

December 2009

Issue Number

38

ChitChat

Current Housing Information To Clydebank Housing Association Tenants

10th Anniversary of the Large Scale Voluntary Transfer from Scottish Homes November 1999 - November 2009

To set the scene...

	Before	Transferred	After
Staff	6	9	15
Rented properties	292	754	1,046
Factored properties	28	518	546
Shared ownership properties	92	-	92

Our Biggest Challenge - The Housing (Scotland) Act 2001

Over the last decade, former Scottish Homes tenants and ourselves (the new landlord) have got to know each other. Throughout this time, legislation has changed and as a result, so have many of our policies.

Perhaps the biggest change for tenants and greatest challenge for us was back in September of 2002 when the then new Housing (Scotland) Act 2001 was introduced. All of our tenants were required to

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We wish all of our residents a Merry Christmas and a Prosperous New Year!

Festive Holiday Closure

Our office will close on Thursday 24 December 2009 at 12.30pm and reopen on Wednesday 6 January 2010 at 9.00am

If you require an emergency repair, please call the number listed below:

0845 612 3160

Please be aware you may be recharged if you cause damage through negligence or not calling the emergency repairs service where appropriate (i.e. forcing entry to your own home rather than calling our emergency joiner)

Our newsletter information, plus much more, is available at www.clydebank-ha.org.uk

Your 2010 calendar is included on the back page. A magnet is attached for your convenience

For your chance to attend our 25th Anniversary Party see page 15

"Wee chitchat" is changing - see page 12

Wee Chitchat

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10th Anniversary of the Large Scale Voluntary Transfer from Scottish Homes CONTINUED

£2.542m was paid by CHA for the stock. £8.396m spent on properties since

2 Our property numbers increased by 258% overnight as 754 properties transferred, taking our total to 1,046

Our staff numbers went up 180% overnight. 9 staff transferred - 5 admin staff and 4 caretakers

5 members of transfer staff remain. 4 of the 6 original CHA staff remain. 5 Management Committee members remain

continued...

sign a new tenancy agreement following the introduction of the Scottish Secure Tenancy Agreement (SST). Over 1,000 tenants were invited to sign a new agreement, with over 700 of those tenants coming from our transfer stock. The new SST gave tenants greater clarity on what their landlord's responsibilities were, as well as offering tenants more rights. It meant that all Housing Association and Council tenants were governed by almost the same terms and conditions of tenancy.

The Act also led to several policy changes including succession to tenancy, abandonment of a tenancy, sub-letting, lodgers and the allocations policy for the Radnor Park flats.



John Hearn, Fiona Webster and Sharon Keenan are pictured submitting the bid to Scottish Homes

Rent setting over the years

Ten years on from stock transfer, our tenants continue to be charged rents that remain affordable in real terms, as well as being amongst the lowest in West Dunbartonshire for most property types.

Part of the stock transfer agreement involved a rent setting formula. It was agreed that we would not increase tenants rent by any more than the percentage rate of inflation in December

of any year (December RPI) plus a maximum of one percent.

This has meant the average rent increase over the past ten years for transfer stock tenants has been 3.1%. The downside of using this formula is that it takes no account of:

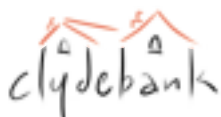
- the running and management costs incurred by us
- the services provided to our transfer stock tenants such as laundry and caretaking services at the Radnor Park multi-storeys
- common electricity and grounds maintenance services throughout the stock

However, this year the Association proposes to calculate these rents in line with our other stock due to the current economic climate. The Scottish Government has accepted the Association's request to consult on this basis.

For more information please read the [Rent Policy](#) article on page 8.

Neighbour Complaints and Anti Social Behaviour

Changes in legislation and Government focus have seen an increasing emphasis on tackling complaints and anti social behaviour over the past ten years. Our complaints records go as far back as 2001 (8 complete years) and during this time we have received a total of 796 complaints across our entire stock, with 349 (44%) of these from within the transfer stock. This is a low figure when



you consider the Scottish Homes transfer stock makes up almost 70% of the Associations overall housing stock.

Most of these complaints have been minor in nature and we have been able to resolve almost all complaints we have received. We would like to take this opportunity to thank all tenants who have assisted us over the years in investigating and resolving neighbour disputes and complaints.

