



ChitChat

New Website!

We are delighted to let you know we have a new website which is available at the usual address www.clydebank-ha.org.uk.

It has a customer “portal” - a log in to our housing system - where tenants can report repairs and check their rent statement 24/7. It has many other features, which we will be working hard to develop as time goes on and displays well on a range of today’s different devices including mobile phones.



In the meantime, don’t hesitate to let us know if there’s information you’d like to see or if there are any glitches. We welcome all feedback!

We Want Your Views!

We are committed to improving our services to you and as always, would really appreciate your views on how we can do this. We have therefore commissioned an independent market research company, Research Resource, to carry out a tenant satisfaction survey on our behalf.

All tenants will have received a letter stating that in the first instance, we are inviting you to contact Research Resource to participate in our face-to-face survey in April. We’d like to speak to at least 40% of our tenants, so that the views gathered are really representative.

Please contact Research Resource, on 0141 641 6410 if you wish to specifically take part and they will arrange a suitable appointment

for the 20-minute doorstep survey, during the day, evenings or at the weekend.

Please note, however, that Research Resource may still contact you if we don’t get 40% of tenants taking up this invite. We really hope you will be able to take the time to take part in the survey if they do.



This issue in pictures...

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www.clydebank-ha.org.uk

0141 941 1044

@clydebankha

We need a helping hand!

We currently have vacancies on our voluntary Management Committee and we would be delighted to hear from tenants who would be willing to give up some of their spare time to contribute to the Association. The only experience you need to have is an interest in the well-being of our local community and our housing and housing estates.

The Management Committee makes all the important decisions about what we should be doing and how we should be doing it.

Staff are employed by the Management Committee to act on these decisions and to carry out our day-to-day work.

If you'd like to know more about what is involved in being a Management Committee member and how to go about it, please call Sharon Keenan our Chief Executive at the office for further information.



Your Management Committee...

The volunteers who currently run your Housing Association (some pictured) are:

Tom McCormack	Chairperson
John Hillhouse	Vice Chairperson
Paul Shiach	Secretary
Chris Morgan	Treasurer
Neil Crilley	Pat McGinley
Patricia Betty	Kimberley Tennant
Catherine McGarrity	Nikki Robertson
Councillor John Mooney (co-opted)	



Becoming a Shareholder

Information on the benefits of becoming a shareholder of Clydebank Housing Association, how to apply and the application form.

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Joining our Management Committee

We have a strong track record and reputation in the community and intend to build on this with our plans for the future. However, none of this can be achieved without the commitment of an experienced voluntary Management Committee.

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Pick up a leaflet about Becoming a Shareholder or Joining our Management Committee at our office, download from our website or call us and we can send you out a copy.

Meet the Committee

In this edition, we ask **John Hillhouse**, Vice Chairperson of our voluntary Management Committee, about his role...

I've been a Management Committee member... for almost 30 years. I joined to help with the renovation of the tenements in Clydebank.



Looking back over my involvement, the most rewarding aspect... is the range of housing we are now involved with including the new build at Graham Avenue and all the different stock we purchased from Scottish Homes in 1999.

Volunteers are so important to the housing sector and Association... and without them the Association would be worse for it.

Good to know!

Our committee of volunteers has recently carried out a full self-assessment against the Regulatory Standards of Governance set out by the Scottish Housing Regulator and wants you to know it is satisfied that it is compliant.

If you wish more information on this, please don't hesitate to contact the Association or visit our new website.



When I'm not busy with the Association... I enjoy hillwalking, golf and fishing.

I see the big challenges over the coming years as... getting social housing on the old shipyard site and the economic situation.

Keep Scotland Beautiful

We've been accredited with "silver" in the National Awards for Environmental Excellence by Keep Scotland Beautiful. The award acknowledges our continued commitment to improving environmental quality and makes us the second in housing sector in Scotland to receive the commendation.

