



# ChitChat

## Tenant Conference Date

We are delighted to confirm that our 8th Tenant Conference will be held on **Thursday 30th October** in our regeneration centre, Centre81 in Whitecreek.

The theme of our Conference will be 'Our Housing Services' and we will have drop in sessions which will give you the opportunity to discuss the Housing, Maintenance and

Wider Role services you currently receive.

We will also have a wide variety of information stalls which we are sure will be of interest to tenants.

We really hope you are able to come along and full details and a booking form will be sent to you shortly.



## SHR Landlord Report

The Scottish Housing Regulator has recently published our Charter Report for 2013/14. Full details of our performance can be found on the Regulator's website, [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk). You can also compare our performance with other housing providers in our area and across Scotland. Look out for our Tenants' Charter Report which will be with you shortly.

## Annual report

We hope that you enjoyed reading our Annual Report 2014. Please let us know if you didn't receive a copy and we will get one out to you.



*Please let us know if you would prefer to receive CHA Newsletters or any other CHA publications by email. Sending publications in this way can help the environment and help reduce our costs.*

This issue in pictures...

### Page 2



### Page 3



### Page 4



### Page 14



# STAFF & COMMITTEE NEWS

## Staff & Committee News

Following our 2014 Annual General Meeting, our Management Committee is as follows: -

Mr T. P. Winter	(Chairperson)
Mr T. McCormack	(Vice Chairperson)
Mr P. Shiach	(Secretary)
Mrs C. Morgan	(Treasurer)
Mr J. Hillhouse	
Mr N. Crilley	
Mrs M. Shiach	
Mr P. McGinley	
Miss P. Betty	
Mrs D. Bain	
Mrs R. McCormack	
Councillor J. Mooney (Co-opted)	
Councillor J. Brown (Co-opted/Sub)	



### Archie Hamilton

Sadly, we have to report the recent passing of a former Management Committee member, neighbour and friend, Archie Hamilton. Archie served on the Management Committee for several years and we are grateful for his contribution, which was significant.



## Our very own 'Local Hero' carrying the Queen's Baton

Charlie Kane, one of our caretakers at Radnor Park, carried the Queen's Baton during its journey through Clydebank on 18 July.

Charlie is a former Commonwealth Games gold medal winner having won his boxing gold at the New Zealand Games in 1990. Scotland won 5 gold medals at these Games, one of these by Charlie.



Photography by David Cheskin for Glasgow 2014. Copyright Glasgow 2014. All rights reserved.

Alison Macfarlane, Maintenance Manager, said "We are all so proud of Charlie and I was delighted to meet up with him and his family at the event in Three Queens Square

at the end of a fantastic day. Charlie is very modest about his achievements and I don't think it was realised by our tenants that he was chosen to carry the Baton as he was a former gold medal winner himself".

During Charlie's boxing career he represented Scotland at the Edinburgh Commonwealth Games in 1986, was part of the British team at the Seoul Olympics in 1988 and he was winner of the Glasgow Sports Personality of the Year in 1988.

Charlie said "It was a great honour to carry the Baton. I was also invited to the Team Scotland flag bearers opening ceremony where I had the chance to meet many of the athletes and was particularly pleased to speak with Charlie Flynn who went on to win a boxing Gold".



Photography by David Cheskin for Glasgow 2014. Copyright Glasgow 2014. All rights reserved.



# INFORMATION

## Annual General Meeting and Social Event Success

Our 29th AGM and event, on 26 June in Centre81 was another great success.

42 (23%) of our shareholders attended and heard what we have done throughout the year as well as highlighting the key risks currently facing the Association. Lynette Lees, Finance Manager, also explained our annual accounts.

After the business of the meeting, many shareholders asked a partner/ friend (most of whom have since become shareholders of the Association) to join them at our annual social event and there was a free raffle with 6 lucky winners taking away great prizes, a hot buffet dinner, music, drinks and return transport was also provided.

Don't miss out on next years' AGM and event – become a shareholder!

Complete our feedback/ comment slip on the back page and return to us with £1 to become a lifelong shareholder.

Anyone who replies to any of our surveys, questionnaires or who wishes to be included in any of our consultation is automatically entered in to our AGM prize draw to win £50 of Asda vouchers. Linda Gallagher's name was picked at random and she was absolutely delighted to be the winner of the vouchers.



