



ChitChat

Radnor Community Garden Go Ahead!

We are delighted to report that planning permission was received in August for the change of use of vacant, grassed land in Radnor Park to be transformed into a fantastic community growing space.

In April 2017, CHA was successful in securing funding from the Scottish Government's Climate Challenge Fund (CCF) for its Community Gardening and Cycling Project.

The project will expand CHA's community growing project already in place at Centre81, Whitecreek, to Radnor Park by creating its own community garden as well as including a cycling aspect to promote wellbeing and sustainable transport. The funding allowed CHA to bring on board 2 staff members to manage the project, Andy McCann and Donald Campbell.

We have already received interest from some of our Radnor Park residents to get involved and we hope that this will increase and extend to other members of the community, the local schools and nursery groups as the project gets up and running.

Andy and Donald would love to hear from anyone interested in creating and maintaining the new gardening and sharing skills - 0141 533 7070 or communitygarden@clydebank-ha.org.uk. There's also a led cycle ride to Bowling planned for the October school week. Call Andy or Donald for info.

Produce from the garden will be distributed to the community. Currently over 105kg of fruit & veg has been distributed from the Centre81 garden and 35kg of groceries, through FareShare with Tesco Hardgate.



**VOLUNTEERS
NEEDED!**

Work starting on the community garden



This issue in pictures...



Page 3



Page 4



Page 11



Page 15

Also don't miss:

Tenant Panel News *page 2*

Diamond Celebration *page 5*

Owner News *page 9*

New online application
launched *page 10*

Follow these simple steps to help us to protect your community



When parking, please leave enough room for a fire engine to pass.
They are 2.6m (8ft 6 in) wide and 7.5m long.
If you do not leave enough room (as above) then we will be delayed
in getting to the emergency and lives may be placed at risk.

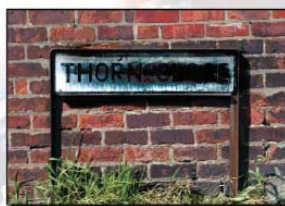
If you have a fire hydrant outside your house try to avoid parking over it - we may need it quickly, day or night



Make sure your house is clearly numbered and that it is visible from the street - you never know when we'll need to find it



If your street or road sign is broken or vandalised inform your local council to get it repaired - help us to find you



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

For free home fire safety advice contact 0800 0731 999, visit your local fire station or visit our website www.firescotland.gov.uk



How each £1 of our income was spent in 2016/2017

Direct costs	
Major repairs	£0.18
Routine repairs	£0.12
Cyclical repairs	£0.05
Services	£0.02
Total direct maintenance costs	£0.37
Other costs:	
Staff salaries	£0.22
Office overheads	£0.07
Interest on loans	£0.03
Other activities*	£0.08
Property insurance	£0.02
General expenses	£0.02
Bad debts/voids	£0.01
Surplus back into reserves	£0.18
TOTAL	£1.00

* Tenant Participation / Wider Role / Development

Tenant Panel Update

The Tenant Panel, made up of 6 tenants, has been kept busy - most recently looking at our void property process to make sure our policies and processes are working, taking into account cost, performance and tenant/customer satisfaction and making recommendations for improvement.

They have visited an empty property before and after work, met with the Housing and Maintenance teams and seen

how a void is processed live on our systems.

Panel members also visited Dunbritton Housing Association tenants on 17 August who are at the start of their own tenant panel journey.

We have a space on the Tenant Panel if anyone is interested in finding out more/joining give Sinéad at call at the office on 0141 941 1044.

tenant panel
clydebank housing association's critical friend



32nd Annual General Meeting & Social Event

Another great night was enjoyed at our 32nd AGM and Social Event held at Centre81, Whitecrock, on 29 June.

45 (28 %) of our shareholders attended and heard what we had achieved during the year and our plans for the year ahead. Lynette Lees, Finance Manager, also explained the Association's annual accounts.

After the business of the meeting, shareholders and their partners/friends joined staff and voluntary management committee members at our annual social event where there was a free raffle, buffet, drinks and live music from the Mick Tausney Band, who ensured the dance floor was full until the end. We are grateful to have the continuing support from many of our approved contractors who sponsored the social event, shown below.

If you would like to become a shareholder, call the office and request an application form.

