

September 2008

Issue Number

33



ChitChat

Current Housing Information To Clydebank Housing Association Tenants

Tenant Conference 2008



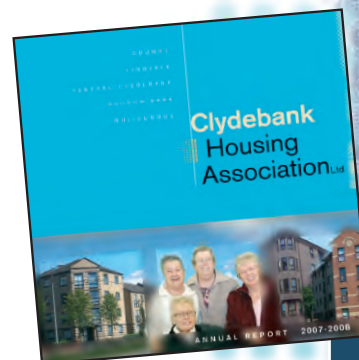
Last years tenant conference

All of our tenants will be invited to attend our 4th Annual Conference to be held on Tuesday 28th October 2008 in Clydebank Town Hall. You will each receive a personal letter with further information about the day and details of how to book your place in early October.

The day is a chance for you to get together with staff and other tenants to discuss issues of joint interest. The day will focus around Tenant Advice and Anti Social Behaviour. You will have the chance to hear information and give your views on the following:

- **Anti Social Behaviour**
- **Estate Management**
- **Housing Advice**
- **Common Housing Register**

There will be presentations, question & answer sessions and workshops. As usual there will be a lovely lunch and at the end of the day we will have a prize draw with the chance to win £100 of Asda vouchers or free electric car hire for a day!



We hope you enjoyed reading our annual report for 2007/2008, which was sent to you recently

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New Staff

Chato Mashimango

We are delighted to welcome Chato Mashimango who recently joined us in the role of Trainee Admin Assistant. Chato has recently left St. Andrews High School with excellent Higher Grades and was honoured with an outstanding achievement award. Chato will be based in the CHA Offices for two and a half days a week and the rest of her time will be spent at the Social Economy Centre.

Chato says: "I'm really glad to have joined Clydebank Housing Association. I felt so welcome from the very first day and I've been enjoying my time here since then. There is a very flexible working environment with staff that are always on hand to help. The variety of training I will receive will no doubt benefit me in future; I'm definitely looking forward to my time working at CHA."



Baby news

Sinead Boyle, our Communications Officer welcomed her son Daniel James in to the world on 10 June this year. Sinead said, "Daniel's a great baby and I am enjoying being a mum! I pop in to CHA often to keep up to date on what is going on (but mainly to show off Daniel!) See you all next summer."

Race for Life

Our Depute Director, Sharon Keenan ran her 7th Race for Life in Glasgow on 8 June this year in 33 minutes and raised a fabulous £470 for Cancer Research.



Congratulations

Alison Macfarlane, Senior Maintenance Officer and Ester Golding-Webb, Technical Services Assistant passed their Introductory Certificate in Project Management exam this year!



The APM Introductory Certificate in Project Management is a one hour, 60 question exam, covering 27 knowledge areas from the APM Body of Knowledge such as planning & scheduling, resource management and project quality management.

The APM Introductory Certificate in Project Management shows that successful candidates can

understand the language of project management and the structure of a successful project. Successful candidates will be able to take an active part in a project team and make a positive contribution to any project environment.

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Goodbye

Centre81's Project Worker Mic McNally and the centre's clerical officer Michelle Wilson are both leaving for pastures new. Mic leaves in mid September and Michelle in early October. A big thank you for their efforts and commitment in turning Centre81 from being just a building into a thriving centre at the heart of Whitecreek.

Electric Cars



eCars

We launched our new “eCar” scheme for residents on Friday 29th August, which will enable them to ditch their cars in favour of a cleaner, greener, electric alternative.

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A wee bit about our eCar Scheme

The eCars will be charged using the excess power generated at CHA’s own power station and will cost the residents just £5.00 per day*

The cars cost less than 2p per mile to run and so make a very cost effective alternative to petrol and diesel powered cars. This scheme, the first of its kind in Scotland, will give residents a low cost alternative to owning a car, whilst retaining the freedom of having use of a car when required. The introduction of the electric car scheme, combined with the existing Combined Heat and Power (CHP) system, will make Radnor Park one of the most environmentally sustainable communities in Britain.

