



# ChitChat

## Your Tenancy Account available 24/7

Simply contact us to set up access to your account. Send your email address to [housingmanagement@clydebank-ha.org.uk](mailto:housingmanagement@clydebank-ha.org.uk) to get started. The tenants who got in touch after our last feature are now enjoying round the clock access to their account when they need it.



### Benefits of using the tenant portal:



Make a payment & view rent statements



Manage & update your contact details



Report & view repairs and attach documents and photos



Update your emergency contact

Centre81 Annual Gala Day details on page 17!

## Annual General Meeting Reminder!

Calling all Shareholders! Don't forget you are invited to our 34th AGM on 27 June to be held at 7.00pm in Centre81, 2-16 Braes Avenue, Whitecreek G81 1DP.

The meeting is a great opportunity for shareholders to meet staff and hear about our successes throughout the year as well as our financial position, services we provide and plans for the future. We are thankful to our suppliers and contractors who have again generously sponsored the evening and Shareholders and guests can enjoy this FREE event with food and live music from the fabulous Mick Tausney Band. We look forward to seeing you there!

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

Don't miss out on next years' AGM & Event - become a shareholder for just £1! See page 4 for more details.



### This issue in pictures...



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### Also don't miss:

- *Allocations Policy Live* pg 6
- *Fire Safety in Multis* pg 7
- *Tenant Satisfaction* pg 9
- *Staff News* pg 12
- *Owner News* pgs 14 & 15
- *Performance* pgs 18 & 19



## Universal Credit

Universal Credit only affects people of working age. From 28th November 2018, Universal Credit has replaced 6 current benefits: Income Support, Housing Benefit, Working and Child Tax Credits, Employment Support Allowance and Job Seekers Allowance.

### Did you know?

If you make a new claim for any of these benefits (including housing benefit) or have a change in your circumstances, you will now be transferred onto Universal Credit (UC).

If you are currently in receipt of any of the 6 benefits now being covered by UC, the Department of Working Pensions will contact you when your benefit is being changed to UC. Please note that this may not happen for a few months.

When you are making a claim for UC, it is important to contact us so that we are aware of your circumstances and provide you with advice and assistance.

### How do you claim?

You normally need to claim Universal Credit online at [www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit). If you do not have access to a computer or need assistance, please contact the Rent Team at Clydebank HA and we can assist you and/or refer you to Centre81 or another agency which provides basic IT courses.

### How payments are made?

Universal credit is normally paid once every calendar month in arrears. It is normally paid into a bank, building society or Post Office card account. A single payment is made to each household. If you are eligible for the housing costs/rent element it will be included in your universal credit payment and, unless you agree otherwise with UC and us, it will not be paid to your landlord.

It will then be your responsibility to pay your full monthly rent to us.

If you are in arrears with your rent, we can request housing payments and deductions for rent arrears to be made directly to your rent account.

It is usually cheaper and more convenient to make payments by direct debit so please contact our Rent Team (top right) to discuss. If you do not have a bank account and anticipate you may have problems opening a bank account, please contact us.

### What happens if I have a change in circumstances?

As with all changes of circumstance which could affect your entitlement to benefit, you must let the Department of Work and Pensions know as soon as possible. If you are unsure of which changes need to be reported, you are best advised to contact the benefits agency for guidance. It is advisable to report all changes as soon as possible.

## Free 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 obtain advice on various issues including debt, income maximisation and benefits.

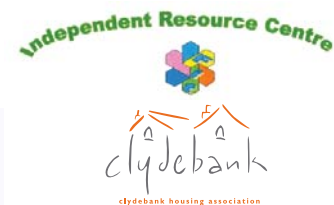
Service available at:

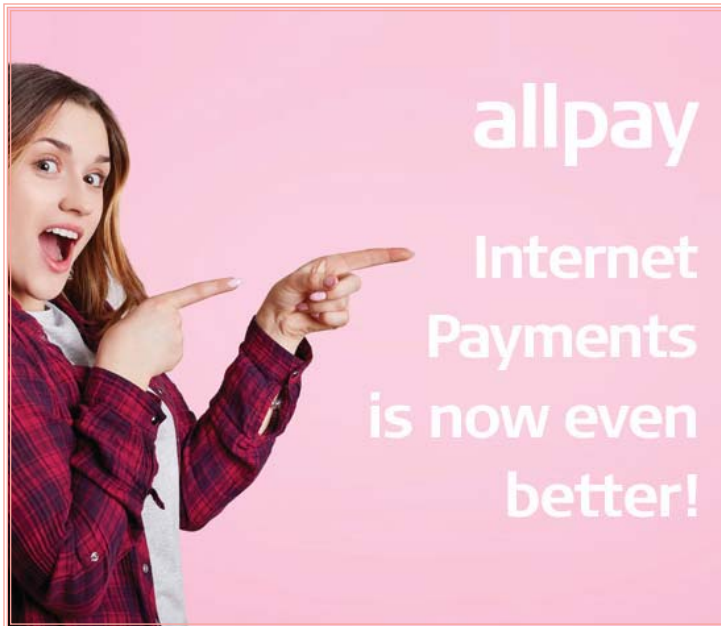
Our office, 77-83 Kilbowie Road, Clydebank G81 1BL, every Tuesday and Thursday, except the last Thursday of the month:

10am – 1pm (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, Whitecreek G81 1DP runs a session every last Thursday of the month: 10am – 1pm. Simply pop-in to the Centre or call 0141 533 7070 to book an appointment.





