



ChitChat

This issue in pictures...



Annual General Meeting and Social Event Reminder

Shareholders don't miss out!

If you are a shareholder of the Association, you will have received an invitation to the above event. Don't forget the details:

Thursday 26 June at 7.00pm in the Association's popular venue, Centre81 in Whitecreek.

Shareholders can invite a partner or a friend to attend the social event after the meeting, from 7.45pm.

As usual, return transport will be provided. Simply call Janet or Drew at the office by 4.00pm on the day and we'll arrange.



Photos of last year's AGM

TRANSPORT – BUFFET DINNER – DRINKS – PARTNER/FRIEND CAN ATTEND

We would be happy to hear from you if you are interested in becoming a Shareholder of Clydebank Housing Association or would like to know more about it. Membership costs only £1 and as a shareholder you will be able to attend our Annual General Meeting at which you can hear all about what we've achieved during the previous year. You will also have the opportunity to either vote for new Management Committee members or indeed stand for election yourself.

To find out what is involved in being a member of the Management Committee, please call Fiona Webster or Sharon Keenan at the office on 0141 941 1044.

www.clydebank-ha.org.uk

0141 941 1044

Please let us know if you would like to receive the Newsletter or any other CHA publication by email.

GYM81 UPDATE



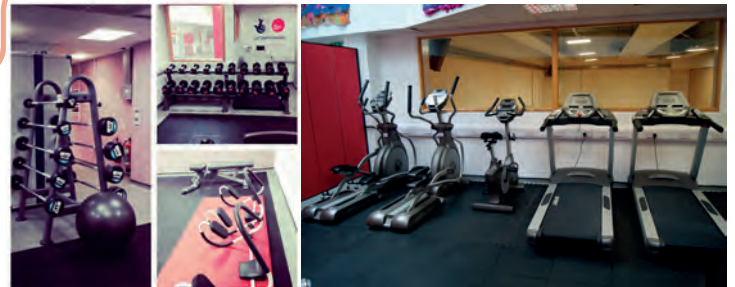
Do you want to join a gym in the heart of your community where you can take part in activities in a comfortable, secure space without feeling the pressure of being in a formal environment.....?

Then **Gym81** is for YOU!

You told us that members of our community often shy away from going to a gym or participating in sports because they may feel daunted or intimidated by the environment, especially if they have never used a gym or taken part in fitness or sports activities. So we listened, applied for Lottery funding and we were successful!

Our new Lottery funded project expands the activities available at Centre81, increasing the opportunities for local residents to participate in programmes that support a healthy and physically active lifestyle.

We now have over 60 members at Gym81. Joining is easy! Simply visit Centre81 reception fill out an application pack. Once completed, pay your gym fees and a book an induction with our qualified personal trainer. If you would like a tour, please pop in and one of our friendly staff will be more than happy to show you round!



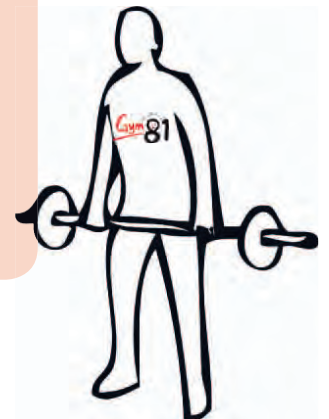
Gym81 Price List

- 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)

Gym81 opening hours

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

Last admission 45 minutes before closing time.



Here's what some of our customers think of Gym81.....

"Gym81 is perfect for what I need, great equipment, good price, and enough space to do my own thing in a relaxed environment."

Michael McLaughlin, Cardonald.

"Gym81 is a brilliant facility and has already helped me to become more active – my level of fitness is getting better all the time"

Carolyn Davidson, Whitecrook

"I would never have joined a gym..... until now! I love the fact that Gym81 is right on my doorstep and there's always a relaxed, friendly atmosphere"

Karyn Davidson, Whitecrook

CENTRE81 UPDATE

We regularly run IT Classes (various levels), 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.



IT Classes with West College Scotland.

(Crèche facilities are available with some of our courses, please ask at reception for more information.)

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.

