



# ChitChat

## New Chief Executive for Association



We were delighted in April to announce Lynette Lees as our new Chief Executive. Lynette took up the position on 19 April and has a wealth of career experience, having been the Association's Head of Finance & Corporate Services for three years and a key member of the Association's Senior Staff team for 14 years.

Kimberley Tennant, our Chairperson, said, "Lynette stood out from within a very strong field of applicants and I am confident that she will continue to further develop our advantaged position in terms of governance, finances, structure and new build development. The Committee is very much looking forward to continuing its productive and successful working partnership with Lynette for many years to come."

Lynette said of the appointment, "I am delighted to be appointed as Chief Executive and look forward to building on the Association's great achievements to date. I am dedicated to the tenants, staff and Management Committee of the organisation and can't wait to get started in my new role."

**Newly Launched Chief Executive Coffee & Chat sessions - see page 7**



## Get involved in our Decision Making!



*Kimberley Tennant,  
Chairperson*

For over 35 years, we have been doing our best to deliver quality housing and support for our customers. We have been lucky in attracting talented and committee members to lead us in achieving our objectives. We have vacancies on our voluntary Management Committee and we would be delighted to hear from tenants and residents who would be willing to give up some of their spare time to contribute to the Association and help us achieve our future goals. In return, you will gain a real sense of making a difference and will have access to learning and development opportunities.

The only experience you need to have is an interest in the wellbeing of our local community and our housing and estates. We want to attract applicants from all backgrounds, communities and ages and we'd love to hear from you.

If you'd like to know more about what is involved in being a Management Committee member and how to go about it, please call Lynette Lees, our Chief Executive, at the office for further information or return the feedback slip on the back page.

This issue in pictures...



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**Ways to get in touch with the Chief Executive:**

- Call 0141 941 1044
- Email [lynette@clydebank-ha.org.uk](mailto:lynette@clydebank-ha.org.uk) or [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk)
- Facebook or twitter [@clydebankha](https://www.facebook.com/clydebankha) – please send a direct message through our social media channels

**Also don't miss:**

- Repairs Survey Results *page 7*
- Project Successes *pages 12-13*
- Get Involved section *pages 14-15*

## Current Service Levels

June 2021



**NORMAL** - with COVID checks and measures in place where necessary, along with social distancing measures where required



**DISRUPTED**  
(depending on further easing of restrictions)



**CLOSED**



Customer Services  
(phone & email)



Allocations/  
Mutual Exchanges



Major & Cyclical  
Repairs



Open Space  
Maintenance



End of Tenancy  
Inspections



Requests for  
Information



Estate  
Management  
and Inspections



Processing Housing  
Applications



Reactive  
Repairs



Payment Advice



Complaints



Development  
Programme



Invoice Payment  
Processing



CHA Power Ltd



Payments in  
Person



Tenant  
Participation



Centre81 &  
Gym81



Main Office - 77-  
83 Kilbowie Road

More information is available <https://www.clydebank-ha.org.uk/cha-news/coronavirus-information/>

## Scottish Housing Regulator Assessment of CHA

We were pleased to be assessed as Compliant by the Scottish Housing Regulator again this year. This means the Regulator is satisfied with both the financial and non-financial information received from us and don't require any further assurance from us at this point in time.

The Regulator's assessment takes account of our Annual Return on the Charter (ARC) and our progress towards meeting the Energy Efficiency Standard for Social Housing (EESH) both of which we submit each May. Financial information includes our audited accounts, five year financial projections and loan portfolio returns.

The Regulator's aim is to protect the interests of tenants, homeless people and others who use the services provided by social landlords like the Association.



Scottish Housing  
Regulator

## Radnor Park Laundries

It has been noted that some tumble dryers are not being left in the condition expected after a laundry turn. Please ensure to remove fluff from the machines to allow the machine to be used by the next person in a clean and tidy condition. Please also remove all debris left around on worktops. We thank those tenants in advance for their co-operation.



## Universal Credit

Just to reiterate the news we heard back in March, that Universal Credit shall no longer be paying the benefit to any tenants who have a Post Office bank account as of November.

Contact us or the Council's Money Worries service (WhatsApp or text 07800 005227) for advice or support in setting up another bank account.



## Our Welfare Rights Service

We want to remind tenants of our dedicated welfare rights service for tenants. Katie will ensure that tenants are aware of and receive their maximum benefits.

Katie will carry out benefit calculations regardless if tenants are in or out of work, working age or retired and can identify any benefits you may be entitled to and can assist with the application of these benefits. In addition to this, Katie can help to challenge benefit decisions through mandatory reconsiderations and appeals.

Get in touch for an appointment:

- Monday, Wednesday and Friday 9.00am to 12.30pm
- Tuesday and Thursday 1.30pm to 5.00pm

Email: [katie@clydebank-ha.org.uk](mailto:katie@clydebank-ha.org.uk)

Tel: 0141 941 1044



## Tenancy Sustainment Service

Our Tenancy Sustainment Officer, Nikki Quinn, can support tenants in their ability to sustain their tenancy. Nikki works in partnership with a variety of local and national agencies to highlight support that tenants may otherwise not be aware of, including the Scottish Welfare Fund, fuel assistance and agencies that provide support for both physical and mental disabilities.

We urge any tenants needing this support to contact Nikki.

Email: [nikki@clydebank-ha.org.uk](mailto:nikki@clydebank-ha.org.uk)

Tel: 0141 941 1044



## Thank you for your compliments

We are pleased to receive compliments on our service when we get things right. We received 13 compliments between 01 January and 31 March. We thank customers for taking the time to contact us. We really appreciate it...

Tenant thanked CHA for the support provided to help sustain their tenancy.

New tenant is delighted with their house and said the neighbours are great. Tenant can't explain what a positive difference that we have made to their life.

Taylor is always so friendly and helpful whenever I need to call the office. She is an asset to the Association.

*Thank you*

## Annual General Meeting

We have taken the decision to postpone our Annual General Meeting (AGM) due to be held at the end of June 2021, as we await further guidance from the Scottish Government and Scottish Federation of Housing Associations. We hope to 'see' our shareholders as soon as we can, in person or online, when it is safe to do so.

Watch this space for a new date!



## Announcement

It is with regret that we announce the passing of one of our Management Committee members, John Calderwood.

John joined our Committee in September 2017 and he will be sadly missed by both staff and committee. He rarely missed a meeting or training session and was always eager to get involved for the benefit of the community. Our thoughts are with John's family at this sad time.



## Rent Arrears – an opportunity to avoid legal action

Whilst most tenants have continued to pay their rent in full and on time during the pandemic, we still have a significant minority who have not been paying with no valid reason for taking this stance.

We highlight that the Government has not advised tenants at any time that they do not need to pay rent because of the Covid-19 pandemic. Paying rent remains a condition of the tenancy agreement and in failing to pay, tenants are leaving themselves open to serious action, which if left unaddressed, can result in legal action, the burden of paying legal fees and the potential loss of your home.

We continue to monitor all tenants in rent arrears and take appropriate action. To avoid this, you must act now if:

- You have unaddressed rent arrears.
- You have broken a payment agreement.
- You have failed to pay your rent in full.
- You are consistently paying your rent late.

If any of the above applies, please contact us in confidence. We have a range of support services available, and our first priority will always be to try and help you.