Looking to the future we have recently agreed a new Anti Social Behaviour (ASB) and Complaints policy. The new policy has been jointly agreed with West Dunbartonshire Council and seven other local Housing Associations. This partnership approach will ensure we can maximise the use of third party services such as the Community Wardens, Mediation Service, Noise Enforcement Team. These services enable us to tackle ASB far more quickly than in the past, as well as offering a far greater scope to resolve disputes at an early stage.



Fiona, Willie McKelvie of Scottish Homes and John toast the transfer

Having a ChitChat...

We visited a couple of tenants involved in the transfer and asked them how they feel about us as a landlord. Here are some of their comments:

We're very happy. The grounds are kept lovely and the flats are spotless. The caretakers are great and very approachable. The laundry facilities are very handy and the rota works well.

We feel that we're kept up to date with the ChitChat newsletter, which we enjoy reading.

We have been fortunate with good neighbours who take turns to keep the landing and stairs clean. A house is only as good as the neighbours.

*It was great when Clydebank Housing Association demolished the shops.
Mr & Mrs Founa, Radnor Park*

Clydebank Housing Association is my third landlord whilst in this house! Linnvale is a good, well maintained scheme.

I am very happy with the major repairs to my home, such as a new kitchen and windows and doors.

*It's great what the Association is doing in Radnor Park with the heating scheme and electric cars. I keep up to date on what's happening through the ChitChat newsletter. I don't generally attend the Association's events but I know that staff are approachable if I need them.
Mr Bishop, Linnvale*

With thanks to both Mr & Mrs Founa and Mr Bishop for their time.

38 ChitChat newsletters issued since May 2000. Separate owner occupier newsletter issued for first time in November 2001

3

91 transfer properties have been purchased through the Right to Buy (31 houses, 60 flats). We only expected 16!

We meet with Radnor Park Multis Tenants and Residents Association on a monthly basis to discuss issues of shared interest

51% of transfer tenants remain in the same home

10th Anniversary of the Large Scale Voluntary Transfer from Scottish Homes CONTINUED

Spend, Spend, Spend

Since the transfer, a huge **£8,395,644** has been spent on major, cyclical and routine work to the transfer properties.

This spend can be broken down as follows:

Cyclical and service costs: **£1,477,102**

This includes lift maintenance, gutter cleaning, gas servicing, laundry services, caretaker costs, common electricity and landscaping.

Routine/reactive repairs: **£1,846,584**

This is the cost incurred for day to day repairs.

Major Repairs: **£5,071,959**

This is the cost of the following major repairs:

Whitecrook

- New central heating systems
- New kitchens
- Full rewiring

Linnvale

- New windows and external doors to all properties
- New kitchens, internal doors, central heating systems, door entry systems and refuse chutes at Attlee Place
- New kitchens at Whitson Fairhurst, BISF and Blackburn type houses
- New kitchens at Atholl Steel & Atholl Brick type houses planned for January 2010

Bannerman Place, Montrose Street, Cumbrae Court

- New central heating systems
- New windows and external doors

- New kitchens programmed for December 2009/January 2010
- Digital TV aerial upgrade

Multi Storey Flats at Radnor Park

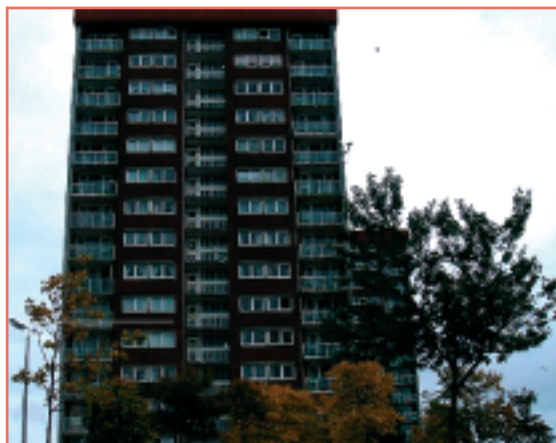
- New CHP heating
- New kitchens
- New door entry system
- Digital TV aerial upgrade
- Renewal of water pumps
- Renewal of laundry machines
- Renewal of rising mains
- Electrical upgrades to common services
- Renewal of communal ventilation fans
- Renewal of refuse chutes
- Renewal of passenger lifts (due for completion by September 2010)



Our role as a developer

We have strived to increase our stock further over the last decade and have added the following developments to our stock profile:

Crown Avenue	- 22 units
Hume Street/Glasgow Road	- 40 units
Cart Street	- 40 units
	102 units



This page: Some archive photos of our transfer stock areas

Staff and Committee News

Jeans for Genes Day - 2 October 2009



Many of our staff wore their jeans to work on Friday 2 October and made a donation to Jeans for Genes for the privilege. We raised £85.48 (including gift aid) for this worthy cause. For more information visit:

www.jeansforgenes.com

Homeless International Hours Pay Campaign



On World Habitat Day, this year falling on 5 October, we ask our staff to donate an hour of their pay for this Homeless International campaign.

