



ChitChat



Good Neighbour Awards

Read more on page 5

Save the Date!

Attention all shareholders!

Our Annual General Meeting will be held on Thursday 25th June at 7pm in Centre81, Whitecrook, followed by our popular social event. More details will follow. To become a shareholder give us a call at the office.



This issue in pictures



Rising Star

Raeann, our Maintenance Assistant, shortlisted for top award

Page 4



Blitz Memorial

85th Anniversary Blitz Memorial ceremony organised by our residents group

Page 6



Major Repairs Update

Major repairs plans revealed for 2026-2031

Page10



Information in a different way

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

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

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.



Rent Setting Consultation

As part of our annual budget setting process, we consulted with our tenants, sharing owners and tenants group on the rent increase options for 2026/27.

Following consultation, our Management Committee agreed that we will apply a rent increase of 6.8% across all rents from 1 April 2026.

The Management Committee also agreed that service charges (where applicable) should not be increased, and these remain at their current rates.

Tenants were individually consulted and offered a choice of 3 rent options: 6.8%, 7.0% and 7.3%. Of the 112 who responded, 78% chose option 1. Please let us know if you have any ideas for improving our consultation process.

Thank you to all residents who participated in the rent review consultation. A £150 donation has been made to West Dunbartonshire Community Foodshare for the responses received.



Well done to Gail Clark who was the lucky £100 prize draw winner! Gail said, "Thank you very much. It's all very much appreciated."



Tenant Responsibilities for Minor Repairs

While Clydebank Housing Association carries out many repairs, tenants are responsible for some minor repairs and day-to-day maintenance. This includes replacing light bulbs, smoke alarm batteries, toilet seats, and sink plugs or chains. Tenants may also be responsible for issues such as blocked sinks or toilets if it is a minor blockage or caused by misuse, as well as damage caused by tenants, household members, or visitors. Read more in our Spotlight on Tenant Responsibilities on pages 8 & 9.



Did You Know?

As your landlord, we pride ourselves on the fact that reported repairs are actioned quickly. However, where responsibility for the repairs and maintenance of common parts is shared with private owners, this can affect the speed and progress of dealing with such repairs.

In our role as factor, there will be some works that require the majority approval of owners before the work can be instructed. In those circumstances, we will be required to call a meeting of owners to allow a vote to take place. This will naturally delay our ability to instruct the works required. If the majority of private owners in a block do not vote in favour of proceeding, we would be unable to progress with the works. We work closely with our factored owners and will continue to highlight the benefits of looking after the common parts, to the benefit of all.



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.



Welfare Rights Service

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 a benefit or entitlement such as Community Care Grants, Limited Capability to Work Related Activity on Universal Credit or Employment Support Allowance or entitlement to Disability Benefits.



Becoming a Shareholder

You can become a shareholder of CHA for just £1!

Call us on 0141 941 1044 or visit our website for more information www.clydebank-ha.org.uk/get-involved/become-a-shareholder/.





Contents Insurance

We strongly recommend that residents who do not currently have home contents insurance look into taking out a policy.

Although we sincerely hope that this would not be needed, this can make all the difference in the event of fire, flood, break in or accidental damage.

Please contact your Housing Assistant if you would like more advice on this or you can search the internet for the wide range of providers or speak with local or national brokers.



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

in Clydebank Housing Association
f @clydebankha

The Importance of Ventilating Your Property

Daily activities like cooking, showering, and drying clothes create moisture in the home. Without proper ventilation, this can lead to condensation, damp, and mould. Opening windows regularly, using extractor fans, and keeping vents clear can help reduce moisture and keep your home healthy.

Please let us know if you've any concerns.

Award Finalists!

We are absolutely thrilled to be announced as finalists in 3 categories of the Share Annual Awards 2026.

Well done to all involved. Wish us luck. Winners confirmed 30th April!

share ANNUAL AWARDS 2026
Rising Star
The One to Watch
FINALIST
 Sponsored By **ekha**
 Raeann Rankine

share ANNUAL AWARDS 2026
Community Impact Award
FINALIST

share ANNUAL AWARDS 2026
Outstanding Commitment to Employee Wellbeing
FINALIST

Compensation for Improvements

Tenants may be able to claim compensation for certain improvements made to their home when their tenancy ends.

This can include items such as heating upgrades or insulation. However, permission must be obtained from us before any work is carried out to ensure the improvement qualifies.



