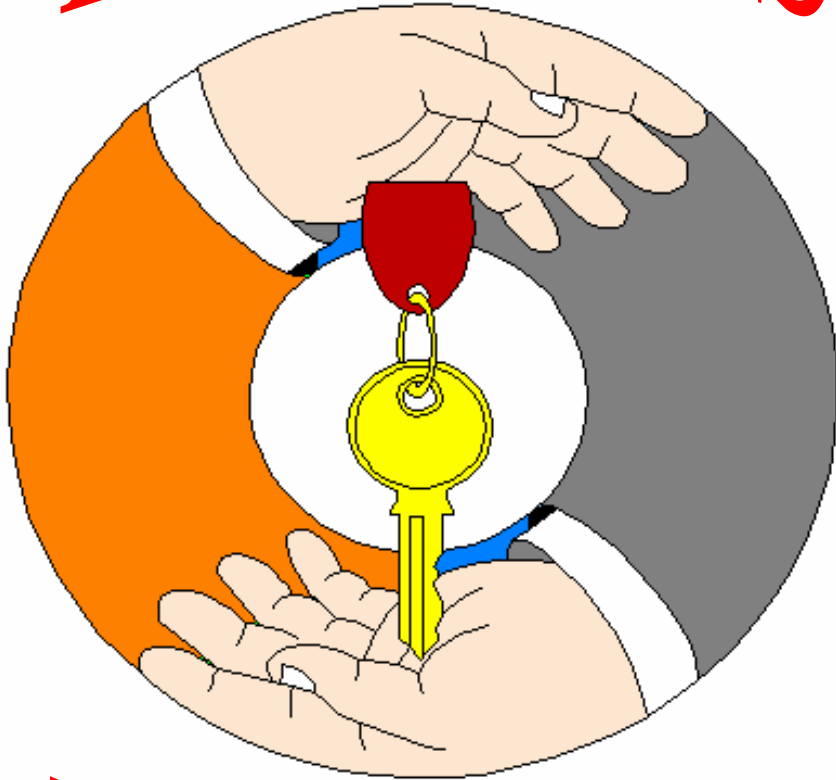


TENANTS



HANDBOOK

**IMPORTANT INFORMATION FOR NEW AND EXISTING
TENANTS**

As a tenant of Clydebank Housing Association we hope that you will enjoy living in your home. This handbook gives you important information about being one of our tenants. It is supplementary to your tenancy agreement.

We hope that you will find the information helpful and interesting. Please keep it in a safe place so that you can refer to it.

If you are unable to find an answer to any query that you may have about your tenancy in this book, or you require the handbook in another language or on tape or large print, please contact the Clydebank Housing Association office.

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Equal Opportunities Statement

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

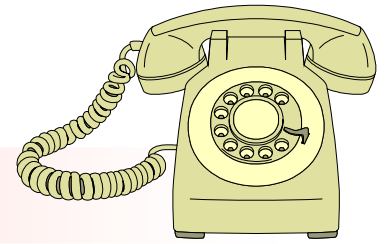
We will not discriminate on the grounds of race, sex, age, sexual orientation, disability, marital status, religion, employment status. We will not discriminate against those with HIV.

Accordingly, we will monitor the composition of our Governing Body, our Staff, our Tenants and our Waiting List Applicants to enable positive action to be taken, where necessary, ensuring that our services are accessible to all.

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

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





Useful Phone Numbers

Clydebank Housing Association	0141 941 1044
West Dunbartonshire Council Council Tax (Garshake Road, Dumbarton)	01389 737444
West Dunbartonshire Council Housing Benefit	01389 738555
West Dunbartonshire Council Environmental Health Department (Pest Control)	01389 738627
West Dunbartonshire Council (Social Work Services)	0141 562 8800
West Dunbartonshire Council Cleaving Department (can arrange FREE uplifts of bulk items)	01389 738542
Police (Montrose Street Station)	0141 532 3300
Citizens Advice Bureaux	01389 765345
Victim Support	0141 952 2095
Women's Aid	0141 952 8118
Independent Resource Centre	0141 951 4040
Anti Social Investigation and Support Team	01389 772042
Mobile Warden Services	01389 772049





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About Clydebank Housing Association




Clydebank Housing Association (formerly Central and East Clydebank Housing Association) was founded in 1985.

Clydebank Housing Association is managed by a voluntary Committee of local residents elected by shareholders. Anyone can become a shareholder by taking out a £1.00 life membership and this entitles you to attend General Meetings and to become a Management Committee member, if elected, at the Annual General Meeting of the Association.

What do we do?

-  We build and rehabilitate houses in Clydebank for rent and low cost home ownership, catering for general and special needs.
-  We rent good quality homes at an affordable rent.
-  We do not distribute any profits, but reinvest in our stock.
-  We let our homes to people in housing need and seek to identify new needs arising in the area.



-  We strive to provide an efficient, but caring and responsive, service to our tenants and owner occupiers.
-  We encourage tenants and local residents to participate actively in the management of their homes and the running of Clydebank Housing Association.
-  We strive to ensure equal access to our services to all members of the community.

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Funding for our projects comes mainly from Communities Scotland although this is supplemented by the use of development loans from banks. The management and maintenance of our property is paid for by the rents charged.





Clydebank Housing Association employs staff to carry out the functions of the Association.

So that tenants know which section to contact for enquiries, responsibilities are set out below.









1. Director

Delegated responsibility from the Association's Management Committee to ensure the efficient and effective operation of the Association's business practices.








2. Maintenance Section

-  Repairs
-  Contractors Complaints
-  Permission to make alterations to your home (tenants and sharing owners)
-  Rechargeable repair enquiries (except invoices)



3. Housing Management Section

-  Waiting List
-  Transfer enquiries/mutual exchanges
-  Rent Account enquiries
-  Rent Arrears
-  Neighbour nuisance
-  Enquiries regarding missives
-  Sub-letting/lodgers
-  Tenancy obligations

4. Finance Section

-  Factoring enquiries
-  Right to Buy enquiries
-  Rechargeable repair payments
-  Share membership
-  Insurance Claims
-  Repairs during defects liability period
-  Feu superior consent for alterations by owner occupiers

5. Administration Staff

-  Secretarial duties and reception enquiries
-  Shared Ownership