



# ChitChat

## Stock Transfer Update

**In November last year, we submitted a proposal to transfer 1,211 houses and flats in Clydebank East. In doing so, we pledged to assist West Dunbartonshire Council (WDC) to achieve £49m in debt write-off and to achieve the Scottish Housing Quality Standard (SHQS) target for their remaining tenants, by 2015, without having to impose huge rent increases.**

On 20 June, the Council voted to scrap the proposals and to go it alone, without the benefit of the £49m saving, which could have been achieved, had the partial stock transfer gone ahead. WDC tenants will now have to foot the bill with imminent rent increases of RPI (3.2 % at July 2012) + 4.5 % for 5 years.

Whatever the Council's reason for this u-turn, I would like to make one thing absolutely clear - the local Housing Associations are not to blame. In the spirit of partnership working, we submitted volumes of information to the Council about our services, performance, financial status and rents. Clydebank Housing Association has nothing to hide. We are democratic and accountable, not only to our tenants and other customers, but also to the Scottish Housing Regulator.

All of our houses already meet the Scottish Housing Quality Standard and our average weekly rent for 2011-12 was £56.22p. This year's rent increase was 4.2 %.

Anyone who has taken the time to read our bid for the stock in Clydebank East, which was published on the WDC website, will know that our rents are not higher than those of WDC and that future increases would have been far less severe than those now facing WDC tenants.

All of the local Housing Associations put a lot of effort and resources into preparing bids for transfer, which would not only safeguard the interests of tenants and transferring staff for years to come, but would secure many benefits for the communities involved. It's a pity that, in the interests of "democracy and accountability", WDC chose to deny their tenants the opportunity to decide for themselves.

*John Hillhouse,  
Vice Chairperson  
Clydebank Housing Association Ltd*

## Tenant Conference Diary Date!

As reported in June's newsletter we're delighted to confirm that our 7th tenant conference will be held on Friday 2 November in our regeneration centre, Centre81 in Whitecreek.

There will be workshops on a variety of issues affecting tenants including welfare reform and the new Scottish Social Housing Charter.

Although we mention these issues in our newsletter you might prefer to get together with staff and other tenants to raise and discuss them in person at this upcoming, free event.

We will also have a wide variety of stalls which we are sure will be of interest to tenants.

Your booking form will be sent to you shortly.

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

0141 941 1044

# NEWS

## New Complaints Procedure

In June's ChitChat we updated you on the new, more straightforward complaints handling procedure adopted by the Association.

As indicated, please now find below complaints information from April - June.

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.

We value complaints and use information from them to help us improve our services to you, as can be seen below from the service improvements we have put in place.

	April	May	June
No. of complaints received	3	7	2
Department	3 maintenance	4 maintenance 2 housing management 1 factoring	1 maintenance 1 factoring
Resolved at front line?	Yes - 1	Yes - 6	Yes - 1
Escalated to investigation?	Yes - 2	Yes - 1 (housing management)	Yes - 1 (maintenance)
Outcome of all	Resolved	Resolved	Resolved
Resolved within timescale? Frontline - 5 working days Investigation - 20 working days	Yes - 2 No - 1 delay due to discussions/further info required before decision reached.	Yes - 7	Yes - 1 (factoring) No - 1 (maintenance) delay due to awaiting reports before decision reached.
Service improvements made?	Maintenance: improved liaison and communication with tenants pre-contract for elderly tenants.	Housing management: correspondence and procedures updated for improved clarity.  Maintenance: increased monitoring of contractor performance.	N/A

No complaints from the quarter were referred to the Scottish Public Services Ombudsman.

## Radnor Park Community Clear Out Day

In partnership with Radnor Park Multis Tenants' and Residents' Association and West Dunbartonshire Council, we held our 4th community clear out in Radnor Park.

On Wednesday 29 August, an unbelievable 18 tonnes of unwanted items and rubbish were dumped into 3 x 18ft containers! The containers were then taken to West Dunbartonshire Council's Waste Services department to be sorted and 50 % of the contents were recycled.

We were delighted to receive such positive comments from the tenants involved. Our staff, pictured below, enjoyed the day.

