



ChitChat

We wish
all our tenants
a Merry
Christmas

and a
Prosperous
New
Year!

**Festive
closure**

Our office will close on Friday
21 December 2012 at
4.00pm and re-open on
Friday 4 January 2013 at
9.00am.

Emergency numbers
are available on the
magnetic calendar on
the back page, our office
answering machine and our
website as usual.

www.clydebank-ha.org.uk

0141 941 1044

This issue in pictures...



Our 7th Tenant Conference

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Staff Wear it Pink for Charity

pg 5



Tenant Wins £100 Prize Draw

pg 6



Spooky Fun at Centre81

pg 12



**Two £50 vouchers up for grabs
in our 50th edition competition**

pg 13

NEWS

POLITICIANS PRAISE HOUSING ASSOCIATIONS

at SFHA Reception

The newly-appointed Minister for Housing and Welfare, Margaret Burgess joined a stellar line-up of speakers from all the main political parties who praised the work of Scotland's housing associations and co-operatives at a packed reception for the sector in September. The annual Scottish Federation of Housing Associations (SFHA) event, held at the Scottish Parliament, was entitled 'Investing in the Homes for Scotland's Future'.

Sharon Keenan, Depute Director, and Sinéad Boyle, Communications Officer, joined committee and staff members from housing associations

and co-operatives across Scotland to raise awareness of our work and concerns with MSPs and their staff in Scotland's Parliament.

Margaret Burgess, Minister for Housing and Welfare said, "For me housing is not just about bricks and mortar, it's about the people that live in them, about communities. Housing associations provide services to some of the most vulnerable in our society. We share the SFHA's concerns that the benefit reforms will have a serious impact on tenants... Housing is a priority for this government."

Sinéad and Sharon promote CHA at the Parliament



CHA Re-appointed as Property Factor!

Over the course of 3 days and 4 evenings, our factoring staff held a total of 116 meetings with owners.

The purpose of these meetings was to allow owners the opportunity to vote on the re-appointment of the Association as Property Factor for their block and/or estate.

This exercise was prompted by the introduction of the Property Factors Act 2011, which came into force on 1 October 2012.

Although this new legislation did not require us to take this course of action, we decided to use the opportunity to engage with owners to find out whether or not they were happy for us to continue in our role as Factor.

We are absolutely delighted to report that of the 114 blocks and 2 estates that were asked to vote on this issue, only 5 blocks (a total of 12 owners) took the decision to self-factor (ie. look after their blocks themselves) rather than re-appoint the Association. We must be doing something right!

We will now continue as Property Factor of these remaining 109 blocks and 2 estates for the next 5 years, after which we will repeat the re-appointment process.

Further information will be available to our owners in the December Owner Occupier newsletter.





Tenant Conference Success!



On 2 November, we held our 7th Tenant Conference in our fantastic regeneration centre, Centre81.

Many tenants attended this all day event to find out about welfare reform and the Scottish Social Housing Charter and the impact of both on tenants.

The day started off with Tom Winter, our Chairperson, introducing a play created by local group Mental Health in Mind, which provided an interesting and thought provoking look at money matters through the eyes of someone with mental health issues. After a workshop of their choice, tenants then enjoyed a hot lunch, a browse of stalls and many met with the Centre's community chickens!

Another workshop choice followed, one of which involved taking part in a life size game of snakes and ladders, provided by the Clydebank Independent Resource Centre, to demonstrate how changes in circumstances can affect a person's life.

Comments from the evaluation forms received were very positive and our staff enjoyed another opportunity to meet with tenants.

We'd like to thank all the stallholders shown below for coming along to our event.



NEW INITIATIVE SET UP TO REDUCE ANTI SOCIAL BEHAVIOUR

A new local initiative has been set up in the area aimed at reducing anti social behaviour in Whitecrook.

This work is being undertaken by the Whitecrook Community Council in partnership with West Dunbartonshire Council's licensing and Anti Social behaviour teams and local business operators.

The first phase of this work is to attempt to limit children and young person's getting access to alcohol via agent purchasing.

Agent purchasing, or proxy purchasing as it is also known, is the process of adults purchasing alcohol on behalf of persons under the age of 18.

Should you be asked to buy alcohol on behalf of a child or young person you should be aware that this is an offence which attracts a fine of £5,000 and three months custodial sentence.

Residents may feel that there is little harm in buying a carry out for young people; however the antisocial behaviour which often occurs when groups of young people get access to alcohol causes misery in the community.

