



# ChitChat



**Thursday 18 July - what will YOU bring to the table?**

The Big Lunch will be a one-day get together for neighbours and the community – an idea from the Eden Project.

All of our residents are invited to come along. The idea is to get as many people as possible across the UK to have lunch with their neighbours, for a few hours of community, food, friendship and fun.

If everyone brings a dish and a soft drink to share we'll end up with plenty for everyone and maybe you will get to try something new too! How about the even door numbers bring savouries and the odd door numbers bring sweeter items?!

For more information, please call Sinéad or Ali at the office.

Thursday 18 July 2013  
12.30pm – 2.30pm  
Centre81, Whitecrook G81 1DN  
See page 12 for a map & bus times

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

0141 941 1044

This issue in pictures...





# NEWS

## A CELEBRATION OF A UNIQUE COMMUNITY – RADNOR PARK



1. Mr & Mrs Deas, Mr Winter, Mr & Mrs McKechnan



2. Tom Winter, Chairperson



3. 60's style dress



4. The dancing gets underway

We held a wonderful celebration dinner to commemorate the 50th anniversary of the creation of the Radnor Park multi storeys. The event, on Thursday 23 May in the Radnor Park Hotel, was a chance for us to celebrate our unique, thriving community of 392 two-bedroom homes spread over 7 blocks.

Many original tenants are still resident in the blocks and some were able to attend on the evening. A gift was presented to the original tenants of the first block constructed, Cowal View (photo 1) and Tom Winter, Chairperson of CHA's Management Committee, gave a short speech (photo 2) about his memories as an original tenant before all 60 guests enjoyed sixties style celebrations.

Molly & Michael McGinley of Castle View thoroughly enjoyed the sixties theme – with Molly dressing in a hippie fashion (photo 3, far right). Mr McGinley said, "It's been a wonderful night. Best we've had in a while. Thanks to Clydebank Housing Association for the lovely spread and the 60's disco".

Mr & Mrs Deas (to the left of photo 1) were original tenants who were presented with a gift. Mrs Deas said, "We're still delighted with our flat 50 years on. We kept visiting to check on their progress as they were being built, as we were so excited we had been allocated one. It's unbelievable that 50 years have passed. It's been wonderful that the Association has held this celebration event".

Several of our approved contractors, working in Radnor Park, supported this event (shown below) – some of whom have fond memories of visiting the blocks when they were younger. Our sincere thanks to eti Scotland Limited, Bell Group, GOC Engineering and Lift Maintenance Limited for all their kind donations.

Sandra Liddell of Bell Group (photo 7) was delighted to present the 60's style dress competition prize to tenant Ms Groen (right) and to runner up Mrs Groen (left).



5. Celebration cake!



6. Tenants enjoy the evening



7. 60's style dress competition



8. Dancing still going strong

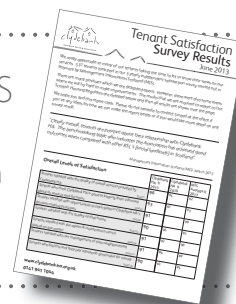


**G.O.C. Engineering Services**



### Taking a Wider View and Tenant Satisfaction Survey Results

We are delighted to enclose these publications which we hope are of interest to you. Our updated Taking a Wider View publication is a great resource which signposts new and existing residents to groups and national agencies who, together with ourselves, may be able to offer support and advice services.



## Apprenticeship Opportunities

Bell Group UK is one of the largest Painting & Decorating Contractors in Britain, every member of the Bell Group UK team is committed to excellence. We ensure complete satisfaction of our employees, clients and all others who may be affected by our activities in the work-place.

Our apprenticeships are designed to give you the skills you will need over a four year period to set you up with a career that will last you a lifetime.

If this sounds like something you could do then please contact us on the details provided, we look forward to hearing from you...



Bell Group is an equal opportunities employer

Bell Group (Head Office)  
Bell Business Park  
Rochsolloch Road  
Airdrie  
ML6 9BG

Tel: 01236 766878  
email: [apprentices@bell-group.co.uk](mailto:apprentices@bell-group.co.uk)

## STAFF NEWS

### Staff Changes

After 7 years' service, our Housing Assistant, **Nicola Nolan**, left in May to become a Housing Officer at Knowes Housing Association in Faifley. We wish Nicola all the best for the future and in her new job!

Following a highly competitive recruitment process, we are delighted that our Senior Admin Assistant, **Joan Craig**, was successful in filling the vacant Housing Assistant role. Joan will be the first point of contact for over 500 tenants. Joan said, "I'm delighted with my new position in the Association and look forward to assisting tenants with all tenancy enquiries".

We would like to welcome **Margaret McKeitch**. Margaret is providing temporary admin cover to the Housing Management department.