## Paying Your Rent

Payments of rent can be taken in the following ways:



- over the phone on 0141 941 1044
- by calling allpay.net on 0844 557 8321 (charges apply)



- at any PayPoint outlet. Find your nearest at <https://consumer.paypoint.com/>



- at [www.allpay.net](http://www.allpay.net)
- via the allpay.net app – download the free app to your phone from <http://www.allpay.net/allpay-payment-app>



- Cheque - you can post a cheque in to us. Make your cheque payable to 'Clydebank Housing Association Ltd' and write your name, address and rent account number on the back of the cheque



- Direct Debit

## Our Equal Opportunities Statement

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 large print, Braille and other languages, on request.



## Our Mission Statement and Core Values

“Offering our community more than a home.” We were delighted in our recent Tenant Satisfaction Survey that 89% of the 450 tenants surveyed thought the Association was achieving this mission.

We will achieve this by being:

- **Respectful** - We will treat all our customers with courtesy and respect
- **Accountable** - We will be open, honest and approachable and act with the highest integrity at all times
- **Responsive and Informative** - We will listen, respond and inform through effective and timely communication
- **Professional** - We will ensure we have the appropriate skills and strive for excellence in all aspects of our service



Join us online  
@clydebankha to keep  
up to date with what's  
happening and be the first to get  
information and news. Watch this  
space - as soon as Scottish Housing  
Day is confirmed for 2021, we'll let  
you know our plans to celebrate the  
day.

## Safe Code or Word

Are you aware that you can have a safe code, or safe word, to increase the security of your property?

At Clydebank Housing Association we are fully aware of the problem with cold callers and rogue traders who will use our name to try and gain access to your property. During the pandemic people were concerned about who came into their property and whether they should actually be there.

We can put a safe code/word in your file that would be issued to our contractors or anyone working on our behalf to allow you to add another level of security to people visiting your home.

Obviously you should still follow common sense and ensure the person has photo I.D. They may also have a uniform or a copy of the work order issued by Clydebank Housing Association. You can always contact CHA if you are concerned someone is not there on our behalf.

As part of the tenant portal you would be able to update this pass code/word yourself or if you need assistance just contact our offices on 0141 941 1044.



## Mental Health Awareness Week

We promoted Mental Health Awareness Week (10-16 May) on our social media accounts. We shared details of local and national agencies that can help you from our March 2021 Wellbeing Feature, available here <https://clydebank-ha.org.uk/cha-downloads/cha-general-information/>.

We also shared details of our tenancy sustainment and welfare rights services and how they can assist tenants, details of our beautiful community garden which can be visited for wellbeing or garden advice, information on our forthcoming lunch club and more. Visit our Facebook or twitter accounts @clydebankha to see the information shared or contact us for more information.



## Becoming a Shareholder

Do you want to attend our AGM, be kept up to date and have a chance at joining our Management Committee? Do you have the good of the community at heart and wish to make Clydebank a great place to live? Then become a CHA shareholder for just £1!

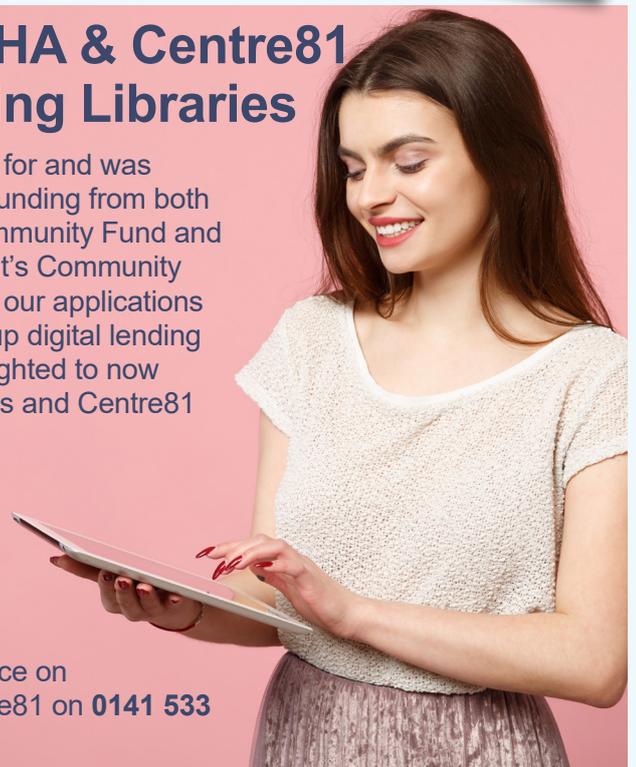
Call us on 0141 941 1044 or visit our website for more information <https://clydebank-ha.org.uk/get-involved/become-a-shareholder/>.



## Launch of CHA & Centre81 Digital Lending Libraries

The Association applied for and was successful in receiving funding from both the National Lottery Community Fund and the Scottish Government's Community Recovery Fund. Part of our applications included funding to set up digital lending libraries and we are delighted to now launch it for our residents and Centre81 customers!

We have 49 Samsung Galaxy tablet devices, some with fully loaded data and some Wi-Fi enabled, available. Call reception staff at the office on **0141 941 1044** or Centre81 on **0141 533 7070** to find out more.



## What's great about living in Radnor Park multi-storey flats?

- Spacious 2 bedroom flats
- Available to single persons, couples & families\*
- Low-cost, low-carbon heat & hot water
- Keep Scotland Beautiful Silver Award
- Community garden
- Spectacular views
- Recently refurbished foyer areas
- Major improvements planned over the next 5 years including windows and kitchens (details of the 5 year plans are available on our website)
- Dedicated caretaker services
- On-site laundries
- Close to local amenities



\* 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



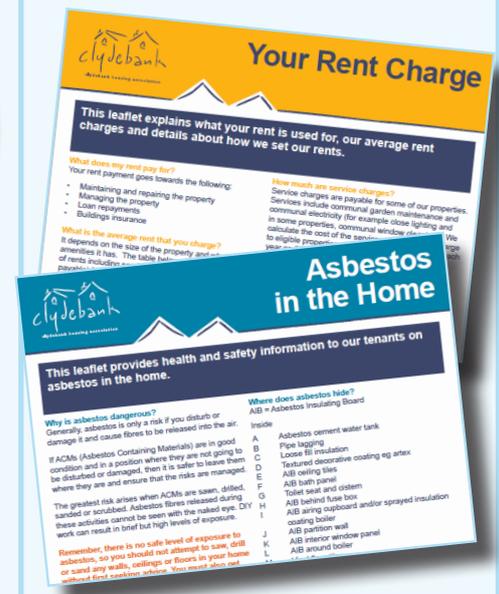
If you or anyone you know is interested in being considered for housing at Radnor Park, a housing application form can be submitted to us. Applications can be requested by phone or completed digitally online via our website [clydebank-ha.org.uk](http://clydebank-ha.org.uk).

## Information Leaflet Update

Our Housing Management and Maintenance leaflets have recently been updated. Visit the links below or contact us for an email or paper copy. Topics include Mould Growth and Condensation, Payment of Rent, Water Hygiene and Housing Benefit.

