



Our Tenant Census... Coming to a Letterbox Near You!

**Want a chance of
winning a £100 Asda
voucher? Then fully
complete our census
form!**

Over the next few months we will be carrying out a census of all our tenants and sharing owners. A form, covering letter and pre-paid envelope will be sent to you.

As part of your tenancy/occupancy agreement you are required to keep us up to date with details of who is currently living in your home. This is more important than ever given recent Government welfare reforms (see the left column for more information) as the information you provide will allow us to tailor advice and assistance for those tenants whose benefit may reduce.

The survey also assists us in ensuring that the services we provide to all residents are tailored to your needs. We last undertook this exercise in 2003 as part of the Scottish Secure Tenancy (SST) sign up programme.

We urge all tenants to complete the forms in full and return them to us. All fully completed census forms returned by the closing date detailed on your letter will be included in a prize draw for a £100 Asda voucher!

We urge all tenants who fit any of the criteria listed to get in touch with us so that we can guide you through the changes that are happening. Please contact your Housing Assistant at our office as a matter of urgency.

Welfare Reform Changes

If you are of working age (18 to 61), currently receive Housing Benefit and:

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

... the amount of housing benefit you receive may decrease.

You will also be responsible for ensuring that your rent is paid to us as the option to have the rent paid directly to us is being removed from next year.

This issue in pictures...



NEWS

New Complaints Procedure

In April 2012, a model complaints handling procedure, devised for the social housing sector by the Scottish Public Services Ombudsman, was published. This is required to be implemented this year by all social landlords and was adopted by the Association straight away.

We welcome this more straightforward complaints procedure, a summary of which is shown 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. Any comments will be considered in future reviews and we will let you know of any changes as a result.

The procedure also means that we will publish information on complaints received, on a regular basis. We will include this in ChitChat from September onwards.

We value complaints and use information from them to help us improve our services to you.

Quick Guide to Our Complaints Procedure

You can make your complaint in person, by phone, by email or in writing.

We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.



Stage 1: frontline resolution

We will always try to resolve your complaint quickly, within five working days if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.



Stage 2: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.



The Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.

Complaining About a Regulated Body

Significant Performance Failures

A significant performance failure is something that a landlord does, or fails to do, that puts the interests of its tenants at risk. This is something that does, or could, affect all of a landlord's tenants.

If you feel we have not dealt with a failure, you can contact the Scottish Housing Regulator. Please note, the Regulator will not deal with an individual's service related complaint as this will be dealt with under the procedure detailed to the left in the first instance.



**Scottish Housing
Regulator**

Call: 0141 271 3810

Email: shr@scottishhousingregulator.gsi.gov.uk

Fax: 0141 221 0117

Write to: Significant Performance Failures
The Scottish Housing Regulator, Highlander House,
58 Waterloo Street, Glasgow G2 7DA

The Scottish Housing Regulator's Significant Performance Failures factsheet can be found on the web at <http://www.scottishhousingregulator.gov.uk/what-we-do/raising-concerns-about-landlord> and provides more information on what types of failures they will deal with, what you should do and how to raise your concerns with them.



**CHP saves
residents money!**

**Radnor Park Combined Heat
and Power (CHP) survey results**

As those with CHP in Radnor Park will know, we undertook an exercise to see if having CHP installed had actually saved our tenants money as hoped and predicted.

Annual electricity costs provided by over 100 tenants in 2006 were compared with the 87 heating and electricity cost returns from February this year.

We are very pleased to report that, after scrutiny by an energy consultant, tenants with CHP are paying approximately 13.5 % less in overall heat/hot water and electricity costs than they would have been paying if they still had electric storage heating. And of course, that is for unlimited heat and hot water.

Annual General Meeting and Social Event

Shareholders
don't miss out!

**NEW
VENUE!**

If you are a shareholder of the Association, you will have received an invitation to the above event. Don't forget the details:

Thursday 28 June at 7.00pm in a new venue, the Association's regeneration centre, Centre81.