We'd like to thank all CHA staff and committee, the Radnor Park Multis Tenants and Residents' Association and the tenants and residents of the seven blocks for their continued support and commitment to ensuring the desirability of the flats and making them a great place to live. An action plan has been put in place and we hope that everyone will get involved in at least maintaining the current standards.

Caretakers Donnie and Charlie pictured with Jen Cassells of Keep Scotland Beautiful



Thank you for your compliments

We are pleased to receive many compliments on our service when we get things right. We thank customers for taking the time to contact us. We really appreciate it...

Complaints

...and we need to know when things go wrong. 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.

Period - October - December 2016

Total number of complaints received	15
Number which were about equalities	0
Number where we were at fault, apology given and rectified	8 (53%)

Breakdown of complaints where we were at fault:

- 5 Maintenance
- 1 Housing Management
- 1 Maintenance/Finance & Admin
- 1 all departments

Responded to in full	15
Resolved at front line (5 days)	11
Resolved after investigation (20 days)	4

All were resolved within our published timescales.

We have identified the following improvements:

- Contractors will ensure operatives adhere to our customer care standards
- We will increase articles in ChitChat on Anti-Social Behaviour/being respectful of neighbours

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 Linnvale Primary School, Centre81, Clydebank Retail Park, Clydebank Shopping Centre and West College Scotland
- 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.



On 13 March, we attended the annual wreath laying organised by the Radnor Park Multis Tenants and Residents Association, in memory of those who lost their lives in the Clydebank Blitz.

Our Exciting New Build - La Scala Apartments, Graham Avenue

Here's a snapshot of information on our new development:

- 20 one-bedroom, 2 person flats (around £295 per month)
- 20 two-bedroom, 4 person flats (around £363 per month)
- 4 two-bedroom, 3 person wheelchair adapted flats (around £329 a month)
- Extremely energy efficient
- £5.1m contract with £3.168m funding from the Scottish Government and £2m from private finance provided by CAF Bank
- All current applicants for 1 and 2 bedroom homes will automatically be added to the list
- The properties are due to be completed between January - March 2018 and will be allocated at that time



Local residents get information at a recent drop-in session

Progress so far



An illustration of what the flats will look like



CAF Charities Aid Foundation

clydebank
clydebank housing association



Scottish Government
Riaghaltas na h-Alba
gov.scot

West Dunbartonshire
COUNCIL
MORE HOMES BETTER HOMES

AS HOMES
SCOTLAND

GREGOR CAMERON
CONSULTANTS
BW+
Brown + Wallace
CONSULTANTS

THE PRINCE'S TRUST TEAM

Helping change young lives

Team is a 12-week personal development course, offering work experience, qualifications, practical skills, community projects and a residential week.

- Open to all between 16-25 yrs
- 12 week course Develop confidence and motivation
- Learn team-working skills
- Take part in residential trips
- Gain qualifications

» Recruiting Now

Start Day
Monday 27 March
Team 54

WEST COLLEGE SCOTLAND

Competition Winner!

Well done to Bethany Lynch from central Clydebank on winning the 2 X Factor Live Tour tickets. Bethany's correct answer - that £450 was raised for the Community Pot at the Centre81 Christmas Fayre - was picked from the hat. Thank you to everyone who took the time to send in an entry.



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

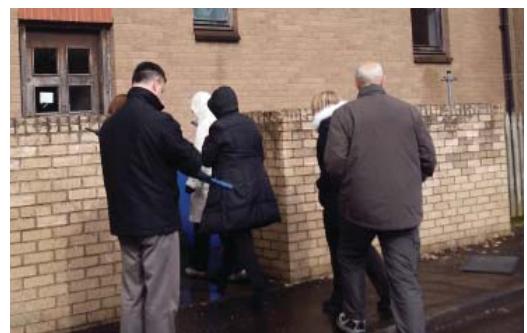


Tenant Panel Update

Our Tenant Panel met with Sharon Keenan, Chief Executive, to review and discuss the Association's business plan and included an overview of our objectives and targets for the year ahead. We'd like to thank the Panel for its valuable input.