Many staff contributed and a total of £182.25 was raised. The staff have now contributed to this scheme for 13 years.

The money helps to support the poorest families in Asia and Africa in developing their own solutions to poverty and in particular to housing. More information can be found at:

www.homelessinternational.org

Farewell Jimmy!

Jimmy Tuthill, one of the Radnor Park caretakers, retired from the Association on 2 October following a very impressive 29 years service. Jimmy joined Scottish Special Housing Association in 1980, transferred to Scottish Homes in 1989 and to ourselves in 1999. The staff and committee wished Jimmy well at his retirement presentation, pictured below.



George Stevenson gains Work Experience



We are pleased to have had the assistance of George Stevenson, a 4th year school student, for a work experience placement. George joined us for a week at the start of November from Clevedon Secondary School as part of an incentive to give school pupils some

experience of a working environment and to gain some new skills. George had the chance to work in all sections of the Association and to participate in many administrative duties.

George said, *"I definitely enjoyed my week at the Association. My favourite part was the work on the computer systems."*

New Part Time Housing Officer!



We are very pleased that our part time Housing Assistant Stacy Shaw will take on a new promoted role as part time Housing Officer. Stacy has been a Housing Assistant with the

Association since 2004 and beat off some stiff competition at interview. Stacy will take on her new role after the Christmas break.

A delighted Stacy said, *"I am looking forward to my new role and the new challenges that come with it, as well as continuing to work with our tenants on a day to day basis. This is a terrific opportunity and one I hope to make the most of"*.

The vacancy arose as our Housing Officer, Catherine Banks, will go part-time at the end of the year.

Otesha Visit Association



We were visited in September by 12 members of the Otesha Project whilst on their cycle tour of Scotland. (Pictured left with our Director Fiona).

The youth-led group tackle big issues like climate change, injustice and

poverty in creative ways, starting with their own lives and actions.

They stopped off in Clydebank to find out more about our revolutionary, eco-friendly electric car hire scheme and our Radnor Park Combined Heat and Power (CHP) project.

The group then hosted a creative workshop for pupils of Whitecrook Primary School.

For more information on the project visit:

www.otesha.org.uk

It's back to school for our Senior Finance Officer!



As part of the Government's Financial Education Week in mid-November, St Stephen's Primary School in Dalmuir invited Lynette Lees, our Senior Finance Officer, along to provide financial advice to their pupils.

During Lynette's presentation, the 120 primary 4 to 7 students learned about finance and budgeting skills in order to educate them about what costs were involved when renting a house and paying household bills every month. They then used this information to participate in workshops.

Lynette Lees, Senior Finance Officer says, *"It was great to see the pupils at St Stephen's taking such an interest in finance"*.

Voluntary Management Committee

This new feature is to let you know the role and responsibility of our voluntary Management Committee in practical terms. The Committee make all the important decisions about the Association.

Over the past few months, they have discussed or agreed the following:

- Mortgage to rent policy
- Shared ownership policy and procedure
- Maintenance policy
- Review of financial procedures, regulations and policies
- Approval of Management Accounts
- Accounts consolidation submission to Scottish Housing Regulator
- Audit findings report and response
- Attendance management issues
- General health and safety issues
- Management Committee training policy

In addition to the Management Committee monthly meetings, each member also attends one other meeting of the Housing Management/ Maintenance Sub Committee (monthly) and Finance, Staff and General Purposes Sub Committee (quarterly).

Development sub-committee meetings have been suspended as a result of limited activity due to current funding restraints.

If you are interested in becoming a Management Committee member, please contact Sharon Keenan or Fiona Webster at the office. We can provide you with training and support to assist you with this role.

Housing Management Update



Housing Management Performance April 2009 to September 2009

The table below shows performance for the period April 2009 to September 2009 in some of our most important Housing Management functions. As you can see, 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 newsletters throughout the year but do not hesitate to contact your Housing Assistant if you wish any information in the meantime.

