

ChitChat



We wish all our tenants and residents a Merry Christmas and a Prosperous New Year!

Festive Holiday Closure: Our office will close on Friday 24th December 2010 at 12.30pm and re-open on Thursday 6th January 2011 at 9am.

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www.clydebank-ha.org.uk


clydebank housing association



General News



Homeless International Hours Pay Campaign

On World Habitat Day, this year falling on 4th October, we asked our staff to donate an hour of their pay for this years Homeless International campaign.

Many staff contributed and £146.80 was raised. The staff have now contributed to this scheme for 14 years.

The money helps to support the poorest families in Asia and Africa in developing their own solutions to poverty and in particular to housing. More information can be found at www.homelessinternational.org

Staff News

Our Maintenance Assistant Ester's Beautiful Baby Girl, Elodie was born on 29th September, weighing 8lbs 12oz. Well Done Ester!!



Photo: Elodie

Wee ChitChat Competition

For 8-15 year olds only!

For our Festive wee ChitChat competition, three tickets to The X Factor Live 2011 at the SECC Clyde Auditorium on Saturday 2nd April at 2.30pm can be won. Simply find the answer to our question below from within this newsletter, complete the entry form and return to us by **31st January 2011**.



Question:

How much money did CHA raise for Homeless International's Hours Pay 2010?



Answer:

Name:

Address:

Age:

Rule – you must live in the house you put down as your address.

CHA Good Neighbour Awards 2011



Entry is simple. Complete and return the comment slip with your details and the details of the neighbour you would like to nominate for the award and the reason why you have chosen them.

Entries will be gathered from now until 31 March 2011. The winner will be chosen by members of our Management Committee and will be presented with an award and prize at our next AGM & Social Event in June of next year.

Examples of being a good neighbour are things like your neighbour checking on your house when you're away on holiday, taking parcels for you when you are out or maybe just popping in to see how you are!



CHA Good Neighbour Award 2011 Entry Form

Name:

Address:

Postcode:

Please give details of your Good Neighbour including name, address and the reason you think they deserve to win the CHA Good Neighbour Award 2011.

Project81



Over the course of the October school holiday week, more than 55 local young people took part in various sports including mobile climbing wall activities, provided by Terminal One Youth Centre and bmx and skateboarding, provided by Unit 23 Skatepark. Some of the young people designed and painted a mural for the Community Allotments planned at Centre81. There were also DJ lessons and urban arts workshops, streetdance, breakdance and Capoeira (Brazilian Martial arts) classes.

We really appreciate the funding from BBC Children in Need which allowed this worthwhile programme to go ahead.

Below are some comments the young people made about Project81:

'I can't wait to come to do the other stuff'

'The climbing wall was awesome'

'I learned stuff that I couldn't do before'



Photos:

1. BMXing with Unit23 Skatepark

2. Whitecrook Community Allotments Mural

3. Graffiti Art/Spray Workshop

4. Arts Workshop

5. Mobile Climbing Wall

We gratefully acknowledge support from Centre81 funders:





Housing Management

Performance April 2010 to September 2010

The table below shows performance in some of our most important Housing Management functions for the year to date. As can be seen, we continue to operate within our targets and

are performing at a high level in all 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 1 Apr '10 – 30 Sept '10	Year end Target March 2011
Maximum rent loss on vacant properties	0.15 % of annual rental income	0.9 % of annual rental income
Non-technical arrears, excluding housing benefit (current tenants as % of annual rent receivable)	0.87 %	1.15 %
Number of calendar days to let a property	13.4 calendar days	18 calendar days
Processing of housing application forms	6 calendar days	15 calendar days
Investigating neighbour complaints	Cat A 100 % within timescale Cat B 83 % within timescale* Cat C 100 % within timescale Overall 97 % within timescale	Cat A (Extreme) 1 working days Cat B (Serious) 10 working days Cat C (Dispute) 15 working days

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

Shaping West Dunbartonshire's Future

Scotland's biggest population count, the 2011 Census, is set to take place on Sunday 27 March next year and work is already underway in the West Dunbartonshire area to ensure that everyone is counted.

The census enables people across West Dunbartonshire to send a message to government and businesses about the services they and their community use, now and in the future.

Census questions ask about our circumstances – for example, age, health, accommodation. While personal details are kept confidential for 100 years, the statistical information generated provides the basis for properly planned and funded services such as health, education and transport, in the area and Scotland as a whole.