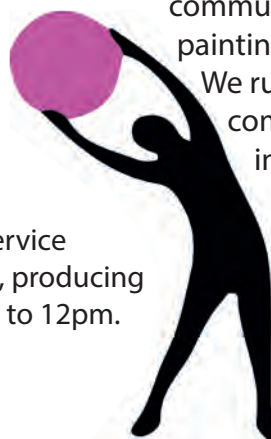
Developing Further in IT (SCQF Level 5) – Feeling a bit more confident about using a computer? This course aims to cover the basics of word processing, spread sheets and databases using Microsoft Office for Windows on PC's. This course is very flexible and will run on the needs of the majority of students.

Free Fitness Classes – run on Wednesdays
Functional Fitness/Circuit Training - Ladies Only
Functional Fitness 10am – 11am, Kettlebells from 11am until 12pm.

Over 55's Free Fitness Classes
Pilates Tuesdays from 11.30am - 12.30pm
and Friday, Tai Chi from 2pm - 3pm.

Working4U

Every Thursday from 10am - 12pm Drop in service helping with IT skills, organising job searches, producing CVs and preparing for interviews. From 10am to 12pm.



Dates for your diary

Saturday 21st June
(11am - 4pm)

ISARO Social Integration Network Whitecrook Commonwealth Celebration

As part of the *Commonwealth Games 2014* celebration, Isaro Social Integration Network is holding a multicultural event which will be held at Centre81 on Saturday 21st June 2014.

The event aims to bring people from different backgrounds together in order to celebrate their cultures and the *Commonwealth Games 2014* coming soon to Glasgow.

This event will feature a fun run along the canal, activities for children (basketball, football, bouncy castle, face painting), multicultural entertainment, film screening, stalls, etc. If you would like to take part in the run, volunteer or for more information, please call Rose on 0141 533 7070.



Saturday 2nd August
(12.00pm - 4pm)

Annual Whitecrook Community Gala Day

We are really looking forward to our annual community gala day featuring a BBQ, face painting, stalls, bouncy castles & much more!

We run this in partnership with the local community and various groups who operate in and around the area. We look forward to seeing you there!



CENTRE81 UPDATE

SUMMER IN THE GARDEN

Summer is a time of beauty and abundance in the garden. It's also a busy time for the gardener, full of chores that are necessary to care for and maintain the health of your plants.

Pest Patrol

Keep a close watch over your garden for any sign of pests so that you can move quickly and take action before the problem spreads out of control.

Dead-heading

This is also listed as a spring chore, but you should continue to dead-head flowers that have passed throughout the summer (this increases bloom time and strengthens the plant).

Baskets & Pots,

Early summer is the ideal time to plant containers, such as patio pots, window boxes, and hanging baskets.

Vegetables

Time to get those tomatoes and other frost sensitive plants in the ground! More time in the ground means bigger and quicker harvests.

Plant Bulbs

Mid-summer is the time to plant bulbs that will bloom in the autumn.

Prune Shrubs

Although many shrubs do not require pruning, some shrubs that flower in the spring and early summer, such as lilacs, will greatly benefit from pruning once they have finished flowering. This keeps them looking lovely season after season.

Sow Annuals

Now that the threat of frost is gone, early summer is a perfect time to sow hardy annuals, such as lupines, outdoors in the garden.

Watering

Don't forget to keep up with your watering.

Remember, if you are a tenant or owner or part of a group and would like garden advice or to arrange a community garden workshop just get in touch with Carolanne at the Centre or you can email her directly at Carolanne@centre81.org.

CAOS UPDATE

Centre81 enjoyed a fantastic flurry of creative activity during May, as performance makers The Letter J brought their acclaimed new touring production 'Grandad and Me' to Whitecrock, for a wee week of big creativity. 'Grandad and Me' premiered at Edinburgh's Imagine arts festival in early May, and toured Scotland before touching down in Clydebank for this exclusive week-long residency project, a collaboration with CAOS, Centre81, Clydebank Housing Association and Action for Children, made possible with support from Awards for All Scotland.

The Letter J's Jon and Jude thoroughly enjoyed working with adult and CAOS Afterschool Club workshop participants; crafting, making, singing, dancing and reminiscing, using the themes from 'Grandad and Me' as rich inspiration. At the end of a jam packed week, Centre81 visitors enjoyed an

emotionally charged performance of 'Grandad & Me' in a busy main hall. A beautiful finale to the week came in the form of a Tea Party sharing event on the Saturday, where workshop participants shared the artistic fruits of their special collaboration with The Letter J. In addition, two Creative Mentors- Kimberlie O'Neill and Garry Steven-worked energetically and enthusiastically alongside The Letter J and CAOS for the week, learning the tools, techniques and processes that come together to create a professional touring production. The Letter J and CAOS thank Kimberlie and Garry sincerely for their hard work.