## Allpay has made Internet Payments easier for you!

We are delighted allpay's Internet Payments website is now fully mobile optimised, giving you a better experience when paying bills via mobile devices.

Lynette Lees, Head of Finance & Corporate Service states, "While setting up a Direct Debit is the easiest way to pay, we offer a full range of payment methods. Allpay offers a quick way to pay your rent, factoring, CHA power and rechargeable repair accounts online".

www.allpayments.net continues to be as fast, safe and easy to use as before, with the added convenience of fitting perfectly to whatever device you are using.

Visit [www.allpayments.net](http://www.allpayments.net) to make your payment.



## Low Income Households paying too much Council Tax

Citizens Advice Scotland (CAS) is taking action to help the estimated 80,000 low income households in Scotland who could be paying too much

Council Tax. The charity has launched a new online tool to help people check if they are entitled to reductions, deductions or exemptions.

The typical annual saving for a household on a full Council Tax reduction is £675.

In April 2013, Council Tax Benefit (CTB) was replaced with a new Council Tax Reduction (CTR) scheme. Since then the number of Scottish households receiving Council Tax Reduction has declined by 78,970, suggesting that the new scheme isn't well known and that thousands of people could be missing out.

Reasons for being eligible for a council tax reduction include being in receipt of some benefits or on a low income, and the amount of reduction depends on income and capital.

Also people may not be aware that discounts or exemptions are available for some people in shared accommodation if they receive housing benefit, care leavers, full-time students, people living with a severe mental impairment, or who own a home that is empty in the short term because of a sale or refurbishment.

In March CAS commissioned YouGov to ask Scots about their finances. The survey of over 2,000 adults found that:

- 47% of Scottish workers run out of money before payday at least sometimes.
- 1 in 4, 26%, of those have missed at least one council tax payment in the last year.

Launching the Council Tax Reduction tool, Citizens Advice Scotland chief executive Derek Mitchell said: "Council Tax arrears are the most common debt issue that people approach our network for help with. For these households every penny matters – we know that thousands of people in Scotland struggle with bills every month.

"It's worrying that almost 80,000 fewer households are getting Council Tax Reduction than six years ago. We can't be sure exactly why this is the case, but we think it's unlikely that this number of individuals and families no longer need that help. It seems more likely that people are either not aware that they could be entitled to money off their Council Tax bills or they need support in making the application."



## Our Mission Statement!

*"Offering our community more than a home"*

## Our Core Values

- Respectful
- Professional
- Responsive and Informative
- Accountable



## Become a Shareholder of the Association

Being a shareholder of Clydebank Housing Association entitles you to be more involved in our activities and have a say in how we run our business. For example, you will be invited to our Annual General Meeting and social event which is held in June each year and you could also go on to become a Management Committee member. We are managed by volunteers who are shareholders and who make the important decisions on the future direction of the Association.

It costs just £1 to become a shareholder for life! Contact the office for an application or to find out more information on becoming a Management Committee member.



Join us online to keep up to date with what's happening and be the first to get information and news



@clydebankha



## What's great about living in Radnor Park flats

- Spacious 2 bedroom flats
- Available to single persons, couples & families\*
- Low-cost heat & hot water
- Keep Scotland Beautiful Silver Award
- Community garden
- Spectacular views
- Major improvements planned over next 5 years including recently refurbished foyer areas (details of the 5 year plans are available on our website)
- Dedicated caretakers
- 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 via our website [clydebank-ha.org.uk](http://clydebank-ha.org.uk).

\* not suitable for children under 12.



Here's what our Radnor Park tenants have to say...

The best thing is they are handy for buses and near the shopping centre.

The best thing is the well maintained lifts and that the common areas are clean and tidy

The best thing is the views, green space, the heating and hot water system and the feeling of being secure

The best thing is they are well looked after by the caretakers, plus the laundry system is very good

## Charge your engines!

We are delighted to announce that our fully-funded electric charging points at Kilbowie Road and at Graham Avenue are now operational and ready to use. Our other charging station at Cart Street will be ready for use by the end of June. The charging points are available to the public 24/7 and are free of charge.

Please refer to [chargeplacescotland.org](http://chargeplacescotland.org) to register for your free charging card and to access details for all local charging sites.



2 electric vehicles get the benefit of our Kilbowie Road charge points

## Community Benefits!

Recently, as part of our Linnvale External Wall Insulation programme, the appointed contractors, A.C. Whyte & Co. Ltd, painted our Art Room and Youth Room at Centre81 as a Community Benefit. What a fabulous job they did too!

We are committed to maximising Community Benefits from procurement activity.



A.C. WHYTE & CO. LTD.

## Smart Heat Conference held at CHA offices



CHA hosted a successful 'smart heat' conference on 4 June. The event focussed on the rise of smart heating and web enabled thermostats, and explored how new remote home sensor technologies could revolutionise the management of housing stock.

Presentations were delivered by Jack Devlin, our Maintenance Officer, and Brian Martin from leading heat innovator Secure Meters.

Jack said, "It's still early days for

CHA in this area. Technology will play a huge part in tackling fuel poverty and we feel we've taken a step in the right direction. We were happy to share what we've learned so far and further explore what benefits smart controls can bring to ourselves and our tenants.

