



ChitChat



Tenants Enjoy Afternoon Tea with Staff

See more on page 7

Supportive partnership with Scottish SPCA – Pet Aid



We are aware that some tenants are choosing to feed their pets without having food for themselves. Also, tragically some are faced with the terrible dilemma of having to think about rehoming their pets due to the current cost of living crisis.

To help, we are now receiving a monthly supply of dog and cat food which can be given to tenants who are struggling to feed their animals.

The supply is not limitless, and we can only give out what we receive.

If you are struggling to feed your pet companions, please contact Fiona Campbell, Community Support Officer, on 0141 941 1044 or by email: fiona.campbell@clydebank-ha.org.uk.

Your contact will be treated with confidentiality and respect and Fiona will be happy to help you.



Fiona, right, receiving supplies from the SSPCA

This issue in pictures



Meet your New Committee

New Management Committee members elected at AGM

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Radnor Park Residents Group

Read all about the group's activities

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Gala Day Success

Fun in the sun at Centre81!

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Contents Insurance

As mentioned when signing your tenancy agreement, the Association only insures the property and not the tenants' own possessions.

It is a good idea to take out home contents insurance to cover your possessions, floor coverings and furniture 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 them.



Mould and Damp

We would encourage all tenants to report mould and damp issues within their properties to our maintenance team as soon as possible.

Clydebank Housing Association is eager to get mould and damp issues investigated and repaired and continue monitoring to ensure the best possible result. For information on mould and damp please see our leaflet here:

www.clydebank-ha.org.uk/maintenance/maintenanceleaflets/.

You can contact us at the office on 0141 941 1044 or maintenance@clydebank-ha.org.uk or complete the form that is on our website 24/7, see link below:

www.clydebank-ha.org.uk/maintenance/mould-and-damp/.



Chutes at Radnor Park

Over the past few months, the caretakers have noticed an increase in the number of blocked chutes they are attending to.

Not only does this take up the caretakers' time, away from other important duties, but creates a problem for all other tenants in the flats who are also trying to dispose of their waste.

Recently the caretakers reported items such as hoovers, carpets, laminate flooring, and curtain rails among other large items being thrown down the chute and causing blockages. If you are found to be doing this, further action can be taken against your tenancy.

We urge all tenants to please be mindful when disposing of items

down the chute. The caretakers are on hand to assist with any larger items require disposing (within reason). All we ask is you give the caretakers a call to arrange to meet them. Caretaker contact info can be found in foyer noticeboards. Please do not leave items on landings, foyers, cage areas or at bin stores as this creates a fire risk.

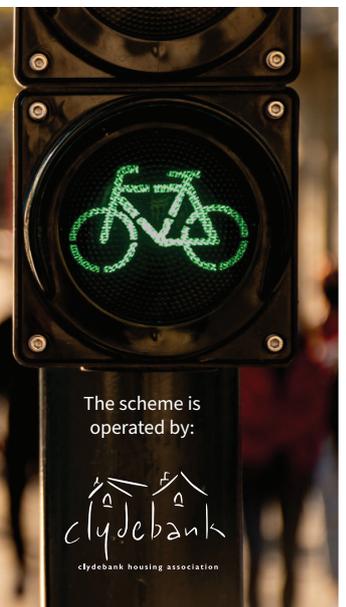
Another health and safety issue that is causing concern is cat litter, incontinence pads and sanitary products being thrown down the chute unbagged. This is a huge health and safety concern for our caretakers who are working within the bins stores.

So please, be mindful and respectful of what and how you are disposing of your waste. Thank you.



Free Bike Hire Scheme for Queens Quay Tenants!

Fill in our online form at www.clydebank-ha.org.uk/community/bike-hire-scheme/ or email info@clydebank-ha.org.uk for more info.





Committee News

Thank you John!

Our Treasurer and long standing Management Committee Member, John Hillhouse, retired at our Annual General Meeting in June.

Councillor Lawrence O'Neill presented a gift on behalf of Clydebank Provost, Douglas McAllister, to John after his 35 years' service.

Councillor O'Neill commented, "John is a shining example of someone who has volunteered selflessly, and his experience, knowledge and dedication will be missed by his fellow members of the Management Committee, the Clydebank Housing Association staff team and the tenants and residents".



