

ChitChat



40th Annual General
Meeting Success



We were delighted at the success of our 40th Annual General Meeting (AGM) held at Centre81, our fantastic community centre.

On 26 June, shareholders were given a warm welcome by Chairperson, Catherine Boyle, who detailed the work staff and Management Committee members had been doing in the year to focus on the health and wellbeing of our residents alongside investing significantly in tenant's homes and reviewing key risks facing the organisation.

Joe Farrell, Head of Housing Services, updated shareholders on favourable performance in the year and that tenancy support was a major priority in the year ahead. Lynette Lees, Chief Executive, talked over the Association's annual accounts and robust financial position at the year-end.

Members then enjoyed a fish tea, sweet treats and a free raffle before rounding the evening off with a game of prize bingo and a dance or two to live music.

Read more here: www.clydebank-ha.org.uk/cha-news/press-releases/.











Owners - don't miss out on your news - pages 12-13

News & Information



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 in confidence by email, fiona.campbell@ clydebank-ha.org.uk, or on 0141 941 1044.





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.











Tenant Portal

Our Tenant Portal is linked to our computer system and is automatically updated. The Portal can be used 24/7 on any device that has a web browser. You can also add the portal to your mobile device as an app. It allows you to update information in the following categories:

- **My Tenancy**
- **My Account**
- My Household
- My House
- **My Documents**
- My Inspections

All current portal users will have had information sent to them already about the new portal.





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

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

CAB can help to claim for benefit or entitlements such as Community Care Grants, Limited Capability to Work Related Activity on Universal Credit or **Employment Support Allowance** or entitlement to Disability Benefits.





Mould and Damp

We encourage all tenants to report mould and damp issues within their properties to our maintenance team ASAP so we can get it sorted for you.

We're eager to get mould and damp issues investigated and repaired and to continue monitoring to ensure the best possible result for you. 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:

www.clydebank-ha.org.uk/maintenance/mouldand-damp/.







Annual Tenant Visits

We want you to feel safe and happy at home and our new annual visits will play an important part of this.

Every year you will now get a visit from your Housing Officer! You do not need to do anything before your Housing Officer arrives – just make sure you are at home at the time of your appointment.

The visit will last around 30 minutes and gives you the chance to see your Housing Officer faceto-face. It will be an opportunity to discuss any issues you have and find out how we can support you.

We can also make sure you home remains safe and is in a good condition.

This annual visit is an important part of your tenancy agreement. Your Housing Officer will be in touch to agree a date and time that suits you.

If you would like more information about annual visits, get in touch today on **0141 941 1044**.





Cheque Presentation

The Scottish Procurement Alliance (SPA) dropped by recently with a cheque!

The cheque for £1,471 was a rebate for repair projects completed in 2023-24 which were procured with the help of SPA.

We hold a great relationship with SPA which has led to several successful programmes including window, bathroom and kitchen refurbishments. We'll be working with SPA to create a Social Inclusion Strategy which will help us identify the best way to support our community in addition to our Community Support Officer and other partners.



Motion in Parliament

Marie McNair MSP raised a motion in the Scottish Parliament to congratulate us on our 40 years of housing service in Clydebank.

We were later delighted to recieve a copy of the Motion from Marie, who wished us every success for the future.





Council Change Bin Collections

From Monday 10th November residents will still receive a weekly bin collection however, recycling is now being prioritised.

Your bins will be collected on a rolling schedule with two recycling collections and one general waste collection within each three-week period.

Food waste will continue to be collected every fortnight and, if you have a permit, garden waste will be collected from your brown bin fortnightly between the end of March and November.

The Council is to send residents more information.

More information is available on the Council's website: www.west-dunbarton.gov.uk/recycling-and-waste/changes-to-bin-collections/.

West Dunbartonshire COUNCIL







Radnor Park Model

We were delighted to receive a model of the high flats from the family of the late Mr Veitch.

The model of Lomond View, shown below, is absolutely lovely. We recently welcomed Mr Veitch's daughterin-law and granddaughter in to view the model. It has pride of place in our boardroom.



Contents Insurance

As mentioned when signing your tenancy agreement, we only maintain the property and not your own possessions.

It is important 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 these items. Contents insurance is a small payment per month and can help pay lump sum payments for things that are damaged in accidents out with your control.



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.

Well Done to our Lucky Winners!

Summer's ChitChat was our 100th edition and to celebrate that and our 40th anniversary year, we held a competition to win 4 £100 grocery vouchers.

From the entries received, those correctly answering that the staff team raised £1,545 for Crohn's & Colitis UK by doing the Kiltwalk were put in a draw and 4 winners were picked at random.