Good Neighbour Awards 2026



Clydebank Housing Association encourages tenants, owners and staff to recognise the unsung heroes in our communities, those who show kindness, lend a hand and make a positive impact in their neighbourhoods.

We were delighted to have 11 of the 14 Good Neighbour Award winners along to our office on Wednesday 18th February for a very uplifting afternoon. Raeann Rankine, one of our Maintenance Assistants, presented certificates and gift vouchers then we all enjoyed a bite to eat and a blether. We had visited the overall winner earlier in the week, **April McDaid**, to present her prize.

Prizes also went to Joanne Mooney and Donna Fraser.

Congratulations all and thank you for being a great neighbour. Thank you to those who took the time to nominate our winners.



Ali Khezri



Stewart Chalmers



Brenda Watts



Karen Burns



Cecilia Mirren



Lorna Green



We enjoyed a lovely buffet



Stacy McFarlane



Carole Sweeney



Margaret Hanlon



Katie Friel



Grace McDonald



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 October - 31st December 2025

Total number of complaints received	8
Number where we were at fault, apology given and rectified	3
Breakdown of complaints where we were at fault: 1 Maintenance, 1 Major Repairs & 1 Maintenance / Factoring	
Responded to in full	8 (100%)
Resolved at front line (5 days)	8
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:

- Housing Services Manager discussed issue at following contractor's meeting
- Contractor to be monitored
- Staff reminded of customer care promises and to be mindful of responding timeously

Your 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/.

Compliments!

Thank you to our customers for taking the time to provide us with 11 compliments between October - December.

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!



Blitz Memorial

We attended a lovely ceremony on Sunday 15th March, organised by our residents group, the Radnor Park Multis Tenants and Residents Association, to commemorate the 85th Anniversary of the Clydebank Blitz.

We laid a wreath, alongside RPMTRA, at our memorial area in Radnor Park.



Egg-cellent!

Many thanks to Magnus Electrical for their generous donation of 100 Easter Eggs!

We will distribute these at our Centre81 children's Easter party.



Magnus
Electrical Services



Retirement – Jim Chesney

A huge congratulations to Jim Chesney, GOC Engineering, on his retirement and his amazing career.

Jim has been a huge help to us on various projects particularly at Radnor Park. He will be missed but we wish him a long and happy retirement.

G.O.C. Engineering Services



Big Disability Open Day

Come and say hello!

We have thoroughly enjoyed taking part in this annual event and meeting with so many local support agencies. We also got to talk to current and potential housing applicants.

Wednesday 15th April 2026, running from 10am to 2pm at the Barclay Church, Dalmuir, Clydebank, G81 4JH.



Sinéad and Fiona attend last years' event



Community Benefits

We get both formal and informal benefits from our contracts, large and small. Is there anything you would like for your community that we could consider? Or know someone who would benefit from an act of kindness? Let us know sinead@clydebank-ha.org.uk



Unacceptable Behaviour

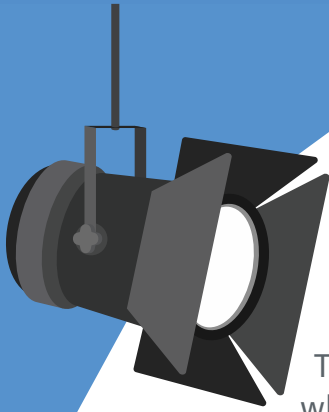
Just a reminder that our staff are here to help and should be treated with dignity and respect at all times.

Any abuse, harassment or sexual harassment should not be part of a day's work for our staff.

Thank you to the vast majority of our tenants and customers who allow our staff and contractors to work in a respectful environment.

We will actively manage customers who do not respect this right. Our Customer Engagement Policy can be read in full on our website.





Your Responsibilities as a Tenant - A Simple Guide to Looking After Your Home

This article explains what you are responsible for as a tenant.

Your tenancy agreement is a legal contract under the Housing (Scotland) Act 2001 but many of you may have signed it some time ago. Here's a summary which we hope you find of use:

You are responsible for:

- Yourself
- Anyone who lives with you
- Anyone who visits your home

Looking after your home helps keep your rent affordable and your community safe.

Living in Your Home

You must:

- Live in the property as your main home
- Tell us within 4 weeks if someone moves in or out
- Tell us if you are away for more than 4 weeks
- Not run a business from home without permission
- Not use the property for illegal purposes

You should:

- Keep your home warm and ventilated
- Prevent pipes from freezing
- Report repairs quickly

Being a Good Neighbour

You must not:

- Cause noise nuisance
- Threaten or harass others
- Damage property
- Leave rubbish in common areas
- Behave aggressively toward staff or contractors

You are responsible for the behaviour of your household and visitors.

