



ChitChat

Office Reopens to the Public



We are so pleased to be able to welcome our customers back to the office. Covid-19 safety measures are in place.

Fresh new look ChitChat magazine!



Annual General Meeting

Shareholders were invited along to our 36th Annual General Meeting at Centre81 on Thursday 23 September 2021.

We can't wait to update you on how it went in our December newsletter.



This issue in pictures



Prize Winner!

Janet Ross was the lucky winner of a £20 grocery voucher.

Page 3



Kids have fun at Centre81!

The Centre81 Steering Group kids look pleased with our gifts.

Page 4



Provost opens Canal Access Path at Centre81

Official opening and time capsule buried at Centre81.

Page 23

Flytipping

We continue to experience a number of problems in our estates with flytipping of rubbish.

This practice is completely unacceptable and tenants found to be involved face the strongest possible action being taken against them, for breaking their tenancy agreement, illegally dumping and any associated costs. We ask all of our tenants to please respect the area they stay in and their neighbours.

There are many ways to have your unwanted items removed properly:

- Free Council waste disposal facility in Old Kilpatrick
- Council Bulk Uplift service (chargeable) - 01389 738285
- Contact The Recycle Rooms - therecycleroom1@gmail.com



Report flytipping - Dumb Dumpers www.zerowastescotland.org.uk/DumbDumpers or on 0300 777 2292



New Noticeboards

A few months ago, we thought that installing noticeboards in our closes could be a good communication improvement. As we have lots of closes (90!), we decided to have a trial in 10 closes in Whitecrook Street and Cart Street. We'll shortly review with tenants how effective these have been and consider if and how these will be rolled out across our stock.



Recycling

'Blue bins' not being uplifted due to contamination

With many tenants being committed to recycling it's not great to hear recently of some 'blue bins' not being uplifted due to contamination. Please be mindful of only putting recycling material in these bins. For more information visit <https://www.west-dunbarton.gov.uk/rubbish-and-recycling/what-goes-in-my-bins-bags/>



Keep it Clear!

The common stair is your only means of escape in the event of a fire.

Tenants' health and safety is a priority and in this case, we have to look at the worst case scenario. The landings and stairwells within your close are your only means of escape in the event of a fire. Anything left in these areas can hinder your escape, even the smallest of items - from bikes and prams, to little things like shoes, toys and plants. We ask that all tenants remove all personal items from these communal areas.

Our Estate Caretaking Supervisor will be monitoring this and failure to remove all items may result in a breach of your tenancy conditions.



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



Katie McGhee, our Welfare Rights Officer



Our Welfare Rights Service

We want to remind tenants of our dedicated welfare rights service.

Katie McGhee, our Welfare Rights Officer, 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

Tel: 0141 941 1044

Clydebank Can

In June our staff attended an event held by Clydebank Can on the Clydebank canalside and provided information and advice on Centre81 and the Association.



Clydebank Housing Association, through Café81, provided the packed lunches for a sponsored cycle taking place as part of the event.

Share membership was encouraged on the day and several new members signed up, with a lucky winner winning a £20 grocery voucher. Janet Ross, who won the voucher said, "I'm so pleased to have won a voucher. I haven't won anything before. It's fabulous. Thank you so much!"



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 & landscaped communal grounds
- 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

Interested in being considered for housing at Radnor Park? Submit a housing application form either via our website clydebank-ha.org.uk or on request from the office on 0141 941 1044.

* not suitable for children under 12

Radnor Clear Out Day



We held our 10th community clear-out day at Radnor Park on 15 September and tenants took advantage of this great opportunity to get rid of unwanted items in the lovely Autumn sunshine.

This year was again a huge success and over 6.5 tonnes was taken away by West Dunbartonshire Council's Waste Services Department, much of which was recycled. Local company Sunshine Electrical also came along and took away a great number of electrical items to reuse or recycle. The recycling element tied in perfectly with it being Scottish Housing Day, the theme of which was Climate Emergency (see more on pages 12 and 13).

Joe Farrell, Head of Housing Services said, "Our Multi Storeys are unique within our housing stock with 400 households living in a relatively small area. A significant number of our residents are also over the age of 65 which, coupled with the challenging internal layouts within a MSF block, has led to CHA, in conjunction with the Radnor Park Multis Tenants and Residents Association (RPMTRA), organising clear-out days like this for residents. This year's is of particular significance in light of the pandemic lockdowns making disposal of items impossible for much of the last year".

CHA extended huge thanks to their on-site caretakers and office staff who rolled up their sleeves and got stuck in to assist tenants and to the RPMTRA for their help.

Coffee and Chat with our CEO

Lynette's next monthly dates for being out and about, chatting to you about issues you have with your tenancy or about anything you want to chat about regarding our local communities are:

Tuesday 26th October, 11am-12pm, Radnor Park flats (Leven View office)

Tuesday 30th November, 11am-12pm, CHA Office, 77-83 Kilbowie Road

Tuesday 21st December, 11am-12pm, Centre81, Braes Avenue, Whitecrook



Lynette



Hands up if you are having fun at Centre81!



We were delighted to support the Centre81 Steering Group recently with water bottles, t-shirts and bags. The children look pleased! And very smart too!



Join us online

@clydebankha to keep up to date with what's happening and be the first to get information and news.