Meet Your New Committee

The following Management Committee members were elected at the AGM (some pictured below):

- Catherine Boyle (Chairperson)
- Doris Smith (Vice Chairperson)
- Paul Shiach (Secretary)
- Kimberley Tennant
- Joe O'Donnell
- Lynne Ramsay
- Damilola Adeoye
- Anthony Blake
- Chris Johnson
- Mary-Anne Richford
- Bill McGoldrick
- Lynsey Dickie
- Councillor Johal (co-opted)
- Councillor Traynor (co-opted)



Clydebank Stroke Club

Are you recovering from a stroke or supporting someone who has suffered from a stroke? Clydebank Stroke Club are here to HELP

We meet every two weeks in the Hub Community Centre Kilbowie Rd. 2nd and last Tuesday of the month From 10am till noon (term time only)

Why not come along for a wee chat and a cuppa?

We do arts & crafts / games / trips / go out for breakfast or sit around the table for a chat and make new friends



For more information Contact Ellen Cameron 07591 104503 ellencameron@gmail.com



Scam emails relating to the TV Licence are on the rise

Be scam safe. Emails will often...

- Ask you to make an urgent payment
- Say you can get a refund or a cheaper licence
- Show a fake licence number

Follow advice from TV Licensing at tvl.co.uk/scam.

ASK someone. A friend, family member or you can always contact us.



Stop.

Check.

Ask.





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 April - 30th June 2024	
Total number of complaints received	13
Number where we were at fault, apology given and rectified	7
Breakdown of complaints where we were at fault: 5 Maintenance, 2 Factoring/Maintenance	
Responded to in full	13 (100%)
Resolved at front line (5 days)	11
Resolved after investigation (20 days)	2
<p>We have identified improvements from complaints, not always just from the ones where we were at fault, including:</p> <ul style="list-style-type: none"> • Issues raised at following contractor meeting • Strive to ensure that the same issue does not happen again (miscommunication affecting 19 tenants) 	



Legionella

Legionella is a type of water born bacteria that can live and grow in pipes and in devices that use water. The bacteria typically thrive in warm and stagnant water.

Legionnaires' disease is a severe form of pneumonia caused by legionella bacteria. People can get Legionnaires disease after breathing in infected water droplets and include symptoms such as high fever, chills, coughing, head and muscle aches.

People cannot develop Legionnaire's disease by drinking tap water – the bacteria must be inhaled.

Help reduce the risk of exposure to Legionella in your home by:

- Regularly cleaning your shower heads
- Ensuring all taps are used weekly
- If your home has been empty for a while e.g. after a holiday, flush the whole water system for 3 minutes or more e.g. open kitchen taps, bath, wash hand basin, shower and flush toilet.
- Let us know if the hot water isn't heating properly
- Notify us if you notice any debris or discoloured water



Compliments!

Thank you to our customers for taking the time to provide us with 21 compliments between April and July.

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 receive compliments so thank you to everyone who took the time to let us know when things went well. We appreciate it!



Congratulations!

Each year, as a thank you to those who have provided feedback where it didn't have its own prize draw, we pick from all those who got involved. The lucky winner was Ester Blair from Central Clydebank! Ester won a £50 grocery voucher. Thanks again to all who get involved.

Tenancy Support

Don't suffer in silence. We can help.

Fiona Campbell, our Community Support 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, or on 0141 941 1044.



Contact Fiona in confidence.



Experiences of Pet Aid support

If you are aged 18+, have faced challenges with your pet/s and received support from the Scottish SPCA, we would love to hear from you

See front page for info.

Take part in our 10 minute survey & enter our prize draw

bit.ly/Pet-Aid



Scan me



The Festive Season comes but once a year!

A phrase that defends enthusiastic celebrations, on the basis that it happens once a year.

But is it worth overspending, not paying your rent and risking your tenancy?

Whilst we appreciate the festive season can be a busy and expensive time, with costs and demands for celebrations adding up, you must ensure you protect the roof over your head and keep paying your rent. We are currently monitoring tenants who historically fail to pay their rent over the festive period and will be taking appropriate action to recover the money owed to the Association.

Even when the office is closed, there are still a variety of ways your rent can still be paid. This includes setting up a direct debit, paying via the Allpay app, or using your rent card at PayPoint locations throughout West Dunbartonshire.

Clydebank Housing Association take rent arrears very seriously, and when you signed your tenancy agreement you agreed to ensure your rent was paid on time every month, and one month in advance. Missing rent payments means you are in breach of your tenancy obligations, and appropriate action will be taken.