Indicator	Performance 1 April 2009 - 30 September 2009	Year end Target March 2010
Maximum rent loss on vacant properties	0.23% of annual rental income to date	0.9% of annual rental income
Non-technical arrears (current tenants as % of rent receivable)	1.17%	1.2%
Number of calendar days to let a property	8.0 calendar days	20 calendar days
Processing of housing application forms	11.1 calendar days	18 calendar days
Carrying out new tenant visits	94% visited within timescale	Within 4-8 weeks of tenant moving in
Investigating neighbour complaints	Cat A 100% within timescale Cat B 86% within timescale* Cat C 91% within timescale* Overall 90% 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.



Standard of Close Cleaning

During recent estate management inspections it has been noted that some tenants are failing to clean their close to the required standard. To clarify, all residents living in flats with common close areas are required to take their turn in cleaning the close and landing areas (including multi storey flats). How often you have to clean the close is dictated by how many residents live on your landing. The close should be cleaned once a week, so if there are two tenants on a landing they take their turn once a fortnight or in the case of four tenants then it should be once every four weeks.

Tenants are required to mop, sweep and/or vacuum their landing, as well as the stairs leading down to the landing below. Banisters must also be wiped clean. Glass should be cleaned and polished and ground floor tenants must clean and polish any glass at common entry doors (unless carried out by the Association). Ground floor tenants are also responsible for cleaning the whole ground floor landing areas up to and including the common door entries.

Not only is this a part of your tenancy agreement but doing this will also ensure that all residents can live in a clean and tidy environment. Please contact your Housing Assistant if you have any questions regarding this matter.

Late Night Domestic Noise

Unfortunately we have had a recent increase in the number of complaints made regarding domestic noise. Examples include DIY being carried out late at night, washing machines being run during the night and so on. Please note that these practices are anti social in nature and also constitute a breach of your tenancy agreement. This means that if a complaint is made and proven, we could take action against you. We ask that these types of activity be carried out prior to 9.30pm and not before 8.00am to avoid disturbing others. This is particularly important in tenement flats and multi storeys where the close proximity of neighbours amplifies the noise.

Rent Policy and Rent Increase 2010 - 2011

Readers may recall that we ran an article in the September 2009 edition of Chit Chat on next years rent policy. Below you will find further information relating to the rent policy process as well as an estimate of what percentage your rent may increase by.

We are keen to involve tenants in our rent setting process and this consultation article offers tenants a final opportunity this year to make comments or become involved. As always, ideas will be included where possible in the final policy. For example, in our non-transfer stock, at the moment we charge a core rent for each size of property. Then we add premiums for things like central heating, double glazing, or if the property is a house instead of a flat. We make deductions for things like no parking being available or living close to late night shops. We can look at changing some of these premiums if there is a strong enough demand for us to do so, e.g. we could charge a premium for properties which are close to the shopping centre or transport links and we could deduct premiums for properties further away from these amenities.

Any rent increase has to be agreed by our Management Committee, and a report will be presented in January 2010 for a decision to be made. We are required to consult with tenants in advance of this, and for this purpose the figures below are based on projections to the end of the current financial year (ending March 2010).

In the past we have used different calculation methods for the rent increase depending on whether your tenancy transferred from Scottish Homes or not. Part of the contract agreed with Scottish Homes at the time was that the transferred stock rent increase would normally rise by inflation + 1% annually. However, this year the Association proposes to calculate these rents in line with our other stock due to the current financial climate. The Scottish Government has accepted the Association's request to consult on this basis.

Recent correspondence from the Scottish Government also indicates that the contracts, in which rent increases are prescribed, are likely to be set aside in the near future

and therefore we will be consulting with the 384 former Scottish Homes tenants in the New Year to discuss our proposals and the benefits to them.

Despite the different methods used, the increase applied over the past ten year period has worked out as almost the same irrespective of what type of stock you live in. Simply put, it will be the Association's management and running costs, which will dictate how much any rent increase might be. We also look at things like affordability, and our rents are currently amongst the most affordable in the area with 95% of our full rent paying tenants passing the affordability test used (result from Rent Affordability study carried out October 2009). The Association will only ever charge the amount of rent it takes to manage and run the service as we are a 'not for profit' organisation. The Association takes the management of these costs very seriously. Costs are minimised as much as possible whilst at the same time ensuring that the level of service to you is not adversely affected. This is confirmed in our annual performance results submitted to the Scottish Housing Regulator whereby our costs are shown to be consistently below other similar housing providers.

This method will ensure a fair rent increase is applied across all tenants, as well as taking full account of the services provided by the Association. Based on our current figures it is likely the increase applied for 2010 - 2011 will be between 1% and 2%.

