



# ChitChat

## Get Involved and 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. Recently an amazing 185 tenants and customers got involved in shaping our new Allocations Policy (see page 6)! Tenants have an important and meaningful role to play in assessing our performance. We want your help in setting our priorities, objectives and standards.

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 get in touch with Sharon or Sinéad at the office or complete and return the slip below to us.

Help us analyse our service...



...help us measure our performance...



...to improve our service to you!



**Scottish Social Housing Charter**

The Charter above came into force in April 2012. It sets out the standards and outcomes that you can expect from social landlords like us - the quality and value for money of the services you receive, the standard of our homes, and opportunities for communication and participation in the decisions that affect you. [www.scottishhousingregulator.gov.uk/publications/tenant-and-service-user-satisfaction-indicators](http://www.scottishhousingregulator.gov.uk/publications/tenant-and-service-user-satisfaction-indicators)



Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Telephone No: \_\_\_\_\_

E-mail address: \_\_\_\_\_

*There's a way to fit in with your lifestyle! Please tick as many as you wish*

I/we would like to join the Association's consultation register (if you want to have a say in how we do things) ☐

I/we would like to be invited to any focus group meetings the Association has (to discuss specific aspects of our service) ☐

I/we would like information/help about setting up a tenants group (to find out about the benefits) ☐

I/we would like information on becoming a shareholder (to attend our Annual General Meeting) ☐

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

This issue in pictures...



# NEWS

## STAFF & COMMITTEE UPDATE

### It's back to school for Claire

**Claire Brown**, our Maintenance Assistant of 7 years, left us in August to take up further education in medical science. Good luck Claire!



### Mitch celebrates 30 years' service

Radnor Park Caretaker, **Mitch Tyrrell**, celebrated 30 years of service in the summer. Mitch worked for Scottish Special Housing Association before transferring to Scottish Homes then to our staff team in 1999. Well done and thanks for your loyal service Mitch!

### Welcome back Fiona!

We are happy to welcome back **Fiona White**, our Finance Officer, from maternity leave. Fiona had her first child, Brody, a delightful baby boy in January. Fiona will continue to take the lead in our Factoring service to over 600 owners and is happy to assist owners with any enquiries regarding the service and arranging payment plans.



Fiona said, "I thoroughly enjoyed my time off with Brody and I'm happy to be back in my role at CHA".

### Well done Margaret

Following an intensive interview process we are delighted to welcome **Margaret McKeitch** as our new Clerical Assistant in Housing Management. Prior to this Margaret had been carrying out the role on a temporary basis.

### Good luck Rachel

We were pleased to have had the assistance of **Rachel Foy**, a Clydebank College (now West College Scotland) student, for a work experience placement. Rachel joined us for 6 weeks from the start of April as part of a College Learning Programme and then continued to assist us on a temporary basis for another 4 weeks at our main office and Centre81.



Rachel said, "I really enjoyed my time at CHA and I learned a lot of new things".

### Janet is top of the class!

Big congratulations to **Janet Dunphy**, Senior Admin Assistant (Finance), in attaining her "A" Grade HNC in Accountancy from Clydebank College (now West College Scotland).



### Michael's new role

**Michael McLaughlin** has a new position within the Association and is now the Finance and IT Assistant from 1 August, which means he will be taking on the sole IT role alongside his current upgraded finance duties.

### Introducing our new Management Committee...

Following our 2013 Annual General Meeting, our Management Committee is as follows: -

Tom Winter	<i>Chairman (Re-elected)</i>
Tom McCormack	<i>Vice Chairman</i>
Paul Shiach	<i>Secretary (Re-elected)</i>
Chris Morgan	<i>Treasurer</i>
Neil Crilley	Margaret Shiach
Pat McGinley	Dorothy Bain
Patricia Betty	Fergus Russell (New Elected Member)
John Hillhouse	(Re-elected)

Our newly elected member, Fergus Russell said "I am looking forward to being part of the Management Committee and making sure we continue to have high levels of tenant satisfaction in all parts of our service".