With thanks to WDC Waste Services Section and our handymen from ASAP Ltd for their assistance to staff and tenants, ensuring this busy day ran smoothly.



Radnor Park  
Multis Tenants  
and Residents  
Association



# Annual General Meeting and Social Event Success!

Our 27th AGM and Event, on 28 June in Centre81, was another great night and all who attended thoroughly enjoyed it. Again 40 (23 %) of our shareholders attended and heard Sharon Keenan, Depute Director, explain our annual accounts and that we continue on a sound financial footing.

Retiring committee members Sadie Ferrier and Margaret Reid were presented with flowers and thanked for their combined 34 years' service on the committee.

After the meeting, many shareholders asked a partner/friend to join them at the social event and there was a free raffle, hot buffet and drinks.

This would not have been possible without contributions from our generous sponsors, listed right.

We received lots of really positive comments and some useful suggestions for improvement on the first year this busy meeting and event was held in our fantastic regeneration centre, Centre81.



## Platinum Sponsors

ck, 21 Watt Road, Hillington Industrial Estate, Glasgow G52 4RY  
Tel: 0141 810 3665  
E-mail: enquiries@ckheatingltd.co.uk  
Web: www.ckheatingltd.co.uk

Aberfoyle Satellite Co Ltd, 1 Menzies Crescent, Fintry G63 0YL  
Tel: 07875 906767  
E-mail: joethedish@hotmail.co.uk  
Contact Person: Paul or Joseph

Contract Roofing, 74 Kimberley Street, Mountblow, Clydebank G81 4QR  
Tel: 0141 952 1274 or 07762 219022  
E-mail: grahamna@ntlworld.com  
Web: www.roofrepairglasgow.com  
Contact Person: Stephen McBeth

ETI Scotland Ltd, Yard 60  
Clyde Street, Clydebank G81 1NW  
Tel: 0141 951 8010/Fax: 0141 951 8012  
E-mail: electricaltest@btconnect.com  
Contact Person: Stewart Donaghy

Brian Hood GPM Ltd  
56 Attlee Avenue, Linnvale G81 2SG  
Tel & Fax: 0141 562 9440  
E-mail: hoodlb@ntlworld.com  
Contact Person: Brian Hood

Solas Scotland, Westonlea House  
41 Bonhill Road, Dumbarton G82 2DL  
Tel: 01389 734 414  
E-mail: leanne@solas.biz  
Web: www.solas.biz  
Contact Person: Leanne Evans

Hi-Flow Property Services  
9 Caledonia Street, Clydebank G81 4EX  
Tel: 0141 951 2020/Fax: 0141 951 2323  
E-mail: info@hiflow.biz  
Web: www.hiflow.biz  
Contact Person: Namy Donaldson

GOC Engineering Services  
Buckingham Cottage, Fintry, Glasgow G63 0XJ  
Tel & Fax: 01360 860 478  
E-mail: jchesney@goceng.co.uk  
Contact: Jim Chesney

## Gold Sponsor

RJ Russell / The Paint Shop  
481 Dumbarton Road, Dalmuir G81 4DT  
Tel: 0141 951 4577  
Email: info@thepaintshopclydebank.com  
Website: www.thepaintshopclydebank.com  
Contact: Ralph Russell



**CONTRACT  
ROOFING**



**Hi-Flow  
Property Services**



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



# NEWS CONTINUED

## STAFF & COMMITTEE

### Committee member qualifies!

We are delighted to report that **Tom Winter**, Chairperson of our Management Committee, has passed the SHARE Governance of Scottish Housing Association's Scottish Vocational Qualification (SVQ).



Tom was the first of our committee to undertake this 1-year course, which was created by SHARE (housing association training provider) and the SQA with support from the Scottish Housing Regulator.

Tom had to evidence his knowledge and show he understood his role, responsibilities and requirements as a committee member.

Congratulations from all of us at CHA!

### It's back to school for our Housing Officers

Our 2 Housing Officers are now undertaking study towards the Diploma in Housing Studies at Kilmarnock College. We wish **Stacy Shaw** and **Catherine Banks** the best of luck with this 2-year remote learning course.

