

June 2009

ChitChat

clidebank

Issue Number

36

Current Housing Information To Clydebanks Housing Association Tenants

Attention All Shareholders!

Annual General Meeting & Social Event Reminder

Just a reminder to shareholders that our Annual General Meeting (AGM) will be held on Thursday 25 June at 7pm in the Radnor Park Hotel, Clydebanks. You will hear about our financial performance and activities over the past year and will be updated on our development programme.

Afterwards there will be a chance to socialise with Staff and Committee; have a dance, a few free drinks, something to eat and participate in our free raffle. Each shareholder's partner/friend is welcome to attend from 7.45pm for the social event, which last year was again a great success.



Radnor Park ladies enjoy a dance at the event

If you need transport to the venue, please let Jack know by at 4.00pm on the day and we'll get a staff member or taxi to collect you. Becoming a shareholder is easy and only costs £1.00 for life membership. Don't miss out on next year's AGM and event - contact us at the office.

Dates for Your Diary:

Annual General Meeting	25 June 2009
Garden Competition - NEW DATE!	Mid July
Wee ChitChat Competition Closing Date	31 July 2009
Tenant Conference	October 2009 - day to be confirmed

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Garden Competition 2009

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Remember there's just one emergency number now

Details on
back page

Payzone is no longer accepting CHA swipe cards

Read more
on Page 5

Hire an eCar for only £5 a day!!

See page 11
for more details



The Association receives accreditation for 5th time



INVESTOR IN PEOPLE

Following staff interviews and review of our human resources policies, we were awarded the Investor in People Scotland standard for the 5th time. We now hold the accreditation longer than any other Scottish Housing Association.

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This year we again achieved recognition for our commitment to the principles of Investors in People (IIP) Scotland. This award not only acknowledges the value that we place on the training and development of our staff, but shows how serious we are about continuously improving our services, for the benefit of all of our customers.



John Hillhouse, Chairperson, said of the achievement, *"Clydebank Housing Association has been accredited by IIP longer than any other Housing Association in Scotland and we are extremely proud of this".*



In 2006, we were presented with a 10-Year Achievement Award from Investor in People Scotland. Fiona Webster, Director, pictured left, said of the award, *"The Investors in People Standard is a business improvement tool that helps organisations, like ourselves, improve staff motivation, reduce staff turnover and benefit from effective communications, to name but a few benefits".*

Sinéad Boyle, Communications Officer, returned in May from her maternity leave.

Sinéad, who had baby Daniel in June last year, said, "I have thoroughly enjoyed spending this year with Daniel. He's a lovely boy and already has a great personality. She continued, "Coming back to work is not something that I had been dreading actually - I work with a good bunch of people and enjoy my job!"

Sinéad, pictured below with Daniel, looks forward to catching up with residents at the Annual General Meeting and Event (see front page) and Tenant Conference (opposite).



Sinéad and Daniel



Matt Johnston - Get Ready for Work Programme

We are pleased to introduce Matt Johnston who joined us in March through the Get Ready for Work programme. This is a work placement programme run by West Dunbartonshire Council and Careers Scotland and the Association is delighted to have Matt on board for his 6-month placement.



Matt will be participating in all sections of the Association and learning important administrative skills that will help him in his future chosen career.

Matt, pictured left, says, *"It's been good to come into a work environment to see what it's actually like. Everyone's been very welcoming. Working here will give me good experience for the future".*

Joan Craig, Acting Housing Assistant



Well done to Joan Craig from our Housing Management Section who has been promoted to the temporary position of Acting Housing Assistant. Joan, pictured left, who joined us nearly 10 years ago during the stock transfer, will continue in her role as Senior Admin Assistant for half the week, and support the section in this promoted position for the other 2 and a half days.



clydebank housing association
Tenant Conference 2009

Tenant Conference - October 2009 - Watch this Space!

Our fifth Tenant Conference may be taking on a different format this year, on a trial basis.

We have taken on board staff and tenant feedback from all previous conferences and are now looking at potential improvements to the usual conference layout and programme.

More detailed information will be available in our September 2009 newsletter and also by personal invite.

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If you have a complaint...

... please contact us. We will try to resolve your complaint using our Complaints Procedure. Please ask us if you want a copy of this procedure. If we are not able to resolve your complaint to your satisfaction, you can contact the Scottish Public Services Ombudsman for advice. They deal with complaints about councils, housing associations, the National Health Service, the Scottish Executive and its agencies and departments, colleges and universities and most Scottish public authorities. They provide a free and impartial service.

