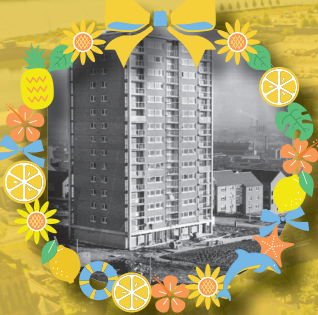




# ChitChat

## Radnor Park Celebrates 60 Years!



A celebration of a unique community.

Read more on page 3.

## Pavillion Court and beyond captured in drone photos

See more on Page 3.

## New Energy Advice Service

Our tenants can now access a free Energy Advice Service!

Community Links Scotland has secured funding to employ an Energy Advisor to target households across West Dunbartonshire who are struggling with their fuel bills.

The Energy Advice Service will provide advice, advocacy and support, focusing on small, practical changes to reduce energy usage in the long-term.

The new Energy Advisor, Emma Kelman, will be working closely with ourselves and 4 other housing associations, however, referrals can be made from anyone in West Dunbartonshire experiencing hardship as a result of their fuel bills.

**Contact Details:** Emma Kelman, Energy Advice Service.  
Mobile: **07957626497.**  
Email: **energy@comlinks.org.uk**



## This issue in pictures



### PATH Trainee Event

Staff showcase work CHA do to support tenants.

Page 5



### CHA Kiltwalk team!

8 staff walked 14.4 miles to raise funds for the Beatson.

Page 7



### Easter Basket Winner!

Stacey O'Neill won our Easter Facebook competition!

Page 15



Repairs & Maintenance Survey - the results are in!  
Read more on page 15.

## Contents Insurance

- As mentioned when signing your tenancy agreement, the association only maintain the property and not the tenant's own possessions. It is a good idea to take out home contents insurance to cover your possessions against fire, theft and other risks, such as accidental damage.
- If something happens to destroy or damage your possessions, it can cost a lot of money to replace these items.



## Welfare Rights Service

We offer our tenants a Welfare Rights Service through the Citizens Advice Bureau.

Please contact us and we can make a direct referral to the Citizens Advice Bureau for any welfare rights or benefits assistance:

E: [housingmanagement@clydebank-ha.org.uk](mailto:housingmanagement@clydebank-ha.org.uk)  
T: 0141 941 1044



## £50 Prize Draw Winner!

As highlighted in the Spring ChitChat, everyone that signed up for a Direct Debit before the end of May 2023 would be entered into a prize draw for a £50 grocery voucher! Of all the signs up, the lucky winner was Mr Zubov of Radnor Park. Well done!

## Free period products

Clydebank Housing Association, in conjunction with West Dunbartonshire Council, is committed to tackling period poverty.

Simply contact Fiona Campbell, our Tenancy Sustainment Officer, or drop in and pick up what you need. Don't worry, you won't be asked any awkward questions.

Pop in or contact Fiona by email, [fiona.campbell@clydebank-ha.org.uk](mailto:fiona.campbell@clydebank-ha.org.uk), or on 0141 941 1044.



Scottish Government  
Riaghaltas na h-Alba

## Tenancy Support

Don't suffer in silence. We can help.

Fiona Campbell, our Tenancy Sustainment Officer, can help you with support or advice on any issues you are experiencing regarding your tenancy. Contact Fiona by email, [fiona.campbell@clydebank-ha.org.uk](mailto:fiona.campbell@clydebank-ha.org.uk), or on 0141 941 1044.

One of our new tenancy sustainment initiatives is to provide cleaning and toiletry products to those who need them. Contact Fiona in confidence.



Example toiletry pack

## National Lottery Funding

We have secured Community Anchor funding.

This has enabled us to give some of our tenants a £40 food voucher and a £40 voucher for their electricity.

We have a limited number still available which will be given to tenants on a first come first served basis. Please contact Fiona Campbell, Tenancy Sustainment Officer, on **0141 941 1044** or by email [fiona.campbell@clydebank-ha.org.uk](mailto:fiona.campbell@clydebank-ha.org.uk) if you would like to access this funding.

Please do not contact us if you have already received this funding. Unfortunately, this funding is not available to owner occupiers and is only accessible to tenants.



## Radnor Park Multi Storeys celebrate 60 years!



60 years ago in March, the first of our 7 multi storey Radnor Park blocks, transferred to us from Scottish Homes in November 1999, was completed.