### Maintenance staff update

You may be aware that there have been some temporary staff changes in our maintenance department because of staff being on leave.

We welcome **Carly McCann** and **Chibuye Ngosa** to the team to provide cover.

Both have settled well in their roles and are enjoying the challenges which crop up in our busy Maintenance department.

We are pleased to report that Maintenance Assistant **Sam Jones** gave birth to baby boy **Riley**, pictured right, on 15 August weighing 9lb 13oz. We offer our congratulations to Sam and Gerry.



# CENTRE81 NEWS

## NEWS JUST IN!

We are delighted to have secured People and Communities Funding from the Scottish Government and will soon be running the following free classes/courses at Centre81 starting late September, early October:



**Getting Started in IT**

**Moving on in IT**

**Customer Service/Confidence Building**

**Health, Social Care & Childcare/Confidence Building**

**Health & Movement/Fitness Classes for Young & Old**

**Digital Friends Drop In Service**

Some dates and times have still to be confirmed, however, classes already confirmed are:

**Ladies Workout Wednesdays!**

**10.00am - 11.00am**

**Starting Wednesday 19 September**

**Free to attend**

**Gents Workout Wednesdays!**

**11.00am - 12.00pm**

**Starting Wednesday 19 September**

**Free to attend**

If you would like more information or would like to book a place on any of the courses/classes please call Ali or Jean on 0141 533 7070. Creche facilities available.



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



The sun got its hat on for the  
**4th Annual Whitecreek  
Community Gala Day**  
on Saturday 11 August at Centre81.

The day was, once again a huge success with over 600 people attending. There was a fantastic BBQ, dancing in the street with Zumba with Vera & Keira, a great table-top sale, henna hand painting and delicious Indian food for sale. A free mini-funfair was provided for the children, as well as pony-rides and facepainting.



There was a real sense of community spirit on the day and we have had lots of positive feedback from the people of Whitecreek (and beyond).

Thanks to the following for their endless support:

Carolanne Stewart  
John White

Clydebank East Community Council  
CDC Cheerleaders

CAOS (Community Arts: Open Space)  
West Dunbartonshire Council  
Robert the DJ

Clydebank Housing Association  
Strathclyde Fire Brigade  
Whitecreek Community Gardens  
Voices Group

ISARO Social Integration Network  
Zumba with Vera  
Rhona the Horse Lady  
NHS Stop Smoking Team  
Owen McGuigan

*All photos ©Owen McGuigan*



### Stop Smoking Drop-In

Thursday Nights from 6pm – 7.30pm

Want to stop smoking? Why not get some support and come along to the Smoking Cessation drop in on a Thursday night? No appointment necessary.

### Evening English Language for Beginners

With ISARO Social Integration Network at Centre81. Please call 07824 707 058 or e-mail [isarosocialnet@gmail.com](mailto:isarosocialnet@gmail.com) for more information.

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.

### Yoga at Centre81

5.30pm-6.30pm Every Thursday from 27 September  
£4 per class

### Eyes Down! Bingo

Come along to our popular bingo on a Thursday afternoon at 1pm. Soup, tea/coffee, biscuits plus 3 games of bingo for only £5!!

### CAFÉ

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





# 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.

## Major Repairs Update

We are pleased to report that renewal of the **kitchens and bathrooms** at Jean Armour Drive is now complete.

The contract to renew the **bathrooms** at the following addresses has been awarded to cK Heating Limited and works will commence towards the end of September.

- Kilbowie Road
- Alexander Street
- Whitecrook Street
- 161-173 Dumbarton Road
- Bell Street
- McGregor Street
- White Street
- East Barns Street

The contract to renew the **central heating systems** at the BISF and Atholl Brick type properties in Linnvale has been awarded to City Technical Services Limited. Surveys are currently being carried out prior to the installation works commencing.

## Radnor Park Flats

### Scottish Power Work

We would like to thank all residents at Radnor Park for their patience and understanding during the recent necessary but noisy works carried out by Schneider Electric on behalf of Scottish Power.