We welcome **Ian Dewar** as a member of the Maintenance Team after he was successful in securing our temporary Maintenance Officer role. Ian will be familiar to many tenants, as both a former staff member until 2002 and in his role as consultant Clerk of Works on many of our major repairs contracts.

## Annual General Meeting & Social Event Reminder

### SHAREHOLDERS DON'T MISS OUT!

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

**Thursday 27 June at 7.00pm** in the Association's regeneration centre, **Centre81** in Whitecrock.

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.



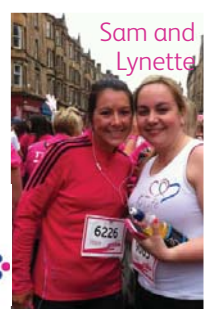
We would be happy to hear from you if you are interested in becoming a Shareholder of Clydebank Housing Association or would like to know more about it. As a shareholder you will be able to attend our Annual General Meeting at which you can hear all about what we've achieved during the previous year. You will also have the opportunity to either vote for the new Management Committee members or indeed stand for election yourself. To find out what is involved in being a member of the Management Committee, please call Sharon at the office.



Ian, Joan and Margaret

### Race for Life

**Lynette Lees**, Finance Manager, and **Sam Jones**, Maintenance Assistant, ran the Cancer Research UK Race for Life on Sunday 26 May, raising over £200 for the charity.



Sam and Lynette



# HOUSING MANAGEMENT UPDATE

## NEW! MUTUAL EXCHANGE BOARD

### Did you know that you can swap homes with another tenant?\*

This new section advertises a small selection of tenancies from our comprehensive mutual exchange list. If you are interested in any of the adverts please contact your Housing Assistant who will

provide more details\*\*. The full list of over 60 properties is available to view at our office. Please ask at our reception for the mutual exchange list. We are also working on advertising our exchanges on our website so look out for this new feature soon!

### 1 bedroom (2 person)

second floor flat in Bon Accord Square with gas central heating. Looking to swap for a 2 bedroom flat or house with gas central heating and near to amenities in Clydebank. Ref B1-11.

### 1 bedroom (2 person)

first floor four in a block in Lilac Avenue, recently decorated to a high standard. Looking to swap for a 1 bedroom flat or four in a block with gas central heating close to shops in Clydebank, Yoker, Knightswood or Partick. Ref B1-10.

### 3 bedroom (6 person)

four in a block in Forth Street, new kitchen, bathroom and gas central heating. Looking to swap for a 2 or 3 bedroom flat, house or four in a block with gas central heating in Cart Street or nice area in Clydebank close to school and amenities. Ref 232.

### 2 bedroom (4 person)

multi-storey flat at Radnor Park. Looking to swap for a 2 bedroom maisonette or house with electric heating near school and amenities in Clydebank. Ref 266.

### 3 bedroom (6 person)

terraced house in Kirkwood Avenue, Linnvale, with gas central heating and driveway. Looking to swap for a 1 bedroom flat, house or four in a block in Linnvale. Ref 243.

### 2 bedroom (4 person)

four in a block with gas central heating and driveway in White Street, Whitecreek. Looking to swap for a 3 bedroom four in a block or house with gas central heating, own garden and close to amenities in Linnvale or any nice area in Clydebank. Ref 259.

## HOMESWAPPER

Although we operate our own mutual exchange register for tenants who reside locally, we are also members of Homeswapper.

Homeswapper is an Internet based online exchange service which allows any tenant to look, free of charge, for other tenants to swap with throughout the UK. You can check out their website at [www.homeswapper.co.uk](http://www.homeswapper.co.uk).

Please note that you still need to apply to us to approve and facilitate any swap as HOMESWAPPER does not provide this facility.

Our own register continues to be available to view at our office as detailed to the left.



\*Please note all exchanges are subject to application and approval from us. We reserve the right to refuse an exchange as long as we have reasonable grounds to do so. Full details are contained in our Mobility & Mutual Exchange Policy which is available to download from our website or in paper format from our office.

\*\*Adverts are based on a description as given by the tenant and NOT ourselves. We take no responsibility for the accuracy of description or information provided. We only provide contact details of the tenant advertising to interested parties. We are not involved in any discussion between tenants until a formal exchange application is made.

## Tenant Census

A huge thanks to all tenants who submitted their Census forms to us. We are now in the process of inputting all data received to our Housing Management systems. Up to date information is essential in ensuring the services we provide can be tailored for our tenants as well as improving our customer service.

We are still accepting Census forms so please continue to send in your completed forms if you have not already done so. 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.

