

June 2008

# ChitChat

Issue Number

32

Current Housing Information To Clydebank Housing Association Tenants

## New Style Garden Competition 2008

This August we will be teaming up with our landscape contractors Averton, to hold a new style garden competition. Every tenant, owner occupier and sharing owner will now automatically be entered. (To opt out of the competition, please contact Ali at the office).



### Best Garden/Balcony:

First prize: £100 of vouchers and an engraved cup to keep for a year

Second prize: £50 of vouchers

Third prize: £25 of vouchers



*Last year's winner, Mr Drummond, (Linnvale)*



The competition is not only judged on the look of the garden but the effort that has gone into it. The winner's details will be published in our September 08 newsletter.

## Dates for your Diary



### Events:

Annual General Meeting & Event - Thursday 26 June 2008

Tenant Conference 2008 - Tuesday 28 October 2008

### IN THIS ISSUE:



Staff News

AGM News

Whitcrook Update

Book Launch

- page 2

- page 3

- page 4

- page 8



### Staff News

#### Maternity Leave

Sinéad Boyle has now started her maternity leave and Ali Mailey; our Senior Admin Assistant has been promoted to Communications Officer until her return.

#### Finance Staff News

Following Ali's secondment to the role of Communications Officer, we are delighted to announce the following temporary internal promotions:

2

**Jack Devlin** will be moving from the Maintenance Department to cover the post of Receptionist/Administrative Assistant and **Michael McLaughlin** will be taking over Ali's Finance responsibilities, promoting him to the position of Senior Administrative Assistant.

#### Laidlaw Scott Charity Football Match

Jack and Michael from our Finance Department took part in a Charity Football Match organised by one of our contractors, Laidlaw Scott. The total amount raised was £2083 for the Lintel Trust and Cash for Kids.



Ali Mailey



Sinéad Boyle



Michael, Top right & Jack, Bottom Left





# Dates for your Diary

## Attention All Shareholders! Annual General Meeting Reminder

Just a reminder to shareholders that our Annual General Meeting (AGM) will be held on Thursday 26th June in the Radnor Park Hotel, Clydebank. You will hear about our financial performance for the year past and also be updated on our proposed future development programme.

Afterwards there will be a chance to socialise; have a dance, a drink and something to eat. Each shareholder will receive a free raffle ticket and two free drinks vouchers at the door. Each shareholder's partner/friend is welcome to attend from 7.45pm for the social event.

If you need transport to the venue, please let us know by Wednesday 25th June at 5.00pm and we'll get a staff member or taxi to collect you.

**Becoming a Shareholder** - don't miss out on next year's AGM and event - to become a shareholder is simple and it only costs £1.00 for life membership.

For more information,  
please contact the office.

## Tenant Conference 2008

You are invited to the Association's fourth Tenant Conference to be held on Tuesday 28th October 2007.

The aim of our tenant conference, which will take place in Clydebank Town Hall, is to get tenants together to discuss issues of joint interest and provide them with information and advice. The day will run from 10.00 am to 4.00 pm and will focus mainly on our Housing Management service. There will be a variety of other issues discussed, including maintenance and finance.

Teas and coffees and a delicious lunch will be provided. Prize draws will be held with prizes totalling £100. Places will be limited to around 80 so book your place now, by contacting Ali at the office.

The conference has been well attended in the past and all delegates have found it to be interesting, informative and fun!



*Last Year's AGM*

3



*Last Year's Tenant Conference*

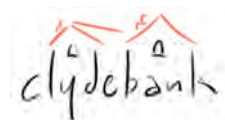


More detailed information  
will be available in our  
September 2008 newsletter.

