



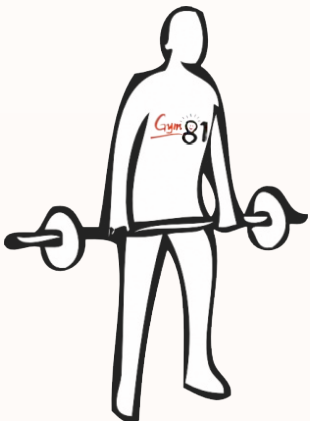
ChitChat

Gym81 - YOUR Community Gym

Our fantastic new Gym81 is now open!
We already have lots of members signed up and taking their first steps to fitness!

Gym81 is a not-for-profit project and all monies generated will go towards the running costs and also to run additional fitness classes and sports activities at Centre81.

Please see page 2 for prices and details of how to join Gym81.



This issue in pictures...



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Creative programming for families

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Competition Winner!

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Burns lunch at Radnor Park

pg 9



A Clydebank Housing Association Regeneration Initiative

www.clydebank-ha.org.uk

0141 941 1044

CENTRE81 UPDATE

Joining Gym81 is easy!

Simply visit Centre81 and ask at reception for our application pack. Once all the paperwork is completed and the appropriate fee paid, we will book you in for an induction with our qualified personal trainer and then you're ready to go!

Gym81 Price List

Pay-as-you-go	- £4 per session (max 1 hour session)
Annual	- £150
Monthly	- £15
Annual (age 16-21 & 65+)	- £120
Monthly (age 16-21 & 65+)	- £12
Induction (compulsory)	-£10

All fees must be paid in advance.

Gym81 Opening Hours

Monday to Friday - 8am until 9pm.
Saturday - 9am until 1pm.

Last admission will be
45 minutes before closing time.

WHAT'S ON

We regularly run IT, confidence building and keep fit classes (see below for details). If you would like to register for any of them, please call Ali or Jean on 0141 533 7070.

The following IT Classes are held in partnership with West College Scotland:

Getting Started in IT (SCQF Level 3)

If you have minimal or no experience of working with a computer then this is the course for you. You will get the opportunity to develop a basic understanding of computer terminology, finding your way around the keyboard and you will receive an introduction to Microsoft Word, Excel and email. This course is flexible so you will be allowed to learn at your own pace.

Moving on in IT (SCQF Level 4)

In this course you will learn how to do more advanced searches on the internet, saving information onto Word and printing and saving your documents in different formats. It's a perfect follow on from the Getting Started in IT course.

Developing Further in IT (SCQF Level 5)

Feeling a bit more confident about using a computer? This course aims to cover the basics of word processing, spread sheets and databases using Microsoft Office for Windows on PC's. This course is very flexible and will run on the needs of the majority of students.



Free Fitness Classes

Run on Wednesdays,
Ladies Only: Functional Fitness 10am – 11am
Mixed: Kettlebells from 11am until 12noon

Over 55's Free Fitness Classes

Tuesdays, Pilates from 11.30am-12.30pm and
Fridays, Tai Chi from 2-3pm.

Working4U (WD Local Employment Team) – Every Thursday from 10am-12 noon. Drop in service helping with IT skills, organising job searches, producing CVs and preparing for interviews.

Check our Facebook page, our website at www.clydebank-ha.org.uk or call Ali or Jean on 0141 533 7070 for up to date programmes/timings or for more details on our great courses.

SPRING IN THE GARDEN

Spring in the Garden

- Order summer-flowering bulbs and seeds
- Clear up flower beds and borders
- Clean your greenhouse
- Sow seeds that need a longer season
- Fix fences, gates and trellis
- Clean gardening tools
- Create a compost area
- Start mowing the law
- Plant new roses, trees, shrub and perennials



If you are a tenant or owner and would like some gardening advice or if you are part of a group and would like to arrange a community garden workshop just get in touch with Carolanne at the Centre or by email, carolanne@centre81.org

International Women's Day – 8th March 2014

We celebrated International Women's day at Centre81 on Saturday 8th March 2014. This event was organised by ISARO Social Integration Network in partnership with Centre81, CAOS, Glasgow Women's Library, Foundation Scotland and Clydebank Ethnic Women's Group.