Cowal View's first tenants moved in in 1963 and 11 original tenants remain in the block! Rent for the properties in April 1963 was two pounds, fourteen shillings and twopence a fortnight!

The blocks, which make up a third of our stock, have been well maintained by ourselves, having recently had foyers refurbished and are currently undergoing a window replacement programme. A Combined Heat and Power (CHP) scheme supplies heat and hot water to the blocks, among the first of such schemes in Scotland, and provides the flats with a really good energy rating.

The local residents group, Radnor Park Multis Tenants and Residents Association (RPMTRA), and ourselves are marking the 60th anniversary of this unique community with 50 residents at an event in July.



Left to right: Castle View, Erskine View, Lusset View & Radnor Park, pictured in 1963



With thanks to West Dunbartonshire Council, Libraries and Cultural Services for the above



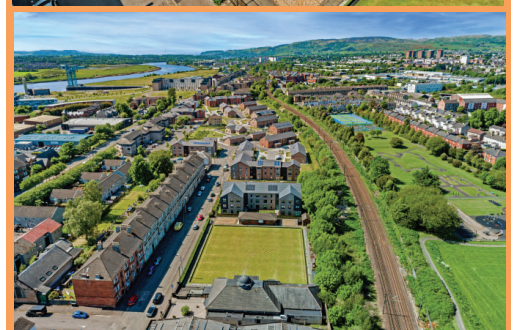
1983, courtesy of The University of Edinburgh

Radnor Park flats today

Wishing the Radnor Park community a very happy 60th birthday!

## Pavillion Court in the Sun

Our newest development, Pavillion Court, and beyond captured in stunning drone photos! Thanks to the builders, The JR Group, for sharing.



## 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 29th August  
11am-12pm  
Radnor Park Church Hall

Tuesday 26th September  
11am-12pm  
CHA Office, 77-83 Kilbowie Road

Tuesday 31st October  
11am-12pm  
Centre81, Braes Avenue, Whitecreek



## Your Tenant Portal!

**A great new way we can communicate with each other about your tenancy...**

Through the portal you can:

- Report repairs
- Check your rent account
- Get a rent statement
- Access important information from CHA, e.g. newsletters, surveys, consultations etc.
- Keep us up to date with your details and circumstances

The portal link is:

<https://live.clydebank-ha.org.uk/HomeMaster/Login.aspx>



## Radnor Park Multi Storey Flats

**Interested in being considered for housing at Radnor Park? Submit a housing application form via our website [clydebank-ha.org.uk](http://clydebank-ha.org.uk) or on request from the office on 0141 941 1044.**

- 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
- Refurbished foyer areas
- Dedicated caretaker services
- On-site laundries
- Major improvements planned over the next 5 years including kitchens (details of the 5 year plans are available on our website)
- Close to local amenities



## Scottish Housing Regulator - Assessment of CHA

We were pleased to be assessed as Compliant by the Scottish Housing Regulator again this year.

The Regulator is satisfied with the financial and non-financial information received from us and doesn't require any further information.

The Regulator's assessment takes account of a raft of information including our Annual Return on the Charter (ARC) and financial information, including our accounts, financial projections and loan portfolio returns.

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



# Medical Adaptions

Equipment and adaptations make an important contribution to supporting older people and people with disabilities to live safely, comfortably, and independently at home.

Some examples of housing adaptations include:

- Sensory equipment such as flashing doorbells and text phones
- Replacing a bath with a level access shower
- Improving access to your home

These alterations are preventative measures. They help to reduce the number of emergency hospital admissions through falls and other accidents, and also reduce the need for home care or long-term admission to a care home. We have just been advised of our yearly funding award from the Scottish Government, therefore, if any tenant has concerns over their health within the home then please don't hesitate to contact Occupational Therapy to carry out an assessment on your home and they will advise us of any adaptations that may be required. Occupational Therapy for the Clydebank area can be contacted on 01389 811760.



## PATH Trainee Event

We welcomed the opportunity recently to host an event with PATH Trainees and to showcase all of the work we are doing for our customers in tenancy sustainment, customer service, development, estate management and more.

PATH (Scotland) aims to provide training opportunities to people from BME communities. Our PATH trainee, Vallia, is pictured 3rd from left.

