



# ChitChat

**Festive Fun  
with a visit from  
Clyde 1!**



**MISSION  
CHRISTMAS  
cashforkids**

Read more on Page 11



**Contractor Aico provides some  
green-fingered volunteers**

Read more on Page 7

## We wish you a very Merry Christmas and a Happy New Year

Our office will close on Friday 24th December 2020 at 12.30pm and re-open on Thursday 6th January 2022 at 9.00am.

Please note the Radnor Park caretaking service is available on 30th & 31st December, 8.00am to 5.00pm.

Emergency numbers are available on the calendar on the back page, our office answering machine, Facebook and Twitter and our website.



## This issue in pictures



### Focus on Development

Read about us being a developing organisation.

Page 2



### Annual General Meeting Success

Shareholders heard what we have been up to then enjoyed bingo and a fish tea.

Page 5



### 100th Birthday!

Tenant Nan shares her secrets of reaching this incredible age!

Page 7

## We want our tenants to be well informed about our activities and how we reach decisions.



### Currently, we are a developing organisation.

Our Management Committee is committed to development and one of their priorities is to increase the diversity of our stock whilst meeting the requirements of the local housing strategy and contributing to the regeneration of Clydebank.

We have 3 developments active at the moment with other potential developments in the pipeline. We have brought together some information on our developments which we hope is of interest to you. Please let us know if you would like any further information or **if you wish to join our Management Committee and contribute to our decision making.**



### The background

Development opportunities cross our path in a number of ways. On some we are approached by a builder for a 'Design and Build', where the design is already agreed, some are in partnership with others, like at Queens Quay, and some, like Dalton Avenue, we purchased on the open market.

It is out of our control which local sites are used for private housing and which are used for social housing. This is driven by West Dunbartonshire Council's Strategic Housing Investment Plan (SHIP) and the Local Housing Strategy (covers about 3-5 years). We let them know each year what sites we are interested in and the Council considers it for inclusion in the SHIP.

### What we consider

Before considering a development we look at the potential housing mix, whether the costs stack up and also staffing provision.

We don't use the funds we have in the bank for development – we need them for our future major repairs to your homes! We work with the Scottish Government and West Dunbartonshire Council (who distributes the Government's housing grant) to provide the highest level of housing grant available then assess how much Private Finance (loans) we will need.

We make sure the rents received from the properties will cover the loan.

### What is a Clerk of Works?

We employ a Clerk of Works on a development-by-development basis. The Clerk of Works oversees the progress of the development for us and reports back on any issues such as delays in supplies, site condition and health and safety.

### Helping to alleviate Homelessness

We support West Dunbartonshire Council in their duty to rehouse homeless people by providing up to 50% of our homes to homeless referrals. This means around half of our new build homes go to homeless applicants.

View the SHIP here <https://www.west-dunbarton.gov.uk/council/strategies-plans-and-policies/housing/strategic-housing-investment-plan/>

We try to accommodate 10% of specialist homes such as wheelchair adapted properties within our developments



**M|C** Macdonald & Cameron  
*Thanks to Ewan Macdonald for his help with this article*



## Tenancy Sustainment Service

**We want to remind tenants of our tenancy sustainment service.**

Fiona Campbell is our Tenancy Sustainment Officer until 2023 which is funded by the Scottish Government's Homeless Prevention Fund. Fiona's post is shared between 3 local Housing Associations to provide a dedicated tenancy sustainment service to all tenants.

Fiona can offer assistance in many areas, some of which include the condition of your home/ decoration, fuel poverty, community care grants, crisis grants, welfare assistance and food parcels.

Fiona works in conjunction with other agencies including Working4U, Recycle Rooms, West Dunbartonshire Council, employment agencies and befriending services.

If you feel you have an issue Fiona could assist with she can be contacted at our office on 0141 941 1044 or [fiona.campbell@clydebank-ha.org.uk](mailto:fiona.campbell@clydebank-ha.org.uk).



**Fiona Campbell, our Tenancy Sustainment Officer**



## Rent & Service Charge Policy Reviews

**We have commenced our annual review of these two important policies and want your input.**

You will shortly receive an email, or mailing if you do not have an email address on the system, asking you for your views on the following:

- The Rent Policy
- The Service Charge Policy
- The service charge amounts for next year
- The rent increase options for next year

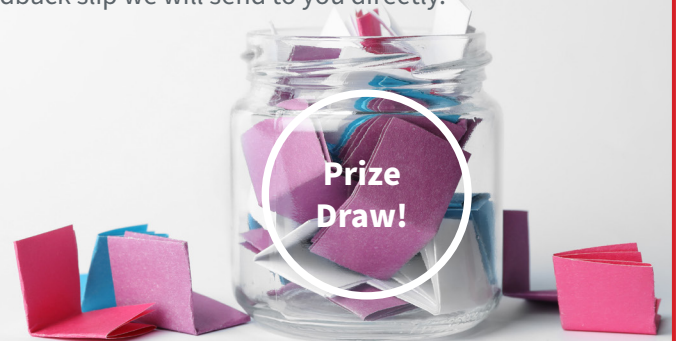
Your input is invaluable in assuring that these policies enable us to provide the landlord services that you want and all comments, positive or otherwise, are taken on board.

This is your chance to influence decision making!

Please respond on receipt of your letter or email, which will include full details of how to do so as well as the rent increase options.

Following approval by our Management Committee, we are offering three rent options for next year. The 3 options will have a wellbeing theme with extra wellbeing services offered to mirror tenant wishes gained during wellbeing calls during the two lockdowns. This will be in addition to extra support services we have already introduced to assist with tenancy sustainment and welfare rights.

