



# ChitChat

## SPECIAL EDITION

## We're still here for you throughout the Coronavirus Pandemic

As you will know, in March we closed our temporary office premises at 63 Kilbowie Road to the public until further notice. We apologise for any inconvenience caused.

Our priority is, in the first instance, to ensure the health, safety and wellbeing of our staff, tenants and other customers. During this unprecedented time and in response to government advice, we have made significant changes to the way we operate. This may result in slight delays in responding to e-mails and/or telephone calls. Please be assured we will get back to you as soon as practicably possible. We appreciate your patience at this difficult time.

We are now providing our services via telephone, email, social media and on our website.

We will keep you updated as the situation changes but in the meantime please note the ways you can get in touch throughout this newsletter.

### Contents include:

- Annual Gas Safety Checks *page 3*
- Payment information *page 4*
- Home Energy Advice *page 5*
- Useful Info *back page*

### Useful Phone Numbers - Cut out and Keep

#### Clydebank Housing Association

Our main number - 0141 941 1044

Routine repairs - 0141 941 1044, 07943 178385 or 07779 248160

Heating breakdowns: 0141 941 1044 or Jack on 07507967135

Radnor Park caretakers Jim/John/Charlie - 0141 951 1642

Other areas Caretaker, Alan - 07931 843341

#### CHA Out of Hours Emergencies:

Gas central heating: 0141 646 5091

All other emergencies: 0800 197 1004

#### West Dunbartonshire Council

Switchboard - 01389 737000

Trading Standards - 01389 738552

Council Tax - 01389 737444

#### WDC Out of Hours Emergencies:

Homeless - 0800 197 1004

Social Work - 0800 811505

#### Other

Police Scotland - 101

NHS Inform - 111

Clydebank Health Centre - 0141 531 6363

Citizens' Advice Bureau - 0141 435 7590

Women's Aid Clydebank - 0141 952 8118

Gas Emergencies - 0800 111 999

Scottish Power Emergencies - 0845 2727999

Scottish Water Emergencies - 0845 6008855



If you are a tenant or resident and have not already provided us with your email address, please email your name and address to [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk) to receive the most up to date information or follow or visit us on social media @clydebankha.

**CORONAVIRUS COVID-19**

For the latest updates visit - <https://www.clydebank-ha.org.uk/channels/coronavirus-information/>

## Fully Digital Housing Pack now live on our website!

We're delighted to launch our fully digital application process. You can complete our editable housing application form and medical form, if required, on your computer and return to [applications@clydebank-ha.org.uk](mailto:applications@clydebank-ha.org.uk).

Visit our website for more information - <https://www.clydebank-ha.org.uk/housing/applying-for-a-house/>





## CHA 'Check-In' Calls

Our staff have commenced a 'check-in' phone call with our vulnerable tenants to see if we can provide any help or signpost to other support services in the first instance. Please note in some cases this may be from a mobile phone number/unknown number as staff are working from home. **Be scam aware** – we would never ask for bank details during these calls. Please note that any tenant can call us if they need guidance/support on any aspect of their home and we'll provide any help we can or signpost to other support services.

**Anti social behaviour complaints, housing list enquiries etc. please call us on 0141 941 1044 or email us: [housingmanagement@clydebank-ha.org.uk](mailto:housingmanagement@clydebank-ha.org.uk)**

## Estate Management Service

We continue to operate a restricted estate management service. For the protection of our customers and staff and in keeping with the Government's social distancing measures, we will only be carrying out limited inspections of common areas for the time being. Residents can still report any issues to us on 0141 941 1044 or by emailing [housingmanagement@clydebank-ha.org.uk](mailto:housingmanagement@clydebank-ha.org.uk) or completing the form here <https://www.clydebank-ha.org.uk/housing/estate-management/>. Unfortunately, due to staff shortages at this time, we are only able to run a limited caretaking service at Radnor Park. We will continue to provide essential services like daily cleaning of lifts and foyers as well as waste management to allow tenants to continue putting small bags of rubbish down chutes.