We were absolutely thrilled to let 4 of our residents know that they had won. Well done to; Ann Biggerstaff, Karen Dixon, Ross Boulton and Lauren Bell.









Scottish Housing Day Celebrations 2025

A huge thanks to all the tenants and staff who came along.

We celebrated Scottish Housing Day with an afternoon tea at our office.

The event was held on the 10th Scottish Housing Day the theme of which how important good neighbours are to wellbeing and living well in our homes and therefore we were proud to launch our refreshed core values today, following a review by our staff and Management Committee:





~ Community Focused ~ Respectful ~ Accountable ~ Supportive ~

Tenants also left with a little extra gift as it's our 40th anniversary year.



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 2025	
Total number of complaints received	15
Number where we were at fault, apology given and rectified	9
	4.14.1

Breakdown of complaints where we were at fault: 4 Maintenance, 4 Major Repairs & 1 Factoring

Responded to in full	15 (100%)
Resolved at front line (5 days)	14
Resolved after investigation (20 days)	

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

- Cleanliness toolbox talk held with operatives
- Code of Conduct toolbox talk held with operatives

Compliments!

Thank you to our customers for taking the time to provide us with 7 compliments between April - June.

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!

"I would like you to pass on our thanks to Kirsty in Maintenance and to Magnus Electrical for the fast and efficient service. We appreciate your care."

Customer called to thank us for the voucher they received. They were overwhelmed by our kindness and said we have been a fabulous landlord.



Capturing stories of community activism across West Dunbartonshire

Clydesider magazine has started a new community heritage project and they'd like you to get involved!

The project is all about capturing and celebrating stories of community activism, past and present, across West Dunbartonshire.

There are so many examples of people from this area who have worked together to look after each other, and to make a positive difference in the world. That includes folk who fought for better housing over the years - from those who went on rent strikes a hundred years ago to protest against poor quality housing, to the people who set up the first community-run housing associations and tenants' groups.

And it's not just housing - there have been activists who've campaigned to protect the environment, fought to protect jobs, or who've set up services to give people a helping hand when they need it most.

It is these types of stories that we want to celebrate through this project. And you're invited to be part of it!

There are lots of ways to get involved:

- If you have personal experience of community activism we'd love you to share it as part of the project
- You could help capture stories of local activists through film, podcast, photography, or writing
- You could get involved in researching stories and learning heritage skills we'll provide all the training you need.

To find out more about the project or get involved, contact Kayleigh at Clydesider: kayleigh@clydesider.org / 07919 176507.

Radnor Park Information Event

We held a fantastic information event on 5 August in Radnor Park Church Hall.

The event, attended by 12 staff and our rewiring contractor, was held to update tenants on a variety of issues such as the new cages procedure, rewiring programme, general maintenance information and tenant portal. It was very well attended. Refreshments and food were provided and one lucky participant, Ms Ashcroft, won a £50 prize draw.



Cuppa and a cake in support of Macmillan

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

Our 9th 'CHA bake off' was held on 1st October. We thank our staff - makers, fakers and donators - who supported the event and raised over £100 on the day with money still coming in.

The highly sought after award was again won by Raeann, our Maintenance Assistant, pictured right, who retains her 'Star Baker' crown.

The stunning winning bake, celebrating our 40th anniversary





MACMILLAN



New way of applying for housing!

The way to apply for housing with Clydebank Housing Association is changing.

From 1 October 2025, our application form is now fully accessible online. We have joined together with other landlords and the Council to provide a fully digital and streamlined way of applying for a house with any of the partners involved. The West Dunbartonshire Common Application Form also means that applicants can apply to a number of landlords at the same time, reducing the need to complete multiple housing application forms.

This new process means applicants will no longer have to print anything off, or email an application to us, the online form can be submitted at the click of a button.

Check out our website www.clydebank-ha.org.uk/housing/applying-for-a-house/ for full details.



Maintenance Updates



A Spotlight on Permission for Alterations

As per your tenancy agreement, tenants are required to seek consent, in writing, from the Association for any

work other than interior decoration.

We operate from a position that we will not unreasonably refuse permission requests however by requesting permission this allows us to:

- Give appropriate advice
- · Record necessary information
- Ensure any installations are safe

Typical requests for alterations:

- Kitchens
- Laminate Flooring
- Bathrooms
- Driveways
- Satellite Dishes

Items that should be requested but aren't typically reported:

- Media Walls
- Electrical fittings (light fittings, sockets etc.)
- Paint flat entrance doors (fire doors in general)
- Flooring other than laminate which is glued down
- Shower installations
- Washing machine installations (Radnor Park Multis only)
- · Car charging equipment

Did you know if you alter a property, you may be due compensation at the end of your tenancy? This is only available to those who have permission from the Association and is detailed in our Compensation for Improvements Policy.