Customer Care Policy

Reminder of timescales

Here is a short summary of some of the promises in our Customer Care Policy. Please let us know if we fall short of our promises to you to help us improve our service. We will:

- Reply to telephone messages within one day
- Reply to your letter, social media message, fax or email within 5 working days and your Housing

Application form within 10 working days

- See you within 5 minutes of your appointment time
- Aim to see you within 10 minutes if you do not have an appointment

For the full policy visit <http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/> or contact the office for a copy.



Sharing your Good News!

We'd love to hear and share your good news and create a new Community News section.

Perhaps you, or members of your household, have done or will be doing some fundraising, celebrating a special event, proud of children's exam results or want to commend a lovely neighbour or local project. Photos would be really appreciated if at all possible! Get in touch!

Great News! Margaret Collins got in touch to let us know the Double L Centre in Linnvale has reopened following closure due to Covid-19. There is an over 50's club and cycle club. Contact Margaret for enquiries/bookings on 562 5727.

How each £1 of our income was spent in 2020/2021

	2020/2021	2019/2020
Direct Costs:		
Major Repairs	£0.09	£0.18
Routine Maintenance	£0.09	£0.10
Cyclical Maintenance	£0.06	£0.05
Services	£0.03	£0.03
Total Direct Maintenance Costs	£0.28	£0.36
Staff Salaries	£0.21	£0.20
Office Overheads	£0.07	£0.06
Interest on Loans	£0.01	£0.02
Other Activities*	£0.12	£0.08
Property Insurance	£0.02	£0.02
General Expenses	£0.02	£0.02
Bad Debts/Voids	£0.01	£0.01
(Taken from)/Put into reserves	£0.27	£0.23
TOTAL	£1.00	£1.00

* Tenant Participation/Wider Role/Development

Warm Home Discount Scheme

You could get £140 off your electricity bill under the Warm Home Discount Scheme. The money is not paid to you - it's a one-off discount on your electricity bill, between September and March. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

The discount will not affect your Cold Weather Payment or Winter Fuel Payment.

The Warm Home Discount Scheme will start on 18 October 2021. For more information visit <https://www.gov.uk/the-warm-home-discount-scheme>



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. Please contact us in confidence if you believe that a tenant is not staying in their home.



Our Complaints Procedure A Quick Guide

You can make your complaint in person, by phone, by email or in writing.

We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.



Stage 1: Frontline Resolution

We will always try to resolve your complaint quickly, within five working days if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.



Stage 2: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be no more than 20 working days unless there is clearly a good reason for needing more time.



The Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.



**Never registered
to vote or
recently moved?**

You need to be registered to vote in elections.
Register now at:
gov.uk/register-to-vote

**YOUR VOTE MATTERS
DON'T LOSE IT**



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

Gas Safety Week

Fighting for a Gas Safe Nation

Regular Servicing & Maintenance!

It is important that you give access for your gas service and encourage anyone that you care for to get their appliances checked regularly.

Check for ID!

Only an engineer on the Gas Safe register should fit, fix or service your gas appliances. We only use City Technical Services for this work and all engineers will have on their branded uniform and carry a Gas Safe ID card.

Please don't hesitate to check this if you are in any doubt.



We are proud to support Gas Safety Week 2021

Look out for signs of carbon monoxide!

Poorly maintained/repared or wrongly fitted appliances do not burn gas correctly which can cause carbon monoxide. This is why it's very important you give annual access to carry out your gas service.

For more handy tips to keep you safe visit <https://www.gassaferegister.co.uk/gassafetyweek/stay-safe/ten-top-tips-to-stay-safe/>

Thank you Compliments

Thank you for the 28 compliments we received between April and June. We really appreciate it!

- *The plumber came out quickly and I am so delighted.*
- *Tenants were delighted with the offer of the property. It made their day!*
- *Tenant wanted to thank the estate caretaking team for their assistance.*
- *Tenant very grateful for all the help from CHA staff especially the Tenancy Sustainment Officer.*

Mental Health Foundation Scotland

Sunday 10th October is...

WORLD MENTAL HEALTH DAY

For a range of publications to help support your mental health visit <https://www.mentalhealth.org.uk/publications>

mentalhealth.org.uk/ribbon

World Kindness Day

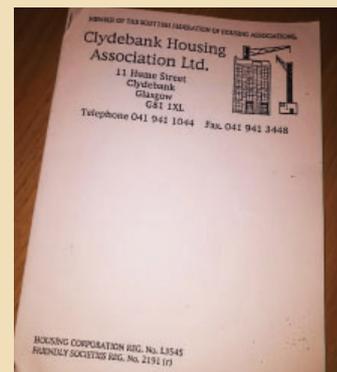
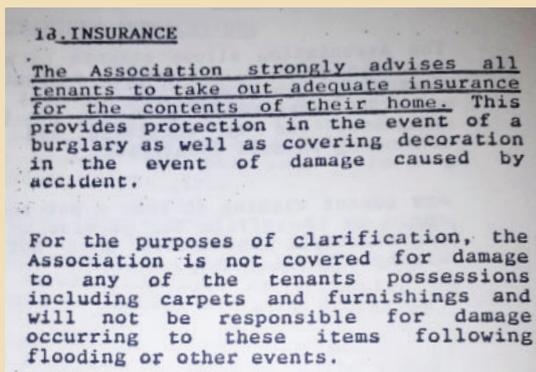
World Kindness Day Saturday 13th November 2021

Spread a little kindness in your community. You could help a friend / neighbour/ stranger. Even a kind word can make a difference to someone. Clydebank Housing Association staff will be out and about spreading some kindness in the lead up to World Kindness Day!