# UPDATE

## The way we allocate our houses is changing and we need your help! Allocations policy review...

Our allocations policy is one of our most important tools. It outlines how we:

- Allocate our empty houses
- Award points to housing applicants

This article represents a small part of our consultation process with tenants.

A change to the current policy is necessary in view of recent changes to welfare benefits, as well as a decision by West Dunbartonshire Council not to continue with its Common Housing Register project.

Details of what we do just now and what we are proposing to change are shown below:

### Our current policy:

- One big list comprising all categories of applicant
- Points awarded to prioritise housing need e.g. overcrowding, homeless, medical etc.
- Person at the top of the list gets offered the house
- Complies with law and good practice
- No quotas for different housing needs
- Limited opportunity for current tenants to move to ease financial or similar issues caused by welfare reforms

### Our proposed new policy:

- Three more manageable lists – Homeless & Nominations, General and Transfer
- Points still awarded to prioritise housing need e.g. overcrowding, homeless, medical etc.
- Person at the top of the group list gets offered the house
- Complies with law and good practice
- Quotas for each group to ensure fairer guaranteed distribution of lets
- Rotation of lets between groups to further ensure fairer guaranteed distribution of lets
- Greater opportunity for current tenants to move to alleviate financial or similar issues caused by welfare reforms

This policy review could affect all current and future tenants and your input **REALLY** matters to us. Taking part in our review process is designed to be easy. You can simply submit your comments, or to be a bit more involved why not become a member of our working group? To take part just give your details to Joe or Sinéad. If you would like to be involved, would like a copy of our current allocations policy and/or our proposed draft policy, or just want more information on the process, just contact us.

**We look forward to hearing from you!**

## Our Performance in Housing Management

The table below shows our performance in various Housing Management functions for the financial year **1 April 2012 to 31 March 2013**. As can be seen, we achieved all of our agreed targets for all functions.

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. Please don't hesitate to get in touch if you'd like to discuss any aspect of our performance.

Indicator	Performance at 31 March 2013	Target to 31 March 2013	Achieved?
Maximum rent loss on vacant properties	0.39 % of annual rental income	0.9 % of annual rental income	Yes
Non-technical rent arrears (current tenants as % of the total annual rent receivable)	0.86 %	1.1 %	Yes
Number of calendar days to let a property	14.8 calendar days	15 calendar days	Yes
Processing of housing application forms	7 calendar days	15 calendar days	Yes
Investigating neighbour complaints	Cat. A - 0 received Cat. B - 16 received - 100 % within timescale Cat. C - 51 received - 100 % within timescale	Category A (Extreme) 1 working day Category B (Serious) 10 working days Category C (Dispute) 15 working days	N/A Yes Yes

# HOUSING MANAGEMENT UPDATE CONTINUED

## DUMPING OF BULK ITEMS

Please note that your rent or occupancy charge does not cover 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(s) 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 unauthorised dumping. You can be assured that all information will be treated confidentially.

To arrange an uplift, contact West Dunbartonshire Council on 01389 738282 (there is a charge of £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).



## COWAL VIEW

It has been brought to our attention that a tenant is discarding soiled nappies over their verandah. This represents a serious breach of tenancy conditions and we urge any resident who knows the identity of this tenant to contact us as a matter of urgency. All information will be strictly confidential.

As well as a breach of tenancy this disgusting act also represents a serious health and safety risk and should be stopped immediately. We intend to take the strongest possible action against the tenant responsible.

## IF YOU ARE A TENANT UNDER THE AGE OF 62, CLAIM HOUSING BENEFIT AND HAVE AN EXTRA BEDROOM IN YOUR HOME...

...the amount of housing benefit you receive has been cut since 1 April 2013. This means you will now have extra rent to pay on top of the amount you pay now. Even if all your rent was previously covered by Housing Benefit, you will now have an amount of rent to pay each month. If this is not addressed your rent account will fall into arrears.

Payment of this shortfall is the sole responsibility of the tenant and there is no scope for anyone not to pay the rent due. Tenants falling into arrears without an attempt to address this matter with the Association will have action taken against them under our rent arrears policy. It is therefore essential that all tenants affected contact us as a matter of urgency. All tenants affected have been written to over the last two months.

There are things that we can do to help you cope with this financial outlay, including helping you fill out an application for a discretionary payment of Housing Benefit which may cover the bedroom tax shortfall for at least a few months. Whilst there is no guarantee of the application being successful, it is in everyone's financial and best interests to at least make an application. We have already successfully been awarded discretionary payments for some tenants.

If you are considering a house move we can also discuss rehousing options with you, as well as make a referral to our welfare rights service for an income maximisation interview or a financial review.

If you have not already done so, please contact our Housing Officer Catherine Banks as a matter of urgency!