Lastly, CAOS and Centre81 would like to thank Jon, Jude, Rachel, Andy, Steve, Marta and The Letter J for bringing their unique brand of magic to Whitecrock. We're going to miss you!



MAINTENANCE UPDATE

Maintenance Annual Performance – April 2013 to March 2014

Category of Repair (target timescales)	No. of Repairs	Complete within Target
Date specific (by appointment)	1756	99%
Emergency (within 4 hours)	290	98%
Right to Repair (1day)	57	100%
Urgent (3 days)	1104	99%
Routine (10 days)	894	99.5%
Void works - major (15 days)	21	100%
Void works - routine (10 days)	74	100%
Void works - rechargeable (10 days)	327	99.5%

Targets and contractors' performance are constantly being monitored to look at areas that can be improved. You can help us achieve targets by giving access for repairs. Failure to meet targets can sometimes be due to tenants failing to be at home on the day they have given us for access.

Your Right to Repair – Annual Reminder

The Scottish Secure Tenants (Right to Repair) Regulations 2002 contains provisions for a statutory Right to Repair scheme to cover the right of all tenants on a Scottish Secure Tenancy to have certain small urgent repairs carried out within given timescales. It also makes provision for compensation to be paid to the tenant should a qualifying repair not be completed, without good reason, within a maximum period.

The following table lists the types of repairs considered to be qualifying repairs and the timescales within which they must be carried out:

How can I find out more?

The full Right to Repair Policy is available to download from our website or on request from our office.

If you want to know more about your rights, you should get advice from a solicitor, your local Citizens' Advice Bureau or contact the Maintenance Section.

Alternatively, you can contact the Scottish Government Social Housing Division, Area 1-H, Victoria Quay, Edinburgh EH6 6QQ.
 Email: housing.information@scotland.gsi.gov.uk
 Phone: 0131 244 5401
www.scotland.gov.uk



Qualifying Repair	Maximum Working Days for Completion
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Loss of electric power	1
Loss of water supply	1
Insecure external windows, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket or electrical fitting	1
Partial loss of electric power	3
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

MAINTENANCE UPDATE

Major Repairs – We Need You!

As reported in the March 2014 edition of ChitChat there are a number of major repairs programmes scheduled for the current financial year e.g., bathroom, kitchen and heating renewals. We want to set up Focus Groups so that tenants can give us their views on the specifications for these renewals. Please see article on "Get involved and help improve our service" to find out how you can be involved in this. (Page10)

Tenant consultation on planned major repairs at multi-storey flats

Earlier this year we asked tenants to give us their views on which major repairs we should prioritise over the next few years. Thanks to all tenants who participated in this consultation. We received 183 responses which represents 47% of tenants at the flats. The results of the consultation are:-



Major repair	1st priority	2nd priority	3rd priority	4th priority	Total responses
Bathroom renewal	43	53	24	50	170
Window renewal	116	39	20	8	183
Flat entrance door renewal	7	28	77	59	171
Foyer refurbishment (with cctv)	20	49	47	53	169

What will we do with this information?

Obviously renewal of the windows are the main priority for tenants and this as well as the other responses will be taken into consideration when we are setting our major repairs programme for 2015 onwards. Full details of the Major Repairs programme and proposed timescales will be available in early 2015. Over the coming months, we will be carrying out surveys to all properties to gather up to date information

At the recent AGM of Radnor Park Multis Tenants and Residents Association, some tenants let us know that they are experiencing water ingress at their windows. Please let us know if you are affected by this so that we can carry out remedial repairs as it will be at least a year before we are in a position to start the window renewal programme.

The foyer refurbishment has already been programmed for this year and once the pilot has been completed at Lusset View we will need your views on the specification before carrying out the works to the remaining blocks. Please see article on "Get involved and help improve our service" on page 10, to find out how you can be involved in this.

Cyclical Painterwork

We have started our annual painterwork of common areas / closes. This year's programme will include Glasgow Road, Bon Accord Square, Dumbarton Road and Bannerman Place. We will be in touch with tenants/owners soon to discuss choices of paint colours.