30 years on... same message!

30 years on and we're still giving the same message to our residents... please ensure that you have contents insurance! We found this tenants' handbook in our files from 1991!



Our Performance

Please find below our complaints performance information. All of our other performance information for maintenance and housing management will be available soon on our website for the quarter to the end of June 2021, at <https://clydebank-ha.org.uk/cha-downloads/performance-information/>. We can send you a paper copy if you like, just ask. Our Tenants Report on the Charter is due out at the end of October. Contact us at any time to get involved in or discuss our performance.



Complaints

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 on request from the office.

Repairs & Maintenance

Survey Follow Up

Following the article in the June newsletter detailing the results of our recent repairs and maintenance satisfaction survey, we wanted to let you know that staff met to discuss the results and put an action plan in place to address the dissatisfaction raised. Some newsletter articles have been included as a result of this. Thank you again to all 220 tenants who took part.

1 April - 30 June 2021

Total number of complaints received	27
Number where we were at fault, apology given and rectified	23
Breakdown of complaints where we were at fault:	
<ul style="list-style-type: none"> 12 Maintenance 5 Housing Management 	<ul style="list-style-type: none"> 4 Maintenance/Factoring 2 Finance & Corporate Services
Responded to in full	27 (100%)
Resolved at front line (5 days)	27 (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:

- Staff member provided with information on approaching matter in future
- Housing system now configured for debt recovery processes
- Contractor's staff member issued warning for not carrying out work per CHA/contractor protocol
- As 7 complaints were received about the same contractor these issues will be discussed at site meetings/contractor performance meetings and will be monitored going forward



Anti-Social Behaviour

Don't sit back and suffer. We want to make it clear that we do not want any of our residents to suffer from anti-social behaviour and that we have in place a robust policy to tackle such issues.

Anti-social behaviour is where a tenant or their visitor acts in a manner which causes or is likely to cause alarm or distress, or pursues a course of conduct which causes or is likely to cause alarm or distress on at least two occasions.

We WILL action all complaints we receive and have previously evicted

tenants as a result of extreme anti-social behaviour. Please report any anti-social behaviour to our Housing team quickly and without fail on 0141 941 1044, housingmanagement@clydebank-ha.org.uk or by using our **NEW FORM** available 24/7 <https://clydebank-ha.org.uk/housing/anti-social-behaviour/report-anti-social-behaviour/>.



We are here to help!



Queens Quay

Now Accepting Applications!

Our fantastic Queens Quay development is on schedule to be completed in March 2022 and is a mixture of 1, 2 and 3 bedroom flats.



Great progress can be seen down at our Queens Quay partnership development

As part of this development, a proportionate number of flats will be allocated to the housing transfer list.

If you have a housing need and are interested in Queens Quay you can submit a housing application form to us, either through our website <https://clydebank-ha.org.uk/housing/applying-for-a-house/> or on request

from the office. If you already have an application form registered with us for a 1, 2 or 3 bedroom property, you will automatically be considered for Queens Quay.



Do you need information in a different way?

We really want all of our tenants and other customers to benefit from all of the information provided in our publications. That's why we send out information, free of charge, in a variety of different ways. We currently issue information in large print and on audio CD so it's no problem if you'd prefer information this way. We can also provide information in different languages and in Braille.

We look forward to hearing from you if you or someone you know would like to receive information in these other formats.

Rent Arrears - an opportunity to avoid legal action

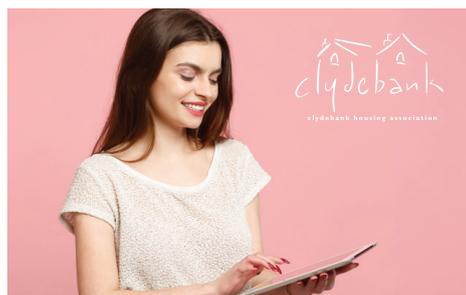
Whilst most tenants have continued to pay their rent in full and on time during the Pandemic, we still have a significant minority who have not been paying with no valid reason for taking this stance.

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 your 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.



Digital Updates



Digital Lending Libraries

CHA & Centre81

Contact us if you'd like to borrow one of our Samsung Galaxy tablet devices, some loaded with data and some Wi-Fi enabled!

Call reception staff at the office on 0141 941 1044 or Centre81 on 0141 533 7070 to find out more.



Tenant Portal

We are delighted to be in the testing phase with some tenants who are willing to test our customer portal for us, which will allow us to iron out any issues. Please contact us if you'd like to get involved.

The HomeMaster Tenant Portal is a web-based system allowing tenants access to information from any location, from any device as long as the device has a web browser. The Tenant Portal allows the updating of personal information including mobile number, e-mail address and emergency contact. Additionally, tenants can view housing applications, report a repair, review their balances and make enquiries.

Website

New forms added!