Fiona Webster, Director of CHA said: “These cars are ideal for shopping trips and great fun to drive. We hope residents will enjoy knowing that they are doing their bit to protect the environment and at the same time, avoiding the rising costs of petrol and Road Tax. We have a pool of three cars available now and may expand the scheme in the future, allowing even more of our residents to benefit from cheap, clean motoring.”

Mr Stewart Watson of Linnvale was the first resident to test drive one of our cars. Mr Watson won the



competition in March’s newsletter to win five days free hire. Stewart said, “I found it very easy to drive and surprisingly nippy. I collected my daughter from school in it and she thought it was great fun. I think my next trip will be to Dalmuir Golf Course”.

Provost Denis Agnew officially launched the scheme and about 20 of our tenants and residents attended with a few of them test driving the cars. Mr Michael McGinley of central Clydebank won a day’s free car hire in our prize draw.

* Conditions apply, limited period only.



The scheme is open to all
CHA tenants and residents.
If you would like to book or
find out more information about
our eCars, please call
0141 941 1044 or email

ecars@clydebank-ha.org.uk



Garden Competiton Results 2008



Firstly, we'd like to say what a difficult job we had judging the competition this year as there are many beautiful gardens within our area. The competition was not only judged on the look of the garden but the effort that was put into it. We're delighted to announce the winners of the Garden Competition 2008 are as follows:

1st Prize:

Mr Dale, Linnvale - £100 of vouchers and an engraved cup to keep for a year

2nd Prize:

Mr Drummond, Linnvale - £50 of vouchers

3rd Prize:

Mrs Chessell, Linnvale - £25 of vouchers

With thanks to Averton Landscapes who helped judge the competition and who sponsor the 3rd prize.



1st



3rd



2nd

Centre81



A Clydebank Housing Association Regeneration Initiative

Oh What a Day!

Centre81, the Association's regeneration initiative in Whitecrook, was officially opened by Elspeth Attwooll, MEP on July 11th. Over 90 guests were present at the event. Elspeth commented on how the centre was like a new dawn for Whitecrook and would hopefully be the beginning of more widespread regeneration of the area. She went on to praise the Association for its

entertainment and children's activities. The BBQ was a great success. We got through 300 burgers, 200 hot dogs, 300 sausages, 300 chicken legs, 25 kilos of potato salad, 20 kilos of fruit salad, 15 kilos of pasta and 500 cartons of juice and bottles of water. everyone had a great time with many recalling the former days when 'street parties' were a regular event in the Braes Avenue area.

The Centre81 Summer Festival and BBQ was a way of trying to generate a sense of community and community 'ownership' of Centre81. We hope that it will become an annual event alongside those planned for Christmas and Easter 09.

Centre81 Play park Upgrade Completed

The upgrading of the derelict play park opposite Centre81, Braes Avenue, Whitecrook is now completed. Owned by the Association, the play park has lain derelict for several years and was a serious hazard to children and residents of the area. With money secured from the Landfill Tax and in partnership with Tulloch Trust and West Dunbartonshire Environmental Trust, the area has been refurbished to provide a soft asphalt pitch, three multi-use five a side football and basketball goals and has been completely re-fenced.

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Des McNulty MSP, Elspeth Attwooll MEP and Provost Denis Agnew

vision, commitment and determination to make the centre a success, despite several setbacks and opposition. Others who congratulated the Association on its commitment to Whitecrook at the opening were Des McNulty MSP and West Dunbartonshire Provost Denis Agnew.