Serious or ongoing anti-social behaviour can lead to eviction.

Repairs – What We Fix

Clydebank Housing Association repairs:

Structure & Exterior

- Roof and chimneys
- Gutters and downpipes
- Outside walls

- Windows and external doors
- Drains

Inside Your Home

- Ceilings and plaster (not decoration)
- Floorboards (not floor coverings)
- Boilers and heating systems
- Radiators
- Plumbing pipework
- Baths, sinks and toilets (unless damaged by misuse)
- Electrical wiring and fuse boards
- Shared Areas
- Close lighting
- Entry systems
- Shared roofs and drains

Report repairs as soon as you notice them.

Repairs – What You Must Do

You are responsible for small repairs, decoration, and any damage caused by you, your household or visitors.

You Must Maintain and Replace:

Everyday Items

- Light bulbs
- Fluorescent tubes
- Smoke alarm batteries
- Carbon monoxide alarm batteries
- Toilet seats
- Bath and sink plugs and chains
- Shower heads and hoses

Fixtures & Fittings

- Curtain poles and rails
- Door handles (internal)
- Cupboard handles and hinges
- Shelving
- Coat hooks
- Draught excluders
- Door stops

Keys & Locks

- Lost keys
- Replacement fobs
- Broken keys

If we must force entry because you lost your keys or did not allow access, you will be charged.

Blockages Caused by Misuse

You must clear:

- Sinks blocked with food or grease



- Toilets blocked by wipes or nappies
- Baths blocked with hair

If a contractor is needed because of misuse, you will be recharged.

Decoration

You are responsible for:

- Painting and decorating
- Filling small cracks before decorating
- Wallpapering

Flooring

You must provide and maintain:

- Carpets
- Laminate flooring
- Vinyl
- Tiles

You must ask permission before installing laminate or hard flooring.

Gardens (If You Have One)

You must:

- Cut the grass
- Trim hedges
- Remove weeds
- Keep paths clear
- Remove rubbish
- Prevent overgrowth

If a garden becomes overgrown, we may clear it and charge you.

Damage

You will be charged for repairs if damage is caused by:

- Accidents
- Negligence
- Deliberate damage
- Visitors
- Household members

Always report damage early — small problems become expensive if left.

Access to Your Home

You must allow access for:

- Repairs
- Gas safety checks
- Electrical inspections
- Property inspections

We will give at least 24 hours' notice unless it is an emergency.

Refusing access may lead to legal action and recharge.

Alterations & Improvements

You must get written permission before:

- Installing a new kitchen or bathroom
- Installing laminate flooring
- Any electrical alteration including downlights (You must provide a minor electrical installation certificate in all cases to the Association).
- Installing satellite dishes
- Changing heating systems
- Altering plumbing or electrics
- Putting up sheds or fencing

We will not refuse permission without good reason.

Unauthorised work or work which does not meet building standards or causes failures to safety checks may need to be removed at your cost.

Rent & Charges

You must:

- Pay your rent monthly in advance
- Pay service charges
- Pay Council Tax
- Pay utility bills
- Pay rechargeable repair costs

If you are struggling, contact us early.

If You Want to Move Out

You must:

- Give 28 days' written notice
- Leave the property clean and empty
- Return all keys
- Clear any rent arrears
- Repair tenant damage

Charges may apply if standards are not met.





Your gateway to deliver value to the public sector and **grow your business**

Hear about how you can prepare your business to win work with over 140 public sector organisations in Scotland.

Join us in Clydebank on **24th April 2026**
10am - 12:00pm

Centre 81
Braes Avenue,
Clydebank G81 1DP

140+
public sector organisations

300
companies work with us

900+
live registered projects



SCOTTISH PROCUREMENT ALLIANCE



Major Repairs



We have an estimated £1.4million spend over the coming year. The highlights being....

Coming Soon!