Our website continues to receive attention on a regular basis. Most recently, we added 4 alterations forms, allowing our tenants to request the most popular alterations 24/7. This will also reduce administration time in processing requests versus the paper version requests. <https://clydebank-ha.org.uk/maintenance/alterations/>. As always, contact us with any suggestions for improvement.



Acting Housing Services Manager speaks at National Safety Conference

Recently, European market leader in home life safety, Aico, held a virtual event on the changes to the Scottish Tolerable Standard, introduced in 2019 as a direct result of recent fire tragedies.

The new Standard details requirements for Fire and Carbon Monoxide detection within homes throughout Scotland. Our Acting Housing Services Manager, Jack Devlin, was a speaker at the event and outlined the challenges to actioning these upgrades posed by property access, the effects of the pandemic and the issue of evidencing compliance.

Jack went on to say how Aico's SmartLINK Gateway has provided a solution to the latter, proving to be a crucial tool for us.

More information on the conference is available here <https://clydebank-ha.org.uk/cha-news/press-releases/>



Farewell Nikki!

In August, we bid farewell to our part-time Tenancy Sustainment Officer, Nikki Quinn. In September, our Housing Officer, Fiona Campbell, will be seconded to this shared role until March 2023.



Goodbye Ryan!

After 3 years working hard on our Centre81 Climate Challenge Fund, we say goodbye to Project Officer, Ryan Savage. Ryan leaves us to set up his own fitness business and we wish him well. Erin Moran will take up this post until March 2022.



Wedding Bells

On 24th July, the sun shone for our Vice Chairperson Catherine and her new husband Gerry who were married at St Eunan's Church. Congratulations Mr & Mrs Boyle!

Vallia Agbokuma, our Housing Trainee

In December 2020, I started working as a Housing Trainee at Clydebank Housing Association through PATH Scotland. Throughout my time so far my role has been very interesting.



Vallia with Joe Farrell, Head of Housing Services

I have learnt so much during my time here and I have met many new people who have given me advice and steered me in the right direction. In my day to day tasks, including assisting with invoices and void inspections, I have been challenged and encouraged to use my own initiative.

environment to develop as a future employee in the housing industry.

Having the opportunity to attend the University of Glasgow part-time as part of the traineeship is something I'm really looking forward to, as I will learn about my field from an academic perspective which is a great combination with the hands-on experience I get on the job. I will be learning various topics including Reflective Practice in Housing, Management of Housing Businesses and Sustainable Housing Development and others. In the office I have been learning how to use a housing and maintenance computer programme called HomeMaster and have also been completing online training provided by CHA.

This traineeship is one of my greatest achievements.

Though my independence was encouraged, exceptional support and guidance has been provided to me by staff at CHA and PATH Scotland, making me feel as if I am in the best



Climate Emergency

We are doing lots both at the Association and at our Centre81 to work towards a lower carbon footprint and to protect the environment. We showcased lots of our activities on Scottish Housing Day online but didn't want anyone to miss it, so read on...



CHA Power Ltd

CHA Power Ltd is our wholly-owned subsidiary, providing energy efficient and affordable heat and hot water through a Combined Heat and Power system (CHP).

It provides unlimited heat and hot water to over 370 two bedroom multi-storey properties, for just £11.95 a week and also supplies the local church. This price has now been frozen for 5 years.



@G Mahoney



energy saving trust

Our electric vehicles

Did you know?

We received grant funding and interest free loans to install 3 double electric vehicle charge points and purchase 2 electric vehicles from the Energy Saving Trust!

Our staff use these 100% electric vehicles when out and about to reduce emissions.

The electric charge points are currently free to use for our residents and the wider community.



Available at Graham Avenue, Cart Street, CHA Car Park

Advice



HOME ENERGY SCOTLAND
 HOMEENERGYSCOTLAND.ORG
0808 808 2282
 FUNDED BY THE SCOTTISH GOVERNMENT

Home Energy Scotland

They are pleased to be supporting tenants with free and impartial energy advice and support. Speak to an advisor free on 0808 808 2282 or email adviceteam@sc.homeenergyscotland.org.

energy saving trust

Energy Saving Trust

Their website has a wealth of information to help all residents including <https://energysavingtrust.org.uk/energy-at-home/heating-your-home/>.

Centre81



We are doing lots at Centre81 to encourage active travel, home grown food, food waste reduction and more!



Cooking Classes

Cooking classes were held over Zoom during lockdown and are now back in person.



Allotments

Contact Erin or Donald at Centre81 if you would like use of one of the raised beds in our Allotment site.



Gardener

Donald Campbell provides advice and assistance on growing and gardening.



Grow Bags

90 'Grow Bag' kits have been distributed to members of the community since May 2020.



Bike Hire Scheme

Our new FREE bike hire scheme is about to launch to encourage active travel within our community.



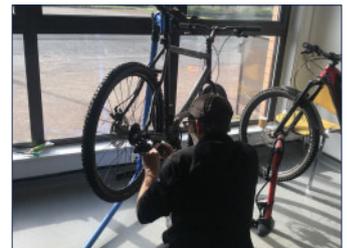
Garden

Fruit, vegetables and herbs are grown in our beautiful community garden and are distributed in the community.



Canal Access

See more on our brand new access path from Centre81 onto the Forth & Clyde Canal on page 23.



Bike Mechanic

Brian is our on-site bike mechanic! 109 bike repairs were completed with £5k of funding from the Scotland Cycle Repair Scheme.