<https://clydebank-ha.org.uk/cha-downloads/maintenance-leaflets/>

<https://clydebank-ha.org.uk/cha-downloads/cha-housing-management-leaflets/>



## Alert System for Scam Alerts

An alert system for scam attempts in West Dunbartonshire has been launched as the number of frauds reported to police in the region almost doubled when compared to the same period last year. Hosted by Neighbourhood Watch Scotland, this is a communication system that allows police to send out timely, targeted alerts on issues of crime, safety and resilience. It alerts everyone that signs up to recent fraud incidents and other crimes or incidents of note such as rural crimes and bogus workers and helps you keep up to date with incidents that are happening in your own area. To sign up, visit [www.neighbourhoodwatchscotland.co.uk](http://www.neighbourhoodwatchscotland.co.uk) and register your details where you can select whether you want to receive alerts by text or email (free of charge).



Neighbourhood Watch SCOTLAND

## Is your neighbour living in their home?

Recovery of abandoned homes is crucial in satisfying the high demand for housing that 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.



## Repairs & Maintenance Survey Results

We were very thankful to the 220 tenants who participated in our recent Repairs and Maintenance Satisfaction Survey with independent research company, Research Resource. The results are in!

We have seen a slight dip in performance unfortunately from 91.4% last year to 87.7% this year.

We have reported this figure to the Scottish Housing Regulator as part of our main annual submission.

We have received a great deal of feedback and it is valued.

We will now put together an action plan to address dissatisfaction and will use any comments provided to help us improve our repairs service. We will update you on our progress in our September newsletter.

In the meantime, we have contacted each of the 25 tenants who requested feedback and can share the results with you below:

Question	2021 Performance	2020 Performance	Change from 2020
<i>Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Clydebank Housing Association?</i>	87.7%	91.4%	Down
<i>Thinking of arranging your repair, how satisfied or dissatisfied were you with the following?</i>			
Ease of reporting the repairs	96%	99.5%	Down
The way the staff dealt with you	97%	99.5%	Down
Information provided on what would be done	96%	99%	Down
Being able to arrange to have the work done in a time slot that suited	93%	97.7%	Down
<i>Now thinking about the repair work being carried out, how satisfied or dissatisfied were you with the following?</i>			
Time taken before the work started	90%	95%	Down
Speed of completion of the work	91%	91%	Same
The attitude of workers	95%	98%	Down
The overall quality of the work	91%	89%	Up
Keeping dirt and mess to a minimum	96%	97%	Down
Tradespersons clearing up before leaving	96%	97%	Down
The contractor doing the job you expected	92%	92%	Same
<i>Other questions</i>			
Was the repair completed on the first visit?	Yes - 76.8%	73%	Up
Did they explain why the repair was not able to be completed on their first visit?	Yes - 84.3%	73%	Up
Was the repair completed within the timescale you were advised?	Yes - 82.7%	66%	Up

**Thank you again to all who participated!**

## Coffee and a Chat with the Chief Executive

Once a month, Lynette will be holding an hourly open chat session.

These will be based between the main office, Centre81 and Radnor Park locations and will be a chance to get together with Lynette and raise any issues you have with your tenancy or about anything you want to chat about regarding our local communities.

The first sessions are as follows:

-  Tuesday 27th July  
11am-12pm  
Radnor Park flats (Leven View office)
-  Tuesday 31st August  
11am-12pm  
CHA Office, 77-83  
Kilbowie Road
-  Tuesday 28th September  
11am-12pm  
Centre81, Braes Avenue,  
Whitecrock



If you've received this newsletter in paper format, we don't have your email address. Please let us know at [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk)

## Home Energy Advice

Most people who contact Home Energy Scotland, the Scottish Government's free impartial energy saving advice service, are keen to make sure they're not overpaying on their bills. Have a look at some of their top tips to help you prepare for warmer months ahead and see what you could save over a whole year.

### 1. Reset your thermostats

During the winter, you probably set your temperature at a high level so be sure to reset your thermostats to reflect the warmer weather. Dropping the heat by just 1°C can save you on average £80 per year.

### 2. Get a better energy deal

Did you know that switching energy supplier could save you hundreds each year? According to OFGEM, switching from a Standard Variable Tariff to the market's cheapest tariff could save you around £305. It's easy to switch, and there are a number of energy comparison websites you can use to find the best deal for you, including the Citizen Advice Bureau's Comparison Tool.

### 3. Change the way you pay

Contact your supplier directly to find out if there is a better way for you to pay your bill that might save you money. For example, most suppliers offer a discount for paying your bill by direct debit. You may also get discounts for receiving bills online, as this cuts down on paper and reduces costs for the supplier and is good for the environment.

### 4. Embrace the great outdoors

Take full advantage of the warmer weather by line-drying your clothes instead of using the tumble dryer. This could save on average £35 a year on your electricity bill.

For more energy saving tips and free advice to help you reduce your bills and keep warm at home, contact Home Energy Scotland on freephone 0808 808 2282, visit [homeenergyscotland.org](http://homeenergyscotland.org) or follow 'HomeEnergyScotSC' on Facebook and @HomeEnergyScot on Twitter.



**HOMEENERGYSCOTLAND.ORG**  
**0808 808 2282**  
 FUNDED BY THE SCOTTISH GOVERNMENT



## Erskine Bridge celebrates 50 years

West Dunbartonshire Arts and Heritage will be commemorating 50 years of the Erskine Bridge in July and is asking anyone with memories of the bridge to send them a message on their Facebook or email: [archives@west-dunbartonshire.gov.uk](mailto:archives@west-dunbartonshire.gov.uk)



## Pest Control Advice

West Dunbartonshire Council takes action, as necessary, to ensure that the district is kept free from rats, mice and other pests.

The Council's Pest Control Service can provide you with advice and assistance if you are experiencing problems with rodents, insects or birds.

**Top tip**  
 - don't feed birds/seagulls

They offer a comprehensive range of services, including the control of rats, mice, insects, wasps, fleas and bed bugs. Their team of pest control officers are fully trained in the safe use of insecticides, rodenticides and pesticides. Our tenants can contact us at the office if they are experiencing excessive activity of rats, mice and other pests in their home or in common areas and we will liaise with the Council. Other residents can contact West Dunbartonshire Council's Pest Control team <https://www.west-dunbarton.gov.uk/public-health-protection/pest-control/> (services are chargeable).

## NEW - 2 new forms added to our website

These forms will allow 24/7 reporting to us of dumped items and dog fouling!

<https://clydebank-ha.org.uk/housing/estate-management/report-dumped-items/>

<https://clydebank-ha.org.uk/housing/estate-management/report-dog-fouling/>



## Queens Quay – now accepting applications!

Our exciting new development at Queens Quay is on schedule to be completed in March 2022 and we are delighted to announce that we have now opened our waiting list. This fantastic new development comprises a mixture of 1, 2 and 3 bedroomed flats.

It is anticipated that at least 5% of the 37 new build flats will go to our transfer list (existing tenants). This is in line with our Allocations Policy targets.

All existing housing applicants will have the new development included in their choices to ensure that no one unfairly misses out. If you have a housing form in with us but would prefer not to be considered for Queens Quay, please drop us an email at [housingmanagement@clydebank-ha.org.uk](mailto:housingmanagement@clydebank-ha.org.uk) or give us a call at the office on **0141 941 1044** and we will ensure that the area is removed from your application.

Please note that we expect demand for this new development to be extremely high and in order

to be considered, you must have a registered housing application form. You must also be able to prove that you have a housing need in line with our Allocations Policy, which can be found here <https://clydebank-ha.org.uk/cha-downloads/cha-key-policies/>. Unfortunately, we cannot make offers of housing based on requests or aspirational needs. Applicants with the highest housing needs will be prioritised.

