



# ChitChat

## We Worked Hard to Limit Your Rent Increase to 2.9 %

We have worked hard to limit our rent increase for 2013/2014 to **2.9%**, 0.2 % below December's rate of inflation.

This is the fourth year in a row we have been able to cover our management and maintenance costs whilst applying a below inflation rent increase which is one of the lowest, if not the lowest, in the district.

Joe Farrell, Housing Manager, said, "We are aware of the financial difficulties our tenants are facing and whilst endeavouring to limit any increase, we need to cover the increasing costs of delivering a high standard of service to tenants".

Joe continued, "However, the staff and Committee have pulled together to make savings on our budget to limit the increase to tenants, with no compromise on service or repairs".

Tenants were invited to be involved in the rent setting process through newsletters and at the tenant conference. Our Registered Tenants Organisation, Radnor Park Multis Tenants and Residents Association, was also involved. James Stewart who attended an information session with CHA said, "It was an interesting process. It was good to be involved. The proposed increases were explained to us and we were shown the impact of each one on the budget".

## Will you be affected by the 'spare bedroom tax'? Don't delay call us today!

If you are of working age (18 to 61), currently receive Housing Benefit and any of the following statements are applicable to you, the amount of housing benefit you receive **may decrease** from April 2013:

- Have a spare bedroom
- Have adults living in your tenancy who are of working age (son, daughter, friend or relative)
- Use a spare room for recovery from a medical condition and/or storage of medical equipment

Please contact your Housing Assistant at our office **as a matter of urgency** so that we can guide you through the changes.

General information is available on our website – click the link to Welfare Reform on our home page. We also run a free, impartial welfare rights service – details on page 11.

[www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk)

0141 941 1044

This issue in pictures...



# NEWS

## STAFF & COMMITTEE NEWS

### Staff Shredding Saves Trees



In addition to the regular recycling that our staff do, we also saved 13 trees from destruction in 2012 by recycling our confidential paper waste through a recycling company.

### Staff Changes

We welcome **Sam Jones**, Maintenance Assistant, and **Diane Calderwood**, Housing Assistant, back from their maternity leave.

### Baby News

We are pleased to report that our Finance Officer, Fiona White, gave birth to baby boy Brody, pictured right, on 7 January weighing 8lb 5oz. We offer our congratulations to Fiona and David!



## WE ARE POSITIVE ABOUT DISABLED PEOPLE...

We passed our annual Positive about Disabled People review which means that we are committed to employing disabled people and have made the commitment to the 5 requirements of this accreditation from the Department of Work and Pensions.

## RADNOR BLOCKS CELEBRATE 50 YEARS!

50 years ago this month, the first of our 7 multi storey Radnor Park blocks, transferred to us from Scottish Homes in November 1999, was completed. Cowal View's first tenants moved in in 1963 and eleven original tenants remain in the block!

Rent for the properties in April 1963 was two pounds, fourteen shillings and twopence a fortnight!

The blocks, which make up over a third of our stock, have attracted regular attention at a national level in the past 7 years for being a 'green community' with

the development of the Combined Heat and Power (CHP) scheme and the introduction of the electric car hire scheme for tenants, based in Radnor Park. These 50 year old flats enjoy a similar energy rating to our purpose built eco-flats at Cart Street!

The local residents group, Radnor Park Multis Tenants and Residents Association (RPMTRA), is marking the 50th anniversary by refreshing the planters outside the blocks and we are providing bulbs, compost etc. The Association is also marking the occasion with an celebratory event, details below.

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



### DIARY DATE

All of our Radnor Park tenants are invited to celebrate with us at a 60's night to be held in the Radnor Park Hotel, on the evening of **Thursday 23 May!**

*Invitation to follow.*

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



## End of Road for eCars

Our Management Committee, after much consideration of the ongoing costs, decided that our electric car hire scheme for residents should now end. The scheme had become very expensive to run.