The day was a huge success with over 350 people attending. It featured a display on the history of the women's right to vote, therapy sessions, henna tattooing, information stalls and a music workshop. A delicious international lunch was served including African, Polish, Asian and Scottish cuisine.



CENTRE81 UPDATE

How to Work IT

How to work IT, is a 10 week course to give people the skills to look for employment. It will help you create and learn how to use an email. It will also help you create a Universal Jobmatch account, as well as set up accounts with other job search websites. The course also looks at Word, where you will learn how to create a CV as well as a covering letter. If you require any further information, or you would like to join at any time, please contact Eric on 01389 738 796.

CAOS UPDATE

CAOS is a Community Arts organisation based in Centre81. CAOS uses drama, dance, multi-media, music and visual arts to create opportunities for individual and community development. In doing this they assist people to release their potential to change lives for the better.

For more details please call the CAOS office on 0141 952 2117



CAOS WITH SUPPORT FROM
Centre81 + Clydebank PROUDLY PRESENTS

Creative Families

Bringing parents and their children together to explore creative cultural exchange activities. Including Storytelling, Crafts, Cookery, Music - making and much more!

March activities

causingcaos.co.uk
@causingcaos

Excursions in yellow boxes are free and must be pre booked! (All leaving from Centre 81)	THURS INTERNATIONAL WOMEN'S DAY 'TUNE OF OUR SCULPTURE AND CRAFTS' 12.30-3.30PM	ALL THURSDAY SESSIONS TAKE PLACE AT CENTRE 81 2-16 BRAES AV. CLYDEBANK G81 1DN
Please contact: greer@causingcaos.co.uk or call 0141 952 2117	WED FATIMA'S HEALTHY EATING COOKERY CLASS! 10AM - 2PM AT CENTRE 81	THURS MAGICAL TALES WITH THE VILAGE STORYTELLING CENTRE! 12.30-2.30PM
MON CCA EXCURSION FOR 12BANDS STORIES WITH TAYOHA! 2 THE CCA: 230 JAMES HILL / GLASGOW G81 1DN 8-2PM	THURS HINDI PAINTING 22 INDIAN CRAFTS 12.30-3.30PM	FRI WOODEN GARDENS 10AM-12.30PM GREENBERA EXCURSION *CHEMISTRY WORKSHOP 10AM-2.30PM
Sessions are completely FREE	THURS FINALE PARTY 22 PHABING! 12.30-3.30PM	THURS COMMON HEALTH CONFERE WITH HEALTHY INTEGRATION NETWORK 12.30PM - 2.30PM 22 JAMES HILL / G81 1DN

Registered Scottish Charity No: SC038509
Registered in Scotland: 328035

Mental Health in Mind is a community drama group made up of adults who are on the road to mental wellbeing.

We welcome any individuals who happen to be in the same situation and would like to explore their dramatic side and build up confidence.

Workshops starting soon. Interested in joining us?
Please contact CAOS to find out more.
0141 952 2117 / info@causingcaos.co.uk
@causingcaos

MAINTENANCE UPDATE

Major Repairs

We are delighted to report that the following major repairs contracts are programmed to take place between April 2014 and March 2015.

Renewal of close doors

Kilbowie Road
Alexander Street
Whitecrook Street
161-173 Dumbarton Road
183-189 Glasgow Road

Bathroom renewals

BISF type houses in Linnvale
183-189 Glasgow Road

Kitchen renewals

183-189 Glasgow Road

Central heating renewals

Whitson Fairhurst type houses in Linnvale
183-189 Glasgow Road

Foyer refurbishment

Multi-storey flats at Radnor Park

Rewiring and associated works

Bannerman Place Estate (excluding nos. 15-27)

A proposed timetable will be published in the next edition of ChitChat and individual tenants and owners will be contacted prior to contract commencement.

Fly tipping - It has come to our attention that fly-tipping is happening on a regular basis on the railway embankment at the rear of Bell Street, Whitecrook. This area is the property of Network Rail Scotland and we would urge any residents who witness any illegal act of fly tipping to notify either Network Rail on 08457 11 41 41 or British Transport Police on 0800 40 50 40.

Performance Statistics

Detailed below is our performance for each category of repair for the period October 2013 to December 2013.