**Example 1:** Your monthly rent is £280 and you are living in a 2 bedroom flat and only need a property with 1 bedroom. 14% will be deducted from the monthly rent (£39.20) at source and the maximum Housing Benefit you will be entitled to receive will be £240.80 (£280.00-£39.20). To prevent your rent account from falling into arrears you will need to pay the Association £39.20 per month.

**Example 2:** Your monthly rent is £310 and you are living in a 3 bedroom flat and only need a property with 1 bedroom. 25% will be deducted from the monthly rent (£77.50) at source and the maximum Housing Benefit you will be entitled to receive will be £232.50 (£310.00-£77.50). To prevent your rent account from falling into arrears you will need to pay the Association £77.50 per month.



# MAINTENANCE UPDATE

## It might be 'Bog Standard' but it's improving lives

*As featured in May's edition of HousingScotland magazine*

We are nearing the end of our current programme of kitchen, bathroom and wet room replacements being carried out by cK Heating Limited. Involvement in these c. £500k of works is so run of the mill for both the Association and the contractor that perhaps the positive impact on the households receiving these improvements is overlooked.

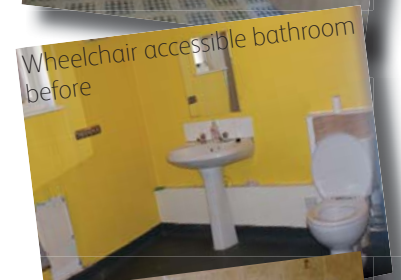
Particularly, we have installed 6 wet rooms. **Alison Macfarlane**, Maintenance Manager, said, "We modernised the old wet floor bathrooms installed 20 years ago into fully accessible wet rooms and, taking tenants' needs into account and working in conjunction with West Dunbartonshire Council's Occupational Therapy Department, we identified additional tenants within the contract who would benefit from wet rooms and level access showers".

Tenant **Patricia Betty**, pictured top right, benefitted from a wet room upgrade. Patricia said, "The Association and contractors think they are just doing their day job so they maybe don't realise the difference the improvements make to me". Patricia continued, "The wet room means I can live independently in my flat. It's made a big difference

to my life. It's a great relief that I don't need to move house, away from my neighbours and surroundings, and can remain in my community".

**Ms Paton**, another tenant, lives in a wheelchair adapted property which was also due for the upgrades. Ms Paton said, "I was thoughtfully decanted to another adapted property during the works and I'm very, very pleased with the finished improvement work now I've moved back in. The upgrades to my bathroom and kitchen have made me so much more independent around the house. The Association listened to me when they asked about my needs and particularly took note of my love of baking and created a specially adapted cooking area for me - because of that I can now enjoy baking more with my carers".

Regular upgrades are also well received with tenant **Mr Kite** being delighted with his new bathroom, completed in April. Mr Kite, said, "It's amazing to be given a new bathroom. It's beautiful - I absolutely love it. The workmanship is excellent - the team at cK were courteous, tidy and very quick!"



## MAINTENANCE POLICY REVIEWS

The following maintenance related policies have been reviewed and we would like to thank the tenants who responded to our consultation request. Your feedback is important to us and was passed on to

our Housing Management/Maintenance Sub-Committee who approved the policies at their meeting of 11 June. You can view the policies on our website or request copies by contacting the office.

- Repairs & Maintenance Policy
- Right to Repair Policy
- Compensation for Improvements Policy

# MAINTENANCE UPDATE CONTINUED

## Major Repairs Update

### Bathroom Renewals



The current phase of the bathroom renewal contract is almost finished. Unfortunately there are still a small number of tenants who are ignoring requests for access.

We will be contacting these tenants to remind them of their responsibility to give reasonable access for repairs. We will always try to arrange for works to be carried out at a convenient time for tenants.

Our contractor, cK Heating, will soon be arranging surveys for the final phase of the programme which is taking place at the Bannerman Estate (Montrose Street, Cumbrae Court, Bannerman Place). This does not include 15-27 Bannerman Place which is programmed at a later date.

*See page 7 for feedback from tenants pleased with their renewals.*

### Central Heating Renewals



The final phase of the central heating renewal programme will take place at 20-24 Jean Armour Drive. The works will be carried out by City Technical Services.



## Your Right to Repair

### ANNUAL REMINDER!

Our tenants have a legal right to have certain repairs carried out by us within a reasonable timescale. This is called the Right to Repair Scheme and was brought in by the Housing (Scotland) Act 2001.

Details of 'qualifying repairs' are contained in the table opposite. When you report a qualifying repair we will tell you this, provide you with details of an alternative contractor and that compensation is payable to you if the repair is not completed, as scheduled, in certain circumstances.