### Foyer Lighting

The light fittings currently in place in the foyers are now becoming obsolete. We are therefore intending to replace these with LED fittings which will be brighter and more energy efficient. We will be carrying out a pilot at Cowal View and would welcome any feedback from tenants on the new light fittings.

### Service Entry

At the request of Radnor Park Multis Tenants and Residents Association, and due to reports of unauthorised access, we are currently reviewing the times when the service entry is on at the door entry system. As you will know the service entry is to allow access to the buildings for Royal Mail and other deliveries each morning. The timing of the service entry is currently 7.30 a.m. till 11 a.m. We would like to hear your views on whether you think these timings should be changed and would ask that you let us know by completing the Tenant Comment Slip on page 11 by **19 October**.

## LAST CHANCE TO GET INVOLVED...

... in our Maintenance Policy review. As mentioned in previous editions of ChitChat our Maintenance Policy is due for review in October 2012 and we would like tenants to participate in this.

The policy is a series of documents which outlines the way in which the Maintenance Section operates.

For example, how we appoint contractors and monitor their performance, how we respond to repairs, responsibility for repairs and much more!

If you would like to be involved in this review, please telephone a member of the Maintenance Section to register your interest or complete the Tenant Comment Slip on page 11.

## NEW SERVICE - Repairs Reporting

From the beginning of October you will be able to request a repair and give access details via our website. There will also be a form requesting your views on the service you have received for any repairs which have recently been carried out in your home. We hope that you find this additional method of reporting repairs convenient for you.

## Lighting in Common Closes

We would like to remind tenants that they should report any instances of lights flickering or not working at all as a matter of urgency. Please don't assume someone else in your close will do this. We would rather 6 people phoned to report the same fault than no-one which can result in repairs being delayed.

# HOUSING MANAGEMENT

## Leaving your home for 4 weeks or more?

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

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

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

## Modernised Right to Buy Exemption

In the last edition of ChitChat we confirmed that we had applied to the Scottish Government for a further extension to the modernised right to buy exemption. This application was approved by the Government. We wrote out individually in July to those tenants affected, advising of the outcome and the implications.

In short, the extension means that tenants with the modernised right to buy are now unable to exercise this right until at least September 2022. This will protect the Association's housing stock, which in turn enables us to continue to manage and provide high quality homes for those in need of social rented housing in Clydebank, this being the reason that the Association was originally created.

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

## Want a say in our Rent Setting Policy 2013 - 2014? Read on...



### Rent Setting Policy Review

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.

Whilst we will consult with all tenants, we are keen to set up a small working group of tenants who will be a bit more involved in the consultation process. To take part you don't need any specialist knowledge or qualifications, just an interest in becoming involved and having the tenants' voice heard. Where possible ideas and suggestions will be included in the final rent policy submitted to Management Committee for approval in January 2013.

If you have any thoughts or ideas, or wish to be a part of the working group then please contact Joe, our Housing Manager, or Sinéad, our Communications Officer or complete and return the Tenant Comment Slip on page 11. We would be delighted to hear from you!

Clydebank Housing Association rents have historically been amongst the lowest in the district in comparison to other Housing Associations and the Council and for the last two years we have applied below inflation rent increases. We will continue to strive to ensure that your rental charge represents the very best value for money and that our rent charge continues to be affordable and fair.

## 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.

# HOUSING MANAGEMENT

## Tenant Census

All completed forms returned by 27 September will be entered into a draw for a £100 Asda voucher!

In the last ChitChat issue we mentioned that we would be sending a census pack to all our tenants. Most have been sent out already but don't worry if you still haven't received it, your census pack should arrive very soon.

As part of your tenancy/occupancy agreement you are required to keep us up to date with who is currently living in your home. This is more important than ever given recent government welfare reforms as this information will enable us to tailor advice and assistance for those tenants whose benefit may reduce. The survey also assists in ensuring that the services we provide are tailored to suit all our tenants. We last undertook this exercise in 2003 as part of the Scottish Secure Tenancy (SST) sign up programme.

We require all tenants to complete and return the form to us as soon as possible so that our records can be updated.