HOUSING MANAGEMENT

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.

Housing Management Annual Performance April 2013 to March 2014

The table below shows our performance in various Housing Management functions for the last financial year.

As can be seen, we equalled or exceeded our agreed 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 March 2014	Target	Previous years performance	What this means for you!
Maximum rent loss on vacant properties	0.40%	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 We were able to keep rent increases below inflation for 4 years in a row!
Non-Technical Rent Arrears (excluding Housing Benefit)	0.88%	1.1% (current tenants as % of the total annual rent receivable)	0.86%	<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	15 calendar days	15 calendar days	14.8 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	6.3 calendar days	15 calendar days	7 calendar days	<ul style="list-style-type: none"> You transfer housing application form will be dealt with quickly Applicants are aware of their prospects for housing
Investigating neighbour complaints	Cat A None Cat B 100% within timescale Cat C 100% within timescale Overall 100% investigated within timescale, 97% 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"> 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

Radnor Park Multi Story Flats (MSF's) for Rent

All our MSF's are large spacious 2 bedroom flats available to single persons, couples and families*. They are attractively maintained in a central location with easy access to shops and local amenities in Clydebank town centre like Clydebank Shopping Centre and West College Scotland. The area has a well established and longstanding community with a diverse mix of residents.

There is no better time to consider becoming a resident at Radnor Park with major investment over the next 5 years meaning improvements to the main foyer areas, replacement windows and bathrooms.

These improvements, as well as access to our hugely successful heating scheme (CHA Power), and our onsite caretaking service and communal laundry facility, make Radnor Park a desirable place to live.

If you, a friend or a relative are interested in being considered for housing at Radnor Park, please submit a housing application form to us. Applications can be collected or requested from the office or completed digitally online on our website www.clydebank-ha.org.uk. If you have any questions regarding Radnor Park please contact a member of our Housing Management team at the office for more information.

*please note that under our Allocations Policy we are unable to accept applications from households which include children under 12 years of age for our MSF's at Radnor Park.



**Radnor
Park**

Photography by George Mahoney

- Spectacular Views
- Low-Cost Heat & Hot Water
- Major Improvements
- Dedicated Caretakers
- Free On-Site Laundries

HOUSING MANAGEMENT

Ways to Pay Your Rent

Your rent is due on the 28th of each month in advance.
You can pay your rent:

- by direct debit out of your bank or building society account
- by payment over the counter at any Post Office using your swipe card
- by payment at any Paypoint outlet using your swipe card
- by post or in person at Clydebank Housing Association offices using a cheque
- by debit card over the phone to allpay.net
- over the internet at www.allpay.net
(you can access this link through Clydebank HA's website\Rent)

Please note we are unable to take cash payments at the office



If You Decide To Pay By Direct Debit - Many tenants will find this is the easiest and most convenient method of payment. Setting up your direct debit is quick and simple and the Direct Debit Guarantee protects against any incorrect payments and ensures that any incorrect payments are refunded if a mistake is made. Please contact the office and we can set this up over the telephone. No forms are needed and the process takes five minutes.

If You Choose to Pay at The Post Office - You can pay your rent at any Post Office or Sub-Post Office in the United Kingdom. You will be issued with a receipt which you should keep as proof of payment.

If You Choose to Pay at a Paypoint Outlet - You can pay your rent at any outlet which has a 'PayPoint' sign. Give your swipe card to the assistant with your cash. You will be issued with a receipt which you should keep as proof of payment. You can search for a payment outlet online at www.allpay.net/outlet.

If You Wish to Pay at The Association's Offices. - You cannot use cash. You can either post or bring in a cheque made payable to Clydebank Housing Association writing your name and address on the back. This method can take three working days to reach your account after we have presented your cheque to the bank. Therefore if you choose this method please make sure that you pay in plenty of time for your rent to be credited to your account before the 28th of each month.

If you pay by Debit Card. - You can contact allpay.net and pay your rent this way. You will need to have both your debit card and Swipe card handy when you phone (0844 557 8321), or use the internet (www.allpay.net). If you lose or have your swipe card stolen you should notify your Housing Assistant immediately at the Association's offices.

INFORMATION

Get Involved and Help Improve Our Service!

The Scottish Social Housing Charter came into effect from April 2012. The Charter was developed as a result of the Housing (Scotland) Act 2010, which supports the Government's long term strategy for a Safer, Stronger Scotland. It emphasises continuous improvement in the quality and value of service delivered to customers, and, it places greater focus on service user involvement by encouraging customer-led shaping of services.