Informal Complaints

Please also note that if you want your dissatisfaction noted but do not want to go through the formal complaints procedure, you can contact Sinéad Boyle at the office. She will take a note of your informal complaint, look into it and let you know the outcome. We still note the dissatisfaction in an informal complaints register. This helps us when updating our policies and procedures.

If you have a community alarm..

... from West Dunbartonshire Council you should contact Jim Slaven at the Council if any of your details change, such as your doctor or your keyholders. His number is 0141 951 6240.

Our Housing Management Department Performance for 2008-2009

The table below shows our performance for the last financial year, April 2008 to March 2009 in some of our most important Housing Management functions, such as letting a property and arrears. As you will see, we continue to operate within our targets and are performing at a high level in most areas.

This said, we are always trying to find ways to

continually improve, as well as make sure that the services we offer provide maximum benefit and value for money to our tenants and customers alike.

Further performance information will be published in future newsletters but do not hesitate to contact your Housing Assistant if you wish any information in the meantime.

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Indicator	Our Performance April 2008 - 31 March 2009	Our Target 2008 - 2009
Maximum rent loss on vacant properties	0.34% of annual rental income	0.9% of annual rental income
Non-technical arrears (current tenants as % of rent receivable)	1.18%	1.2%
Number of calendar days to let a property	12.8 days	25 days
Processing of housing application forms	10.8 days	20 calendar days
Carrying out new tenant visits moving in	92% visited within timescale	Within 4-8 weeks of tenant moving in
Investigating neighbour complaints	Category A 100% within timescale Category B 71% within timescale* Category C 84% within timescale* Overall 81% within timescale	Category A (Extreme) 2 working days Category B (Serious) 10 working days Category C (Dispute) 15 working days

* All of the complaints outwith timescale were due to us waiting on further information, for example from tenants, the Police or other organisations.

Payzone Outlets No Longer Accepting CHA Swipe Cards



Please note that you can no longer pay your Clydebank Housing Association bills, using your swipe card, at Payzone outlets. You can still pay using your swipe card at a wide range of other retail outlets displaying one of these signs:



If at anytime your swipe card is mislaid, we will accept cheque and debit card payments at the office whilst your new card is ordered. Please note that we cannot accept cash payments at reception.

For more information about the ways you can pay or for replacement swipe cards, please contact us on 0141 941 1044 and we will be happy to help.

Please therefore note that this information replaces some of the information in your 'How To Pay Your Rent' leaflet.



Registered Tenants Organisation

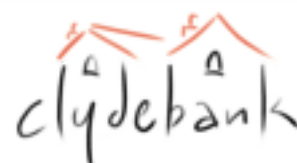
We have one Registered Tenants Organisation (RTO) operating in our area; Radnor Park Multis Tenants and Residents Association (RPMTRA). We usually meet with RPMTRA on a monthly basis to discuss issues of shared interest and concern and work together on any improvements identified.

Do you live in the Radnor Park and want to get involved?

If so, their contact details are:
Tom McCormack,
Secretary of RPMTRA
Telephone: 0141 562 5219
E-mail: provan7@ntlworld.com

Do you live in other areas and want to get involved?

If so, contact Sinéad at the office (details on the back page) for more information on tenant participation, setting up a new tenants/residents association or to be added to our consultation register.



ChitChat

Maintenance Update

Our Maintenance Performance for 2008-2009

The figures below and opposite, from April 2008-March 2009, show that Maintenance staff and contractors are working well together to achieve targets.

We would also like to thank tenants for their high level of co-operation when reporting repairs and keeping appointments.

At a Glance:

Number of Total Repairs	3,877
Total Percentage Within Target	99%
Total Percentage Checked Before Repair	14.9%
Total Percentage Checked After Repair	12.3%

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Detailed Figures:

Priority	Timescale	Number of repairs	Within target	Percentage within target	Pre-inspected	Percentage pre-inspected	Post inspected	Percentage post inspected
Date specific	By appointment	959	952	99.27	39	4.07	52	5.42
Emergency	4 hours	384	383	99.74	25	6.50	24	6.25
Routine	10 days	934	925	99.04	177	18.95	96	10.28
Urgent	3 days	1304	1291	99.00	79	6.06	71	5.44
Void works - major repairs	15 days	23	22	95.65	20	86.96	22	95.65
Void works - rechargeable	10-15 days	69	67	97.10	60	86.96	58	84.06
Void works - routine	10 days	204	200	98.04	176	86.27	154	75.49
Grand total		3,877	3,840	99.05	576	14.86	477	12.30

Please do not hesitate to contact our Maintenance Section if you have any questions on this information.