We are delighted to report that Margaret and Paul Shiach celebrated 5 years' of service on the Committee in August 2013.





## We enjoyed a Big Lunch in the summer sun

In a joint venture with our regeneration centre, Centre81, we held our first 'Big Lunch' event on Thursday 18 July. The Big Lunch is an idea from the Eden Project - a one day get together for the community. Over 50 people attended and we enjoyed a lovely lunch, many dining al fresco in the summer sun.

Thank you so much to those who brought a sweet or savoury dish to share and to Asda Clydebank, a supporter of the Big Lunch, for their generous donation.



## Applying for a house or transfer has just got easier!

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.html](http://www.clydebank-ha.org.uk/applying-for-a-house.html)

Other ways to receive your application are:

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



## GOVERNMENT SEEKS APPROVAL TO END RIGHT TO BUY

As you may have heard, the Scottish Government intends to seek Parliamentary approval to end right to buy entitlements for all tenants of social housing in Scotland, as part of the forthcoming Housing Bill.

This will take effect three years from the date the Bill receives Royal Assent, which is expected later this year. This will give tenants who have a right to buy, a notice period of three years in which to do so.

Their intention to end right to buy reflects the views of the majority of respondents to the consultation they carried out last year.

The Scottish Government can advise tenants about the policy and its implications, but they cannot help them with enquiries about their individual entitlements. For individual enquiries, please contact Janet Dunphy at the office.



## DIARY DATE

The next Radnor Park Multis Tenants and Residents Public meeting will be held on Monday 28 October, 1-3pm, Radnor Park Parish Church Hall.

# NEWS & INFO



TV Licensing is working with Clydebank Housing Association to ensure you know the different ways to pay for a TV Licence. You need to be covered by a valid TV Licence to receive or record television programmes as they are being broadcast. This is the case whether you are receiving the programmes via TV or any other device, such as a mobile phone or a PC.

For those who find it hard to pay the annual fee of £145.50 for a colour TV Licence in one go there are a number of different ways to pay, including a payment card to spread the cost into weekly, fortnightly or monthly payments.

Payments can be made at any PayPoint outlet nationwide, online, over the phone or by text message. Anyone wishing to find out more about signing up for a cash payment plan should give TV Licensing a call on 0300 7906078.



## ADVERTISING FEATURE

### EAT, SLEEP, LEARN, PLAY!

**Could this Save the Children programme help you or someone you know?**

Eat, Sleep, Learn, Play! is a Save the Children programme which supports children under 36 months and their siblings under 5 years in the most desperate need.

We support the family by awarding a 'material grant', such as a cooker, child's bed, fridge, fridge/freezer, high chair, washing machine, pushchair, dining table & chairs, storage solutions or educational books & toys for families who meet our eligibility criteria.

A material grant will consist of one or two items. We also support families to receive the benefits to which they are entitled through a 'benefits check' and offer them the opportunity for volunteers to support them with basic DIY within the home.

Awards are made based on a combined assessment which takes into account the wellbeing needs of the children, the cost of items and on the priority of need expressed by the family. To make an application, please see a referral agent ie. health visitor, social worker, welfare rights worker etc. who will make the application on your behalf.



## CHA POWER LTD

CHA Power, Clydebank Housing Association's wholly owned subsidiary, supplies unlimited heat and hot water to over 350 residents at Radnor Park for a fixed weekly charge of **£10.28** (£44.56 per month).

Many customers find **Direct Debit** the easiest and most convenient method of payment. You can also pay by **cheque**, by **debit/credit card** at our office or **over the phone** with us or allpay (0844 557 8321) or with your CHA Power payment card **at outlets** displaying one of these signs:



For all CHA Power queries including payments, payment options and plans, payment cards, etc. please contact Heather or Lynette at the office. It is extremely important that you contact us immediately if you are experiencing difficulties paying your account. If your system develops a fault, please call the maintenance section.