## SAVE THE DATE



**13 SEPTEMBER 2023**

This year, for Scottish Housing Day, we will be celebrating housing as a career!

Unlike other similar professions, Scotland's housing profession has no dedicated career strategy. We'll be inviting you along to our office to find out more. Watch this space!

## Shut out Scammers



### Top Doorstep Scams 2023:

<b>S C A M</b>	"We're offering free roof surveys - you might be eligible for government funding for new insulation"	<b>S C A M</b>	"I was passing and noticed that your roof needs some urgent repair work"
<b>S C A M</b>	"I work for an energy company - we're offering grants for new boilers"	<b>S C A M</b>	"We're offering a special deal on gardening - it's only available today"
<b>S C A M</b>	"I work for a telecoms company - can I come in to check your Wifi speed?"	<b>S C A M</b>	"We have some tarmac left over from a job - we can resurface your driveway for a discount"

Report suspicious behaviour to Police Scotland on 101, or 999 in an emergency  
 Report scams to Advice Direct Scotland on 0808 164 6000 or at [consumeradvice.scot](http://consumeradvice.scot)  
 Sign up to receive Neighbourhood Watch Scotland Alerts at [neighbourhoodwatchscotland.co.uk](http://neighbourhoodwatchscotland.co.uk)

# Estates & Garden Advice

## Rodent Free gardens

Summer is here and we all love to see some wildlife in our gardens or shared back courts. But did you know that bird feeders can attract rodents?

Although as bird lovers you will not want to stop providing food for your feathered friends it can be a good way to break the cycle of rats or mice in your garden. If you have a rodent problem in your garden and want to stop the rats and mice altogether you can try and remove all the sources of food for a few weeks.

Here are some measures you can take to keep rats and mice away from your bird feeders and gardens.

- Install rodent-proof bird feeders
- Remove water sources
- Store bird seeds properly
- Keep your garden and feeding areas clean
- Add a baffle to your bird table



## Dog Fouling

There has been an increase in dog fouling within the Clydebank area especially on the open spaces and in communal back courts.

Whilst we appreciate most pet owners are responsible, there are a minority that don't play by the rules and allow their pets to foul.

Dog fouling can cause serious health issues especially if children come in contact with it when playing on the grassed areas/communal spaces/gardens.

If you are a pet parent please pick up your dog's poo and dispose of it in an appropriate way.

If you know who is allowing their dog to foul and not picking it up, please report them to West Dunbartonshire Council via their website or call 01389 772059. Dog owners can be issued with a fine of £80 which will increase to £100 if not paid within 28 days.



## Garden Maintenance

We have received a few phone calls recently regarding works in private gardens and garden maintenance.

Unfortunately this is not a service that is included in your rent charge and we are not able to carry this type of works out. Please refer to 2.11 of your tenancy agreement where it states that the tenant is responsible for the maintenance of the garden.

We totally empathise that the maintenance of this, especially trees, can be costly and we wanted to share a few Council run organisations with you, as they may be able to help:

Greenspace - Greenspace West Dunbartonshire Council ([www.west-dunbarton.gov.uk](http://www.west-dunbarton.gov.uk)) and Lomond and Clyde Care & Repair ([www.care-repair.co.uk](http://www.care-repair.co.uk)). There will be terms and conditions that will apply for these services.

Free dog poo bags can be collected from a number of locations such as our Centre81, libraries, Clydebank Police Station and community education centres.

## Our Equal Opportunities Statement (Annual Reminder)

Clydebank Housing Association will ensure equality of opportunity across the full range of our activities, including both employment and service provision.

We will not discriminate on the grounds of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, and Sexual Orientation.

Accordingly, we will monitor the composition of our Management Committee, our staff and our tenants to enable positive action to be taken, where necessary, ensuring that our services are accessible to all.

The office premises of the Association are centrally located and we will regularly audit them to ensure that physical barriers do not exist, which may impede access to anyone.

Key policies, newsletters and other information will be made available on the Internet and in large print, Braille and other languages, on request.





*On your marks, get set, GO!*



*We made it!*



## Kiltwalk 2023

CHA Kiltwalk team, 'The Red Hot Chilli Steppers', walked 14.4 miles on Sunday 30th April and raised a fantastic £1,400 for Beatson Cancer Charity.

We sincerely thank every person and organisation that contributed!