The Tenant Panel discusses and reviews the effectiveness of various aspects of our service/processes and advises where improvements could be made. They are our "critical friend". We provide support to the group (eg. training, childcare expenses etc.) There is currently a space available on the Tenant Panel so if you are interested, please give Sinéad a call at the office.

The Tenant Panel on a walkabout with staff





The Wee Scottish Art Group meets every Wednesday morning at 10am in the Awestruck Art Gallery at 75 Kilbowie Road, beside our offices. They are looking for new members keen on drawing, painting etc.

Participating artists are: Salvino Volpe and Jim O'Donnell.

You will be made very welcome in the friendly and informal group at the Awestruck Art Gallery.

**Awestruck
Art
Gallery**



A recent Radnor Park Multis Tenants and Residents Association community lunch, held at Radnor Park Church. Thanks to the residents association for the invite! To find out more about the local residents association in Radnor Park or to join their Committee, call Elma Stewart, Secretary, on 0141 952 4283.



Low Rent Increase

We will apply a 1.5% rent increase for the year following 28 March. The increase will enable us to continue to provide competitive and affordable rents, as well as allow for future investment in the maintenance of our stock, including £1.26 million budgeted for 2017/2018.

Thank you to all tenants and sharing owners for their feedback to our 2 newsletter articles, our rent themed conference, the individual paperwork we sent and to the Radnor Park Tenants and Residents Association for their help.

We are delighted to report that the majority of our tenants (84%) who currently live in one or two bedroom properties continue to be charged some of the lowest rents in the district for their size of home.



Tenants discuss the rent structure at a recent Tenant Conference



Our Welfare Rights Service

Remember that 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, 77-83 Kilbowie Road, Clydebank G81 1BL, every Tuesday and Thursday, except the last Thursday of the month:

10am – 12pm (Tues) & 10am – 1pm (Thur)

Simply pop-in to our office or call 0141 941 1044 to book an appointment.

Our regeneration centre, Centre81, 2-16 Braes Avenue, Whitecrook G81 1DP every last Thursday of the month:

10am – 1pm. Simply pop-in to the Centre or call 0141 533 7070 to book an appointment.

Money Advice Scotland

Michael McLaughlin, our Finance & IT Assistant, holds regular Money Advice Scotland financial capability sessions.



If you would like to try out the Money Advice e-learning module, designed to help you improve your money management and budgeting skills, please contact Michael. He will be more than happy to arrange an appointment and go through this with you at our office or Centre81 where Michael holds sessions on the last Monday of each month; 24 April, 29 May, 26 June, 4pm-5pm.

Don't hesitate to call Michael at the office on 0141 941 1044 to find out more.

Energy Efficiency Standard for Social Housing (EESH)

The EESH is a standard that 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.

Some of our properties eg. non-traditional and tenements are unable to meet the standard with the normal measures eg. cavity wall insulation, loft insulation etc. and as such we are currently exploring the feasibility of external and/or internal wall insulation and also any grant funding which may be available to the Association and owner occupiers. We'll keep you posted



Bin Chute Blockages

Please remember not to dispose of large items in the multi-storey chutes. We have noticed a marked increase in the number of blocked chutes. These take quite a time to clear, taking caretakers away from other duties such as litter picking and cleaning.

Your Feedback is Important

If you have requested a repair, you may be chosen at random to complete a satisfaction survey.

We appreciate you taking the time to complete these forms as the feedback helps us to monitor the service we provide via our contractors and implement any improvements required.

You will also be included in our annual consultation draw for £50 of grocery vouchers, drawn at our Annual General Meeting in June. Thank you to all who respond.



Foyer Improvements at Lusset View

We're delighted to report the refurbishment of the foyer at Lusset View is now complete.

