



ChitChat

The Tenant Conference is Back!

Looking Forward: Your Future, Our Future



We're delighted to announce that our 2011 Tenant Conference will take place on Thursday 10 November from 10.00am to 4.00pm in Centre81, Whitecrook, and we hope that you are able to attend. We look forward to welcoming new tenants to the event as well as those who attend regularly, to what we hope will be another informative and worthwhile event.

There are many issues that have arisen recently, affecting tenants, which although we can and have mentioned in our newsletters, you might prefer to get together to raise and discuss in person at this upcoming, free event.

Please find your booking form for the day below. Alternatively, you can call Sinéad at the office to book. Please book in by Tuesday 8 November, for catering purposes.

Proposed Workshops (chosen on the day):

- Social Work Adaptations - get clued up on the proposed funding changes - it may affect you in the future
- Right to Buy - how the changes may affect you
- Proposed Stock Transfer - what does it mean for you?
- The Association does what?! - find out about our role in Clydebank's regeneration
- Rent Harmonisation and Allocations - hear about our new policies
- Welfare Rights - are you missing out?
- Safety in the Home - Strathclyde Fire & Rescue & Strathclyde Police

Stalls available during the lunch break:

- The customer care promises we're making to you
- Our plans for major repairs in your home
- Energy advice - save the planet a bit at a time
- Find out about our electric car hire scheme for residents and shareholders
- Hear where every penny of your rent goes
- Strathclyde Police
- Strathclyde Fire & Rescue
- The Council's Waste Aware Team



Booking Form

Tenant Conference 2011. Please complete and return to the office.

Name(s):

Address:

Postcode:

Telephone Number:

Transport Required (free):	Yes	No
Dietary Requirements:	Yes	No
Special Requirements:	Yes	No

Highlights in this issue

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NEWS

Our Annual Report is enclosed!

We hope you enjoy reading our annual report, which is enclosed. Please do not hesitate to contact Sinéad at the office if you have any questions or suggestions for future publications.



Ester Golding Webb

One of our Maintenance Assistants, Ester, decided not to return to work after her maternity leave ended in early September. Ester, pictured right with Elodie, was with the Association for over 12 years and will be sadly missed. The staff and committee hope Ester enjoys her time with Elodie and wishes her the very best for her future.



Elderly Welfare Grant Reform Payout to Pensioners 2011

We hope that all of our residents over 60 nominated themselves for the West Dunbartonshire Council 'winter payment' 2011, as the Council introduced a new way of paying the grant this year and nomination forms should have been completed by 31 August.

If for any reason you missed out, you can request a form for 2012 (should the payment continue) from the Council's Contact Centre on 01389 738 282 or by visiting their website www.west-dunbarton.gov.uk.

Clydebank Fire Station Open Day
SATURDAY 17 SEPTEMBER - WE'LL BE THERE - WE HOPE YOU CAN MAKE IT TOO!

An Invitation to our
OPEN DAY
 at
CLYDEBANK COMMUNITY FIRE STATION
 Kilbowie Road, Clydebank
Saturday 17th Sept. 2011
11am-4pm

Displays, Demos & Fun Interactive Activities for Adults & Children

ALL WELCOME!!!

STRATHCLYDE
 FIRE & RESCUE

making our communities safe places to live, work and visit

Diary Dates:

Saturday 17 September

Come visit us at the fire station open day - see right

Wednesday 5 October

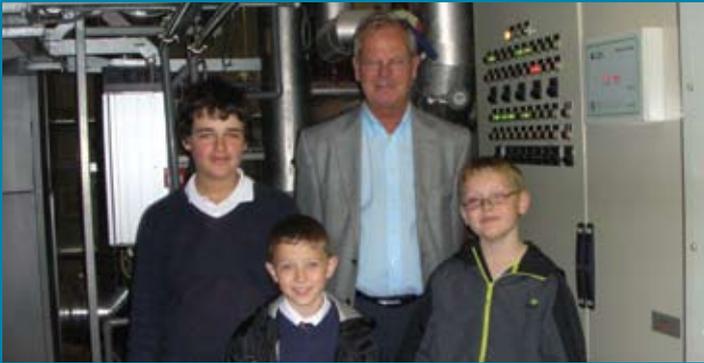
eCars visit shopping centre
 - Read more page 3