We are delighted and grateful to have the continuing support from many of our approved contractors for this event. Our generous event sponsors are shown below:

**REGENCY**  
Glazing Ltd

Platinum Sponsors  
Regency Glazing  
940 Crow Road  
Annie'sland  
Glasgow  
G13 1JD  
Tel. No. 0141 950 4400  
Email: [info@regencyglazingltd.co.uk](mailto:info@regencyglazingltd.co.uk)  
Web: [www.regencyglazingltdglasgow.co.uk](http://www.regencyglazingltdglasgow.co.uk)  
Contact: Dougie or Liz



Brian Hood General Property Maintenance  
56 Attlee Ave  
Linnvale  
Clydebank  
G81  
Tel: 0141 562 9440  
Email: [hoodlb@ntlworld.com](mailto:hoodlb@ntlworld.com)  
Contact: Brian Hood



ETI Scotland Ltd  
Yard 60, Clyde Street  
Clydebank G81 1NW  
Tel. No. 0141 951 8010  
E-mail: [electricaltest@btconnect.com](mailto:electricaltest@btconnect.com)  
Contact Person: Stewart Donaghy



RJ Russell / The Paint Shop  
481 Dumbarton Road  
Dalmuir  
G81 4DT  
Tel: 0141 562 0201  
Email: [info@thepaintshopclydebank.com](mailto:info@thepaintshopclydebank.com)  
Website: [www.thepaintshopclydebank.com](http://www.thepaintshopclydebank.com)  
Contact: Ralph Russell

**G.O.C. Engineering Services**

GOC Engineering Services  
Main Street  
Fintry, Glasgow G63 0XJ  
Tel. No. 01360 860 478  
Fax No. 01360 860 478  
E-mail: [jchesney@goceng.co.uk](mailto:jchesney@goceng.co.uk)  
Web: [www.goceng.co.uk](http://www.goceng.co.uk)  
Contact: Jim Chesney

**Hi-Flow**  
Property Services

Hi-Flow Property Management Services Ltd  
2011 Dumbarton Road  
Glasgow G14 0HY  
Tel. No. 0141 950 2626  
E-mail: [yoker@hiflow.biz](mailto:yoker@hiflow.biz)  
Contact Person: Colin Donaldson

# INFORMATION

## Focus Group

We recently held our first Focus Group to discuss the content and presentation of our first Annual Report on the Charter to Tenants.

The staff went over the background to the Scottish Social Housing Charter and demonstrated the Scottish Housing Regulator's interactive comparison tool which can be found on their website. This enables tenants and other customers to compare their own landlord's performance with neighbouring housing associations, councils and housing associations from all over Scotland.

The Focus Group then discussed what matters to them as tenants and what performance

information they would like to see in the report. They also decided which landlords they would like to be compared to and how the information will be presented so that it is easy to understand.

Enormous thanks to Elma Stewart, Fergus Russell and James Fleming (pictured below right) for devoting their time to give us their views and preferences on how the report should look. The report itself will be available to all tenants by 31 October 2014. In the meantime, tenants can visit the Scottish Housing Regulator's website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) and compare landlord reports for housing associations and councils across Scotland.



Thank you to everyone who has already indicated that they wish to be consulted in reviewing aspects of our service. We will soon be sending out an information leaflet asking for your preferences for future discussion. We would love to hear from anyone who would like to come along to a future Housing and Maintenance Focus Group meeting to discuss some of the following: -

- 1) The way we deal with rent arrears
- 2) The way we set our rents
- 3) Your neighbourhood/Estate Management
- 4) Vacant properties and our lettable standard (work we carry out to a property before we rent it out again).
- 5) Rechargeable Repairs - Repairs not covered under the terms of the tenancy agreement, e.g. lost keys.






This list is not exhaustive and we would be delighted to hear from you if you would be interested in coming along to a Focus Group to discuss any other areas of service delivery or performance that interest you. We want to make sure we are delivering the services/service quality you expect.

# HOUSING MANAGEMENT

## Housing Management Service - How have we performed? April to July 2014

The table below shows our performance in various Housing Management functions to 31 July 2014.