Shareholders can invite a partner/friend to attend the social event after the meeting, from 7.45pm.

As usual, return transport will be provided. Simply call Janet at the office by 4.00pm on the day and we'll arrange.

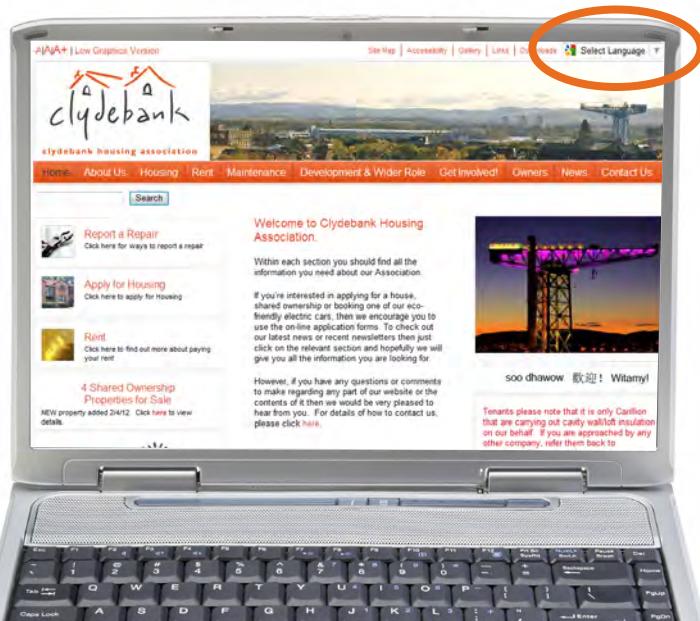
TRANSPORT – BUFFET DINNER – DRINKS – PARTNER/FRIEND CAN ATTEND

Don't miss out on this great event next year – call us to become a shareholder!



Website Improvements

We are always looking for ways for our information to be more accessible. One such recent improvement to our website was the addition of a translation tool, Google Translate, which allows our website to be translated at the click of a button into over 50 languages!



Tenant Conference

We are delighted to report that our Tenant Conference is programmed in again for this year at our regeneration centre, Centre81. See September's ChitChat for more information and booking form.



Radnor Residents Group Up and Running Again

We are very pleased to report that at their Special General Meeting in May, Radnor Park Multis Tenants and Residents Association (RPMTRA) was successful in recruiting 12 committee members and are therefore back up and running again.

We look forward to working with the group on issues of shared interest and concern.

Tenant Participation Strategy Review

In the December and March editions we asked for your opinions on the review of this very important document for tenants which can be found on our website or can be sent out to you.

We are pleased to be able to give you another opportunity to let us know your views as we are postponing the review slightly so that we can include information from the Scottish Social Housing Charter (SSHC – see page 12) due to be published in October.

Applying for housing in West Dunbartonshire is set to get easier

You will probably recall from previous newsletters that, together with all 8 other West Dunbartonshire based landlords, we are working on a Common Housing Register and Common Allocations Policy. This new system is called Homeseach and will have many benefits.

The Common Allocations Policy will be ready for consultation in the next few months. A 'group plus points' system will be used – this involves applicants being divided into different groups and priority for each group being decided by the points applicants have compared with other applicants. If you would be interested in giving us your views on the Policy, we'd be delighted to hear from you. Contact Joe at the office.

Further details on consultation opportunities for Homeseach will be promoted in the local press and in all partners' newsletters and websites. Join us on Facebook and twitter for updates too.



NEWS

CONTINUED

Blitz Memorial Tea

Councillor Agnew, then Provost, and ourselves held a joint memorial event in Radnor Park, Clydebank, on 13 March in remembrance of the Clydebank Blitz.

Over 30 tenants gathered at the memorial plaque, laid last year by the Radnor Park residents group and Cllr Agnew, in memory of the 71st anniversary of the event.