The Future Coming Soon!



Heating Network

Connection of some properties to the Council's District Heating Network at Queen's Quay.



New Builds

Our forthcoming new build properties will have a range of enhanced energy efficiency features.



Bike Stores

The installation of bike stores at 3 locations in our stock! (Dumbarton Road, Bon Accord Square and Cart Street).

Ongoing bike maintenance is available through our CCF Project.

With thanks to our funders & partners for helping to make this happen



October 2020

Tenant Participation Strategy

We want tenants and other customers to find it easy to participate in and influence our decisions, at whatever level they feel comfortable.

Tenants and other customers can get involved in our decision-making process in many ways. We hope this strategy makes it clear to our tenants and other customers that we want to shape our service to reflect their views. We particularly wish to highlight that this includes digital methods and we will do all we can to engage with and support tenants and other customers, our Tenant Panel and Residents Groups in this way, during the Coronavirus pandemic and beyond, and this has been identified as a priority in our Business Plan 2020-2025.

Sharon Keenan, Chief Executive

If you have any questions about getting involved, please don't hesitate to get in touch. This is the full version of the Strategy. A summary leaflet is also available.

Equal Opportunities Statement
The Association will not discriminate on the grounds of age, disability, gender reassignment, marriage, and civil partnership, pregnancy & maternity, race, religion or belief, sex, and sexual orientation. If you or someone you know would like this strategy in any other format, please contact us.

About Us, At a Glance (31/03/20)

- 95% of tenants are satisfied with the quality of services we provide
- Providing houses in Clydebank, West Dunbartonshire, for over 35 years
- Manage and maintain 1,125 homes for rent, mainly in central and east Clydebank
- Provision of 40 shared ownership properties and factor to over 600 owner occupants
- We have 841 housing applicants on our waiting list and welcomed 21 new tenants in the year
- We own and manage Central1, in Whitecrook (see page 13)
- We have a wholly owned subsidiary, CHA Power Ltd (see page 13)
- We have rental income of c. £4.33 million which is used to manage and maintain our properties, including your home
- 33.4 staff are employed (full-time equivalent)
- Run by a Management Committee of volunteers
- Low engagement from the Scottish Housing Regulator (March 2019)
- 2 Registered Tenants Organisations, Radnor Park Multi-Tenants and Residents Association & La Scala Tenants Association
- 1 Tenant Panel

Tenant Challenges 2019

- Low engagement from the Scottish Housing Regulator (March 2019)
- 2 Registered Tenants Organisations, Radnor Park Multi-Tenants and Residents Association & La Scala Tenants Association
- 1 Tenant Panel

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Tenant Participation Strategy Review

Our Tenant Participation Strategy sets out all of the ways customers can get involved with our decision making at a level that suits them.

We review this important Strategy annually but this year it was due a full review. We didn't receive any feedback from 2 newsletter articles but did enlist the help of the Tenant Participation Advisory Service (TPAS), experts in tenant participation, to review the Strategy in line with Scottish Government guidance.

We were delighted that the Strategy received really positive feedback and already almost meets all the requirements of the Government guidance. The main recommendation is to include an action plan and this and the other minor recommendations will be included and presented to our Management Committee for consideration at the end of September. The final edition and the Scottish Government guidance will be available here shortly:

<https://clydebank-ha.org.uk/get-involved/our-tenant-participation-strategy/>

Tenants Report on the Charter Consultation

The content and style of the above performance report is chosen by tenants.

Consultation feedback on what tenants want to see in the above report had just concluded at the time of going to print. We thank the 10 tenants from our consultation register who got involved. Their input on our performance which matters most to them will shape the report due out to all of our tenants by the end of October.

Performance Report for Customers

Background

The Clydebank Housing Association (CHA) annual performance report (APR) 2019-2020 provides an overview of the Association's performance over the year. The APR is a key document for tenants and other customers, providing information on the Association's financial performance, service quality, and other key areas. The APR is available on the Association's website and is also available in hard copy for tenants and other customers who request it.

Consultation

The Association has held a consultation with tenants and other customers to gather their views on the APR. The consultation was held in person and online, and was open to all tenants and other customers. The Association has taken account of the views expressed during the consultation and will be updating the APR to reflect these views.

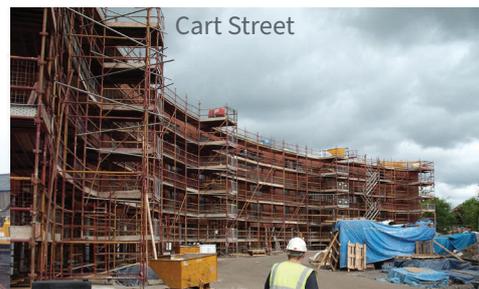
Key findings

The key findings from the consultation are as follows:

- Tenants and other customers want to see more information on the Association's financial performance.
- Tenants and other customers want to see more information on the Association's service quality.
- Tenants and other customers want to see more information on the Association's other key areas.

The Association will be updating the APR to reflect these findings and will be publishing the updated APR in the next few weeks.

December 2020 Report No. 7



You're invited!

Find out more about our developments and how we decide to pursue developments.