For further information you can view our Right to Repair Policy or summary leaflet on our website or request a copy from the Maintenance team at the office or contact the Scottish Government on 0131 556 8400.

Qualifying Repair	Maximum Working Days for Completion
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Loss of electric power	1
Loss of water supply	1
Insecure external windows, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket or electrical fitting	1
Partial loss of electric power	3
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7



Interested in becoming a Bell Group apprentice? See the advert on page 3

## Our second painting challenge of 2013 was another success!

Twelve West Dunbartonshire teens were set the task of painting and decorating the common areas at 1-18 Attlee Place as part of Action for Children Scotland's efforts to help young people gain life and work skills whilst making a positive difference in their local community. Their hard work was honoured at a special presentation event on 17 May at Centre81.

Jamie Mason, 17, said: "I heard about the Challenge through Careers Scotland.

It's great to see the difference we have made and I'm hoping to get onto a college course now to become a painter and decorator".

James Cantley, Action for Children Scotland, said: "This activity gave them the opportunity to develop new skills and support their local community. All of the young people should be very proud of the difference they have made".

We are proud of our continuing partnership with Action for Children and to now have been involved in three Action for Children Scotland Challenges. Sharon Keenan, Depute Director, said: "We are delighted to have secured further funding from the Scottish Government's People and Communities Fund which enabled the successful delivery of another Challenge project".



Inspiring  
Scotland

Skills  
Development  
Scotland

clidebank  
clidebank housing association

Bell  
GROUP U.K.

The Scottish  
Government

action for  
children  
Scotland

CROWN  
TRADE

AGNES  
HUNTER  
TRUST

Glasgow Airport  
Flightpath Fund  
Supporting our community

## RADNOR PARK MULTI STOREY FLATS

### Entrances / Foyers

Renewal of the entrance matting at the front and rear entrance doors at each block has now been completed. We did not include a mat in the foyers as we are intending to refurbish these areas in all blocks over the coming year. This will include new wall tiles, ceiling tiles and floor coverings. We asked a member of the Radnor Park Multi's Tenants and Residents Association to pick a block out of a hat(!) to be used as a pilot for this

upgrade. Lusset View was chosen and we hope to start work in the next couple of months. Tenants will then have the chance to give us their views before we carry out works to the remaining blocks.

### Laundries

Just a reminder that we operate a rota system for use of the laundry facilities. The caretakers will allocate you a slot in the rota and they can also arrange for extra turns to be allocated if required. Please ensure that you do

not use the laundry outwith your allocated slot as this can lead to disruption for your neighbours.



© George Mahoney

## Our Performance in Maintenance

### April 2012 to March 2013

Category of Repair (target timescales)	No. of Repairs	Completed within Target
Date specific (by appointment)	1525	98.5 %
Emergency (within 4 hours)	178	100 %
Urgent (3 days)	1146	98 %
Routine (10 days)	898	97.5 %
Void works - major (15 days)	13	92 %
Void works - routine (10 days)	343	100 %
Void works - rechargeable (10 days)	96	100 %

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

# CENTRE81... 5 YEARS ON!

We regularly run IT classes (all levels), confidence building classes and keep fit classes. We will soon be scheduling in new classes starting after the summer holidays. If you would like to register for any of them, please call Ali or Jean on 0141 533 7070.. 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.**

**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, spread sheets and databases using Microsoft Office for Windows on PC's. This course is very flexible and will run on the needs of the majority of students.

**Learning Links Pre-Access "Taster" Courses in Health & Social Care and Childcare** (including a Personal Development Unit SQA).

**How to Work IT** is a 10 week course to give people the skills to look for employment. We will help you create and learn how to use an email. We will also help you create your Universal Jobmatch account, as well as set up accounts with other job search websites. The course includes the use of Microsoft Word, where you will learn how to create a CV as well as a covering letter. When the Universal Credit starts in October, benefit payments will become monthly. To help with the transition of being paid monthly, we shall introduce you to simple budgeting through the use of an Excel spreadsheet, which will assist you to manage your money. If you require any further information, or you would like to join us at any time, please contact Eric on 01389 – 738796.

**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 - All welcome.** 2pm - 2.50pm so that anyone on the school run will have time to get to the local schools.

**Working4U** – Drop in service every Thursday helping with IT skills, organising job searches, producing CVs and preparing for interviews. From 10am to 12 noon with the Local Employment Team.

Check our Facebook page, our website at [www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk) or call Ali or Jean on 0141 533 7070 for up to date programmes/timings or for more details on our great courses



## Funding Success!

Whitecrook Community Garden was successful in securing **£6,980** of Awards for All funding to run a 4 week garden programme at Centre81 over the summer.

The programme will consist of the building of a new chicken coop, family healthy eating and growing classes and arts and growing workshops for P1-P7. See the Summer Fun feature on page 11 for details.