If you are a tenant at Radnor Park and wish to have the system installed, please contact Alison Macfarlane at the office and she'll let you know all the great benefits of the system and installation information. Home visits can be arranged if required. Please bear in mind that if your electric heating system breaks down at any time and parts cannot be sourced, it will be replaced with our CHP system.

## Platinum Sponsors

ck, 21 Watt Road, Hillington  
Industrial Estate, Glasgow G52 4RY  
T: 0141 810 3665  
E: enquiries@ckheatingltd.co.uk  
W: www.ckheatingltd.co.uk

Aberfoyle Satellite Co Ltd, 1 Menzies  
Crescent, Fintry G63 0YL  
T: 07875 906767  
E: joethedish@hotmail.co.uk  
Contact: Joseph, Paul or Saul

Regency Glazing, 940 Crow Road,  
Anniesland, Glasgow G13 1JD  
T: 0141 950 4400  
E: info@regencyglazingltd.co.uk  
W: www.regencyglazingltdglasgow.co.uk  
Contact: Dougie or Liz

Transform Contracts Ltd, Unit 29,  
Lime Road, Dumbarton G82 2RP  
T: 01389 731137  
E: transformcontracts.co.uk  
W: www.transformcontracts.co.uk  
Contact: Gordon Aitchison

Bell Group, Bell Business Park,  
Rochsolloch Road, Airdrie ML6 9BG  
T: 01236 766878

Hi-Flow Property Management Services Ltd  
2011 Dumbarton Road, Glasgow G14 0HY  
T: 0141 950 2626  
E: yoker@hiflow.biz  
Contact: Colin Donaldson

GOC Engineering Services,  
Main Street, Fintry, Glasgow G63 0XJ  
T: 01360 860 478  
E: jchesney@goceng.co.uk  
Contact: Jim Chesney

## Gold Sponsors

ETI Scotland Ltd, Yard 60  
Clyde Street, Clydebank G81 1NW  
T: 0141 951 8010  
E: electricaltest@btconnect.com  
Contact: Stewart Donaghy

RJ Russell / The Paint Shop, 481  
Dumbarton Road, Dalmuir G81 4DT  
T: 0141 951 4577  
E: info@thepaintshopclydebank.com  
W: www.thepaintshopclydebank.com  
Contact: Ralph Russell

## Silver Sponsor

Averton Landscapes Ltd, 58 Clyde  
Street, Clydebank G81 1NW  
T: 0141 952 2050  
E: averton.landscapes@virgin.net  
Contact: Ian Donaghy

# ANNUAL GENERAL MEETING AND SOCIAL EVENT SUCCESS!

Our 28th AGM and Event,  
on 27 June in Centre81  
was another great night.

Feedback received from those  
who attended was really positive.  
44 (25 %) 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 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.

We are very lucky to have the  
continuing support from many of  
our approved contractors for this  
event. Our generous event sponsors  
are shown on the left.

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 with £1 to become a  
lifelong shareholder.



**REGENCY**  
Glazing Ltd



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



# HOUSING MANAGEMENT UPDATE

## Allocations Policy Review Update and THANK YOU!

Further to our article in the June newsletter, we wrote out to all tenants and waiting list applicants (1,861) to let them know about our proposed changes to this policy and to invite feedback. This was because we know that direct mailing is our tenants' second preferred choice, after the newsletter, for us to communicate with them.

We tried to make sure the information was as clear as possible. **We were therefore absolutely delighted to receive 185 responses (10 %).** This was fantastic and we thank tenants and applicants for taking the time to respond. 98 % of the views and comments received were positive.

Joe Farrell, Housing Manager, also met with the local residents group and with 17 tenants and applicants to provide more in-depth information and clarification on the proposed changes.