77- 83 Kilbowie Road, Clydebank G81 1BL Telephone: 0141 941 1044

Maintenance Policy Review

Our maintenance policy is due for review. This is the document which covers every aspect of how we provide your maintenance service. The review of this policy is an opportunity for us to take a close look at the maintenance service, to make any changes that have become necessary, due to changes in the law for example, and to make improvements wherever we can.

To deliver better services we need to know what our tenants think of the maintenance service - we want to involve you, our customers, in the services we provide.

We would like to invite all our tenants to be involved in this consultation process, whether or not you have used the maintenance service.

If you would like to be involved, please call a member of the Maintenance Section who will take your details and forward a copy of the review questionnaire to you.

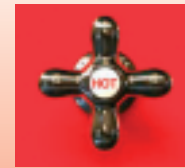


Maintenance Satisfaction Surveys

We will shortly be starting our tenant satisfaction surveys for the new financial year. If you have reported a repair recently, a member of staff from the Maintenance Section may call you.

We would appreciate if you could take five minutes to complete this 'over the phone' survey which will allow us to monitor the performance of the contractors who are carrying out repairs in your home. This information will mean that we are able to provide you with a better service from our contractors and our Maintenance Section.

Warning: Hot Water!



A Radnor Park resident suffered serious injury recently, when she was scalded with hot water from her kitchen tap.

The circumstances of the accident were very unusual, but nevertheless, the injury may have been a lot less severe if the hot water control had been at a lower setting.

If you feel your water may be too hot, please let the Maintenance Section know and we will arrange to have any necessary adjustments carried out for you.

Gas Service Audits

We have recently appointed IQA Utilities to carry out audits of around 10% of the gas services carried out by our gas contractor each year.

These audits are to make sure that the work carried out to your gas appliances complies with current gas safety regulations. The audits will be carried out at random and we would appreciate your help in giving access to IQA Utilities if your home is one of those selected to be audited.

Remember - our contractors always carry identification so please ask to see it.

Your Right to Repair...

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 Team 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 give timescale. This is called the Right to Repair scheme. The Right to Repair scheme applies to all of our tenants.

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 which 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

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 their 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

Development Update

Homestake at Dean Court a Success!

We are delighted to report that our last Homestake property was sold in mid-May.

We acquired 36, two bedroom, en-suite flats in Dean Court, Clydebank, with funding from Communities Scotland (now the Scottish Government) in 2007. We then embarked on a successful marketing drive to promote this lower cost home ownership scheme. We are pleased to have helped so many single people, couples and families onto the property ladder.

We have no plans for future Homestake schemes, as the Homestake scheme has since been superseded by LIFT schemes, run by the Scottish Government. We will publicise any involvement in LIFT schemes in our newsletter. In the meantime, more information can be found on the Government's website:

www.scotland.gov.uk



February 2008



July 2008



Cart Street Update

Work on the site at Cart Street is progressing well. All 40 flats are currently on schedule to be complete by October 2009.

We hope to allocate the properties shortly before then, to those on our waiting list with the most housing need at that time.

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The building's distinctive shape develops



Our Radnor Park flats are just visible from the rooftop

ChitChat

Competition Time!

Wee Chitchat For 8-15 year olds only!

3 family tickets to visit the Titan Crane are up for grabs in this quarterly competition. For your chance to win, simply answer the question on the cut-off slip below, complete and return your answer to the office by Friday 31 July. The first three correct answers picked out will win a family ticket!

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March's lucky winner was Megan Clapperton of Linnvale, who correctly answered that writing a shopping list was something that could be done to reduce food waste. Lucky Megan won £15 of vouchers for Empire Cinema in Clydebank. Well done Megan!

Titan crane

Competition June 2009

How much does it cost to hire one of our eCars for the day?

Answer: _____

Name: _____

Address: _____

Age: _____

Rules: you must live in the house you put down as your address.