We are going to hold a development Focus Group in person and online on 20 October at 11am. Our development consultant, from Macdonald & Cameron, is going to be there and our staff will be available to provide

information and answer any questions you may have. Numbers will be limited in person so please confirm your interest with Sinéad at the office on 0141 941 1044 or sinead@clydebank-ha.org.uk.



Radnor Park Multis Tenants and Residents Association

I begin this column with the issue most on everyone's mind – what is happening with the windows!

I want to reassure tenants that everything is being done to get this project back on track and we are pleased that the work has recently received long awaited building warrant permission. The reality faced now with winter soon approaching is the project not starting until 2022.

To say this is disappointing is an understatement. However, it is out with the Association's control, and we must be realistic about windows being replaced and uncertainty around this happening on the run up to Christmas.



I am delighted to report however that the RPMTRA Committee met on 23rd August for the first time in over 18 months to discuss arrangements for our public meeting. I am very pleased that we held our first public meeting on Monday 20th September at 7.30pm in the Radnor Park Church. Over 50 tenants attended and it was great to see so many faces! There was lots discussed including the investment

programme and local issues for tenants.

Thanks to Clydebank Housing Association's management team for attending.

As always - Keep well and take care.

*Craig Edward
Chairperson*



The Benefits of setting up a Tenants Organisation!

Attention tenants in Linnvale and Whitecreek. 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. See the benefits below:

Benefits	Registered Tenants Organisation	Community Group
Recognised as registered by the Scottish Government	✓	X
Dealings covered by a Housing (Scotland) Act	✓	X
Legal requirement to consult with group on issues affecting them	✓	X
Access to annual funding, training grant and special grant	✓	X

Tenant Panel – now recruiting

“Join the tenant panel today to shape the Association's future services to you!”

We have held 5 successful Tenant Panel meetings virtually already this year. We are building momentum for a time soon 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. We provide support to the Panel (e.g. training, expenses etc.)



Annual Assurance Statement

Our Management Committee is now embarking on producing its third annual assurance statement to the Scottish Housing Regulator. To find out more or get involved, contact Lynette, our Chief Executive, at the office.



Becoming a Shareholder

You can become a shareholder of CHA 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/>.





The Association's blocks

Queens Quay

37 new homes for rent

Our Queens Quay development in partnership with Cube Housing Association and West Dunbartonshire Council is on track 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/>



CAF Charities Aid Foundation  Scottish Government
Riaghaltas na h-Alba
gov.scot



Clydebank Bowling Club

18 new homes for rent

We are delighted to report that our plans for this site have been approved by West Dunbartonshire Council. The costs for the development

have now got to be reviewed and funding secured from the Scottish Government for the build of six 1 bedroom flats and twelve 2 bedroom flats to proceed.



Dalton Avenue 24 new homes for rent

It's looking likely that our builders Crudens will have this site completed by May 2022. You can keep up to date with progress and view our newsletters on our development website at <https://clydebank-ha.org.uk/cha-news/latest-newsletters/>



For your safety - access to the site is strictly prohibited!

Please ensure that all family members, including children in your household are reminded of the dangers of accessing construction sites. We have been working with schools to convey the message of site dangers.


CAF Charities Aid Foundation  Scottish Government
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gov.scot



Interested in finding out more about our developments? Join our focus group in October. See page 14 for more details.

Ongoing Covid-19 Safety

We are back to a full repair service and our office is back open to the public. Please make sure that you are adhering to the COVID rules by keeping a 2m distance with staff members and or contractors in addition to wearing a face mask at all times. This is to ensure that everyone is kept as safe as possible at all times while in our office or in your own home. Our staff and contractors will strictly adhere to this also but please do let us know if this is ever not the case.



Requesting Identification

We noticed in our Repairs and Maintenance Satisfaction Survey that 73% of contractors showed identification (ID).

Whilst this is up from 53% in 2020 it really should be 100%! Please request contractors ID at all times. We have also ensured it is in the contractor Code of Conduct to show it. Did you know you can also add a safe word or code to your account? Just let us know if you would like to set this up.



Annual Gas Servicing

Thank you to everyone that has allowed access for the gas engineers to attend and carry out your annual gas service.



We appreciate it has been unsettling and uncertain times but those visits have allowed us to report that we are 100% compliant so far this year. Please ensure that you continue to allow access when asked by City Technical Services or ourselves. If anyone has had a letter regarding their gas service then please call us at the office to arrange suitable access.



Repair Timescales



All repairs are responded to in terms of their necessity, liability and degree of urgency. Here's a quick reminder of our target timescales:

- Emergency Repairs – make safe within 4 hours and complete the repair within 24 hours
- Urgent Repairs – within 3 working days*
- Routine Repairs – within 10 working days*

For more information, see our Repairs & Maintenance Policy <https://clydebank-ha.org.uk/maintenance/maintenance-leaflets-policy/>

** Day 1 will commence at 9 am the day after the repair is reported*

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 and vandalised/broken glazing.

Radnor Park Windows and Doors

We have now received the approved building warrant for these works.

The contract has now been advertised on Public Contracts Scotland which brings us a big step closer to appointing a contractor. A period of 8 weeks is anticipated from September prior to a contractor being formally appointed in line with procurement practices.