Remaining Tasks	Timescale
Finalisation of Policy	September 2013
Submission to Management Committee for final approval	October 2013
Staff training and staff procedure	January/February 2014
Roll out of new allocations policy	April 2014

## Rent Policy Review Rent increase 2014/2015

We are about to start our review of next year's rent policy. This is the policy that will determine the rent increase from 28 March 2014. As always we'd love 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. In the meantime, if you require any further information, or you have any suggestions or comments, please contact Joe Farrell or Sinéad Boyle at the office.

## Welfare Reform Update: 'Spare Bedroom Tax'

A number of our tenants affected by the bedroom tax made successful applications for temporary discretionary housing benefit earlier this year. These awards were made for an initial period of between 3 and 6 months (case dependant).

West Dunbartonshire Council has confirmed to us that the amount of money available to them to continue these payments is running out. This means that tenants will be responsible, in most cases, for paying the rent previously covered by the discretionary payment.

We are in the process of contacting those tenants affected as we receive information from the Housing Benefit department. It is imperative that tenants contact us as soon as possible as failure to address this could result in a build of rent arrears accruing. We will offer all assistance possible but ultimately the payment of this rent falls on the tenant.

If you have any concerns or questions, please contact your Housing Assistant as a matter of urgency.

## Free, Impartial Welfare Rights Service Reminder

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



Our 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, Whitecrock  
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)

# UPDATE

## OUR MUTUAL EXCHANGE BOARD

### Did you know that you can swap homes with another tenant?\*

This new section advertises a small selection of tenancies from our comprehensive mutual exchange list. If you are interested in any of the adverts please contact your Housing Assistant who will

provide more details\*\*. The full list of over 60 properties is available to view at our office. Please ask at our reception for the mutual exchange list. We are also working on advertising our exchanges on our website so look out for this new feature soon!

**1 bedroom (2 person)** ground floor flat in Cart Street with Gas Central Heating. Looking to swap for a 3 bedroom four-in-a-block with Gas Central Heating, garden and near to amenities in Clydebank. Ref B1-15.

**1 bedroom (2 person)** first floor, four-in-a-block in Glasgow Road with electric central heating. Looking to swap for a 2 bedroom home with Gas or Electric Central Heating in Clydebank or surrounding areas. Ref B1-9.

**3 bedroom (6 person)** end of terrace house in Kirkwood Avenue (Linnvale) with Gas Central Heating and close to all amenities. Looking to swap for a 1 bedroom flat, house or four in a block in Linnvale or Cart Street with gas central heating. Ref B3-10.

**3 bedroom (6 person)** semi detached in Morrison Quadrant (Linnvale) with gas central heating. Looking to swap for a 2 bedroom house or four-in-a-block in Linnvale or Drumry. Ref B3-9.

**2 bedroom** ground floor flat at Forth Street. Freshly decorated with recently fitted kitchen and bathroom and close to amenities. Looking for a 2 or 3 bedroom home, preferably in Cart Street, but will look at other streets. Ref B2-25

**2 bedroom** 7th Floor multistorey at Lusset View with CHP heating (gas central heating equivalent). Looking to swap for a 2 bedroom four in a block or house with Electric Central Heating, own garden and close to amenities. Ref B2-20.

## HOMESWAPPER HomeSwapper

Although we operate our own mutual exchange register for tenants who reside locally, we are also members of Homeswapper.

Homeswapper is an Internet based online exchange service which allows any tenant to look, free of charge, for other tenants to swap with throughout the UK.

You can check out their website at [www.homeswapper.co.uk](http://www.homeswapper.co.uk).

Please note that you still need to apply to us to approve and facilitate any swap as HOMESWAPPER does not provide this facility.

Our own register continues to be available to view at our office as detailed above.