**Kitchens - Whitson Fairhurst*
Linnvale - Estimated start May/
June 2026.**

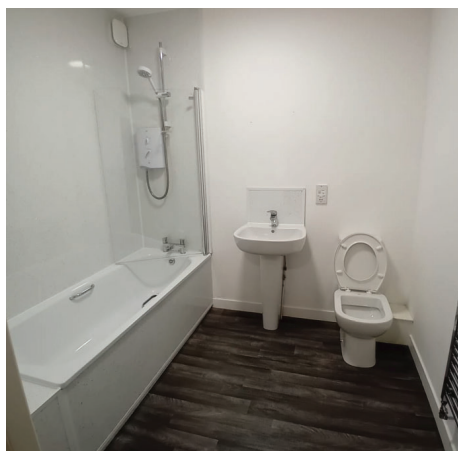
**Bathrooms - Glasgow
Road/Hume St and Attlee
Place.**

**Windows - Ian Smith Court
and Fleming Ave - Surveys to
commence imminently.**

**Contractor to be announced
shortly**

**Estimated start August
2026**

**Expected completion prior to
Winter 2026**



Asbestos Removal - BISF* - Rhodar Industrial Services to start imminently. Keep an eye out for contact from them.

* if you are unsure of your house type, visit www.clydebank-ha.org.uk/maintenance/5-year-plans/

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.

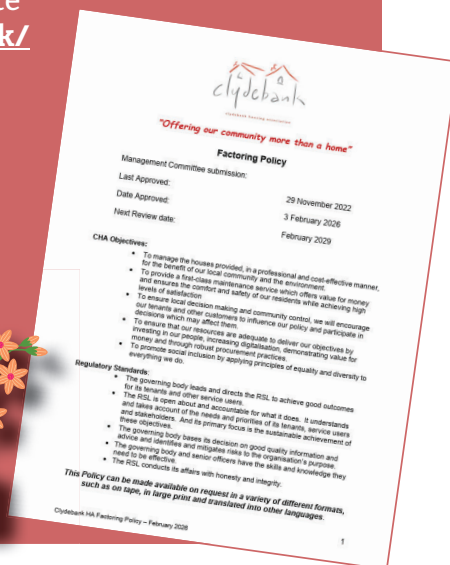


Factoring Policy

Our Factoring Policy was reviewed in February 2026

It is available for viewing or downloading on our website www.clydebank-ha.org.uk/owners/factoring/

If you have any questions, please get in touch at FactoringGroup@clydebank-ha.org.uk.



Your Views are Important!

Our owner occupier satisfaction survey is underway!

Independent research company, Research Resource, is gathering views from our factored owners. Get involved by calling them on 0141 641 6410.

We'll use the findings from the survey to improve the factoring service for our owners.

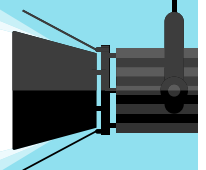


Spotlight on Factoring Complaints

In the period 1st October - 31st December 2025, 3 complaints related to our factoring service were received, one of which was upheld.

An owner had been dissatisfied that heavy machinery for our work was delivered at 6.30am. We sincerely apologised for this and spoke to the contractor involved. 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.





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 report on what has been planned for 2026.

As you know we finished 2025 on a high with a super Christmas lunch at Centre81 along with some great entertainment.

We had our first quiz of the year on the 27th of February and our winners were "Team 2". They were presented with a trophy (pictured right). Our resident Quizmasters are Bethany and Billy.

For all you budding quizzers our next quiz night is on 24th April. Why don't you come along and enjoy a great evening.

On Sunday 15th March we held our annual service to commemorate all those who lost their lives during the Blitz in 1941. Father Martin took the service. We would like to thank everyone who attended. This was followed by the placing of wreaths. One on behalf of CHA and the other by our group, next to the commemorative plaque, followed by refreshments in the church hall.

Due to the popularity of our last bus trip to St. Andrews we are running another bus trip to Oban on 20th June. We will all be praying for good weather. I hope all who go really enjoy themselves.

We look forward to another fantastic year.

Anne Ashcroft, Chairperson



Centre81 Update



Funding Success!

We are pleased to share that we have been successful in securing support from two new funding streams.

Funding from West Dunbartonshire Health & Social Care Partnership will allow us to deliver a series of healthy cooking classes and kids' cooking sessions, helping families and individuals build confidence and skills in preparing nutritious meals.

We have also secured funding from WDCVS, which will enable us to continue running our highly successful Cosy Afternoons every Friday throughout the year. This welcoming weekly session provides a warm, friendly space where people can come together, enjoy good company, a hot lunch and feel part of the community.

We would like to thank our staff for their efforts in applying for these funds and we extend our sincere thanks to both organisations for their support in helping us continue to deliver activities that benefit our local community.

West Dunbartonshire
Health & Social Care Partnership





With Sadness

It was with great sadness that we learned of the passing of our placement, Thomas Shevlin.