The 3 options agreed by our Management Committee at the November meeting are **1.5%, 2% or 2.5%**. Please refer to the Rent Setting Information booklet and feedback slip we will send to you directly.



## Queens Quay: Applications Open

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

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.





## 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](http://clydebank-ha.org.uk) or on request from the office on 0141 941 1044.



\* not suitable for children under 12



## Rent Payments this Christmas

We know this again has been a difficult year as a result of the ongoing pandemic, however, we must remind all tenants that their rent is due to be paid in full and on time every month and this includes during the Christmas period.

If you are experiencing any financial difficulties that are affecting your ability to pay your rent, please contact us without fail on 0141 941 1044 - we are here to help.

There are many ways to pay your rent:

**Paying By Direct Debit** - call our Rents Team on 0141 941 1044 and we'll complete your Direct Debit request over the phone.



**Card payments** - call us on 0141 941 1044 and we can process your payment over the telephone and email/post you the receipt for your records.

**Using your allpay payment card:**

- In person at a wide range of outlets
- Online via allpay's website by going to [www.allpayments.net](http://www.allpayments.net)
- By telephone by calling the 24-hour service on 0844 557 8321 (charges apply)



**Allpay App** - Download the free app to your phone from <http://www.allpay.net/allpay-payment-app>

Our full Payment of Rent leaflet is available here: [www.clydebank-ha.org.uk/cha-downloads/cha-housing-management-leaflets/](http://www.clydebank-ha.org.uk/cha-downloads/cha-housing-management-leaflets/)



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



# Annual General Meeting Success!

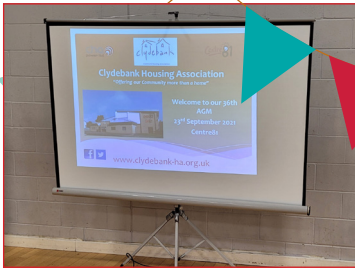
We were delighted at the success of our 36th Annual General Meeting (AGM) held at Centre81 in Whitecrook, our fantastic regeneration and community centre.

On 23 September, 30 (20.4%) of our shareholders attended our first in-person AGM since 2019, and heard from the Head of Housing Services, Joe Farrell, what we had achieved during the year and our

plans for the future in terms of new build development and addressing the key risks of the organisation. Lynette Lees, Chief Executive, then explained the Association's annual accounts and financial position at the year-end.

Members then enjoyed a fish tea and some sweet treats before rounding the evening off with a few games of prize bingo.

It was safe to say there were smiles all round after a great night!



## Introducing Your New Committee

The Management Committee makes all the important decisions about what we do and how we should be doing it.

Staff are employed by the Management Committee to act on these decisions and to carry out our day-to-day work.

Following our 2021 Annual General Meeting (details above), we are delighted to announce our Management Committee (some pictured) is as follows:

- Catherine Boyle, Chairperson
- John Hillhouse, Vice Chairperson/Treasurer
- Paul Shiach, Secretary
- Kimberley Tennant
- Laura Breeze
- Kathleen Brown
- Grace Daly
- Doris Smith
- Joe O'Donnell
- Cllr John Mooney (co-opted)
- Cllr Diane Docherty (co-opted)



# Security is Key

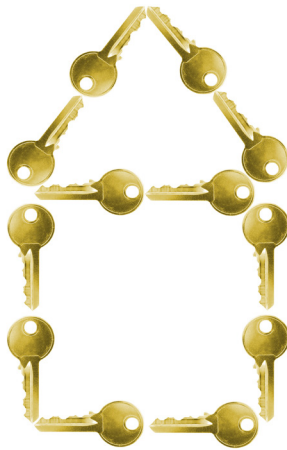
We have had lots of calls from concerned tenants that close doors are not being secured by residents or visitors or are being wedged open.

All of our flats have key or fob access to make the building safe and secure for all residents.

Recently, some of our residents in properties around the college and local schools i.e., Cart Street and Radnor Park flats, have been reporting college and school children loitering in the flats.

We have also heard of some isolated incidents of loitering in built up areas, for example, Glasgow Road and Dumbarton Road.

In order to minimise the risk of these situations from arising we would ask all residents (and visitors) to be extra vigilant.



Make sure close doors close securely behind you and lock any back doors when not in use. Never leave the doors wedged open and if you find a security door is not doing its job please report this to our Maintenance Department immediately by calling 0141 941 1044 or by emailing [maintenance@clydebank-ha.org.uk](mailto:maintenance@clydebank-ha.org.uk)

As always if anyone is concerned about this issue or require further advice please do not hesitate to contact any member of staff.



# Compliments

Thank you for the 19 compliments we received between July and September. We really appreciate it!

- *To all CHA staff. Just wanted to thank you all, for your hard work and for such a great night you put on last night (AGM). It was brilliant.*
- *Tenant would like to give the maintenance department a huge thanks for getting the contractors out so fast.*
- *Tenant called to express thanks following the Chief Executive's open chat morning.*
- *Thank you so much for all your help Taylor. You are always really kind and helpful!*



## Linnvale Neighbourhood Watch



**Linnvale Community Group has set up a local neighbourhood watch scheme.**

We were recently informed by the Group that a resident was scammed out of £120 from rogue contractors and they have been getting more and more reports of incidents.

The Group states, "Standing together as an organised Neighbourhood Watch we can collectively support anyone and everyone who stands up for what is right and against what we all know is unacceptable behaviour. Together we really are stronger."

Read more and sign up at <https://www.linnvale.co.uk/neighbourhood-watch/>.