Planning now will help you with budgeting for the festive season in 2024, and paying a little extra each month throughout the year is one way which will mean you are ending the year in a good position.

Finally, we always encourage you to get in touch if you are experiencing genuine financial difficulty and we will always help you where we can.



World Mental Health Day

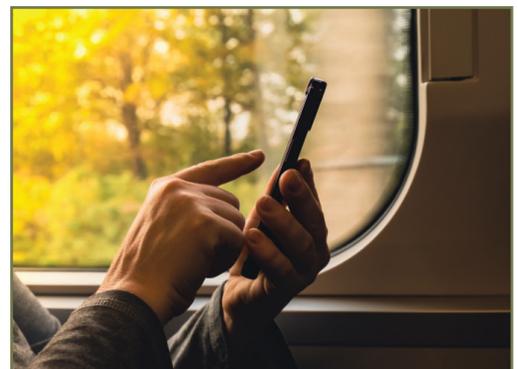
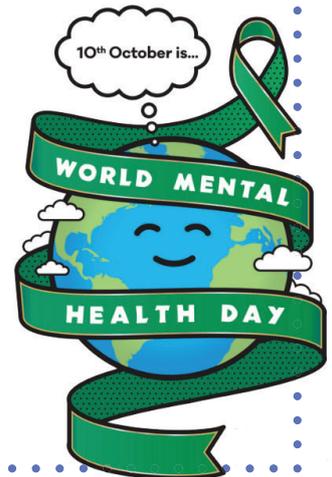
For World Mental Health Day on 10th October, we wanted to highlight some places you can go for support for your mental health:

www.mentalhealth.org.uk/

www.samh.org.uk/

www.nhs.uk/nhs-services/mental-health-services/

www.actionforhappiness.org/



[f](https://www.facebook.com/clydebankha) [X](https://twitter.com/clydebankha) @clydebankha

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



Unacceptable Behaviour

It is disappointing we need to address unacceptable behaviour.

Whilst the vast majority of our tenants and customers treat us with dignity and respect, some staff have recently been subjected to unacceptable behaviours from a small number of customers.

We will actively manage customers who do not respect that our staff (and contractors) are here to help and are entitled to work in a non-abusive and respectful environment at all times.

Ways we will manage these behaviours include restricting contact, limiting to a named staff member or communicating through a third party.

Our Customer Engagement Policy can be read in full on our website.



Dumping of Rubbish

We continue to receive reports of residents dumping rubbish including bin bags, household items and furniture within our blocks and estates.

This is not only a nuisance making the blocks or front/back of homes look unsightly, it is extremely unhygienic and causes undue stress to other residents. Children cannot play amongst dumped rubbish; residents cannot enjoy the common areas and rats, or other vermin, will be attracted to the area.

We are urging all residents to work together to keep blocks and estates clean and free from unwanted or dumped refuse.

This is also a breach of your tenancy, and should you be found to be dumping rubbish within our estates/blocks this could lead to action being taken against your tenancy.

You can report uplift requirements to West Dunbartonshire Council 01389 738282. This service costs £26.80, payable in advance.



Anti-Social Behaviour

You can report anti social behaviour to us 24/7.

We can usually take action if you experience anti-social behaviour from a tenant or their household members or visitors. Provide details here:

<https://clydebank-ha.org.uk/housing/anti-social-behaviour/report-anti-social-behaviour/>



AMIS supports male victims of domestic abuse

Are you being subjected to domestic abuse?

AMIS is Scotland's helpline for male domestic abuse victims. Calls are welcome from concerned friends and family too. They also accept calls from professionals working with men who are experiencing or recovering from domestic abuse. Calls are free from UK landlines, UK mobiles and BT payphones. This number will not appear on phone bills.

Their contact details are:

03300 949 395, 9am to 4pm, Monday to Friday

support@amis.org.uk

www.facebook.com/abusedmeninscotland

www.abusedmeninscotland.org

Complaints Event

We held a complaints feedback event on 25th July.

We invited all those who had an upheld complaint in the year to drop-in with any feedback or suggested improvements for our complaints handling process.

Sincere thanks to one of our factored owners who came along for a cuppa and a chat and gave us valuable feedback.

We value complaints and use feedback to shape and improve our services.





Afternoon Tea with Staff!

Scottish Housing Day celebrations!

To celebrate Scottish Housing Day we invited tenants to the office for afternoon tea.