If you do not have a housing application form registered with us, but would like to apply, the easiest way to complete a form is online using this link <https://clydebank-ha.org.uk/housing/applying-for-a-house/>

Alternatively, if you have no internet access and require a paper application, please phone the office and we will send you one out.

Read more about Queens Quay on page 16



## CHA Power Customer to Receive Monthly Statements

CHA Power customers with an email address registered with us will now receive a monthly statement. If you are a CHA Power customer and would like to receive a monthly statement, please let Geri at the office know your email address - [geraldine@clydebank-ha.org.uk](mailto:geraldine@clydebank-ha.org.uk)



## Your Neighbourhood and Community

We take our role as landlord very seriously and are committed to doing everything we can to ensure that the neighbourhood you live in is safe, well maintained and provides access to services that you need, either directly or through our partnership working. This includes environmental, social, physical and financial issues which help our residents feel safe in their homes, assist in day-to-day living and afford them the tools to improve quality of life in general.

Where we do not provide services directly, we work in partnership with a number of agencies, such as:

- Police Scotland (crime, home safety, anti-social behaviour)
- West Dunbartonshire Council (refuge collection, social services, elderly care, Crisis team)
- Scottish Fire & Rescue (home fire safety, anti-social behaviour)

- Keep Scotland Beautiful (environmental assessment and action)
- Clydebank Independent Resource Centre and Citizens Advice Bureau (income maximisation & debt advice/assistance)
- West College Scotland and The Lennox Partnership (employability courses and employment advice)
- Isaro Community Initiative (promoting social and economic integration of communities in West Dunbartonshire)

We are constantly trying to expand our partnership agencies and welcome discussion with any of our residents on the type of services they may want access to.



## 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)



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



## Support Available for Self-Employment

The Wise Group run the Scottish Government's employability service, Fair Start Scotland, across Renfrewshire, East Renfrewshire, Inverclyde, and East and West Dunbartonshire. They can support anyone who is currently unemployed (nor in education) to explore training, qualifications and offer one to one 'coaching' to help get them back to work. In recent months, they have been helping more and more people move away from "traditional" job search and consider self-employment.



If you've ever considered starting your own business, the Wise Group could help give you the confidence you need to make it a reality. Call their Fair Start Scotland team to speak to their self-employment experts and find out more: **0300 303 3381**.

## Did you know?

We have links to informative leaflets and Fact Sheets from Scottish Water on our website. They can assist you if you have any queries about protecting your pipes in Winter, changes in colour, taste and odour, water pressure, flooding, hardness and much more.

<https://clydebank-ha.org.uk/maintenance/maintenance-leaflets-policy/>



**Scottish Water**  
Trusted to serve Scotland

## New Tenants to Receive Starter Packs

From 1 April, all new tenants will receive a starter pack from us as part of our Tenancy Sustainment project. Packs include many of the basic essentials to support the start of a tenancy including kitchen items, crockery and bedding. We have also added a Centre81 lunch voucher and Gym81 voucher so that new tenants can enjoy some of what Centre81 has to offer.

All tenants continue to have access to a wide range of support and services including our Welfare Rights Officer, Tenancy Sustainment Officer and Centre81's wide ranging programme of activities.

New tenants recently commented that they were thrilled with their starter pack and another said that they can't thank us enough for the starter pack.



## Staff News

### Taylor completes her apprenticeship

We are delighted to announce that our Finance trainee, Taylor Louise Kelly, has completed her 2 year apprenticeship and has gained her MA in Business Administration. Through completing her formal qualification in the workplace, Taylor received on-the-job training and coaching whilst gaining skills, experience and knowledge of CHA's services and customer care. Taylor became a permanent staff member from 1 April and remains in the Finance & Corporate Services section as a Clerical Assistant.



### Well done to Alan

We are delighted to announce that our Estate Caretaker, Alan Duckett, has recently been promoted to Estate Caretaking Supervisor.

Alan has been with us for over 3 years and has made a significant difference to our estates and our relationships with our tenants and other customers. Alan also oversees the supervision of our Estate Caretaking Apprentice and co-ordinates estate management activities out in the field.



### Goodbye to Councillor McNair and Welcome to Councillor Docherty

We would like to express our sincere thanks to Councillor Marie McNair who left the Management Committee of CHA on 1st May 2021. Councillor McNair joined our committee as a West Dunbartonshire Council Co-opted member in January 2018 and has left to take her up her post as a newly elected Member of the Scottish Parliament.

We welcome Councillor Diane Docherty to the CHA Management Committee from 1st May and look forward to working with her.



### Sharon Keenan Departs

Our former Chief Executive, Sharon Keenan, departed the Association on 16 April for pastures new after nearly 36 years' service with the Association. Sharon commented that her time at CHA had been happy and memorable and she is proud of the Association's achievements and unwavering commitment to high standards of service whilst ensuring that rents remain affordable for tenants. We wish Sharon our very best wishes for the future.



ALL THE *best*

*Welcome*



# Project Successes

A look back at some of the positives achieved and situations turned around for the better this last strange year...



## Wellbeing Fund

In May 2020, CHA was awarded £52,900 from the Scottish Government's **Wellbeing Fund** to deliver food parcels, ready meals, children's packed lunches, food for black and minority ethnic residents and on-line activity tutorials for children. Over the 15-week project more than 11,375 cooked ready meals, 2,146 food parcels, 2,400 kids' packed lunches, £1,800 of food for BAME groups and 1,100 kids' activity packs were distributed to people in need in the local community. This fund also provided £1,200 of Farmfoods vouchers for families to purchase essential items and provided £18,000 of funding to Strathclyde Autistic Society to provide 20 families with 1-2-1 support and respite during those very difficult times. The feedback that we received has been overwhelming and it really demonstrates the current difficulties being faced by tenants, residents and the community as a whole.



*"Many thanks for my much needed food and toiletries that you delivered to my door. Keep up the good work."*



## Summer 2020 – CHA Celebration Fund

With thanks to the generosity of their contractors and consultants, CHA was able to launch a Celebration Fund to help their residents recognise and celebrate special occasions such as birthdays and anniversaries, which had been missed during these difficult times. CHA was delighted to distribute over 40 £20 vouchers to those who were nominated.

*Time to Celebrate!*

*"A big thank you to all the staff in CHA. It is very much appreciated."*



## Digital Assistance

The Association has assisted in the distribution of 39 iPads secured via funding received from the Scottish Government's **Connecting Scotland funding**. These were issued free of charge to CHA tenants with families and will assist them in accessing digital services to enable their ability to pay bills online, seek benefit or financial services and potentially allow digital applications.

Funding was also received from



**The National Lottery Community Fund** in February 2021. Over £9,500 was granted to purchase 19 tablet devices to create a CHA lending library for residents, including the provision of free data in some of the devices (more information on this on page 5).

*"Thank you so much for iPad! I am in absolute shock. It is so kind."*

*"Very appreciative of the tablet. Big thanks to CHA."*



## Centre81 Support

CHA's Centre81 facility, while closed to the public, remained open during the full lockdown periods to offer the use of the main hall to the Northwest Food Bank to provide a foodbank service within Clydebank. Over the past 12 months, Centre81 staff also contributed to the Scotland Cycle Repair Scheme to carry out essential bike repairs, have arranged online cookery classes and delivered grow bags and garden boxes for residents to grow their own produce.