We are very grateful to our generous Social Event Sponsors



Property Maintenance work
B. Hood GPM Ltd
56 Attlee Avenue, Linnvale G81 2SG
Tel: 0141 562 9440
E-mail: lbhood@ntlworld.com
Contact: Linda Hood

The Ventilation Experts

Ventilation maintenance
The Ventilation Experts
Inveravon, Pacemuir Road,
Kilmacolm PA13 4JJ
Tel: 0141 370 2022
Email: d.bradley@ventilationexpert.com
Website: www.ventilationexpert.com
Contact: Drew Bradley



Paint supplies and decorating work
RJ Russell / The Paint Shop
477-481 Dumbarton Road, Dalmuir G81 4DT
Tel: 0141 951 4577
Email: info@thepaintshopclydebank.com
Website: www.thepaintshopclydebank.com
Contact: Ralph Russell

REGENCY Glazing Ltd

Glazing work
Regency Glazing
940 Crow Road, Anniesland G13 1JD
Tel. No. 07957 825 623
Email: info@regencyglazingltd.co.uk
Contact: Dougie



Electrical work
ETI Scotland Ltd
46 John Knox Street, Clydebank G81 1LG
Tel: 0141 951 8010
E-mail: electricaltest@btconnect.com
Contact: Stewart Donaghy

Hi-Flow Property Services

Plumbing/joinery work
Hi-Flow Property Services Ltd
9 Caledonia Street, Dalmuir G81 4EX
Tel. No. 0141 951 2020
E-mail: info@hiflow.biz
Web: www.hiflow.biz
Contact Person: Namy Donaldson

G.O.C. Engineering Services

Mechanical/electrical work
GOC Engineering Services
Buckingham Cottage, Fintry,
Glasgow G63 0XJ
Tel./Fax No. 01360 860 478
E-mail: jchesney@btconnect.com
Web: www.goceng.co.uk
Contact: Jim Chesney

New Housing Law Coming Into Force Soon! What this means for you

Following the Scottish Government's revision of the Housing (Scotland) Act, we will soon be operating under a new law, namely the Housing (Scotland) Act 2014.

The first part of this legislation already came into effect last July when the Government abolished the right to buy.

It is now expected that the rest of the new law will come into force on a phased basis over the next 12-18 months.

The main change, which will affect our tenants and their families, relates to the qualification to take on a tenancy from someone else, e.g. a direct family member, a relative or a friend, for example, if the tenant passes away or if they wish someone to become a joint tenant.

Those applying to do this will now have to prove that they have lived continuously in the tenancy that they wish to take on for a period of 12 months immediately prior to their application. To prove this, the landlord (Clydebank Housing Association) must have been officially notified when the person moved in. If we have not been notified, the application will be refused and the applicant will have to find their own accommodation when the tenancy is given up.

Notification could be in the form of a letter, email, tenant census form or similar.

With the above in mind, it is essential that all tenants accurately declare who is living in their home and moreover keep this information updated as and when changes happen.

The best way to do this is by completing our tenant census form which will be sent out shortly.

Please remember though, as well as notifying us at the point any person moves in, you will still have to prove that they have resided in the property and have done for 12 months at the point of any application.



Bin Return and Close Cleaning Consultation

As noted in our June newsletter, tenants at our Tenant Conference in November wished us to look into the above services. A group of 7 interested tenants from throughout our stock met with our Housing Manager to discuss this on 30 August. All discussed the pros and cons of providing these additional services and there was a lot of debate.

All tenants that would be affected by additional chargeable services will soon receive a consultation document. The group of tenants helped us decide how this should be issued and the content and we thank them sincerely for their valuable contribution.

The boys done good!

Local lads Aiden McAuley and James McCormick, recently celebrated successfully completing their apprenticeships with the Bell Group at a lunch at Mar Hall, Bishopton.

Aiden and James started their apprenticeships in 2013 after completing one of our Action for Children Challenges, partly funded by the Scottish Government. Following their hard work and great achievements, Bell Group is delighted to have them join their team as full time Painters!

The Bell Group thanked Michael Carroll, Action for Children, Alison Macfarlane, Clydebank Housing Association, Sandra Liddell & David Paton, Bell Group, for attending the celebratory lunch and for their support during both young men's development.

We wish them well in their future careers.



Scottish Government
Riaghaltas na h-Alba
gov.scot



Sandra Liddell, Bell Group, Alison, our Maintenance Manager, Aiden, James and David Paton of Bell Group.



Scottish Housing Regulator

The results are in!