Making it a Double

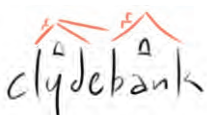
As a thank you to the people of Whitecrook and to celebrate the official opening of Centre81 the Association hosted a street party and BBQ on Saturday 12th July. Attended by well over 300 residents and their families, the day combined live music, street



Before upgrade



After upgrade



Homestake

**Want to Buy but Think You Can't Afford it?
Think again...**

Many potential home-owners are discouraged by the current economic climate and think they will not be able to buy a home because they don't have a deposit.

We can help!

Homestake is a scheme to help first-time buyers (and some others) to buy a home. We assess your circumstances and work out a reasonable amount that you can afford to borrow with a mortgage.

If this amount is above the minimum of £75,000 then you could purchase one of our brand new flats in Dean Court, Clydebank. No deposit is necessary, but if you have savings then we may ask for a proportion of them to be contributed.

What are the flats like?

The flats are newly-constructed by CCG Homes with 2 double bedrooms, one of which has an en-suite shower room. Most flats have a dining kitchen and all come with private parking and security entry systems.

Can my friend apply?

This scheme is not limited to tenants of Clydebank Housing Association - anybody can apply!

Phone now!

We only have a few of the 36 flats remaining so phone Ester Golding-Webb on 0141 941 1044 for more information as soon as you can.



Mr McCann moving into his brand new Homestake flat at Dean Court - this could be you!



Committee Titan Crane Visit

Seven of our Management Committee members recently enjoyed a tour of the Titan Crane in Clydebank. The purpose of the visit was to let the Management Committee, quite literally, get a bird's eye view of the areas which the Association may be involved in developing in the future.



Top of the Titan Crane

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New website

When our current website was launched around 10 years ago it was fairly cutting edge for the time. However, technology has rapidly developed since then and we are currently working with a team of website designers to build a new and improved CHA website. Along with keeping you up to date with all CHA news and developments, we are hoping that you will be able to pay your rent online as well as booking and checking availability of our electric cars (see pages 5 & 6 for more information on the eCar Hire Scheme)



Advertising Feature

Are you insured?

Have you ever thought how you would replace your possessions damaged or lost after events such as fire, flood or theft?

Could you afford to replace your things?

Without insurance, the answer is probably no.

The SFHA Diamond Insurance Scheme offers tenants and owner-occupiers the option of insuring their belongings against a number of perils, including theft, fire and storm damage, in an easy and affordable way, with a number of payment options.

Sum Insured	G81 area Monthly Premium	G81 area Annual Premium
£6,000*	£3.67	£39.00
£9,000	£5.51	£61.08
£10,000	£6.12	£68.40
£12,000	£7.34	£83.04
£15,000	£9.18	£105.12
£20,000	£12.24	£141.84

If you're interested, you can contact us as follows:



SFHA Diamond,
 Freepost SL839, Maidenhead SL6 7XL
 Telephone: 0845 601 6006
 E-mail: sfhadiamond@jltgroup.com

* Those over 60 only

Arrival of New Payment Terminal



From 1st September 2008, we can now accept payments by **debit card** at our office reception at 77-83 Kilbowie Road. Simply pop in and we will process your payment over the counter and issue you with a receipt. Please note that payment cards should be used in first instance for all payments (See below for outlets)

Alternatively, call us on 0141 941 1044 and we can process your payment over the telephone and post out your receipt for your records.

DIRECT Debit The easiest way to pay, if you have a current bank or building society account is by Direct Debit. Paying by Direct Debit means you no longer have the hassle of trying to remember when your rent is due. Simply contact 0141 941 1044 for a Direct Debit instruction form. We can help you complete it and will take care of everything else.

You can pay using your payment swipe card at a wide range of local retail outlets displaying one of the signs shown below:



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

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.

Major Repairs Update

Stock Condition Survey

We are about to start our 5 yearly update of the condition of all our properties. We do this so that we can update our 30 year programme of planned major and cyclical repairs. Surveyors from the Ewing Somerville Partnership will be visiting a percentage of different house types over the coming months to look at the condition of kitchens, bathrooms, central heating systems and other components of the buildings. If your property is one of those selected for an inspection, we will notify you in advance and the surveyors will carry identification with them. We will keep you advised of any major changes that affect the property you live in.

