



ChitChat

44 NEW HOMES TO BE BUILT AT FORMER LA SCALA SITE

We are delighted to announce that on 30 March, we commenced a £5.1m design and build contract in partnership with AS Homes (Scotland) Ltd at the former La Scala/Gala Bingo site on Graham Avenue, Clydebank.

With funding of £3.168m from the Scottish Government's Affordable Housing Programme, together with our own private finance, we will build 20 one bedroom flats, 20 two bedroom flats and 4 two bedroom wheelchair adapted homes.

READ MORE ON PAGES 2 AND 3.



31 March: Representatives from AS Homes (Scotland) Ltd, Clydebank Housing Association's staff and voluntary Management Committee, Gregor Cameron Ltd and local Councillors celebrate as the deal is concluded.

Annual General Meeting (AGM) and Social Event @ Centre81



Calling all Shareholders! Don't forget you are invited to our 31st AGM on 30 June to be held at 7.00pm in Centre81, 2-16 Braes Avenue, Whitecreek G81 1DP.

Afterwards, courtesy of some of our maintenance contractors, shareholders and their partner/friend can enjoy our FREE social event with live music.

Don't miss out on next years' AGM & Event - become a shareholder!

~ LIVE MUSIC ~ DRINKS ~
~ DINNER ~
~ FREE TRANSPORT & RAFFLE ~



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OWNERS' SECTION - PAGE 9

THE RIGHT TO BUY YOUR HOME ENDS - PAGE 7

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Plan your journey

Getting to the Queen Elizabeth University Hospital and Royal Hospital for Children

By Bus By Subway By Train By Bike By Foot



La Scala Cinema, early 1950's



La Scala Cinema, 1953



La Scala and Graham Avenue, mid-1960's



Images above, one of which also shown on front page, courtesy of West Dunbartonshire Libraries & Cultural Services

Demolition of Former La Scala/Gala

We are delighted to report the commencement of our £5m design and build contract in partnership with AS Homes (Scotland) Ltd at the former Gala Bingo/La Scala site on Graham Avenue, Clydebank.

We have lodged a planning application with West Dunbartonshire Council to erect 44 flats for affordable rent and includes 20 one bedroom flats, 20 two bedroom flats and 4 two bedroom wheelchair adapted flats and will be funded by both private finance and Scottish Government grant via its Affordable Housing Investment Programme.

The new homes will be extremely energy efficient and will meet the Scottish Government's Greener Homes Standard and West Dunbartonshire Council's silver standard.

Having lain derelict for a decade, the building had started deteriorating badly internally with significant water ingress and vermin infestation. The building had asbestos in the roof, boiler house unit and steel beams, all of which were safely removed in early June. Demolition should be completed next week with ground works commencing in early July 2016. The flats are scheduled to be completed at the end of 2017 and will hopefully bring a new lease of life to a site which was home to the La Scala Cinema, one of Clydebank's most iconic buildings for many years.

In its heyday, La Scala, which opened its doors on 14 February 1938, drew crowds of more than 2,000 to hit movies such as "The Wizard of Oz" and "The Adventures of Robin Hood". The Saturday club for youngsters, "ABC Minors", was particularly popular.



Bingo Site Nears Completion

The prominent building on the Clydebank skyline surprisingly survived the Clydebank Blitz in March 1941 whilst thousands of homes around it were reduced to rubble.

After a short closure following the Blitz, and again in the 50's for refurbishment into a part cinema/part bingo club, the curtains finally closed on the cinema in 1983, which went out on a high with the sell-out movie E.T., as it bowed to the age of Internet and DVDs. The venue continued as a bingo club and later a snooker hall too until 2006.

Tom Winter, Chairman of CHA said, "We are delighted that both West Dunbartonshire Council and the Scottish Government prioritised and committed to funding this development in its 2016/17 programme. With over 700 applicants on our housing list alone, these homes will be a much-needed addition to our affordable rented stock. This is our first development opportunity since 2008 and we are sure our proposals will complement the Council's ongoing regeneration of the surrounding area for the benefit of the community."

Paul Kelly, Managing Director of AS Homes said, "We look forward to working with Clydebank Housing Association to provide their tenants with quality, modern and energy efficient homes. The build process will also support the local supply chain and provide employment and training opportunities for the wider community."