*"Once again many thanks for the food parcel. Please extend our thanks to Staff and Volunteers at Centre81."*



## Support Calls

We called/attempted to call all tenants for a wellbeing check in call through the lockdown periods. Through these calls, CHA organised 280 food parcels for their tenants, signposted tenants onto the West Dunbartonshire Council Crisis Team and even collected and delivered prescriptions.

*"I got a lovely call from Jean last week and we had a lovely chat."*



## New Staff

In December, we employed a Tenancy Sustainment Officer, shared with 2 other Housing Associations, so we have them 2 days a week.

In January, we employed a part-time Welfare Rights Officer. 30 tenants were supported Jan-March 2021, each received

*"Thank you so much for helping with DHP backdate as arrears are cleared."*

a benefit check and a range of other advice and assistance and signposting to other agencies.

Of the 30 tenants supported, they gained **£9,676** from Universal Credit, Housing Costs, Discretionary Housing Payments and Council Tax Rebates.



## Ongoing Support

For ongoing tenancy support and assistance, please contact our Tenancy Sustainment Officer at the office (info on page 3).



## Partnerships with local business and agencies

58 tenants have been assisted with our partnerships with the following:

- **West Dunbartonshire Council Homeless Forum and Homeless prevention fund** – referral of 6 tenants who have received £1,750 of financial benefit
- **Working4U** – referrals of tenants in financial difficulty linked to employment or welfare
- **Lennox Partnership** – referrals for employment assistance
- **Scottish Welfare Fund** – referrals of tenants for community care grants and crisis grants
- **Recycle Rooms** – referrals for tenants requiring assistance with furniture
- **Men Matters** – referrals for males experiencing mental health issues
- **Clydebank Addictions Team & DACCA** – referrals for tenants needing assistance with alcohol or drug addiction

*"Thank you so much for delivering the bed and couch via Recycle Rooms."*

*"Slept for the first time in weeks. Thank you for the vouchers and the referral to Working4U"*



## Fuel Assistance

The Association has provided direct assistance to tenants in regard to financial assistance in payment of energy bills, including debt totalling £24,866 for 138 tenants. This has been through the following schemes:

- HACT energy redress scheme – accessed through the SFHA, assisted 58 CHA tenants via £2,739 in vouchers which tenants used to pay or clear energy debts
- Home heating advice Scotland – assisted 27 CHA tenants via £17,537 in vouchers or via payment direct to the supplier. This included CHA power accounts and tenants experiencing fuel poverty
- £6,000 funding to assist tenants in fuel poverty received from the Community Recovery Fund. To date £4,450 has been allocated to 44 CHA tenants via The WISE group
- West Dunbartonshire Community Fuel Fund – 9 tenants have been assisted via £440 of emergency fuel vouchers to assist in combating fuel poverty



## Community Recovery Fund

In February 2021, CHA was awarded £40,805 from the Scottish Government's **Community Recovery Fund**. This fund will provide food assistance through the distribution of Farmfoods vouchers and BAME food parcels, digital support through the provision of 30 tablet devices for Centre81 users and activity tutorials for children. The fund also provides for fuel assistance, support for families with autistic children and the creation of a lunch club for elderly residents.



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*"Heating worries have been resolved. I'm so, so happy. Can't thank you enough."*

*"A huge thanks for getting me back on track."*

## Tenant Panel

We have held 2 successful Tenant Panel meetings virtually already this year. We are building momentum for a time when regular activities can recommence. If you'd like to be a 'critical friend' of the Association and help review our processes and procedures, contact Sinéad at the office for more information on 0141 941 1044 or email [sinead@clydebank-ha.org.uk](mailto:sinead@clydebank-ha.org.uk). We provide support to the group (e.g. training, expenses etc.).



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

## Residents Group Meetings

We have been delighted to meet with some representatives of our residents groups virtually. Our two recent meetings were held online with La Scala Tenants Association and Radnor Park Multis Tenants and Residents Association. The catch ups allowed us to check-in with the groups and update them with what we have been up to including our ongoing developments and new tenant incentives which started from 1 April.



## Volunteer Week

Volunteers' Week is a chance to celebrate and say thank you for the fantastic contribution millions of volunteers make across the UK.

# THANK YOU

We thank our Management Committee volunteers, some pictured, who give up a great deal of their time to run our Association. The Committee makes all the important decisions about what we should be doing and how we should be doing it. Staff are employed by the Committee to act on these decisions and to carry out our day to day work.

We thank our volunteers at Centre81 and our community garden and allotment volunteers.

We thank all of our tenants, residents and customers who provide us with valuable feedback throughout the year in a variety of ways to help shape and improve our services. In particular, to our Tenant Panel members and members of Radnor Park Multis Tenants and Residents Association and La Scala Tenants Association.

We couldn't do everything we do without our volunteers!



## Self-Assurance

The Scottish Housing Regulator requires our Management Committee (the volunteers who run the Association and make all the important decisions) to complete an annual self-assurance statement.

This is the end product of a robust self-assessment of the Association's compliance with the SHR's Regulatory Standards of Governance and Financial Management and other regulatory requirements.

It is important for us that tenants are given an overview of the process which the Association's Management Committee has gone through during this exercise which will ultimately result in an agreed statement to be submitted to the Regulator by 31 October.

Our Tenant Panel will also be involved. Please contact Sinéad Farrell, Communications Officer, if you'd like to be involved or for more information - [sinead@clydebank-ha.org.uk](mailto:sinead@clydebank-ha.org.uk) or on 0141 941 1044.



## Radnor Park Multis Tenants and Residents Association

Thank you to everyone that completed the survey for the colour of your new front door, and communal foyer door. It is important that tenants were involved in the decision-making process.

It will be a bumper time ahead. Not only are we receiving new doors, but we are scheduled to have new fire doors installed in each landing, fire screens replaced on each landing and stairwell, and of course new white PVC windows - the first they have been replaced in over three decades.

RPMTRA are delighted at all this new work planned to improve our homes and enhance safety standards. It is quite possibly the largest investment at Radnor Park in a generation. My thanks go to all CHA staff involved in getting us to this stage, it has not been easy with COVID impacting the delivery of works.

Be assured that I have been and will continue to be, in regular contact with CHA management to ensure these projects are delivered as now planned.

CCTV has now been installed in all 14 lifts which is a great welcome to overcome anti-social behaviour, bogus callers and any criminal activity which will hopefully help the Police with their future enquiries. This issue was raised at a tenants meeting a couple of years ago and it is great to see that idea come to reality.

I am sure you will have been pleased to meet up with loved ones with Covid restrictions reducing. RPMTRA committee will be having discussions soon around having public meetings again. We are keen that all tenants and residents can be involved in a safe and socially distanced manner. Of course, we will follow all government guidance before deciding on next steps.

Keep well, take care, and have a fantastic Summer!

*Craig Edward, Chairperson*



Craig Edward



## Tenants Report on the Charter

Each year we report to our tenants on our performance against the Scottish Social Housing Charter. The content and design of the report must be decided by tenants. We will write out to our tenants who are on the consultation register over the summer to again gain tenants thoughts on the report. Watch this space!



## Joining TPAS Scotland's Tenants Voice Scotland

TPAS is the Tenant Participation Advisory Service and runs Tenants Voice Scotland (TVS) which gives tenants their say on the things that matter most. It's simple to share thoughts through Tenant Voice Scotland. It brings tenants' views from across Scotland together. Tenants can add their details here <https://tpasscotland.org.uk/what-we-do/tenant-voice-scotland/> and claim their £10.00 voucher for registering. Once registered, tenants will be informed of all TVS activities. They are currently looking at Rent Setting.