*\*Please note all exchanges are subject to application and approval from us. We reserve the right to refuse an exchange as long as we have reasonable grounds to do so. Full details are contained in our Mobility & Mutual Exchange Policy which is available to download from our website or in paper format from our office.*

*\*\*Adverts are based on a description as given by the tenant and NOT ourselves. We take no responsibility for the accuracy of description or information provided. We only provide contact details of the tenant advertising to interested parties. We are not involved in any discussion between tenants until a formal exchange application is made.*

## 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).

# HOUSING MANAGEMENT UPDATE CONTINUED

## ANTI SOCIAL BEHAVIOUR (NEIGHBOUR DISPUTES) CASE CLOSURE TARGET

We are looking to introduce a new target for neighbour disputes. Although we have always investigated and actioned neighbour complaints as far as we can, up until now we have had no prescribed target for closure of a case (although we have always had targets for investigating complaints).

Before we can close a case we must ensure that every avenue of investigation has been pursued and as far as possible we have spoken to all parties involved (including third parties such as the Police). This process can be time consuming.

Following detailed analysis of our complaints received over the past few years as well as discussion with the other Housing Associations in the area, we have set a target of four weeks from the end of our investigation stage to close a case.

Although challenging, almost all our neighbour disputes have been closed well within this timescale in the past few years, with most taking less than a week after investigation.

We now intend to formally monitor this target in order to satisfy the Scottish Social Housing Charter. All Housing Associations in West Dunbartonshire have agreed to this target.

We welcome any comments or suggestions on this, so please contact Joe Farrell, Housing Manager, or Sinéad Boyle, Communications Officer, with your views.



## RADNOR PARK

- During the spell of good weather it was noticed that some tenants were using the verandahs to dry washing, both in the verandah itself and by hanging it over the rails. Please do not do this as it is a breach of your tenancy conditions.

- We remind all tenants that they must take their turn of sweeping and cleaning the common areas such as their landing, passageways and

both sets of stairs on a weekly basis at least or as required.

- Please note that any large or awkward shaped items, such as cushions, which may block the chute, should not be forced into the chute. Please discuss other options for disposal with your caretaker.



## Our Performance in Housing Management

The table below shows our performance in various Housing Management functions for the financial year **1 April 2013 to 31 July 2013**. As can be seen, we achieved all of our agreed targets for all functions.

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. Please don't hesitate to get in touch if you'd like to discuss any aspect of our performance.

Indicator	Performance at 31 July 2013	Target to 31 March 2014	Performance to 31 March 2013
Maximum rent loss on vacant properties	0.13 % of annual rental income	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)	0.80 %	1.1 %	0.86 %
Number of calendar days to let a property	12.7 calendar days	15 calendar days	14.8 calendar days
Processing of housing application forms	6.7 calendar days	15 calendar days	7 calendar days
Investigating neighbour complaints:			
Category A (Extreme)	0 received	1 working day	0 received
Category B (Serious)	0 received	10 working days	100 % within timescale (16)
Category C (Dispute)	100 % within timescale (19)	15 working days	100 % within timescale (51)



# MAINTENANCE UPDATE

## MAJOR REPAIRS

We are delighted that the bathroom renewal contract is now complete with over 200 new bathrooms fitted at Bon Accord Square, Forth Street, Dumbarton Road, Whitecrook Street, Kilbowie Road, Alexander Street, Jean Armour Drive, Bannerman Place, Cumberae Court and Montrose Street.



Feedback from tenants has been very positive, commending the quality of fittings and workmanship carried out by our contractor ck Heating.

## Annual Gutter Cleaning & Roof Condition Survey

The annual gutter cleaning contract is due to begin in October. Our contractor, Contract Roofing, also reports on the condition of each roof and any repairs which are required will be carried out in January 2014, weather permitting.

We have procedures in place to monitor the performance of the contractor carrying out these works. However, we would welcome any comments you have and we will include a feedback slip in the December 2013 issue of ChitChat.

## Annual Gas Services

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

We have robust procedures in place to ensure that we comply with timescales, however we are finding that an increasing number of tenants are ignoring requests for access or not ensuring 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 yourself. If you ignore requests for access this could result in us forcing entry to your home.