Thursday 10 November

Tenant Conference!
 Read more on the front page

Late November

Consultation ends on new Scottish Housing Regulator service
 - See page 5



Kilbowie Kids Visit Combined Heat and Power (CHP) Plant and eCar Scheme

On 23 June, Kilbowie Primary School's Eco-Committee visited our Combined Heat and Power Plant which also houses two of our electric cars.

The children found out that within the plant electricity is generated and, as a by-product, heat is produced which is used to provide 340 two-bedroom, multi-storey flats in Radnor Park with unlimited heat and hot water for just £9.45 per week. The electricity is used to power the electric cars, with the excess being sold to keep costs to tenants as low as possible.

The kids then enjoyed playing in "Jack" and asking questions.

A photo of the visit featured in the Clydebank Post on **3 August**.

Can you believe it?!

Radnor Park Parish Church, which has our CHP heating installed, has made an 85 % reduction in carbon emissions, the biggest reduction in all Church of Scotland properties!



Go Green Lightning!

We held our eCar roadshows on Saturday 9 July to promote our electric car hire scheme for residents and shareholders.

The electric cars, affectionately named Jack, Victor and Isa, were on display and available for test drives in Linnvale, Whitecrook and Radnor Park.

Sinéad Boyle, Communications Officer, would like to thank people for taking the time to chat to staff about the scheme and to welcome our new customers. Sinéad added, "We had a great day. We're so enthusiastic about our eCars. The current hire price is just £5 a day – that includes insurance! We have two 2-seaters and one 4-seater available". To book, contact Chato or Jack at the office or book online (www.clydebank-ha.org.uk).

eCars schedule another trip out to meet residents and shareholders

Our electric cars are heading out and about again to meet with residents and shareholders. Pop along and say hello at:

Clydebank Shopping Centre, adjacent to Three Queen's Square/ opposite Brighthouse. Wednesday 5 October 2011, 11am - 3pm

WE HOPE TO SEE YOU THERE!

Tenants Voice Week

Mon 19 - Thur 23 Sep 2011

We are taking part in Tenants Voice Week 2011. Tenants Voice Week is promoted by the Tenant Participation Advisory Service Scotland. TPAS firmly believe that tenants have a right to be heard, and that landlords can improve their services by listening to their tenants and working together to find the best possible solutions. We are members of TPAS.

Clydebank Housing Association is committed to listening to the views of all our tenants in order to provide a quality service that people want.

Tenants Voice Week is about focusing on what really matters to tenants. We want to know what you think of the service we provide to you, and if you think we could be doing anything differently.

During Tenants Voice Week we are working extra hard on the promotion of residents associations in new areas, as a way of encouraging tenants to have their say. To find out more about how to get involved, contact Sinéad at the office.

Have your say – locally and nationally

The Scottish Government is developing a new Scottish Social Housing Charter. Consultation on the Charter is taking place at the moment. The Charter will set out what tenants can expect from their landlord. Have your say on the Scottish Government website (www.scotland.gov.uk/Publications/2011/08/04092156/0) or contact Sinéad at the office to find out how you can get involved.



Shared Ownership Properties for Sale

Should you require any further information, application form or wish to arrange an appointment to view, please contact Michael at the office.



NEW! 121 GLASGOW ROAD, CLYDEBANK - ADDED 01/08/11

The available flat is a two bedroomed, ground floor flat.

The flat has double glazing, electric heating, private parking spaces to the rear, private landscaped area to front. Extras to be included: all white goods, light fittings and blinds. Other features include a fully tiled wet-room style bathroom, open plan dining kitchen, mirrored wardrobes, handrails outside front door and laminate flooring throughout.