All information provided will be kept private and confidential and will only be used by us in connection with your tenancy or a tenancy related matter. No information will be shared with a third party unless authorised by you, or as required by law under the Data Protection Act.

All fully completed forms received by 27 September 2012 will be entered into a draw where one lucky tenant will win £100 in Asda vouchers! A pre-paid envelope will be provided for you to return the information.

## IF YOU HAVE A COMMUNITY ALARM

...from West Dunbartonshire Council you should contact Jim Slaven or Kimberly Crawford at the Council if any of your details change, such as your doctor or your keyholders. Call 0141 951 6240 or 0141 951 6180.

## Our Performance in Housing Management

**April 2012 to July 2012**

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

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

Indicator	Performance at 31 July 2012	Target to 31 March 2013
Maximum rent loss on vacant properties	0.35 % of annual rental income (projected year end figure currently 0.12 %)	0.9 % of annual rental income
Non-technical rent arrears (current tenants as % of the total annual rent receivable)	0.96 %	1.1 %
Number of calendar days to let a property	14.9 calendar days	16 calendar days
Processing of housing application forms	8.1 calendar days	15 calendar days
Investigating neighbour complaints	Category A - 0 received Category B - 5 received - 100 % within timescale Category C - 16 received - 100 % within timescale Overall 100 % within timescale	Cat A (Extreme) 1 working days Cat B (Serious) 10 working days Cat C (Dispute) 15 working days



# UPDATE CONTINUED

## Radnor Park Issues

We have received complaints in the last few months regarding the use of the bin chutes and the throwing of food from verandas to feed the birds.

As a matter of respect and to avoid the attraction of vermin, please ensure that all foodstuffs are disposed of properly, i.e. bag them and bin them. Under no circumstances should food be thrown from the balconies, or food left out for the birds. This is a breach of your tenancy agreement and if any tenants are found doing this, action will be taken. We appeal to any residents aware of others carrying out this practice to report the name and addresses, in confidence, to our office.

It is unacceptable for **any** items to be thrown from balconies. We have recently had reports of unsanitary items being thrown. Again this is a breach of tenancy and any tenants found doing this will face the strongest possible action and be reported to the Police.

When disposing of items down the bin chutes please ensure that no large bulk items are disposed of, ideally rubbish bags the size of small carrier bag should be used. To clear the chute is both time consuming and costly, with tenants rents ultimately paying for this.

We thank you for your assistance in these matters.

## Welfare Reform Changes

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

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

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

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

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

## Dumping of Bulk Items

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

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

If this persists, the costs incurred will inevitably impact on the rent we have to charge with all tenants and residents eventually having 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.

## NOT EVERYONE IS WHO THEY APPEAR TO BE

That's the message from Strathclyde Police as they launch their new campaign to tackle the issue of bogus callers – a crime which now affects communities the whole year round.

The campaign encourages people to question whether or not the person on the other side of their door, or on the other end of their phone line, is who they say they are. It will also encourage anyone targeted by bogus callers - whether the victim themselves, a family member, neighbour or carer - to speak up and report incidents or concerns to police.

Further information on their campaign, advice on how to spot bogus callers and how to prevent falling victim to this despicable crime can be found at [www.strathclyde.police.uk](http://www.strathclyde.police.uk).



# INFORMATION

## Getting involved in the decisions we make

### ARE THERE PARTS OF OUR SERVICE THAT BOTHER YOU OR INTEREST YOU?

Why not join our consultation register? Then, when policies are being created or are due for review, we will contact you to ask for your views.

Don't worry, we won't bombard you! Most of our policies are only reviewed once every three years and we will always let you know how any comments you provide have been used.

In addition, you can also choose to meet with staff and other tenants to discuss any of our policies.

Simply contact Sinéad at the office to be added to the register or join a focus group.

We recently wrote to tenants, who had previously expressed an interest in being on our consultation register. We thank the tenants who responded. Their names and areas of interest have been added to the register.

### TENANTS GETTING INVOLVED

One of the other ways tenants can get involved in influencing our work is through tenants groups. We have one group in Radnor Park, the Radnor Park Multis Tenants and Residents Association (RPMTRA).