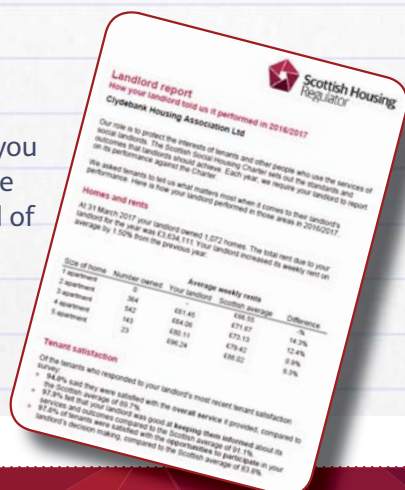
Each year the Scottish Housing Regulator issues a short report on our performance against the performance of all Scottish social landlords. Overall we're pleased with the results but of course, we continue to strive to improve further.

We submit a wealth of information (nearly 100 pages!) every May on tenant satisfaction and performance across all areas of our business. They then report on how we did by 31 August.

Have a look at their 2-page summary, our full submission or compare us to other landlords at:

<https://www.scottishhousingregulator.gov.uk/find-and-compare-landlords/clydebank-housing-association-ltd>

Look out for our detailed report to you on our performance due out by the end of October!



Stock Condition Survey

We have appointed Brown + Wallace (Quantity Surveyors) to carry out a stock condition survey for us. They will survey a sample 10% (108) of our properties across our stock. The purpose of these surveys is to check that our homes continue to meet current housing standards and the survey results will help us to prioritise our future investment plans.

If your property is selected for a survey, Brown + Wallace will write to you with a date and time that the survey will take place. You won't need to do anything to prepare for the survey which should take no longer than 30 minutes. Please be assured they will always carry ID and if you are in any doubt, do not hesitate to verify their identity with our office before giving them access to your home on 0141 941 1044.

If you'd like more information, in the meantime, please contact a member of the maintenance team.



Celebration time for Clydebank couple

Tenants Mr & Mrs Gillespie celebrated their 60th wedding anniversary in June. Congratulations! Staff visited with flowers and chocolates.

The couple married in Kilbowie Parish Church and have lived in our multi storey flats for over 50 years.

Mr & Mrs Gillespie were pleased to receive a congratulations card from the Queen in celebration of their diamond anniversary.

Are you a resident of ours and have a special anniversary or milestone to celebrate? Send details to sinead@clydebank-ha.org.uk. We'll fit in as much as we can.



Open for Business Staff attend Meet the Buyer Event

Our staff attended West Dunbartonshire Council's Open for Business event which was held in Clydebank Town Hall on 24 August. Alison Macfarlane, Maintenance Manager, and Lynette Lees, Finance Manager, are pictured, right.

This was an opportunity for us to engage with other businesses and promote the services we provide e.g., maintenance and repairs, construction projects, audit, legal and IT services to name a few.

The event was targeted at small and medium sized local businesses and gave assistance and advice on opportunities which are available on the Scottish Government's official national portal for public sector contract opportunities, Public Contracts Scotland.



 **West Dunbartonshire COUNCIL**

Major Repairs Update

Gas boiler renewals

Kilbowie Road, Alexander Street, Whitecrook Street & Livingstone Street

We are currently installing new energy efficient condensing boilers at various properties in the above streets. The type of boiler being fitted has the benefit of lowering energy bills and reducing carbon emissions.

Each property will also get an updated Energy Performance Certificate which give information on how to help achieve energy efficiency in the home.

Bathrooms renewals at multi-storey flats

We had hoped to have started these works by now but we thought this contract was a good opportunity to include some additional works i.e. fit wet wall instead of tiles, upgrade the ventilation system in the bathrooms and install pipework/electrics for future showers.

We now have updated prices for the additional works and will be meeting with the contractor soon to arrange a programme. Survey visits are expected to take place in October at which time we will be able to confirm installation dates.



Oil doesn't make everything run smoothly

Recycle or put all cooled fat, oil and grease in the bin*, not down the sink.



Customer Care



We will reply to telephone messages within one day



We will reply to letter, fax or email within 5 working days



We will answer calls in 6 rings and include name in greeting



We will see customers within 5 mins of appointment time or in 10 mins if no appointment

Please let us know if you feel we are not meeting these targets.

Foyer upgrades at multi-storey flats

The next three blocks scheduled for refurbishment of the foyers are Erskine View, Castle View and Lennox View. These are the blocks which are experiencing a high level of tile replacement.

We hope to have completed the process of appointing a contractor soon with a view to starting the works around November.