## 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.

### 1st January - 31st March 2023

Total number of complaints received	12
Number where we were at fault, apology given and rectified	10
Breakdown of complaints where we were at fault: 6 Maintenance, 2 Major Repairs, 1 Factoring, 1 Finance & Corporate Services	
Responded to in full	12 (100%)
Resolved at front line (5 days)	12 (100%)
Resolved after investigation (20 days)	N/A

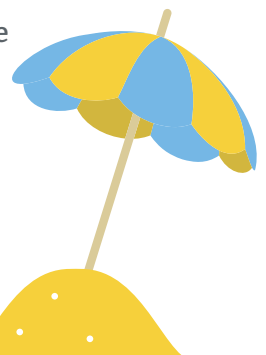
We have identified improvements from complaints, not always just from the ones where we were at fault, including:

- Procedures amended and passed to Senior Staff for review
- Housing Services Manager attended toolbox talk with the tradesmen and went over the code of conduct and impact that breaches have on all involved
- Boot coverings to be put in CHA car/van and some stored at office so that contractor can collect if this is ever an issue

## Compliments!

We were delighted to report to our Management Committee that 74 compliments were received in the year 2022/2023.

We don't always get it right. We value and report on complaints and strive to improve but it is lovely to also be able to report compliments so thank you to everyone who took the time to let us know when things went well. We appreciate it!



## Gas Servicing

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

Social landlords are required in law to maintain gas fittings and flues in a safe condition for tenants and to carry out safety checks for appliances and flues at intervals of not more than twelve months. Please keep all contact information up to date to allow us to contact you to arrange access at a time that suits you.



## Mould and Damp

Mould and Damp can present itself in any property when the moisture levels are high.

We must ensure to keep moisture levels low by ventilating your property. You can do this by:

- opening windows
- moving furniture away from walls to allow circulation
- making sure your home is appropriately heated
- not blocking chimneys and vents
- not drying clothes on radiators
- keeping kitchen and bathroom doors closed

The way you use your home affects the moisture levels, so always be mindful of these points. If you do have any mould or damp then please let our maintenance department know and we can look at ways of assisting with this.

You can contact us at the office on **0141 941 1044** or [maintenance@clydebank-ha.org.uk](mailto:maintenance@clydebank-ha.org.uk) or complete the form here: <https://clydebank-ha.org.uk/maintenance/mould-and-damp/>



## Smoke and Heat Alarm Upgrade

New legislation required the Association to supply and install new smoke and heat alarms throughout our stock. These have been fitted for your safety therefore care must be taken to look after these and ensure these are not removed. If found to be removed and disposed of this could result in the tenant being recharged to allow the Association to replace these.



## Access Issues

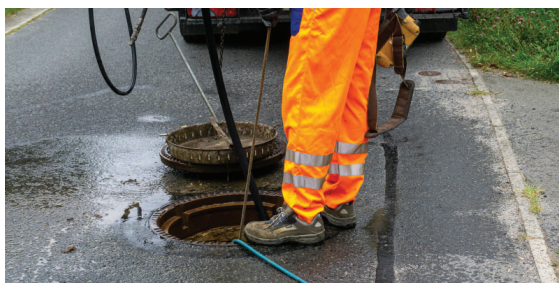


It is vital that you inform us of any changes to your contact information ie. email address, mobile/home telephone numbers, to allow us to pass this to our external partners to arrange essential repairs/maintenance of our stock.

Each missed appointment costs us considerable sums of money and this then limits what work we can do to our housing stock.

## Common Blocked Drains

Please only put toilet tissue down the toilet and ensure wet wipes go into the bin. Many wipes contain plastic, meaning they don't break down in the sewer, causing blockages. This is harmful to the environment and local wildlife so it's something to be mindful of. If reoccurring blockages occur this could become a rechargeable repair, so please be considerate of your neighbours.





## Legionella

Effective management of the water systems in social housing is vitally important.



Legionella bacteria are present in the natural world. However, they can also be found in man-made water systems (hot and cold water systems – taps, showers, tanks, water heaters etc.), including those in social housing.

All properties are different – some may require more upkeep and maintenance than others. By considering all elements of the water system in the risk assessment, appropriate steps can be taken to ensure its ongoing safety within our housing stock. CHA ensures these checks are carried out in our cyclical work throughout the year.