## Our Tenant Participation Strategy

Our Tenant Participation Strategy, which details all of the ways you can get involved to influence our decisions, is due for review and we'd love to hear what you think.

This Strategy is reviewed every year to keep it up-to-date as it's an important document. We'd be delighted if you contact Sinéad Farrell, Communications Officer, if you'd like to be involved or for more information - [sinead@clydebank-ha.org.uk](mailto:sinead@clydebank-ha.org.uk) or on 0141 941 1044. Our current Strategy is available here <https://www.clydebank-ha.org.uk/get-involved/our-tenant-participation-strategy/>



## Queens Quay (37 new build homes for rent)

Our Queens Quay development in partnership with Cube Housing Association and West Dunbartonshire Council continues to progress well and it is likely that our 37 homes will be available for let in March 2022. You can keep up to date with progress and view contractor newsletters on our website at <https://clydebank-ha.org.uk/cha-news/queens-quay/>

The Association will be providing the following: -

- 4 wheelchair adapted flats
- 2 one bedroom flats
- 25 two bedroom flats
- 6 three bedroom flats

Waiting list  
now open, see  
page 9



**CAF** Charities Aid Foundation

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 MAST  
ARCHITECTS

## Dalton Avenue, Linnvale (former St Cuthbert's Church site) (24 new build homes for rent)

We are excited to report that our 24 new affordable rented homes development is now underway. The main contractor for the new build is Cruden Building, Glasgow and we will keep local residents regularly informed through a dedicated newsletter (see below). As part of the community benefits for this development, Cruden Building have employed a local teenager as part of a 3 year apprentice contract and have employed local residents in cleaning and labourer roles. £6,000 has also been donated to assist with local initiatives and we are currently liaising with the local Community Group to gather ideas on how this amount will be spent.

The Association will be providing the following: -

- 4 one bedroom / 2 person flats
- 2 two bedroom / 3 person wheelchair adapted flats
- 13 two bedroom / 4 person flats
- 2 three bedroom / 5 person flats
- 3 three bedroom / 6 person flats

Our recent newsletter to the Linnvale community on the development can be accessed here <https://clydebank-ha.org.uk/cha-news/latest-newsletters/>

 cruden BUILDING

 COLTART EARLEY ARCHITECTURE

 Martin Aitken Associates

 COWAN DESIGN CONSULTANTS LTD

 GREGOR CAMERON CONTRACTS LTD

 CAF Charities Aid Foundation

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## Clydebank Bowling Club (Proposals for 18 new build homes for rent)

In March 2021, we secured funding to purchase this site with a view to providing an additional 18 new build homes in partnership with the JR Group. A planning application has been lodged with West Dunbartonshire Council and the development is dependent on being able to deliver the development within benchmark and securing further Scottish Government funding for the build. The following housing mix is proposed: -

18 units; 6 x 1 bedroom and 12 x 2 bedrooms; 127% parking; 3 storey + amenity space.



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 JR GROUP

## Maintenance Service

We are now operating a full maintenance service following the lowering of restrictions. You can report a repair by;



Visiting our website [www.clydebank-ha.org.uk/maintenance/report-a-repair/](http://www.clydebank-ha.org.uk/maintenance/report-a-repair/)



E-mail [maintenance@clydebank-ha.org.uk](mailto:maintenance@clydebank-ha.org.uk)



Phone a member of our team – 0141 941 1044



## Stock Condition Survey

Our 2021-22 Stock Condition survey will be carried out by Brown + Wallace. The purpose of this survey is:

- Assess the standard of our properties against Scottish Housing Quality Standard
- Assess our 30 year major repairs programme

The surveyor will be in touch to arrange access to properties included in this year's programme. We would ask that tenants allow access for the surveys and assure tenants that safe working practices are in place.



## Windows and Door Replacement at Radnor Park

Consultation letters have now been received from tenants and were analysed. The most popular choices for both communal and flat entrance doors was grey. This will be included within the specification documents. A building warrant has been submitted to the local authority for all aspects of the contract, once this has been authorised tender documents can be finalised to allow the appointment of a contractor thereafter.

We appreciate that these works are much anticipated in the area however we hope that tenants recognise the need to carry out works in line with updated building regulations.



## Electrical Inspections

Our electrical inspection programme is underway and is being carried out by our contractor Magnus Electrical Services.

This work is required to be carried out every five years and is essential to ensure that your home is safe. We urge all tenants to make suitable access arrangements once contacted by the contractor.



If you'd like our contractors to use a safe word or code, see our article on page 5.

Check out page 7 for details of our Repairs and Maintenance Survey results.

## Alterations

Just a reminder to all tenants, if you are wanting to carry out any alterations to your property, please notify a member of our Maintenance Team via letter, telephone call or email.

Alterations include the following:

- Installation of laminate flooring
- Removing and refitting light switches
- Installing a shower
- Installing a washing machine (only within multi storey flats)

If you are unsure of what an alteration includes, contact a member of the Maintenance Team and we will be happy to help.



## Smoke Alarm Upgrade

We are now 4 years on from Grenfell Tower disaster which brought to light the need for enhanced fire safety throughout Britain. As part of this CHA will be obligated by legislation as a landlord/home owner to upgrade smoke alarms to a minimum specification in February 2022.

Over the past two years these smoke alarms have been upgraded during rewiring and smoke alarm upgrade contracts with a high success rate. We would like to thank all tenants who have provided access to this point for the works to be proceed.

Unfortunately there is still a few tenants who are yet to provide access. **We urge all tenants who have not had their smoke alarms upgraded to allow access.**

Attempts at access are limited within our contracts and individual installations will be more expensive, as such **the Association will recharge tenants who have failed to allow access** to the total sum of the additional costs. We will be lettering all tenants who have not had the upgrades carried out and we urge you to contact us to arrange suitable access for our contractors City Technical Services and SS Testing to complete the works in line with your tenancy agreement.

Please be mindful that no extension for these works has been provided by the Scottish Government due to COVID-19. The guidance given is that these works must be completed by February 2022. We would like to assure residents that a safe working practice has been set up in

conjunction with health and safety advisors and the contractors to allow safe completion of the works. If you have any questions on this please do not hesitate to contact us or visit the Scottish Government website for further information.



## Owner News



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

### New Factors Invoice Layout

In December, we moved to a fully integrated Housing Management, Maintenance and Finance software package. As a result of this, in June you will notice a change to the way your factors invoice looks.

We have ensured that your invoice will include the same level of detail as our previous invoices but with some improved features, such as a summary page which details the total outstanding balance and the last payment you made to your account.

Our new system allows us to email invoices and if we hold an email address for you, we will automatically email your invoice to you. If you have not yet provided us with an email address and you would like to receive your invoice by email, please contact Fiona White at the office ([fiona@clydebank-ha.org.uk](mailto:fiona@clydebank-ha.org.uk)). Due to the implemented change and the additional checks being carried out, there will be a slight delay in the issue of the June factors invoices.



### Payment of Factors Invoices

We are aware that this current pandemic may have had an impact on our owners' financial circumstances.

As we have reached our next billing period and invoices have now been issued, we want to let owners know that our Finance Staff will be available to discuss any concerns that you may have.