Altered your home but didn't request permission? That's fine, apply for retrospective permission.

How do I apply for permission? In writing via e-mail, letter or by using our website.

What happens after I apply? We will reply to your request in writing with terms that you must agree to.

Permission is not granted until a signed copy of the terms issued to you is returned to us.

Information that we may request:

- Plans/drawings
- Minor electrical installation certificate (required for all electrical alterations)
- Details of the installer
- Building warrant/planning permission information

What happens after an alteration is complete?

- We will continue to maintain fittings of your homes (pipework) but we will not carry out repairs to your installation
- We will inspect the work carried out
- If the installation causes issues i.e. electrical inspection, we will instruct you to carry out required repairs within an acceptable timescale. If this is not done we may instruct the works to be carried out at your own cost

Typical questions:

If I change my kitchen or bathroom, will I be included in future renewal programmes? Yes, however you can contact us to request that you are removed from such contracts and we will consider this request on an individual basis.

Can Clydebank HA appoint a contractor to do the work for me? No, we may contact our contractor to request that we can pass their details to you however you will be responsible for appointing a competent person to complete the work.

Will Clydebank HA carry out work to allow me to carry out an alteration (install new cabling to install a shower)? No, your rent charge does not cover this. Any associated works would have to be carried out at your own cost.

Can I complete the work myself? This depends on the alteration. Laminate flooring for instance can be installed by yourself however any works including electrical fittings or gas connections must be completed by a qualified person who can provide the required certificates. We will give advice on this within our permission response though.

Rewiring - Radnor Park

Our rewiring programme is still underway and will continue over the next 5 years.

We have made a significant dent in the programme and have currently carried out approximately half of the properties. Magnus Electrical will be in touch with residents to carry out a survey of the property and any questions you have can be asked at this appointment.



Window Contract comes to an end

We are delighted to announce that the window contract is now coming to an end.

All the properties below having already been completed or an appointment to be

completed in the coming weeks:

- 15-27 Bannerman Place
- Crown Avenue
- Jean Armour Drive
- Melfort Court
- Bell Street (including entrance
- East Barns St (including entrance doors)
- McGregor St (including entrance doors)
- White St (including entrance

Tenants are benefiting from this work with increased sound insulation and energy efficient windows.... Not to mention, they look great!!







CR SMITH

Stock Condition Surveys

This year's stock condition surveys are upon us. This directly impacts our major repair planning over the short, medium, and long term. Here's a bit of information for you, ahead of the surveys:

Surveyor: Brown + Wallace

Survey style: In person

Start Date: October 2025approximate 4 week programme

How long will a survey take: This will vary from property to property however surveys typically last 30mins to an hour

Target Survey: 20% of all tenanted stock (242 properties)

What the surveyor is assessing:

- Your home meets the Scottish Housing Quality Standard
- The age and condition of components
- Any fixtures and/or fittings in a state of disrepair

Exciting Kitchen Refurbishment Works

We're pleased to announce that refurbishment works are scheduled to begin in the coming months.

This exciting project relates to our "Whitson Fairhurst" properties and includes over over 80 kitchen upgrades. This work is part of our ongoing commitment to improving facilities and ensuring a modern, functional, and welcoming space for everyone. We are currently in the process of appointing a contractor to carry out the works. Once a contractor has been confirmed, we will provide further details about the timeline and what to expect during the refurbishment period.

Bathroom Refurbishments Now Complete - Crown Avenue

We're pleased to announce that the bathroom refurbishment works, which began in June 2025, are now complete.

Over the past few months, significant improvements have been made. The newly refurbished spaces have been designed with comfort, functionality and durability in mind. A few snagging works and final touches are currently being carried out to fully conclude this contract with C.R.D.





COMING





Our Repair Response Timescales

All repairs are responded to in terms of their necessity, liability and degree of urgency. Wherever possible, attendance will be at a date and time that is convenient to the tenant; otherwise tenants will be advised of the expected timescales involved.

Emergency Repairs

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

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

Urgent Repairs

These are faults that may cause inconvenience to a tenant but little possibility of further property damage if dealt with within the specified target time. The response target time is within 3 working days. Day 1 will commence at 9 a.m. the day after the repair is reported and end at 5 p.m. on day 3.

Examples of urgent repairs are faulty light fittings, communal lighting, door entry system, loose roof tiles, running overflows.