## Painter Work

Painterwork has now been completed at Bon Accord, Forth Street, Glasgow Road/Hume Street, 177-189 Glasgow Road, Cart Street, Crown Avenue and 15-27 Bannerman Place.

We are taking advantage of the summer weather and have moved onto Linnvale where the majority of work is external.

Owners at the following addresses should look out for notification of owners meetings in the coming months:

- Attlee Place
- Bell Street
- McGregor Street
- White Street
- Kilbowie Road
- Alexander Street
- Whitecrook Street
- 161-173 Dumbarton Road
- Bannerman Estate

Please contact our maintenance team if you have any questions in the meantime.

## Repair Surveys

Please note we are moving to quarterly surveys from now on to gather repairs and maintenance satisfaction levels. If you have had a repair done, you may now get a call after the quarter ends (July, October, January or April) from Research Resource to complete the survey. We value your feedback and will use it to shape and improve our services.



## Right to Repair

Under the Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants have the right to have small urgent repairs carried out by their landlord within a given timescale. This is called the Right to Repair scheme.

The Right to Repair scheme applies to all tenants of local authorities, housing associations (including tenants who are members of fully mutual co-operative housing associations), and water and sewerage authorities.

Where the primary contractor has failed to carry out the qualifying repair by the last day of the maximum period the landlord shall pay to the tenant a sum of compensation. For more information on what counts as a Right to Repair, and levels of compensation please refer to our website [www.clydebank-ha.org.uk/maintenance/right-to-repair/](http://www.clydebank-ha.org.uk/maintenance/right-to-repair/).

## Owner News



## Spotlight on Factoring Complaints

**In the period 1 October 2022 - 31 March 2023, of the 23 complaints the Association received, 2 complaints related to our factoring service and 1 was upheld.**



We value complaints and use them to improve our services.

Our Factoring Complaints Handling Procedure is available here [www.clydebank-ha.org.uk/owners/factoring/](http://www.clydebank-ha.org.uk/owners/factoring/) or please contact Fiona White, Finance & Corporate Services Manager, at the office for a copy to be sent out.



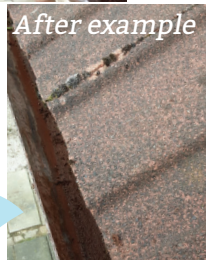
## A Warm Welcome

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

## Gutter Cleaning

We're delighted to have concluded this year's gutter cleaning contract with Caledonian Maintenance Services.

As always, owners will see their share of the costs included within their June invoice.



Contract complete!

## Open Space Maintenance

The summer open space maintenance programme has commenced and will run up to the winter period.

We have already started our procurement processes to secure a new contract for this work to start on 1st April 2024.

## Common Ventilation

Common ventilation upgrades have now been completed at 177-189 Glasgow Road, Kilbowie Road, Alexander Street, Kilbowie Road, Whitecrook Street and 161-173 Dumbarton Road. Works will be invoiced in the upcoming factors invoices.



## Painter Work - Owner Update

Please see page 9 for a general painter work update.

Owners at the following addresses should look out for notification of owners meetings in the coming months.

- Attlee Place
- Bell Street
- McGregor Street
- White Street
- Kilbowie Road
- Alexander Street
- Whitecrook Street
- 161-173 Dumbarton Road
- Bannerman Estate

Please contact our maintenance team if you have any questions in the meantime.



## Owner Satisfaction Survey Results

We are very thankful to the 265 (46%) of our owners who participated in our owner satisfaction survey with independent market research company, **Research Resource**. The results are in!



Detailed feedback will be provided in a future newsletter

88% of owners were either very or fairly satisfied with the factoring service provided by Clydebank Housing Association and this has been reported to the Scottish Housing Regulator.

We will now go through all of the results in detail and ensure any trends or themes are identified and provide owners with feedback on any improvements we can make.

Thank you again. We value your feedback.

## Window Contract - Radnor Park

We are delighted to report that Anglian Building Products will shortly complete this contract.

A huge thank you to tenants for their help in making this a very successful replacement programme. Access rates have been unprecedented which has helped keep the programme on time and within budget. It is very much appreciated.



## Window Contract - 177-189 Glasgow Road and Dumbarton Road

Coming soon!

Procurement has started for this window replacement programme to be carried out this financial year! Staff will be in touch with tenants to gain access for measurements and details will be sent out in the near future.