## 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.

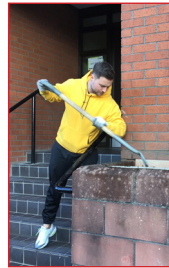


# Volunteers put to work!

**Tony and Gregor of Aico volunteered with us as part of their commitment to giving something back to the community.**

Aico, the supplier of our smoke alarm monitoring technology, very kindly donated 2 of their staff for the day. Volunteers Tony and Gregor joined us on a damp Thursday in November to give some areas in our estates much needed TLC.

Our Community Gardener, Donald, and Estate Caretaking Supervisor, Alan, kept them busy... We think the photos speak for themselves! And we're sure our Crown Avenue tenants will agree! We thank them for their hard work.



## Tenant Presentations

**Housing Officer, Lynne McGeachan, got to spread some happiness recently...**

Firstly, we paid a visit to Annie 'Nan' Rice on her **100th birthday** to pass on good wishes from ourselves and the local residents group. Nan credited good genes and contentedness to help her get to this amazing age. Congratulations!

Next up, we visited Grace McDonald as the prize winner of our annual consultation draw. Anyone who replies to our questionnaires, surveys etc. throughout the year (where it doesn't have its own prize draw) is automatically entered into our annual prize draw, drawn at our AGM, to win a £50 grocery voucher.

Thanks to all who take the time to respond.



## Christmas Joy!

Our staff elves donned their Christmas jumpers on 10 December and distributed selection boxes at our community garden in Radnor Park, which was also decorated with a small Christmas tree and lights for a festive look.

Thanks to local resident Anne Moffat for contributing 15 selection boxes towards the festive treats.



# Cuppa and a cake in support of Macmillan

WORLD'S BIGGEST  
**COFFEE MORNING**  
**MACMILLAN CANCER SUPPORT**

**Our staff once again held an event in support of Macmillan's Biggest Coffee Morning.**

The 'CHA bake off' was held in October in our office board room. We thank our staff who supported the event and raised £116 in cash with many payments also made directly to Macmillan.

Along with thousands of other hosts, we helped the Charity raise over £10 million to help people with cancer.



Star Baker, Fiona White

## 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 on request from the office.

### 1 July - 30 September 2021

Total number of complaints received	18
Number where we were at fault, apology given and rectified	9
Breakdown of complaints where we were at fault:	
<ul style="list-style-type: none"> <li>5 Maintenance</li> <li>1 Housing Management</li> <li>2 Maintenance/Factoring</li> </ul>	<ul style="list-style-type: none"> <li>1 Finance &amp; Corporate Services/ Maintenance</li> </ul>
Responded to in full	18 (100%)
Resolved at front line (5 days)	18 (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:

- Reminded staff of customer service timescales/informed contractor of tenant's concerns and will continue to monitor this
- Improved communication discussed at several contractors' meetings
- Importance of completion of work, tidying up and leaving property as entered discussed at contractor's meeting

## 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 25th January  
11am-12pm  
NEW LOCATION  
Radnor Park Church Hall

Tuesday 22nd February,  
11am-12pm, CHA Office, 77-83  
Kilbowie Road

Tuesday 29th March  
11am-12pm  
Centre81, Braes Avenue,  
Whitecreek





# Staying warm and saving money this winter



## Energy Advice from Home Energy Scotland

From home working to staycations, we are all spending more time at home. And as we're now in winter, we'll be switching on our lights earlier and turning up the thermostat more – but how can we stay warm while keeping our bills as low as possible?

Small changes to your current routine can save you money without necessarily impacting your lifestyle.

For example, replacing an inefficient showerhead with a more efficient one can save around **£55 per year** on your energy bills.

*Ten small changes that you can make to help keep your bills low this winter whilst also keeping warm at home:*

	Cost saving	CO2 saving
Turning down your thermostat by 1 degree	£55	300kg
Line drying your clothes	£35	50kg
Avoiding standby and turning appliances off	£35	50kg
Using a bowl to wash up	£25	140kg
Draught-proof your windows & doors	£25	105kg
Install reflective radiator panels on external walls	£14	75kg
Choose a Laptop over a Desktop	£19	30kg
Replace inefficient bulbs with LED's	£39	65kg
1 minute less in the shower	£17	40kg
Only fill the kettle with as much water as you need	£6	10kg
<b>Total on a year basis</b>	<b>£270</b>	<b>870kg</b>

And you should always try to fully load your washing machine. By cutting back washing machine use by just 1 cycle per week and by setting your washing machine to 30 degrees, you could save money on energy bills as it uses around 57% less electricity than washing at higher temperatures.

For more information on how to make your home warmer, contact Home Energy Scotland on 0808 808 2282 or visit <https://www.homeenergyscotland.org/make-my-home-warmer/>.



[www.homeenergyscotland.org/make-my-home-warmer/](https://www.homeenergyscotland.org/make-my-home-warmer/)



# Lightbulb Moment!



3 of our electrical contractors committed to support our tenants by providing energy efficient light bulbs to assist with fuel poverty.

Magnus Electrical and C Hanlon dropped by with 220 bulbs! Our Tenancy Sustainment Officer, Fiona Campbell, will distribute to those who will benefit from them. Contractor ETI is going to send staff, for free, to fit 50 energy efficient light bulbs in homes where tenants are vulnerable and cannot install them themselves.

We thank them all for their generous donations.



# Keep it Clear!

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

We remind all tenants to remove all personal items from communal areas. The landings and stairwells within your close are your only means of escape in the event of a fire.



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



**GIVE YOUR JOB SEARCH A FAIR START WITH THE LENNOX PARTNERSHIP**

### Customer Offer

We'll provide you with a dedicated Job Coach who will assist you in all aspects of employment help, including: a new or updated CV, application support, interview preparation, funding for training and travel.