## TENANT SATISFACTION SURVEYS

Your views on our repairs and maintenance service are extremely important to us.

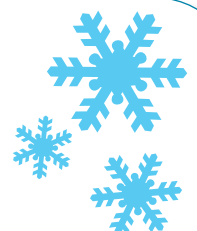
We will shortly be sending out questionnaires to tenants who have had repairs carried out in the last 6 months and asking for feedback on various aspects of the service we provide to you.

If you receive a questionnaire, we would urge you to complete this and return to us. If you have provided us with an email address, the questionnaire will be forwarded to you electronically.

## Winter Advice

Ready Scotland ([www.readyscotland.org](http://www.readyscotland.org)) is a Scottish Government website providing advice on what to do to prepare for and deal with emergencies.

It provides advice on winter weather, utilities, flooding, flu, terrorism and much more. You can also contact them on 08457 741 741 or 0131 556 8400.



# CENTRE81 UPDATE



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

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

## CLASSES

IT Classes with West College Scotland (Crèche facilities available for some of these courses)



**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 be tailored to the needs of the majority of students.

**Learning Links Courses in Health & Social Care and Childcare SQA Unit Intermediate 1 (including a Personal Development Unit SQA Level Access 3)**

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



## Free Fitness Classes!

### Tuesdays

11am-11.45am - Over 50's low impact fitness

### Wednesdays

10am -11am - Functional Fitness/Circuit Training - Ladies Only

11am - 12pm - Kettlebells

### Thursdays

12pm - 1pm - Over 50's yoga.  
Mats provided or bring your own



## Whitecrook Community Garden Open Day

Friday 4th October, 10.30-2.30 at Centre81

*Come along for a cup of tea and some home baking, check out the garden and find out more about the garden/planting workshops we have planned. We would also love to hear any thoughts or suggestions you may have for the workshops.*

*Please see below for a taste of what we are planning for the workshops over the coming months:*

**October** - Planting indoor bulbs for Christmas floral displays, taking cuttings etc

**November** – Planting outdoor bulbs for Springtime

**December** - Making Christmas holly decorations

**Whitecrook Community Garden**



**Thursdays** 7.30pm-9.00pm

Contact Frances on 07455 255462



OWNED AND MANAGED BY CLYDEBANK HOUSING ASSOCIATION



## CAOS Creative Families

Wednesdays, 9.30 - 11.30am

@ Centre81, Braes Avenue, Whitecreek.



These child and parent friendly family art sessions encourage you both to get creative (and sometimes a little bit messy) together. Not only are they lots of fun, but also completely free of charge!

(places limited, so please contact the CAOS office to confirm your space)



t : 0141 952 2117 e : [info@causingcaos.co.uk](mailto:info@causingcaos.co.uk)

Charity No. SCO38509 Registered in Scotland No. 3280035



Creative Families will run weekly in Centre81 right through until Christmas, although will break for the October school holiday week. To keep up to date with all things CAOS related check out their Facebook page - just search CAOS, Community Arts; Open Space!

## NEWS

### ANOTHER BRILLIANT WHITECROOK GALA DAY AT CENTRE81!



On Saturday 10 August, Centre81 held its sixth Community Gala Day. The day was a huge success with over 500 Whitecreek residents attending throughout the course of the day. There was a barbeque, bouncy castles, face painting, cupcake decorating, hair braiding, visits to the community garden and community chickens, funfair rides and a table top sale, DJ, dancing and Zumba.



Lots of local community organisations pulled together to provide information and activities. The day was a fun, community led event, which celebrated the fantastic range of work that is currently happening in Whitecreek but it was also an opportunity for local people to discover more and give their thoughts on future provision in their area including Centre81's proposed gym facility.



Thanks to everyone who came along and thanks also to Clydebank Housing Association staff and committee, CAOS (Community Arts; Open Space), Action for Children, John White, Clydebank East Community Council, Police Scotland, Scottish Fire & Rescue Service, Robert the DJ, Owen McGuigan, St Andrew's First Aid, Whitecreek Community Gardens and West Dunbartonshire Council.