Proposed front elevation at Graham Avenue



The original sloped cinema floor remained under the bingo floor



We really appreciate so many of our tenants taking the time to let us know their views on our services. 280 tenants took part in our first year of quarterly satisfaction surveys by independent company Research Resource. Carrying out quarterly satisfaction surveys means we can act quickly on your feedback.

We are delighted to report that in all but one of the areas, we exceeded our tenant satisfaction levels from 2013 and we will continue to take on board useful ideas, comments and feedback received. In order that we can address any dissatisfaction raised, we have updated the questionnaire so that tenants are asked whether they want to pass their details to us so we can discuss dissatisfaction directly with tenants if they wish.

Our results, which we report to the Scottish Housing Regulator via our Scottish Social Housing Charter Return (ARC) are shown below. These are also reported to our voluntary Management Committee every quarter. All results are available on request by contacting Sinéad at the office or by visiting the Regulator's website, www.scottishhousingregulator.gov.uk/find-and-compare-landlords, where you can compare our results with other registered social landlords.



Tenant Satisfaction Survey	2015/2016 (280 tenants)	2013 (531 tenants)
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Clydebank Housing Association? (% very/fairly satisfied)	96 % ●	95 %
How easy or difficult do you find it to communicate with Clydebank Housing Association? (% very/fairly easy)	98 % ●	n/a
How good or poor do you feel Clydebank Housing Association is at keeping you informed about their services and decisions? (% very/ fairly good)	98 % ●	93 %
How satisfied or dissatisfied are you with the opportunities given to you to participate in and influence Clydebank Housing Association's decision making processes? (% very/fairly satisfied)	98 % ●	91 %
Do you think there are enough ways for you to participate at different levels? (% stating yes)	86 % ●	n/a
How satisfied or dissatisfied are you that the Housing Association listens to your views and acts upon them? (% very/ fairly satisfied)	95 % ●	85 %
Do you know how to make a complaint about the Housing Association if you are not happy? (% stating yes)	94 % ●	93 %
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	93 % ●	90 %
Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Clydebank Housing Association? (% very/ fairly satisfied)	92 % ●	91 %
Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in? (% very/fairly satisfied)	94 % ●	91 %
Do you feel safe in your neighbourhood? (% stating yes)	89 % ●	n/a
Taking into account the accommodation and the services your landlord provides, do you think that the rent represents good or poor value for money? (% very/ fairly good)	93 % ●	90 %
Are you aware of how your rent money is spent? (% stating yes)	80 % ●	73 %
Do you feel that the Association recognises your individual needs and treats you fairly and with respect? (% stating yes)	91 % ●	98 %

- = Really good - aim to maintain or improve
- = Good - aim to better
- = Not as good as we'd like - room for improvement



Aged 16-19 and up for a challenge?

Dates: 19th July – 19th August 2016
Duration of programme: 5 weeks

Working in partnership with us, Action for Children's youth skills programmes are aimed at 16-19 year olds. It is a unique training opportunity which not only improves confidence, employability and life chances; but, also encourages participants to take pride in contributing towards a positive improvement in their community.

The works will be in the Clydebank area and may include landscaping activities, such as groundworks, slabbing, formation of vegetable pods, etc.

Trainees get £55 per week and will be provided with a travel card. There's also personal development workshops on life skills.

Interested? Call William McCann on 0141 445 1132.



All of the staff I have dealt with have been so friendly and helpful.

Tenant, Central Clydebank, April 2016



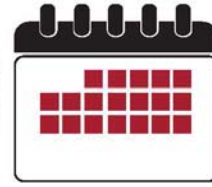
twitter
@clydebankha

Follow us on Twitter to keep up to date with what we're doing, service disruption, emergency numbers, etc.



SCOTTISH FIRE AND RESCUE SERVICE

Working together for a safer Scotland



Every hour of every day there's a house fire in Scotland

Everybody's home is at risk of fire. It's important to know how to reduce the chances of fire happening in your home and, if it does, how to protect yourself.



Do you have smoke and heat alarms?



Have you made an emergency escape plan?

FOR FULL ADVICE OR A FREE HOME FIRE SAFETY VISIT CALL: 0800 0731 999 OR TEXT FIRE TO 80800

IN THE EVENT OF AN EMERGENCY REMEMBER: **GET OUT, STAY OUT & DIAL 999**

Customer Care

Our Customer Care Policy was recently updated. It sets out our promises about how we will treat you, our customers. Please contact us if you'd like a copy or download it from our website.