### We Can Help You With

Job-related qualifications and accreditations like a CSCS Card, SIA Licence, Elementary Food Hygiene SCQF, and many more. All we ask is that you give your best effort, and attend your phone or video call appointments.

Fair Start Scotland is a free, voluntary service, tailored to each individual who uses it. We ensure your needs are looked after with your input, and with your goals in mind.

To find out more, contact us on 07423 002842.



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)**



Scottish Charity No. SC 033962. Registered Social Landlord with the Scottish Housing Regulator, Registration No 86. A Registered Society registered under the Co-operative and Community Benefit Societies Act 2014 (No. 2191RS). Registered Property Factor No. PF000231. Information Commissioner's Office Registration No Z6043444. Member of the Scottish Federation of Housing Associations. Registered in Scotland at 77-83 Kilbowie Road, Clydebank G81 1BL. Newsletter printed on FSC® certified paper which is Green Star System Rated 3 star. To the best of our knowledge all information contained in this newsletter is correct at the time of going to print.

# Performance Report & Charter Report

**We hope you enjoyed our 2 recent publications.**

We issued our Performance Report showing our performance against the Scottish Social Housing Charter in October and our Annual Report showing how we performed in 2020/2021 in November.

We value your feedback and thank all the tenants who have completed our Performance Report feedback forms on paper or online.

We'll compile the results and let you know what you thought in our March edition.



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



## New Service Launched

**The British Red Cross has launched a service aimed at offering support to anyone experiencing loneliness.**

The service, called 'Connecting with You', is available to all people aged 18 or over in Scotland and can be accessed online at [www.mygov.scot/loneliness](http://www.mygov.scot/loneliness) or by phone on 07709 502127 (Monday - Friday, 10am - 4pm).

Support offered is dependant on individual needs and local availability but could include:

- weekly phone calls
- in-person meetings
- support getting into new or old hobbies and interests

# Community Transport

## A Milestone For Community Transport in West Dunbartonshire.

On 1st October, a free pilot Health Appointment Transport Service started covering residents of G81 funded by SPT and West Dunbartonshire Council. It will run for six months and slowly increase capacity for taking eligible residents to clinic or hospital appointments.

Their intention is to develop a new Community Transport operator for all of West Dunbartonshire by recruiting enthusiastic volunteers to contribute to

the planning and eventual operation of the new service. If interested, you can follow them on Facebook (Search for West Dunbartonshire Community Transport Action Group) or send a message to [wdctag@gmail.com](mailto:wdctag@gmail.com) or phone **0141 881 9998**.



West Dunbartonshire  
Community Transport  
Action Group



## Festive Fun with a visit from Clyde 1!

Our staff were delighted to support Clyde 1's Cash for Kids Mission Christmas Appeal by donning Christmas jumpers and donating over £80 to this worthy appeal.

Lynette, our Chief Executive, who was heard on Clyde 1 with presenter Cassi, said, "We support this every year. As a local organisation we are community led so know how important it is to support the local families. We're chuffed to be involved!"



**MISSION CHRISTMAS**  
cashforkids

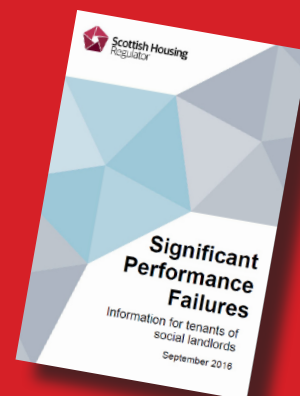
## Significant Performance Failures

The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures'.

A significant performance failure is defined by the SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. This is something that is a systematic problem that does, or could, affect all of a landlord's tenants. You can ask us for more information about significant performance failures.

Please find below a link to the form to be used for reporting a significant performance failure.

<https://www.housingregulator.gov.scot/for-tenants/complain-about-a-landlord/significant-performance-failure-reporting-form>



# World Kindness Day!

## Sponsors

We sincerely thank our sponsors who, along with ourselves, provided a World Kindness Day fund of £2,260!



### All Trades

C Hanlon Ltd, 6 Brackenrig Road, Glasgow G46 8QQ  
Tel: 07850 643805 / 0141 621 0100  
Email: enquiries@chanlon.com  
Web: www.chanlon.com  
Contact: John McGovern



### Quantity Surveying

Ewing Somerville Partnership  
40 Speirs Wharf, Glasgow G4 9TH  
Tel: 0141 353 3531  
Email: info@ewing-somerville.com  
Web: www.ewingsomerville.com  
Contact: Barry Farrell



### Legal Services

TC Young Solicitors  
7 West George Street, Glasgow G2 1BA  
Tel: 0141 221 5562  
Email: mail@tcyoung.co.uk  
Web: www.tcyoung.co.uk  
Contact: Murray MacGillivray



### Asbestos Management

Asbestos Analytical Services  
Unit 1, Shawfarm Road, Prestwick, KA9 2TR  
Tel: 01292 475176  
Email: david@as-asyr.co.uk  
Web: www.asbestos.scot  
Contact: Lorraine



### Painting Contractor/Shop

RJ Russell Decorators Ltd  
477-481 Dumbarton Road, Dalmuir G81 4DT  
Tel: 0141 562 0201  
Email: info@thepaintshopclydebank.com  
Web: www.thepaintshopclydebank.com  
Contact: Ralph Russell

### The Ventilation Experts

### Ventilation

The Ventilation Experts  
Inveravon, Pacemuir Road, Kilmacolm PA13 4JJ  
Tel: 0141 370 2022  
Email: admin@ventilationexpert.com  
Web: www.ventilationexpert.com  
Contact: Barbara Steen