Feedback from tenants in the block has been very positive.

We will be complementing this improvement work by upgrading the tiling and painterwork around the external entrances. Once this has been completed we will hold an open day in the foyer at Lusset View so that all tenants can have the opportunity to come and see it for themselves. We'll be able to tell you the programme for the remaining 6 blocks in the coming weeks.



Maintenance Performance: 1 April - 31 December 2016

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

Scottish Social Housing Charter Indicator	Year so far (where available)	Year 2015/2016
Percentage of tenants satisfied with the quality of their home	-	92.5 %
Average number of repairs per occupied property	-	3.96
Average length of time to complete emergency repairs	1.12 hours	1.67 hours
Average length of time to complete non-emergency repairs	4.33 days	3.61 days
Percentage of reactive repairs carried out in the last year completed right first time	99.04 %	98.27 %
Percentage of repairs appointments kept	99.83 %	100 %
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100 %	100 %
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 %
Percentage of approved applications for medical adaptations completed	48.78 %	66.67 %
Average time to complete approved medical adaptation applications	100.45 days	55.53 days

Update on Major Repairs

Renewal of kitchens & bathrooms

We are delighted to report that work is underway at Ian Smith Court, Fleming Avenue & 15-27 Bannerman Place (kitchens and bathrooms) and is scheduled for completion by the end of April. We've had a few teething problems at Bannerman Place but hope that the contract is now well on track.

We will also be replacing bathrooms at the multi-storey flats. We aim to appoint a contractor during May and will then be in a position to advise tenants when surveys and installations are likely to take place.



Painterwork at our properties

We are currently in the process of arranging the necessary paperwork for our external painterwork at the following locations:





- Linnvale
- Crown Avenue
- Bell Street/McGregor Street/White Street/East Barns Street

We'll keep you advised on the likely programme of works.



Our Performance in Housing Management - to 31 Jan 2017

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 January 2017	Target
Maximum rent loss on vacant properties	0.31 % / £13,638.30 	0.9 % of annual rental income
Current and former tenants gross rent arrears (as % of the total annual rent receivable)	2.25 % / £82,335 	2.2 %
Number of calendar days to let a property	15.7 calendar days 	15 calendar days
Processing of housing application forms	8.0 calendar days 	15 calendar days

We also investigated all neighbour complaints within published timescales.

Anti-Social Behaviour

It is part of everyone's tenancy agreement that they respect their neighbours.

We expect all our tenants to be courteous to one another and ensure that they, members of their families or their visitors do not cause any complaints through any form of anti-social behaviour. Unfortunately a small minority of tenants fail to adhere to this and in the process can cause upset and misery to those around them.

If you are unfortunate enough to experience anti-social behaviour we are here to help and will always be able to offer some kind of advice or assistance either directly or through our partner agencies.



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.

Paying your rent to match 'Pay Day'

Did you know you can pay your rent to coincide with your pay day?

Although rent is due by the 28th of each month, we understand that many of our tenants are not paid on this date and may wish to pay at a different time. We can accept payment, in advance and in line with your pay day, be it weekly, fortnightly or even four weekly.

If you wish to make payment in this way, please contact a member of our Housing Management team who will be happy to help you.

Rent can be paid in the following ways:

- Direct Debit
- Telephone (via allpay.net)
- Internet (via allpay.net)
- Allpay card payments at Post Office or Paypoint outlets
- Allpay payment app

Remember non-payment of rent can put your tenancy at risk.





A warm welcome to new owners

who have recently purchased a property and are now included in our factoring service.

Spotlight on Complaints

We aim to provide an efficient and cost effective factoring service to you and will endeavour to make improvements when things go wrong.

In the period 1 October 2016 to 31 December 2016, we received 2 complaints relating to our factoring service. One complaint was upheld and the other was partially upheld. The improvements made as a direct result of your complaints were:

- Improved communications to contractors regarding blocks where there are a mix of tenants and owner-occupiers.
- Improved communications across all sections.