The share offered for sale is **50%** at an asking price of offers in the region of **£50,000**. Rent for the remaining 50% is currently **£106.04** per month from 28 March 2011 for 2011/2012. Rent is reviewable annually on 28 March (next due on 28 March 2012).



119 DUMBARTON ROAD, FLAT 2/2, CLYDEBANK - ADDED 29/09/10

The available flat is a one bedroomed, second floor flat. Extras to be included: double oven, hob, and floor coverings. Flexible viewing arrangements.

The share offered for sale is **50%** at an asking price of offers over **£39,000**. Rent for the remaining 50% is currently **£107.06** per month from 28 March 2011 for 2011/2012. Rent is reviewable annually on 28 March (next due on 28 March 2012).



DO YOU NEED INFORMATION IN A DIFFERENT WAY?

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

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

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

The Scottish Housing Regulator wants to hear your views



Scotland has a new, independent housing regulator. From next April its role will be to safeguard and promote the interests of tenants and others who receive housing services from local authorities and housing associations. It will replace the existing regulator.

Before taking on its role, the new Scottish Housing Regulator is consulting on its approach. It wants to hear the views of tenants, landlords and others with an interest in social housing.

Kay Blair is the new Regulator's Chair. Kay said: "The quality of housing and landlord services have a direct and lasting impact on people's lives. We will regulate to protect tenants' interests and to drive improvements in social housing. We will assess each landlord's performance regularly. In doing so, we will take account of the views

Our Staff Brave Weather for Charity

On 17 June, two of our staff, Jack and Michael, (pictured, centre, back row) braved the inclement weather for a charity football tournament in aid of the Lintel Trust. Chris Farmer, Business Development Manager at Mears, who organised the tournament, said, "We raised around £1,400 which is a great achievement". Unfortunately, team CHA were knocked out in the semi-finals.

Cube Housing Association's team 'Cube 1' went on to secure the victory.



and experiences of its tenants. We will publish a range of information on landlords' performance, including progress against the Scottish Government's new Social Housing Charter. This will help tenants to hold their landlord to account. And we will take action where we find a landlord is failing to deliver for tenants.

The new Regulator would like to get wide feedback on its proposed approach. The consultation runs from early September. You can respond until late November.

There will also be events across the country, open to tenants and others, to discuss the proposals. You can get a copy of the proposals and find out more about the events by visiting the new Regulator's website, following the consultation on Twitter or contacting its office. You can find the details below.

website: www.scottishhousingregulator.gov.uk/newregulator
 phone: 0141 271 3810
 e-mail: consultation@scottishhousingregulator.gsi.gov.uk
 twitter: www.twitter.com/SHRconsultation

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.



Above: Sinéad & Sharon
Right: Sharon & Linda



Staff Meet New MSPs at Parliamentary Reception

Sharon Keenan, Depute Director, and Sinéad Boyle, Communications Officer, attended a reception in the Scottish Parliament in June, held specifically for MSPs to meet representatives from housing association and co-operatives across Scotland.

Linda Fabiani MSP and former staff member of the Association, sponsored the event. Linda addressed the 125 delegates as well as Cabinet Secretary for Infrastructure and Investment Alex Neil, Shadow Cabinet Secretary Lewis Macdonald (Labour) and Scottish Federation of Housing Associations Chief Executive Mary Taylor.

After welcoming associations to parliament Linda said, "It's difficult to mention everyone, but I'd like highlight some of the organisations I've worked for! Clydebanks (who I'm fascinated to see are renting out electric cars); Fyne Homes (who exemplify the really important work that rural associations do); and I'd like to say how wonderful East Kilbride Housing Association is."

Cabinet Secretary for Infrastructure and Investment Alex Neil said, "I'm a big fan of housing associations because they're rooted in their communities, whether they are small or nationwide. It's not just about houses: your other work is of equal if not greater importance."