Prayers by the Reverend Yule of Radnor Park Parish Church and Father Martin of St Stephen's Church followed the laying of a wreath. An afternoon tea was then enjoyed by all in the Radnor Park Parish Church hall.



Councillor Agnew says a few words; tenants enjoy afternoon tea



Radnor Park Community Clear Out Day

29 August 2012

As there is a high concentration of properties in Radnor Park, we have once again arranged a 'clear out day' in the area, in partnership with Radnor Park Multis Tenants and Residents Association (RPMTRA) and West Dunbartonshire Council. This time we are going to condense the activity into one day - **Wednesday 29 August 2012**. Containers will be at 3 of the usual locations from 8.30am to 2.30pm. Posters will be placed in the lifts and the noticeboards confirming locations prior to the day.

Call Sinéad at the office to book assistance if you require it.



Radnor Park
Multis Tenants
and Residents
Association

STAFF & COMMITTEE

We Walked the Walk



The 4 teams of staff/committee who were taking part in the Paths for All Walk at Work challenge put their best foot forward to clock up an amazing 7.98m steps over 8 weeks! Together with all participants across Scotland, we walked the circumference of the earth 39 times, taking nearly 2 billion steps.

Nicola Nolan, Housing Assistant and team captain of the winning team of our 4, Hot Steppers, said, "All my team members embraced the challenge in a fun way. It was interesting to see how by just making little changes like walking short journeys instead of taking the car, that it really increased your daily step count".

Staff Training

The following members of staff are working towards formal qualifications which, as well as benefitting the Association, contribute to their own self development:

Claire Brown, Maintenance Assistant, is delighted to have finished college after working hard to gain an A grade pass in the HNC in Construction Management. Claire was also awarded first prize for the year.

Sam Jones, Maintenance Assistant, was pleased to find out she passed her Chartered Institute of Housing Level 2 Housing Maintenance course with flying colours!

Janet Dunphy, Senior Admin Assistant (Finance), is relieved to have completed the first year of the HNC in Accounting.

Baby News!

Diane Calderwood



Our Housing Assistant, Diane, gave birth to baby girl Rosie, on 4 April. Rosie weighed a healthy 7lb 3oz. We would like to take this opportunity to offer our congratulations to Diane and Damien.

Sam Jones

Maintenance Assistant Sam is due her first baby in July and will depart shortly on maternity leave. Chato Mashimango, currently working in the Maintenance Section, was the successful applicant for providing Sam's maternity cover.

CENTRE81 NEWS



Centre81 Community Day Saturday 11 August 2012

BBQ, facepainting, table top sale and much more... come along for a fun day and help support your community.

Remember we regularly run beginner & intermediate IT Classes at the centre as well as Confidence Building classes. To register your interest, join our mailing list or find out more information, please call Ali or Jean at the centre on 0141 533 7070

A sample of what's going on at C81...

Monday

Stepping Stones

CDC Cheerleaders

Ancestry Family History Group

Tuesday

Zumba with Lindy

CAOS Mental Health in Mind

Go-4-Ward - Tullochan Trust

English for Speakers of Other Languages

Wednesday

CAOS - Skillshare

Alzheimer's Scotland Drop In

Ancestry Family History

Future Choices Club - Tullochan Trust

CAOS - Learn to Sew

Zumba with Vera

Thursday

Bingo

Go-4-Ward – Tullochan Trust

English for Speakers of Other Languages

Smoking Cessation

CAOS - Youth Night

Classes change weekly. For an up to date diary, log on to www.clydebank-ha.org.uk and click on the Centre81 logo

Centre81, our regeneration centre in Whitecrook, runs a variety of classes for young and old throughout the week. Please support your centre and pop in and check out what's happening!

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

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.