Join us online @clydebankha

YOUR PLACE YOUR PLAN

Your local event:

Sat 30 Sep
Clydebank Town Hall
5 Hall Street
Clydebank G81 1UB
12 - 4pm

Come along to WDC drop-in events to have your say on education, housing, public spaces, transport and more to help shape our plan for your local area.

Join the conversation
#yourplaceyourplan



Energy Efficiency New Pilot Scheme

Thanks to the twenty households who have signed up to the new 'Beanbag' pilot scheme. This product is a Smart app which will give tenants greater control over their energy usage and hopefully will lead to reduced costs and carbon emissions.

We'll keep you updated on how this project is going.



Housing Performance:

Indicator
Maximum rent loss on vacant properties
Current and former tenants gross rent arrears (as % of the total annual rent receivable)
Number of calendar days to let a property
Processing of housing application forms
Investigating neighbour complaints by category: A - Extreme B - Serious C - Dispute

Maintenance Performance:

Indicator
Average length of time to complete emergency repairs
Average length of time to complete non-emergency repairs
Percentage of reactive repairs carried out in the last year completed right first time
Percentage of repairs appointments kept
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date
Percentage of approved applications for medical adaptations completed
Average time to complete approved medical adaptation applications

Complaints Performance:

We want to provide the best service possible to you so we need to know when things go wrong. 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.

From 1 April - 30 June, 19 complaints were received and 12 (63 %) of these we upheld - we were at fault. 16 were resolved at front line (by 5 days) and 3 were resolved after investigation (by 20 days).

1 April - 31 July 2017

Performance to 31 July 2017		Year End Target	Previous years' performance
0.16 % £5,949.79	😊	0.8 % of annual rental income	0.43 %
1.91 % £17,814	😊	2.5 %	2.42 %
13.8 calendar days	😊	15 calendar days	15.5 days
6.3 calendar days	😊	10 calendar days	7.6 days
A - none received B - 100 % (4) within timescale C - 100 % (15) within timescale	😊	A - 1 working day B - 10 working days C - 15 working days	A - none received B - 100 % (8) within timescale C - 100 % (43) within timescale

1 April - 30 June 2017

Performance to 30 June 2017		Year End Target	Previous years' performance
1.52 hours	😊	4 hours	1.57 hours
3.67 days	😊	5 days	4.22 days
98.8 %	😐	100 %	97.83 %
100 %	😊	100 %	100 %
100 %	😊	100 %	100 %
29.41 %		n/a	59.09 %
66 days	😞	30 days	124 days

1 April - 30 June 2017

Here's a departmental breakdown of upheld complaints where we were at fault (none were regarding equalities):

- 4 Maintenance
- 4 Housing Management
- 1 Estate Management
- 3 multiple departments

We have identified improvements to our service including:

- Improved communication with tenants during major repairs
- Estate Management letters amended
- Staff reminded of information response times



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 April to 30 June 2017, no complaints were received relating to our factoring service. A copy of our Factoring Complaints Handling Procedure is always available from the download area of our website. Alternatively, contact Fiona White at the office.

Renewal of close doors – Tenemental properties

Renewal of the close doors at the tenemental properties in Kilbowie Road, Alexander Street, Whitecrook Street and 161-173 Dumbarton Road is now complete. We hope all residents are happy with the end result.

These new security doors are intended to reduce the amount of maintenance required and as a result reduce repairs costs. We must stress however that all residents in closes should ensure the doors are locked at all times and not put on the 'snib'. This practice can lead to unauthorised entry to the close leading to vandalism and security issues.

As previously notified owner occupiers will be charged for their share of the cost of the new doors in their December 2017 factoring invoice.



Housing Options

Spotlight on Radnor Park

- Spacious 2 bedroom flats
- Available to single persons, couples and families*
- Spectacular views
- Low-cost heat & hot water
- Major improvements
- Caretaker service
- On-site laundries
- Close to local amenities

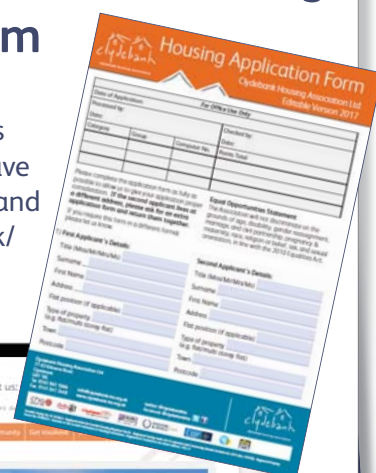
If you, a friend or a relative are interested in being considered for housing at Radnor Park, please submit a housing application form to us. Applications can be collected or requested from the office or completed digitally online on our website www.clydebank-ha.org.uk.