News of Thomas' placement with Centre81 via Project SEARCH had been warmly embraced by the whole community and he was truly thriving and had become a valued member of the team. His dedication and positive spirit will be missed by those who had the privilege of working with him. Our thoughts are with his family and loved ones during this exceptionally difficult time.



Thomas Shevlin

Cosy Afternoon Burns Day Special

We marked Burns Day with a special Cosy Afternoon celebration at the Centre.

Guests enjoyed a traditional plate of haggis, neeps and tatties, served alongside some Scottish favourites including Irn-Bru, wafers, shortbread and teacakes. And all for free!

It was a lovely afternoon filled with good food, warm conversation and a touch of Scottish tradition. As Robert Burns himself wrote: "The best laid schemes o' mice an' men Gang aft agley."

A fitting reminder from Rabbie Burns that even when things don't go exactly to plan, coming together with good company and good food is always something to celebrate.



Fabulous £3 Fitness Classes

**Tuesday: PILATES – 10.30–
11.30am, CIRCUITS – 6–7pm**

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

Friday: TAI CHI – 2–3pm

**Monday yoga back soon. Keep
an eye on our Facebook page for
updates.**



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



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

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

Last orders 7pm.

@cafe81clydebank

Café81 is an independently owned business operating in Centre81. Please see their Facebook page for specials and offers



COMMUNITY COOKING CLASSES

Join our cooking sessions led by Community Cook Rona from Flourish with Food, which will focus on cooking healthy, simple & tasty recipes.

Participants will also qualify for a 3 month membership to Gym81 and take home a new one pot cooker*

SCAN TO THE RIGHT TO JOIN THE WAITING LIST



*If all 6 classes attended.



West Dunbartonshire Health & Social Care Partnership

MEET THE TUTOR RONA...

Hello! I'm Rona, a REHIS-accredited Cooking Tutor with over 30 years of experience in kitchens ranging from professional restaurants to community centres.

My journey began when I became a Head Chef at 19, and has since taken me through running a street food business and learning on cooking courses in places like Paris, Barcelona, Vietnam and Sri Lanka.

Today, my passion is helping people feel confident in the kitchen through relaxed, welcoming cooking sessions. I'm also a proud "yellow label huntress," teaching people how to cook creatively, shop smart and make good food go further.

I believe good food should be practical, joyful and accessible to everyone.

See you in the kitchen!
Love, Rona x



Basket Making Workshop

We got very creative at the Centre recently alongside Max of Max Johnston Basketry.

Over a couple of enjoyable sessions, participants learned traditional basket-making techniques and had the chance to get hands-on with natural materials.

Everyone had a great time and by the end of the sessions had produced some beautiful handmade bread baskets.





We're delighted that two local mums, along with one of our Centre81 volunteers, have taken on the running of our Parent & Toddler Group following the success of our pilot programme.

The group has been renamed Tea & Tots, and the team have been working hard behind the scenes to make sure all the paperwork and preparations are in place. Tea & Tots takes place every Wednesday from 1.00pm – 2.15pm.

A huge thank you to the ladies for stepping forward to keep this lovely group going for local families. We wish them every success and look forward to seeing Tea & Tots grow!



Big thanks to WDC Greenspace for dropping off some seeds, seed potatoes and bulbs for our community garden and raised beds.

We are looking forward to getting them in the ground and watching everything grow! We just need some sunshine now!



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



West Dunbartonshire
Health & Social Care Partnership



Scottish Government
Riaghaltas na h-Alba
gov.scot



AWARDS
FOR ALL
SCOTLAND



LOTTERY FUNDED



LOTTERY FUNDED



Looking for meeting, event or office space with great facilities?

Look no further. A warm welcome awaits you at Centre81!



Centre81 provides a range of comfortable, flexible spaces for hire to suit many needs. Our rooms are available for hourly, half-day, daily or longer term hires. To book a tour or enquire, please contact Reception on 0141 533 7070 for availability and rates.

Centre81, 2-16 Braes Avenue, Whitecrook G81 1DP
Facebook: @Centre81Clydebank



Café and Gym on-site

CHA Office Hours

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


We are closed on the first Wednesday of each month (except April 2026) until 2pm for staff training. Please note we are closed on the following dates when our out of hours service will be available for emergency repairs::

- Thursday 2 - Monday 6 April
- Monday 4 May
- Friday 22 May & Monday 25 May
- Monday 15 June



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:

 **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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