Active Lives Project

Over 60's

We secured funding from Awards for All for an Active Lives Project which is for over 60's. We are running the following **free** activities:



Art Classes

Have you always wanted to learn to colour, draw and paint but not had the confidence? If so, then why not come along to our relaxed and informal Art Classes at the Centre. **Thursday at 11am-12.30pm.** Still life, pastel drawing & watercolour painting for beginners. Classes tailored to your needs.

Keep Fit

Come to our exercise classes and keep fit! **Tuesday 5th June for 12 weeks. Health and Movement Classes, Keep Fit and Line Dancing. Tuesdays, 12pm – 1pm.**

For more information or to register your interest please call **0141 533 7070** and ask for Ali or Jean.

Our Staff Visit Centre



After May's staff training at Centre81, staff members toured Whitecrook Community Gardens and chicken coop, in the Centre's grounds. With thanks to Carolanne and Claire for taking the time to explain to staff about the wide range of work that's going on, including the sensory garden, the fruit and flower polytunnels and the vegetable plots.

If you would like to get involved, you can contact Carolanne at the Centre.

Radnor Park - Whitecrook circular service, Monday to Saturday

Whitecrook Brown Avenue	0745	0825	0905	0945	1025	1105	1145	1225	1305	1345	1425	1505	1545	1625	1705
Clydebank Chalmers Street	0757	0837	0917	0957	1037	1117	1157	1237	1317	1357	1437	1517	1557	1637	1717
Radnor Park Granville Street	0804	0844	0924	1004	1044	1124	1204	1244	1324	1404	1444	1524	1604	1644	1724
Clydebank Chalmers Street	0811	0851	0931	1011	1051	1131	1211	1251	1331	1411	1451	1531	1611	1651	1731
Whitecrook Brown Avenue	0824	0904	0944	1024	1104	1144	1224	1304	1344	1424	1504	1544	1624	1704	1744



MAINTENANCE UPDATE

Cavity Wall and Loft Insulation Works

As reported in the last edition of ChitChat, we have appointed Carillion plc to carry out upgrades to loft insulation and cavity wall insulation (where appropriate).

Your property will be surveyed by Carillion prior to the works taking place and any items stored in lofts must be removed prior to the installation and must not be put back in the loft. These spaces are designed for access to common services and are not to be used for storage.

The programme of works is underway and, when completed, will help to improve the energy efficiency of our properties.



Please do not allow access for this work to anyone other than a representative of Carillion plc. All operatives will carry identification.

We have been advised that a number of residents have been approached by a company called ESI (Scotland) Limited who are falsely claiming that they have our authority to enter your home and carry out works. This is untrue and you should not give access to anyone from this company.

Multi Storey Flats: Scottish Power Work

Scottish Power has started a programme of essential works to replace the main electricity supply cables to each of the 392 properties at Radnor Park.

Scottish Power is funding this programme and has appointed Schneider Electric to carry out the works.

Welfare facilities for the contractor will be located adjacent to Lusset View for the duration of the contract.

Schneider Electric will contact each resident to make arrangements for access to their home and all operatives will carry identification. Please do not allow anyone into your home who cannot provide you with valid identification. If you have any doubts, please contact the office for clarification.

The proposed timetable for the works is as follows:

Block	Start Date	Completion Date
Cowal View	4 June	13 July
Lomond View	25 June	3 August
Lennox View	16 July	24 August
Castle View	30 July	7 September
Lussett View	20 August	28 September
Erskine View	10 September	19 October
Leven View	1 October	9 November

REVIEW OF MAINTENANCE POLICY

Our maintenance policy is due for review in October 2012. We hope to form a focus group to assist with the review and would like to encourage tenants to participate in this. If you would like to be included, please contact a member of the Maintenance Section to register your interest.

Our Maintenance Performance April 2011 to March 2012

Category of Repair	No. of Repairs	Completed within Target
Date Specific (by appointment)	1246	98.89 %
Emergency (within 4 hours)	208	100 %
Urgent (3 days)	1351	97.71 %
Routine (10 days)	1144	97.64 %
Void Works - major (15 days)	32	100 %
Void Works - rechargeable (10 days)	77	100 %
Void Works - routine (10 days)	301	100 %

Your Right to Repair ANNUAL REMINDER!