Our lovely little eCars, Jack, Victor and Isa, will sadly not be with us anymore – it was agreed they would be sold on. Jack was first to go and wore the CHA colours for the last time on route, through Glasgow during a wet and windy rush hour, to be sold. Fiona Webster, Director, said, "I was glad I had the honour of being behind the wheel on the final trip – I'll miss him!"



## The Big Break

Switch to Direct Debit and you could

WIN a  
**£12,000**  
**BIG BREAK**  
from your bills

**PLUS allpay**  
will make a  
donation to  
Shelter

Paying by Direct Debit is safe, convenient and easy. Make the switch today to stay effortlessly on top of your bill payments and you'll be entered into the Big Break prize draw to have your bills paid for a year to the value of £12,000. Plus for every customer who switches, allpay will make a donation\* to Shelter.

Make life simpler by switching today  
- call us on 0141 941 1044.



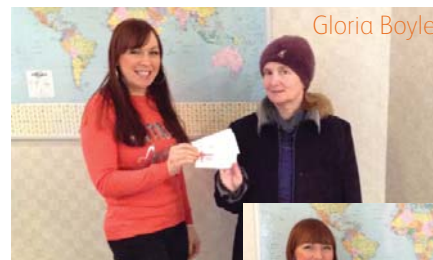
Shelter



\* for terms and conditions see [www.thebigbreak.co.uk](http://www.thebigbreak.co.uk)

## 50th Edition Competition Winners!

Well done to our two competition winners, Gloria Boyle and June Spence (pictured below with Communications Officer, Sinéad). Both correctly answered our 50th edition competition question and were drawn from the hat to each win £50 of vouchers for local Italian restaurant, La Versilia.



Gloria Boyle

Thank you to everyone who entered.



June Spence

## A BIG THANK YOU TO THOSE WHO PARTICIPATED!

### Tenant Satisfaction Survey 2013

531 tenants took part in our 3 yearly independent satisfaction survey carried out in February by Management Information Scotland (MIS). We really appreciate so many tenants taking the time to let us know your views on our services.

We have just received the detailed report from MIS and there are many positives which we are delighted about. However, there are also some areas where we will endeavour to make improvements. A separate report will be enclosed with your June ChitChat newsletter on the findings.

In the meantime, we would be delighted to hear from residents who would be interested in participating in a focus group to discuss the survey results. If you would be interested, please contact Sinéad at the office.

# HOUSING MANAGEMENT

## Our Performance in Housing Management

**April 2012 to January 2013**

The table below shows our performance in various Housing Management functions for 1 April 2012 to 31 January 2013. As can be seen, we operated within our agreed targets.

We always try to find ways to continually improve and ensure that the services we offer provide maximum benefit, as well as value for money to our tenants and customers alike. If you'd like to discuss any aspect of our performance, please don't hesitate to get in touch.

Indicator	Performance at 31 January 2013	Target to 31 March 2013
Maximum rent loss on vacant properties	0.38 % of annual rental income (this is a projected year end figure). Current void loss is 0.32 %	0.9 % of annual rental income
Non-technical rent arrears (current tenants as % of the total annual rent receivable)	0.86 %	1.1 %
Number of calendar days to let a property	14.6 calendar days	15 calendar days
Processing of housing application forms	7.2 calendar days	15 calendar days
Investigating neighbour complaints	Category A - 0 received Category B - 9 received - 100 % within timescale Category C - 39 received - 100 % within timescale Overall 100 % within timescale	Cat A (Extreme) 1 working day Cat B (Serious) 10 working days Cat C (Dispute) 15 working days



## DUMPING OF BULK ITEMS

Please note that no part of your rent or occupancy charge covers the cost of the uplift of bulk items. This is not a service provided by Clydebank Housing Association. Dumping of bulk items is in breach of your tenancy agreement and anyone caught doing this will face action being taken against them. If we are unable to identify the resident responsible, we reserve the right to clear the items and bill all residents within the block accordingly.