Wee Chitchat

Garden Competition 2009

This July, we will be teaming up with our landscape contractors, Averton, to hold our new style garden competition again. Every tenant, owner occupier and sharing owner is now automatically entered. (To opt out of the competition, please contact Sinéad at the office by Friday 10 July).



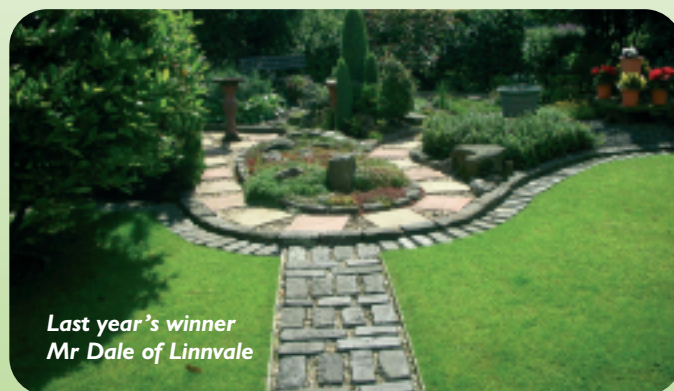
Three prizes are up for grabs:

Best Garden/Balcony:

First prize: £100 of vouchers and an engraved cup to keep for a year

Second prize: £50 of vouchers

Third prize: £25 of vouchers



*Last year's winner
Mr Dale of Linnvale*

The competition is not only judged on the look of the garden but the effort that has gone into it. The winner's details will be published in our next newsletter, due out in September.



Due to popular demand, the competition will now run mid-July, weather permitting



eCars



For more information on this radical, new eco-friendly car hire scheme or to book, please call 0141 941 1044, email ecars@clydebank-ha.org.uk or visit our new website at: www.clydebank-ha.org.uk and click on eCars.



Open to all CHA tenants, sharing owners and owner-occupiers.

*terms & conditions apply, limited period only



The scheme also featured in the *Daily Record* in 2008

Our Director does a 'Jeremy Clarkson'!

sundayherald

Our Director, Fiona Webster, became a columnist for the day for the Sunday Herald in April. Fiona was approached by the paper when they heard about our electric car hire scheme for residents - the first of its kind in the west of Scotland.

The 19 April edition featured a 3-page special report on 'The Road to a Greener World', with Fiona's honest and fresh write up of her test drive alongside a full page photo of Fiona with one of our 3 cars (affectionately named Jack, Victor and Isa).

Fiona was keen to do the test drive to see for herself "if a car that plugs into a kettle socket could actually get me to work and back!". It certainly could and she concluded, "that I really love electric motoring... if all the cars driving round in the city were electric, just think how much more safe, quiet and clean the city would be".

June 2009

ChitChat

Clydebank Housing Association Emergency Number

For ALL emergency repairs

0845 6 123 160



Also available on our website and on our office answering machine.

Cut Out and Keep



UPDATE on Mortgage to Rent Scheme

Are you an owner occupier in danger of losing your home?

The Scottish Government is now offering two schemes to help home owners; the Mortgage to Rent scheme and now the Mortgage to Shared Equity scheme.

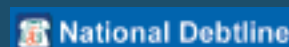
These schemes may be able to help you if you are an owner occupier in mortgage difficulties and you are in danger of having your home repossessed.

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 few 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 from a Citizens Advice Bureau or Money Advice outlet:

Dumbarton Citizens Advice Bureau,
6-14 Bridge Street, Dumbarton G82 1NT
Tel: 01389 765 345 Fax: 01389 734 383
E-mail: info@dumbartoncab.co.uk



National Debtline: 0800 138 1111 (freephone)

Money Advice Scotland: 0141 572 0237



Office Hours

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

Friday 17 and Monday 20 July 2009

Friday 25 and Monday 28 September 2009

Our usual office opening hours are as follows:

Monday to Thursday 9.00 am to 5.00 pm and Friday 9.00 am to 4.00 pm

The office closes between 1.00 pm and 2.00 pm each day for lunch.

The office also closes on the first Wednesday morning of each month for staff training.

YOUR NEXT CHITCHAT WILL BE DELIVERED IN SEPTEMBER 2009



Please recycle this newsletter

To the best of our knowledge all of the information contained in this newsletter is correct at the time of going to print



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Scottish Charity No. SC 033962

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INVESTOR IN PEOPLE



Scottish Federation of Housing Associations



If you need this newsletter in any other format please contact us.