"Improving the cost and efficiency of domestic heat is such a massive issue in Scotland, and we're all too aware how big a hardship fuel poverty is for thousands of households across the country.

## Is your neighbour living in their home?

Recovery of abandoned homes is crucial in satisfying the high demand for housing we experience each year. If you believe that a tenant is not staying in their home and has abandoned it, please contact us in confidence about this.



## 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.

Phone: 0300 244 4000

Email: [ceu@gov.scot](mailto:ceu@gov.scot)

Web: [www.scotland.gov.uk](http://www.scotland.gov.uk)



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

Qualifying Repair	Max. 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

## Our Current Repairs Timescales

- Routine repair – 10 working days. An example is TV aerial faults.
- Urgent repair – 3 working days. An example is door entry system faults.
- Emergency repair – make safe within 4 hours. An example is a repair which is likely to cause injury or death or substantial property damage. We aim to complete the repair within 24 hours.
- Right to Repair – an example is no heating or hot water (see feature on the left).
- Medical adaptations – timescales are subject to the availability of funding and priority as assessed by West Dunbartonshire Council's Occupational Therapy Department.
- Appointments – as the Association does not directly employ labour we are unable to offer appointment times for our external contractors to attend to jobs.

Contractors are provided with timescales to complete work based on the nature of the repair and their ability to attend within these timescales are part of our performance monitoring which is carried out on a monthly basis.



To get involved in reviewing our Repairs & Maintenance Policy, come along to our focus group. Details on page 13.

## New Allocations Policy

### We are live!!!!

Following extensive consultation, the new policy was approved by our Management Committee on 30 April 2019 and went live on 1 May 2019.

Full details and consultation report can be found here <http://clydebank-ha.org.uk/housing/policies/>



## Our Equal Opportunities Statement

**“Clydebank Housing Association is committed to promoting social inclusion by applying principles of equality and diversity to everything we do.”**

Clydebank Housing Association will ensure equality of opportunity across the full range of our activities, including both employment and service provision.

We will not discriminate on the grounds of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, and Sexual Orientation.

Accordingly, we will monitor the composition of our Governing Body, our Staff and our Tenants to enable positive action to be taken, where necessary, ensuring that our services are accessible to all.

The office premises of the Association are centrally located and we will regularly audit them to ensure that physical barriers do not exist, which may impede access to anyone.

Key policies, newsletters and other information will be made available on the Internet and in audio, large print, Braille and other languages, on request.



## Community Soup

Do you have an idea that could improve the area where you live? Do you have an idea that could make a positive difference to local people? Do you have an idea that needs funding to get it started?

If the answer is yes, then the Your Community team want to hear from you. The Clydebank Community Soup is a crowd funding event which brings together local people to provide financial support to projects and ideas that take in the local area.

To find out more and secure your chance to pitch for funding contact:

Sean on 01389 737232

or Colin on 01389

738670 or

YourCommunity@west-dunbarton.gov.uk



## Health and Safety In Good Hands

The Landlord Health and Safety Manual that CHA has adopted, and adheres to, has been recently commended by the British Safety Council.

The Landlord Safety Manual which has been developed by Employers in Voluntary Housing (EVH) and the ACS Risk Group, received a Commended Team of the Year International Award from the British Safety Council for its contribution to Health, Safety and Wellbeing.

This International Accolade recognises the dedication of ACS Risk Group, EVH and landlords working together to improve health, safety and wellbeing.

*Staff of EVH and ACS attended the Awards Gala in London*



## Fire Safety for High Rise Domestic Buildings

The Scottish Government is gathering information and views on proposed actions to strengthen fire safety for people who live in high rise domestic buildings. They will use the responses to improve and refine the proposed actions on strengthening fire safety in high rise domestic buildings. The responses will also inform how these actions should best be implemented to ensure their effectiveness.

To give your views and get involved in the consultation, visit <https://consult.gov.scot/fire-and-rescue/fire-safety-consultation-2019/>

The consultation will run until 17 July 2019.



**Scottish Government**  
Riaghaltas na h-Alba  
gov.scot



## Thanks to our new tenants at Graham Avenue!

It is really important for the Association to ensure that our new build developments, once completed, have met the identified key objectives and that we can learn from feedback (good or bad) from new tenants, consultants and staff who have either been involved in the process or indeed were allocated one of the 44 homes. In order to measure the success of the project against expectations, tenants, staff and consultants completed a post completion questionnaire and we thank those who returned this information as it will be referred to when progressing new build development projects in the future.

Some of the key feedback is listed below: -

- 89% (17/19) of those who responded to the survey indicated overall satisfaction
- Great room sizes/space standards
- Overall design and layout works well
- Some tenants reporting lower energy bills

Improvements for next time!

- Improved contractor handover procedures required – avoid staged handovers where possible
- Externals could be improved upon including refuse and recycling bin arrangements
- Consideration of supplying showers in future new build properties
- Improved customer service

Final defects inspections and works will be completed by mid-June for the final 2 closes and the externals and thereafter, the properties will fully come under the responsibility of Clydebank HA.



## Clydebank HA's Future Development Programme

Following the successful delivery of 44 homes at Graham Avenue, the Association wishes to continue to deliver its objective "to provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area" by embarking on a development programme to grow our housing stock further.