We welcome any information from residents on who is responsible for any dumping. All information will be treated confidentially.

To arrange an uplift, contact West Dunbartonshire Council on 01389 738282 (£15 for general household items). Please make sure you leave items in a sensible place for collection and that they are collected as arranged.

To dispose of items yourself, visit the Council's Old Kilpatrick Recycling Centre, Ferry Road, or Stanford Street Recycling Centre, Clydebank (white goods only).



## Tenant Census

Please continue to send in your completed Census forms to us as the information is vital. We will be carrying out a follow up exercise over the next few months for tenants who have not completed and returned this important form.

If you need another copy sent out, please do not hesitate to contact your Housing Assistant.



# MAINTENANCE UPDATE

## Major Medical Adaptations Consultation

Thank you to everyone who took the time to give us their views on the above consultation.

53 responses were received and reported to our Management Committee. The majority of those who had an opinion (37) were in favour of the proposed changes. Our Management Committee approved an update of the policy on 26 February with the following new wording:

*"Refusal **may be** considered... where other physical barriers exist which are likely to negate the benefit of the adaptation eg. installations of level access facilities on upper floors".*

*"Multi-storey flats - over 25 % of all flats have now been adapted to include level access shower facilities. In order to ensure an appropriate mix of adapted and non-adapted properties, and to reduce waste, the Association will accept adaptations requests of only the highest priority ie. 13 points and above".*

A copy of the full policy is available on our website or on request from our office.

## Our Performance in Maintenance

### April to December 2012

Category of Repair	No. of Repairs	Completed within Target
Date specific (by appointment)	1123	99 %
Emergency (within 4 hours)	120	100 %
Urgent (3 days)	666	99 %
Routine (10 days)	818	97 %
Void works - major (15 days)	9	100 %
Void works - rechargeable (10 days)	68	100 %
Void works - routine (10 days)	228	100 %

We rigorously monitor contractor performance to ensure performance targets are met. Failure to achieve targets can also be due to tenants failing to provide access for repairs.

## Painting Challenge 2013

Ten young men and two young women, aged 16-18, were challenged to paint and redecorate closes in our flats over the course of six weeks by Action for Children Scotland.

The programme helps unemployed young people to gain work experience whilst participating in activities that benefit their local areas.

Sharon Keenan, Depute Director, said, "We are delighted to have secured funding from the Scottish Government's People and Communities Fund for our second Challenge project. We are impressed with the quality of work and commitment from the young people".

Alison Macfarlane, Maintenance Manager, added that a positive outcome of the Challenge was that 3 of the young people had secured further training. Aidan McAuley and James McCormick have now commenced a 13 week trainee programme with the Bell Group and Ryan Hardie was successful in gaining a place on the Youthbuild programme.



Our Painting Challenge Team 2013



# CENTRE81 UPDATE

We own and manage Centre81, a fantastic regeneration and community facility in Whitecrook.

Throughout the week, the Centre runs IT, confidence, pre-access and keep fit classes, activities for young and old and much more. The Centre also has a café and a community garden. Check out what's happening...