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 July 2014	Year end Target	Previous years performance	What this means for you!
Maximum rent loss on vacant properties	0.16% 	0.9% of annual rental income	0.39 of annual rental income	<ul style="list-style-type: none"> <li>We can keep rent increases as low as possible</li> </ul>
Non-Technical Rent Arrears (current tenants as % of the total annual rent receivable)	0.92% 	1.1%	0.86%	<ul style="list-style-type: none"> <li>We offer support/ advice to help tenants remain in their homes</li> <li>Keeps our costs low and therefore rent increases as low as possible</li> </ul>
Number of calendar days to let a property	13.9 calendar days 	15 calendar days	14.8 calendar days	<ul style="list-style-type: none"> <li>We can keep rent increases low</li> <li>Properties become available quickly which benefits the area</li> <li>No problems with empty properties e.g. vandalism</li> </ul>
Processing of housing application forms	7.1 calendar days 	15 calendar days	7 calendar days	<ul style="list-style-type: none"> <li>Your transfer housing application form will be dealt with quickly</li> <li>Applicants are aware of their prospects for housing</li> </ul>
Investigating neighbour complaints	Cat A No complaints received Cat B 100% within timescale Cat C 100% within timescale  Overall 100% investigated within timescale, 100% resolved/concluded 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)	<ul style="list-style-type: none"> <li>We manage your area in a sensitive manner</li> <li>Better place to live if ASB issues dealt with promptly</li> <li>Happier within your community</li> <li>Getting on with your neighbours</li> </ul>

# HOUSING MANAGEMENT

## Items on common landings

During recent estate management inspections we have noted a number of common close areas within our flats where residents are storing bulk items and recycling bins, as well as ornamental items such as tables and lamps.

Under direct instruction from the Scottish Fire & Rescue Service, common close areas must be entirely free of ALL such items. Even a small item lying on the floor can cause obstruction during a fire by way of a trip hazard. Worse still this could impede a Fire Fighter preventing them in doing their job, ultimately putting lives at risk.

All tenants should remove all items from common closes without fail. Items should be stored inside flats. CHA regularly carries out estate management inspections where we reserve the right to dispose of any items found in common areas.



**Working together for a safer Scotland**

## Bogus callers

### PLEASE BE VIGILANT

We have had reports of bogus workmen operating in the area claiming to be fitting windows on behalf of Clydebank Housing Association and asking for access to homes and money to be paid up front.

All major improvement works carried out by CHA, such as window and kitchen replacements are done on a programmed basis and moreover are NEVER charged to tenants. No contractor working for the Association will EVER request payment for carrying out repair work.

We urge our tenants to be vigilant and report any such activity to the Police (Crimestoppers) and our Office without fail. The Crimestoppers number is 0800 555 111 or alternatively call Police Scotland on 101.



## Rubbish being thrown from MSF's

We have recently received reports that some tenants have been throwing rubbish and cigarette ends from their verandas. This practice must stop at once as it represents a serious health and safety risk to residents and passers-by, as well as making the area look untidy. Any tenants caught doing this will face the strongest possible action being taken against them by the Association.

We welcome any information from residents on those responsible. All information will be treated in the strictest confidence.



Photography by G. Mahoney

## Downsizing to a smaller home

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

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

***If you are on Housing Benefit, 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 may be 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, ask for a housing application form at the office or download one from our website.

## 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 (bedroom tax) in Scotland.

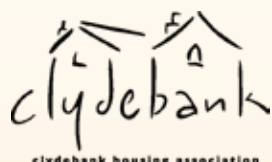
Several tenants have contacted us under the impression that the occupancy charge has been scrapped. This is incorrect. All that has happened is that the Government have set aside money to cover the charge. To qualify for this money you must apply for discretionary housing benefit (DHP). No automatic payment of DHP will be made to you or CHA. The charge continues to be applied and tenants failing to make payments or apply and be 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. Remember, if you pay full rent or are over 62 years of age this legislation does not affect you.

## CHA Power - Heat & Hot Water

For tenants at Radnor Park who are supplied their heat and hot water by CHA Power Ltd, it is important that your payments are kept up to date.

If you are having difficulty making payments and keeping your account up to date, it is vital that you contact Heather at the office who will discuss and affordable payment plan to make sure your account does not go in to further arrears. We are also able to set up Direct Debits over the telephone and order replacement payment cards if needed.



Photography by G. Mahoney

# HOUSING MANAGEMENT

## Dog Fouling

It has been noted that a number of tenants are allowing their dogs to foul the common grassed areas.

To be clear, no common area belonging to CHA is to be used for the exercising/toilet relief of pets. Pet owners are directly responsible for ensuring this.

Dog fouling, if left lying on the ground, causes a number of problems such as health risks, residents being unable to hang out their washing, contractors being unable to cut the grass etc. It also spoils the general use of these areas for everyone.

Any tenant caught allowing their dog to foul a common area will have action taken against them for breaching their tenancy agreement. They will also be required to re-home their dog.