If your income has been adversely affected and you feel worried about being able to make the required payments, we urge you to contact Fiona White ([fiona@clydebank-ha.org.uk](mailto:fiona@clydebank-ha.org.uk)) or Geri Whitley ([geraldine@clydebank-ha.org.uk](mailto:geraldine@clydebank-ha.org.uk)) or telephone us on **0141 941 1044** as soon as possible.



## COVID-19

Given the information included within this newsletter with regards to major and cyclical repairs in which owners are included in, we would like to assure owners that we are mindful of the ongoing pandemic and the possible financial impact on owners.

With this in mind, we will be surveying owners in the coming months to gather information on the pandemic's impact and gauge the effect the major repairs programme may have. If you have any immediate concerns however please don't hesitate to contact us by phone or e-mail to [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk).

## Painterwork

The Association is aiming to start the pre-painter work programme in the summer months once a contractor has been appointed. This is a 5 year programme to all common areas throughout our stock. Programme of works is as follows;

Year 1 – Whitecrook (Not including Whitecrook St & Forth Street), 15-27 Bannerman Place, Crown Avenue and Glasgow Road/Hume Street

Year 2 – Alexander Street, Dumbarton Road, Kilbowie Road and Whitecrook Street (Tenements)

Year 3 – Bannerman Estate, Bon Accord Square, Cart Street, Forth Street, Jean Armour Drive and Linnvale

Year 4 – Glasgow Road

Year 5 – Radnor Park

Once costs are known and contractor appointed the Association will be arranging meetings with owners in line with title deeds.



## Stone Cleaning at Alexander Street, Dumbarton Road & Kilbowie Road

The Association is currently starting the procurement procedures for this programme. A survey of the properties has been carried out and tender documentation will be created in order to procure the services of a qualified contractor.

Meetings with owners will be arranged once costs are known.

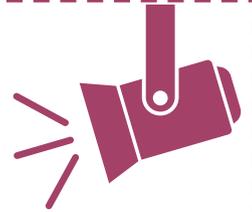
## Spotlight on Factoring Complaints

In the period 1 January to 31 March, we received 5 complaints relating to our factoring service, all of which were upheld.

As a result of the upheld complaints, we have made improvements in the following areas:

- Staff reminded of customer care timescales and to set time aside to respond to enquiries
- Contractor provided their staff with training in regards to conduct expected by CHA
- Process for passing on change of ownership details updated

- Roof anchors installed to enable future access onto roof



Thank you for all your feedback as this helps us to improve the service we provide to you.

A copy of our Factoring Complaints Handling Procedure is available from the Owners area of our website. Alternatively, contact Fiona White, Finance & Corporate Services Manager, at the office.

## Review of Written Statement of Services

As mentioned in the last newsletter, the Scottish Government has revised the Property Factors Code of Conduct, which will come into effect on 16 August 2021. As a result of this, an extensive review of our Written Statement of Services is ongoing. Updated Statements will be issued to owners within the required deadline.



## Buildings Insurance Premium for 2021-22

£74.00 per property for 2021/22. This is an increase to owners of £6.00 from last year (8.8%).

This is due to increased costs being applied when renewing the Association's insurance policies, with the Association overall seeing an increase of 16% compared to last year.

The market has changed over the last year as insurers are starting to select risk more carefully and de-risking where they had big exposures. The higher premium is mainly due to the rise in the cover required for housing properties and the Association will continue to try and minimise any future increases through effective procurement and demonstrating value for money through its factoring service.

We are delighted that Centre81 opened to the public on 26th April.

Centre81 home to Cafe81 & Gym81



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BIG LOTTERY FUND



WEST COLLEGE  
SCOTLAND



CLYDEBANK HOUSING ASSOCIATION



West  
Dunbartonshire  
COUNCIL



AWARDS  
FOR ALL  
SCOTLAND  
LOTTERY FUNDED

The Safety of our staff, tenants and Centre users is our top priority and we are operating within all government social distancing and safety guidelines.

During lockdown we carried out a full COVID19 Risk Assessment, marked out 2 metre distances throughout the centre, installed a new video door entry system, set up cleaning stations at various locations around the centre (with hand sanitiser, sanitising spray, wipes and gloves) and have introduced an enhanced daily cleaning regime.

We will be re-introducing our classes and projects over the coming months and are busy scheduling them in. At the moment, we are opened from 9am until 5pm Monday to Friday and 9am – 1pm Saturdays. As life slowly gets back to normal, our 'What's On' timetable is changing weekly. Please follow us on Facebook for the most up to date information.



## Cycle Repair Scheme

We recently received funding from The Scotland

SCOTLAND  
CYCLE REPAIR  
SCHEME



Cycle Repair Scheme, to help local residents with the cost of repairing their bikes, fixing flat tyres, repairing or replacing loose brakes and clunky gears (up to a cost of £50). We have carried out a fantastic 100 repairs during the scheme, to help people get back on their bike! This scheme is now closed but please contact our C81 Bike Mechanic, Brian, for any bike maintenance queries.

## Centre81 Steering Group

The Centre81 Steering Group are back in the Centre81 with a brilliant timetable of classes and activities for young people including a Homework Club, Arts & Crafts Club and an after school Youth Club with Sport (pictured), with lots more exciting projects in the pipeline. For more information on the Centre81 Steering Group follow them on Facebook or email [centre81sg@outlook.com](mailto:centre81sg@outlook.com)



Look out for Cafe81 on Just Eat! Pop in for a delicious lunch, coffee or snack!



 @cafe81clydebank

## Climate Challenge Fund (CCF)

### Growing Skills, Growing Spaces

### Cookery Sessions back at Centre81!

After holding the last few blocks of our cooking classes via Zoom it was great to be back in the Centre, delivering the socially distant cooking classes in person.

The cooking sessions are part of our CCF Project, Growing Skills, Growing Spaces

If you would like to take part in our Cookery Classes, please email [ryan.savage@clydebank-ha.org.uk](mailto:ryan.savage@clydebank-ha.org.uk) with your contact details.



### Grow Bags

At the start of Lockdown 1, we distributed over 40 Grow Bags to members of the local community. Each 'Bag' consisted of a raised bed kit, compost/top soil and a mixture of seeds and young fruit and vegetable plants. It's a great way to start if you fancy growing your own but not sure where to begin.

If you would like to take part in the project this year, please call Ryan at Centre81 on 0141 533 7070.



Climate  
Challenge  
Fund  
PART OF THE  
Keep Scotland Beautiful  
CAMPAIGN



Greener  
Scotland  
Scottish  
Government

## New Canal Path for Centre81

We are delighted to report that work on the canal path at Centre 81, is in the final stages of completion after being on site since November. During the final stages of works, we identified the need to install a retaining wall near the path to ensure the safety of the cyclists and users and the contractors have been on site from Monday 24th May to have this installed.

We are hoping to host a dedicated open day at Centre81, when the new access point is fully complete to celebrate and to show off the new asset to the community, key stakeholders, and other interested parties.

Thanks to the support of our funders including Sustrans, West Dunbartonshire Council, Cycling Scotland, Glasgow Airport Flight Path Fund and Paths for All, without whom we could not have progressed with this exciting project which will hopefully encourage more active travel within our community. Thanks also to Scottish Canals who allowed a lease of the land to enable the project to go ahead.



## Communities Recovery Fund

We have been successful in receiving £40,805 of funding from the Communities Recovery Fund. This funding will go towards helping those who have been affected by the impact of the coronavirus pandemic and includes the provision of fuel vouchers, provision of food vouchers, children's activity packs, creation of a lunch club and creation of digital lending library. We will be working closely with Clydebank Housing Association's Housing Staff to distribute the food and fuel vouchers to our community.

