

# ChitChat



Abbie Gallacher  
Primary 5A, Kilbowie Primary school

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

  
clydebank  
clydebank housing association



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# 25th Annual General Meeting & Social Event

Our 25th AGM and Event was a great night and all who attended thoroughly enjoyed it. More than 40 of our Shareholders attended and heard Lynette Lees, our Senior Finance Officer explain our annual accounts.

After the meeting there was a free buffet and drinks, and as always, plenty of dancing!! We received lots of really positive comments from everyone who attended.

Photos:

1. Fiona Webster, Director & Mr McIlroy from Radnor Park, enjoying a dance
2. Shareholders
3. John Hearn & Elizabeth Mackie - longest serving Management Committee members with 25yrs+ service
4. Sam & Claire welcoming the Shareholders

## Our New Voluntary Management Committee

Committee Members were duly elected at the AGM.

Our Management Committee membership is now as follows:

John Hillhouse	Chairperson
Tom Winter	Vice Chairperson
John Mooney	Secretary

Archie Hamilton	Paul Shiach
Sadie Ferrie	Tom McCormack
Margaret Reid	Margaret Shiach
Neil Crilley	David Muir

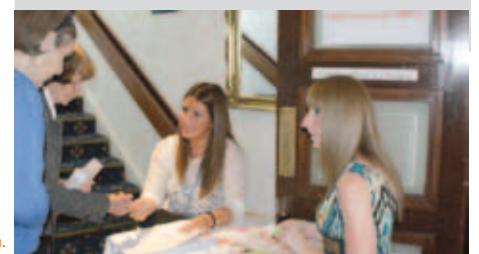
There are also two Councillors of West Dunbartonshire Council co-opted onto our Management Committee; Namely Cllr Patrick McGlinchey and Cllr Jim McElhill.

Don't miss out on next years' AGM and Event – contact us now to become a shareholder. It only costs £1!

## Well done to the lucky winners of the free raffle.

Prizes included a digital camera, DAB radio, mini hif-if, dvd player and bottles of wine and spirits.

Mrs Dunsmore, Radnor Park  
Mrs McCormick, Radnor Park  
Mr Muir, Whitecrook  
Mrs Reid, Whitecrook  
Miss Hickey, Central Clydebank  
Mr McKeachan, Radnor Park  
Mr McGuinness, Whitecrook  
Mrs Murphy, Radnor Park  
Mr Mooney, Clydebank  
Mrs Shiach, Linnvale



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## Thanks to all our AGM sponsors

### Platinum Sponsors 2010

#### ETI Scotland Ltd

Yard 60, Clyde Street,  
Clydebank G81 1NW.  
T: 0141 951 8010  
F: 0141 951 8012  
E: electricaltest@btconnect.com  
Contact: Stewart Donaghy

#### Contract Roofing

74 Kimberly Street,  
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T: 0141 952 1274  
E: grahamna@ntlworld.com  
Contact: John Graham

#### Bell Group

Bell Business Park,  
Airdrie ML6 9BG.  
T: 01236 766 878  
F: 01236747 850  
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Contact: Alistair Scott

#### Hi-Flow Property Services

9 Caledonia Street, Clydebank G81.  
T: 0141 951 2020  
F: 0141 951 2323  
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W: www.hiflow.biz  
Contact: Colin Donaldson

#### Regency Glazing

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W: www.regencyglazingltd.co.uk  
Contact: Dougie

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E: :hoodlb@ntlworld.com  
Contact: Brian Hood

#### McDermott Contract Services Ltd

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Gateside Industrial Estate,  
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T: 01555 895927  
F: 01555 890005  
E: sales@mcdermottcontracts.co.uk  
W: www.mcdermottcontracts.co.uk  
Contact: Marion Hamilton

### Gold Sponsors 2009

#### R J Russell Decorators Ltd

479-481 Dumbarton Road,  
Clydebank G81 4DT.  
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E: rjusselldecorators@ntlworld.com  
W: www.rjusselldecorators.co.uk  
Contact: Ralph Russell

#### GOC Engineering

Buckingham Cottage,  
Fintry, Glasgow G63 0XJ.  
Tel: 01360 860 478  
F: 01360 860 478  
E: jchesney@goceng.co.uk  
Contact: Jim Chesney

#### Transform Contracts

Unit 29, Lime Road,  
Broadmeadow Industrial Estate,  
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E: transformltd@btinternet.com  
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### Silver Sponsors 2009

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W: www.brookfieldalarms.co.uk  
Contact: Robert McIntyre

#### Aspect Work at Height Ltd

275 Blythswood Court,  
Cadogan Square,  
Anderston Centre,  
Glasgow G2 7PH.  
T: 204 0606  
E: info@aspect-services.co.uk  
W: www.aspect-services.co.uk  
Contact: George Scott

## Staff News

### Race for Life

Our Director, Fiona Webster completed the 5k Race for Life in June accompanied by her friend and helped raise £210 for Cancer Research.