Staff provided a warm welcome to the tenants who came along. We had a lovely time catching up, with staff popping in and out for a blether. We received lovely feedback from all the tenants who came along.

SCOTTISH HOUSING DAY
18 SEPTEMBER 2024



Jam made from Centre81's community garden berries!



Customer Care Policy



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.

When you call us we will:

- Answer the call quickly
- Tell you who you are speaking to
- Offer to take a message or arrange to ring you back if the person you need to speak to is not available
- Reply to telephone messages within one day (24 hrs)

When you write to us we will:

- Reply to your letter, social media message, WhatsApp or email within 5 working days
- Reply to your Housing Application form within 10 working days

When you visit our office we will:

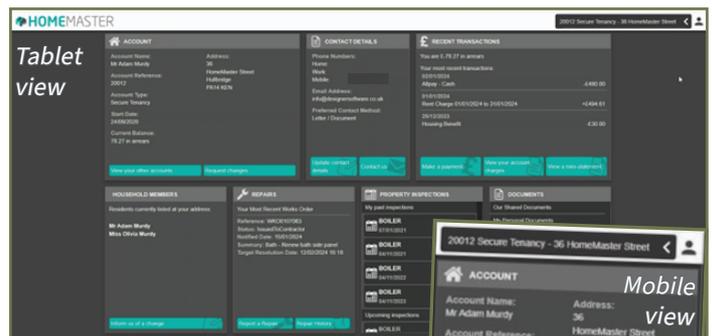
- Greet/acknowledge you straightaway
- Make sure our reception area is easily accessible and welcoming
- See you within 5 minutes of your appointment time or aim to see you within 10 minutes if you do not have an appointment

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

New Tenant Portal

In October we will be launching our new Tenant Portal!

The new version still allows the updating of personal information, reporting a repair, viewing a rent statement and making enquiries. The redesign allows you to easily find your information and will automatically fit to your device's browser. We will send an e-mail closer to the launch notifying when we will be going live with our new Tenant Portal. Watch this space!



Taylor and our welcoming reception



A Wee Walk Works Wonders

It usually takes about 20 minutes to walk a mile. Visit A Wee Walk for ideas on ways to walk a bit more (www.transform.scot/our-work/a-wee-walk/).

If you need to pop to the shops, why not walk and blow the cobwebs away? If you can, walking your children to school is great for all of you and sets good habits for them too.

Walking is free and is really good for our health, helping us manage our weight and protect us from a range of conditions such as cancer and types of diabetes. It also helps our mental health, relaxes our minds and gives us a bit of time out. And it can help save money too.

If you are interested in walking with others, there are lots of friendly and welcoming groups available. Contact www.wdcvs.com/events-and-activities/ or call 0141 941 0886. You can also visit www.west-dunbarton.gov.uk/leisure-parks-events/countryside-facilities-and-wildlife/ for information on local walks across West Dunbartonshire.



West Dunbartonshire
Health & Social Care Partnership

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.

Look out for signs of carbon monoxide!

Poorly maintained/repaired 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.



We are proud to support Gas Safety Week 2024

For more handy tips to keep you safe visit <https://www.gassaferegister.co.uk/>

[gassafetyweek/stay-safe/top-tips-to-stay-safe/](https://www.gassafetyweek/stay-safe/top-tips-to-stay-safe/)

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.



Welfare Rights Service

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



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

E: housingmanagement@clydebank-ha.org.uk
T: 0141 941 1044

Repairs & Maintenance Satisfaction

We continue to be thankful to the 70 tenants who participate each quarter in our ongoing Repairs and Maintenance Satisfaction



Survey with independent research company, Research Resource. We are so pleased that overall, satisfaction for the first quarter, April - June 2024, was 99%!

Some key results from the quarter are shared to the right:

- 100% satisfied with ease of reporting repairs
- 100% satisfied with the way staff dealt with them
- 100% satisfied with the information provided on what would be done
- 100% satisfied with being able to arrange work in a time slot that suited

Radnor Park Multis Tenants and Residents Association

On behalf of the Radnor Park Multis Tenants and Residents Association (RPMTRA) I would like to take this opportunity to report on what has been happening since the last issue.

On the 27th of July we went on our bus trip to St. Andrews. There were 37 tenants plus committee members. As we travelled to St. Andrews the sun appeared and it ended up being a beautiful sunny and warm day. The coach driver (Allanders) made it very memorable.