## Applying for housing, mutual exchanges and offers of housing

Despite being closed to the public, all of our housing application and letting services are operating as normal. At this time we would appreciate applications being made through our website [www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk) wherever possible. If you cannot access the internet, you can phone the office on 0141 941 1044 or email us at [housingmanagement@clydebank-ha.org.uk](mailto:housingmanagement@clydebank-ha.org.uk) and we will post an application out to you.

We will put in place special provisions for signing up new tenants who are self-isolating or suffering from the Coronavirus to ensure that no one misses out on an offer of a house as a result of illness.

## NEW!

## Virtual Viewings

We have been working hard to adapt our processes to allow as much of our work as possible to continue during the lockdown situation.

We are delighted that we have put in place virtual viewings for our applicants who have been offered a house. Virtual viewings can take place over live FaceTime, WhatsApp, Messenger, Skype or other video chat programmes.



## Your Repairs

We want to reassure tenants we continue to have access to a pool of contractors and are keeping in close contact with them in relation to their staffing and availability. All contractors, if they have to come into your home, have all of the appropriate PPE (safety equipment).

### Reporting Repairs

Please consider whether your repair can wait before requesting a visit. If your repair is low priority we may ask you to wait before it can be carried out. We would encourage you to send us photographs or a video of any defect to remove the need for a pre-inspection.

**Please let us know if you are self-isolating.**

Please note that when you call to report a repair you will be asked the following questions before a contractor visits your home:

- **Are you or any members of your household self-isolating?**
- **Do you or any member of your household have any of the known symptoms?**
- **Have you or any members of your household tested positive for corona virus?**

You can contact us for repairs as follows:

**During working hours:** 0141-941 1044 or by email: [reactive.maintenance@clydebank-ha.org.uk](mailto:reactive.maintenance@clydebank-ha.org.uk)

**For day-to-day/essential repairs (e.g. water leaks, choked wc):** [reactive.maintenance@clydebank-ha.org.uk](mailto:reactive.maintenance@clydebank-ha.org.uk) or to report a repair online <https://www.clydebank-ha.org.uk/maintenance/report-a-repair/>. Ask for Ali on 0141 941 1044 or Rae on 07943 178385 or Sam on 07779 248160.

**For programmed repairs (e.g. heating/hot water breakdowns, gas services, smoke alarms):** [programmed.maintenance@clydebank-ha.org.uk](mailto:programmed.maintenance@clydebank-ha.org.uk) or ask for Chato on 0141 941 1044 or Jack on 07507967135.

**Out-of-hours:** for gas central heating emergencies, including CHP breakdowns in Radnor Park, call City Technical on **0141 646 5091** (or 0844 579 6493, charges apply). For 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 on **0800 197 1004**.



## Annual Gas Safety Checks

We know this is an anxious and uncertain time for our tenants but we need to ensure the safety of you and your neighbours by carrying out your annual gas safety check when this is due. We have measures in place to ensure the safety of your household and our contractor when carry out the safety check. If you receive notification that your service is due and have concerns, please call us to discuss.



*Please note as staff are working remotely, they may call you from a CHA mobile or unknown number.*



@clydebankha



We cannot stress enough the importance of keeping in touch if you are experiencing problems especially during these uncertain times. You can contact us in many ways including our social media accounts @clydebankha.

Information is always available on our website:

[www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk)

## Account Payments as Normal

We wish to reassure all our customers that rent, factors and CHA Power payments can be made as normal.

The Scottish Government's position is that no one should face eviction as a result of financial hardship caused by the coronavirus outbreak. Clydebank Housing Association completely agrees with this stance which has been agreed in order to support people who are struggling financially because of the pandemic.

We are sympathetic to our customers who are either worried about or who have already been affected by the impact of Covid-19. We urge you to contact us if you have any concerns about your ability to pay your rent or other bills or are feeling vulnerable. We know that these are challenging times and our experienced Housing Team will help you by providing you with advice or signposting to other agencies such as welfare benefits. Our team is available on the following numbers: **0141 941 1044, 07940 479372, 07903 622059** or by email at [housingmanagement@clydebank-ha.org.uk](mailto:housingmanagement@clydebank-ha.org.uk).