Portable Electric Heaters

If any tenants are still in possession of electric heaters which have been loaned to them when they have had a central heating breakdown, could you please telephone a member of the Maintenance Section and we will arrange to collect them from you.

Annual Gas Service

The Association has a legal responsibility to arrange for your gas boiler to be serviced within a twelve month period. We appreciate that some tenants may have difficulty in giving access, so we send out letters 6 weeks prior to the date that your service is due in order to give adequate time for access arrangements to be made. If you fail to respond to these letters, the Association may have to force entry to your property to carry out the service within the legal timescale. The cost of forcing entry will then be charged to the tenant. To prevent this happening to you, please contact the Association's Maintenance Section to arrange your annual service as soon as you are requested to do so.



Radnor Park

Caretaking Service

We are pleased to welcome Iain Wright to our caretaking team. Iain has joined us on a temporary basis to cover for Jimmy Tuthill who is presently on sick leave. Iain is sharing an office with Jim Inglis at Leven View and his mobile number can be found in the foyer of each block.

Emergency Repairs

The telephone number for emergency repairs can be found on the back page of this newsletter, in the foyers of each block and on the answering machine at the office. In the event of an emergency, please phone 0845 6123 160 and do not go to the homes of caretakers when they are not on duty. The notices in the foyers of each block show the hours the caretakers are on duty.

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



Help is at hand... in the form of The Scottish Government Mortgage to Rent Scheme.

The Mortgage to Rent Scheme 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.

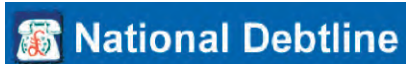
They can arrange for a social landlord, such as ourselves, to buy your home and for you to continue living there as a tenant. We have already helped one of our owner occupier's to do this. You must get advice before you can apply. You can get advice from:

Your nearest Citizens Advice Bureau:

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



And many more! These organisations will be able to tell you what your options are and discuss them with you.



Annual General Meeting and Event Success

Thank you to everyone who attended our Annual General Meeting (AGM) and Social Event on 26 June in the Radnor Park Hotel.

All shareholders got to hear about what we got up to during the year and to see a photo presentation of our activities. Lynette Lees, our Senior Finance Officer, also reassured them that we continue on a sound financial footing.

The social event afterwards was, once again, a great opportunity for staff and committee to get together with shareholders and have a chat over a few drinks and a bite to eat.

We'd like to say a big thank you to the event sponsors who made the night possible. Their details are shown opposite.

Congratulations to the free raffle prizewinners! They got to choose from a DVD player, mini hi-fi, spirits, wine and chocolates.

To make sure you're able to participate at our next AGM, contact Janet at the office for a share membership application. It only costs £1 to become a life member.



A few of our Radnor Park Ladies enjoy a dance

Our New Voluntary Management Committee

The following committee members were duly elected at the AGM. Our Committee is now as follows:

Mr J Hillhouse, Chairperson
Mr TP Winter, Vice Chairperson
Miss E Mackie, Secretary

Mr J Hearn	Mr A Hamilton
Ms P Rice	Mrs M Reid
Mr N Crilley	Mr D Muir
Mr J Mooney	

We also welcome three co-opted members to the Management Committee: -

Mr P Shiach
Mrs M Shiach
Mrs S Ferrier

There are two Councillors of West Dunbartonshire Council co-opted onto our Committee; Councillor Patrick McGlinchey and Councillor Jim McElhill.