# ChitChat

## Wider Role Update

Action Teams  
for Jobs  
Operating as part of the Incentive Plus network,  
Department for Work and Pensions



## Centre 81 Opens



CHA's new purpose built £2.5 million regeneration centre in Braes Avenue, Whitecrook opened to the public on bank holiday Monday May 5th. The event allowed Whitecrook residents to get a flavour of what the centre will be providing and to experience its facilities. Over 400 local people attended throughout the day enjoying a host of activities from bouncy castles, face painting, body art tattooing and costume making for the kids while adults were able to relax with a range of alternative



therapies and massages and had free uninterrupted access to the Internet and hi tech computing facilities. The centre's Café Kizel served over 200 meals and as many snacks and drinks.

Over the coming weeks a number of agencies will be providing services and activities from the centre which is presently open Monday - Fridays 9 - 5pm with Café Kizel providing breakfast, lunch and a full range of snacks and drinks.

A public consultation day to find out what residents want the centre to provide took place on Wednesday 28th May with morning, afternoon and evening sessions. The official opening takes place on Friday 11th July.

Centre staff can be contacted on 0141 533 7070.



Centre Staff - Andrew, Paul, Michelle, Helen, Mic and James

## ADVERTISING FEATURE

The Volunteer Centre @ West Dunbartonshire CVS works with volunteers and volunteer involving organisations in the West Dunbartonshire area. The Volunteer Centre offers access to a range of volunteering opportunities available in West Dunbartonshire. We match organisations looking for volunteers with people seeking opportunities with voluntary organisations.



### When you volunteer you

- give your skills and time
- help your community
- build skills, experience, confidence
- bring about positive change

There are a wide range of opportunities available including helping with

- Tutoring
- Committee member
- Catering
- Driving
- Befriending
- Advice
- Environmental work
- Youth work
- Painting & decorating

If you have access to the Internet you can have a look on the Volunteer Centre Network site to find out further information about the opportunities available in West Dunbartonshire.

[www.volunteerscotland.org.uk](http://www.volunteerscotland.org.uk)

If you or someone you know is interested in volunteering they can meet with a Volunteering Advisor who will help them find the volunteer position which matches their personal skills, interests and ambitions.

## Youth Volunteering

The Volunteer Centre also promotes youth volunteering by offering the chance to gain an MV Award for those aged 16-25 and for those aged 11-15 recognition via "YOUVOL!" award. MV and YOU VOL Awards are achieved after volunteering 50, 100 and 200 hours. If you are already volunteering, the hours that you have contributed can be backdated and you have 2 years to work towards the awards. MV Awards are endorsed by the Scottish Government.

The Volunteer Centre has recently launched The Banter, a youth magazine designed and produced by 12-25 year olds in West Dunbartonshire for young people in the area.



To read the banter online:

[www.wdcvs.com/downloads/the\\_banter.pdf](http://www.wdcvs.com/downloads/the_banter.pdf)

The Banter is also available through the following sites:

[www.bebo.com/TheBanterMagazine](http://www.bebo.com/TheBanterMagazine)

[www.myspace.com/thebantermag](http://www.myspace.com/thebantermag)

[www.thebanter.org](http://www.thebanter.org)

If you would like to get involved with designing or writing for the magazine please contact Amy or Ritchie at the Volunteer Centre

If you would like to find out more about volunteering in West Dunbartonshire please get in touch

Text 'Volunteer' to 80800

(0141 941 0886)

[volunteering@wdcvs.com](mailto:volunteering@wdcvs.com)



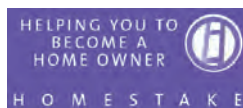
### Homestake at Dean Court - Last Few Available

All 36 flats at Dean Court will be completed by the end of June, with the first 8 flats available from the first week in June.

28 flats have now been sold and some flats are in the process of being allocated but there are still a few flats available. These flats can be purchased through the Homestake scheme for as little as £76,200. If you, or someone you know, would be interested in purchasing one of these flats then please contact Ester Golding-Webb as soon as possible for an application pack.

Flats are being allocated on a "First-come First-served" basis so don't delay!

\*Conditions Apply



### Cart St Scheme

Tenders have been issued to a list of approved contractors with a return date of 4th July 2008. More information on this project will be available in our September newsletter.