**Scottish Housing
Regulator**

Change of Address

Please note the Regulator's change of address to:

Europa Building, 450 Argyle Street, Glasgow G2 8LG

- You can call them on: 0141 242 5642
- You can email them at: shr@scottishhousingregulator.gsi.gov.uk
- You can visit their website at: www.scottishhousingregulator.gov.uk

Complaining about Significant Performance Failures

The Regulator is there to protect the interests of people who receive services from social landlords. It is important that they know if a landlord, like ourselves, fails to fulfil a legal requirement or a commitment made to their tenants. Their leaflet **Complaints and Significant Performance Failures** can advise tenants on taking forward a complaint or concern and is available at our reception, on our website www.clydebank-ha.org.uk and the Regulator's website (above).



Compliments

We are pleased to receive many compliments on our service when we get things right, some of which are dotted about the newsletter. We thank customers for taking the time to contact us.

Complaints

We want to provide the best service possible to you. Your complaints really matter to us so don't hesitate to get in touch if you are dissatisfied. A copy of our Complaints Handling Procedure can be found on our website or on request from our office.

Complaints - 1 January - 31 March 2016

Total number of complaints received	35
Number which were about equalities	0
Number where we were at fault, apology given and rectified	19 (54%)
Breakdown of complaints where we were at fault:	
<ul style="list-style-type: none"> • 13 Maintenance • 2 Housing Management • 2 Maintenance & Finance • 1 Housing Management & Maintenance • 1 Housing Management & Finance 	
Responded to in full	35
Resolved at front line (5 days)	30 (1 c/o)
Resolved within our timescales	30 (100%)
Resolved after investigation (20 days)	3 (1 c/o)
Resolved within our timescales	2 (67%)
Some improvements made as a result of complaints:	
<ul style="list-style-type: none"> • Contractor will no longer be used due to poor performance • Our communication with tenants will improve during major repair works and with owners where consent required before works • Contractors reminded to advise us if target completion dates can't be met • Housing Management letters amended to include more information 	

Ombudsman Address Change

The Scottish Public Services Ombudsman now has a freepost address. It is a single line address as follows:

"Freepost SPSO"

They can also be contacted as follows:

Tel: 0800 377 7330 Web: www.spsa.org.uk

KEEP SCOTLAND BEAUTIFUL

It is important to us that our houses and estates remain desirable for the benefit of our tenants and also to protect the long term viability of the Association.

We are in the process of pursuing a voluntary award for Environmental Excellence from the Government-approved Keep Scotland Beautiful charity who will assess how environmentally friendly our areas are.

The assessment will focus on Radnor Park and the busiest areas of central Clydebank where we have our housing stock such as Dumbarton Road and Alexander Street. Elements checked will include the levels of gum, litter, how waste is being disposed of, graffiti, lighting, security, ground maintenance etc.

An overall score/grade will be given and a proposed action plan will be produced which outlines what the Association /our tenants will have to do to improve the score /the blocks environmental quality. Results will be reported in our next newsletter.

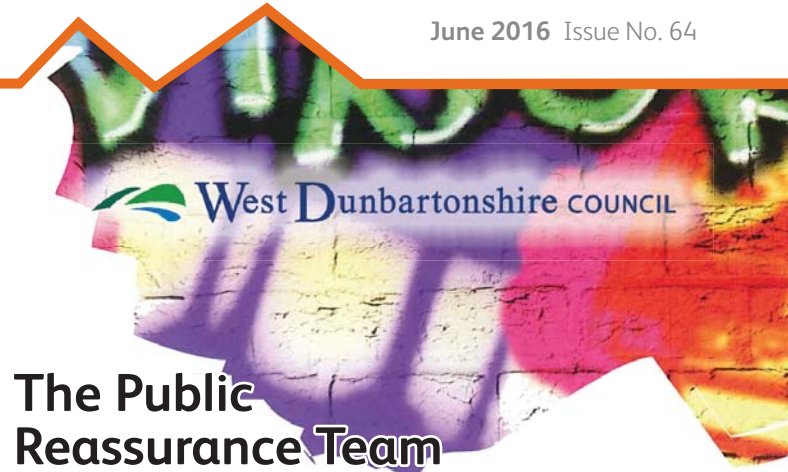


*Did you know?
12,000 dog bags have been distributed locally including our office, Centre81 and the HUB C.E. Centre*

The Right to Buy in Scotland is Ending

The right to buy in Scotland ends on 1 August 2016 following the Housing (Scotland) Act 2014. If you have the right to buy your home, you will be able to exercise your right to buy if the application is made before **1 August 2016**. The purchase does not need to be completed before this date. The Scottish Government website has information on the right to buy, including information on what ending right to buy means for tenants, at www.scotland.gov.uk or please contact Janet at the office if you would like more information (details on the back page).