It should be recognised that there are still a number of barriers which will be faced. Given the anticipated time for a contractor to be appointed,

material availability and delivery times, tenants at Radnor Park should be made aware that works are highly unlikely to commence before the end of winter. We appreciate that these delays are frustrating however, please be assured that we intend to condense the programme to, as far as possible, ensure that it is completed within the original timescale (2024 completion across all blocks).



Painter Work

We are delighted to have appointed Bell Group as the contractor to carry out our cyclical paintwork programme for common areas throughout all of our stock.



Bell Group worker Kevin

At present the proposed programme is as follows:



Year 1

- Crown Avenue
- Cart Street
- 15-27 Bannerman Place
- Ian Smith Court
- Fleming Avenue
- Bell Street
- McGregor Street
- White Street
- Glasgow Road/Hume Street
- Individual properties (King St, Lilac Avenue, Onslow Road)



Year 2

- Tenemental Stock (Alexander Street, Dumbarton Road, Kilbowie Road, Whitecrook Street)
- Attlee Place
- Bannerman Estate



Year 3

- Linnvale
- Forth Street
- Bon Accord Square
- 119-155 Dumbarton Road
- Jean Armour Drive
- Janetta Street, West Thomson Street



Year 4

- 177-189 Glasgow Road
- Graham Avenue



Year 5

- Radnor Park Multis

Owners will be notified of costs by letter and meetings will be arranged where appropriate.

Achieving Value for Money

Did you know Major Repairs are calculated within tenants' rents over a 30 year period?

Value for money is achieved during major repairs programmes due to rates being more favourable when carried out in bulk. Not allowing access and not responding to contact for work to proceed is therefore not only a breach of your tenancy agreement, it will ultimately impact rent calculations.

Surveys are arranged prior to works proceeding to allow the contractor to consider all aspects of the job and to identify any potential issues during completion of the works. It is also an opportunity for tenants to ask questions they may have.

Community Benefits

A clause to provide 'community benefits' is now written into all of our large contracts.

What would you like to see being done in your community? Is there anything that you feel needs updated or repainted? Please give us a call on 0141 941 1044 or email maintenance@clydebank-ha.org.

uk and pass on any suggestions of what you feel would benefit or enhance your area for us to consider.

Clear out day 2020 supported by community benefits



Smoke Alarm upgrade

There is an ongoing smoke alarm upgrade programme and by law we must have all properties complete by February 2022. This may feel like a while away yet however we are encouraging all tenants to get in touch with us to arrange access if this has not yet been done in your property.



Boiler Refurbishments

Our contractor, City Technical Services, has been appointed to carry out boiler upgrades to properties in Crown Avenue and Attlee Place which have not yet been replaced. Surveys have been carried out mid-September and works will be carried out shortly thereafter.



Rewiring

Attlee Place, BISF, Whitson Fairhurst and Bannerman Estate

To date works have been completed in just over 50 of the 147 properties within this contract. Smoke alarm upgrades, as required by law, are within the scope of these works.

Access rates for surveys and works to proceed have been extremely disappointing. While we thank those who have provided access to date, it is important that those tenants who have not yet had the works carried out get in touch with ourselves to arrange for surveys/works to proceed.

Attlee Place



Kitchen Refurbishments

We have started to source a contractor for kitchen refurbishments over the next 4 years and we hope they will be in place by March 2022. Tenants included within this programme will be notified by e-mail or letter.



public contracts scotland

Property Factor Code of Conduct

As previously reported, the Scottish Government revised the Code of Conduct for Property Factors, and this came into effect on 16 August 2021.

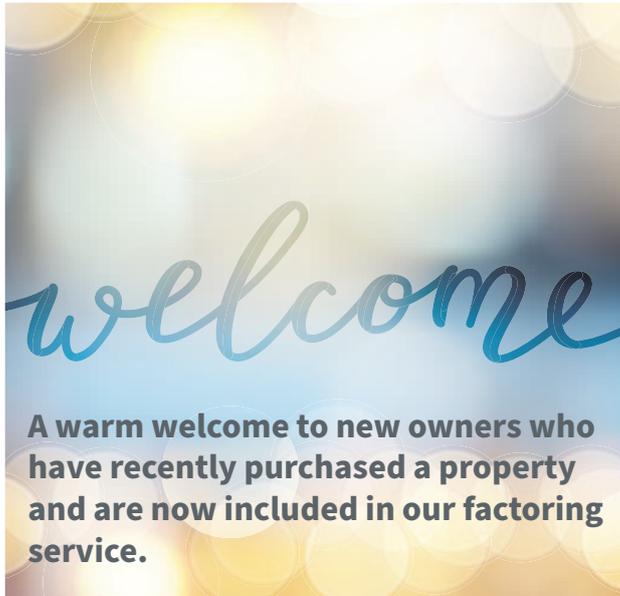
As a result of the revised code, we will be making the required changes to our Written Statement of Services and issuing them to our factored owners over the next few months.

The revised code can be viewed on the Scottish Government website www.gov.scot/publications/property-factors-scotland-act-2011-code-conduct-property-factors-2/

www.gov.scot/publications/property-factors-scotland-act-2011-code-conduct-property-factors-2/



Scottish Government
Riaghaltas na h-Alba
gov.scot



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

Did you know?



Gutter Cleaning

We carry out gutter cleaning between December and February every year as gutters are most likely to be choked from autumn leaves. Please contact our office with any queries on our gutter cleaning programme.