* not suitable for children under 12



NEW, updated online Housing Application Form

The new, updated online Housing Application Form is now live on our website. Have a look and tell your friends and family - clydebank-ha.org.uk/applying-for-a-house




Did You Know Tenants Can Swap Homes?*

We have a comprehensive list of mutual exchanges in the office containing 10 properties at present. If you are interested in looking at the adverts or advertising a mutual exchange with us, please contact your Housing Assistant who will provide more details. The full list is available to view at our office reception.

Please contact your Housing Assistant for information, terms and conditions or download the Mobility & Mutual Exchange Policy from our website. Adverts are based on a description as given by the tenant and not ourselves.



3 bedroom four in a block in Linnvale, with gas central heating, garden and private garden. Looking to swap for a 3 or 4 bedroom house (semi-detached/terraced/four in a block) in Radnor Park

2 bedroom flat in Forth Street with gas central heating and communal garden. Looking to swap for a 2 bedroom four in a block/terraced/detached house with gas central heating and garden in Linnvale, Drumry, Parkhall

Although we operate our own mutual exchange register for tenants who reside locally we are also members of HomeSwapper which is an Internet based online exchange service which allows any tenant to look, free of charge, for other tenants to swap with throughout the UK. You can check out their website at www.homeswapper.co.uk. They currently have 500,000 social tenants registered.

Please note that you still need to apply to us to approve and facilitate any swap as HomeSwapper does not provide this facility.

Our own mutual exchange list continues to be available to view at our office.

**Please note all exchanges are subject to application and our approval. We reserve the right to refuse an exchange so long as we have reasonable grounds to do so. Full details are contained in our mobility & mutual exchange policy which is available to download from our website or in paper format from our office.

It's all taking shape at La Scala Apartments

44-unit new build development at Graham Avenue



CAF Charities Aid Foundation

clydebank
clydebank housing association

 Scottish Government
Riaghaltas na h-Alba
gov.scot

West Dunbartonshire COUNCIL
MORE HOMES BETTER HOMES

ASHOMES
SCOTLAND

GREGOR CAMERON
CONSULTANTS LTD
BW+
Brewer Walker
Construction Consultants

£5.1m contract with £3.168m funding from the Scottish Government and £2m from private finance provided by CAF Bank

Now due to be completed between November 2017 - March 2018 and will be allocated as they become available

Current applicants for 1 and 2 bedroom homes will be automatically added to the list

Sky communal dish and connection points in all bedrooms

Extremely energy efficient

Broadband installed

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)



The Management Committee makes all the important decisions about what we do 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.

Meet Your New Committee

Following our 2017 Annual General Meeting (details on page 3), we are delighted to announce our Management Committee (some pictured) is as follows:

Office Bearers

Tom McCormack	Chairperson
Kimberly Tennant	Vice Chairperson
Paul Shiach	Secretary
Chris Morgan	Treasurer

Neil Crilley
John Hillhouse
Patricia Betty
Catherine McGarrity
Nikki Robertson
Joe O'Donnell (co-opted)
Rosemary McCormack (co-opted)
Cllr John Mooney (co-opted)
Cllr Jim Brown (co-opted)



In Memoriam

1942 - 2017

It is with sadness we report the passing of our committee member, Pat McGinley.

Pat served for 6 years on our Management Committee and on 2 of our sub-committees. Pat worked tirelessly and provided a massive contribution to our work.



We send our condolences to wife Anna, their sons and the wider family.



VOLUNTEER

Interested in joining our Management Committee?

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, in particular, our housing estates.

Contact Sharon at the office on 0141 941 1044 or email sharon@clydebank-ha.org.uk for more details

You can also download a copy of our information leaflet from the website.



Great Clydebank Cake Off

WE ARE
MACMILLAN
CANCER SUPPORT



The (oven) gloves will be off on Friday 29 September when staff fight it out for the coveted titles of best taste, presentation and originality for their baking.

We raised £130 last year - here's hoping we beat it this year! If you are celebrating the world's biggest coffee morning, send us pics and we'll feature as many as we can in December's newsletter.



Meet the Maintenance Team



We're delighted to welcome Sam back to the maintenance team on a part-time basis (mornings only) following her maternity leave. We are also pleased to welcome Ali Mailey to the maintenance team in her new role as part-time Maintenance Assistant. Ali will be job-sharing with Sam and will be working afternoons.