Ali Mailey, Communications Officer with Radnor Park tenant, Viola Cuthbertson



Patricia Betty from Central Clydebank enjoying the night



Fiona Webster, Director dances with Mr McLroy of Radnor Park

AGM Sponsors:

PJ TRAVEL

PJ Travel
3 Auld Street, Clydebank G81 4HB
Tel: 0141 952 2233 Fax: 0141 952 2022
E-mail: booking@pjtravel.co.uk
Contact Person: Pat Hynes

B. HOOD
GENERAL PROPERTY
MAINTENANCE

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

LML SCOTLAND'S LIFT COMPANY

Lift Maintenance Limited
12 Jordanvale Ave, Glasgow
Tel: 0141 959 3601
Website: www.lmlifts.co.uk
Contact Person: Paul Thomson

1st CALL REGENCY
GLAZING

Regency Glazing
45 Russell Road, Duntocher G81 6JP
Tel: 01389 380611 Fax: 01389 382698
E-mail: info@firstcallregency.co.uk
Web: www.firstcallregency.co.uk
Contact Person: Dougie or Brian

McDougall
Quality Music of Every Day!

The McDougall Group
Charlotte Dundas House, Dalgrain Road,
Grangemouth FK3 8EL
Tel: 08456 123 160 Fax: 08456 123 161
Web: www.themcdougallgroup.com

eti
Install | maintain | inspect

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

RJR

R J Russell Decorators Ltd
479-481 Dumbarton Road, Clydebank G81 4DT
Tel: 0141 951 4577 Fax: 0141 951 4577
E-mail: rjrusselldecorators@ntlworld.com
Web: www.rjrusselldecorators.co.uk
Contact Person: Ralph

Housing Management Update

Housing Management Performance Year to date 2008-2009

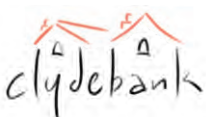
The table below shows our performance for the period up to July 2008 for the financial year April 2008 to March 2009 in some of our most important Housing Management functions, such as letting a property and arrears. As can be seen we continue to operate within our targets and are performing at a high level in most areas. This said we are always trying to find ways to continually improve, as well as ensure that the services we offer provide maximum benefit and value for money to our tenants and customers alike.

Indicator	Performance April 2008 - 31 July 2009	Year End Target 2008 - 2009
Maximum rent loss on vacant properties	0.14% of annual rental income	0.9% of annual rental income
Non-technical arrears (current tenants as % of rent receivable)	1.27%	1.2%
Number of calendar days to let a property	11.2	25 days
Processing of housing application forms	11.8 days	20 calendar days
Carrying out new tenant visits	100% visited within timescale**	Within 4-8 weeks of tenant moving in
Investigating neighbour complaints	Category A 100% within timescale Category B 80% within timescale* Category C 70% within timescale* Overall 71% 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.

** This means we have made an appointment and called at the tenant's home to carry out the visit.

Further performance information will be published in future newsletters.



Rent Increase for next financial year - March 2009 - April 2010

Although this policy is not due for approval by our management committee until January 2009 we feel it important that we consult with residents as early as possible on our rent increase and rent policy.

For the current financial year we increased the rent across all our stock by 5% on 28 March 2008. This was the equivalent of the headline rate of inflation (RPI) in December 2007 (4.0%) plus 1%. This is in keeping with the standard rent rise across West Dunbartonshire, and our rents are broadly comparable with other landlords in the area.

Our annual rent increase for the next financial year will be based on the headline rate for inflation for December 2008 plus an appropriate percentage to cover our management costs. The increase itself will be applied on 28 March 2009. All tenants and sharing owners will be given one months notice of the increase. The type of home you live in will to some degree determine the rent increase we impose.

Transfer Stock

We are still governed by the stock transfer agreement we signed when we took over the former Scottish Homes stock in 1999 (our 'transfer stock'). This agreement took no account of the costs of managing and maintaining these homes. For our transfer stock properties the maximum increase we can impose is the December 2008 RPI figure plus 1%. At present this method of rent calculation for our transfer stock cannot change.

Core Stock

For the rest of our stock (including sharing owners), rent and occupancy charges will be calculated to cover the full costs of managing and maintaining the properties. We need to make sure that we can repay all the outstanding loans as well as put money aside for future maintenance of the properties. This is a figure we cannot change as it is based on precise calculations.