Should you be aware of anyone who buys alcohol on behalf of children you should report this immediately to Strathclyde Police on 0141 532 3300 or you can contact Crimestoppers on 0800 555 111. Residents can contact the Council's Anti Social Behaviour hotline on 01389 772048 to report anti social behaviour.



NEWS

CONTINUED

Aged 16-18? Up for a challenge...

...which provides a weekly allowance of £72.50 and a chance to learn new skills? Then your community needs you!

Participate in the Inspiring Scotland Action for Children Challenge and get painting and decorating skills and more.

Location: Central Clydebank

When: January 2013

Hours: 9.30am – 3.30pm,
Monday – Friday

Duration: 6 weeks

Contact Skills Development Scotland to register an interest:

Contact name: Laura McCormack

Telephone No. 01389 743141

E-mail: laura.mccormack@sds.co.uk



Our 2012 Painting Challenge Team



Price Reduction on Shared Ownership Property

125 Dumbarton Road, Flat 2/1, Clydebank

- The available flat is a one bedroomed, second floor flat.
- Extras to be included: washing machine, cooker, fridge/freezer, fitted units in bedroom, tiled bathroom, laminate flooring.
- Flexible viewing arrangements.
- The share offered for sale is 50% at a **new lower price** of £32,500 or nearest offer. Rent for the remaining 50% is currently £111.33 per month from 28 March 2012 for 2012/2013. Rent is reviewable annually on 28 March (next due on 28 March 2013).

For further information, an application form for our shared ownership reserve list or for an appointment to view, please contact Michael at the office.



We've included our annual calendar on the back page with a handy magnetic strip attached if you'd like to keep it on your fridge



COMMITTEE NEWS

MSP Congratulates Chairperson

We were delighted to hear that Gil Paterson MSP has laid down a motion in Parliament to congratulate **Tom Winter**, Chairperson, pictured left, on his recent award in Governance of Housing Associations.

Tom received the customised award, assessed and accredited by the Scottish Qualifications Authority, after a year of home study.



STAFF NEWS



We Wore it Pink!

In aid of the Breast Cancer Campaign, many of our staff (some pictured) donated £2 to wear something pink to work. We raised over £40 (not including giftaid), to help in the fight against breast cancer. More information can be found at www.wearitpink.co.uk.

16 Years of Support to Homeless International

During World Habitat Week, falling in October each year, we ask our staff if they wish to donate an hour of their pay for this Homeless International campaign. Many staff contributed and raised £171.84, added together to the match funding agreed by our Management Committee, we raised a grand total of £343.68.

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 Changes

Fiona White, our Finance Officer, is due her first baby in January. Fiona, who has been with the Association for 19 years, has just started her maternity leave and will return in August 2013. The majority of Fiona's cover is being provided by **Michael McLaughlin**.

We would like to take this opportunity to wish Fiona and David all the best for this exciting event.

Janet Dunphy, Senior Admin Assistant, has successfully completed her first year of studies towards her HNC in Accounting at Clydebank College and is now well on her way to completing her second and final year of studying. We wish her well.

We welcome **Heather MacLeod**, who was previously based at our Social Economy Centre to our registered office at 77-83 Kilbowie Road.

Heather will now be working in the Finance & Admin Section and is still the main point of contact for CHA Power account customer enquiries.

Fiona Campbell was covering for our Housing Assistant Diane Calderwood's maternity leave. Sadly we have had to say goodbye as Fiona has moved on to a Housing Officer post with another housing association. We wish her well in her new job and thank her for all her hard work during her time at CHA!

We also thank **Chibuye Ngosa** for the help she provided to our Maintenance Department when the team required temporary cover.

In September we welcomed **Charlie Kane** who has joined the caretaking team at the Radnor Park multi-storey flats on a temporary basis.

We welcome **Carolanne Stewart** as Community Garden Co-ordinator based at Centre81. We were delighted to secure funding to provide Carolanne with this part-time position until March 2015. See page 10 for more information.



HOUSING MANAGEMENT

Paying Your Rent Over the Festive Season

We all know that this time of year can cost a fortune. Whilst we do not want to put a dampener on anyone's Christmas, we remind our tenants that payment of rent over the festive period is still a requirement.

Clydebank Housing Association does not operate any rent free period(s) and there is no scope to stop paying in order to accommodate the cost of the festive season. Payment of rent is part of your tenancy agreement and action will be taken against those tenants who miss payments.