### Fiona Mould

Our temporary admin assistant in Housing Management, Fiona Mould, has moved on to pastures new. Fiona covered this position since May 2010. We wish Fiona every success for the future and take this opportunity to thank her for all her hard work during the past few months!

### Michelle Butler

We would like to welcome Michelle Butler to the Association. Michelle has undertaken the post of temporary Housing Assistant with the Association to help out our Housing management department. Michelle's main duties will be signing up new tenants as well as dealing with any neighbour disputes and estate management issues. Welcome!

## Baby Boom

Part-time Housing Officer Stacy Shaw delivered gorgeous Baby Liam on 1st June.



Sinead Boyle, our Communications Officer delivered adorable Baby Aidan Joseph on 31st July.



And Lynette Lees, our Senior Finance Officer delivered beautiful Baby Grace Elizabeth on 3rd August.



Ester Golding-Webb our Maintenance Assistant, is due her baby any day now!



Caption

## School Design Competition



**As part of Clydebank Housing Association's 25th anniversary celebrations, we held a design competition with local schools.**

The judging panel had a difficult time considering all the designs but they chose the design by Abbie Gallacher of Primary 5A, Kilbowie Primary school as the winner.

The pupil and school received a prize for their participation, presented at the school assembly on Friday 21 May. Highly commended certificates were also issued to Jack Morgan, Shola Rowe, Aimee Stewart and Yasmin McGrath for their lovely designs.

The winning design will be used throughout the year by the Association and on a commemorative gift to our tenants. A fridge magnet with Abbie's winning design is enclosed.

On presenting the awards, Sharon Keenan, the Association's Depute Director, said, "It's a special year for the Association and we particularly wanted to involve school children in the design of our gift to tenants. We really appreciate the effort of all the Primary 5's at Kilbowie Primary and we were delighted with the high standard of all the entries".



Photos:

- 1. Fun fair rides
- 2. Bouncy Castle
- 3. CAOS Mash-Up Dance routine
- 4. CDC Allstars Cheerleaders



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**On Saturday 14th August Centre81 held its third Community Gala Day in conjunction with CAOS**

(Community Arts; Open Space).

The day was a huge success with over 500 residents attending. There were bouncy castles, face painting and funfair rides for the younger children and sports and a climbing wall for the older kids. All who attended enjoyed a free BBQ and refreshments. With thanks to everyone who made the day such a success including CAOS, the Tulloch Trust, Community Renewal, Y-Sort-IT, Streetlinks, Voices Group and Clydebank East Community Council.



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# Centre81 Community Gala Day

We gratefully acknowledge support from Centre81 funders:







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## Invitation

### Radnor Park

An invitation is extended to Radnor Park Tenants and residents to enjoy various social activities from time to time, with neighbours and friends in the Orr Brown Hall of Radnor Park Parish Church.

Would you like to know more?  
Then please contact Bill Menzies,  
telephone number 0141-562-4513

# Y-sort-it Project

“Y Grow-it” Youth Urban Garden is an initiative in which young people are involved in the renovation of a disused communal green space shared by Y sort it and Blue Triangle Housing project. They have turned this into a space for recreation, sustainable growing, whilst improving their knowledge of the environment and gaining new skills.

Over 20 young people aged 12 -25 that attend Y sort it / Blue Triangle have been involved in:

- Environmental discussion and planning
- Apply for planning permission from Clydebank Housing Association
- Volunteering our time whilst working towards a MV Award
- Building raised beds from recycled scaffolding wood
- Designing Graffiti Art Murals for outside walls
- Building a decking area designed for outdoor theatre
- Planting fruit and vegetables
- Collecting Plastic bottles for building a greenhouse
- Planting different types of flowers / plants
- Painting the fences and relaying slabs in partnership with Community Service making the garden fully accessible for wheelchair users
- Maintaining the garden on a weekly basis

Each aspect has promoted skills development, such as gardening, joinery and teamwork as hoped. All produce is provided to Blue Triangle tenants for cookery demonstrations.

