



# Newsletter

Welcome to our first contractors' newsletter, the aim of which is to share good news and good practice and so that all contractors are reminded of our core values. Please contact Jack or Sinéad at the office if you have any photos or stories for our next issue.

## Thank you kindly...

Below are some compliments received from our residents October-December regarding contractors. All compliments are emailed to the contractor. Well done to those mentioned and keep up the good work!

We thank all of our different contractors who were able to work for us during the different tiers/lockdown as allowed.

Just a wee email to pass on my thanks to the lovely guy who came to fix my TV aerial. He was really friendly and so helpful. *(Aberfoyle Satellites)*

The plumber arrived in less than 2 hours after my call and resolved the problem in less than 10 minutes. Please pass on my thanks. *(C Hanlon)*

Tenant phoned to thank the 2 contractors that were arranged to attend and for all our service. *(ETI & HiFlow)*



## Our Core Values

It is important that your operatives know our core values and the type of behaviour and actions we expect in your dealings with our tenants and other customers:

**Respectful** We will treat all our customers with courtesy and respect.

## Responsive and Informative

We will listen, respond and inform through effective and timely communication.

**Accountable** We will be open, honest and approachable and act with the highest integrity at all times.

**Professional** We will ensure we have the appropriate skills and strive for excellence in all aspects of our service.

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## Apprenticeship News!

We are absolutely delighted to introduce our latest apprentice, Joel Murphy, pictured right. Joel will be assisting our Estate Caretaker, Alan Duckett, in keeping our neighbourhood looking ship shape, for the comfort and safety of our residents.



It would be great if you could share a photo and some words on any apprentices you have or their successes for our next edition.

## Maintenance Performance

Progress against our maintenance targets to 31 December. We report this performance information annually to the Scottish Housing Regulator.

Indicator	Performance to 31 Dec 20	Year End Target	Previous years' performance
Average length of time to complete emergency repairs	1hr 47min 😊	4 hours	2.04 hours
Average length of time to complete non-emergency repairs	3.72 days 😊	6.5 days (average of 3 days urgent/10 days routine)	3.38 days
Percentage of reactive repairs completed right first time	90.52% 😞	100%	91.47%
How many times in the reporting year did you NOT meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check?	9 😞	0	0
Void properties repairs (Maintenance days only)	Q1 – 47.67 days Q2 – 37.00 days Q3 – 18.36 days (45 voids) 😞	10 (calendar) days for a void and 15 (calendar) days if major repairs are required.	13.15 days (91 voids)

## Public Contracts Scotland



### CURRENT Reactive repairs and maintenance

Return date for Contract Docs -  
Fri 19/03/2021

Contract Award -  
Tue 13/04/2021

Mobilisation & Transition Period -  
Fri 30/04/2021

Contract Start Date -  
Tue 01/06/2021

(Subject to change)

### COMING SOON Painter work programme

## Complaints

Alas much the same as ourselves whilst we receive compliments, we also get complaints. We report complaints to our Management Committee, the board of volunteers which runs the Association.

We want to provide the best service possible to our customers. Unfortunately 5 of 6 complaints about our maintenance contractors were upheld in the quarter, shown below.

Complaints - 1 October - 31 December 2020	
Total number of complaints received	14
Number where we were at fault, apology given and rectified	11 (79%)
We were at fault in <b>5 out of 6 Maintenance complaints received.</b>	
Of the 14 complaints received this quarter, 6 were about contractors and 5 of these were upheld (we were at fault). A theme has been identified whereby contractor attitude was cited on 3 occasions (all upheld) across 3 different contractors. It is unacceptable for contractors to be disrespectful/discourteous to tenants and swift action by the Association is important. A service improvement has been put in place from December, that Customer Care is included on every contractor performance meeting agenda and also the introduction of this newsletter can help convey our core values to all contractor operatives.	