Contact us for more information or look out for our social media channels updates (details at top of page).



## Fitness Classes at Centre81

The Famous £2 Fitness Classes are back at Centre81! After months of lockdown, ease back in to your fitness routine and come along to one of our socially distanced classes. Timetable below\* -

PILATES - Tuesdays 09.30 – 10.30am

CIRCUIT TRAINING - Wednesday 10-11am

YOGA - Thursday 10-11am



For information on any of our classes, please call us at the centre on **0141 533 7070**.

*\*Subject to change as restrictions ease further*

## Gym81

Only £10 a month or £100 for an annual pass!

Please call to book your Gym81 slot – 50 minute solo sessions (last slot 4pm) **0141 533 7070**.



• NO joining or rejoining fees • NO contract • NO hassle • **LIFETIME membership**



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

## Housing Performance: 1 April - 31 March 2021

Indicator	Performance to 31 December 2021	Previous Quarter Performance	End of year target	Previous years' performance	What this means for you...
Maximum rent loss on vacant properties	0.58% (final) £25,359 	0.45% (projected) £19,612	<0.4% of annual rental income	0.30% of annual rental income £12,625	<ul style="list-style-type: none"> <li>We can keep rent increases as low as possible</li> </ul>

The pandemic lockdown, particularly in the first half of the year, seriously impacted our ability to let houses within timescales. We also experienced a large increase in voids during quarter 4. We continue to work hard in order to improve performance in line with the easing of lockdown.

Current and former tenants' gross rent arrears (as % of the total annual rent receivable)	4.43% £193,069 	4.38% £190,328	<3.9%	4.12% £174,179	<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> <li>Tenants who refuse to pay or work with us face legal action and possible eviction</li> </ul>
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The Covid-19 pandemic and subsequent lockdown continues to impact on rent arrears. It is essential that tenants in arrears contact us urgently. We continue to take action against tenants who miss rent payments without our agreement or without a suitable payment agreement being made first.

Number of calendar days to let a property	32.31 calendar days 	32.4 calendar days	<15 calendar days	14.63 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>
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Although improving, the impact of the pandemic lockdown resulted in letting of houses not being possible or being seriously delayed by repairs restrictions between April and June 2020. We continue to work hard in order to improve performance in line with the easing of lockdown.

Processing of housing application forms	11.9 calendar days 	10.9 calendar days	<10 calendar days	7.1 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 of housing</li> </ul>
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We continue to face challenges in this area due to unavoidable processing delays during lockdown where we were unable to process any paper forms until late June 2020. We also experienced further delays in introducing a workable digital process. This is now in place and we continue to work hard to improve our performance going forward.

Investigating neighbour complaints	100% resolved/ concluded within timescale (22 concluded case, year to date). 	100%	100%	100% 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>
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**For our Business Plan Summary 2020/21 and business plan survey visit [www.clydebank-ha.org.uk/about-us/how-we-make-decisions/cha-business-plan/](http://www.clydebank-ha.org.uk/about-us/how-we-make-decisions/cha-business-plan/).**

## Maintenance Performance: 1 April - 31 March 2021

Indicator		Performance to 31 March 21	Year End Target	Previous years' performance
Average length of time to complete emergency repairs	☹️	3h54min	4 hours	2 hours 2 mins
Average length of time to complete non-emergency repairs	😊	4.21 days	6.5 days (average of 3 days urgent/10 days routine)	3.38 days
Percentage of reactive repairs completed right first time	☹️	78.43%	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?	☹️	10	0	0

## Complaints Performance

We need to know when things go wrong so we can put it right. 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 requested by telephone.

1 January - 31 March 2021	
Total number of complaints received	24
Number where we were at fault, apology given and rectified	17
Breakdown of complaints where we were at fault:	<ul style="list-style-type: none"> <li>• 1 Finance &amp; Corporate Services</li> <li>• 1 Factoring</li> <li>• 2 Multi Department</li> </ul>
<ul style="list-style-type: none"> <li>• 8 Maintenance</li> <li>• 3 Housing Management</li> <li>• 2 Maintenance/Factoring</li> </ul>	
Responded to in full	24 (100%)
Resolved at front line (5 days)	24 (100%)
Resolved after investigation (20 days)	n/a
All were resolved within our published timescales.	
We have identified improvements from all complaints, not always just where we were at fault, including:	
<ul style="list-style-type: none"> <li>• Staff reminded of customer care timescales and to set time aside to respond to enquiries</li> <li>• System now in place to show whether a team email has been responded to</li> <li>• Contractor reminded of standards expected by CHA</li> <li>• Review of letters sent out to former tenants where has been a prolonged period without communication</li> <li>• Staff member issuing works order for water ingress will take ownership of ongoing communication with tenant</li> </ul>	

## Satisfaction with Complaints

We monitor customer satisfaction with our complaints handling procedures by issuing a survey to every customer who has made a complaint. 10 customers from the 71 complaints returned their survey. Please find below our performance for 2020/21.

1. Are you satisfied that your complaint was responded to within these timescales? (Stage 1 and 2 timescales detailed) - 10 Yes (100%)

2. Overall, how satisfied or dissatisfied are you with the way your complaint was handled?

3 Very Satisfied	30%
3 Satisfied	30%
2 Neither/Nor	20%
1 Fairly Dissatisfied	10%
1 Very Dissatisfied	10%

3. Overall, how satisfied or dissatisfied are you with the outcome of your complaint?

3 Very Satisfied	30%
3 Satisfied	30%
2 Neither/Nor	20%
2 Very Dissatisfied	20%

4. Did the staff who dealt with your complaint treat you courteously?

9 Yes (1 no response)	100%
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Please contact us to get involved in setting and monitoring our performance standards!

“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)

Getting Involved Performance Development Management Committee Tenancy Sustainment Other

Comments (please use a separate sheet if necessary):

## Contents Insurance Reminder

What do fire, water ingress and break-ins have in common? They all have the potential for bringing devastation to your life emotionally and financially. For this reason we would like to stress the importance to all residents to ensure that your home is adequately insured for personal contents.

We will carry out repairs within tenanted properties that are covered by rent or building insurance however this does not include your own personal items. Door locks, plasterboard, worktops YES. Carpets, furniture, cookers, wallpaper, clothes NO! **Accidents do happen!**

## OFFICE HOURS

Our office is currently closed to the public until further notice but it's 'business as usual' on the telephone and by email Monday to Thursday, 9am - 5pm and Friday, 9am to 4pm.

However, our staff will not be available on the first Wednesday of each month until 2pm for staff training or on the following public holidays:

**Friday 16 and Monday 19 July 2021**

Our emergency repairs service will be available during this time as well as outwith our office hours.



## What is an emergency repair?

This class of repair is intended to deal with emergencies which are likely to cause injury or death or substantial property damage. The response target time to attend and make safe is within 4 hours and completion of the repair within 24 hours.

Examples of emergency repairs are fire, flooding/water ingress that can't be contained, break-in, no heating, no hot water, blocked toilet if only one in house, vandalised/broken glazing.

## 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, 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**

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 (currently closed)

Tel **0141 941 1044**

info@clydebank-ha.org.uk

twitter and facebook: @clydebankha

Fax 0141 941 3448

www.clydebank-ha.org.uk



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