Category of Repair (target timescales)	No. of repairs	Completed within Target
Date specific - (by appointment)	756	99%
Emergency - (within 4 hours)	97	98%
Right to Repair - (1 day)	27	100%
Urgent - (3 days)	237	99%
Routine - (10 days)	308	98%
Void works - major (15 days)	2	100%
Void works - routine (10 days)	104	100%
Void works - rechargeable (10 days)	16	100%

Multi-storey flats

Tenant consultation on major repairs

Thank you to all tenants who returned the feedback slips giving us your views and comments on our proposed major repairs programme. This information will be taken into account when we set the programme for the coming years and we will let you know the results in a future edition of ChitChat.

Common repairs

When works are being carried out in empty properties or common areas, the caretakers arrange for boards to be put in the lifts to protect them when they are being used to transport materials. We try to keep the time the lifts are boarded to a minimum and would ask that tenants do not remove them as this could cause damage to the lifts. Thanks for your co-operation.

Caretaking service

Just a reminder that the hours caretakers are on duty are listed on the noticeboards in the foyers. Please do not disturb caretakers at their home addresses when they are off duty.

Any out of office emergency repairs should be reported to our emergency contractors (telephone numbers on back page).

HOUSING MANAGEMENT

Your new Housing Management Department

The way our Housing management Department operates has changed.

In order to continually improve our customer experience to you, we now operate two sections within the Housing Management Team.

Rental Team (Catherine and Joan)

Dealing with rent arrears, rent account enquiries, refunds, housing benefit advice etc.

Housing Team (Diane, Stacy and Fiona)

Dealing with the allocation of houses, estate management and neighbour complaints.

To ensure the best customer service we would ask all our tenants to ask for the appropriate team based on their enquiry when they phone or call in to the office.

Housing Management Performance

April 2013 to January 2014

The table below shows our performance in various Housing Management functions.

As can be seen, we are mostly operating within our agreed targets. 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 31st Jan 2014	Year-end Target 31st March 2014	Performance to 31st March 2013
Maximum rent loss on vacant properties	0.29% of annual rental income (0.39%) projected for end of financial year	0.9% of annual rental income	0.39% of annual rental income
Non Technical Rent Arrears (current tenants as % of the total annual rent receivable)	0.93%	1.1%	0.86%
Number of calendar days to let a property	16.4 calendar days	15 calendar days	14.8 calendar days
Processing of housing application forms	6.3 calendar days	15 calendar days	7 calendar days
Investigating neighbour complaints	Cat A No complaints received Cat B 100% within timescale Cat C 100% within timescale Overall 100% within timescale	Cat A (Extreme) 1 working days Cat B (Serious) 10 working days Cat C (Dispute) 15 working days	no complaints received 100% within timescale (16) 100% within timescale (51)

WELFARE REFORM UPDATE: 'OCCUPANCY CHARGE'

A number of our tenants affected by the Occupancy Charge (bedroom tax) made successful applications for temporary discretionary housing benefit earlier this year.

Several tenants have since contacted us under the impression that the occupancy charge has been scrapped by the Government. This is incorrect. The charge continues to be applied and tenants failing to make payments or apply and be awarded discretionary housing benefit will fall into arrears and face action being taken against them.

The new financial year starts on the 1st April 2014 and discretionary payments will not continue automatically. Tenants must re-apply.

Please contact Catherine Banks or Joan Craig as a matter of urgency to ensure your application is made.



RENT POLICY REVIEW (RENT INCREASE) 2014/15

Following an extensive consultation exercise with all tenants which started last September, our Management Committee recently approved our Rent Policy for 2014-15. Taking into consideration affordability and comparability information, as well as our estimated costs for 2014-15, a rent increase of 3.7% was approved.

In November 2013, we wrote to all tenants asking for comments and outlining the principles of our Rent Policy. We advised that a likely rent increase of between 3% & 4% was necessary in order to cover our management and maintenance costs. We received 82 responses in total and we would like to thank everyone who took the time to send in their comments. Of the 82 responses, only 5 were in any way negative, with 4 tenants asking for no increase to be applied to their rent and a further tenant asking for a decrease in rent.

We appreciate that no one likes increased costs, however 3.7% was the minimum increase required to continue to provide the essential goods and services required to maintain everyone's homes. 3.7% is also broadly comparable to the increases made by a majority of other housing associations in the district and is significantly less than the 7.63% rent increase having to be applied by West Dunbartonshire Council. In real terms the increase equates to an average of £9 per month or £2.08 per week.