We welcome thoughts on this, especially from former Scottish Homes' tenants, and ask that those wishing to contribute contact our Communications Officer Sinéad Boyle no later than **8 January 2010**. You can use the cut off slip on page 14.



Visit our website and let us know what

How to apply for a house or transfer

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 an application form.



Payment of Rent up to and over the Christmas Holiday Period

Whilst we appreciate that the Christmas holiday period puts a financial burden on tenants, it is not in any way acceptable to take a break from paying your rent during this period. If you are in financial difficulty, we are able to offer a range of services to help you. We monitor accounts at all times and any tenants missing their rent payments up to and over the festive season could have action taken against them.

It is a breach of your tenancy agreement not to pay your rent and non payment may lead to legal action which in turn could lead to you losing your home.

For updated allpay telephone payment information, see page 12.

Anti Social Behaviour Order (ASBO) awarded against Clydebank HA Tenant

As outlined in the last edition of ChitChat, Clydebank Housing Association has a robust policy in place to tackle anti social behaviour. In a few extreme cases the stronger action detailed within this policy is required.

We recently pursued court action against a tenant following a spate of anti social incidents over a four month period. Incidents included threats to other tenants, loud music and parties and general abusive behaviour. At court we sought an ASBO to prevent the tenant behaving in this manner and are delighted to confirm that in view of the evidence presented, this was granted. In effect, if the tenant concerned broke any of the conditions as laid out in the ASBO they could have been arrested. The award of ASBO was also coupled with an award of decree to recover the tenancy.

As a direct result of these actions the tenant concerned voluntarily gave up their tenancy and residents can once again live in the peace and quiet of their homes without fear. We would like to highlight the success of this action to all our tenants, as well as outline our stance that anti social behaviour from tenants, residents or their families living in our properties will not be tolerated. The action and its process involved partnership working with the Police and West Dunbartonshire Council and we would also like to take this opportunity to thank these agencies for their hard work and assistance. **We would also like to thank tenants and residents concerned for their patience and vigilance during the past few difficult months.**

Please do not ignore anti social behaviour, report incidents to the Police or ourselves. As the incident above shows, where extreme anti social behaviour is evident we are willing and able to take the strongest possible action.

Rent Affordability Study - A Big Thank You

Some tenants may have received a visit from a company called Management Information Scotland in October. The purpose of the visit was to gain information from our tenants on how affordable their rent is using standard affordability measurement techniques. Of those who pay rent and do not receive any Housing Benefit (470 tenants), 48% were surveyed (220).

We are obliged to charge affordable rents and this important survey enables us to gauge how affordable our rents are and ensure that we continue to include this measure in our rent setting policy.

We're therefore pleased that results were very positive, with 95% of those surveyed saying their rent was good value. 98% of tenants surveyed passed the affordability test (up from 90% three years ago). We also surveyed for fuel poverty and are delighted that 100% of those surveyed passed.

We would like to take this opportunity to thank all tenants who took part in the survey. Your co-operation and input ensures that all our tenants can benefit from rents which are not only affordable but offer value in terms of the services, management and repairs service provided.

10

For Radnor Park Residents

Youths loitering or gaining access to buildings

It has been brought to our attention that unknown vandals have gained access to one of the blocks and caused some damage to the foyer.

As the identity of these unwelcome guests remains unknown we would encourage tenants and residents to contact the following telephone numbers in a bid to stamp out vandalism and people loitering about the blocks.

Anyone who can assist officers is asked to contact Clydebank Police Office on 0141 532 3300 or Crimestoppers 0500 555 111 where anonymity can be maintained.

Please also remember that the Community Wardens operate within the area. The wardens patrol the area and report vandalism, anti-social behaviour, repairs and environmental issues and so on, to the appropriate agencies. We hope to run a feature on the Community Wardens in March.

In order to combat vandals and unwelcome people loitering in the area please take action and report sightings to the above organisations and also alert the Association of any matters.

Disabled Parking Spaces

Please do not park in any disabled bays throughout our stock, without displaying the proper blue badge.

Supermarket Trolleys in the Flats

We were recently made aware that some tenants have been taking shopping trolleys into the buildings and abandoning them in the landing or stairs. The problem appears to have been mainly in Erskine View and, to this end, all Erskine View residents have been written to. It is, however, likely trolleys are also being taken into other blocks as well. This practice must stop at once.