### Magnus

Electrical Services Ltd

### Electrical Contractor

Magnus Electrical Services  
6-8 Achamore Road, Glasgow G15 8QS  
Tel: 0141 949 1114  
Email: info@magnus-electrical.co.uk  
Web: www.magnus-electrical.co.uk  
Contact: Paul Kane



### Paint Work

Bell Group  
Bell Business Park, Rochsolloch Road, Airdrie ML6 9BG  
Tel: 01236 766878  
Email: k.docherty@bellgroup.co.uk  
Web: www.bellgroup.co.uk  
Contact: Kirsty Docherty



### Construction Consultants

nbm Construction Cost Consultants, 9 Woodside Crescent, Glasgow G3 7UL  
Tel: 0141 333 1836  
Email: admin@nbm.bz  
Web: www.nbm.bz  
Contact: Marlitta Curran



### Printing

Kestrel Press  
25 Whittle Place  
Irvine KA11 4HR  
Tel: 01294 222 222  
Email: gferguson@kestrelpress.com  
Web: www.kestrelpress.com  
Contact: Graeme Ferguson



### Mailing House

DM Direct Ltd, 11 South Avenue, 9 Simpson Court, Clydebank G81 2NR  
Tel: 0141 952 5954  
Email: dm-direct@btconnect.com  
Web: www.dm-direct.org.uk  
Contact: Catherine Smith



### Glazing

Regency Glazing  
940 Crow Road, Anniesland G13 1JD  
Tel: 07957 825623  
Email: info@regencyglazingltd.co.uk  
Contact: Dougie Smith



### Locksmiths/Blacksmiths

Anvil Locksmiths Ltd  
Unit 1A, 1 Lambhill Quadrant, Milnpark Trading Estate, Glasgow G41  
Tel: 0141 429 2606  
Email: alan@anvillocksmiths.co.uk  
Web: www.anvillocksmiths.co.uk  
Contact: Alan Donald



### BMS Support

West Coast Controls Ltd  
Unit 1, Cadder House, Bleachfield, Milngavie G62 7LW  
Tel: 0141 956 4327  
Email: service@westcoastcontrols.co.uk  
Web: www.westcoastcontrols.co.uk  
Contact: Colin Buchanan



### Home Life Safety

Aico Ltd, Maesbury Road, Morda, Oswestry SY10 8NR  
Tel: 01691 664100  
Email: tony.boyle@aico.co.uk  
Web: www.aico.co.uk/homeowner  
Contact: Tony Boyle



### Mechanical & Electrical Engineers

GOC Engineering Services, Buckingham Cottage, Fintry G63 0XJ  
Tel: 01360 860478  
Email: jchesney@btconnect.com  
Contact: Jim Chesney

# Celebrating Kindness in our Community

choose Kindness

Thanks to us all, we created a fund of £2,260 to show kindness to our residents and our community ahead of World Kindness Day on 13 November!

We used 50% of the fund to distribute kind gestures including:

£15 Amazon vouchers were distributed randomly to tenants, 50 goodie bags were distributed in the community along with bouquets of flowers, 30 selection boxes and Asda vouchers.

The remaining £1,130 was handed over to the West Dunbartonshire Community Foodshare for their Christmas Toy Appeal 2021 and was received with thanks.



West Dunbartonshire Community Foodshare  
23 h · 🌐  
Thank you so much to Clydebank Housing Association Ltd who popped in today with a donation of £1130 🧡 CHA asked their contractors to donate to their kindness fund and donated 50% 🧡🧡



“Just to say we’ve given out a few of the kindness packs today (at Centre81) and the people have been truly delighted!”

“Thank you for the Amazon Gift Card!”



“Tenant is over the moon with their gift for World Kindness Day. It made their day.”

“Such a lovely thing to do.”



**Development Agents/  
Clerk of Works**  
Macdonald & Cameron  
B1-10, Sams, Oban PA37  
1QA  
Tel: 07906 308264  
Email: kimberley@  
macdonald-cameron.co.uk  
Web: www.macdonald-  
cameron.co.uk  
Contact: Kimberley  
McKendrick



**Architecture**  
Mast Architects  
51 St Vincent Crescent,  
Glasgow G3 8NQ  
Tel: 0141 221 6834  
Email: mast@  
mastarchitects.co.uk  
Web: www.mastarchitects.  
co.uk  
Contact: Eilidh Jones



**Property Maintenance**  
B. Hood GPM Ltd  
64 Drumry Road,  
Clydebank G81  
Tel: 07719 796155  
Email: hoodlb@  
ntlworld.com  
Contact Person: Brian  
Hood

## Radnor Park Multis Tenants and Residents Association

**It is hard to believe Christmas is literally around the corner!**

I feel it is important to reflect on the year we have had, and recognise the changes made as 2021 ends and 2022 is upon us. It has been an important year for RPMTRA as we met in person for the first time in nearly two years, and elected a new committee. We all remain committed to making a positive impact on your behalf, listening to and representing tenants' interests.



Christmas card. We believe that nobody should be left behind at Christmas – did you notice our new logo?

We continue to have a positive working relationship with CHA, who share our ambition to make Radnor Park the best place it can be. To all of you, have a very Merry Christmas and a Happy New Year from me, and all our voluntary committee members.

As always - Keep well and take care.