Y Grow It is funded by: The Environment Trust and supported by; WDC Community Service Team, Blue Triangle and Clydebank Housing Association

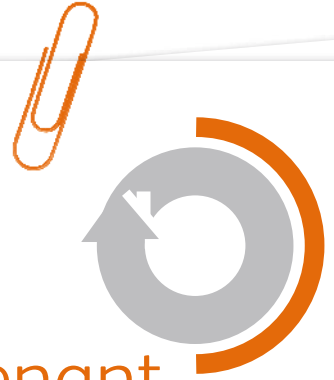
Photos:  
1. Y Grow It garden space  
2. Veggie patch  
3. BBQ area



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# Tenant Satisfaction Survey

In March 2010, we conducted a Tenant Satisfaction Survey. A total of 532 tenants were surveyed (50 % of our tenants). Results indicate that we have high levels of satisfaction in all our areas of service and that overall 96 % of respondent tenants expressed satisfaction with Clydebank Housing Association as a landlord.

More detailed results and analysis are enclosed with this ChitChat.



'is your car unexpectedly in the garage?'

'have you been left in a transport pickle?'

**'Then why not hire an eCar!'**

At only £5 a day, it's perfect for journeys of up to 35 miles.



Roadshows will be arranged soon. Details to follow.



## Advertisement



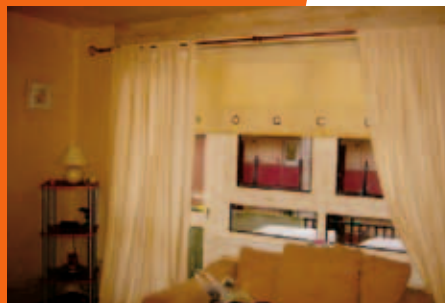
Established in 1994, Impact Arts is a dynamic Community Arts organisation which specialises in arts programmes tailored to suit our clients' needs. We are particularly committed to engaging vulnerable community groups within social regeneration projects and work with various community groups, schools, housing associations and funding agencies on a variety of quality arts based projects to achieve these aims.

For more information please contact Jay by email: [jay@impactarts.co.uk](mailto:jay@impactarts.co.uk) or call 0141 575 3001

### The Project – Are you aged 16-35 in a new tenancy? Get involved!

Fab Pad was set up in 1998 by Impact Arts as an innovative youth housing project. It is a tailored project focussing specifically on an individual young person's needs at a vital stage in their life – when he or she starts a new tenancy. The workshops are free and once participants have made a commitment to the project they are allocated £100 budget to go towards decorating their new home.

Fab Pad has proven itself to be a very successful way of engaging some of the hardest to reach young people across Glasgow. The programme is an effective way of breaking the repeat cycle of homelessness and helping progress people onto employment, training or education. In the past few years, Fab Pad has progressed between 50-60% of participants onto positive opportunities while over 90% successfully sustain their tenancies.

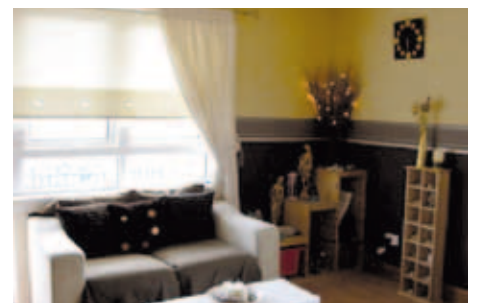


Before

### The Programme

The main focus of Fab Pad is to offer participants the opportunity to work with an interior designer to get the ideas, and learn the skills to turn their new flat or house into a home – their home, effectively reduce the risk of the tenancy breaking down. This provides a platform to improve participants employability and to help them take positive steps forward to secure, training, educational or employment opportunities.

Fab Pad runs two workshops in West Dunbartonshire and we would love to see you there. The workshops are free and public transport to and from the workshops is reimbursed. You will be supplied with a light lunch, tea and coffee. The project offers a fantastic opportunity to design and decorate your home, meet new people and hear about great employment and training opportunities.