To this end, we currently have 2 projects at different stages in the development process as follows: -

### Queens Quay (37 units)



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

The Association has received and accepted an offer of Grant from the Scottish Government to build 37 housing units in partnership with Cube Housing Association and West Dunbartonshire Council. It is hoped that the scheme will be on site by July 2019.

*Illustration from Queens Quay website*



### Former St. Cuthbert's Church, Dalton Avenue, Linnvale (20-25 units)

The Association recently secured Housing Grant to purchase this site with a view to building a mixture of low rise family and flatted housing units. We are currently carrying out site investigations in the first instance, to ascertain whether the land is fit for purpose and should have results by mid-July. The Association already manages and maintains properties and the open space within the Linnvale estate.



*Former St Cuthbert's Church*

Further details will be available in future newsletters but please do not hesitate to contact Sharon Keenan, Chief Executive, if you have any questions regarding any of our proposed housing developments meantime.



## Results are in!

We were very thankful to the 450 (40%) of our tenants who participated in our independent tenant satisfaction survey with independent market research company, Research Resource. The results are just in!

Overall we are pleased with the results, with a few remaining the same and 4 improving, including satisfaction with the repairs and maintenance service which is an important one for us to monitor. However, 8 areas have dipped in satisfaction and we will work hard to address this. Look out for our feature in the September ChitChat detailing how we are going to address your dissatisfaction and strive to improve our results going forward.

We have also been passed a list of those tenants who wished their details to be passed on because they had ideas, comments or dissatisfaction and we will be contacting them shortly.

Our results, some of which we report to the Scottish Housing Regulator via our Annual Return on the Scottish Social Housing Charter (ARC), are shown below.



Key	Notes
<span style="color: #90EE90;">●</span> Really good - aim to maintain or improve	The previous figures quoted based on 430 tenants in 2017. %s based on those who responded very/fairly satisfied or those who responded yes, where appropriate, and some are rounded up to nearest %. * 2017 figure used as wording of question to be asked changed from 01/04/19
<span style="color: #FFA500;">●</span> Good - aim to better	
<span style="color: #DC143C;">●</span> Not as good as we'd like - room for improvement	

Question	2019 Performance	2017 Performance	Change from 2017
Satisfied with our overall service	93.3%	94%	Down
Found it easy to communicate with us	98.2%	98%	Up
Think rent is good value for money	88.9%	90%	Down
Feels we treat them fairly and with respect	94%	96%	Down
Know we can give advice on moving home	68.7%	87%	Down
Happy we listen to their views and act on them	95.6%	96%	Down
Satisfaction with repairs service provided	90.5%	87%	Up
Happy with our management of the neighbourhood	95%*	95%	Same figure used*
Know how to make a complaint to us if not happy	89.8%	89%	Up
Happy with opportunities given to get involved	89.8%	97%	Down
Feel safe in their neighbourhood all the time	89.1%	87%	Up
Think there are enough ways to get involved	89.3%	94%	Down
Feel we are good at keeping them informed	98%	98%	Same
Satisfied with the quality of their home	87.6%	93%	Down

## Radnor Park Cavity Wall Insulation

Work is now well underway to replace the Cavity Wall Insulation at Radnor Park. These works were identified in order to reduce future maintenance within the properties at Radnor Park and also increase the thermal performance of the building.

We would like to thank all tenants for their continued cooperation in relation to this matter. Work is due to continue within the remaining blocks with all works on schedule to be completed in August this year.

We would remind tenants that none of our repairs reserves have been used for this project as it has been fully funded and the Association continues to realise efficiencies and strive to bring value for money to our residents.



Work in progress

## External Wall Insulation Linnvale

Work has now been completed to 37 properties following a successful programme of work carried out by contractors AC Whyte & Co Ltd.

Not only do these works improve the energy performance of the properties, we hope that you agree that the properties have received a positive face lift and look great.

Minor snagging works are underway and we would encourage tenants to contact our programmed maintenance team with any issues. Tenants will also be given the opportunity to provide their opinion on the works in the near future when satisfaction surveys are sent out.



A.C. WHYTE  
& CO. LTD.

## Internal Wall Insulation Dumbarton Road

Internal Wall Insulation to 23 properties at Dumbarton Road is nearing completion. These works are designed to retain more heat in the home with the view of reducing energy bills. Feedback from tenants has been positive in relation to these works which forms part of our commitment to reduce our carbon footprint.

Any tenants in this area who have yet to have work carried out are encouraged to contact the Association to discuss these works further.



## Re-Wiring

### Attlee Place, BISF & Bannerman Estate

54 properties have been included within an upcoming re-wiring contract to be carried out at Attlee Place as well as those properties, including Bannerman Place estate, which were not completed in last year's programme.

At present the Association is working with a building surveyor in order to acquire a building warrant as well as gather health and safety information which will allow works to commence once a contractor has been appointed.

Further information will be provided once it is available, however, we expect a contractor to be appointed in the near future. We would like to thank our tenants for their patience in relation to these works and would encourage anyone looking for further information to contact our programmed maintenance team.