**It's your Centre - please use it! Let your family and friends know about what's on at the Centre too.**

## What's on @

Correct as at 18 March 2013

Monday	Tuesday	Wednesday	Thursday
9.30am-12pm - Getting Started in IT (with Clydebank College)	1-1.45pm - Health & Movement 55+	10-11am - Ladies Workout (free class)	10am-12pm Working 4U
12.45-2.45pm - Digital Friends	3.30-5.30pm - Tulloch Go-4-Ward	11am-12pm - Mixed Kettlebells (free class)	10am-12pm CAOS Musical Theatre Group
1-3pm - Stepping Stones	6-8pm - CDC Cheerleaders	10am-1pm - West Dunbartonshire Ethnic Women's Group	11-11.45am - Health & Movement 55+
1.30-3.30pm - Clydebank Bowls	6.30-8.30pm - Beginnings Family History	10.30am-1pm - Moving on in IT (with Clydebank College)	1-2.30pm - Bingo!
4.30-5.30pm - CAOS Art Group	7-9pm - William Henry Bootcamp	5-7.30pm - Tulloch Club Night	1-3pm - Beginnings Family History
4.30-9pm - Cheerleaders		7.30-8.30pm - Zumba with Vera	3.30-5.30 - Tulloch Go-4-Ward
6-8pm - Learn to Sew with Sharon			5-8.30pm - CDC Cheerleaders
6.30-7.30pm - Guitar Lessons with Andrew			6-7.30pm - NHS Smoking Cessation Drop-In
			7-8.30pm - William Henry Bootcamp

**Highlight: Health & Movement - Keep Fit for Over 55's at Centre81** runs Tuesdays at 1pm and Thursdays at 11am with CAOS – both classes are **free of charge**. Free tea/coffee or juice to refresh you after your workout will be available.

It would be great if you could pop along and check it out.



### Bus Times:

Citybus No 184 bus runs to and from Radnor Park, via Kilbowie Road and the Bus Terminus, dropping off right outside Centre81:

Tuesdays – Radnor Park at 10:04 arriving at the centre at 10:24. Leaving Centre81 at 12:24 arriving at Radnor Park at 12:44.

Thursdays - Radnor Park at 12:04 arriving at the centre at 12:24. Leaving Centre81 at 13:24 arriving at Radnor Park at 13:44.

We have a great café run by local girl Tess Brown, serving delicious homemade food including all day breakfasts, wraps, cupcakes, tea & coffee. The café is open from 10am-9pm, Monday to Friday



CAFÉ KIZEL-CAFÉ KIZEL

## Garden Ready for Spring!

Carolanne, our community garden co-ordinator, has been very busy in the garden getting ready for Spring. The soil has been rotivated ready for new plants and seeds. Some young people from the Youthbuild Action for Children Challenge programme (see page 5) have been helping her build new raised beds to grow more fruit and vegetables. She has also been busy scheduling in garden workshops with the local primary schools.

**Whitecrook  
Community  
Garden**



**Please remember you can pop along and browse the community garden, meet the chickens or contact Carolanne for garden/growing advice at any time.**



Gretel, born 10 March 2013

**Not sure what to do with the kids in the Easter holidays?  
Well we've got the mornings covered!**



**Clydebank Housing Association and  
CAOS present:**

**Easter Holiday Workshops**



**Monday 8th to Friday 12th April every morning from 10am – 12pm, P1 – P7 - varied arts, dance & drama programme for all abilities. Come along!**

## ISARO Celebrate International Women's Day

**On Friday 8 March, ISARO Social Integration Network celebrated International Women's Day at Centre81.**

It was a lovely celebration with over 70 ladies attending. There were information and market stalls from various organisations and groups including CAOS, CARA, Strathclyde Fire & Rescue and ISARO. The ladies enjoyed free Indian head and hand massage, reiki, henna painting, reflexology and eyebrow threading. The delicious free lunch of African, Polish, Indian and Scottish foods was thoroughly enjoyed as were the performances by Maryhill Integration Network and Pauline Bradley. After lunch the Clydebank Ethnic Women's Group were all presented with certificates from Clydebank College for completing the 12 week Moving on in IT course at Centre81.





# CENTRE81 UPDATE

CONTINUED

## 'DIGITAL FRIENDS' NEEDS YOU!

Digital Friends is a West Dunbartonshire Council Community Learning and Development programme offering one to one tuition from volunteer tutors to adults who are interested in learning to use the computer, but do not have the confidence to attend a course. We are looking for volunteers to help establish Digital Friends in Centre81 on Monday afternoons 12.45pm - 2.45pm.