*Craig Edward*

Craig Edward  
Chairperson

A suggestion was made for tenants to share their photographs of past Christmases to understand how Christmas (and fashion!) has changed over the decades. If you have any photographs you would like to share, please contact 0141 941 1044. Tackling social isolation is important at this time of year, therefore I hope that you enjoyed receiving RPMTRA's first ever

### RPMTRA Logo Launch!

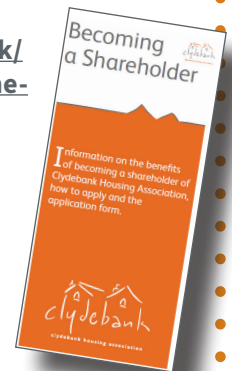
We were delighted to assist the group in the design of their new logo which is now in use. We're sure you'll agree it looks great and shows the community spirit and beautiful greenery in Radnor Park.



## 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/>.



## Linnvale Community Benefits from Cruden

**Linnvale Community Group were able to provide Christmas kindness with help from local residents and Cruden, our Dalton Avenue site builder.**

Cruden provided £500 from the 'community benefit' pot they had committed to us for this great cause.

Linnvale Community Group acknowledged it has been a tough year again and approached us for help to pass on Christmas gestures to the community.

The Group will distribute Christmas cards, selection boxes and boxes of chocolates and biscuits to nominated neighbours.





## Our Annual Assurance Statement to the Scottish Housing Regulator



**Our Annual Assurance Statement for 2021 was agreed by our Management Committee on Friday 29 October 2021. The statement was signed by Catherine Boyle, Chairperson, pictured right, on behalf of the Association and submitted to the Scottish Housing Regulator by the deadline of 31 October.**

Clydebank Housing Association's Management Committee hereby submits its third Annual Assurance Statement to the Scottish Housing Regulator, which has been prepared in line with Statutory Guidance, declaring that it is compliant with:

- All relevant regulatory requirements as set out in Chapter 3 of the Regulatory Framework
- All relevant standards and outcomes in the Scottish Social Housing Charter
- All relevant legislative duties
- The Standards of Governance and Financial Management

The Management Committee arrived at this conclusion following a robust review of its recording framework (in line with SFHA's "Social Landlord Self-Assurance" Toolkit and Supplemental Covid-19 Guidance), a comprehensive

review of evidence and self-assurance factors including independent financial and non-financial audit reports, previous Management Committee self-assessment exercises and recommendations following a collaborative governance review.

In considering our compliance with our legal and regulatory requirements in 2021, we have taken account of the ongoing impact of the Covid-19 pandemic and consequent business, economic and social disruption. We continue to comply fully with the changes to legislation and will follow national and local policy e.g. in respect of health and safety, physical distancing, travel, office opening, use of PPE, application of Test and Protect requirements and social gatherings where required.

We are confident that the measures that we

have put in place and the contingency planning that we have implemented have ensured that we are able to continue to meet our ongoing responsibilities to our tenants, service users, regulators and funders.

We continue to monitor our recently updated business plan, budget and financial assumptions and associated business interruption. Our Business/Financial Plans were prepared in line with the Scottish Housing Regulator's (SHR) Business Planning guidance (December 2015) alongside their Business Planning Supplementary Advice issued in August 2020. They reflect the impact/potential ongoing impact of the pandemic in areas such as rent affordability, treasury management and interest rates, our planned investment programme and arrears recovery levels. Our financial plans demonstrate that the Association remains on a sound financial footing.

During the assurance review process, the Management Committee has identified improvements which will further enhance its current and future practices and has devised an improvement action plan which will be reviewed on an ongoing basis.

We continue to be committed to our Assurance Working Group, comprising 3 Committee Members, to manage continuous compliance and our annual programme. This will ensure that we have appropriate and effective arrangements in place to notify the SHR of any changes in assurance should they arise.

We have plans to fully review the guidance on equalities and human rights and await further clarification so that we can implement an effective approach and incorporate this into our assurance processes where required.



## Employee of the Year 2021

We were delighted to present Clerical Assistant, Taylor Kelly, with this staff nominated award.

Taylor is the third recipient of this award which was awarded at a recent staff training event. Taylor received many nominations by her colleagues acknowledging her commitment to customer service and assisting our residents. Some comments that Taylor received were:



“She is friendly and professional, and she is always so helpful to our tenants”

“Always helpful – nothing is ever too much trouble, kind and courteous and willing to go that extra mile. An amazing colleague!”

Well done Taylor!

## Living Wage Employer

In November we celebrated Living Wage Week and we're proud to be an officially recognised Living Wage employer since 2016!



## Housing Services Manager

### Job Success for Jack Devlin



We are delighted to announce that, following a competitive recruitment process with a high calibre of candidates, Jack was successful in securing the role of Housing Services Manager. Jack has been with the Association since 2006 and is a specialist in key areas such as procurement, health & safety, asset management and performance reporting. Jack replaces our previous Housing Services Manager, Alison Macfarlane, who left the Association in April 2021.



## CIH Housing Awards

Our Housing Services Manager, Jack Devlin, and Clerical Assistant, Taylor Kelly, recently attended the above awards, as a guest of Aico, with thanks.

Jack and Taylor enjoyed the ceremony in Glasgow and hearing all about the fantastic projects which had won awards. Later, Jack and Taylor enjoyed some networking with members of other Associations, gaining ideas and making useful contacts.

Don't they scrub up well?!

## Fond Farewell to Joan



In December 2021, we bid a fond farewell to our long-serving Housing Assistant Joan Craig. Joan retires with a collective service of 26 years with CHA and Scottish Homes and staff and tenants will miss her cheerfulness and friendly disposition. We wish Joan a long, happy and healthy retirement.







## Frozen Pipes

**Frozen pipes can cause a lot of disruption – from lack of water and heating to water damage if the pipes burst – so it is important to keep the water flowing.**

Here's a few tips for the cold weather...