If you are experiencing difficulty paying your rent at any time of the year please contact your Housing Assistant at the office. Don't delay in doing this as we regularly look at rent accounts and take action against tenants who have failed to pay. We will not give you a hard time or make you feel bad about failing to pay, we will talk things through with you and so long as you have a valid reason for failing to pay and show a willingness to rectify this, we will give you as much help as we can to address your rent arrears. This includes arranging specialised debt advice and income maximisation for those who need it. Tenants who simply miss payments without valid reasons will however face action. Not paying your rent puts your home at risk.



DO YOU OWN A SMARTPHONE?

(An iPhone or android device)

Our rent payment facilitator Allpay has launched a new 'app' which can be used for paying your rent. This offers an up to date and convenient method for all smartphone users to pay. Simply go into your app store/market and search for Allpay!

THANK YOU!

Rent Affordability Study

A huge thank you to all tenants who took part in our recent rent affordability study. Management Information Scotland undertook the survey on our behalf and interviewed almost 200 tenants.

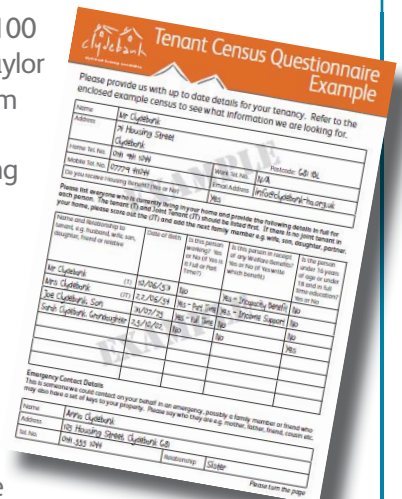
The study showed that our rent is affordable to a vast majority of our tenants with 89% of those surveyed passing the affordability test. This figure is encouraging given the economic climate of the last few years where wages have risen less than the cost of living. This survey result will be referred to in our rent policy for the next three years.

Tenant Census

A big thank you to all those who returned their Census form. We received a massive 541 completed forms which represents a 50% response rate.

The lucky winner of our £100 Asda voucher was Tony Taylor of Linnvale. Tony said, "I'm delighted. I haven't won anything before. I'm going to use it to stock up on plenty of groceries".

We still need your information so please return your form if you haven't already done so. We will be carrying out a follow up exercise over the next few months for tenants who have not completed and returned this important form.



Joe Farrell presents voucher to lucky winner Tony Taylor



UPDATE



Rent Policy Review/Rent Increase/Service Charges 2013-2014

As reported in September's ChitChat, we are currently reviewing our rent policy and this will be presented to our Management Committee in January 2013 for approval. As part of this process we will also decide on how much of a rent increase we will apply on 28 March 2013.

Any proposed increase will ensure our management and maintenance costs are met. This means we will only charge tenants the rent that we need to manage and maintain their 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 apply a rent increase of between 2.5% & 3.5%. This is the minimum increase required to continue to cover our management and maintenance costs.

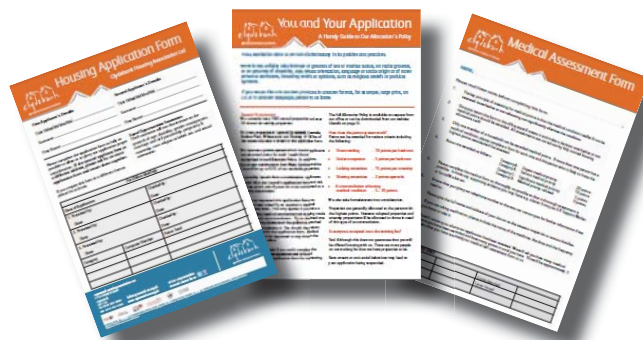
We are also reviewing our service charge policy. Currently our service charge for common grounds maintenance and common electricity is set at £72.89 a year (£6.07 a month). Like our rent policy, we will only ever charge the necessary amount to provide these services. We have looked at our projected costs for the next year and the new service charge is likely to be set at £75.96 a year (£6.33 a month). This represents an increase of 4%. Some of our closes also enjoy common area window cleaning, the cost of which will rise from £19.64 a year (£1.64 a month) to £20.42 a year (£1.70 a month).

As always we are keen to involve tenants in these policy reviews. We issued questionnaires at our Tenant Conference in November and would like to take this opportunity to thank those who took the time to complete and return these forms. The information we receive is invaluable to us and where possible any ideas or suggestions will be included in our policies.