Stewart Gibson, Census Regional Manager for Stirling and East and West Dunbartonshire said: "I am a publicly minded person, interested in Scotland's development and the advancement of its people. I am keen to help deliver an effective census in my region in order to give decision makers the statistics they need to plan future services".

As one of the biggest logistical undertakings by the public sector in Scotland, the census will see questionnaires delivered to around 2.5 million households. The completion of the census questionnaire is required by law and everyone needs to be included.

As part of his role, Stewart is responsible for the recruitment and training of nine district managers, 27 team leaders and 304 census takers (enumerators) in Stirling and East and West Dunbartonshire.



Photo: Stuart Gibson

Ecars



Only £5 per day. Why not pick up your Christmas shopping in one of our electric cars. Charging stations available at Braehead and St Enoch Centre car parks.

Further details on Scotland's Census can be found at: www.scotlandscensus.gov.uk

Payment of rent up to and over the festive season

It's that time of year again, Christmas! We appreciate that this can be an expensive time, however we remind all tenants to ensure that they have budgeted to pay their rent up to and over the festive season.

The Association does not offer any rent free period, and there is no provision within your tenancy agreement to miss rent payments to pay for Christmas presents! All rents are payable in full and on time. Action will be taken against tenants who fail to pay their rent without our agreement. Not paying your rent can put your tenancy at risk.

As is the situation throughout the year, if any tenants are struggling to make a rent payment they should contact their Housing Assistant as a matter of urgency. We are here to help you, and our staff are trained to provide debt advice and assistance. All cases will be dealt with in a sensitive and confidential manner. Simply choosing not to pay or not to contact us will result in action being taken.

Rent reconciliations



In order to ensure that each and every one of our rents are calculated in the same way, the Association will be undertaking an exercise to bring all rents into line with our rent setting policy based on the size, design and feature of the property.

In carrying out this exercise, we will ensure that no rents are disproportionately affected and moreover that all rents remain affordable. All tenants who will be affected by this process will be contacted directly as well as through future editions of ChitChat.

Rent Policy and Rent Increase

2011 – 2012

As reported last month, we are due to review our rent policy in January 2011. As part of the process we will decide on how much of a rent increase will be applied on 28 March 2011. Any proposed increase will ensure our management and maintenance costs are met. This means we will only charge tenants the rent we need to deliver our services, as well as maintain your homes. Our rent setting policy is open, fair and transparent and our rents are amongst the most affordable in the district in comparison with other Housing Associations and the Council.

We have assessed our likely costs for the next year, and based on this we need to set a rent increase of between 2% & 3.5%. This is the minimum increase required to continue to cover our management and maintenance costs.

If you have views on how we set our rents or have any ideas that you feel would be useful to this exercise. We urge you to contact us and get involved! For example you may feel that tenants should be charged more rent if they live closer to the shopping centre, transport links, or similar. If you wish to comment or become involved please contact our Communications Officer, Ali Mailey no later than Friday 14 January 2011.

Service charges

2011 - 2012

This policy is also due for review in January 2011. Service charges are necessary to meet the cost of providing services associated with your home, such as common electricity supplies for closes, maintenance of common garden/landscaped areas, and in some areas the cleaning of communal windows.

We are keen to involve tenants in the kind of services we provide, for example if the majority of tenants in an area wanted common close cleaning we might be able to facilitate this. The cost of the service would be charged to the tenants who receive it, and will reflect the actual costs of providing the services.

If you have any ideas for services or regarding the service charge policy itself, we would like to hear from you. If so, please contact our Communications Officer, Ali Mailey, no later than Friday 14 January 2011.



Maintenance

Radnor Park

The contract to renew all 14 lifts at the multi-storey flats is now complete. We would like to thank all residents for their patience during the disruption to the service and we will shortly be issuing a satisfaction survey to get your views on the contract. Your feed back would be appreciated.

Attic Insulation Upgrade

We have completed surveys of all the attics in the tenemental properties and plan to start upgrading the insulation early in the New Year.

Annual Gutter Cleaning / Roof Condition Surveys

The annual gutter cleaning contract is underway. Our contractor, Contract Roofing, also reports on the condition of each roof and any repairs which are required will be carried out in January, weather permitting.