Continuing to pay your rent, CHA Power and factors accounts is vital to Clydebank Housing Association. As an Association, we are not being offered 'payment holidays' from our lenders and others and we also require to continue to provide and pay for services to you, our tenants and other customers, which are funded through our rental and factoring receipts.



## Payment Methods

You can use the following methods to make payments:

- Online debit card payments via [www.allpay.net](http://www.allpay.net) just click the 'Make a Payment' section. The registration process is simple.
- By phone via Allpay on 0844 557 8321 – debit cards only.
- By visiting a Paypoint outlet. Cash or Debit card payments can be made at any shop or outlet displaying the Paypoint sign. A full list of outlets can be found at <https://consumer.paypoint.com>
- For RENTS: By telephoning the Clydebank Housing Association office on 0141 941 1044, 07903 622059 or 07875 380125, please note only debit card payments can be made using this method.
- For RENTS: By Direct Debit – to set up please contact our office on 0141 941 1044, 07903 622059 or 07903 622060.
- For Factoring and CHA Power accounts: By telephoning the office on 0141 941 1044 or 07943 178387.
- By direct bank payment – contact us for the correct bank account details on 0141 941 1044.

*If you call a mobile and have limited credit on your phone, we can call you straight back.*



## Information from the Department of Work & Pensions



As the DWP works round the clock to cope with the unprecedented volume of new applications for Universal Credit, it confirmed verifying the claims that have been made may necessitate ringing the claimant. However, some claimants may not answer if the caller identification is either an 0800 number or if it appears as 'private' or 'number withheld'. Claimants are being encouraged to maintain contact with the DWP via their online journal and, if answering a call, they should be fully satisfied that the caller is genuine as the DWP staff will:

1. Contact the customer via their Universal Credit Journal advising that DWP will be calling soon.
2. Provide the customer with the last three digits of their unique Universal Credit account code/number.
3. Provide the customer with the last three digits/letters of their postcode.

The DWP is asking claimants not to call it about their claim, as it wants to free up as much capacity to able to ring claimants if it needs to verify an application. They have asked that you only call them if you are unable to use Universal Credit online.'

## Radnor Park Multi Storey Update

### Caretaking Service

We apologise for any inconvenience but unfortunately, at present, we are only able to provide a reduced caretaking service.

The revised service will operate Monday to Friday from 8 a.m. till 4 p.m. (with lunch hours during this period for staff).

You should continue to use the following numbers to contact a member of the revised caretaking team:

John – 07875 379176

James – 07875 380125

Please note that it may be different members of staff who answer these numbers.

You can also contact the maintenance team by leaving a voicemail message on 0141-941 1044 or emailing [reactive.maintenance@clydebank-ha.org.uk](mailto:reactive.maintenance@clydebank-ha.org.uk).

Please remember the social distancing rules if you come into direct contact with any of the caretaking team.

### Water Hygiene

As we have been unable to carry out the usual random checks in individual flats, can you please ensure that any taps, which haven't been used for a period of 7 days, are run for 5 minutes before use.

If you are having any problems with water temperature, please use the above numbers or email to let us know.

Thanks for your patience and assistance.

### Lifts & Social Distancing

Please note in order to respect social distancing guidelines, only one person is to be in a lift at any time unless they are from the same household.

### Extended Laundry Hours

To assist tenants who may require additional laundry turns, and to help with safe distancing, the laundries will now be open:

**Monday to Friday 8a.m. till 9p.m.**

We would ask that tenants manage these additional turns themselves by giving consideration to those tenants most in need of extra turns i.e. NHS workers.

Thanks for your co-operation.

### Hand Sanitiser

We have provided these in the foyers for the Health and Safety of all tenants when entering a common area. Please show consideration for others and do not remove these. They are in short supply.



HM Government **NHS**

**Coronavirus**  
**Got symptoms – even mild ones?**

**DO NOT** leave the house at all for 7 days.  
**EVERYONE** else in your household must not leave the house for 14 days.

**STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES**

## Grass Cutting

We are pleased to advise that our landscape contractor has commenced the summer programme of grass cutting.