We had our third quiz night which was very well attended (8 teams). The team known as “Three Birds and a Guy” won. That’s 3 in a row for them. They were presented with a trophy. If anyone from the flats and surrounding area is interested in taking part and giving

them a run for their money, come along! Team size can be from one person to several people. There’s always room for more teams. It’s a great night and there are raffle prizes to be won as well. Our Quiz Masters, Bethany and Billy, both did a fantastic job.

Now that the schools are back we will be getting back in touch with the Parent Council (Kilbowie Primary School) as to any steps that have been taken to alleviate the parking situation and any other steps going forward.

The 24th October is our annual AGM. Hope as many tenants as possible can attend as this is where you’ll get the opportunity to meet your new committee.

Anne Ashcroft, Chairperson



St Andrew's

- CHA
- provided
- £1,400 of
- annual
- funding
- to
- RPMTRA
- in the
- summer!



Quiz Night



Become a Shareholder

You can become a shareholder for just £1.00. Call us on 0141 941 1044 or visit our website for more information www.clydebank-ha.org.uk/get-involved/become-a-shareholder/. We can help you to fill out the form. Just ask.



Our Website

www.clydebank-ha.org.uk

We'll soon be looking to renew our website and to ensure it's a "Mobile-First Design" - that it looks as consistent and as user friendly across devices of all different screen sizes. We appreciate any other ideas for improvement you may have. Email or call sinead@clydebank-ha.org.uk or 0141 941 1044.



Tenant Participation Strategy

In our Tenant Participation Strategy we explain what tenant participation is. We try to show the different ways tenants can get involved, how we encourage them and the benefits of us working together.

It is due for review and we'd be delighted if you could pass on any suggestions you may have for ways we could improve. Please contact Sinéad at the office.

You can read our Strategy here: www.clydebank-ha.org.uk/get-involved/our-tenant-participation-strategy/.

Consultation Feedback

Performance Report to Customers

We thank the 8 tenants who got involved in shaping our 2023/2024 Performance Report to our Customers, due out soon.

The report must be shaped by tenants and we wanted to make sure it contains the information you most want from all of the information we report to the Scottish Housing Regulator.

8 tenants got involved in shaping the report with one topic being added and one removed.

Mr & Mrs Boulton attended our focus group



A warm welcome to new owners

We would like to take this opportunity to welcome any new owners who have recently purchased a property and are now included in our factoring service.

If you have not yet received your Owners Pack, which includes your Written Statement of Services, please check with your solicitor as they should have received this from us prior to your purchase. Alternatively, a copy of your Owners Pack can be re-issued by contacting Fiona White, Finance & Corporate Services Manager, at the office.



Windows

Procurement for window refurbishments at our tenement stock, Bon Accord Square and Forth Street is being finalised.

If you want to find out how your home can be included in these works please contact us. Please note payment would be required up front and costs provided would be dependant on work being completed during the upcoming programme of works.



Bon Accord Square



Forth Street

Spotlight on Factoring Complaints

In the period 1 April - 30 June, of the 13 complaints the Association received, 2 complaints related to our factoring service.

We upheld the 2 complaints which both related to poor communication by ourselves and our contractors. We will strive to improve our communications.

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/ or please contact Fiona White, Finance & Corporate Services Manager, at the office for a copy to be sent out.

Focus on Painterwork

Work is currently being carried out at Kilbowie Road.

Owners within the Bannerman Estate, 119-155 Dumbarton Road and Attlee Place will be invited to a meeting to vote on whether or not to proceed. We encourage any owners with queries on our cyclical maintenance programme to contact a member of the factoring team on 0141 941 1044 or factoringgroup@clydebank-ha.org.uk.

Free & Impartial Information for Tenement Flat Owners

Under One Roof is Scotland's only charity committed to providing free and impartial information to landlords, owner-occupiers and housing professionals on tenement maintenance and repair management.

If you live in any kind of building containing flats (this includes 4-in-a-blocks), you have rights and responsibilities, along with your co-owners, to maintain the common parts in your building.

There's a wealth of information and advice available to flat owners on their website underonerof.scot or you can subscribe to their newsletter for regular updates.