A celebration of the project will be held on Saturday 10th August at the Annual Centre81 Community Day.





OWNED AND MANAGED BY CLYDEBANK HOUSING ASSOCIATION

Centre81

**Centre81 Diary Dates!**

**Our Big Lunch - Thursday 18th July from 12.30pm - 2.30pm (see front page).**

**Annual Centre81 Community Day - All Welcome - Saturday 10th August from 12.00pm - 4.00pm.**

Some of the pupils from **Linnvale Primary Schools Eco Group** have been attending Garden and Growing workshops at the Centre, which recently helped the school gain their School Eco Flag Award.



## Summer Fun @ Centre81

### Centre81/CAOS Art Club

- Every Wednesday from 3rd July to 14th August  
10.30-12 noon - £1 per session (P2 to P7)

- CAOS Youth Dance Project (age 10 - 15)  
Tuesdays 10am - 12pm and Thursdays 1 - 3pm

### Whitcrook Community Garden Workshops

- Family Growing Workshops  
Monday 29th & Tuesday 30th July, 1-3pm

- Family Healthy Eating Workshops  
Thursday 1st & Friday 2nd August, (various times)

- Arts & Growing Workshops  
Monday 5th August - Thursday 8th August, 1-3pm - (P2-P7)

*Spaces are limited, places will be allocated on a first-come, first-served basis.*

For more information please call 0141 533 7070.



## Garden advice from our Community Garden Co-ordinator for July/August...

- Water regularly
- Keep weeding
- Keep an eye out for pests
- Ventilate the greenhouse
- Feed your plants
- Don't forget to deadhead
- Harvest your fruit & veg
- Provide water for the birds
- Stake your tall blooms
- Keep planting
- Look after the lawn
- Turn the compost in your compost bin

**Remember you can grow most things in pots even if you don't have a garden.**

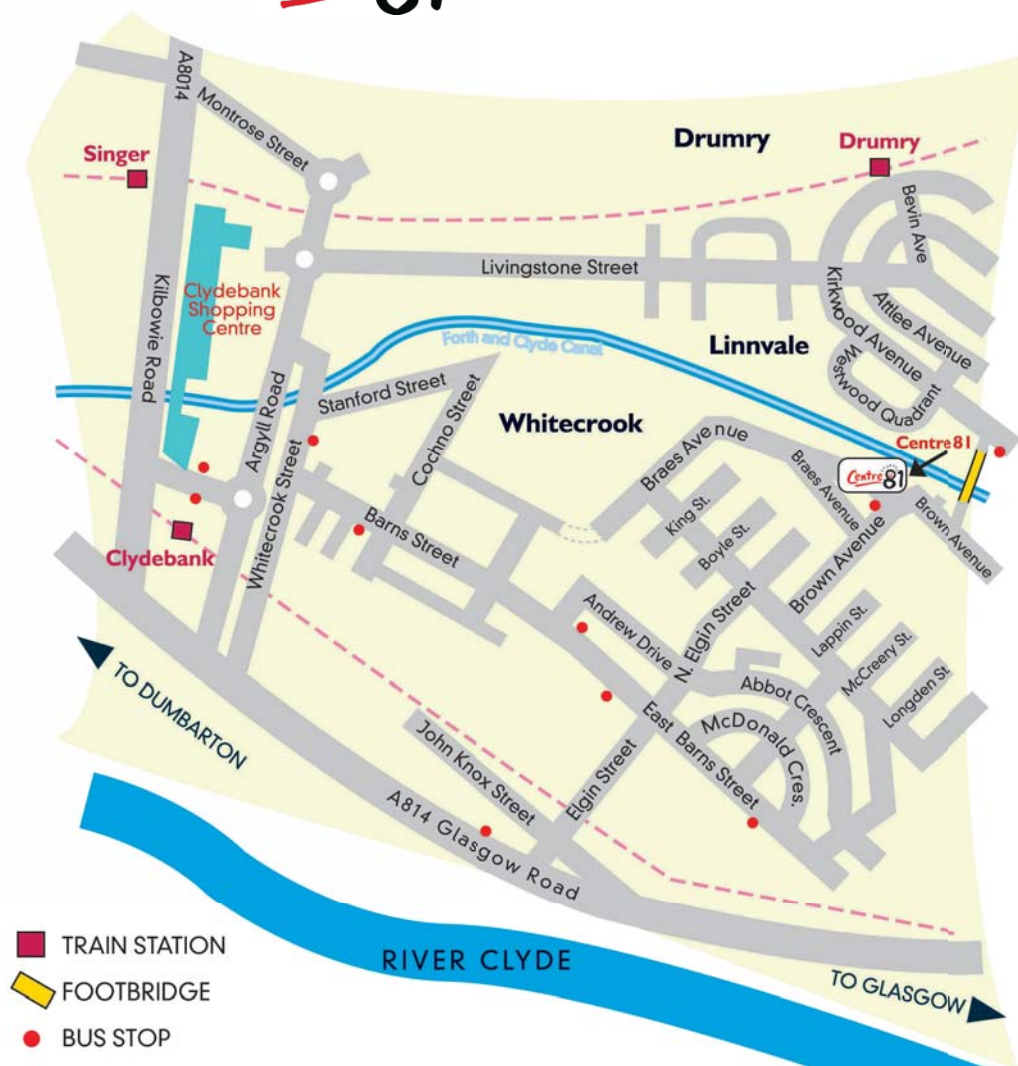
**You can pop along and browse the community garden, meet the chickens or contact Carolanne for garden/growing advice at any time.**