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 close doors – tenemental properties

We are pleased to report that the additional consultation on the above took place in December with owner occupiers and authority was given to proceed with the close door renewals at Kilbowie Road, Alexander Street, Whitecrook Street and Dumbarton Road.

The works are now underway and are scheduled for completion by the end of March 2017.



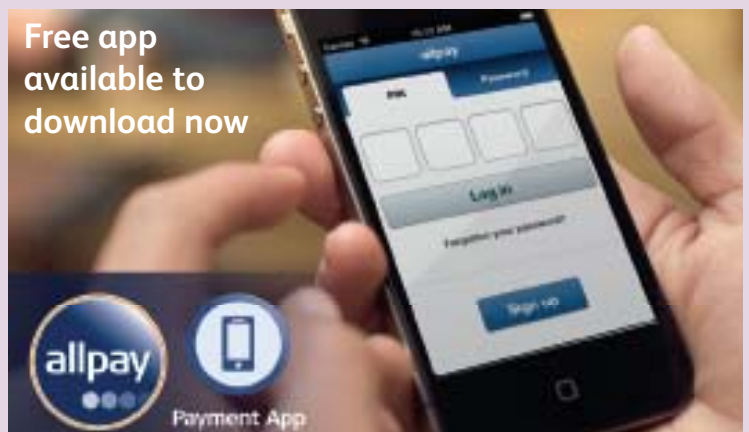
Did you know you can now pay your factoring bill online?

Go to website <https://www.allpayments.net> or download the free app to your phone from <http://www.allpay.net/allpay-payment-app> for Apple, Windows, or Android devices.

All you require for the initial sign up is an email address and your factors card number! Please pop in or contact Michael at our office if you would like help setting this up. It shouldn't take more than 5 minutes.



Free app available to download now





Home to **Cafe81** & **Gym81**

We own and manage Centre81 in Whitecrock

With thanks to the Scottish Government's People and Communities Fund which funded our regular **IT classes**, **confidence-building classes** and **keep-fit classes** until 31 March 2017.



Centre81 Spring Festival Open Day

Wednesday 5th April 11am - 4pm

Easter Egg Hunt
Community Information Stalls
Art Exhibition & Demos
Free Gym81 Inductions*
Tai Chi & Yoga taster sessions
Children's Arts & Crafts
Doctor Bike - Cycle Maintenance
Garden Workshops & Advice
Healthy Eating/Nutrition Workshop
Free refreshments

*You must sign up for 1 month gym membership to qualify - only £10



Climate Challenge Fund Success!

We are delighted to report that we have been awarded c. £60,000 from the Scottish Government's Climate Challenge Fund to deliver the following environmental project in 2017/18: -

- Continuation of community garden at Centre81
- Cycling workshops, bike maintenance and bike training sessions at Centre81
- Provision of a community garden space at Radnor Park to increase levels of production of fresh fruit and vegetables

More details coming soon. If you would like to get involved in the project, please give the centre a call on 0141 533 7070 or pop in and see us.



VOLUNTEERING OPPORTUNITIES

Giving up as little as one hour a week can not only help others but it can rebuild confidence, enable you to meet new people, help you to develop new skills and give you the tools to get back into employment or training.

Please call Reception on 0141 533 7070 or pop in and see us for more information. Ali would love to hear from you.

Come along to our fitness classes @Centre81

All Classes only £2**

- Tuesday – Pilates – 9.30-10.30am
- Wednesday – Circuit Training – 10-11am and Yoga – 6.30-7.30pm
- Friday – Tai Chi – 2-3pm

**Due to funding cuts, we have introduced a £2 charge for our fitness classes from 1st April.



Centre81, 2-16 Braes Avenue, Clydebank G81 1DP 0141 533 7070
www.clydebank-ha.org.uk/whats-on-at-centre81.html

 Follow Centre81 on Facebook



Only £10 per month!
Call us for more details or pop in for a tour

The main gym area consists of cardio machines, treadmills, bikes and cross trainers as well as weight machines. There is also a weights room with freeweights, dumbbells, more bikes, abs crunchers and yoga balls. We pride ourselves

on having a relaxed and chilled gym where you can either make a start on your first steps to fitness or maintain your current fitness regime.