## Dumbarton Road District Heating

Contracts are being finalised to upgrade the heating system at 119-173 Dumbarton Road. We appreciate the patience of tenants in these blocks and we will be in touch in the near future to arrange meetings with tenants, West Dunbartonshire Council and ourselves.

*Dumbarton Road blocks will be connected to the Council's Energy Centre at Queens Quay (pictured centre)*



## Kitchen Refurbishments



Our kitchen replacement programme is underway within the following properties:

- Kilbowie Road
- Alexander Street
- Whitecrock Street
- 161-173 Dumbarton Road
- Bell Street
- McGregor Street
- White Street
- East Barns Street

Progress has been slow, and the contract is at risk of coming to a halt due to access problems and short notice cancellations. We urge all tenants to read letters being posted through doors and communicate access issues with the contractor or ourselves at the earliest possible opportunity. Doing so will prevent delays for other tenants included in the programme.

## Electrical Upgrades

Magnus Electrical Services have been awarded the contract to carry out electrical upgrade works throughout the stock. Work includes:

- Upgrade of existing distribution board
- Renewal of sockets, switches and light pendants
- Check of the condition of existing cables

Letters have been sent out to all tenants included within the electrical upgrade programme. If dates provided are not suitable please communicate this with the contractor as soon as possible.

**Magnus**  
Electrical Services

## Water Upgrades Radnor Park

Work to upgrade water infrastructure within Radnor Park will be carried out in this financial year.



## Fitness Classes

Check out our popular keep-fit classes at Centre81. All only £3 per class (no need to book)!

Yoga - Monday 10-11.15am

Pilates - Tuesday 10.30-11.30am

Circuits - Tuesday 6-7pm

Kettlebells - Thursday 5.30-6.30pm

Tai Chi - Friday 2-3pm



## Happy Birthday Scott!

We recently celebrated the 21st birthday of Scott, our lovely, hardworking, dedicated Centre81 community garden volunteer. We thank Scott for all of his hard work! Scott is pictured (centre) with Brian, our bike mechanic, and Donald, our gardener.

## Clydebank 2011s Shirt Sponsor!

Centre81 is delighted to be a shirt sponsor of the Clydebank 2011s team, part of the Clydebank FC Youth Academy.

The group has been together since 2017 and has over 30 boys in the squad. They look so smart in their new strips!



For more information on the team visit their facebook page <https://www.facebook.com/ClydebankFC2011s>.



## Get Fit @ Gym81! Only £10 a month



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

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



\* a one-off £10 gym induction charge applies

## A Fond Farewell!

Casey Stevenson left Centre81 on 26th June after a 10 month placement as part of her Foundation Apprenticeship in Business Skills with Working4U.

We thank Casey for all of her help and wish her every success in completing her BA Degree in Business Studies.



Casey pictured with Jean, Centre81 receptionist, receiving her leaving gifts

## Well Done Rose!

Congratulations to Rose Sehakizinka, Project Manager of a Centre81 tenant, Isaro Community Initiative, for winning the Circle of Inspiration Award BWC Glasgow (women in the community category).



Congratulations!

## Cafe 81

 @cafe81clydebank

Pop in for a delicious lunch, coffee, cake or snack! Or look out for Café81 on Just Eat & Deliveroo!



## Easter Party Success!

On Thursday 13th April we held a fantastic Easter Party at Centre81 for the community.

Over 150 kids and their families joined in with the scavenger hunt, bunny hop race, Easter arts and crafts and disco and then enjoyed some pizza, snacks and refreshments. We have to say a huge thank you to Dominos Knightswood for donating all of the pizzas for the party FOR FREE!! The pizza was delicious and enjoyed by all. And, of course, every child left with an Easter Egg! Thanks to the Salvation Army who handed in some eggs to distribute at the event.



Centre81 is owned and managed by Clydebank Housing Association. Our funding partners:



## Date for your Diary!

Centre81 Gala Day!  
Saturday 5th August,  
12-4pm. See you there!

Free fairground rides ~  
cupcake making ~ raffle ~  
BBQ ~ DJ ~ bike maintenance  
~ community garden  
products ~ tea/coffee stall



Our fantastic  
2022 Gala Day



Free fairground rides provided by  
GLASGOW AIRPORT'S  
**FLIGHTPATH**  
PROUD TO SUPPORT OUR COMMUNITIES

## Moments of Freedom

The women of Moments of Freedom were delighted to host a community coffee afternoon on 20th June in the “amazing” Centre81.