The Public Reassurance Team

The Public Reassurance Team's main role is to work in partnership with Police Scotland to problem-solve areas in West Dunbartonshire blighted by anti-social behaviour (ASB). We are currently working in the Radnor Park area and updated residents at the Radnor Park Multis Tenants and Residents Association Annual General Meeting on 9 May.

Since the process started in March 2015, the Team have maintained daily patrols, engaging with residents and encouraging reporting of anti-social behaviour and crime. Both ASB incidents and crimes decreased in the period. Looking back over 5 years' statistics, there is a reduction in all crime categories except threatening/abusive behaviour and drug possession. Drug statistics are closely related to increased action by the Police and housing providers and the increased reporting by the community. Threatening/abusive behaviour may also be due to increased awareness/reporting, and some change in the classification of Breach of the Peace charges.

Anti-social behaviour is not the norm and communities should never accept it. Report anti-social behaviour to the Council's Helpline (below) or Police Scotland on 101.

Anti-Social Behaviour Helpline: 01389 772 048
Email: ASBhelpline@west-dunbarton.gov.uk



STAFF NEWS

We are delighted that **Lynne McKenzie** has joined us as a part-time Housing Assistant for a year. Lynne will work the second half of the week and will complement our Housing Management team. Lynne will deal with rent accounting, anti-social behaviour and allocations.



In other staff news, **Jack Devlin**, former Maintenance Assistant, was the successful candidate for the Maintenance Officer vacancy. **Chato Chilambwe**, former Clerical Officer, was then successful in the Maintenance Assistant post. Congratulations to both Jack and Chato!

In mid-July, we'll welcome **Deborah Brown** who will cover for **Sam Joyce**, Maintenance Assistant, when she leaves us for maternity leave.

MEET THE TEAM

In this edition, we ask **Alan Thompson**, part-time Estate Caretaker, about his role here at the Association...

I joined the Association... in April on a year-long contract. The Association introduced this new role as they recognise that tenants have the right to live in a clean, safe and tidy environment and it's my job to assist the Association to achieve this. I am based in the Housing Management team.

Every day is different... but about 90% is spent out and about in the estates. I advise and assist tenants on matters such as bulk uplifts and recycling, I report other issues that I notice back to the office and litter pick where necessary.

The best thing so far about my job is... getting to know the tenants and also seeing improvements in such a short space of time. The tenants have been great working along with me to improve the estates.



We Pay the Living Wage

We have paid the living wage since April 2010 but we have just become officially accredited!

We aim to be a responsible, thoughtful employer that values our staff and best practice.



LOW RISK

We were pleased to be classified as low engagement by the Scottish Housing Regulator again this year. This means they are happy with our financial health and management of our Association and will therefore have a low/routine level of contact with us for the year ahead.



SPOTLIGHT ON... LINNVALE

- Large family-sized houses and one bedroom flats encompassing their own front door in a popular area
- Close to local amenities such as Clydebank Shopping Centre and College
- Affordable rents
- Great transport links via road and rail to Glasgow and beyond
- Diverse and well-established community
- Local bus service



Contact the office if you, a friend or relative are interested in being considered for housing in Linnvale.

WELFARE RIGHTS SERVICE REMINDER



We provide a free and impartial welfare rights service, in partnership with the Clydebank Independent Resource Centre (CIRC). Our residents can go to either of these handy locations for advice on debt, income maximisation, benefits and much more!



Our office every Tuesday and Thursday except the last Thursday of the month:

10am – 12pm (Tues)

10am – 1pm (Thur)



Centre81, 2-16 Braes Avenue, Whitecrook last Thursday of every month, 10am – 1pm

Book an appointment by calling 941 1044 or 951 4040.

Do you need info in a different format?

If you or someone you know, perhaps a neighbour, needs information from us in another format, it's no problem. We already automatically provide letters and publications in large print, other languages and on audio CD to our tenants who have requested it. We can also provide Braille.