To highlight the seriousness, in one instance, children were found playing with a trolley on the stairs by a caretaker. It goes without saying that serious harm or injury could have occurred as a direct result of this negligence. As well as the physical harm that the trolley could have caused if it had fallen down the stairs onto someone, the trolley could also have blocked an escape route during a fire, the consequences of which are unthinkable. Any future incidents where the tenant responsible is identified will result in immediate action for breach of tenancy. Tenants should report any future incidents in confidence to their Caretaker or Housing Assistant.

CCTV at Lennox View

We're delighted to report that the Clydebank CCTV Trust has finally fixed their camera on Lennox View.

We were happy to assist by providing the cherry picker for the engineers to make their repairs.

Maintenance Update

Major Repairs

Bannerman Place, Montrose Street and Cumrae Court

We have recently completed renewal of the windows and flat entrance doors at Bannerman Place, Montrose Street and Cumrae Court and will be fitting new kitchens in these properties in the next couple of months.

Lift Renewal Programme, Radnor Park

The passenger lift renewal programme has now moved on to Lomond View and Lennox View and the first phase will have been completed on 7 December.

161-173 Dumbarton Road

We will shortly be writing to tenants at 161-173 Dumbarton Road concerning renewal of the central heating systems in these properties and anticipate that the works will start early in the New Year.

Electric Installations

Finally, we will be starting inspections on the fixed electrical installations in approximately 700 properties in January 2010. At the same time we will be renewing the hard wired smoke alarms at the multi-storey flats at Radnor Park. One of our local contractors, ETI Scotland Limited, has secured the contract following a lengthy tendering process.

General Information

Maintenance Policy Review

Following our invitation to tenants, in the June issue of ChitChat, to take part in the review of the maintenance policy, 11 tenants requested questionnaires to participate in the review. Unfortunately the response was extremely poor with only 3 questionnaires being returned.



The proposed changes to the Maintenance Policy were approved by the Housing Management/Maintenance Sub-Committee at their meeting on 13 October 2009.

The reviewed policy can be found on our website or a copy can be requested from the office.

Portable Electric Heaters

If any tenants are still in possession of electric heaters which have been loaned to them when they have had a central heating breakdown, could you please telephone a member of the Maintenance Section and we will arrange to collect them from you.

Updated Telephone Numbers

There are times when we need to contact tenants urgently in the event of an emergency and we can only do this if we have the correct phone number for you. If you change your mobile or home phone numbers, please advise us as soon as possible in order that we can keep our records up to date.

Health & Safety Audit

An independent audit of our Health and Safety management system was carried out on 5 October. We are pleased to report that the auditor found the system to be well managed and is being maintained at a very satisfactory standard.

ChitChat

General Information

Wee Chitchat For 8-15 year olds only!

Believe it or not, in the six years since it's launch, there has not been a great deal of interest in Wee ChitChat. As such, we are not able to continue the quarterly competitions, however, we will hold one at least every year, probably in December to give our 8-15 year old residents the chance to win a nice Christmas gift! Instead, we'll explore what's available to youngsters in the area, including at Centre81, which we own and manage.

We congratulate and thank all our previous winners! Our most recent winners, Adam Hood and Megan Clapperton, both won a family pass to the Glasgow Science Centre which we hope they enjoyed using during the school's October week.

For our last competition of 2009 we thought a trip to the SNO!zone at the Xscape complex, just across the Clyde, would tickle your fancy.



A family pass, worth £50, is up for grabs for a 45-min sledging session in 1,700 tonnes of real snow! To be in with a chance, complete and return the slip below by 12 noon on Friday 22 January 2010. The first correct entry drawn will win this festive prize. Good luck!

SNO!Zone Competition December 2009

Question: "How many years of service did Jimmy Tuthill have when he retired?"

Answer: _____

Name: _____

Address: _____

Age: _____

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

Wee Chitchat



77- 83 Kilbowie Road, Clydebank G81 1BL Telephone: 0141 941 1044

Complaints

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 Sinéad Boyle 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.

Only £5.00
per day
to hire*

*terms &
conditions
apply, limited
period only



For more information on this radical, new eco-friendly car hire scheme or to book, please call 0141 941 1044, email ecars@clydebank-ha.org.uk or visit our website at

www.clydebank-ha.org.uk
and click on eCars.

Open to all CHA tenants, sharing owners, owner-occupiers and shareholders.



Paying your rent has just got easier...



Allpay's telephone payment service has been upgraded to be easier and quicker to use. This service is for all residents who would like the convenience of making a payment over the telephone. All you need is your debit card and your allpay card that was issued by us for your rent, CHA Power heat and hot water or factoring payments.