Around 60 people came together to chat over a variety of Syrian drinks, including the womens’ famous coffee. Guests were asked to decorate fabric squares with their messages or feelings of hope - the theme of this year’s Refugee Festival.

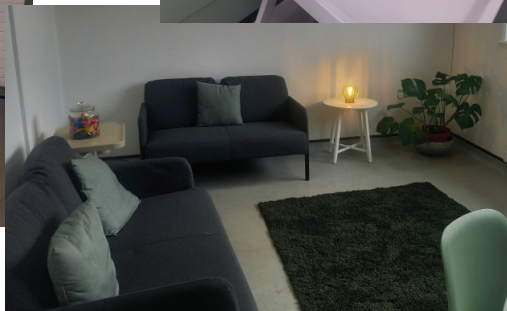
It was a lovely afternoon full of good conversation, laughs and friendship.

You can find out more about what the women are up to on their website: [www.momentsoffreedom.org](http://www.momentsoffreedom.org).



## The Garden Room

Our lovely newly refurbished room, **The Garden Room** is available for half-day, daily or longer term hires. This room would be suitable for smaller meetings (up to six people) as well as one-to-ones. Please contact Reception on 0141 533 7070 for rates.



## Clubbercise at Centre81 - every Thursday - 7.15pm-8.00pm

Come along and rave it up with the Glow Tribe. Burn up to 600 calories per class!!!

Book online <https://gymcatch.com/app/provider/5909/contact>

Facebook – search Clubbercise with Kristine.

## Prize Winner

Congratulations to Stacey O'Neill who won our Easter Facebook competition!

Over 50 of you got involved to try to win an eggcellent Easter Basket filled with treats and crafts. Stacey was picked as the lucky winner! Well done!



**SOCIAL MEDIA**

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

## Becoming a Shareholder

We are managed by a voluntary Management Committee. They are shareholders who are elected by other shareholders. They have the good of the community at heart and wish to make Clydebank a great place to live. You can become a shareholder for just £1.00 and this allows you to attend our AGM & Social Event.

Call us on 0141 941 1044 or visit our website for more information

<https://www.clydebank-ha.org.uk/get-involved/become-a-shareholder/>



## Repairs & Maintenance Survey

We are thankful to the 221 tenants who participated in our recent Repairs and Maintenance Satisfaction Survey with independent research company, Research Resource. The results are in!

We have seen an improvement from our 2021 survey from 87.7% to **90.9%** this year.

We have reported this figure to the Scottish Housing Regulator as part of our main annual submission. We have received a great deal of feedback and it is valued. We will now put together an action plan to address dissatisfaction

and will use any comments provided to help us improve our repairs service. We will update you on our progress in our Autumn newsletter.

In the meantime, we have contacted each of the tenants who had outstanding issues and those with mould and damp concerns. Some key results are shared below:



Question	2023	2021*	Change from 2021
Thinking about the LAST time you had repairs carried out, how satisfied were you with the repairs service provided by Clydebank Housing Association?	90.9%	87.7%	Up
Thinking of arranging your repair, how satisfied were you with the following?			
Ease of reporting the repairs	96%	96%	Same
The way the staff dealt with you	97%	97%	Same
Information provided on what would be done	96%	96%	Same
Being able to arrange to have the work done in a time slot that suited	97%	93%	Up
Now thinking about the repair work being carried out, how satisfied were you with the following?			
Speed of completion of the work	90%	91%	Down
The attitude of workers	97%	95%	Up
The overall quality of the work	93%	91%	Up

\* although a survey was undertaken in 2022 it is not directly comparable

“Offering our community more than a home”

SUMMER

clydebank  
clydebank housing association

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




## CHA Office Hours

Monday to Thursday, 9am - 5pm and Friday, 9am - 4pm.

We are closed on the first Wednesday of each month until 2pm for staff training. We are also closed on the following public holidays.

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

  
**Office closed:**  
**Friday 14th & Monday 17th July**



## 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**

If you or someone you know would like this newsletter in any other format, please 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



Please recycle this newsletter if you have received it in paper format

clydebank  
clydebank housing association