## Staff Changes

There will be some new faces in our Maintenance team soon as we are recruiting for a Maintenance Officer (1 year fixed term) and a Maintenance Assistant (temporary).

Our Maintenance Assistant, **Chato Chilambwe**, recently left us after 12 years. Chato joined us straight from high school as a Trainee, securing the Maintenance Assistant position in 2016.

Chato will be missed by us all and we wish her the very best for her future career.



## Our Staff Contact Details

Rae Carruthers Clerical Officer  
[rae@clydebank-ha.org.uk](mailto:rae@clydebank-ha.org.uk)

Ali Mailey, Maintenance Assistant (pm)  
[ali@clydebank-ha.org.uk](mailto:ali@clydebank-ha.org.uk)

Sam Joyce, Acting Maintenance Officer  
[sam@clydebank-ha.org.uk](mailto:sam@clydebank-ha.org.uk)

Jack Devlin, Acting Housing Services Manager  
[jack@clydebank-ha.org.uk](mailto:jack@clydebank-ha.org.uk)

Photos/stories for next edition:  
Sinéad Farrell, Communications Officer  
[sinead@clydebank-ha.org.uk](mailto:sinead@clydebank-ha.org.uk)

*Please do not reply directly to our Homemaster (housing system) email addresses.*



We've recently launched our **Your New Home** guide for new tenants to know what standard of property to expect from us.

Have a look at <https://clydebank-ha.org.uk/housing/your-new-home/>



**Invoicing** - Just a reminder to send invoices only to the following email address: [maintenanceinvoices@clydebank-ha.org.uk](mailto:maintenanceinvoices@clydebank-ha.org.uk)

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We apologise for any delays in processing invoices in these first months of our new housing system.

## Community Benefits

In the last year or so, our contractors/suppliers have contributed towards a clear out day, provided a foodbank donation and donated power washers for areas of our stock. Please let us know if you think of any way you could help out our community.



**G.O.C. Engineering Services**



**Clear business.**



**Magnus**  
Electrical Services

**clydebank**  
clydebank housing association



"Offering our community more than a home"



## Feedback on Estates/Tenants



Please let us know if you see anything out and about in our estates or in our tenants' homes that you think needs our attention.

Please note this information can be so valuable in helping us support our tenant's in their tenancy. Information will be treated in confidence. In most cases it will be our new Tenancy Sustainment Officer, with us 2 days a week, who will take this information forward.

Recently, where contractors have provided feedback to us, it has benefitted our tenants in a number of ways. Examples include the provision of fuel vouchers and referrals to local charity Men Matters, job support agency the Lennox Partnership and our new Welfare Rights Officer. Recent compliments are shown below:

*"Thank you so much for inspiring me to go to Men Matters"*

*"Thank you for helping me access a new couch and bedding"*

## Right First Time



Did you know we are required to report on repairs carried out within our properties to the Scottish Housing Regulator on an annual basis?

One area which directly affects customer satisfaction and was lower in 2019/2020 was reactive repairs completed Right First Time. Only **91.5%** of repairs were completed Right First Time compared to the national average of 92.4%. Our target each year is at least 95%.

### What does this mean?

It is not Right First Time if it is not completed within timescale or if the repair needs to be attended to again within the financial year.

### How it is monitored?

We report on the performance of each contractor to our Housing Service Sub Committee and will discuss it at our regular contractor progress meetings.

### How can you help us?

Please provide detailed information on invoices and submit in a timeous fashion. We can then record this data and report accurately on your performance to our Committee. Where possible, photographic evidence is welcomed both for completed jobs and evidence of no access. Our Contractors Portal will make this easier (see the article below).



## Contractors Portal

We recently moved to new housing software. In order to maximise its effect and improve communication between all parties, we will be utilising the Contractors Portal. This will allow you to update jobs in real time and keep track of progress of your invoices/payments. Training will be available for all of your staff/operatives, including admin staff, between April-June 2021. Please look out for more information nearer the time.

### Clydebank Housing Association Ltd

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