## Communal Painterwork Programme

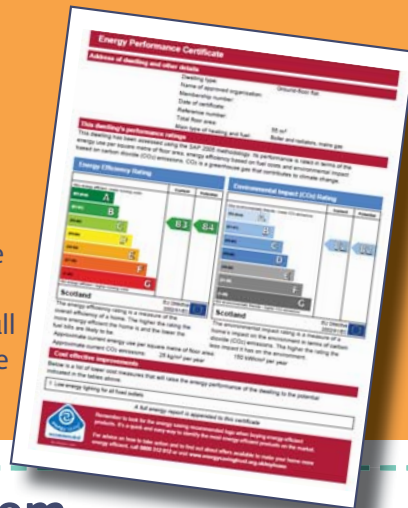
The Association recently acquired the services of Brown + Wallace Quantity Surveyors to carry out surveys of all of our properties. A detailed report has now been provided which will allow for a five year rolling programme to be produced. This programme will include pre painterwork repairs as well as decoration to common areas.

Further details will be provided in the coming months in relation to this programme including a proposed timetable for each housing scheme.

## Energy Performance Surveys

As you may be aware the Association is required to report annually on the energy performance of our housing stock. In order to do this a survey is carried out and a Energy Performance Certificate is produced for every home. These certificates provide important information in relation to improvements that can be made and they have already enabled work to over 400 properties to be identified and carried out.

A last programme of surveys has now commenced and those tenants included in this programme will be lettered by our contractor Alembic Research. We encourage those involved in these surveys to allow for suitable access and all efforts will be made to arrange a time suitable to all.



## Linnvale Bathroom Installations

In March, we were delighted to report MCN (Scotland) Ltd was appointed to carry out bathroom refurbishment works to 137 of our Linnvale properties following a successful tendering exercise.

The contractor has now completed surveys and the programme of work has started.

Installations have been completed at two pilot properties and we are confident that our tenants will be provided with a bathroom to be proud of. For full details of properties to be included, please refer to your 5 year plans.



## Smoke Alarms

The Association is required by law to upgrade smoke alarms within its stock to comply with legislation coming into play in the near future. ALL properties will be included in a programme of works to be completed before 31 March 2020 and these works are detailed in tenant's 5 year major repair plans.

We will be procuring this contract shortly and further information will be provided once a successful contractor has been appointed to carry out these works.

## 5-year Major Repairs Plans

We hope every tenant has now received their personalised 5-year major repairs plan.

We continually invest in our homes and aim to get as much as we can out of our components and renew them only when they reach the end of their useful life. This way we get value for money and, just as important, we are able to keep our rents affordable to tenants and meet our customers' expectations.

All plans are available here: <http://clydebank-ha.org.uk/maintenance/>. If you have any questions please contact Alison Macfarlane or Jack Devlin on 0141 941 1044 or email [maintenance@clydebank-ha.org.uk](mailto:maintenance@clydebank-ha.org.uk)



## Congratulations to Jack Devlin

Clydebank HA has introduced an "Employee of the Year" award which honours an employee who has been recognised by the majority of fellow colleagues as being outstanding at CHA in the past year.

We are delighted to report that the people's vote for outstanding individual achievement went to Jack Devlin, Maintenance Officer, who was recognised for his work ethic, commitment and professionalism, team spirit, wealth of knowledge amongst others and in particular for his overall performance in the past year in terms of taking on more responsibilities.



## Learning Success

Huge congratulations to Michael McLaughlin, who has recently passed his final assignment to achieve his Chartered Institute of Housing (CIH) Level 4 Certificate. Michael is a currently our Digital Connector, based at Centre81 as part of our Aspiring Communities Fund Project. Well done Michael!



## Finance and Corporate Services Staff News

In February, we said farewell to Gemma Connell, our Finance Trainee who moved to start a new position with the Scottish Federation of Housing Associations. Gemma completed her Modern Apprenticeship and her CIH studies during her time at CHA as well as winning the Employability Category at the West Dunbartonshire Youth Awards and being part of the winning apprenticeship team at the SFHA Apprentice Conference in 2018. We wish Gemma all the best for her future career!

We welcomed Taylor Kelly in April as our new Finance and Corporate Services Trainee. Taylor will be mainly based at our reception area dealing with customer enquiries and providing a warm welcome to all visitors. Taylor will be working towards achieving her Modern Apprenticeship qualification in Business Administration and has experience in working with North Glasgow Housing Association. Taylor says "I've settled in well already and I'm enjoying the interaction with staff and customers."



Taylor

## Radnor Park News

### Items on Landings

Letters were issued to all our residents at Radnor Park in May 2019 following discussions with Scottish Fire & Rescue.

We remind all tenants that all door mats/extra carpeting and other items from the communal landings should have been removed as they represent a fire safety risk which can accelerate a fire and/or hinder or injure fire fighters who may be trying to rescue occupants from a flat.

Thank you to the vast majority of residents who have already removed these items and weekly inspections will be taking place to ensure compliance. Anyone failing to comply may face action being taken against them for breach of their tenancy agreement and a report being sent to the Scottish Fire & Rescue.

### No Smoking

Tenants are reminded that all common areas within the blocks are **NO SMOKING AREAS**. This is a legal requirement and is designed to minimise the risk of fire within the block.

Please ensure that visitors to your home also adhere to this policy for the safety of all in your block.



**SCOTTISH  
FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland



clydebank housing association

## Join our consultation register

We have a growing consultation register with tenants, owners and applicants wishing to be contacted for their views when we have new or updated policies for consultation. Simply contact Sinéad at the office to be added, complete the feedback slip on the back page or visit <http://clydebank-ha.org.uk/get-involved/> to sign up.