If you have views on how we set our rents or service charges 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. You may feel that your close could benefit from common close or window cleaning or even a service we haven't thought of! The only criteria we have is that all services must be covered by Housing Benefit legislation where applicable. Tenants who pay full or part rent would be responsible for paying the cost on top of their rent for any extra services we provide.

New Housing Application Pack Launched!

We have recently redesigned our Housing Application pack. The application form has been made more user friendly by including a number of sections which were previously separate inserts. This makes the form easier to complete for our applicants and has also helped streamline the application for input to our computer system. We launched the new pack at our November Tenant Conference and it is available now to all new housing applicants and tenants seeking a transfer!



You can get an application pack:

- 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 process applications returned by fax or where an original signature is not present.

If you wish to comment or become involved, please contact our Communications Officer, Sinéad Boyle, or our Housing Manager, Joe Farrell, no later than Friday 18 January 2013.



HOUSING MANAGEMENT

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 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.

Will you be affected?

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 from April 2013.

You will also be responsible for ensuring that your rent is paid to us as the option to have your Housing Benefit 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.

Our Performance in Housing Management April 2012 to September 2012

The table below shows our performance in various Housing Management functions for 1 April 2012 to 30 September 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 30 September 2012 | Target to 31 March 2013 |
|---|---|--|
| Maximum rent loss on vacant properties | 0.3% of annual rental income (this is a projected year end figure). Current void loss is 0.18% | 0.9% of annual rental income |
| Non-technical rent arrears (current tenants as % of the total annual rent receivable) | 0.84% | 1.1% |
| Number of calendar days to let a property | 13.9 calendar days | 15 calendar days |
| Processing of housing application forms | 8.2 calendar days | 15 calendar days |
| Investigating neighbour complaints | Category A - 0 received Category B - 5 received - 100% within timescale Category C - 30 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 |

MAINTENANCE UPDATE

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 2013, weather permitting.

Painterwork

Our contractor, Bell Group, is undertaking a programme of cyclical painterwork. They are currently working in some of the common areas at the multi-storey flats and will be moving on to the tenemental properties in the New Year.

We are preparing colour charts for the tenemental properties and will be liaising with tenants/owners shortly to consult on colour choices for closes.

Radnor Park Flats

Foyer Lighting

As previously reported, we replaced the foyer lighting at Cowal View with new LED fittings. Feedback from tenants has been very positive and we have now arranged for these new fittings to be installed in the foyers at all blocks.

Service Entry

We asked for your views on altering the service entry times. No feedback was received and we will now discuss this further with Radnor Park Multis Tenants and Residents Association.



MAJOR REPAIRS UPDATE

Our renewal programme of kitchens, bathrooms and central heating systems is ongoing and all works in the current contracts will be completed by the end of March 2013.

Our Maintenance Performance April 2012 to September 2012

| Category of Repair | No. of Repairs | Completed within Target |
|-------------------------------------|----------------|-------------------------|
| Date Specific (by appointment) | 640 | 99.22 % |
| Emergency (within 4 hours) | 72 | 98.61 % |
| Urgent (3 days) | 422 | 97.63 % |
| Routine (10 days) | 517 | 99.03 % |
| Void Works - major (15 days) | 6 | 100 % |
| Void Works - rechargeable (10 days) | 45 | 100 % |
| Void Works - routine (10 days) | 153 | 100 % |

Winter Advice

Ready Scotland (www.readyscotland.org) is a Scottish Government website providing advice on what to do to prepare for and deal with emergencies.

It provides advice on winter weather, utilities, flooding, flu, terrorism and much more. You can also contact them on 08457 741 741 or 0131 556 8400.



CENTRE81 UPDATE

Did you know we own and manage Centre81, a fantastic regeneration and community facility in Whitecrook?

Throughout the week, the centre runs IT, confidence, pre-access and keep fit classes, activities for young and old and much more. The centre also has a café and a community garden.

Check out what's happening...

New Community Garden Co-ordinator



Carolanne Stewart

A Community Garden Co-ordinator's post has been fully funded by the Scottish Government's People and Communities Fund (PCF) and was specifically secured in relation to the volunteer garden co-ordinator, Carolanne Stewart who has already carried out brilliant work in this capacity. This Clydebank Housing Association post allows Carolanne to be employed on a part time basis until March 2015 and will involve holding community garden advice workshops, primary school visits, creating garden packs, advice to tenants and residents and of course, maintaining the garden and looking after the chickens. Carolanne will continue to work in close partnership with the Whitecrook Community Garden Group.