Please contact Sinéad at the office to be sent information in your preferred choice of format.

audio CD



Witamy
Another language

Braille

large print

A warm welcome to new owners who have recently purchased a property and are now included in our factoring service.

OWNER SATISFACTION

Thank you to our owners who took part in our owner satisfaction survey. 100 took part in our quarterly satisfaction surveys and were asked how satisfied or dissatisfied are you with the factoring services provided by Clydebank Housing Association. 90 % replied very/or fairly satisfied.

90% satisfied
with our
factoring service

We are delighted to report that satisfaction with the factoring service exceeded our 2014 result (70 % /56 owners). We will still continue to strive to improve upon this.

Spotlight on Complaints

In the period 1 January to 31 March 2016, we received 4 complaints relating to our factoring service. 3 of these complaints were upheld. Improvements made as a result of your complaints were:

- Procedures were reviewed to include deadlines for responses and improved communication
- Contractor will no longer be used due to poor service
- Contractor reminded to be more attentive to the details on works orders

A copy of our Factoring Complaints Handling Procedure is available from the download area of our website. Alternatively, contact Fiona White at the office.

RENEWAL OF CONTRACT

We are pleased to tell you we have renewed our open space maintenance contract after a tendering process, to ensure we receive value for money. Averton Landscapes, a local company, provided very competitive prices and were successful again. We've increased the specification from 19 to 20 visits per year, per area following feedback.

Are you coping with your tenancy?

We are keen to hear from tenants who are currently experiencing difficulties in their homes. If this is you, please contact our Housing Management department in confidence. We really want to help you and will do everything we can to try and improve your situation.

We are here to help you. Do you need help with budgeting, keeping unwanted visitors out, decorating your home, personal problems etc?






Either through our own support services or by signposting you to another agency, we can help you maintain your home and help you deal with the issues which may be making it difficult for you to live in it.

Our aim is to help all our tenants turn their house or flat into a home that they want and are able to stay in for many years or as long as they wish to. Moving home or having to give up your tenancy can be expensive and there is no guarantee that you will be able to walk straight into another house elsewhere.

We will be introducing a Tenancy Sustainment Policy this year, which will pull together all of the services and initiatives available to our tenants and housing applicants. We'll let you know when a copy is available.

Our Performance in Housing Management - Apr 15 - Mar 16

The table below shows our performance in various Housing Management functions so far this financial year. We are working hard to ensure our performance is within our targets by the end of the year.

Indicator	Performance to 31 March 2016	Year End Target	Previous years' performance	What this means for you...
Maximum rent loss on vacant properties	0.48 % £18,004.96 	0.9 % of annual rental income	0.35 % of annual rental income	<ul style="list-style-type: none"> We can keep rent increases as low as possible
Current tenant rent arrears (as % of the total annual rent receivable)	0.98 % £36,438 	1.1 %	0.9 %	<ul style="list-style-type: none"> We offer support/advice to help tenants remain in their homes Keeps our costs low and therefore rent increases as low as possible
Number of calendar days to let a property	15.5 calendar days.  <i>Target not met due to increased voids and changes in applicant circumstances</i>	14 calendar days	13.7 calendar days	<ul style="list-style-type: none"> We can keep rent increases low Properties become available quickly which benefits the area No problems with empty properties e.g. vandalism
Processing of housing application forms	8.9 calendar days 	15 calendar days	6.9 calendar days	<ul style="list-style-type: none"> Your transfer housing application form will be dealt with quickly Applicants are aware of their prospects for housing
Investigating neighbour complaints by category: A - Extreme B - Serious C - Dispute	A no complaints received B 100 % (13) within timescale C 100 % (40) within timescale 	A - 1 working day B - 10 working days C - 15 working days	A - none received B - 100 % (10) within timescale C - 100 % (37) within timescale	<ul style="list-style-type: none"> We manage your area in a sensitive manner Better place to live if ASB issues dealt with promptly Happier in your community Getting on with your neighbours
Overall 100 % investigated within timescale, 94 % resolved/concluded within timescale.				

UNIVERSAL CREDIT

Under the new Universal Credit system, Housing Benefit is paid directly to the tenant (alongside all other applicable benefits) making them solely responsible for managing this money and paying their rent in full and on time. This could result in tenants falling into arrears if they do not pay. We can assist tenants currently receiving Universal Credit to ensure this does not happen and help other tenants prepare in advance of any change to Universal Credit.