We are currently meeting monthly with RPMTRA and are working with them on a variety of issues such as maintenance and events.

At the group's request, we're working with the Police on an advice leaflet for Radnor Park residents on keeping the flats safe and secure by not allowing strangers in. We've also developed a handbook, which is with RPMTRA for comment - 'An introduction to tenants' groups' to help new and existing tenants groups.

We have provided the group with £1,280 of funding for the year 2012/2013 for their day to day running costs.

### FORTHCOMING POLICY UPDATES

**Maintenance Policy** (reviewed every 3 years). *Sets out how every part of our maintenance service operates; from repairs to medical adaptations to selecting contractors and consultants.*

**Tenant Participation Strategy** (reviewed annually). *Explains how we will make sure tenants can influence the decisions we make which affect them.*

**Rent Setting Policy** (reviewed every year). *Shows how we set our rents based on our management, maintenance and running costs.*

**Common Allocations Policy** (new policy to be shared with 8 other landlords). *Will describe the way in which all 9 local landlords will allocate their houses.*

Please get in touch if you want to give us your views on these important policies.

**OPEN DAY**  
at  
**CLYDEBANK COMMUNITY FIRE STATION**  
Kilbowie Road, Clydebank  
**Saturday 22nd September 2012**  
**11am-3pm**

**Displays, Demos & Fun Interactive Activities for Adults & Children**

**ALL WELCOME!!!**

STATHCLYDE  
FIRE & RESCUE




## Fire Safety Leaflet

We have been working with Strathclyde Fire & Rescue to update our joint Fire Safety leaflet, which is given out to all new tenants.

The updated version is now available from our website downloads section or on request from our office for all customers.



clydebank  
clydebank housing association

STATHCLYDE  
FIRE & RESCUE





## ADVERTISING FEATURE

## Want to Stop Smoking? We can help.

**The Stop Smoking Service provides free, friendly and informal support sessions throughout West Dunbartonshire. These support sessions are either in a group setting or at a drop in service (1 to 1).**

**Trained Smoking Cessation Advisors are available in various locations:**

**Clydebank  
Dumbarton  
Vale of Leven**

**For further information call or email now on:**

**01389 744650**

**Smokefreewd@ggc.  
scot.nhs.uk**



**smokefree**  
COMMUNITY SERVICES

**West Dunbartonshire**  
Community Health & Care Partnership

## Tenant Comment Slip

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

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

Name: (Optional)

Address: (Optional)

Postcode:

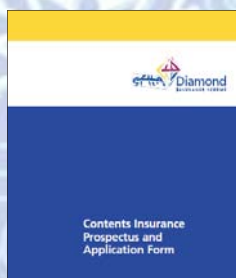
I have a comment(s) about (please circle):

ChitChat	Website	Getting Involved
Centre81	Maintenance	Rent Setting
Service Entry (Radnor Park)	Other	

Comments (please use a separate sheet if necessary):

Would you like a response: Yes No

## 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
- Choice of payment methods
- Affordable premiums
- All postcodes included

- 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.

Premiums are payable monthly by payment card or direct debit, annually by payment card, cheque, postal order, or debit card.

**For further information and an application form contact your Housing Assistant.**



# INFORMATION

CONTINUED

## 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.

You can get an application form:

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

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

## Welfare Rights Service Reminder



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

**Clydebank Housing Association office**

**77-83 Kilbowie Road**

**Every Thursday of the month except the last**

**10.00am – 1.00pm**

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

**Centre81, 2-16 Braes Avenue, Whitecrock**

**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)**



### EMERGENCY NUMBERS

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

**0844 579 6493**

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

**0800 197 1004**

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

### OFFICE HOURS

Our usual opening hours:

**Monday to Thursday 9.00am to**

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

**We close everyday for lunch between 1.00pm and 2.00pm**

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

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

**Friday 21 and Monday 24 September**



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

**Your next ChitChat will be delivered in December 2012.**

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

**Clydebank Housing Association Ltd**

77-83 Kilbowie Road

Clydebank

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