Routine Repairs

These are faults that are not hazardous or which cause minor inconvenience to a tenant. The response target time is within 10 working days. Day 1 will commence at 9 a.m. the day after the repair is reported and end at 5 p.m. on day 10.

drip at tap, fault with TV aerial, plasterwork.

Complex Repairs

These are repairs which are likely to involve multitrades and can include jobs requiring time to dry jobs requiring authority from owners, insurance approval. The response target time is within 20 working days. Day 1 will commence at 9 a.m. the day after the repair is reported and end at 5 p.m. on day 20.











Repairs not covered by CHA

Please be aware that the list below is some commonly reported repairs that are not covered by CHA:

- Replacement toilet seats (CHA will replace at void stage only)
- Light bulbs not encapsulated (light bulbs within casing)
- Floor coverings, CHA will only replace damaged ply sheet flooring and or floorboards
- Utility meters (Gas/electricity and water supply) and smart meters – these must be reported to your utility provider
- Wall décor (wallpaper)
- Independently installed showers (shower unit not installed by CHA but current or previous tenant)
- Upkeep of private gardens (CHA only maintain common
- Shower installation non-medical purpose
- Shower curtains and glass screens

Please do not hesitate to contact our maintenance team if you have any question or query in relation to the above.











Electrical Inspections - All Properties

As part of our ongoing commitment to safety and compliance, all properties are due to receive an electrical safety inspection within your home. These will be carried out

over the next 5 years and each property will be carried out within the 5 years of previous electrical inspection.

These inspections are essential to ensure that all electrical systems meet current safety standards and remain in good working order.



Magnus Electrical will be in touch with you directly to arrange a convenient time for access. We kindly ask for your cooperation in allowing access to carry out these important checks. If you have any questions or concerns, please don't hesitate to contact us.

Contractor ID

We have reminded our contractors to make sure they have ID with them when attending any repair jobs.

This is to ensure when answering your door to contractors you know that who is attending is genuine. This also applies to when contractors are completing works in any of our common areas i.e. common closes or external repairs of buildings.

We wanted to let you know of this as you can ask for our contractors' ID, and they must show this.



Annual Gas Service

We have a legal duty to carry out an annual gas service and safety check of any gas appliances that are fitted in your home.

We have robust procedures in place to ensure that we comply with these legal timescales, however, we are finding that a small number of tenants are ignoring requests for access or not ensuring that pre-payment meters have sufficient credit for the safety check to be carried out.

Remember that the annual gas service is to ensure the safety of yourself and your neighbours. We will be happy to arrange a time suitable to you. If, however, you ignore requests for access, this will result in us forcing entry to your home.



Get Involved

clydebank bouleg woodston

Radnor Park Multis Tenants and Residents Association

On behalf of the Radnor Park Multis Tenants and Residents Association I would like to take this opportunity to thank all residents who attend our two-monthly Public Meetings. It really gives us an insight into what the tenants would like.

Our high-rises are being upgraded at the moment. The rewiring at the flats is still ongoing but a substantial amount of the work has been completed. Once this has all been completed it'll be a welcome improvement.

At this time the committee is looking into possible events for the tenants for next year. This would hopefully include a bus run, our usual quiz nights and a few other things.

Our annual AGM will be on **Thursday 23rd of October** and we look forward to seeing you all there. At this point we would like to say that if anyone is interested in joining our committee we would be more than happy to see you.



On 29th August we held our popular event – the quiz night. The winners on this occasion were "The Team of 2" – see photo. Our next Quiz Night is being held on **Friday 28th of November**. Hopefully, there will be another first time winning team and a few more quizzers.



Would you believe that it's less than 2 months to our Christmas Lunch which will be held in Centre81 on 8th December. People have a great time, the food and entertainment is exceptional. Something to look forward to before the rushing about buying presents and posting Christmas cards.

Anne Ashcroft, Chairperson



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.







Keep your home, friends, and family gas safe Gas appliances should be checked annually by a Gas Safe registered



Not received your factoring invoice via email?

Make sure to whitelist our email address:

info@clydebank-ha.org.uk

Contact us if you don't receive invoices in December and June.

Stone Cleaning Update

Kilbowie Road and Alexander Street

As part of the procurement process for stone cleaning works to be considered for 2026-27, MAST Architects are finalising their assessment of the stonework at Kilbowie Road and Alexander Street blocks.

engineer. Book your annual

safety check and remind others to do the same.

These works are likely to be costly and, although owners' meetings will be required prior to work being instructed, we do advise owners in the area to financially plan for these works.

If you have any questions or concerns, please contact us.



Spotlight on Factoring Complaints

In the period 1st April - 30th June 2025, 2 complaints related to our factoring service were received, one of which was upheld.