We want you to be protected this winter

Please find below details of the Scottish Federation of Housing Association scheme for tenants and owner occupiers which we promote.

The SFHA and your landlord has recognised some of the problems that tenants face in obtaining 'Household Contents Insurance', and has therefore arranged a contents insurance scheme which is geared towards all tenants' needs underwritten by Royal & Sun Alliance Insurance plc - SFHA Diamond Scheme.

You can give yourself peace of mind offered by this scheme knowing that you will have a contents insurance policy which includes the following benefits:

- No excess payable on any claim
- No need for a bank account
- Choice of payment methods
- Fast and efficient claims service
- New for old cover (except clothing & household linen where an allowance for wear & tear is deducted).
- Cover for a wide variety of situations including; fire, lightning, explosions, storm, and flood, theft or attempted theft, theft & loss of keys, damage to interior decorations etc.



The insurance is available to all tenants and owner occupiers subject to scheme acceptance criteria.

There are reduced rates for residents who are aged 60 and over in receipt of state retirement benefit, cover starts from £6,000 and at £2.79 per month for the G81 area. For all other residents the cover starts at £9,000 (£4.19 per month) up to £35,000 (£16.28 per month). Prices were checked on 1 August but may be subject to change.

For further information and an application form contact your Housing Assistant at Clydebank Housing Association.



Community
Music
Project

Clydebank
Housing
Association

Clyde
Shopping
Centre

Whitecreek
Community
Garden

CAOS

Clydebank
College

GH
Davidson's
Butchers

Generation
Gap

The
Tullochan
Trust

Clydebank
East
Community
Council

Streetlinks

C.D.C.
Allstar
Cheerleaders

Princes'
Trust

Local
stallholders

Café
Kizel

Robert
the DJ

Y-sort-it

Whitecreek Community Day took place in Centre81 on Saturday 13 August and with over 350 local people and children attending, it was a huge success. The day was organised by a committee of local organisations such as CAOS, Clydebank Housing Association, the Voices group and the Community Council.

The day was kicked off by a performance from the C.D.C. Allstar Cheerleaders who train in the centre. There followed a full day of performances from; the CAOS children who performed a piece they had devised themselves called 'Whitecreek Story'; the Community Music Project; Wee AI Productions; and the Isaro project.

Outside, Robert the DJ entertained us all day whilst children enjoyed the free fairground rides and young people visited the Y-Sort-it bus and the Streetlinks climbing wall. We had the BBQ on the go and were selling burgers for 50p, raising just short of £200 for the Community Garden Fund.

Local people were selling handmade jewellery and other goodies. The beautiful Whitecreek Community Garden was open to the public and the local volunteers were selling produce. The Tulloch Trust and the Princes Trust, who also helped out on the BBQ, provided youth information and activities in the Youth Room including 'cycle for your smoothie!'

CAOS unveiled their Community Gallery which exhibited an array of creative pieces of work by local people, some of which were available to buy. CAOS also provided face-painting which helped to raise £120 for the charity. The Isaro project joined CAOS upstairs and had African products on sale and a hair-braiding workshop, as well as providing information about their organisation which is based in the centre.



Whitecreek Community Day Success Centre81

13 August 2011



26th Annual General Meeting & Social Event Success!

Our 26th AGM and Event, on 23 June, was another great night and all who attended thoroughly enjoyed it. 40 (23%) of our shareholders attended and heard Lynette Lees, our Finance Manager explain our annual accounts. After the meeting, many shareholders asked a partner/friend to join them at the social event and there was a free prize draw, hot buffet and drinks. This would not have been possible without contributions from our generous sponsors, shown on the left. As usual, there was someone on the dance floor until the very end of the night! We received lots of really positive comments from everyone who attended.

Four shareholders who expressed a wish to become Committee Members on the night have now joined the Management Committee.

We also have a waiting list should vacancies arise during the year.