Please dial the new contact number and follow the step by step instructions:
0844 557 8321

Tenant Participation

Our 5th Tenant Conference

We held our fifth annual Tenant Conference on Tuesday 6 October in Centre81 in Whitecrook, which we own and manage.

The event was open to all tenants, who could attend workshops of their choice including 'Home safety' by Strathclyde Police and Strathclyde Fire & Rescue, 'Our 30-year repair plan for your home' and 'Our joint anti social behaviour policy' by our staff and 'Skills for work and confidence' by Caos (Community Arts, Open Space).

Stalls were also available from the organisations below, which we thank for their participation.

Many of the workshop hosts and stallholders operate services from Centre81 so not only did the 30 tenants who attended get the opportunity to tour the Centre but also to meet the agencies working in partnership with ourselves or others to benefit the local community.

Communications Officer, Sinead Boyle, said of the event,

"Our Director, Fiona Webster, drove many of our tenants home in one of our electric cars". She continued, "This, along with the fact most of our Senior Staff and other staff were available all day, goes to show how accessible our staff are to tenants".

The new format was brought about to try to include those tenants who worked or could not commit to an all day event. However, both staff and tenants found the previous format worked better so we'll take that on board for future conferences.

Tenant, Mrs Dunsmore of Radnor Park, said,

"I thoroughly enjoyed the tenant conference".



Our Depute Director, Sharon, hands over the £50 raffle prize to tenant Tom Winter



Lynette and Jack provide a warm welcome



Sam and Claire chat with voluntary Committee member Betty (centre)



Fire & Rescue and Police offer advice throughout the day



Joe and Stacy chat with tenants



Tenant Comment Slip

Please complete and return to the office by the date(s) indicated for specific topics or whenever you wish for general topics.

I have a comment(s) about the (please circle):

- newsletter
- website
- 25th party
- rent policy
- courses
- tenant conference
- other

Name: _____

Address: _____

Postcode: _____

Comments:

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Would you like a response? Yes No

Feel free to attach a separate sheet if necessary.

Getting Involved

All tenants have the right to participate in the decisions we make which affect them (called tenant participation). Please contact Sinéad Boyle at the office if you're interested in being more involved. It could be by putting your name down on our consultation register or setting up a residents group. Or maybe you just want a read of our Tenant Participation Strategy. Either way, don't hesitate to contact Sinéad.

For more generation information on tenant participation and what it can achieve, visit:

www.tis.org.uk

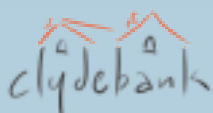
www.tpasscotland.org.uk

Did you know that we provide residents groups with funding?

We provide residents group registered with us with funding to go towards their day-to-day running costs, such as printing and travel. We also provide training, support and help in kind and provide access to training and special grants. This year we provided £1,298 to Radnor Park Multis Tenants and Residents Association to help them with their day-to-day running costs.

Our Website is Your Website

Our website is there for you. If you're looking for any information about the Association we hope you find it on the website. However, if not, please let us know and we'll make sure the information is added.



If you fancy learning something new in the New Year, let us know...

The Tenant Information Service runs short courses offering you the chance to learn more about housing issues and develop skills. Courses are free as they are funded by the Scottish Executive and include topics such as:

- Housing budgets and how our rent money is spent
- Tenants' Rights
- Understanding the Scottish Housing Quality Standard and the effects on rents and services

If there's enough interest by the end of January, we will gladly host the courses at our office and provide travelling expenses to anyone who has expressed an interest in attending. Please use the cut-off slip on page 14 to let us know.

What would you like to see in your newsletter?

Are there any improvements we can make to the newsletter? Please take the time to let us know on the cut-off slip on page 14 and we will take your feedback on board.

Remember - it's your newsletter!

Are you in the mood for a party?

If so, complete the cut-off slip on page 14 and return to us by Friday 29 January for your chance to come along to our 25th Anniversary Party to be held in March 2010. As you



20th Anniversary Party

may know, the Association celebrates 25 very successful years at the turn of the year and we're running a ballot to enable some tenants to come along and celebrate with us.

Tenant Satisfaction Survey

It is likely that by the time our next newsletter is delivered to you, in March 2010, plans will be well underway to carry out our Tenant Satisfaction Survey.