This is your annual reminder about your right to repair. This information is only a general guide. Please read your tenants' handbook for more information or contact the Maintenance Section at the office.

What is the right to repair?

Under the Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secured 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 of our tenants.

What repairs come under the Right to Repair scheme?

The scheme covers certain repairs up to the value of £350. These repairs are known as 'qualifying repairs'.

What happens when I report a repair?

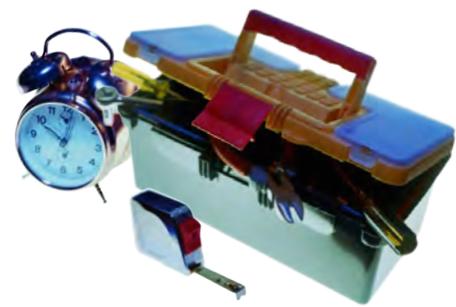
When you report a repair, we will let you know whether it is our responsibility and whether it is a qualifying repair under the Right to Repair scheme. We may need to inspect your home to find out whether the repair is a qualifying repair or not. If the repair does qualify under the scheme, we will:

- tell you the maximum time allowed to carry out the repair;
- tell you the last day of that period;
- explain your rights under the Right to Repair scheme
- give you the name, address and phone number of our usual contractor and at least one other contractor from a list; and
- make arrangements with you to get into your home to carry out the repair

If the repair does not qualify under the scheme, we will tell you how we will deal with your repair.

How long does my landlord have to carry out the repair?

Repair times depend on the type of repair. If your toilet is not flushing we usually have one working day to come and repair it. But we have three working days to mend a loose bannister rail and seven working days to mend a broken extractor fan in your bathroom or kitchen. Sometimes there may be circumstances where we or the contractor has no control over which makes it impossible to do the repair within the maximum time. For example, severe weather. In these circumstances we may need to make temporary arrangements and extend the maximum time. If we are going to do this, we will let you know.



What happens if the work is not done on time?

If our usual contractor does not start the qualifying repair within the time limit set, you can tell another contractor from our list to carry out the repair. You cannot use a contractor who is not on our list. The other contractor will then tell us that you have asked them to carry out the repair. We will then pay you £15 compensation for the inconvenience.

If our main contractor has started but not completed the repair within the maximum time, you will also be entitled to £15 compensation.

How long does the other contractor have to complete the repair?

The other contractor has the same length of time to carry out the repair as the main contractor. If they do not carry out the repair within the time limit set, you will be entitled to another £3 compensation for each working day until the repair has been completed. This amount can add up to a maximum compensation payment of £100 for any one repair.

What if there is no other contractor available?

In this case, our main contractor will carry out the repair but you will still be entitled to the £15 compensation payment.

What happens if I am out when the contractor calls to carry out the inspection or repair?

If the contractor cannot get into your home at the time you have agreed with us, your right to repair will be cancelled. You will then have to re-apply and start the process again.

Who pays for the repair?

We pay for the repair, whether it is the main contractor or the other contractor who carries out the repair.

How can I find out more?

Contact us (details on the back of the newsletter) or Scottish Government Housing and Regeneration on **0131 556 8400** or housing.information@scotland.gsi.gov.uk

HOUSING MANAGEMENT

Throwing of rubbish from Radnor Park Multi Storey Flat (MSF) balconies

We are disappointed to report that it has again been brought to our attention that some residents have been throwing items over the balconies of the MSFs.

This practice must cease immediately as the health and safety of the public is being put at risk by this mindless act. Any resident found to be throwing items will be reported without fail to the Police as well as having the strongest possible action taken against them for breaching their tenancy conditions. We urge any residents who are aware of the identity of anyone doing this to contact us in confidence.