- NO joining or rejoining fees
- NO contract
- NO hassle

Please note
Centre81 & Gym81 will be closed on Friday 31st March from 8am until 4.30pm for staff training. Apologies for any inconvenience

International Women's Day

ISARO Social Integration Network held their annual International Women's Day event at Centre81 on Wednesday 8th March 2017. International Women's Day celebrates the social, economic, cultural and political achievements of women. The day was attended by over 100 women.



Need a venue for your event? If you would like to hold an event at Centre81, call Ali or Jean and we are sure we can meet your requirements!



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

Feedback/Comment Slip

Please let us know if you have comments or suggestions for future editions of ChitChat or our service in general. We value your views. Radnor Park tenants can place slips in our laundry letterbox.

Name: (Optional)

Address: (Optional)

Email: (Optional)

I would like a response: Yes No

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

Joining the Committee	Performance
Tenant Panel	Climate Challenge Fund
Volunteering	Gym81 Other

Comments (please use a separate sheet if necessary):

.....
.....

EMERGENCY NUMBERS

The number to telephone City Technical for out-of-hours **gas central heating emergencies**, including CHP breakdowns in Radnor Park, is:

 **0141 646 5091**
(or 0844 579 6493, network charges apply)

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:

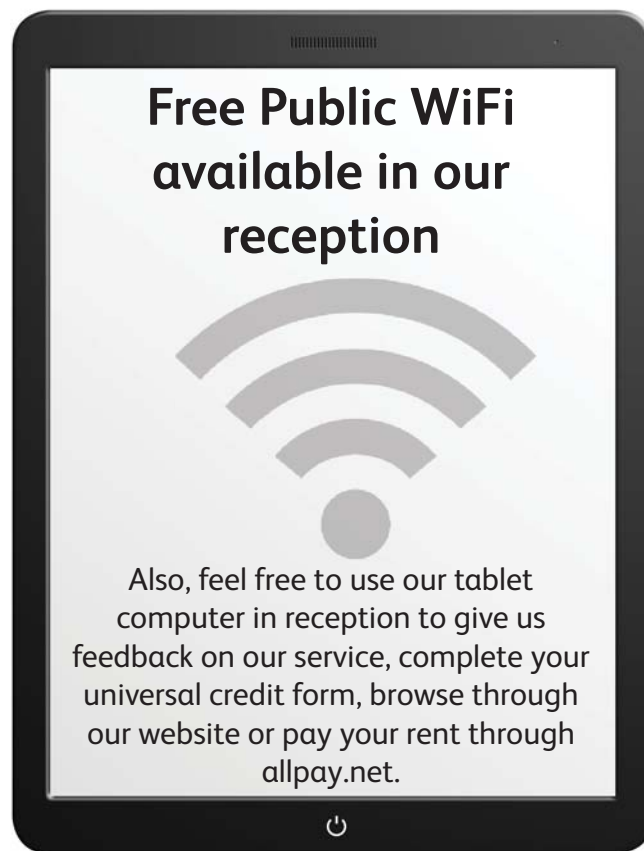
 **0800 197 1004**

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

Clydebank Housing Association Ltd

77-83 Kilbowie Road
Clydebank
G81 1BL

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OFFICE HOURS

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

Please note, we are closed on Friday 31 March for staff and Management Committee training. We also close until 2pm on the first Wednesday of each month for training.

We will be closed on the following public holidays:

Friday 14 and Monday 17 April 2017
Monday 1 May 2017
Friday 26 and Monday 29 May 2017