**If you are part of a group and would like to arrange a community garden workshop just get in touch with Carolanne at the Centre (details below) or at [Carolanne@centre81.org](mailto:Carolanne@centre81.org).**



# CENTRE81 UPDATE CONTINUED

## Where is Centre81?



## What's on @ Centre81

### Monday

9.30am-12pm - Getting Started in IT (with Clydebank College)

1-3pm - Stepping Stones

1.30-3.30pm - Clydebank Bowls

4.30-5.30pm - CAOS Art Group

4.30-9pm - Cheerleaders

6-8pm - Learn to Sew with Sharon

6.30-7.30pm - Guitar Lessons with Andrew

### Tuesday

1-1.45pm - H Movement 5

1-3pm - Rath Parent/Parentage 16-24

3.30-5.30pm - Tulloch G

6-8pm - CDC Cheerleader

6.30-8.30pm - Beginnings History

7-9pm - Willi Bootcamp

## Getting to Centre81

### Radnor Park - Whitecrook circular service Monday to Friday - School Holidays

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

Red = doesn't operate outwith school holidays

[www.glasgowcitybus.co.uk](http://www.glasgowcitybus.co.uk)



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.



OWNED AND MANAGED BY CLYDEBANK HOUSING ASSOCIATION

Centre81

81?

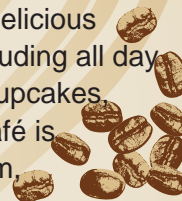
What's at Centre81?

	Wednesday	Thursday	Friday
Health & 5+	10-11am - Ladies Workout (free class)	10am-12pm Working 4U	10am-12.30pm Develop further in IT
bone nt to be	11am-12pm - Mixed Kettlebells (free class)	10am-12pm CAOS Musical Theatre Group	2-2.50pm Tai Chi (free class)
- o-4-Ward	10am-1pm - West Dunbartonshire Ethnic Women's Group	11-11.45am - Health & Movement 55+	
C s	10.30am-1pm - Moving on in IT (with Clydebank College)	1-2.30pm - Bingo!	
- Family	5-7.30pm - Tulloch Club Night	1-3pm - Beginnings Family History	
am Henry	7.30-8.30pm - Zumba with Vera	3.30-5.30pm - Tulloch Go-4-Ward	
		5-8.30pm - CDC Cheerleaders	
		6-7.30pm - NHS Smoking Cessation Drop-In	
		7-8.30pm - William Henry Bootcamp	
		7.30-9pm Slimming World with Christine Jordan	

Correct as at  
11 June 2013

## CAFÉ KIZEL

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



## COMMUNITY CHICKENS



## COMMUNITY GARDEN

CENTRE81, 2-16 BRAES AVENUE, CLYDEBANK G81 1DN 0141 533 7070 [www.clydebank-ha.org.uk/whats-on-at-centre81.html](http://www.clydebank-ha.org.uk/whats-on-at-centre81.html)

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

**CAOS**  
COMMUNITY ARTS OPEN SPACE

All adults must be accompanied by a child under 6

**International families**  
A sharing of cultures  
Wednesday 26th June  
10.30am - 12.30pm @ Centre81, Whitecreek  
(places limited, so please contact the CAOS office to confirm your space)  
t : 0141 952 2117 e : [info@causingcaos.co.uk](mailto:info@causingcaos.co.uk)

**Slimming WORLD**  
@  
**Centre81**

**Thursdays**  
7.30pm-9.00pm



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, 2-16 BRAES AVENUE, CLYDEBANK G81 1DN 0141 533 7070 [www.clydebank-ha.org.uk/whats-on-at-centre81.html](http://www.clydebank-ha.org.uk/whats-on-at-centre81.html)

# INFORMATION

## Complaints & Compliments

### January-March 2013

Please find below complaints and compliments information from January - March. 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 year April 2012 - March 2013 were referred to the Scottish Public Services Ombudsman.