All volunteer tutors are asked to attend a 5 week training course focusing on working with adult learners. The course will boost your own confidence and skills. You will also be supported throughout your training by an experienced computer tutor, who will also be there to support you at every session with the learner.

There is no set course for learners who attend Digital Friends to follow. Learning is flexible depending on the learners' needs and preferences, which are fundamental to the learning programme. Learners will become competent in basic computer use.



If you already have basic IT skills and are comfortable using the internet and email, you are the kind of person we are looking for.

Interested in finding out more? Please give us a call on 01389 738796 or contact Ali direct at Centre81 on 0141 533 7070.

**Rathbone**  
positive life choices for young people

## Are You a Parent / Parent-to-Be aged 16-24 Years?



The TOPs project offers a relaxed and friendly environment where you can meet other young parents and learning new skills

We offer a variety of FREE services including:

- 1:1 support and advice
- Opportunities to learn parenting skills
- Fun activities for the children
- Day trips / residentials
- Crèche facility

Call us on **0141 229 6300** or visit us at:

**Centre81** every Tuesday, 1-3pm - starts Tuesday 26 March

Email [young.parents@rathboneuk.org](mailto:young.parents@rathboneuk.org) [f /RathboneTopsGlasgow](https://www.facebook.com/RathboneTopsGlasgow)



**www.rathboneuk.org**

Rathbone Scotland is a Registered Charity No. SC42758



Slimming World launches at Centre81!

Classes start on **Thursday 25 April** from 7.00pm-9.00pm.

Contact Christine Jordan on 07599 825 467 for more details.



WE ARE CURRENTLY WORKING WITH A GROUP OF CHILDREN WITH DISABILITIES, EVERY MONDAY AT CENTRE81, 4.30 – 5.30PM. EACH WEEK A NEW CREATIVE SKILL IS TAUGHT WITH FANTASTIC WORK IN CLAY, SALT DOUGH, PRINTMAKING AND PAINTING ALREADY HAVING BEEN ACHIEVED.

THE POPULAR CAOS MUSICAL THEATRE GROUP, WHICH IS OPEN TO ALL ABILITIES, MEET ON A THURSDAY AT CENTRE81 (10AM – 12PM), WITH A NEW SING A LONG SONG BEING LEARNT EACH WEEK.

FOR MORE INFORMATION ON ANY OF OUR WORK, PLEASE DO GET IN TOUCH: [info@causingcaos.co.uk](mailto:info@causingcaos.co.uk) / 0141 952 2117.







## Details of just some of the IT, confidence building and keep fit classes currently running from the Centre...

**IT Classes with Clydebank College** (*Crèche facilities available for some of these courses*)

**Getting Started in IT (SCQF Level 3)** – If you have minimal or no experience of working with a computer then this is the course for you. You will get the opportunity to develop a basic understanding of computer terminology, finding your way around the keyboard and you will receive an introduction to Microsoft Word, Excel and email. This course is flexible so you will be allowed to learn at your own pace.

**Moving on in IT (SCQF Level 4)** – In this course you will learn how to do more advanced searches on the internet, saving information onto Word and printing and saving your documents in different formats. It's a perfect follow on from the Getting Started in IT course.

**Developing Further in IT (SCQF Level 5)** – Feeling a bit more confident about using a computer? This course aims to cover the basics of word processing, spreadsheets and databases using Microsoft Office for Windows on PCs. This course is very flexible and will run on the needs of the majority of students.

**Learning Links Pre-Access (Taster) sessions** in **Health & Social Care** and **Childcare** (including a Personal Development Unit SQA Intermediate 1)

**FREE! Fitness Classes** – Run on Wednesdays  
- Functional Fitness (Ladies Only) 10am – 11am,  
Kettlebells from 11am until 12 noon.

**FREE! Friday Chill out with Tai Chi** - Classes starting Friday 5th April, 2-2.50pm – a Tai Chi is a Chinese system of slow meditative physical exercise designed for relaxation and balance and health.  
**Beginners class - all welcome.** The class will finish at 2.50pm so that anyone on the school run will have time to get to the local schools.