An owner was dissatisfied that they did not recieve a call back after telephoning the office. We sincerely apologised for this oversight as this breached our Customer Care promise to call back within one day. We value complaints and use them to improve our services.

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

Attlee Place -**Owners Event**

We sat down with owners from 1-18 Attlee Place in September to discuss our factoring service and priorities within the block.

It was great to get together and there were many discussion points and feedback will be taken on board and work taken forward.



Storm Repairs

Insurance works from damage sustained in January's storms are ongoing throughout our stock.

We appreciate that this has taken some time and thank all residents for their patience. This is for reasons beyond our control.



Fascia Repairs (Bell St, East Barns St, McGregor St and White St)

These works are out to tender with a report due back later in October. Once costs are known, invites will be sent to owners in each affected block, to attend a meeting and cast their vote.





Owners of 'flats' within a tenement are not only responsible for repairing and maintaining their own individual property but also have a joint responsibility to contribute towards the common costs incurred to upkeep the common parts of the tenement. This may include the common stairs, close and anything else listed in the title deeds.

Centre81 Update



Fabulous Fitness Classes

Our regular fitness classes continued to be popular over the summer, offering a great way to stay active in a welcoming, friendly environment.

These include yoga every Monday morning, pilates and circuits on Tuesdays, chair yoga and kettlebells on Thursdays and tai chi every Friday afternoon.

All classes are open to anyone aged sixteen and over and cost just three pounds per session. There is no need to book in advance, so feel free to come along and give them a try. (We have yoga mats you can borrow too). Timetable to the right:

Monday: YOGA - 10-11.15am

Tuesday: PILATES - 10.30-11.30am, CIRCUITS - 6-7pm

Thursday: CHAIR YOGA - 10-11am, KETTLEBELLS - 5.30-6.30pm

Friday: TAI CHI - 2-3pm

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





















Summer Fun at Centre81

We've had an incredible summer at Centre81, full of energy, creativity and community spirit.

Our programme was bursting with exciting classes and workshops that brought people together to learn, connect and have fun.

Throughout the summer, we hosted cooking classes inspired by Italian, Scottish, Syrian and Pakistani cuisine, which were a big hit. Many people also enjoyed taking part in our Organic Facial Glow Up workshops and trying their hand at jewellery making.









Our Gym81 Wellness Open Day offered free massage tasters, free gym inductions and fitness taster sessions and those who came along to the herbal bath salts workshop left with beautifully scented creations and new skills.

The Centre81 Steering Group had a brilliant set of summer sessions that included a lively sports day, a barbecue, pizza making classes, yoga and mindfulness activities, pottery painting and fun and interactive nutrition workshops. One of the highlights of the summer was a fantastic day trip to Briarlands Farm, which was enjoyed by all.







Bike Maintenance

Brian, our bike mechanic, is on hand to help you get back on your bike.

9am until 12 noon, Monday - Friday.

Please feel free to pop in or call the centre to make an appointment.





Community Garden News

Over in the Centre81 garden, we enjoyed a successful harvest of organic tomatoes, onions, apples and potatoes.

The allotment area is looking vibrant, with a wide variety of herbs and wildflowers thriving.

These plants are attracting bees and other insects, helping to create a healthy and diverse local ecosystem.











Autumn / Winter Plans

As we move into autumn and winter, we're excited to share that we have plenty of new events and activities on the way.

Some of the highlights include a Friday Football Club for children from primary one to primary seven, as well as a monthly International Lunch Club where we'll explore and celebrate different cultures through food.

Workshops coming up include pickling and fermenting, a curry masterclass, and sessions on making your own home fragrance and eco-friendly cleaning products. We'll also be running meditation and breathwork sessions, a bootcamp fitness class and a special Christmas wreath-making workshop. Other upcoming events include our monthly community hot breakfast, Cosy Afternoons, a festive Christmas lunch and a cheerful tea dance to bring people together during the colder months.

We'll be posting full details of all these events and more on our social media pages and notice boards very soon, so please stay tuned. We look forward to welcoming you to Centre81 for another season of connection, learning and community fun.

Curry Masterclass

Cosy Afternoons

Friday Football Club P1-P7 Bootcamp Fitness Class

Meditation & breathwork sessions

International Lunch Club

Pickling and Fermenting
Workshop
Riaghattas na h-Alba
gov.scot.

Christmas Lunch

Tea Dance

Wreath Making

Community Hot Breakfast

and more!





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.

Our emergency repairs service will be available outwith our office hours.

Emergency Numbers

The number to telephone City Technical for out-of-hours gas central heating and all district heating emergencies, including CHP breakdowns in Radnor Park, is:

11 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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