WITH THANKS TO OUR EVENT SPONSORS

Platinum Sponsors 2011

ETI Scotland Ltd
Yard 60, Clyde Street
Clydebank G81 1NW
Tel. No. 0141 951 8010
Fax No. 0141 951 8012
E-mail: electricaltest@btconnect.com
Contact Person: Stewart Donaghy

Bell Group
Bell Business Park
Rochsolloch Road, Airdrie
ML6 9BG
Tel No. 01236 766 878
Fax No. 01236747 850
E-mail: a.scott@bell-group.co.uk
Contact Person: Alistair Scott

Hi-Flow Property Services
9 Caledonia Street
Dalmuir, Clydebank G81
Tel. No. 0141 951 2020
Fax No: 0141 951 2323
E-mail: info@hi-flow.biz
Web: www.hiflow.biz
Contact Person: Namy Donaldson

Regency Glazing
940 Crow Road
Anniesland
Tel. No. 0141 950 4400
Fax No. 0141 954 7724
E-mail: info@regencyglazingltd.co.uk
Contact Person: Dougie Smith

Brian Hood GPM Ltd
56 Attlee Avenue
Linnvale
Tel. No. 0141 562 9440
Fax. No. 0141 562 9440
E-mail: hoodlb@ntlworld.com
Contact Person: Linda Hood

GOC Engineering
Buckingham Cottage
Fintry, Glasgow G63 0XJ
Tel. No. 01360 860 478
Fax No. 01360 860 478
E-mail: jchesney@goceng.co.uk
Web: www.goceng.co.uk
Contact: Jim Chesney

Transform Contracts
Unit 29
Lime Road
Broadmeadow Industrial Estate
Dumbarton
Tel: 01389 731 137
Fax No. 01389 763048
Email:
transformcontractsltd@hotmail.co.uk
Web: www.transformcontracts.co.uk
Contact: Gordon Aitchison

R J Russell Decorators Ltd
481 Dumbarton Road
Clydebank G81 4DT
Tel. No. 0141 951 4577
Fax No. 0141 951 4577
E-mail:
info@thepaintshopclydebank.com
Web:
www.thepaintshopclydebank.com
Contact Person: Ralph Russell

Lift Maintenance Ltd
12 Jordanvale Avenue
Glasgow
Tel: 0141 959 3601
Fax No. 0141 959 3602
E-mail: s.williamson@lmlifts.co.uk
Web: www.lmlifts.co.uk
Contact Person: Scott Williamson

Gold Sponsors 2011

Brookfield Alarms
The Old PO
Brookfield
Renfrewshire
PA5 8UL
Tel: 01505 321 383
Fax No. 01505 326911
E-mail: sales@brookfieldalarms.co.uk
Contact: Robert McIntyre

Homework/Joinery Installations
52 Cherry Crescent
North Kilbowie
Clydebank
Tel: 07900 146 289
Email: homework-4u@ntlworld.com
Contact: Peter Gallacher



Housing Management Update

Our Housing Management Performance

The table below shows our performance in various Housing Management functions for the current financial year.

As can be seen, we are currently operating 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.

Indicator	Performance as at 31 July 2011	Target for the Year
Maximum rent loss on vacant properties	0.1 % of annual rental income	0.9 % of annual rental income
Non-technical rent arrears (current tenants as % of the total annual rent receivable)	0.92 %	1.1 %
Number of calendar days to let a property	11 calendar days	16 calendar days
Processing of housing application forms	5.5 calendar days	15 calendar days
Investigating neighbour complaints	Cat A 100 % within timescale Cat B 100 % within timescale Cat C 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

Want a say in our Rent Policy 2012 - 2013? Read on...

Work will begin on this Policy later this year and full details will be published in the next edition of ChitChat, however we want your input as soon as possible!

As always, our policy will be based on our management, maintenance and running costs and we will never charge you any more than is required to meet these costs.