After

Come along to one of our weekly workshops at:

**Kidzworld Family Entertainment Centre**  
Alexandria, 215 Main Street, G83 0NU  
11am – 3pm every Wednesday

**Hub Community Centre**  
405 Kilbowie Road, Clydebank, G81 2TY  
11am – 3pm every Tuesday

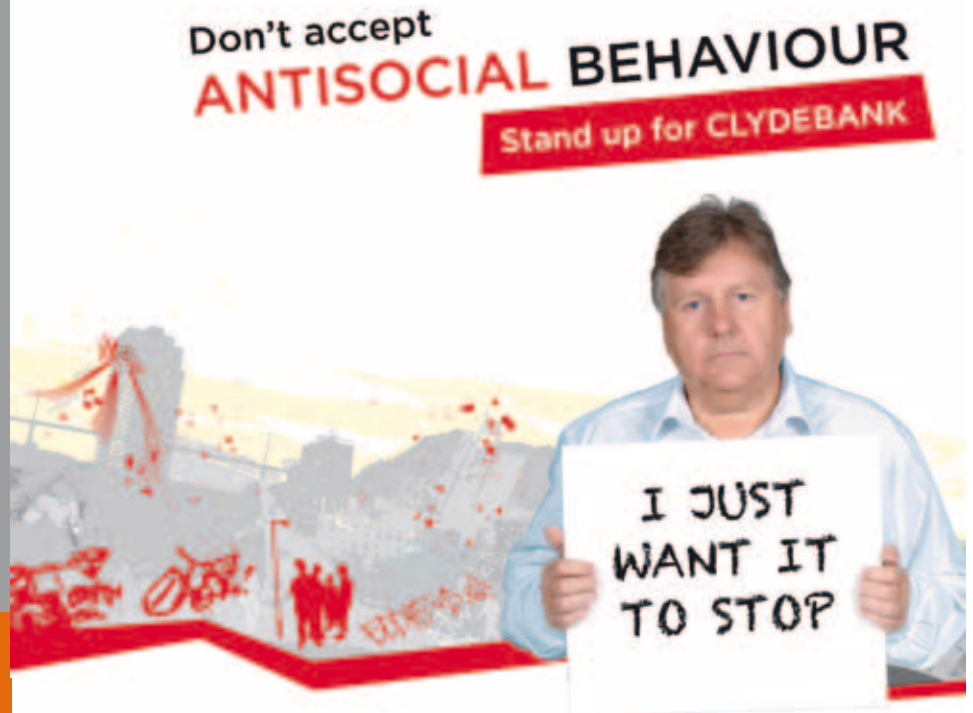


## Advertisement

**“Don’t accept antisocial behaviour. Stand up for your community.”**

Inspector Emma Grimason

# Antisocial Behaviour Crackdown



Sometimes it's the little things that cause the most problems; noisy neighbours, fly tipping and people drinking on your street. We know that you just want it to stop.

Your local community policing team is here to do just that. To make antisocial behaviour stop.

Visit [www.strathclyde.police.uk](http://www.strathclyde.police.uk) to find the name and number of your own local officers.



If you are affected by antisocial behaviour where you live it can feel like there is no escape and no one can help solve the problem. Antisocial behaviour can affect anyone at anytime and ranges from noisy neighbours to vandalism and street drinking to damage to your car or home.

Whatever type of antisocial behaviour you are experiencing there is no need to live with it. Every area in Strathclyde has a dedicated community policing team that has specialist local knowledge and works closely with partners in your community to help resolve antisocial behaviour issues.

Over the summer when the nights are lighter and the weather is better, antisocial behaviour incidents traditionally rise. During this time Strathclyde Police will be concentrating on tackling antisocial behaviour, preventing it escalating into more serious crime.

“Antisocial behaviour causes alarm and annoyance to many people in our communities. This is unacceptable and while we are making real progress in tackling the issue we can do more if we have your help. We’re strengthening our efforts over the next four weeks with a dedicated campaign to encourage people to claim their communities back from the trouble makers, creating safer and better places for us all to live. Our Community Policing Teams are working closely with local people and partner agencies right across the Force so it’s vital that you tell us where and when antisocial behaviour is happening so that we can proactively target offenders.

If you have information about anti social behaviour in your area - let us know. If you are nervous about police turning up at your door we don’t need to visit, you can contact us by e mail or telephone.