## Want to share your views on our repairs and maintenance service and standard of empty homes?

Our Repairs and Maintenance and Lettable Standard Policies are due for review. A focus group has been arranged for **11 July 2019** at **10am** at our offices.

To book your place, contact Sinéad at the office by 9 July on 0141 941 1044 or by email [sinead@clydebank-ha.org.uk](mailto:sinead@clydebank-ha.org.uk). Light refreshments will be provided.

## Is our website providing you with all the information you need?

We want your views on our website! We want to know what information you'd like to see on it and whether they are any features we could add to make it easier for you to find the information you are looking for.

A focus group has been arranged for **18 July 2019** at **10am** at our offices. To book your place, contact Sinéad at the office by 16 July on 0141 941 1044 or by email [sinead@clydebank-ha.org.uk](mailto:sinead@clydebank-ha.org.uk). Light refreshments will be provided.



## Tenant Panel Update

The Tenant Panel have met with staff twice recently to discuss their 3rd topic of scrutiny, our performance against the Energy Efficiency Standard for Social Housing (EESH) which should be met by all social landlords by 2020. The Panel have access to all relevant staff and have so far had in-depth presentations, discussion and review of information including:

- EESH background and standards to be met
- SAP ratings & evolving standards
- Energy Performance of our properties and viewing live updates of recording on our system
- Reviewing our detailed submission on our EESH performance to the Scottish Housing Regulator

Their next meeting is taking place at the time of going to print.

We currently have vacancies on our Tenant Panel. To get involved contact Sinéad at the office. For more information visit <http://clydebank-ha.org.uk/get-involved/tenant-panel/>.



**Calling all tenants in Linnvale, Whitecrook and central Clydebank. Did you know your area is underrepresented by tenants groups? Contact Sinéad at the office if you're interested - funding and support available.**

## Customer Care

We were delighted that tenants and other customers took the time to complete our online consultation and/or attend a focus group which was held on 11 April. All views were taken on board and our new draft Policy will be presented to our Management Committee in June for approval.



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

## Linnvale External Wall Insulation

Following on from our successful external wall insulation programme at our tenanted properties, we have been blown away with requests from owners to be included in a similar programme with over 100 registering an interest.

Working with our contractor AC Whyte & Co Ltd, talks have taken place with West Dunbartonshire Council who manage the external funding required to subsidise the measure, with the view of securing funding towards the cost of the project. With the support of West Dunbartonshire Council we are delighted to inform you that a funding application has now been submitted. Once the outcome of the application is revealed the contractor will then be in touch with those people who have registered an interest to provide details of the project and invite everyone to an open event where householders can complete the sign-up process.

Given the level of interest and the fact that work must be completed within the same financial year that funding is secured, it has become clear that this project will have to be completed in the following phases

in line with West Dunbartonshire Council's other funded projects;

1. BISF properties – 2019/20
2. All other Linnvale properties – 2020/21

Please note that, for reasons stated above, funding applications will be made during the proposed financial year in which work will be carried out and costs will not be known until the outcome of the application is made available.

As an Association we are excited to be able to assist AC Whyte & Co Ltd in such a project for owners. We see this as a great opportunity to bring visible improvements in the area that will help reduce energy costs and prolong the lifespan of the properties.

If you have any questions about this project please contact our Programmed Maintenance team on 0141 941 1044 or [programmed.maintenance@clydebank-ha.org.uk](mailto:programmed.maintenance@clydebank-ha.org.uk).

*The finished product looks great*



A.C. WHYTE  
& CO. LTD.



West  
Dunbartonshire  
COUNCIL

## Smoke Alarm Legislation

You may be aware that legislation was passed in February of this year in relation to smoke alarms in ALL residential properties. Owners are reminded that the following is required to be installed prior to February 2021:

- Smoke alarm in main living area and in hall (one on each floor of the property)
- Heat detector in kitchen
- Carbon Monoxide detector in the area close to boiler (if gas is present)
- All equipment should be interlinked

Although it is unclear at the moment as to how this will be policed and regulated, it is likely that failure to comply will result in any insurance policies becoming null and void in the event of a fire. We would therefore urge owners to **TAKE ACTION NOW** to ensure compliance.



## Spotlight on Complaints

The Association has received 2 complaints with regards to its factoring service from 1 January – 31 March 2019. Both complaints were upheld and our procedures were updated to ensure calls are returned within our timescales.

A copy of our Factoring Complaints Handling Procedure is available from the download area of our website. Alternatively contact Craig Coleman, Finance Officer, at our office.


## Gutter Cleaning

Our 2018/19 gutter cleaning programme has now been completed. These works formed part of the contract procured in March 2018 and therefore costs included in the June factoring invoices are unchanged from last year's programme.


The Association will now be commencing work to procure the services of a contractor to carry out our 2019/20 programme in order to get the best value for money for our residents.



*The gutters of these Kirkwood Avenue properties look great after cleaning*



**Under One Roof**  
Online information for flat owners in Scotland  
[www.underoneroof.scot](http://www.underoneroof.scot)



**Discover** how to work happily with your neighbours  
**Find out** your rights and responsibilities as a flat owner  
**Identify** what's wrong with your building  
**Get advice** on organising repairs and dealing with builders  
**Check** out how to pay for repairs

## Major Repairs Involving Owners



We will shortly be sending out information relating to communal major repairs programmes scheduled to be carried out in the next 5 years. These programmes are carried out with the view of reducing future maintenance and also to help maintain the value and appearance of your home.