All photos copyright of Owen McGuigan.  
More photos can be viewed on [www.myclydebankphotos.co.uk](http://www.myclydebankphotos.co.uk).





# CENTRE81 UPDATE CONTINUED

## Whitecrook Community Garden - Growing Together Project

In partnership with Centre81, Whitecrook Community Garden was successful in securing £6,980 of funding from Awards for All to run a fantastic Summer Growing Project, called 'Growing Together' at Centre81 and the gardens. The project consisted of building a new chicken coop with the help of volunteers from the community, family growing and healthy eating workshops and arts and growing sessions. Eight families learned how to plant vegetables and were given pots of various plants and seeds to take home with them.

They also attended healthy eating classes learning how to make nutritious family dinners with vegetables grown in the gardens. Over 30 young people enjoyed the arts and growing workshops and made lovely signs, sculptures, bird boxes and windcharms for the garden. The whole project was celebrated at our annual gala day.



## INFO

Christmas Fayre at Centre81 - Saturday 30th November from 12-3pm.

## SUPER BINGO

Our popular bingo is only £5 and includes soup, tea/coffee, biscuits & 6 games. Cash prizes!  
THURSDAYS 1PM - 2.30PM



Large hall available for childrens' parties - only £40 for 2 hours!\*

\* for up to age 12

## Autumn in the Garden

- Move pots and outdoor containers to the greenhouse or frost free area
- Plant bulbs for Spring next year
- 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
- Clear up fallen leaves and add to the compost bin

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 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.





# INFORMATION



Where every £1 of our income was spent 1 April 2012 - 31 March 2013

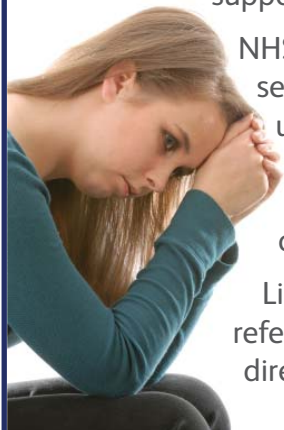
Item	2012/2013	2011/2012
Major repairs	17p	16p
Routine maintenance	13p	13p
Cyclical maintenance	9p	9p
Services	1p	1p
Total direct maintenance costs	40p	35p
Staff salaries	23p	21p
Office overheads	6p	6p
Interest of loans	4p	5p
Management expenses - other activities*	4p	4p
Direct costs - other activities*	3p	3p
Property insurance	1p	2p
General expenses	1p	2p
Bad debts/voids	1p	2p
Surplus back into reserves	16p	21p
	£1.00	£1.00

\* tenant participation/wider role/development

## Feeling low, anxious or stressed? Advertising Feature



Feeling low, stressed or anxious are common problems. Some people recover in a few weeks on their own, while others need more specialist help and support. That's where Living Life can help.



NHS Living Life is a free telephone service. Our self-help coaches and therapists can help you understand some of the reasons why you are feeling low, address negative patterns of thinking and can teach new ways of coping.

Living Life can be accessed either through a referral by your GP or by contacting the service directly by calling 0800 328 9655.

## IF YOU HAVE A COMMUNITY ALARM ...from West

Dunbartonshire Council you should contact Jim Slaven or Kimberly Crawford at the Council if any of your details change, such as your doctor or your keyholders. Call 0141 951 6240 or 0141 951 6180.

## BE PROTECTED THIS WINTER

Please find below details of the Scottish Federation of Housing Association scheme for tenants and owner occupiers which we promote.

The SFHA and landlords have recognised some of the problems that tenants face in obtaining 'Household Contents Insurance', and has therefore arranged a contents insurance scheme which is geared towards all tenants' needs underwritten by Royal & Sun Alliance Insurance plc. - SFHA Diamond Scheme.