To allow you to contribute, we will include this topic as part of our Tenant Conference on 10 November 2011. There will be a workshop on rent harmonisation & allocations, which will include rent setting. This offers an ideal opportunity for tenants involved to contribute. A questionnaire will also be issued to all tenants who attend the conference which will specifically ask for input on the rent policy.

There is no need to wait for the conference to get involved though, if you have any thoughts or ideas then please contact Joe, our Housing Manager, or Sinéad, our Communications Officer.

WE WOULD BE DELIGHTED TO HEAR FROM YOU

Looking for a Housing Swap?

Although we operate our own mutual exchange register for tenants who reside locally, we are unable to assist directly with those looking to find someone to swap with outwith Clydebank.

HOMESWAPPER is an internet based service which allows any tenant to look for other tenants to swap with throughout the UK. Clydebank Housing Association is not yet directly affiliated to HOMESWAPPER but this is something we are looking into. Affiliation would allow our tenants full access to the HOMESWAPPER service. In the meantime if HOMESWAPPER is of interest, you can check out their website at www.homeswapper.co.uk. A basic search of tenants looking to swap can be accessed by anyone, whilst members are able to tap into full contact details which they can then use to initiate a swap. Please note that you still need to apply to your landlord to approve and facilitate any swap as HOMESWAPPER does not provide this facility.



Our Zero Tolerance Approach to Serious Anti Social Behaviour

We operate a robust and effective Anti Social Behaviour Policy to protect the safety of our residents and our property. Our policy gives us the option of taking the strongest possible action against tenants who exhibit serious anti social behaviour on their first offence, including where appropriate seeking repossession of the tenancy, or an Anti Social Behaviour Order (ASBO).

We also work in partnership with Strathclyde Police and West Dunbartonshire Council to ensure that any behaviour linked to serious crime is tackled with a zero tolerance. In particular, we are targeting those involved in dealing drugs from their tenancy. Strathclyde Police, as a matter of course, confirm to us in writing if any tenant is charged with drug dealing from the vicinity of their home. If this, in turn, results in a conviction, then we will exercise our right to seek repossession of the tenancy. This is linked to the tenancy, not just the tenant, so irrespective of who commits the crime, if it is confirmed by the Police that the tenant or joint tenant was aware of the offence taking place then we will still take action to repossess.

If you are aware of any tenant exhibiting serious anti social behaviour, please contact Strathclyde Police and ourselves in confidence. The Police number is **0141 532 3300** or you can phone Crimestoppers on **0800 555 111**.



Happy Gardening!

Although summer is almost over, maintaining your garden should still remain a priority. Grass tends to grow quicker in the warmer months and it is important that it is cut regularly.

Therefore if you have a garden, please arrange to have the grass cut at least once a month. This will keep your garden and overall neighbourhood looking nice - even blooming lovely!

Regular garden inspections are carried out by staff so please keep in mind that it is part of your tenancy agreement to keep your garden area tidy and free of rubbish at all times.

Join Us in Opposing Government Changes to Housing Benefit



In our last ChitChat we outlined how changes to non dependent deductions could affect tenants who currently receive Housing Benefit.

The Government is also looking at a series of other changes which could have a significant impact on some tenants. The most controversial of these proposed changes involves a cut in Housing Benefit for sole tenants living in accommodation with extra bedrooms. As it stands, the proposal is to pay housing benefit only for the number of bedrooms actually required. This could mean a single person living in accommodation which is too big for them not receiving enough housing benefit to cover their rent. The tenant would therefore have to pay the shortfall in rent. This obviously has financial implications for both the tenant and landlord and we are currently involved alongside the Scottish Federation of Housing Associations (SFHA) in opposing this change. Part of this involves a petition, which we are urging all our customers to sign to try and avoid these measures being implemented. The petition is available for signing at our reception or online at:

www.sfha.co.uk/component/option,com_rsform/Itemid,286/view,rsform/

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.