How your rent is made up

Although at this stage it is too early to even give a rough indication of how much the increase will be, we still invite your views on this Policy. For example at the moment we charge a core rent for each size of property. Then we add

premiums for things like central heating, double glazing, or if the property is a house instead of a flat. We make deductions for things like no parking being available or living close to late night shops. We can look at changing some of these premiums if there is a strong enough demand for us to do so (Core stock properties only). For example we could charge a premium for properties, which are close to the shopping centre or transport links, and we could deduct premiums for properties further away from these amenities.

Consultation is the key

We are legally obliged to take account of your views regarding the rent increase so please let us know how you feel about it. We will publish a further article in our December newsletter, at which time we will have an indication of how much the rent increase is likely to be. Please forward any comments to Ali no later than 1 November 2008. Where possible we will incorporate ideas into our revised policy. An opportunity to discuss our Rent Policy with our staff is also available at our forthcoming tenant's conference on 28 October 2008. All tenants will be given a leaflet outlining the policy and given an opportunity to provide written feedback.

Service Charge Policy 2009/10

This policy is due for review in November 2008. Similar to rent, service charges are dictated by the type of home you live in, i.e. Transfer or Core Stock.

For our Transfer Stock services are included in the rent charge, for example caretaking services and common area landscape maintenance. These formed part of the transfer bid and will remain part of the rent charge. If tenants want extra services provided there would be a separate charge. If you want other services please contact Ali at the Association Offices as soon as possible, but no later than 1 October 2008.

Core Stock tenants and sharing owners currently have several different services, some services across all the stock, and some covering only part of it. These are common electricity supplies, common garden maintenance and common area window cleaning. Again, if tenants want extra services provided there would be an extra charge. If you want other services please contact Ali at the Association offices as soon as possible, but no later than 1 October 2008. Service charges currently stand at £57.82 per annum (£4.82 per month) for common electricity and garden maintenance, and £18.18 per annum (£1.52 per month) for common area window cleaning. We will not be in a position until later on this year to provide an estimate of next years costs.

We welcome your views on this policy. We will run a further article in our December 2008 newsletter indicating how much our proposed service charges will be for the year 2009/10. Like the rent increase new service charge costs will be applied from 28 March 2009.

Please contact Ali as soon as possible, but no later than 1 October 2008 with any comments or views. Where possible we will incorporate ideas into our revised policy. An opportunity to discuss our Service Charge Policy with our staff is also available at our forthcoming tenant's conference on 28 October 2008. All tenants will be given a leaflet outlining the policy and given an opportunity to provide written feedback.

Parking in marked areas for emergency vehicles

In some areas of our stock residents have been parking in areas marked for emergency vehicle access only. It is imperative that these areas are kept clear to allow ambulances fire brigade and Police access in an emergency. We ask that this practice cease in order that these areas can be kept clear for their intended purpose. The areas are generally marked with a yellow or white criss-cross pattern.

The credit crunch - some help to see you through!

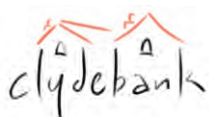
No doubt most people will have heard of the above term, which is frequently being used in the media to describe the current economic situation in the UK. Many of us are seeing the cost of living increasing, in particular energy bills and foodstuffs. In turn this situation puts more pressure on other living costs, with most of us feeling the hit in our pockets. In this situation it may be tempting for some to miss the odd bill or rent payment, however this can very quickly mount up and in the end compound the situation. Missing your rent for example can lead to court action and can put your tenancy at risk.

Clydebank Housing Association has many partner agencies that offer advice and assistance on areas such as debt advice, maximising income, help with benefit claims and forms, and many other areas, which can help reduce the burdens on tenants who may be feeling the squeeze. We also offer in house assistance to tenants experiencing difficulty in paying their rent at any stage or level. A simple telephone call or visit to our office is all that is required to set the ball rolling.