**Working4U** – Every Thursday from 10am-12 noon  
- drop in service helping with IT skills, organising job searches, producing CVs and preparing for interviews. From 10am to 12 noon.



### Funding Update

We are delighted to report that we were successful in applying to the Scottish Government People & Communities Fund for the following additional activities at Centre81:

**IT & CSCS Courses with the Local Employability Team**



**IT Courses for people with a Visual Impairment**



**Health & Wellbeing Workshops with Youthbuild**



These additional programmes will be scheduled in over the next few months – keep checking our website and Facebook page for updates.

**Large hall available for childrens' parties - only £40 for 2 hours!**



To join our mailing list or register your interest, please call 0141 533 7070 and ask for Ali or Jean. Find us on facebook or check out [www.clydebank-ha.org.uk/centre-81-clydebank.html](http://www.clydebank-ha.org.uk/centre-81-clydebank.html) for all our latest news.

Centre81 facilities are available for individuals and organisations to hire and discounted rates are available to local community groups. Call Ali at the Centre for details on 0141 533 7070.

# INFORMATION

## Complaints & Compliments

### October-December 2012

Please find below complaints and compliments information from October - December. No complaints were received in December. We value complaints and use information from them to help us improve our services to you, as can be seen below from the service improvement we have put in place. Thank you to the customers who kindly contacted us when things went right. We are delighted to report a few of these comments below.

The full Complaints Procedure and our Making a Complaint leaflet are available on request or from our website and as always, we welcome your comments. No complaints from the quarter were referred to the Scottish Public Services Ombudsman.

Complaints	October	November
No. of complaints received	1	1
Department	Maintenance	Maintenance/Housing Management
Resolved at front line?	Yes	Yes
Escalated to investigation?	No	No
Outcome of all	Resolved	Resolved - misunderstanding over major repair timescales
Resolved within timescale? Frontline - 5 working days Investigation - 20 working days	Yes	Yes
Service improvements made?	Contractor reminded of post work feedback requirements	N/A

Compliments
To thank Maintenance Dept for excellent repair to replace missing pieces of stair bannister and repair to back door lock. Very impressed with work.
"I'm happy with my new boiler installation. Central heating is working great and the contractors did a fantastic job".
Owner expressed extremely happy with factoring service and hopes we receive the votes we need to stay appointed as Factor.
Tenant (Radnor Park) would like us to know that she thinks the caretakers do a great job.
"The small fence has been replaced. I wanted to say thanks so much for your help with this matter and hopefully this will keep the dogs out and end the problem".
New tenant wanted to express his sincere thanks to everyone he had dealt with regarding getting his house. He advised that from collecting his application to the sign up, everyone had been really helpful and great to deal with.
Tenant wished to thank a Housing Assistant for their help completing a Housing Benefit form for the first time. The tenant was happy that she had been treated with courtesy and respect.



## Do You Need Information in a Different Way?

There are many of our residents who need information, such as letters and newsletters, in a different format. All information sent to these residents is sent automatically in the format of their choice, for example in large print or on CD. There is no charge for this service.

Please do not hesitate to contact Sinéad at the office if you would prefer information in Braille, large print, on CD, on DVD or in any other language.

General housing information packs are available in many languages from our reception, including Chinese, Gaelic, Kurdish and Polish and welcome information is available on our website in Chinese, Polish and Somali.

### Date for your diary:

If you are a shareholder, please put **Thursday 27 June** in your diary - it's the date for our Annual General Meeting and social event!

If you are not already a shareholder, and would like to be, please contact Janet Dunphy at the office for an application form or more information.



## GETTING INVOLVED

### Radnor Park

We continue to meet with **Radnor Park Multis Tenants and Residents Association** to discuss issues of shared interest and concern. If you and your neighbours are interested in setting up a residents group in an area where our houses are located, please contact Sinéad at the office.