# Competition Time!

## Wee Chitchat For 8-15 year olds only!

Many thanks to all who completed our March Wee CHITCHAT question. The slip of Rachel Watson of Linnvale, was picked from all correct entries. Lucky Rachel received £15 of vouchers for the Empire Cinema in Clydebank!

For June's competition we have vouchers for a Junior Double Practice Session at ScotKart Indoor Kart Racing in Clydebank. Simply find the answer to our question below from within this newsletter, complete the entry form and return to us by Wednesday 15 July 2008.



## Electric Car Competition

### Well Done

Mr Stewart Watson of Linnvale completed our electric car related competition question correctly. His entry was then put into the draw and picked as a winner. He will now be the first to drive our electric hire cars and has also won 5 days of free electric car hire!



7

Scotkart



Competition June 2008

**Question: "Which staff member at Clydebank Housing Association has left to have a baby?"**

Answer: \_\_\_\_\_

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

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

\_\_\_\_\_

\_\_\_\_\_ Age: \_\_\_\_\_

Rules: you must live in the house you put down as your address.

Wee Chitchat

## Did you know...

... that if you have double glazing installed you are already saving half a tonne of CO2 each year.

From <http://actonco2.direct.gov.uk>

## Book Launch

**Patricia Rice**, who has over 18 years service on our Management Committee received recognition for the support she has given the Independent Resource Centre.

The Independent Resource Centre, 627 Dumbarton Road held a Book Launch at Clydebank Town Hall on Thursday 22nd May 2008. The book 'The Right to Exist' by Chik Collins is the story of the Independent Resource Centre.

After speeches by Louise Carlin from Oxfam, Chik Collins, Stephen Boyd from STUC and John McAllion, several presentations took place. They included gifts to each of the speakers and finally a plaque was unveiled. The Plaque reads:



“

The Right to Exist  
Independent Resource Centre  
Book Launch

”

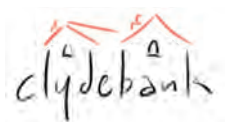
Thursday 22nd May 2008

In recognition of George Cairney, Patricia Rice and many others  
who have supported us in our struggle to survive and who have always  
believed in our right to exist.

Copies of the book will be available at the end of June when they can then be collected from the Centre.

The Independent Resource Centre offers a wide range of support that is essential in helping individuals to adapt to the changes in personal and family circumstances. In particular, they help individuals to take control of their own lives while recognising the importance of dignity and independence.

Independent Resource Centre - Telephone: 0141 951 4040





# Housing Management Update

## Housing Management Performance Year end 2007-2008

The table below shows our performance for the last financial year April 2007 to March 2008 in some of our most important Housing Management functions, such as letting a property and arrears. 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.

Further performance information will be published in future newsletters.

Indicator	Performance   April 2007 - 31 March 2008	Year End Target 2007 - 2008
Maximum rent loss on vacant properties	0.59% of annual rental income	0.9% of annual rental income
Non-technical arrears (current tenants as % of rent receivable)	0.94%	1.1%
Number of calendar days to let a property	22.7	25 days
Processing of housing application forms	9.4 days	25 calendar days
Carrying out new tenant visits	85% visited within timescale	Within 4-8 weeks of tenant moving in
Investigating neighbour complaints	Category A 100% within timescale Category B 81% within timescale* Category C 86% within timescale*  Overall 85% within timescale	Category A (Extreme) 2 working days Category B (Serious) 10 working days Category C (Dispute) 15 working days

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

### Kypera Hometeam

In the last edition of Chit Chat we advised customers that we would be installing a new computerised management system. The Association has now had the system installed, which is named Kypera Hometeam. Staff will use this programme to carry out an array of functions including monitoring rent accounts, logging repairs, allocating properties and issuing factoring invoices.

The new system should ensure a more efficient service for tenants once all staff have been fully trained and the system reaches its full potential. In the meantime we ask that customers be as patient as possible when making enquiries which involve staff using the new system.