HOUSING MANAGEMENT

How to apply for a house

You may wish to seek a transfer from your current home or know someone who is interested in applying. Our waiting list is open to everyone aged 16 and over.

You can now complete our application form on your computer, save and return to us by e-mail attachment. We hope this more convenient method will save many applicants time and postage. We would just require the applicant's signature before any offer of housing could be made.

To complete a form on your computer, go to www.clydebank-ha.org.uk/applying-for-a-house

Other ways to receive your application are:

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

The allpay App is a **FREE** mobile application (App) available to download for your Apple or Android smartphone that enables you to pay your bills quickly and easily at the touch of a button.

Simply download the allpay App from the Apple App Store or Google play or scan the QR codes below using your smartphone and start making payments the smart way!

App

**The allpay App is available free of charge to customers of allpay clients who have agreed up to use allpay for accepting BHEE and/or credit card payments.

Dumping of Unwanted Household Items

Please note that your rent or occupancy charge does not cover the cost of the uplift of bulk items. This service is not provided by Clydebank Housing Association. Dumping of bulk items is in breach of your Tenancy Agreement and anyone caught doing this will face action being taken against them. If we are unable to identify the resident(s) responsible, we reserve the right to clear the items and bill all residents within the block accordingly.

We welcome any information from residents on who is responsible for unauthorised dumping. You can be assured that all information will be treated confidentially.

To arrange an uplift, contact West Dunbartonshire Council on 01389 738282 (there is a charge of £15 for general household items). Please make sure you leave items in a sensible place for collection and that they are collected as arranged. To dispose of items yourself, visit the Council's Old Kilpatrick Recycling Centre, Ferry Road, or Stanford Street Recycling Centre, Clydebank (white goods only).

NEWS

December 2014 ChitChat Competition Winner

Lauren Watson from Linnvale was the lucky winner of 2 tickets to see the X Factor Live Tour. She correctly answered that £390 was raised for the Community Pot at Centre81's Christmas Fayre. Congratulations Lauren – we're glad you had a good time!



Radnor Park MultisTenants Residents Association.

On Friday 29th January **Radnor Park Multis Tenants & Residents Association** held their first ever Burns Lunch. It was a great success with 48 tenants and CHA staff in attendance. It was a fine day with great community spirit! If you live at the multi's and would like to find out more about the Group, please call Ali at the office on 0141 941 1044.



The Radnor Park Multis Tenants & Residents Annual General Meeting will be held in Radnor Park Parish Church Hall on 12 May 2014 between 1-3pm.

Radnor Park Multis Tenants & Residents Association held their annual Blitz Memorial on 13th March. The memorial was attended by the RPMTRA Committee, Reverend Yule of Radnor Park Parish Church, Father Martin of St Stephen's Chapel and Cllr Agnew. Prayers were said followed by the laying of a wreath.

Tenants' Handbook

You will soon be receiving your updated Tenants' Handbook packed full of useful information. Please keep it in a safe place and leave it in your property should you move out.

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Welfare Rights Service Reminder

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

Clydebank Housing Association office

77-83 Kilbowie Road
Every Thursday of the month except the last
10.00am – 1.00pm
For an appointment; drop in or call 0141 941 1044 (us) or 0141 951 4040 (CIRC)

Centre81, 2-16 Braes Avenue, Whitecrook

The last Thursday of every month
10.00am – 1.00pm
For an appointment; drop in or call 0141 533 7070 (C81) or 0141 951 4040 (CIRC)

2014 Edition **Your Tenants' Handbook**
Important information for new and existing tenants

As a tenant of Clydebank Housing Association we hope that you will enjoy living in your home. This handbook gives you important information about being one of our tenants. It is provided in addition to your tenancy agreement.

We hope that you find the information helpful and interesting. Please keep it in a safe place so that you can refer to it.

If you are unable to find an answer to any query that you may have about your tenancy in this handbook, please do not hesitate to contact the office (full details on the back page).




Please Get Involved & Help Improve Our Service

We would like tenants and other customers to find it easy to participate in and influence our decisions, at whatever level they feel comfortable.