For the latest updates visit - <https://www.clydebank-ha.org.uk/cha-news/coronavirus-information/>

## childline

ONLINE, ON THE PHONE, ANYTIME  
childline.org.uk | 0800 1111

Morrisons Erskine has informed us they are doing a free next day delivery service for people who are vulnerable and who are self isolating. Call 0345 611 6111 and press option 5 to put in the order of essentials such as bread, cheese, milk, meat. Payment will be taken by card by the driver using social distancing measures.



## Citizens Advice Bureau

If you require advice you can contact them through the following number:

0141 435 7590



Centre81, Gym81 & Cafe81 remain closed to the public until further notice. Follow Centre81 on Facebook for updates:

@Centre81\_Clydebank



## WE'RE HERE FOR YOU

Living with cancer in West Dunbartonshire?  
The Improving the Cancer Journey service is here to support you.



We're here to help everyone with cancer live life as fully as they can, providing physical, financial and emotional support. So whatever cancer throws your way, we're right there with you.

For information, support or just someone to talk to, call 0808 808 00 00 or visit [macmillan.org.uk](http://macmillan.org.uk).

[improving.cancerjourney@west-dunbarton.gov.uk](mailto:improving.cancerjourney@west-dunbarton.gov.uk)



## Centre81 Steering Group

The Centre81 Steering Group and Café81 are working from Centre81 to distribute food and essentials, via a foodshare project, to tenants and the community. A huge thank you from all of us at CHA for all of your help.

Check out the Steering Group Facebook page (search for them) or twitter @centre81sg for recipes, demos, getting to know their Committee and more.

## Bin Collections

West Dunbartonshire Council remain responsible for bin uplifts, but are currently operating a reduced service where only general uplifts are taking place on a weekly basis. All waste should be disposed of via this method using your general bin. Please contact the Council on 01389 737000 for any further information or through their social media accounts. The Council thank you for your patience and understanding during this unprecedented situation.



### Recycling Collections Ceased

Please note that as recycling collections have ceased, blue bags should not be put out on landings for collection for the foreseeable future.



## Help us keep them safe

If you're concerned about the safety of a child, reporting it quickly will allow us to help safeguard vulnerable children in our area.

#KeepKidsSafeC-19

0141 562 8800

## Home Energy Scotland open and working hard to support householders

You could face higher energy bills as a result of Lockdown, especially if required to work from home using IT equipment. The Scottish Government's Home Energy Scotland advice service can support people whose home heating and energy use is affected by the coronavirus (COVID-19) outbreak.

Determined to help, the free and impartial energy advice service is open as usual, with telephone advisors working safely from home to help householders worried about their energy bills or struggling to stay warm at home.

Advisors can help with any questions people may have around staying warm and saving energy whilst self-isolating, working from home, or getting to grips with home-schooling duties.

The team has the latest information from energy suppliers who have agreed emergency measures to make sure vulnerable people and those with prepayment meters do not get cut off during the coronavirus outbreak.

For advice, contact a friendly advisor free on 0808 808 2282, Monday – Friday 8am – 8pm and Saturday 9am – 5pm.

For the latest information from Home Energy Scotland and top tips for saving energy, visit [www.homeenergyscotland.org](http://www.homeenergyscotland.org).



## COVID-19 Home Fire Safety Checklist



**With all of us spending more time at home due to COVID-19 there can be an increased risk of fire.**

**Here are some steps to help you stay safe in these challenging times:**

- Don't leave cooking unattended** and don't cook if you're tired, under the influence of alcohol or drugs or on strong medication.
- If you smoke, **smoke outside**, at an open external door or window and never while under the influence. **Always use an appropriate ashtray.**
- Using a laptop? Make sure it's placed on a hard surface **to prevent overheating.**
- Always turn** computers and laptops **off at night.**
- Don't overload** electrical sockets.
- Make sure all common areas and exits are **kept clear** of any combustible materials and don't leave any items in escape routes.
- With bin collections reduced at this time it is important that flammable items like cardboard or paper are **safely stored.**



**At night when you go to bed:**

- Ensure white goods such as washing machine, dishwashers or tumble dryer are **switched off**, and **never used while sleeping or out.**
- Switch off** all electrical appliances not designed to be left on overnight.
- Don't leave** chargeable items like phones and tablets **charging overnight.**
- Turn off** portable heaters and put a fire-guard around the fire place.
- Keep mobility aids and any methods of calling for help **accessible** for a cared for person.
- Before going to bed, check any candles and cigarettes are **extinguished.**
- Make sure the main door keys are **accessible and in a safe place.**
- Close all the internal doors** before going to bed.