- Keep the heating on, even at a low temperature, during severe cold weather to prevent pipes freezing up
- Keep an eye on things as pipes defrost. If you do experience a burst pipe, please immediately turn off the water supply and report this to us
- Make sure you know where your water stop tap is and how to turn off the water and don't hesitate to get in touch with our Maintenance team if you wish any assistance in this regard

Further information is available on the Scottish Water website.



## Gutter Cleaning

This year's gutter cleaning programme will not be starting until the end of January 2022 as agreed at our last meeting with MCS Safety Systems Ltd. This will be running, weather dependant, until the end of February.



## Bin Chute Issues

**Due to recent misuse, a bin chute at our Radnor Park Multi Storeys was out of use for a number of days.**

We remind all residents of the multi storey flats of the following proper use of the bin chutes:



Please note bin chutes may only be used between 8.00am and 8.00pm. Thank you.

## Gas Service Reminder

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

If you have received a letter from City Technical Services or Clydebank Housing Association then please get in touch as soon as possible to arrange suitable access.

Please be aware that carrying out the Annual Gas Service is a landlord obligation and we urge all tenants to allow access for this to ensure you and your neighbours remain safe within your homes.



## Contents Insurance

We strongly recommend that those residents who do not currently have home contents insurance look into taking out a policy. Although we sincerely hope that this would not need to be used, this can make all the difference in the event of fire, flood or break in.

Please contact your Housing Assistant if you would like more advice on this.



## Painter Work

We are delighted that works have commenced in our scheduled painterwork programme and Crown Avenue has since been completed which has made a big difference to the look of the blocks.

Bell Group continue to work through the programme. A reminder of the proposed programme:



### 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.

## Smoke Alarm upgrade

Works have now been completed in over 90% of properties. We will be contacting those tenants who have yet to receive these vital upgrades, however, we encourage tenants to contact us directly to make installation arrangements. All works are required by law to be completed by February 2022.



## Kitchen Refurbishments

The tender documentation received from contractors interested in carrying this work is currently being reviewed. We hope to appoint a contractor early in the New Year. Tenants at Crown Avenue, Glasgow Road and Hume Street included within the programme will then be contacted and work is anticipated to be completed by March 2022.



## Boiler Refurbishments

Work has now started on this contract for properties in Crown Avenue and Attlee Place. Good progress has been made, however, if you have received information from us and have yet to have your new boiler installed, please contact our maintenance team.



# Radnor Park

## Windows and Doors

Following on from our tendering process for this work, and as discussed at the recent Radnor Park Multis Tenants and Residents Association meeting, we were unable to award this contract due to the unviably high costs provided.

We are now working with other contractors who have expressed an interest in these works. Costs are to be provided before Christmas and we are still targeting a start date of Spring 2022 and a 2024 completion across all blocks.



# Rewiring

**Tenemental Stock - Kilbowie Road, Alexander Street, Whitecrook Street, Dumbarton Road, Forth Street, Bon Accord Square, Jean Armour Drive, Glasgow Road, Ian Smith Court, Bannerman Place**

A rewiring contract including these properties is due to be advertised in the near future. We would recommend that tenants within these properties consider this when thinking about decorating.

If you wish further information on the programme, please contact our maintenance team. The plan is as follows:

2022/23 – Tenements (114 properties) Kilbowie Rd, Alexander Street, Whitecrook St, 161-173 Dumbarton Road, Forth Street, Bon Accord Square, 119-155 Dumbarton Road (76 properties)

2023/24 – Jean Armour Drive (23)

2024/25 – 177-189 Glasgow Road (31), Ian Smith Court (38)

2025/26 – 15-27 Bannerman Place (28), Blackburn cottages Linnvale (4)



## Attlee Place, BISF, Whitson Fairhurst and Bannerman Estate

Good progress has been made on this contract. However, we still have a number of properties which are still to be surveyed or have work carried out.

These works include the 'LD2' smoke alarm upgrades, as required by law by February 2022, and therefore urge those with work outstanding to get in touch with ourselves to arrange for surveys/works to proceed.





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

## Spotlight on Factoring Complaints



**In the period 1 July - 30 September, we received 3 complaints relating to our factoring service, 2 were upheld.**

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

- Increased communication with a contractor
- Repairs to shared area now progressed in line with factoring procedures

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.

## Review of Written Statement of Services – Update

Following the introduction of the revised Code of Conduct for Property Factors, which came into force on 16 August 2021, we have now completed our review of our Written Statement of Services to ensure they comply with the revised Code. We are in the process of issuing the updated Written Statement of Services to owners. When it arrives, please keep this document safe as it provides all the information that you need with regards to your factoring service.



## Flooding in Common Areas

Where we factor a property, in the event of flooding in common areas, we are responsible for issues within the boundary of the property. When on pavements and roads, however, we would advise you to contact Scottish Water in the first instance.

You can contact Scottish Water via, telephone or report a problem on their website.

Customer Helpline **0845 601 8855**  
Web at [www.scottishwater.co.uk](http://www.scottishwater.co.uk).



## Painter Work

Our 5-year painter work contract has now commenced. Where required, owner meetings will be arranged. Please refer to our article on page 18 for details of the planned programme.

## Would you like to receive your Factors Invoices by email?

**In conjunction with our Carbon Management Plan to reduce our carbon footprint, it is our aim to communicate with our customers electronically as much as possible.**

If you would be happy to assist us with this (or if you are simply tired of receiving so much paperwork through the post!), please provide us with your email address and we will ensure all future invoices and correspondence are sent to you by email. Details can be sent to [FactoringGroup@clydebank-ha.org.uk](mailto:FactoringGroup@clydebank-ha.org.uk).

For those owners that have already supplied us with their email address, your December invoice will be issued to you by email. The email address that your invoice will come from is [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk). Please keep an eye on your Junk/Spam folder from mid-December in case your invoice is filtered out. Please note that you should not reply to this email address if you have any queries as a reply email address will be included in the body of email.