	January	February	March
No. of complaints received	1	4	11
Department	Housing Management	1 Housing Management 2 Maintenance 1 Housing Management/Maint.	2 Housing Management 6 Maintenance 1 Housing Management/Maint. 1 Factoring 1 Centre81
Resolved at front line?	Yes	Yes - 3 / No - 1	Yes - 8 / No - 3
Escalated to investigation?	No	Yes - 1 (1 Maintenance)	Yes - 3 (1 Housing Management/1 Factoring/1 Centre81)
Outcome of all	Resolved	Resolved	Resolved
Resolved within timescale?*	Yes	Yes	Yes

\* Frontline - 5 working days / Investigation - 20 working days

Service improvements made?	Review of customer service approach/policy	Review of customer service approach/policy	Our equality statement on public view at Centre81 Contractor advised of timescales and communication requirements
----------------------------	--	--	--

#### Compliments

Thanks to all the Maintenance Department for their efforts. Much obliged that I was helped when I needed help.

Very happy with the service received and how promptly the work was attended to.

I just wanted to say thank you for everything since you opened up Centre81 in the scheme, even just for the odd cuppa and friendly face to say hello to.

Thanks to the Association and caretaker for their help over and above their normal duties. The help was much appreciated.

Wanted to thank Andrew from Centre81 for his quick response and help when a friend became unwell in the Centre in March.

I'm ever so thankful that you look after our area. It always looks good. (Linnvale).

## IT PAYS TO GET INVOLVED

**Did you know we provide all sorts of funding, training and support to residents groups?**

We recently provided our Radnor Park residents group with **£1,280 of annual grant** towards their running costs. We are also delighted to provide them with lots of help and support in kind (photocopying, board room hire etc.)

If you are from another of our areas and are interested in setting up a residents group call Sinéad at the office who will help you get started.

Our new **Tenant Participation Strategy** is now available from our website or by calling Sinéad at the office. It shows the ways you can participate in and influence our decisions at a level you feel comfortable with.



#### Radnor Park Multis Tenants and Residents Association (RPMTRA)

We continue to meet regularly with the group and participated in their AGM on 16 May.

**WRVS lunch club, every Tuesday at noon, 51 Melfort Avenue, Clydebank G81. Catch up with friends old and new and enjoy a two-course meal with tea/coffee for £1.33. Tel: Pauline on 0141 941 2483 for further information.**



## INVOLVED WITH US!

We discuss a variety of maintenance and housing matters and also consultation topics at various stages including setting local targets for resolving anti-social behaviour, our Allocations Policy, Customer Care policy, Repairs & Maintenance Policy and foyer improvements.

### Your views and how we used them...

We were delighted to receive 11 responses from those people on our consultation register on our Customer Care Policy. We really appreciate you taking the time to comment. Every one of the comments we received was put to our Management Committee and some comments reflected in our new policy. The new policy was adopted in April and is available on our website or on request from our office.

Please contact Sinéad at the office if you are interested in joining our consultation register.

### Tenants Handbook

Over the coming months we will be working to update our Tenants Handbook in partnership with those on our consultation register and our Radnor Park residents group. We hope to make it a more useful and up to date resource for tenants.

## Ways to Pay Your Rent

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

### Direct Debit



Many tenants find this the easiest and most convenient method of payment. Setting up your direct debit is quick and simple and the Direct Debit Guarantee protects against any incorrect payments and ensures that any incorrect payments are refunded if a mistake is made. You can pay weekly, fortnightly, four weekly or monthly. **Simply contact the office and we can set this up over the telephone. No forms are needed and the process takes five minutes.**

### 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. 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.

### By Swipecard

**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.**

### 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.

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

## 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 everyone aged 16 and over.

You can get an application form from our office reception, by telephone, by email or 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.



# INFORMATION CONTINUED

## Feedback/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	Allocations Policy	Maintenance
Centre81	Getting Involved	Other

Comments (please use a separate sheet if necessary):

.....

.....

.....

.....

.....

.....



The **Scottish Housing Regulator** has produced a brief, plain English guide for all tenants and other customers explaining how they regulate us. It's available on our website, by contacting Sinéad at the office or on the Regulator's website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



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

Do you care how we let our houses? The way we do this is changing and we need your views. See page 5 for more information.

## 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 12 July & Monday 15 July 2013**



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

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

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

**Clydebank Housing Association Ltd**

77-83 Kilbowie Road

Clydebank

G81 1BL

Tel 0141 941 1044

Fax 0141 941 3448

[info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk)

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

twitter: @clydebankha

facebook: search for us



Please re-cycle this newsletter