Tenants and other customers can get involved in our decision-making process in many ways. Tenants have an important and meaningful role to play in assessing our performance. We want you to tell us what your priorities are, if our standards need to improve or indeed if you are happy with the type and number of services we provide to you.

If you would like to get involved and give your views on how we can improve any aspect of our service, please don't hesitate to contact our Communications Officer at the office or complete the tear off slip on page 35.

Help us analyse our service... ...help us measure our performance... ...to improve our service to you!

www.clydebank-ha.org.uk
0141 941 1044

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INFORMATION

COMPLAINTS & COMPLIMENTS OCTOBER – DECEMBER 2013

We value complaints and use information from them to help improve our services to you, as can be seen below from the service improvements we have put in place. Thank you to the customers who kindly contacted us when things went right. We are delighted to report a few of these comments below. The full complaints report for the quarter, our Complaints Procedure and our Making a Complaint leaflet are available on request or from our website. As always, we welcome your comments. No complaints from the quarter were referred to 2nd stage (investigation) or to the Scottish Public Services Ombudsman (SPSO).



Main Service Improvements

- Contractors reminded of CHA customer care standards and continue to be monitored closely
- Contractors reminded of need for good communication with staff

COMPLIMENTS

Phone call to say thanks, tenant was delighted with the service she received from the maintenance department. Also impressed with our contractors and how quickly work was attended to.

Very happy and impressed with Regency Glazing.

Wished to thank Caretaking Supervisor for prompt action and help in arranging assistance for getting access to home of her elderly aunt

Thank you to caretakers for help and first aid treatment tenant received from them following recent bad fall she had.

Very happy with the work that Mears have done to shower.

	1st Stage Complaints
Equalities related issues	0
Other issues	11
Total number of complaints	11

	Number	%
Responded to in full	11	100%
Upheld	8	59%
Responded within SPSO timescale	11	100%

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.

Other Initiatives

In addition to regular recycling, staff recycled confidential paper waste and saved 17.5 trees from destruction last year.



The Prince's Trust Team Programme

Helping change young lives

Start Day
31 March
Team 45

Recruiting Now

Call 0141 951 7643 or 0141 951 7637 for further information

WEST COLLEGE SCOTLAND

Housing Bill

The Housing Bill was introduced in the Scottish Parliament in November 2013 and is expected to become law during 2014.

The Bill is currently at the first stage of its passage through parliament and changes may be made before it becomes law. The new Bill responds to the Scottish Government's Strategy and Action Plan for 10 years to 2020, Homes fit for the 21st century. It is based around the idea that everyone in Scotland deserves the right to live in high-quality, sustainable homes that they can afford and that meet their needs.

The Bill covers a range of issues relating to housing in Scotland including the abolition of the right to buy, how social housing is allocated, changes to social sector tenancies, the law affecting private housing, the regulation of letting agents and the licensing of sites for mobile homes.

TIS, in partnership with TPAS Scotland, have produced a short guide which aims to provide a useful overview of the Housing (Scotland) Bill, helping tenants understand the issues relevant to them. If you rent property in the social or private rented sector, find out how this new legislation could affect you.

This guide does not cover every aspect of the Bill, but focuses on issues relevant to tenants of social and private rented housing. The guide can be downloaded from the following web address:

<http://tis.org.uk/understanding-the-housing-scotland-bill/>



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)

I would like to become a shareholder: Yes / No

I have a comment(s) about:

ChitChat **Rent Setting Policy** **Allocations**
Policy Performance **Complaints** **Other**

Comments (please use a separate sheet if necessary):

.....

Would you like a response: Yes / No

We will send you out an application form

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.

If you or someone you know would like this newsletter in any other format, please contact us. Your next ChitChat will be delivered in June 2014. If you have any comments, ideas or suggestions for your newsletter, please let us know.

OFFICE HOURS

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

We close every day for lunch between 1.00pm and 2.00pm

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

Please note that the office will be closed on the following public holidays:

- Friday 18 April**
- Monday 21 April**
- Monday 5 May**
- Friday 23 May**
- Monday 26 May 2014**

Clydebank Housing Association Ltd, 77 - 83 Kilbowie Road, Clydebank, G81 1BL

Tel: 0141 941 1044 info@clydebank-ha.org.uk twitter: @clydebankha

Fax: 0141 941 3448 www.clydebank-ha.org.uk facebook: search for us