It is important to note that in order to receive Universal Credit, claimants must have a bank account capable of electronic payments. We can help tenants with this also. Contact your Housing Assistant with any questions you may have.

WELFARE REFORM

If you are living in a property with an extra bedroom and are receiving Housing Benefit, the Scottish Government recently announced increased funding to combat the occupancy charge (bedroom tax) in Scotland.

To qualify for this money you must apply for Discretionary Housing Benefit (DHP) as no automatic payment of DHP will be made to you or CHA. We are able to assist all our tenants with the application process. Please contact Catherine Banks or Joan Craig as a matter of urgency to ensure your application is made.

ANTI-SOCIAL BEHAVIOUR (ASB)

All residents have the right to reside in their homes in relative peace and quiet. It seems however that a small number of tenants believe they can behave in an anti-social manner without effect or consequence.


We remind all residents that they do not have to wait on our office to be open to report anti-social behaviour as ASB can and should be reported to the Police. This can be done anonymously and allows us to request a report from the Police which, if it proves the incident, can be used to take direct action against the tenant responsible. Even if the tenant is not there themselves, they remain directly responsible for the behaviour of others in and around their tenancy.

All information reported to either the Police or CHA will be treated in the strictest confidence. Where evidence exists to prove a complaint, we will always take action.

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Bin Chutes

We recently had a spate of large items being dumped down the bin chutes at Radnor Park. For the safety of residents and staff it is essential that this practice stops immediately. If in any doubt about whether an item can be disposed of down the bin chute, please see your caretaker.



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Happy with the suitability of your home?

Are you thinking of downsizing? Do you require a move due to a medical condition or change in family circumstances? Is your rent too high? Is there something else about your home that makes it unsuitable?

If the answer is yes to any of the above then you may wish to consider a move through our Transfer list. We offer points to all tenants looking to transfer and there are extra points available to tenants with extra bedrooms and medical needs*. This could mean we are able to offer you a different home.

If you are interested in applying for another home, please contact your Housing Assistant for more details or ask for a Housing Application form at the office.

**Medical points only available where your current home is unsuitable for your medical conditions*

DID YOU KNOW...?

An Energy Efficiency Standard for Social Housing (EESH) has been set to ensure social landlords like us provide warmer, more energy-efficient homes for our tenants.

EESH sets a minimum energy efficiency rating for properties and we are working towards achieving these ratings by the first milestone in 2020 but pleased to say 61.7% of our 1,077 properties already meet the standard.



Reporting a Repair

There are many ways to report a repair:

- On our website www.clydebank-ha.org.uk (link on home page)
- By emailing maintenance@clydebank-ha.org.uk
- By telephoning the office on 0141 941 1044
- By visiting us during office hours

To report an emergency repair, use the numbers on the back page.



LAUNDRY PROCEDURES LEAFLET FOR RADNOR PARK

We are pleased to have finalised the above leaflet which clarifies procedures, further to a complaint being received, to ensure consistency between all blocks, arrangements for spare turns etc. It will be distributed to all tenants in Radnor Park over the coming weeks. Copies will also be available in the laundries



Our Performance in Maintenance 1 April 2015 - 31 March 2016

The table below shows our performance in various Maintenance functions for the year.

Charter Indicator	Year 2015/2016	Year 2014/2015
Percentage of tenants satisfied with the quality of their home	92.5 %	90.21 %
Average number of repairs per occupied property	3.96	2.93
Average length of time to complete emergency repairs	1.67 hours	1.93 hours
Average length of time to complete non-emergency repairs	3.61 days	3.60 days
Percentage of reactive repairs carried out in the last year completed right first time	98.27 %	99.34 %
Percentage of repairs appointments kept	100 %	100 %
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100 %	99 %
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	92.44 %	92 %
Percentage of approved applications for medical adaptations completed	66.67 %	90.5 %
Average time to complete approved medical adaptation applications	55.53 days	48.9 days

Your Right to Repair ANNUAL REMINDER

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

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

How can I find out more?

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

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

Alternatively, you can contact the Scottish Government Social Housing Division, Area 1-H, Victoria Quay, Edinburgh EH6 6QQ.

Email: housing.information@scotland.gsi.gov.uk

Phone: 0131 244 5401

Web: www.scotland.gov.uk



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

I couldn't praise JS Roofing highly enough. They worked non-stop. They were very tidy workers and their workmanship was first class.