Feeding Birds

Feeding birds not only attracts vermin but it can cause issues with the building such as choked gutters from nests or vegetation. We respectfully ask that this is not done.



Asbestos Management

For asbestos management, common areas are inspected annually and labelled where appropriate by our highly trained contractors and these works are included in our cyclical maintenance programme and recharged to owners through their factoring invoices.

Do we have your email address?

With our new system, we can issue factors invoices to you quickly and easily by email instead of by post.

Many people find this to be more convenient. If you would like to receive communication by email in future, please email us at FactoringGroup@clydebank-ha.org.uk. We've had a number of queries from owners who say they had not received their invoice by email but please check your inbox/spam/junk folders for the invoice which were sent on 26 July for an email from ClydebankHM@clydebank-ha.org.uk.

Furlough Scheme

If you are currently furloughed, you will be aware that the Furlough Scheme is due to end on 30 September 2021. Please get in touch if this will affect you and your ability to pay your factors invoice.

A guide to major repairs proposed for owners is available on our website <https://clydebank-ha.org.uk/maintenance/5-year-plans/>



Spotlight on Factoring Complaints

In the period 1 April – 30 June, we received 6 complaints relating to our factoring service, 4 were upheld.

All 4 related to the same new contractor regarding 3 different issues. The contractor was spoken to both on-site and at contractor performance meetings and all remedial works were carried out promptly and to a satisfactory standard. Contractor responsibilities have been

clarified but will nevertheless be monitored going forward.

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

Our Factoring Complaints Handling Procedure is available here <https://clydebank-ha.org.uk/owners/factoring/> or contact Fiona White, Finance & Corporate Services Manager, at the office for a copy to be sent out.



Smoke Alarm Upgrade

The deadline for all households in Scotland to upgrade their smoke alarm systems to “LD2 specification” is now looming ever closer.

As an owner, you will be required to arrange for the upgrade to the new specification within your own home prior to the February 2022 deadline in order to meet your legal obligations. Additionally, we advise that that failure to carry out these works may result in

all insurance policies held, including building insurance, being null and void. We would recommend that you contact your insurers for advice on any individual policies that you currently hold.

For further information, you can visit the Scottish Government website here <https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>

Centre81



home
to **Cafe81 & Gym81**

Centre81 has been reopened to the public since April 2021.

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. We continue to collect names for Test & Protect, we have cleaning stations around the centre (with hand sanitiser, sanitising spray, wipes and gloves) and have introduced an enhanced daily cleaning regime.

We have been re-introducing our fitness classes and projects over the last few weeks, with more still to be scheduled in. We are open from 9am until 8pm Monday to Friday and 9am – 1pm on 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 or give us a call on 0141 533 7070.

Centre81 Steering Group

The Centre81 Steering Group are back in 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, 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





Gym81

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

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.



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).



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



@cafe81clydebank

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 erin@centre81.org with your contact details.



Grow Bags

We have distributed over 90 Grow Bag kit so far (since May 2020) 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, please call Erin at Centre81 on 0141 533 7070.



Fitness Classes

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

Timetable below* -

- Yoga - Monday 10 - 11am
- Pilates - Tuesdays 9.30 - 10.30am
- Kettlebells - Tuesdays 6 - 7pm
- Circuits/Metafit - Thursdays 6 - 7pm
- Tai Chi - Fridays 2 - 3pm



**Subject to change, please always call to confirm and look for updates on our social media pages*



Official Opening of Centre81 Canal Access Path



On Saturday 4 September, Centre81, owned and managed by Clydebank Housing Association, was delighted to welcome members of the community and guests to the opening of the new access path from Centre81 directly onto the Forth & Clyde canal.

The canal path was officially opened on the day by Provost Hendrie and Marie McNair MSP. After the speeches and the official ribbon-cutting ceremony, Provost Hendrie and local children who participate in Centre81 Steering Group activities, buried a time capsule at the site. Thereafter, a community celebration was held with face painting, kayaking, community garden tours and bike maintenance whilst food was provided by Café81, all to a background of live music and entertainment by Awestruck Academy.

Lynette Lees, Chief Executive of Clydebank Housing Association, said of the day, "I am delighted that the canal path is officially open and that local residents can now make use of Café81 and Gym81 alongside the fitness classes and educational, training, volunteering and social opportunities which are available in Centre 81". Lynette continued, "We sincerely thank all of our community partners who attended including Clydebank Can, the Centre81 Steering Group, Isaro Community Initiative, Sea Cadets Clydebank, Peter's Keepers and the West Dunbartonshire Council Your Community team".



A time capsule was buried

The day was also attended by the funders who made the project possible - Sustrans, West Dunbartonshire Council, Cycling Scotland, Glasgow Airport Flight Path Fund and Paths for All, through Transport Scotland. Thanks also went to Scottish Canals who allowed a lease of the land to

enable the project to go ahead.



“Offering our community more than a home”



For information on any of our classes, please call us at Centre81 on 0141 533 7070



CHA Office Hours

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 24 and Monday 27 September 2021

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



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 NEW NUMBER 0333 202 0708, 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
Tel 0141 941 1044
info@clydebank-ha.org.uk
twitter and facebook: @clydebankha
www.clydebank-ha.org.uk



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