We remind owners that meetings will be held prior to any programme commencing in which owners will receive a share of the cost. The purpose of these meetings are to provide information as well as hold votes on how to proceed as outlined in your title deeds.

Factoring invoices are issued twice yearly – June and December! Please remember to pay within 28 days of receipt.

## Gas Safety Checks

Owners with gas boilers are reminded to have annual gas service checks carried out at their properties. This is often a job that is overlooked by individuals who believe that disaster won't happen to them yet according to the Health and Safety Executive website, over 500 near misses and approximately 9 fatalities reported each year are attributed to faulty gas boilers.

Don't take the risk and ensure that your boiler is maintained!



## Owner Occupier Focus Group

During recent meetings in Linnvale (below) we gathered interest in an owner occupier focus group to discuss a variety of factoring issues including communal repairs, invoicing etc. We want to ensure owners from all of our stock are included in any focus group to be arranged.

If you are interested, please contact a member of our factoring team at the office on 0141 941 1044 or by email on [factoringgroup@clydebank-ha.org.uk](mailto:factoringgroup@clydebank-ha.org.uk). We hope to organise a meeting for late summer.



We own and manage Centre81 in Whitecrock, home to  & 

## Connecting Clydebank

Our "Connecting Clydebank" Project, funded by the Aspiring Communities Fund, is coming to an end in July 2019. The Project aimed to increase services within the area and to improve access to these services as well as increase participation from local people in Centre81. Our Digital Connector, Michael and our Community Connector, Alan, have facilitated great work as part of the Project, such as mapping all local groups and activities and co-ordinating the massively popular afterschool kids club. The Project also aimed to increase the online capacity and IT skills of local people with weekly IT Skills Drop-in sessions, by providing access to devices and by investigating affordable broadband options for residents.

As we approach the end of the funded period, we are actively seeking volunteers for Centre81 who can help to support the achievements of this Project to ensure the Centre can continue to run these services for the benefit of the community. We would love to hear from anyone who is interested!



EUROPE & SCOTLAND  
European Social Fund  
Investing in a Smart, Sustainable and Inclusive Future



## Café81 relaunched with new leaseholders and new menu in March!



Loads of great food, drinks and home baking are available at Café81. If you want to pre order anything give the guys a call on 07706 460586 and follow them on Facebook for special offers.

- Hot filled rolls from £1.20
- Toasties/wraps from £1.70
- Fry up including tea/coffee £3.60
- French toast from £1.50
- Baked potatoes from £2.00

Homemade goodies including scones and pancakes!



## Centre81 Easter Programme

Our Easter holiday programme ran from Wednesday 3rd–Friday 5th April and again the following week from Wednesday 10th–Friday 12th April. There were almost 100 individual children and young people in attendance over the 6 dates.

Thanks to the funding gained by the Centre81 Steering Group, we were able to support these children and young people, through not only positive engagement such as play, baking, art and sports activities, but also by providing free lunches.

Young people and parents alike were absolutely delighted with the programme.







## BOOK YOUR FUNCTION NOW AT CENTRE81



Contact Ali on 0141 533 7070 or  
email: [ali@centre81.org](mailto:ali@centre81.org)

**Gym 81**

Only £10 per month!



*Call us for more info or pop in for a tour of our gym and to arrange an induction.*

## Clydebank Art Group

Relaxing art group having fun with art and great for beginners and anyone who wants to enjoy some creativity!



Come and join a new relaxed art group inspired by the environment. Admission is free and art materials are provided. The classes often start with some fun doodling and mark making, letting participants enjoy using pens and other art materials. Complete beginners to art are welcome.

Every Wednesday:

3.15pm - 4.30pm (children)

6.30pm - 8.00pm (adults)



## Save the Date for the Centre81 Gala Day Saturday 3rd August 12-4pm



# Our Performance



Please find below our performance for the financial year so far. The tables here show our performance across our services against targets set for the year.

## Housing Performance: April 2018 - March 2019

Indicator	Performance to end of March 2019	End of year target	Previous years' performance	What this means for you...
Maximum rent loss on vacant properties	0.43 % £17,457 😊	0.8 % of annual rental income	0.33 %	<ul style="list-style-type: none"> <li>We can keep rent increases as low as possible</li> </ul>
Current and former tenants gross rent arrears (as % of the total annual rent receivable)	3.84 % £156,922 😞	3.5 %	3.59 % £134,900	<ul style="list-style-type: none"> <li>We offer support/advice to help tenants remain in their homes</li> <li>Keeps our costs low and therefore rent increases as low as possible</li> </ul>
Number of calendar days to let a property	15.05 calendar days 😊	15 calendar days	15.4 days	<ul style="list-style-type: none"> <li>We can keep rent increases low</li> <li>Properties become available quickly which benefits the area</li> <li>No problems with empty properties e.g. vandalism</li> </ul>
Processing of housing application forms	7.6 calendar days 😊	10 calendar days	6.6 days	<ul style="list-style-type: none"> <li>Your transfer housing application form will be dealt with quickly</li> <li>Applicants are aware of their prospects for housing</li> </ul>
Investigating neighbour complaints	87 % resolved/ concluded within timescale. 😞	100 %	96 % resolved/ concluded within timescale.	<ul style="list-style-type: none"> <li>We manage your area in a sensitive manner</li> <li>Better place to live if ASB issues dealt with promptly</li> <li>Happier within your community</li> <li>Getting on with your neighbours</li> </ul>

The roll out of Universal Credit, coupled with an increasing number of tenants has meant arrears have increased during the year. We continue to work on arrears as a priority and explore ways of improving this performance.