Leaving your home for 4 weeks or more?

Please note, as part of your tenancy conditions, you are required to notify us in writing if you will be away from your tenancy for a period of four weeks or more.

If you fail to do this and we are unable to get in contact with you, then your tenancy may be classed as having been abandoned. This means we have the right to repossess the property.

To avoid this, please make sure you write in and advise us of every time you will be away for four weeks or more. We do not need to know any reason for your absence or where you are going, however, an emergency contact number would be helpful.



Our Performance in Housing Management

April 2011 to March 2012

The table below shows our performance in various Housing Management functions to the end of the financial year 1 April 2011 to 31 March 2012. 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 and 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 March 2012	Target to 31 March 2012
Maximum rent loss on vacant properties	0.32 % of annual rental income	0.9 % of annual rental income
Non-technical rent arrears (current tenants as % of the total annual rent receivable)	0.84 %	1.1 %
Number of calendar days to let a property	12.2 calendar days	16 calendar days
Processing of housing application forms	6.6 calendar days	15 calendar days
Investigating neighbour complaints	Category A - 0 received Category B - 15 received - 100 % within timescale Category C - 69 received - 100 % within timescale Overall 100 % within timescale	Cat A (Extreme) 1 working days Cat B (Serious) 10 working days Cat C (Dispute) 15 working days

UPDATE

Ways to Pay Your Rent

There's a way to pay that will fit in with your lifestyle. Read on...

Direct Debit

 The easiest way to pay, if you have a current bank or building society account, is by Direct Debit. Paying your rent this way means you don't have the hassle of remembering when your rent is due. You can pay weekly, fortnightly, four weekly or monthly. Simply contact us for a form, which we can help you fill in, and we'll take care of the rest.

By Cheque

You can post or bring in a cheque made payable to 'Clydebank Housing Association'. Please write your name and address on the back. This method is the only one where payments take more than 24 hours to credit to your rent account. As they can take up to three working days to reach your account, after we have given your cheque to the bank, make sure that you pay in plenty of time for your rent to be credited to your account by the 28th of each month.

There are many different ways to pay your rent using your payment swipecard, issued to every tenant. Your swipecard contains a unique identification number so it should be used when making payments to us as it identifies your rent account.

If your card is lost or damaged, please contact us on **0141 941 1044** and we'll send you a replacement card.

Dumping of Bulk Items

We have noticed an increased amount of bulk items and rubbish being dumped in common areas. **This is unacceptable.**

We remind all residents and owners that no part of your rent, factoring 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.

Payment Outlet



You can use your swipecard to make payment at any outlet displaying one of the signs shown to the left. All you need to do is take your swipecard to the counter along with your payment and hand them over. You will be handed back your card along with a printed receipt, which you should keep in a safe place to prove you've paid.

Paying Using Your Telephone



This service is available 24 hours a day, 7 days a week. Payments can be made using a debit card. Just ring **0844 557 8321** and follow the simple instructions. We accept most major debit cards including Delta, Visa and Solo.

Paying Over the Internet



This service is also available 24 hours a day, 7 days a week. Visit www.allpayments.net and have your debit card and swipe card handy. We accept most major debit cards including Delta, Visa and Solo.

Will you be affected by this? Modernised Right to Buy Exemption Extension

In March's ChitChat we published survey results following our consultation on the above process. Following approval by our Management Committee, we have now submitted our application to the Scottish Government for this exemption extension.

We will publish the outcome of our application in a future newsletter, along with writing again to tenants who will be affected by the outcome.

If you have any questions regarding the above in the meantime, please contact Joe Farrell, your Housing Manager.

Ultimately the costs of doing this will impact the rent we have to charge and all tenants and residents will eventually have to foot the bill. We welcome any information from residents on who is responsible for any dumping. **All information will be treated confidentially.**

Residents must either dispose of rubbish and bulk items themselves, at their nearest recycling centre (there is one in Stanford Street, Clydebank) or contact West Dunbartonshire Council to arrange an uplift on **01389 738542** (please note that the Council may charge you for this).