 <p>Building maintenance</p> <p>Learn how to maintain and care for your building with our technical articles on tenement maintenance.</p>	 <p>Tenement management</p> <p>Find out about how to organise common repairs and your rights and responsibilities as a tenement flat owner.</p>	 <p>Retrofit</p> <p>Discover how to make your flat energy efficient and learn about the latest developments in retrofitting tenement buildings.</p>
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Major Repairs 2024/25



What we have done

- **93 kitchens replaced at tenements, Bell Street, McGregor Street and White Street.**
- **Water tanks removed at Radnor Park and replaced with mains fed water supply.** This removes the need to treat water monthly and provides medium-long term value for money, helping to keep rents as low as possible.
- **District Heating installations to 45 homes at Dumbarton Road.** This helps tenants have control of their utility bills, reducing costs and minimising the risk of fuel poverty.
- **Window Refurbishments to properties at Dumbarton Road and 177-189 Glasgow Road.** This modernises the properties and helps tenants retain heat in their homes.
- **Upgrade of electric generators within our Radnor Park CHP station.** This helps to strengthen the future of the system and minimises the risk of breakdowns over the winter.



What we're doing

- Electrical upgrades to 317 properties. Providing homes with safe electrical systems and meeting our landlord health and safety obligations.
- Reviewing our major repair plans over short-medium- and long-term prioritising health and safety, landlord obligations and work intended to help tenants minimise the utility costs.

What is coming up

- Window refurbishments to 145 properties at Alexander Street, Bon Accord Square, Forth Street, Kilbowie Road and Whitecrook Street.
- Kitchen refurbishment programme commencing in October to BISF properties in Linnvale and properties brought forward from previous contracts.
- Bathroom refurbishments to 22 properties at Crown Avenue.

Over £4m of investment over the past 18 months with an anticipated investment of approximately £1.5m in the current financial year.

BINGO!

Join us at Centre81
for our famous
weekly bingo
sessions!

£5 per person which includes 6
games and a cuppa.

Every Thursday - 1pm - 2.30pm.

Everyone welcome!

Free Bike Maintenance

Is your bike needing serviced or needing a safety check? Pop in to Centre81. Our Bike Mechanic, Brian, is available Monday - Friday, 9.00am until 12noon.



Raised Beds Available

We have a number of raised beds available at Centre81.

We can help you get set up and give you advice on what and when to plant.

If you are interested, give Jean or Ali a call at Centre81! Telephone number: **0141 533 7070!**



Cosy Afternoons at Centre81 are back

Join us on Fridays for our Cosy Afternoons, 12pm-3pm, from 22nd November through to the 28th March*! Enjoy free tea/coffee and soup in a cosy setting at Centre81. All welcome! No booking needed - just turn up.



- Magazines
- Homemade soup
- Tea/coffee
- Free Wi-Fi
- Company



*excluding 27/12 and 03/01/25

Gym 81

- NO joining or rejoining fees
- NO contract
- NO hassle

Still only £10 a month or £100 for an annual pass!



* a one-off £10 gym induction charge applies

Volunteer Thanks!

Staff from Aico, who provide Clydebank Housing Association's smoke alarm monitoring technology, once again volunteered with us.



Recently it was the turn of the community garden at Centre81 to get some attention. We sincerely thank Gregor and Tony for their help to freshen up the garden!

Gregor and Tony lend a hand



Centre81 Fitness Classes

Monday – Yoga – 10am-11.15am

Tuesday – Pilates – 10.30am-11.30am, Tai Chi – 2pm-3pm, Circuits – 6pm-7pm

Thursday – Chair Yoga – 9am-10am, Kettlebells – 5.30pm-6.30pm

Friday – Tai Chi – 2pm-3pm

All only £3 per class (no need to book)! Age 16+.



Cafe 81

Pop in for a delicious breakfast from 10am, lunch, coffee, cake or ice cream!

Last orders 7pm.



 @cafe81clydebank

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



Another Success at Centre81's Gala Day!



The rain showers couldn't dampen spirits at our 2023 Gala Day!

Over 600 people attended throughout the day on Saturday 5th August, where they enjoyed music/DJ, free kids' fairground rides, BBQ and refreshments, massage taster sessions, face painting, bracelet making, strawberries & cream and lots more.

Huge thanks to Clydebank East Community Council who sourced the funding for the fairground rides.

Thanks too to Anglian Home Improvements for their generous contribution.

We appreciate everyone who volunteered and got involved including Police Scotland and the Scottish Fire & Rescue Service, we couldn't do it without you!



Clydebank



SCOTTISH FIRE AND RESCUE SERVICE
Working together for a safer Scotland





“Offering our community more than a home”



The lovely Garden Room at Centre81. To hire or enquire call 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:

Friday 27th & Monday 30th September

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 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.

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