Although performance in investigating neighbour complaints improved in the second half of the year, we still failed to meet our target. Improved procedures have been put in place to ensure timeous resolution of complaints received.

## 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. Here are some received from January - March...

Thank you for your advice and assistance. I feel a huge burden has been lifted off my shoulders and I now feel brilliant.  
(Tenant, Linnvale)

I wanted to thank the staff in maintenance for getting the close lights working again.  
(Tenant, Central Clydebank)

I must say a big thank you to Clydebank Housing Association (CHA), at a time the big power companies are putting up their prices, CHA are not raising their heating or hot water charges in Radnor Park for the next year. So all the high flats in Radnor Park will cost the same as last year.  
(Facebook)

I have received exemplary customer service from the staff at CHA.  
(Tenant, Radnor Park)

## Complaints

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.

### Complaints Performance: Jan - Mar 2019

Total number of complaints received	24
Number which were about equalities	0
Number where we were at fault, apology given and rectified	13 (54%)
Breakdown of complaints where we were at fault:	
<ul style="list-style-type: none"> <li>• 4 Maintenance</li> <li>• 3 Finance &amp; Admin/Corporate Services</li> <li>• 2 Housing Management</li> <li>• 2 Factoring</li> <li>• 1 Development (Defects)</li> <li>• 1 Multiple Departments</li> </ul>	
Responded to in full	24
Resolved at front line (5 days)	23
Resolved after investigation (20 days)	1
All were resolved within our published timescales. We have identified improvements including:	
<ul style="list-style-type: none"> <li>• Procedure for out of hours and emergency contacts changed</li> <li>• Staff reminded to ensure target timescales are met and of end of tenancy procedures</li> <li>• Procedures updated to highlight properties with multiple visits</li> </ul>	

## Good to know! Internal Audit & Scottish Housing Regulator (SHR) Regulatory Standards Compliance



Our Management Committee will shortly be carrying out its annual self-assessment against the recently updated SHR's Regulatory Standards of Governance and Financial Management and will report the outcome to the Scottish Housing Regulator, tenants and other customers by October 2019 via our "Assurance Statement". Compliance with the Regulatory Standards is mandatory and therefore it is imperative that as a Registered Social Landlord, our Management Committee ensures that we regularly assess against these standards and take corrective action as required.

The Management Committee also agreed a 3-year internal audit plan where key areas of our service delivery, policies and procedures are scrutinised by Wylie Bisset Auditors/Accountants.

In 2018/19, the following areas were reviewed and assessed, recommendations implemented and many areas of good practice noted, all with the overall conclusion as 'Strong': -

Development, Arrears Management, Maintenance: Contracts Management, Corporate Governance and Follow Up Review.

In addition to the above, the Management Committee again instructed an external audit of our Annual Return on the Charter (ARC) to ensure that the information provided to the SHR and to tenants is accurate and can be substantiated. Previous audits have led to improvements in our data collection and recording and we are confident of the accuracy of our data presented to the Regulator in May.

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

## Maintenance Performance: April 2018 - March 2019

Indicator	Performance to Mar 2019	Year End Target	Previous years' performance
Average length of time to complete emergency repairs	2.22 hours 😊	4 hours	2.48 hours
Average length of time to complete non-emergency repairs	3.82 days 😊	6.5 days (average of 3 days urgent/10 days routine)	3.69 days
Percentage of reactive repairs completed right first time	93.74% 😞	100%	79.8%
Percentage of repairs appointments kept	90.87% 😞	100%	94.1%
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	99.80% 😞	100%	99.8%
Percentage of approved applications for medical adaptations completed	74.54% 😊	n/a - targets cannot be set as fully dependent on the availability of grant funding	61.5%
Average time to complete approved medical adaptation applications	133 days 😞		121 days

“Offering our community more than a home”



## 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)

Universal Credit    Become a Shareholder    Development  
Performance    Consultation Register    Focus Groups    Other

Comments (please use a separate sheet if necessary):

.....  
.....

## Help us Recycle



### Centre81 IT Recycle Project

Do you have an unwanted or unused PC, Laptop or Smart phone?

If so, we are collecting these to give out as part of our IT Recycle programme to enable as many people in our community get 'online' as possible.

If you would like to donate, or would like to find out more please get in touch with Michael at Centre81 on 0141 533 7070.



## EMERGENCY NUMBERS (except New Build)

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, 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**

## EMERGENCY NUMBER (Graham Avenue)

City Technical on **0141 646 5091** (or 0844 579 6493, charges apply).

These numbers are also available on our website, office answering machine and Facebook/Twitter cover pictures.

## OFFICE HOURS

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

We will be closed on the following days. Our emergency repairs service will be available:

Friday 12 and Monday 15 July 2019

We are closed until 2pm on the first Wednesday of each month for staff training.

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

Clydebank Housing Association Ltd

77-83 Kilbowie Road

Clydebank

G81 1BL

Tel **0141 941 1044** [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk)

Fax **0141 941 3448** [www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk)



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clydebank housing association