Emergency Repairs

During the festive period emergency repairs, including CHP breakdowns at Radnor Park, should be reported to the McDougall Group on the following number:

0845 6123 160

Examples of emergency repairs are:-

No heating / hot water, fire, break-in, broken windows.

You can also phone the emergency number for a choked toilet or blocked waste pipe but you should be aware that the cost of this may be recharged to you if the blockage is found to be caused by negligence on your part. We would recommend that you attempt to clear any blockages yourself before calling the emergency number.

Gas leak

Turn your supply off at the meter and open windows. Phone Scottish Gas Networks on **0800 111 999**

No electricity

Check if your neighbours have been affected and if so contact Scottish Power on **0845 2727 999**

No cold water supply

Check that the stop cock at your mains supply is turned on. Check with your neighbours to see if they have a supply of cold water. If they do not, contact Scottish Water on **0845 600 8855**

If in any doubt about a repair, phone the emergency number for advice.

All non-emergency repairs should be reported at the office on or after 6 January 2011.

Performance

April – September 2010

Priority	Repairs	Within Target	% Within Target	Pre-Inspected	% Pre-inspected	Post-inspected	% Post-inspected
Date Specific	353	348	98.58	7	1.98	31	8.78
Emergency	232	231	99.57	1	0.43	5	2.16
Routine	398	391	98.24	77	19.35	51	12.81
Urgent	690	679	98.41	26	3.77	43	6.23
Void Work – Major Repairs	15	15	100.00	15	100.00	15	100.00
Void Works – Rechargeable	40	40	100.00	40	100.00	40	100.00
Void Works – Routine	147	147	100.00	146	99.32	147	100.00
Grand Total	1875	1851	98.72	312	16.64	332	17.71

Have a safe and secure **Happy Christmas** from the Maintenance Department

Radnor Park Clear Out Days



**In partnership with West Dunbartonshire Council,
we have arranged two Community Clear Out Days!**

On the following dates, the Association will be providing an 8ft x 18ft container (large skip) from 8.30am to 2.30pm, to each of the locations listed below

Wednesday 19th January 2011 - 8.30am - 2.30pm

1. Rear of Castle View, to also accommodate Lennox View tenants
2. Rear of Lusset View, to also accommodate Erskine View tenants

Thursday 20th January 2011 - 8.30am - 2.30pm

1. Rear of Cowal View, to also accommodate Lomond View tenants
2. Rear of Leven View

The days will provide you with a perfect chance to get rid of all those unwanted items in your cupboards and cage area...for free!

For more information on the clear out days or to book assistance on the day, contact Ali at the office.



Photo: 2009 Clear Out Day



Photo: 2009 Clear Out Day

Please don't let strangers into the blocks

Radnor Park Multis Tenants and Residents Association asked us at a recent meeting, to once again remind residents not to let anyone they don't know into the blocks. If you are in doubt of the identity of any caller, for example, a contractor, ask for their office telephone number and call there to confirm, or contact the Association. If they are legitimate, they won't mind waiting.

CALENDAR 2011

JANUARY

M	T	W	T	F	S	S
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03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

FEBRUARY

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28						

MARCH

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APRIL

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					03	04
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MAY

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02	03	04	05	06	07	08
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30	31					

JUNE

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JULY

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AUGUST

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SEPTEMBER

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OCTOBER

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31						

NOVEMBER

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DECEMBER

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26	27	28	29	30	31	

Public Holiday Closure

Staff Training Closure (am only)

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.

OTHER USEFUL NUMBERS

Strathclyde Police 0141 532 3300

Clydebank Health Centre 0141 531 6400

Citizen's Advice Bureau 0141 951 1778

Social Work out of hours service 0800 811 505

West Dunbartonshire Trading Standards 01389 738 552

Gas Emergency Services, in the event of gas escape 0800 111 999

ScottishPower, in the event of loss of power 0845 27 27 999

Scottish Water, in the event of blocked drains outside property 0845 600 8855

EMERGENCY NUMBER

0845 6123 160

Only to be used in an Emergency

Remember you can catch up on all our news on our website at

www.clydebank-ha.org.uk

YOUR NEXT CHITCHAT WILL BE DELIVERED IN MARCH 2011.

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

Please re-cycle this newsletter.

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



Clydebank Housing Association Ltd

77-83 Kilbowie Road

Clydebank

G81 1BL

Tel 0141 941 1044

Fax 0141 941 3448

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