found on north-facing walls or walls away from sunlight and in corners, in cupboards and under work surfaces – in fact wherever there is little air movement.

Rising damp occurs at ground level and can be very difficult to distinguish from dampness caused by condensation. If you are unsure



and advice on Mould Growth and Condensation

whether your house is affected by condensation or other forms of dampness please contact the Association and we will arrange for our Maintenance Officer to inspect your home.

WHAT CAN I DO ABOUT IT?

Heating Try to leave some background heat on through the day in cold weather. Most dwellings take quite a long time to warm up, and it may cost more if you try to heat the home up quickly in the evening. Bottled gas or paraffin heaters should not be used in the home as they produce large amounts of moisture and are dangerous. In fact it is a breach of tenancy conditions to use such heaters in our homes.

Ventilation The more moisture produced in your home, the greater the chances of condensation. Nobody likes draughts but some ventilation is essential.

Windows In winter – open windows a little for as long as they are misted up.

Chimneys Never block these completely. If you are blocking up a fireplace, fit an air vent to allow some ventilation.

Ventilators Ventilators on walls and window frames should not be blocked up as they are there for a good reason.

REMEMBER... The way you use your home affects the amount of condensation that you get. This does not mean that you should alter your living habits drastically – you should just bear in mind the following tips:

Drying Clothes

Drying clothes indoors, particularly on radiators, can increase condensation – unless you open a window to allow the air to circulate.



Tumble Dryer outlets should always be ventilated directly outside. (Self-condensing tumble dryers do not require this).

Cupboards and Wardrobes Don't overfill cupboards and wardrobes. Always make sure that some air can circulate freely by fitting ventilation in the doors and by leaving a space at the back of the shelves.

Doors Keep kitchen and bathroom doors shut, particularly when cooking, washing or bathing – otherwise water vapour will spread right throughout the house and condensation will probably reach other rooms.



MOULD GROWTH

If you have mould growth in your home, there is a strong possibility that it is the result of condensation.

You can get rid of mould by washing down affected surfaces with a bleach-type solution, and you can buy special paints, which may help prevent it.

But... the only permanent cure is to reduce the amount of condensation



**THIS IS A BRIEF GUIDE TO
CONDENSATION AND DAMPNESS
PROBLEMS IN THE HOME. FOR MORE
INFORMATION PLEASE CONTACT OUR
OFFICE ON 0141-941 1044.**

CENTRE81 UPDATE

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

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



FOOD FOR THOUGHT @ Centre81

Aspiring Minds Scotland is delighted to be moving in to Clydebank and leasing office premises at Centre81 as well as taking over the lease of the cafe; now called 'Food for Thought'.

Aspiring Minds Scotland strives to offer a complete service to support the body and mind. In today's busy climate, it's more important than ever to take care of yourself to keep up with the demands of life. We offer a complete package of holistic therapies to treat your body and help you feel relaxed and calm, whilst our cafe ensures you have the right fuel for your body.

So come along to 'Food for Thought' and enjoy Angela's food and drinks to sit in or take away.

There is a 20% discount on all holistic therapies to members of Centre81 gym.

SIT IN OR TAKE AWAY

- Why not treat yourself to a breakfast wrap or tea and toast
- Healthy fruit and vegetable smoothies
- Soups
- Healthy chicken salads or pastas
- Baked potatoes with your favourite fillings
- Filled rolls with choice of fillings
- High teas available
- Kids boxes



Keep an eye on our Facebook page for daily specials.

FUNDING UPDATE

We are currently awaiting the results of our recent Scottish Government People & Communities Funding application.



If successful, we will be able to continue delivering IT Classes, confidence building courses, employment advice sessions and keep-fit classes, as well as working in partnership with ISARO Social Integration Network and Strathclyde Autistic Society on some amazing new projects.

We will report the outcome in our next newsletter. Search for our Centre81 Facebook page for regular updates.

Slimming @ Centre81
WORLD

Thursdays 5.30pm and 7.30pm

Contact Frances on 07455 255462

Large hall available for
children's parties - only
£40 for 2 hours!



OWNED AND MANAGED BY CLYDEBANK HOUSING ASSOCIATION

Gym81 - NEW PRICE*

Memberships now cost only £10 per month!*

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

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

We pride ourselves on having a relaxed and chilled gym where you can make a start on your first steps to fitness! If you would like a tour, please pop in and one of our friendly Centre staff will be more than happy to show you around and give you further details.



Members receive 20% discount on all holistic therapies at Aspiring Minds Scotland, Centre81

Gym81 Price List

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

*limited time only

ISARO Celebrate International Women's Day

On Saturday 7 March, ISARO Social Integration Network celebrated International Women's Day at Centre81.

ISARO Social Integration Network & Clydebank Ethnic Ladies Group held an event celebrating International Women's Day on Saturday 7th March at Centre81.

The event was attended by over 250 local people. The ladies who attended enjoyed free Indian head massage, reiki treatments, henna painting, threading and nail painting. The children had lots of fun decorating cupcakes and designing and painting their own ceramic plates. The day finished with a fabulous free lunch of African, Indian and Italian food.

Sharon Keenan, Chief Executive Officer at Clydebank Housing Association said "It is a lovely thought that events like this are being held all

Thanks to all the staff at Centre81 for their helpfulness at International Women's Day

Isaro, Centre81 Tenant, March 2015

over the world to celebrate women's achievements whether in business, academically, in the community or even as a mum, grandmother, sister or aunt. I believe it is really important to celebrate and mark women's contributions to society. Thanks to Rose and everyone at ISARO and WD Ethnic Women's Group for their kind invite to attend."



INFORMATION CONTINUED

Feedback/Comment Slip

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



Name: (Optional)

Address: (Optional)

Email: (Optional)

Would you like a response: Yes No

I have a comment(s) about:

- Getting Involved** **Complaints** **Centre81**
- Opening hours** **Our performance** **Laundries**
- Other**

Comments (please use a separate sheet if necessary):

CONTENTS INSURANCE REMINDER

We are aware that some tenants choose not to purchase contents insurance policies. We have had several incidents in the past few months where tenants have been flooded by their neighbour, or experienced damage to their possessions as a result of inclement weather, fire or similar.

All tenants are reminded that damage to their own possessions (including carpets, fixtures and fittings) as a result of such events is not covered by Clydebank Housing Association. Tenants' only recourse in these situations is to claim their contents insurance policies.

We cannot stress enough the importance of having a contents insurance policy. All tenants qualify for low cost insurance rates through the Scottish Federation of Housing Association Diamond Insurance Scheme. Insuring £20,000 of contents costs £9.78 per month, which works out considerably cheaper than having to replace like for like from your own pocket.

There are lots of insurance cover options out there. We urge tenants to take out contents insurance. Please contact us for more information or an application form for the Diamond scheme.

EMERGENCY NUMBERS

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

0844 579 6493

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

0800 197 1004

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

Please recycle this newsletter

OFFICE HOURS

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

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

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

Friday 3 and Monday 6 April
 Monday 4, Friday 22 and Monday 25 May

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

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