The key to success with almost all of these services is letting us know about any problems as early as possible. The worst decision anyone can make is simply to avoid payment and not advise anyone of this. If any tenant is currently experiencing difficulty in paying their rent please contact us so we can assist you, either directly or through referral to one of our partner agencies. Please do not bury your head and make a decision not to pay. Not paying your rent puts your home at risk.

Communal door entries

This is an appeal to residents across our housing stock living in flats with communal entry systems. Please do not allow unknown persons into the flats. The Association has received a high volume of notifications of vandalism, litter and noise lately. Almost all of these complaints can be attributed to residents allowing entry to persons who have no reason to be in the communal areas. Please do not allow anyone in unless you know his or her identity and/or are expecting the visit. Residents are reminded that door entry handsets can be switched off to avoid unwanted or nuisance calls. This simple action will ensure the safety of residents and reduce the problems highlighted.



ADVERTISING FEATURE

Promoting race equality in West Dunbartonshire

West Dunbartonshire Council is currently reviewing its Race Equality Scheme, which sets out how it will meet its legal duties to:

- eliminate unlawful racial discrimination and harassment
- promote equality of opportunity
- promote good relations between people of different racial groups

WDC is committed to providing high quality, best value services to all members of the communities it serves. This includes promoting awareness of and ensuring access to services. As part of the review of their strategy they must consult with BME communities in West Dunbartonshire and would like to reach all parts of the community.

Whilst the area has a relatively small percent age of Black & Minority Ethnic population - less than 1 percent, this is a changing picture with new migrants coming into the community, and there are larger concentrations within some areas. There are also people from BME communities who work in the area but do not necessarily live here and some gypsies/ travellers passing through or settled in the area, including those living on the site at Dennystown Forge.

There are a number of groups set up including the Asian Women's Group, Ethnic Minority Association and the Gypsy Traveller Action group. These groups will be consulted in the development of this scheme and there is also wider consultation via our Citizens Panel, and we are trying to set up a focus group in September 2008 to feed into the review of the scheme.

If you are interested in finding out more about our Race Equality Scheme, any of the above groups, or in being part of a focus group, please contact:

Suzanne Greer, Policy & Development Officer,
Policy Unit, Chief Executives Department,
West Dunbartonshire Council, Council Offices,
Garshake Road, G82 3PU.
Tel: 01389737386, or email

Suzanne.greer@west-dunbarton.gov.uk.

Wee Chitchat For 8-15 year olds only!

Many thanks to all who completed our June Wee CHITCHAT question. The slip of Lauren Watson of Linnvale was picked from all correct entries. Lucky Lauren received a voucher for a Junior Double Practice Session at ScotKart Indoor Kart Racing in Clydebank!

For September's competition we have 2 tickets for the Disney High School Musical - The Ice Tour on Sunday 21 December at Braehead Arena. Simply find the answer to our question below from within this newsletter, complete the entry form and return to us by Wednesday 22nd October.



Disney High School Musical Competition September 2008

Question: "How much money did our Depute Director, Sharon Keenan raise for Cancer Research?"

Answer: _____

Name: _____

Address: _____

Age: _____

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

Wee Chitchat

September 2008

ChitChat

Clydebank Housing Association Emergency Numbers

Only to be used in
an emergency

Gas central heating emergencies
(including CHP breakdowns
in Radnor Park):

***0870 242 5037**

All other emergency repairs:
0845 6123 160

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



Cut Out and Keep

*Please note this is a new number

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 Alison Mailey 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.

Office Hours

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

Friday 26 September and Monday 29 September (September Weekend)

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 DECEMBER 2008



clydebank housing association

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Clydebank G81 1BL

Telephone: 0141 941 1044

Fax: 0141 941 3448

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Scottish Charity No. SC 033962

Registered in Scotland at the above address



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