## Bulk items and bin chutes

It has been brought to our attention that some residents are disposing of large or bulky items down the refuse chutes. This practice must stop as these items block the chute, which in turn causes a backup of rubbish which is costly and time consuming to clear. We would like to point out that the cost of clearing and/or repairing the bin chutes is paid directly from tenants rent money. Continual clearing/repairs may mean an increase in rent to cover the costs which is detrimental to all tenants.

If you have any information on who is responsible for dumping large items down the chutes, please contact our Housing Management department in confidence. Any tenants found doing so will have action taken against them and may also be charged for the cost of clearing and/or repairing the chutes.

## 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.

A contents insurance policy can also include cover for forcing entry and changing locks in the event of a tenant losing their keys. The cost of this will not be met by Clydebank Housing Association and will be rechargeable.

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.

We urge tenants to take out contents insurance. Please contact us for more information or an application form for the Diamond scheme.





## Rent policy review

We will be starting our review of next year's rent policy in late September. As always we want your input in this process.

We have a robust rent policy which details how the rents for our properties are calculated. This takes into account the size of the property as well as any extra facilities the property may have such as a dining kitchen, private garden or extra W.C. The policy also outlines our costs and how the overall rent is calculated.

We will only ever charge you the rent required to maintain and manage your home and we will always ensure that the rent is affordable and fair. To do this we will be looking at all our management and maintenance costs as well as recent affordability studies and comparison with other Housing Association and Council rents.

We really want to hear tenants' views on our rent setting process. To facilitate this we intend to send all tenants more details on this policy review in the coming weeks. We are also looking to set up a focus group as part of our rent policy review, if you would like to be part of such a group please contact Joe or Ali at the office.

In the meantime, if you require any further information, or you have any suggestions or comments, please contact Joe Farrell or Ali Mailey at the office.



## Arrears Policy Review

We are currently carrying out a review of our arrears policy. This is an opportunity for tenants to get involved in how the policy is reviewed.

Our Arrears Policy sets out how we to help tenants who have fallen into arrears. The policy includes support for tenants as well as outlining the different ways available to pay your rent. It also ensures that we are able to maximise the rent money collected, which assists us in keeping our rent increases to a minimum. Tenants may have their own ideas about some of the

support services they would like, or the type of contact etc. that we make with tenants in arrears. We would love to hear from you.

As well as involving our local tenants and residents group, a Focus Group will also help us review this Policy. We would also like to take on board as many tenants' views as possible, so please contact our Housing Manager, Joe Farrell with any views, suggestions or even to obtain more information on this important policy.

# HOUSING MANAGEMENT

## How to apply for a house

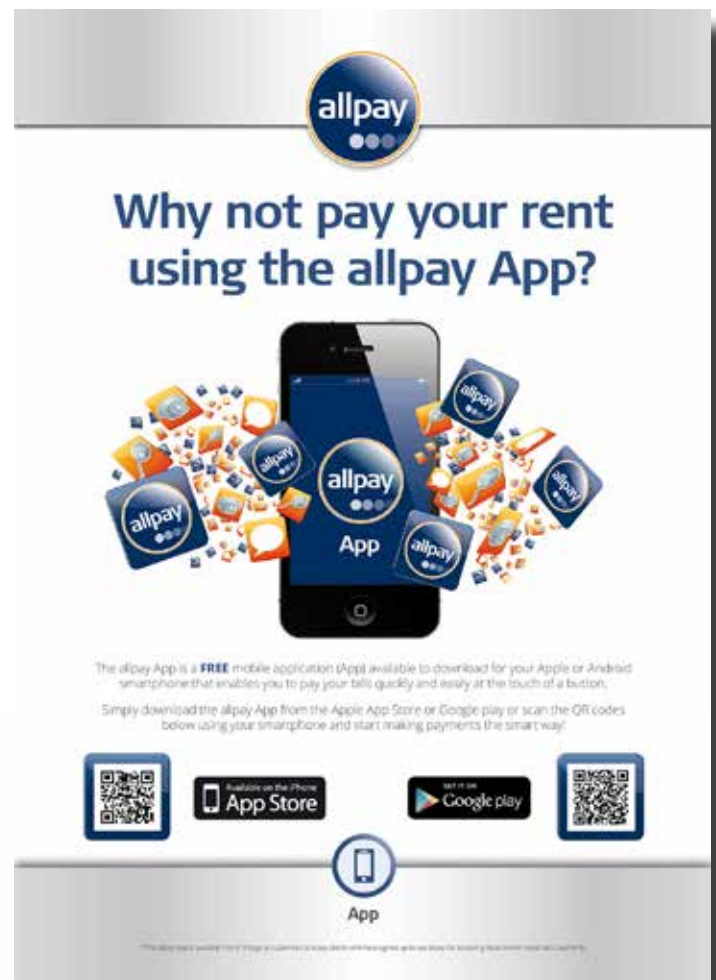
You may wish to seek a transfer from your current home or know someone who is interested in applying. Our waiting list is open to everyone aged 16 and over.