Tenant, Linnvale, April 2016

RECHARGEABLE REPAIRS

Our policy on Rechargeable Repairs has just been updated. The Policy sets out repairs which are tenants' responsibilities and are not covered under the terms of your tenancy agreement.

For a copy, please call the office or download it from our website.



Repairs & Maintenance and Social Work Adaptations Policies

At the time of going to print, over 10 tenants had booked into our focus group at the end of June to help us review the policies above. The Repairs and Maintenance Policy sets out how and when we do repairs. The Adaptations Policy sets out how we use funding from the Scottish Government to make changes to tenants' homes as their needs change.

To join our consultation register and get invited to future focus groups, please call Sinéad at the office.



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

Centre81, 2-16 Braes Avenue, Clydebank G81 1DP
www.clydebank-ha.org.uk/whats-on-at-centre81.html

0141 533 7070

 facebook: Centre81



PEOPLE & COMMUNITIES FUND 2016/17

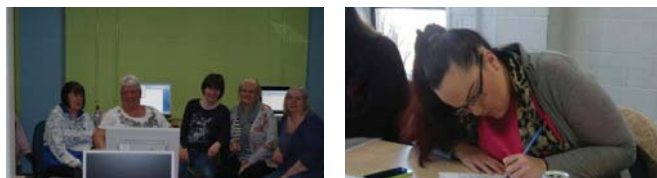
We are delighted to report that we were successful in securing £103,000 of Scottish Government People and Communities Fund to continue our Confident Clydebank project at Centre81 to enable us to run:

- IT Classes
- Confidence classes with West College Scotland
- Lunch Club
- Strathclyde Autistic Society Weekly Sport & Art Club
- WDC Working4U Employability sessions
- ISARO Social Integration Network Drop in Sessions and workshops

Call us for more information.



Above: 16.06.16 - Women who successfully completed 4 units from National 5 Early Years Care & Education



Grow Your Own Garden

We are delighted to have received £23,960 from the Climate Challenge Fund for our new "Grow Your Own Garden Project".

The project is to help and encourage people to reduce their carbon footprint and adopt a healthier lifestyle by growing fruit & vegetables in underused gardens, using the community garden and encouraging cycling and walking instead of taking cars/buses/taxis.

There will also be garden drop-in advice sessions, garden workshops and healthy eating/cookery classes.

If you would like to get involved in the project, by volunteering in the garden, attending workshops or if you would like to grow your own produce in your garden and need some advice and help, please call us on 0141 533 7070, call in to the Centre81 reception or visit our website. We'd love to hear from you.



- No contract
- No cancellation fees
- No joining or rejoining fees



Price List

Pay-as-you-go - £4 per session (max 1 hr)
Annual - £100
Monthly - £10
Induction - £10 (compulsory)



CENTRE81 GALA DAY: 30TH JULY, 12PM - 3PM

Y O U ' R E I N V I T E D



We are delighted to invite you to our 9th annual Gala Day at our fantastic regeneration centre, Centre81, Braes Avenue, Whitecreek.

Join us on 30th July for our popular barbeque, free funfair rides, bouncy castles, face painting, table top sale, DJ, dancing and more.

We hope to see you there!

Photos 1-3 ©Owen McGuigan, with thanks



WHITECROOK CHILDREN'S COMMUNITY GROWING PROJECT

The Whitecreek Children's Community Growing Project (funded by Community Food and Health (Scotland) kicked off during the Easter School holidays. The project aims to deliver a programme of gardening and healthy eating workshops to enable primary age children to participate in garden focussed activities throughout the year. We will be running workshops throughout the summer holidays. If you would like more details, please call us on 0141 533 7070 or check our Facebook page for regular updates.



Summer Holiday Art Project

Oodles of Art

Free art and creative fun!

Every Tuesday & Thursday
12th July - 4th August

P1-3 @ 10.30am-12.00noon
P4-7 @ 1.00pm-2.30pm

This Summer at Centre81, Clydebank

Limited places. First come, first served!