Any items left out for collection must be sensibly located and the resident responsible must ensure that the items are uplifted. Simply phoning to arrange an uplift and then forgetting about it is not acceptable.

INFORMATION

Are you an owner in danger of losing your home?



Mortgage to Rent, Mortgage to Shared Equity and Buy-Back Schemes

FOR OWNERS

Help is at hand... in the form of The Scottish Government Mortgage to Rent and the Mortgage to Shared Equity schemes.

These schemes may be able to help you if you are an owner occupier in mortgage difficulties and you are in danger of having your home repossessed.

Under the Mortgage to Rent scheme they can arrange for a social landlord, such as ourselves, to buy your home and for you to continue to live there as a tenant. We have already helped a couple of owner occupiers to do this.

The Mortgage to Shared Equity scheme involves the Scottish Government taking a financial stake in your home. You will still own your home and continue to have responsibility for maintaining and insuring it but you will be able to reduce the amount you have to pay to your lender each month.

To be eligible for either of these schemes, you must have obtained independent advice about your financial situation.

You can get this from a Citizens Advice Bureau, Money Advice outlet or the Clydebank Independent Resource Centre:

Clydebank Citizens Advice Bureau

**34 Alexander Street
Clydebank
G81 1RZ**
Tel: 0141 435 7590
Fax: 0141 435 7591

**Clydebank Independent Resource Centre (CIRC)
627 Dumbarton Road,
Clydebank G81**
Tel: 0141 951 4040

The CIRC also runs surgeries at our office and Centre81. Call us for details on 0141 941 1044.

FOR SHARING OWNERS

Clydebank Housing Association operates a buy-back policy for Sharing Owners who are in severe financial difficulties. This allows us to consider buying back a shared ownership property, enabling the sharing owner to remain in the property as a tenant, with a Scottish Secure Tenancy Agreement.

A copy of the Association's Shared Ownership Buy Back Policy can be downloaded from our website. For further information, please contact Lynette Lees or Sharon Keenan at the office.

Shared Ownership Properties for Sale

For further information, an application form for our shared ownership reserve list or for an appointment to view, please contact Michael at the office.

NEW! 125 DUMBARTON ROAD, FLAT 2/1, CLYDEBANK

- The available flat is a one bedrooomed, second floor flat.
- Extras to be included: washing machine, cooker, fridge/freezer, fitted units in bedroom, tiled bathroom, laminate flooring.
- Flexible viewing arrangements.
- The share offered for sale is 50 % at a fixed price of £37,000 or nearest offer. Rent for the remaining 50 % is currently £111.33 per month from 28 March 2012 for 2012/2013. Rent is reviewable annually on 28 March (next due on 28 March 2013).

10 IAN SMITH COURT, CLYDEBANK

- The available flat is a one bedrooomed flat.
- Extras to be included: cooker and washing machine.
- Flexible viewing arrangements.
- The share offered for sale is 25 % at a fixed price of £15,000. Rent for the remaining 75 % is currently £164.78 per month from 28 March 2012 for 2012/2013. Rent is reviewable annually on 28 March (next due on 28 March 2013).

119 DUMBARTON ROAD, FLAT 3/1, CLYDEBANK

- The available flat is a one bedrooomed, third floor flat.
- Extras to be included: fridge/freezer, washing machine and a cooker.
- Flexible viewing arrangements.
- The share offered for sale is 50 % at a fixed price of £37,000. Rent for the remaining 50 % is currently £109.78 per month from 28 March 2012 for 2012/2013. Rent is reviewable annually on 28 March (next due on 28 March 2013).