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](http://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!

Available on the App Store

GET IT ON Google play

App

## 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).



# MAINTENANCE UPDATE

## Maintenance Service – How have we performed? April – June 2014

Category of Repair (target timescales)	No. of repairs	Completed within Target
Date specific - (by appointment)	477	99%
Emergency - (within 4 hours)	77	100%
Right to Repair - (1 day)	8	100%
Urgent - (3 days)	230	100%
Routine - (10 days)	238	97.5%
Void works - major (15 days)	3	100%
Void works - routine (10 days)	124	100%
Void works - rechargeable (10 days)	25	100%

*“We set targets for different categories of repairs. This table shows how well we have met those targets”.*

## Annual Gas Service & Safety Check

We have a legal duty to carry out an annual gas service and safety check of any gas appliances that are fitted in your home.

We have robust procedures in place to ensure that we comply with these legal timescales; however we are finding that a small number of tenants are ignoring requests for access or not ensuring that pre-payment meters have

sufficient credit for the safety check to be carried out.

Remember that an annual gas service is to ensure the safety of yourself and your neighbours. We will be happy to arrange a time suitable to you. If, however, you ignore requests for access this will result in us forcing entry to your home.

### Bannerman Estate

As can be seen from these pictures this section of fencing in the common area of the Bannerman Estate (Bannerman Place, Montrose Street, Cumber Court) is in a serious state of disrepair and could present a risk to your health and safety. We are therefore arranging to have this fencing renewed. Owner occupiers will be invoiced for their share of the cost in their December 2014 factors invoice and the cost per owner will be £27.09.



# SPOTLIGHT ON COMPLAINTS

## Complaints & Compliments

April - 30th June 2014

We value complaints and use information from them to help us 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 the Scottish Public Services Ombudsman.

	1st stage complaints		2nd stage complaints		All Complaints
	Number	% age	Number	% age	Total
Equalities related Issues	0		0		0
Other Issues	16		0		16
<b>Total number of complaints</b>	16		0		16
Responded to in full	16	100%	0	0	16
Upheld	6	30.75%	0	0	6
Responded within SPSO timescales	16	100%	0	0	16

### 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.

### Main Service Improvements

The Association has put in place several service improvements following complaints this quarter and these include: -

- Supply of non-standard parts now in stock and out of hours procedures improved as a result
- Monthly meetings now held with Contractors to reinforce CHA service standards
- Estate Management monitoring systems revamped to improve information recording.

### Compliments

We are also delighted to report some of the compliments received from our tenants and other customers who have been happy with various aspects of our service. Thanks to all who took the time to tell us when we get things right!

- Quick response to request for repairs
- Appreciation of customer service received from Chato and quick and efficient service from contractor
- Appreciation of contractor for quality of Social Work Adaptation installation
- Thanks to Andrew and James at Centre81 for administering their brilliant First Aid skills.

## How to make

From our latest tenant satisfaction survey, 7% of our tenants said they did not know how to make a complaint, so we thought we'd provide this quick reminder of how you can make a complaint to the Association and the timescales in which we will deal with it.

### A quick guide to

You can make your complaint in person, by phone, by email or in writing. We do not accept petitions.

Housing Management issues such as neighbour complaints, dumping of rubbish etc.



We have 3 categories of complaint:  
Extreme - Category A Serious - Category B General - Category C



We will acknowledge the complaint and provide initial advice where necessary:  
Category A - immediate action  
Category B & C - within 1 working day



We contact the complainer: Category A - within 1 working day  
Category B - within 5 working days  
Category C - within 7 working days



We contact the neighbours/witnesses:  
Category A - within 1 working day  
Category B - within 7 working days  
Category C - within 10 working days where contact has been made



We contact/interview the alleged offender: Category A - within 1 working day  
Category B - within 8 working days  
Category C - within 10 working days



We evaluate the case/take action:  
Category A - within 2 working days  
Category B - within 10 working days  
Category C - within 15 working days

# a complaint

Complaints tend to be regarding our Housing Management and Maintenance services (ie. nuisance neighbours, repairs, dumping of rubbish) We value your complaints and use feedback from them to help improve our service to you.