We also said goodbye to Debbie Brown who left in August when her temporary maternity cover came to an end. Debbie provided a great service to our tenants and we wish her well for the future.

Staff Changes

Data Protection Project Officer

Michael McLaughlin, our Finance and IT Assistant, is taking on a 6-month project to ensure compliance with Data Protection Policies and General Data Protection Regulations 2018. Heather MacLeod will be covering Michael's tasks in Finance for this period and will be our part time Finance Assistant. We will be employing a temporary member of staff to cover Heather's CHA Power duties.

Michael McLaughlin



Heather MacLeod



What the General Data Protection Regulations mean for you...

Michael will ensure we're fully up to speed for when the new Regulations go live in May 2018



Clear consent required to process data

Limits on the use of automated processing of data to make decisions, for example in the case of 'profiling'

Right to rectify and remove data, including the 'right to be forgotten' for data collected as a child



Right to notification if data is compromised



More and clearer information about processing

Right to move data from one service provider to another

Easier access to personal data



Stricter safeguards for transfers of personal data outside the EU

We own and manage Centre81 in Whitecrook, home to **Cafe81** & **Gym81**



Cafe81

Open 8am-9pm, Mon-Fri
for tea/coffee, juice, cakes,
confectionery, crisps & fresh
fruit.

Free Toast & Butter when you
buy tea/coffee (8am -11am
only).

**New courses with West
College Scotland
starting September/October
Free of Charge**



Health & Social Care - Exploring Wellbeing (Tuesdays 10am-2.30pm)

This class focuses on what affects our mental & physical wellbeing and what might help to improve it. You will explore poverty, relationships, addictions, food, exercise, housing etc.

It is a great introductory course for someone interested in a career in health (nursing) of care and childcare. National Level 4.

Customer Service Course (Thursdays 10am-2.30pm)

The aim of this course is to develop the skills and knowledge that are essential in creating a positive, professional customer service.

This course will help to understand the personal factors and skills required to create a good first impression with customers and dealing with customers' needs. It will also provide an understanding of the principles and practices of customer service and the importance and benefits of delivering a quality customer service experience. The Award in Customer Service will also be achieved on successful completion of this customer service course.

Please call Reception on 0141 533 7070 to book your place or to find out more about the course.



Fitness Classes @ Centre81

Timetable
All Classes ONLY £2

from 14th August - 15th December 2017

Tuesday

**Pilates
Metafit**

**9.30am-10.30am
7pm-8pm**

Wednesday

**Circuit Training
Yoga**

**10am-11am
6.30pm-7.30pm**

Thursday

Core Stability

6pm-7pm

Friday

**Body Conditioning
Tai Chi**

**10am - 11am
2pm-3pm**

Saturday

Total Body Workout

10am-11am



Centre81 Gala Day Success

The poor weather didn't damper the spirits of the 400 who turned out for the Centre81 Community Gala Day on Saturday 29th July.

There were free bouncy castles and funfair rides, face painting, glitter tattoos and pony rides. There was also our now infamous BBQ, tea/coffee stall and a table top sale. Garden tours and produce for sampling

The crowds were entertained by a DJ and international dancing from ISARO Social Integration Network and an African drummer.

It was a great partnership event and all the local community organisations pulled together to provide information and activities.

We would like to thank everyone who made the day such a success including, ISARO Social Integration Network, Clydebank East Community Council, John White, West Dunbartonshire Council, Police Scotland and the Centre81 staff.



We have been awarded £8200 for a health and fitness project. This will include new fitness classes and establishing a new cycle group, Centre81 Cycle Club.



What would
you like to see at

Centre81?

Let us know by completing the feedback slip overleaf. We'd love to hear your thoughts. Forthcoming projects include proposed additional garden space and a new bike project

*"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)

Tenant Panel vacancy	Volunteering	Consultation
Centre81 ideas	Performance	Other

Comments (please use a separate sheet if necessary):

.....

.....

.....

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! Call us on 0141 533 7070 or pop in.



Centre81
2-16 Braes Avenue
Clydebank G81 1DP

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.

OFFICE HOURS

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

We also close until 2pm on the first Wednesday of each month for training.

We will be closed on the following **public holidays**:

Friday 22 and Monday 25 September 2017

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

Clydebank Housing Association Ltd

77-83 Kilbowie Road

Clydebank

G81 1BL

Tel **0141 941 1044** info@clydebank-ha.org.uk twitter: @clydebankha

Fax **0141 941 3448** www.clydebank-ha.org.uk facebook: @clydebankha