## Factoring Policy Review

Although we carried out an extensive review of our Factoring Policy last year, with the introduction of the revised Code of Conduct we were required to make some minor changes to our Factoring Policy. The changes have now been approved by our Management Committee and you can find the updated Policy in the Downloads section of our website.

## Smoke Alarm Upgrade

The deadline for all households in Scotland to upgrade their smoke alarm systems to "LD2 specification" is looming even 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. For further information, you can visit the Scottish Government website <https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>



## Centre81



**Merry Christmas & a Happy & Peaceful New Year from all the staff at Centre81.**

**Centre81 will close on Thursday 23rd December at 7pm and re-open on Thursday 6th January 2022 at 8am.**



## Fitness Classes

We have a great variety of keep-fit classes at Centre81, all only £2 per class. Timetable below\*:

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



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

*\*Subject to change, please always call to confirm*

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



[@cafe81clydebank](https://www.just-eat.com/cafes/centre81-claydebank)



Centre81  
@ CENTRE81 CLYDEBANK G81 1DP

# BINGO

£5 PER PERSON  
INCLUDES 6 GAMES + A CUPPA

1PM - 2.30PM  
THURSDAYS  
EVERYONE WELCOME!

PHONE 0141 533 7070 FOR MORE INFORMATION

# Growing Change for Good

## Our Climate Challenge Fund Project

Our fantastic CCF Growing Change for Good project, focuses on continuing with past CCF funded projects, such as developing residents' gardening and growing skills, encouraging and supporting home growers, delivering low carbon cooking sessions integrated with Carbon Literacy information and supporting and encouraging residents to use bikes rather than cars or public transport.

We run Cookery Sessions, Garden Workshops and Bike Maintenance workshops throughout the year. We also have Grow Bag packs available so you can grow your own.

If you would like to take part or find out more about this great project, please email our Project Officer, Erin Moran at [erin@centre81.org](mailto:erin@centre81.org) or pop in to the centre for a chat.



## Bike Hire Scheme

**You can borrow one of our brand new mountain bikes to get you anywhere you need to go! 24hr free borrow!**

They're tough, so you don't need to worry about rainy weather or bumpy roads - these will get you to school, to work, or just out for a wee leisurely cycle.

We also have an adult trike available as part of our fleet of hire bikes. For those who use mobility aids or are unstable on their feet, the trike is an ideal alternative to a regular bicycle.

Call us on 0141 533 7070 for more information.



## Communities Recovery Fund



**In 2021 we were successful in receiving £40,805 of funding.**

This funding went towards helping those who had been affected by the impact of the coronavirus pandemic and included 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 are still running the lunch club every Tuesday & Friday until the Christmas break and will announce plans for the 2022 sessions in the New Year.



## 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 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).





# 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 sessions (last slot 7pm) 0141 533 7070.



- We were delighted to accept lots of indoor plants which were passed to us after use during COP26. Our Community Gardener, Donald, will take good care of them!

## Christmas Cheer @ Centre81



Chief Executive, Lynette, welcomes Santa to Centre81



Elf Bethany shows off the tree

### Party Time!

The Centre81 Steering Group had their Christmas party on 16th December with over 70 young people and parents/guardians celebrating the festive season, where they enjoyed party games, dancing and a buffet.



CHA were delighted to contribute the chocolate selection boxes for the kids in attendance.



### On Thursday 9th December, Santa Claus paid a visit to Centre81.

The local children were able to see him, and each received a selection box as well as taking part in festive arts and crafts with staff from our delivery partners, C81 Steering Group and Strathclyde Autistic Society. Our beautiful tree was decorated with decorations that the Steering Group Youth Club kids had made. Centre81 staff served hot chocolate and mince pies to keep everyone toasty and warm.



Crafts with Keira

### Bingo Buddies

Our Bingo regulars were delighted to have their Christmas Lunch back again at Centre81. On Thursday 16th December, our regular buddies enjoyed a 3 course Christmas Lunch, prize bingo and a free raffle.



We thank our C81 staff member Jean and staff from Café81 for providing the catering for this event and a huge thanks to John White from the Steering Group for securing funding towards the costs.

# Calendar 2022

### JANUARY

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### SEPTEMBER

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### OCTOBER

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### NOVEMBER

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### DECEMBER

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## 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 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**

These numbers are also available on our website and office answering machine.

## Useful Numbers

Radnor Park caretakers:  
Jim 07875 380125/John 07875 379176/  
Charlie 07875 380183

Other areas Caretaker, Alan:  
07931 843341

Police Scotland: 101

Clydebank Health Centre:  
0141 531 6363

Citizens' Advice Bureau: 0141 435 7590

Women's Aid Clydebank:  
0141 952 8118

Independent Resource Centre:  
0141 951 4040

Gas Emergencies (SGN):  
0800 111 999

Scottish Power Emergencies:  
0845 2727999

### Guide:

 Public Holiday Closure

 Staff Training Closure 9am-2pm

## Usual Opening Hours

Monday to Thursday 9am to 5pm, Friday 9am to 4pm. We close the first Wednesday of every month for staff training as shown above.

West Dunbartonshire Council Services:

Switchboard: 01389 737000

Homeless Out of Hours: 0800 197 1004

Social Work Out of Hours: 0800 811505

Council Tax: 01389 737444

Clydebank Housing Association Ltd, 77-83 Kilbowie Road, Clydebank G81 1BL

Tel 0141 941 1044 info@clydebank-ha.org.uk

www.clydebank-ha.org.uk

twitter and facebook: @clydebankha