## our complaints procedures

If you choose to make an anonymous complaint, we will investigate and act on it, only if proof is available.

Where you feel our service has failed you, for example, if we say we will do something but then we don't do it.



We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.



### Stage 1: frontline resolution

We will always try to resolve your complaint quickly, within five working days if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.



### Stage 2: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.



The Scottish Public Services Ombudsman  
 If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we handled your complaint, you can ask the SPSO to consider it. We will tell you how to do this when we send you our final decision.

## SIGNIFICANT PERFORMANCE FAILURES

(where the actions/non actions of a landlord can cause serious detriment to tenants)

The Scottish Housing Regulator has published an information leaflet on Complaints and Significant Performance Failures. The leaflet provides information to help tenants and tenant groups understand how they can raise concerns about the services their landlord is providing.

The leaflet also explains the different roles that the Scottish Public Services Ombudsman and the Scottish Housing Regulator play in the process.

Christine Macleod, Director of Regulation said:  
 "Our job is to protect the interests of people who receive services from social landlords.

It is therefore important that we know when a social landlord fails to fulfil a legal requirement or a commitment made to their tenants. We hope that this new leaflet, which was developed with input from our tenant assessors, will help tenants to take forward their complaint or concern".

The How to Complain: Reporting Complaints and Significant Performance Failures factsheet is available to download from the Regulator's website [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



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

Sharon Keenan, Depute Director

# CENTRE81 UPDATE

## Gym81

Gym81, our fantastic new gym facility at Centre81 now has more than 110 members! 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. See below for prices.

### 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 - £10 (compulsory)



## GALA DAY

Despite the weather our 7th Whitecrook Gala Day was a great success!

Over 400 locals attended over the course of the day and when the rain just got a little too heavy, well we all moved inside the centre and had lots of singing and dancing in the main hall. Everyone had a great time! The rain won't dampen the Whitecrook community spirit!

There was a barbeque, bouncy castles, face painting, funfair rides, a table top sale, DJ and Zumba.



Thanks to everyone who came along and to all the staff at Centre81 and Clydebank Housing Association who helped out on the day. A huge thanks also to West Dunbartonshire Council, John White, Clydebank East Community Council, ISARO Social Integration Network, Police Scotland, Scottish Fire & Rescue Service, Robert the DJ, Zumba with Vera & Keira, CDC Allstars Cheerleading who supported the event again this year and to Owen McGuigan for taking lots of photos!

Gym81 – 100th Member  
 Laura Buckley was the lucky 100th member of Gym81. Delighted Laura won one month's free membership to the gym.

Laura said 'It's a great wee gym, not overcrowded and the opening times suit my working week'.



## Free Fitness Classes

As well as Gym81, we also provide Free Fitness Classes (funded by the Scottish Government's People & Communities Fund), see below for details:



## Autumn in the Garden

Summer may well be a distant memory, but there are still loads of jobs you can do to keep your garden looking good throughout autumn and beyond.

- Move pots and outdoor containers to the greenhouse or frost free area
- Plant spring bedding and bulbs
- Clear up fallen leaves and compost them
- Weed and clean
- Plant out winter bedding if the soil isn't too wet
- Put out bird food to encourage winter birds into the garden
- Trim hedges
- Raise the height of your lawn mower, as grass will be growing slower

If you are part of a group or a tenant and would like to arrange/attend a community garden workshop, just get in touch with Carolanne at the Centre (details below) or by email at [carolanne@centre81.org](mailto:carolanne@centre81.org)

Check our Facebook page, our website at [www.clydebank-ha.org.uk](http://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.



## Feedback/Comment Slip

We value your views. Please let us know if you have any comments or suggestions for future editions of ChitChat. Please complete and either hand in to reception or post back to us at CHA. Radnor Park tenants can place slips in the laundry letterboxes.

Name: ..... (Optional)

Address: ..... (Optional)

Email: ..... (Optional)

I would like to become a shareholder: Yes / No

If yes, please return this slip with £1.00

Would you like a response: Yes | No

I have a comment(s) about:

- ChitChat
- Centre81
- Rent Policy
- Performance
- Other
- Tenant Conference
- Complaints

Comments (please use a separate sheet if necessary):

### 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 December 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 26th September**  
**Monday 29th September**

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