### Policy Updates

Our Customer Care Policy is due for review and is currently with the tenants and housing applicants from our consultation register for comment. If you would like to give your views on this or any other aspect of our service, contact Sinéad at the office.

### Major Medical Adaptation Consultation

The results of the major medical adaptations policy consultation are detailed on page 5.



Scottish Social  
Housing Charter



**UPDATE:** The above document was approved by the Scottish Parliament a year ago now and from 1 April we need to gather information to report to the new Scottish Housing Regulator on how we are measuring up against the Charter's 16 indicators and 37 outcomes. Any tenant interested in finding out more about the Charter or how to get involved can contact Sinéad at the office.

## Be Ready for EASTER



**Restock your medicine cabinet if needed**

**Use your local pharmacy**

**Make sure you have enough repeat prescription**

**Know when your GP surgery will be open**

General advice and information on how to stay healthy this Easter can be found at [www.nhsinform.co.uk](http://www.nhsinform.co.uk) or contact NHS inform on 0800 22 44 88.



## Free, Impartial Welfare Rights Service Reminder

We provide a welfare rights service, in partnership with the Clydebank Independent Resource Centre (CIRC). Our residents can go to either of the following handy locations:



Clydebank Housing Association office  
77-83 Kilbowie Road  
Every Thursday of the month except the last  
10.00am – 1.00pm  
For an appointment; drop in or call 0141 941 1044 (us) or 0141 951 4040 (CIRC)



Centre81  
2-16 Braes Avenue, Whitecrook  
The last Thursday of every month  
10.00am – 1.00pm  
For an appointment; drop in or call 0141 533 7070 (C81) or 0141 951 4040 (CIRC)

**IF YOU HAVE A COMMUNITY ALARM...** from West Dunbartonshire Council you should contact Jim Slaven or Kimberly Crawford at the Council if any of your details change, such as your doctor or your keyholders. Call 0141 951 6240/0141 951 6180 or press your button to inform the control centre.





# INFORMATION

## CONTINUED

### Tenant Comment Slip

Please let us know if you have comments or suggestions for future editions of ChitChat or our service in general.

We value your views. Radnor Park tenants can place slips in our laundry letterbox.



Name: ..... (Optional)

Address: ..... (Optional)

Would you like a response:      Yes      No

I have a comment(s) about:

ChitChat	Centre81	Maintenance
Rent Increase	Getting Involved	Other

Comments (please use a separate sheet if necessary):

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### Applying for a house or transfer

You may wish to seek a transfer from your current home or know someone who is interested in applying. Our waiting list is open to all persons aged 16 and over.

You can get an application form:

- from our office reception
- by telephone
- by email
- by downloading from our website

If you wish to receive your application by email or download it from our website, you'll have to print off the form to return it to us. This is so the required declaration can be signed and dated. Please note we cannot accept applications returned by fax or where an original signature is not present.

### EMERGENCY NUMBERS

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

**0844 579 6493**

All other out of hours emergency repairs (fire, flood, break-in), should be reported to West Dunbartonshire Council on:

**0800 197 1004**

These numbers are also available on our website and office answering machine.

### OFFICE HOURS

Our usual opening hours:

**Monday to Thursday 9.00am to 5.00pm, Friday 9.00am to 4.00pm**

We close every day for lunch between 1.00pm and 2.00pm

We also close on the first Wednesday morning of each month for staff training.

Please note that the office will be closed on the following public holidays:

**Friday 29 March & Monday 1 April**  
**Monday 6 May**  
**Friday 24 & Monday 27 May**



**If you would like this newsletter in any other format, please contact us.**

**Your next ChitChat will be delivered in June 2013.**

**If you any comments, ideas or suggestions for your newsletter, please let us know.**

Clydebank Housing Association Ltd

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twitter: @clydebankha

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Please re-cycle this newsletter