119 DUMBARTON ROAD, FLAT 2/2, CLYDEBANK

- The available flat is a one bedrooomed, second floor flat.
- Extras to be included: double oven, hob, and floor coverings.
- Flexible viewing arrangements.
- The share offered for sale is 50 % at a fixed price of £37,500. Rent for the remaining 50 % is currently £111.33 per month from 28 March 2012 for 2012/2013. Rent is reviewable annually on 28 March (next due on 28 March 2013).

What's on in your area?

We put the spotlight on ASAP...

My name is Stephen Koeplinger. I am a supply teacher who works and volunteers at Clydebank High School. I also run a charity called ASAP (After Schools activities Programme). I set this up because from my perspective as a classroom teacher, teens need more to do after school. After schools activities helped me out a great deal when I was in High School and I am very proud to be a part of a similar process for the next generation.

Over the past two years, my charity has run a series of activities session blocks at Clydebank High School. We have offered basketball, tennis, softball, badminton, racquetball, ultimate frisbee and athletics. These activities are on offer free of charge to the participants as we operate a volunteering 'low cost:- no cost' model.

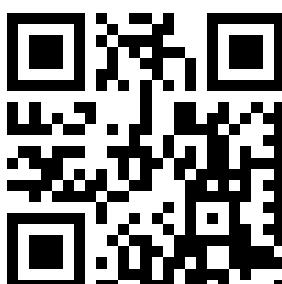
In order to continue on with this programme, we need more support. Over the past two years we have enjoyed support from parents, the local McDonald's manager, streetlink volunteers, college students and other members of the public. If you, or if you know of someone who would like to help us to eradicate teenage boredom, please contact me on 07766 708363 and we will work together to get our teenagers happier and healthier.



We want to take good care of you

A copy of our Customer Care Policy which details our service standards is available online at www.clydebank-ha.org.uk or can be made available upon request.

We value your comments regarding our standard of customer care so please get in touch if you have any comments (good or bad). This helps us improve our service to you.



VISIT OUR
WEBSITE QUICKLY
BY SCANNING
THIS CODE
USING THE QR
READER ON YOUR
SMARTPHONE

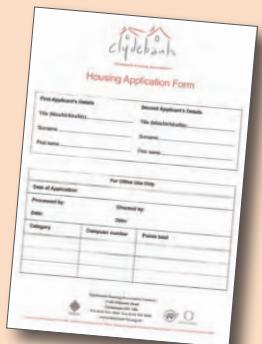
How to apply for a house or transfer



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.

Application forms can be accessed:

- **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.

Tenant Comment Slip



It's important to us that you're happy with the content of your ChitChat. Please let us know if you have comments on ChitChat or suggestions for future editions. We value your views.



Tenant Comment Slip. Please comment and return to our office.

Name: _____ (Optional)

Address: _____ (Optional)

Postcode: _____

I have a comment(s) about (please circle):

ChitChat	Website	Tenant Participation
Complaints	Centre81	Maintenance
Right to Repair	Other	

Comments (please use a separate sheet if necessary):

Would you like a response: Yes No

INFORMATION

CONTINUED

Scottish Social Housing Charter

The Scottish Parliament approved the very first Scottish Social Housing Charter on 14 March 2012.

The Charter was developed by tenants, landlords and others with the purpose of improving the quality and value of services that social landlords, like us, provide and also to support the Scottish Government's long-term aim to create a safer and stronger Scotland. It overrides the standards we've worked with for some time and details 16 new outcomes and standards that social landlords should aim to achieve, covering:

- equalities
- the customer/landlord relationship

- housing quality & maintenance
- neighbourhood & community
- access to housing & support
- getting good value from rents and service charges; and
- other customers

The newly formed independent Scottish Housing Regulator will use the Charter as the starting point for assessing a landlord's performance. It will publish performance reports, and will be able to set performance improvement targets.

To read the Charter, comment on it or for more information, visit:

<http://housingcharter.scotland.gov.uk/cotland>



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 everyday 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 21 and Monday 24 September



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

Your next ChitChat will be delivered in September 2012.

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

Clydebank Housing Association Ltd

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