We thank you in advance for your patience.

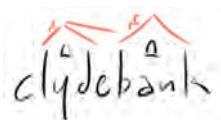
### How to Apply for a House

You may wish to seek a transfer from your current address or know someone who is interested in applying to us for housing. Our waiting list is open to all persons aged 16 and over. Application forms are available direct from our office reception or if you are unable to call in, just give us a phone and we will post a form out to you.

We are also able to e-mail you an application form, however, you would need to print the form off and return it to us. This is so the required declaration can be signed and dated.

For any further information on making an application for housing just telephone a member of our Housing Management staff or make an appointment to speak to us at the office.

“Visit, phone or e-mail us for your application form”



You can now pay  
at Woolworths!!



We are delighted to announce that our bill payment provider, allpay.net, has joined forces with high street store, Woolworths, making it even easier for you to make a payment. From April 2008, simply hand over your payment card together with your payment in cash or with a debit card, at any till in any of their stores.

This service is completely free of charge and as with our other methods of payment we would recommend that receipts be kept safely for your own records.

The nearest store is:

**117 Sylvania Way, Clydebank Shopping Centre, Clydebank**

You can still pay using your swipe card at a wide range of local retail outlets displaying one of the signs shown below:





# Mortgage to rent

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



Help is at hand... in the form of The Scottish Government Mortgage to Rent Scheme.

The Mortgage to Rent Scheme 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.

They can arrange for a social landlord, such as ourselves, to buy your home and for you to continue living there as a tenant. We have already helped one of our owner occupier's to do this. You must get advice before you can apply. You can get advice from:

Your nearest Citizens Advice Bureau:

Dumbarton Citizens Advice Bureau  
6-14 Bridge Street,  
Dumbarton G82 1NT  
Tel: 01389 765 345  
Fax: 01389 734 383  
E-mail: [info@dumbartoncab.co.uk](mailto:info@dumbartoncab.co.uk)



National Debtline:  
0800 138 1111 (freephone)



Money Advice Scotland:  
0141 572 0237



And many more! These organisations will be able to tell you what your options are and discuss them with you.



June 2008

# ChitChat

## Clydebank Housing Association Emergency Numbers

Only to be used in  
an emergency

Gas central heating emergencies  
(including CHP breakdowns  
in Radnor Park):

**\*0870 242 5037**

All other emergency repairs:

**0845 6123 160**

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



Cut Out and Keep

\*Please note this is a new number

## If you have a complaint...

... please contact us. We will try to resolve your complaint using our Complaints Procedure. Please ask us if you want a copy of this procedure. If we are not able to resolve your complaint to your satisfaction, you can contact the Scottish Public Services Ombudsman for advice. They deal with complaints about councils, housing associations, the National Health Service, the Scottish Executive and its agencies and departments, colleges and universities and most Scottish public authorities. They provide a free and impartial service.

## Informal Complaints

Please also note that if you want your dissatisfaction noted but do not want to go through the formal complaints procedure, you can contact Alison Mailey at the office. She will take a note of your informal complaint, look into it and let you know the outcome. We still note the dissatisfaction in an informal complaints register. This helps us when updating our policies and procedures.

## If you have a community alarm...

... from West Dunbartonshire Council you should contact Jim Slaven at the Council if any of your details change, such as your doctor or your keyholders. His number is 0141 951 6240.

## Office Hours

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

Friday 18 July and Monday 21 July

Our usual office opening hours are as follows:

Monday to Thursday 9.00 am to 5.00 pm and Friday 9.00 am to 4.00 pm

The office closes between 1.00 pm and 2.00 pm each day for lunch.

The office also closes on the first Wednesday morning of each month  
for staff training.

**YOUR NEXT CHITCHAT WILL BE DELIVERED IN SEPTEMBER 2008**



## Please recycle this newsletter

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



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

Scottish Charity No. SC 033962

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If you need this newsletter in any other  
format please contact us.