You may remember in late 2006/early 2007, an independent company carried out a large scale telephone survey of tenants and customers who had been in contact with the Association to gather feedback on our services. This worked well for us but we feel that it's better to do a more 'traditional' survey again, incorporating those who have not had a need to contact us also.

Radnor Park Group Launches Stay Safe and Secure Campaign

At a public meeting on 18 November, Radnor Park Multis Tenants and Residents Association (RPMTRA) launched its Stay Safe and Secure Campaign.

The area's Divisional Commander, Chief Superintendent John Thomson, commended the efforts of the group for launching the campaign. He said, *"A partnership approach between Strathclyde Police, RPMTRA, Clydebank Housing Association, the Community Wardens and more importantly, the tenants themselves, will help us tackle anti-social behaviour"*.

The Chief Superintendent continued, *"I would reinforce the message that tenants should not let anyone into their home unless they know who they are or can establish they are a genuine caller"*.



Clydebank Housing Association 2010 Calendar

● Staff Training Closure (*am only*)

● Public Holiday Closure

January				
M	4	11	18	25
T	5	12	19	26
W	6	13	20	27
T	7	14	21	28
F	1	8	15	22
S	2	9	16	23
S	3	10	17	24

February				
M	1	8	15	22
T	2	9	16	23
W	3	10	17	24
T	4	11	18	25
F	5	12	19	26
S	6	13	20	27
S	7	14	21	28

March				
M	1	8	15	22
T	2	9	16	23
W	3	10	17	24
T	4	11	18	25
F	5	12	19	26
S	6	13	20	27
S	7	14	21	28

April				
M	5	12	19	26
T	6	13	20	27
W	7	14	21	28
T	1	8	15	22
F	2	9	16	23
S	3	10	17	24
S	4	11	18	25

May				
M	3	10	17	24
T	4	11	18	25
W	5	12	19	26
T	6	13	20	27
F	7	14	21	28
S	1	8	15	22
S	2	9	16	23

June				
M	7	14	21	28
T	1	8	15	22
W	2	9	16	23
T	3	10	17	24
F	4	11	18	25
S	5	12	19	26
S	6	13	20	27

July				
M	5	12	19	26
T	6	13	20	27
W	7	14	21	28
T	1	8	15	22
F	2	9	16	23
S	3	10	17	24
S	4	11	18	25

August				
M	2	9	16	23
T	3	10	17	24
W	4	11	18	25
T	5	12	19	26
F	6	13	20	27
S	7	14	21	28
S	1	8	15	22

September				
M	6	13	20	27
T	7	14	21	28
W	1	8	15	22
T	2	9	16	23
F	3	10	17	24
S	4	11	18	25
S	5	12	19	26

October				
M	4	11	18	25
T	5	12	19	26
W	6	13	20	27
T	7	14	21	28
F	1	8	15	22
S	2	9	16	23
S	3	10	17	24

November				
M	1	8	15	22
T	2	9	16	23
W	3	10	17	24
T	4	11	18	25
F	5	12	19	26
S	6	13	20	27
S	7	14	21	28

December				
M	6	13	20	27
T	7	14	21	28
W	1	8	15	22
T	2	9	16	23
F	3	10	17	24
S	4	11	18	25
S	5	12	19	26

Emergency Numbers:

All emergency repairs:

0845 612 3160

If you leave your home unattended for any length of time, please give us details of someone who has keys to your property and can be contacted if there's an emergency.

General Office Hours:

Monday to Thursday 9.00am - 5.00pm

Friday 9.00am - 4.00pm

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

If emergency numbers change throughout the year, we will notify you immediately. However, updated emergency numbers are always available on our website and office answering machine. All closure is subject to change and will be notified where at all possible in the preceding ChitChat newsletter.

Other Useful Numbers:

Strathclyde Police

0141 532 3300

Clydebank Health Centre

0141 531 6400

Citizen's Advice Bureau

0141 951 1778

Social Work out of hours service

0800 811 505

West Dunbartonshire

Trading Standards

01389 738552

Transco, in the event of a gas escape

0800 111 999

Scottish Power, in the event of loss of power

0845 27 27 999

Scottish Water, in the event of blocked drains outside property

0845 600 8855

77- 83 Kilbowie Road, Clydebank G81 1BL Telephone: 0141 941 1044

Fax: 0141 941 3448 Email: info@clydebank-ha.org.uk

www.clydebank-ha.org.uk

YOUR NEXT CHITCHAT WILL BE DELIVERED
IN MARCH 2010

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

Scottish Charity No. SC 033962

Registered in Scotland at the above address



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