Report antisocial behaviour to your local community policing team who are here to protect you and your community. Visit [www.strathclyde.police.uk/your\\_community](http://www.strathclyde.police.uk/your_community) or call 0141 532 3300 to find your local team.

# Maintenance

## Electrical Inspections & Smoke Alarm Upgrades

If your home is due an inspection you will be contacted by our contractor, ETI Scotland, to make an access arrangement which is suitable to you. We must stress that these inspections are compulsory as the Association has a legal obligation to ensure that the electrics in your home are safe and up to current standards. Failure to provide access could result in a forced entry to your home to carry out the inspection.

## Text Messaging Service

We now have a facility available whereby we can send a text message to your mobile phone to remind you of the date for your gas service or a repair in your home. If you would like to be included in this service, please advise us of your current mobile phone number. You can phone a member of the maintenance section on **0141-941 1044** or email us at: **[maintenance@clydebank-ha.org.uk](mailto:maintenance@clydebank-ha.org.uk)**.

## Lift Refurbishment at multi-storey flats

The final phase of the lift refurbishment contract started on 2 August on the "odd" lifts at Erskine View and Leven View. Works are due to be completed by October.



## Local Apprentice

We are currently in a partnering arrangement for gas maintenance services with Faifley and Knowes Housing Associations and a condition of our contract with The McDougall Group is that a local apprentice be appointed. We are therefore pleased to announce that Connor Lyons, from Clydebank, has been successful in securing this position. We wish Connor every success in his new position and will keep you updated on his progress.

Photo:  
Connor Lyons (seated centre) with representatives from The McDougall Group, Clydebank, Faifley & Knowes Housing Associations.





# Housing Management

## Performance April 2010 to March 2011

The table below shows performance in some of our most important Housing Management functions for the year to date. As can be seen we continue to operate within our targets and are performing at a high level in most areas.

This said we are always trying to find ways to continually improve, as well as ensure that the services we offer provide maximum benefit and value for money to our tenants and customers alike.

Indicator	Performance 1 April 2009 – 31 July 2010	Year end Target March 2011
Maximum rent loss on vacant properties	0.1 % of annual rental income	0.9 % of annual rental income
Non-technical arrears (current tenants as % of annual rent receivable)	0.83 %	1.15 %
Number of calendar days to let a property	11.9 calendar days	18 calendar days
Processing of housing application forms	5.4 calendar days	15 calendar days
Investigating neighbour complaints	Cat A 100 % within timescale Cat B 67 % within timescale* Cat C 100 % within timescale  Overall 96 % within timescale	Cat A (Extreme) 1 working days Cat B (Serious) 10 working days Cat C (Dispute) 15 working days

\* Complaints outwith timescale were due to us waiting on further information, for example from tenants, the Police or other organisations.

## Rent reconciliations

In order to ensure that each and every one our rents are calculated in the same way, the Association will be undertaking an exercise in the autumn to bring all rents into line with our rent setting policy based on the size, design and features of the property.

In carrying out this exercise, we will ensure that no rents are disproportionately affected and moreover that all rents remain affordable. All tenants who will be affected by this process will be contacted directly as well as through future editions of Chit Chat.



## Rent Policy and Rent Increase 2011 – 2012

We are due to review our rent policy again in January 2011. As part of the process we will decide on how much of a rent increase will be applied on 28 March 2011. Any proposed increase will ensure our management and maintenance costs are met. This means we will only charge tenants the rent we need to maintain the running of the Association, as well as maintain your homes.

If you have views on how we set our rents or have any ideas that you feel would be useful to the exercise, we urge you to contact us and get involved! If you wish to comment or become involved please contact our Communications Officer, Ali Mailey as soon as possible. Further details will be published in the December 2010 edition of chit chat, along with an indication of what the rent increase may be.

## CLYDEBANK HOUSING ASSOCIATION EMERGENCY NUMBER

Only to be used in an Emergency

# 0845 6123 160

Also available on our website and our 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 everyday for lunch between  
1.00pm and 2.00pm**

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

Remember you can catch up on all our news  
on our website at

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

YOUR NEXT CHITCHAT WILL BE DELIVERED IN DECEMBER 2010.  
IF YOU NEED THIS NEWLETTER IN ANY OTHER FORMAT PLEASE CONTACT US.

Please re-cycle this newsletter.

To the best of our knowledge all information contained in this newsletter is correct at the time of going to print.



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Tel **0141 941 1044** Fax **0141 941 3448**

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