From April 2013 all Scottish Registered Social Landlords (RSLs) have to meet the outcomes and standards set by the Charter and meet its new reporting requirements and we have just completed our first performance return to the Scottish Housing Regulator.

Customer and tenant participation and high levels of satisfaction are at the heart of the Charter, it's also central to the work we do at Clydebank Housing Association.

We will shortly be preparing our first Tenants' Report on the Charter (which will outline our performance for the year to 31 March 2014) and would be delighted to hear from anyone who is interested in participating in a focus group to discuss and decide on what you think the report should look like.

We are working hard to expand customer involvement in all aspects of our service (estate management, repairs, factoring, arrears management, etc.) and are striving to set up focus groups where our tenants, residents and other customers can get together to discuss the outcomes contained in the Charter.

If you would like to join a focus group or find out what this would involve please contact Sharon Keenan, Depute Director or Ali Mailey, Communications Officer at the office...

Are you an owner occupier in danger of losing your home?

Help is at hand...in the form of The Scottish Government (SG) Mortgage to Rent scheme or the Mortgage to Shared Equity scheme.

These schemes may be able to help you if you are an owner occupier in mortgage difficulties and you are in danger of having your home repossessed.

Under the Mortgage to Rent scheme the SG can arrange for a social landlord, such as ourselves, to buy your home and for you to continue to live there as a tenant. We have already helped several owner occupiers to do this.

The Mortgage to Shared Equity scheme involves the Scottish Government taking a financial stake in your home. You will still own your home and continue to have responsibility for maintaining and insuring it but you will be able to reduce the amount you have to pay to your lender each month.

To be eligible for either of these schemes, you must have obtained independent advice about your financial situation from a Citizens Advice Bureau (CAB) or Money Advice outlet. The nearest CAB office is currently located at 34 Alexander Street, Clydebank (0141 435 7590).

Clydebank Housing Association also has a Shared Ownership Buy Back Policy for sharing owners who are facing severe financial difficulties. Please contact Lynette at the office for more details.



Staff News

Sam Jones, Maintenance Assistant, completed the 26 mile KiltWalk in April from Hampden Park, Glasgow to Loch Lomond for Robin House CHAS. Lynette Lees, Finance Manager, ran the 5k Cancer Research Race for Life in May. Between both of them, over £250 was raised for their Charities.



NEWS

The Youth Employment Scotland Fund Jobs Programme

We welcomed Marney Richardson and Michaela Brown to CHA in March. Both Marney and Michaela were successful in gaining a six month post at CHA via The Youth Employment Scotland Fund Jobs Fair. Michaela is busy helping out in our Finance Department whilst Marney is working at reception at Centre81.



Marney Richardson
Centre81 Reception



Michaela Brown
Finance

Complaints

01/01/14 - 31/03/14

	1st Stage Complaints		2nd Stage Complaints	
	Number		Number	
Equalities related issues	0		0	
Other issues	11		1*	
Total number of complaints	11		1*	
	Number		Number	%
Responded to in full	11	100%	0	0%
Upheld	5	45%	0	0%
Responded within SPSO timescales	11	100%	0	0%

* Complaint ongoing at year-end and therefore not yet responded to in full

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

Staff and Contractors reminded of our customer service targets and need for improved communication.

All Complaints for year 01 April 2013 to 31 March 2014

Staff training

	1st stage complaints		2nd stage complaints		All Complaints
	Number	%age	Number	%age	Total
Equalities related Issues	1		0		1
Other Issues	47		2		49
Total number of complaints	48		2		50
Responded to in full	48	100%	1	50%	49
Upheld	29	60.42%	1	50%	30
Responded within SPSO timescales	48	100%	1	100%	49

* One complaint received 31 March 2014 and currently at investigation stage - reply due by 30th April

We will soon be sending out a questionnaire to all those who complained. We want to know how we dealt with your complaint and obviously where we can improve. Those who reply will be entered into a prize draw for £50 of ASDA vouchers.

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 the laundry letterboxes. They can be handed into reception or posted back to us at CHA.

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 **Rent Policy** **Centre81** **Allocations**
Performance **Complaints** **Other**

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 September 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 July 2014

Monday 21 July 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