You can give yourself peace of mind offered by this scheme knowing that you will have a contents insurance policy which includes the following benefits:

- No excess payable on any claim
- Affordable premiums
- Choice of payment methods
- All postcodes included
- New for old cover (except clothing & household linen where an allowance for wear & tear is deducted)
- Cover for a wide variety of situations including; fire, lightning, explosions, storm, and flood, theft or attempted theft, theft & loss of keys, damage to interior decorations etc.

The insurance is available to all tenants and owner occupiers subject to scheme acceptance criteria.

There are reduced rates for residents who are aged 60 and over in receipt of state retirement benefit, cover starts from £6,000 and at £2.79 per month for the G81 area. For all other residents the cover starts at £9,000 (£4.19 per month) up to £35,000 (£16.28 per month). Prices were checked in August but may be subject to change.

Premiums are payable monthly by payment card or direct debit, annually by payment card, cheque, postal order, or debit card.

For further information and an application form contact your Housing Assistant (Joan Craig or Diane Calderwood).

# SPOTLIGHT ON COMPLAINTS

## Complaints & Compliments

April - June 2013

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	
	Number		Number	
Equalities related issues	0		0	
Other issues	9		1	
<b>Total number of complaints</b>	<b>9</b>		<b>1</b>	
	Number	%	Number	%
Responded to in full	9	100 %	1	100 %
Upheld	6	67 %	1	100 %
Responded within SPSO timescales	9	100 %	1	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.

### Main Service Improvements

Contractors reminded of our customer service targets and need for communication

Staff to take extra care when enveloping large mail runs

All staff reminded of customer care policy targets. Managers to remind staff regularly

Tenants to be fully informed of implications of major repair work prior to work proceeding

### Compliments

I was impressed with the way work was recently carried out to my property

It's amazing to be given a new bathroom. It's beautiful - I absolutely love it!

I have been very impressed with the friendly and efficient way Clydebank Housing staff have made my house transfer much easier than I thought it would be.

We have been treated with courtesy, respect and efficiency in all our dealings with CHA. I feel that your service meets all your standards.

I am delighted with the rapid response to my repair request.

The clerk of works was immensely helpful during the process of preparing my property for me

Thank you to maintenance for a great service. I was very pleased with getting my repair done so quickly

## How to make

From our recent 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

There tends to be two types of complaints; those received by our Housing Management department (ie. nuisance neighbours, dumping of rubbish) and general complaints about service failures. We value your complaints and use feedback from them to help improve our service to you.

## our complaints procedures

If you choose to provide 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.

## HOUSING REGULATOR HELPS TENANTS COMPLAIN ABOUT POOR SERVICE

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 from our office reception, by download from our website [www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk) or 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

# INFORMATION CONTINUED

## Feedback/Comment Slip

Please let us know if you have comments or suggestions for future editions of ChitChat or our service in general.

We value your views. Radnor Park tenants can place slips in our laundry letterbox.



Name: ..... (Optional)

Address: ..... (Optional)

Email: ..... (Optional)

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 Setting Policy Allocations Policy  
Performance Complaints Other

Comments (please use a separate sheet if necessary):

.....

.....

.....

.....

.....



## Do you wish us to communicate with you by email?



If so, email us at [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk) with your name and address and we'll add your email address to our computer system.

We won't pass it on and will only use it for Clydebank Housing Association purposes.

**New online Housing Application Form launched!**  
Complete your form and return to us by email. Simple! See page 3 for more info

## 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 West Dunbartonshire Council on:

**0800 197 1004**

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

## 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 27 September & Monday 30 September 2013**



SCAN THIS CODE USING A QR READER TO VISIT OUR WEBSITE

**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 2013.**

**If you any comments, ideas or suggestions for your newsletter, please let us know.**

**Clydebank Housing Association Ltd**

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[www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk)

twitter: @clydebankha

facebook: search for us



Please re-cycle this newsletter