**And finally:**

- Make sure you have **working smoke alarms.** Test them **once a week.**



# CORONAVIRUS COVID-19 SIGNPOSTING BY CHA



## Advice for Older People

Age Scotland has compiled advice for older people and their families on how to avoid exposure to the virus, as well as actions we can all take to help each other.

[www.ageuk.org.uk/scotland/information-advice/health-and-wellbeing/coronavirus/](http://www.ageuk.org.uk/scotland/information-advice/health-and-wellbeing/coronavirus/)

Tel – 0800 12 44 222 (Mon-Fri 9am-5pm)

## Friends Against Scams

Friends Against Scams aims to protect and prevent people from becoming victims of scams. Specific advice is given related to coronavirus scams.

[www.friendsagainstscams.org.uk/](http://www.friendsagainstscams.org.uk/)

Twitter @AgainstScams  
Facebook @FriendsAgainst

## Parentline Scotland

Parentline Scotland offer help and advice to anyone who needs them. They will support every family to cope through coronavirus.

[www.children1st.org.uk/help-for-families/parentline-scotland/](http://www.children1st.org.uk/help-for-families/parentline-scotland/)

Tel - 08000 28 22 33 (Mon-Fri 9am-9pm, Sat-Sun 9am-noon)

## Viral Kindness Scotland

The Viral Kindness Scotland project

was launched to help vulnerable people who are self-isolating or experiencing difficulties with social distancing.

<https://www.viralkindness.scot/>

Tel – 0800 054 2282

## Refuge

Refuge's Domestic Violence national helpline and website is available for free, confidential support. Call for advice from highly-trained female advisors.

<https://www.nationaldahelpline.org.uk/>

Tel - 0808 2000 247

## Breathing Space Scotland

Call Breathing Space Scotland for listening, advice and information for people in Scotland feeling low, stressed or anxious.

<https://breathingspace.scot/>

Tel - 0800 838587 (Mon-Thur 6pm-2am, Fri 6pm-Mon 6am)

## Alzheimer Scotland

Alzheimer Scotland wants to reassure you that they are there for you if you are looking for information, emotional support or just need someone to talk to.

Tel - 0808 808 3000 (24 hour, Freephone Dementia Helpline)

## Business Support

Get help and support for your business during the Coronavirus pandemic from the Scotland Government's Business Support Scotland service.

<https://findbusinesssupport.gov.scot/>

Tel - 0300 303 0660 (Mon-Friday, 8:30am to 5:30pm)

Textphone: 0800 023 2071

## LGBT Health & Wellbeing

Their helpline has been awarded extra funding by the Scottish Government to increase Tuesday and Wednesday hours to offer a listening ear.

<https://www.lgbthealth.org.uk/>

Tel - 0300 123 2523 (Tue/Wed 12-9pm)

Email - [helpline@lgbthealth.org.uk](mailto:helpline@lgbthealth.org.uk)

## Shelter Scotland

Shelter Scotland don't provide houses, but they do provide answers. From homelessness to home owners, they have housing advice for everyone.

[https://scotland.shelter.org.uk/get-advice/scottish\\_housing\\_advice\\_coronavirus\\_COVID\\_19](https://scotland.shelter.org.uk/get-advice/scottish_housing_advice_coronavirus_COVID_19)

Tel - 0808 800 4444 (Mon-Fri 9am-5pm)

Please stay safe and don't go out unless absolutely necessary - follow Government advice.

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

## Clydebank Housing Association Ltd

Temporary Office: 63 Kilbowie Road, Clydebank G81 1BL (currently closed)

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

twitter: @clydebankha



facebook: @clydebankha



Fax 0141 941 3448

[www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk)



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clydebank housing association