Maintenance Update

Your Right to Compensation

We would like to remind our tenants of our Compensation for Improvements Policy. We operate a scheme to allow tenants, who are leaving a property, to receive financial compensation for improvements they have carried out at their own expense.

Eligible improvements are:

1. Gas fuel central heating
2. Additional habitable space (for example, loft conversion or extension)
3. Provision of additional cloakroom (toilet and wash hand basin) in 4 apartment houses and above

Compensation is calculated using a scale that takes account of the value and age of the improvement. Tenants must, of course, have received our permission and any relevant planning permission before going ahead with the alteration or improvement.

Social Work Adaptation Success

We were delighted to speak to Mrs Provan, pictured right, of Radnor Park about her adaptation. We removed Mrs Provan's bath and installed a walk-in shower for medical reasons. Mrs Provan said:

"THE WORKMEN WERE VERY QUICK AND NEAT. THE ADAPTATION MAKES A BIG DIFFERENCE TO ME. IT WASN'T EASY FOR ME [TO BATHE] BEFORE BUT IT IS NOW".

COME ALONG
to our Tenant Conference (page 1) to hear how the Government is proposing to change the funding for social work adaptations.

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 that no part of your rent or occupancy charge covers the cost of the uplift of bulk items. This is not a service provided by Clydebank Housing Association. Dumping of bulk items is in breach of your tenancy agreement and any tenants 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. 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.



Thank You!

Our staff and committee are always delighted to hear positive feedback from our tenants. A recent thank you card, received from a tenant regarding a glazing repair, read, "Top marks to the Maintenance department".

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 the McDougall Group on:

0845 612 3160

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 23 September 2011

Monday 26 September 2011

YOUR NEXT CHITCHAT WILL BE DELIVERED IN DECEMBER 2011.

IF YOU NEED THIS NEWSLETTER IN ANY OTHER FORMAT PLEASE CONTACT US.

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

Every hour, every day, there's a house fire in Scotland

Give Strathclyde Fire & Rescue a call now to help make sure you and your family are safe.

Clydebank community fire station is now offering free home fire safety visits to everyone in the area. Even the phone call is free. Just call **0800 0731 999**. The fire station will call you back to arrange a time and date that suits you. Alternatively you can phone Clydebank community fire station direct on **01389 385141**.

During the visit, firefighters will offer to check each room of your house with you, helping you to make sure your house is safe.

Jim Quinn, Clydebank Community Fire Station's Station Commander, said, "For many years Clydebank's firefighters have provided an excellent, life saving service by fighting fires. Now we are also trying to ensure the chances of you having a serious fire are as low as possible".

Do you have a relative, friend or neighbour who could benefit from a home fire safety visit? Do you know someone who doesn't have a smoke alarm and they'll fit one free of charge? [All of the Association's properties have hard wired smoke alarms, unless the tenant failed to give access for this work]. Why not have a word with them about the home fire safety visits? Or let the fire station know and they'll give them a call.



Our Welfare Rights Service UPDATE

There has been a change to our welfare rights service which we provide in partnership with the Clydebank Independent Resource Centre (CIRC). This free, impartial service now operates from Centre81, Whitecrook on the last Thursday of every month. Residents can go to any location. Here's a reminder of the details:

Clydebank Housing Association office
77-83 Kilbowie Road

Every Thursday of the month except the last
10.00am – 1.00pm

For an appointment; drop in or call
0141 941 1044 (us) or
0141 951 4040 (CIRC)

Centre81, 2-16 Braes Avenue, Whitecrook

The last Thursday of every month
10.00am – 1.00pm

For an appointment; drop in or call
0141 533 7070 (C81) or
0141 951 4040 (CIRC)



Clydebank Housing Association Ltd

77-83 Kilbowie Road

Clydebank

G81 1BL

Tel **0141 941 1044**

Fax **0141 941 3448**

info@clydebank-ha.org.uk

www.clydebank-ha.org.uk

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