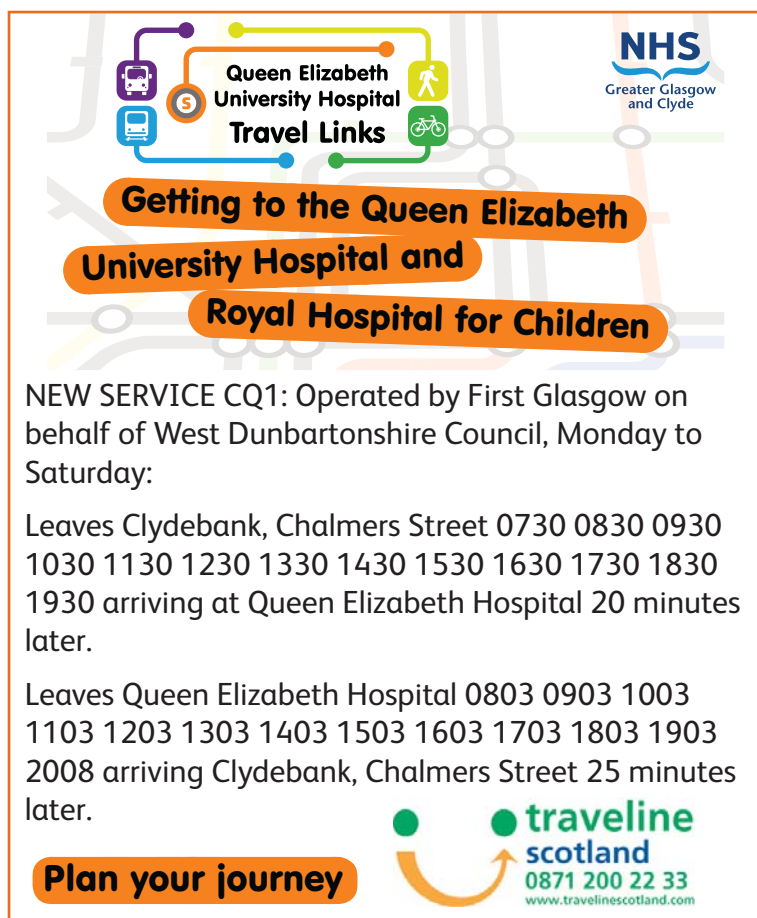
Consent forms must be completed in advance.

Glasses are split on the primary stage which children have just completed
Children must have been at school for minimum of one year to attend.

We are delighted to be able to deliver this project with £2,500 funding from Glasgow Airport FlightPath Fund.



“Our customers are our priority and we ensure equality of service throughout our organisation”



Queen Elizabeth University Hospital Travel Links

Getting to the Queen Elizabeth University Hospital and Royal Hospital for Children

NEW SERVICE CQ1: Operated by First Glasgow on behalf of West Dunbartonshire Council, Monday to Saturday:

Leaves Clydebank, Chalmers Street 0730 0830 0930 1030 1130 1230 1330 1430 1530 1630 1730 1830 1930 arriving at Queen Elizabeth Hospital 20 minutes later.

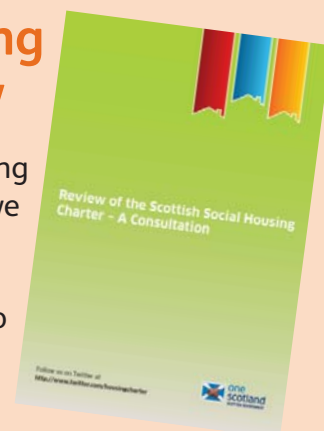
Leaves Queen Elizabeth Hospital 0803 0903 1003 1103 1203 1303 1403 1503 1603 1703 1803 1903 2008 arriving Clydebank, Chalmers Street 25 minutes later.

Plan your journey

traveline scotland
0871 200 22 33
www.travelinescotland.com

Scottish Housing Charter Review

The Scottish Social Housing Charter shapes the way we do a lot of our work. The Scottish Government put it in place a few years ago and are reviewing it from now until August.



The consultation can be accessed at:
<https://consult.scotland.gov.uk/social-housing-services/scottish-social-housing-charter>

We would encourage as many of you as possible to respond to the online consultation.

They do have a limited amount of paper copies available. If you require one, please email housingcharter@gov.scot or contact Annabel MacMillan on 0141 242 5426.

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, repairs to Quantum heating systems), should be reported to our contractors, West Dunbartonshire Council:

 **0800 197 1004**

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

OFFICE HOURS

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

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

We will be closed on the following **public holidays**:
Friday 15 and Monday 18 July

If you or someone you know would like this newsletter in any other format, please contact us.

Clydebank Housing Association Ltd

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