Garden Wins Award

NEWS JUST IN: The Royal Horticultural Society and Beautiful Scotland were proud to present Whitecrook Community Garden with an 'Outstanding' Award in the 2012 'It's Your Neighbourhood' category.



Christmas Fayre @ Centre81

On Saturday 24 November we held our very first (but not last!) Christmas Fayre. We raised funds of over £500 for our 'Community Pot', which will help us to provide activities/events for older people and children. Everyone who attended had lots of fun.

Santa Claus paid us a visit and the children were all very excited to see him! The adults were treated to a complimentary delicious mulled refreshment, while they checked out all the goodies for sale on the stalls; homemade cakes and jams, yummy Indian food, jewellery, African jewellery & gifts, ceramics, Christmas cards and gorgeous Christmas decorations. CAOS were face-painting and bauble decorating and the girls from Clydebank Housing Association sold hot chocolate, homemade soup and tea & coffee - just the thing to warm up the locals on a winter's afternoon.



Ali Mailey, Centre Co-ordinator

Everyone enjoyed the Community Christmas Spirit. Thank you to everyone who helped on the day and to Clydebank East Community Council for their generous donation and all staff at CHA for their Christmas hamper donations.





JUST SOME OF THE PROJECTS AND CLASSES GOING ON AT CENTRE81...

Just come along - no need to book

Health & Movement 55+

Keep fit and dance for the over 55's.
Tuesdays from 1-2pm and Thursdays from 11-12 noon.

Health & Movement

Ladies Keep Fit Wednesdays from 10am-11am.
Gents Keep Fit Wednesdays from 11am-12 noon.

Working 4U with Community Learning & Development

The Working 4U employability satellite meets every week and has two workers present offering guidance and practical support to get people back into employment. At this drop-in service, help is given with IT skills, organising job searches, producing CVs, preparing for interviews, advising on additional learning where required. Working 4U, 10am – 12 noon on Fridays at Centre81.

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!

Stop Smoking Drop-In

Want to stop smoking? Why not get some support and come along to the Smoking Cessation Drop In on a Thursday night from 6-7.30pm? No appointment necessary.

Call 533 7070 or the no. shown to book

ITC Classes

Basic, Intermediate & Advanced (with Clydebank College). Starting end of January/early February 2013.

Digital Friends

Learn the basics of computing at your own pace in a friendly environment. Digital Friends, Mondays at Centre81 from 12.45pm-2.45pm.

Self Awareness/Confidence/New Horizons with Community Learning & Development.

New Horizons is a work club for people who are further removed from the job market and need confidence building, advice on presentation and help with job searches. Starting early in the New Year.

Evening English Classes for Speaker of Other Languages

with ISARO Social Integration Network – please call 07824 707 058 or email isarosocialnet@gmail.com for more information.

Funding Update

We are delighted to announce that CHA was successful in securing funding from the Scottish Government's People and Communities Fund for the next 3 years.

We are also thankful to Clydebank College, West Dunbartonshire Council Community Learning and Development (CL&D) and Youthbuild for their "match funding" in the form of tutor provision and funding towards some of the activities.

Classes and activities started in September and have already proved to be very popular.



Scan with your smartphone to visit our website



CENTRE81 UPDATE CONTINUED

Halloween Zombie Walk

Over 60 local children (& some mums and dads) took part in the 2nd Halloween Zombie Walk organised by Whitcrook Community Garden Group, Carolanne Stewart, CAOS and Centre81. After the spooky walk, the children enjoyed a Halloween Disco at the Centre. Specials thanks to CAOS, Big Bird (aka Carolanne Stewart) and Captain Jack Sparrow (aka John White)! Thank you to Owen McGuigan for the photos.



October Week Holiday Workshops

During the October school holidays, Clydebank Housing Association and Community Arts; Open Space (CAOS) joined forces to provide a programme of arts activities for local primary 2 - 7 pupils. The workshops took place in Centre81, in the youth and art rooms.

The project was very well attended with 40 young people coming along in total. Every workshop began with interactive, relationship-building drama games as the children came from a variety of local primary schools so it was important to run activities that ensured that the young people got to know one another well and new friendships were created. The young people then split into two groups and swapped over activities.

The young people explored Halloween related improvisation and storytelling activities in the drama room and made bats, learned to face-paint, used special effects make-up, made felt Halloween pieces and designed their own characters from salt-dough in the art room. CAOS had a Young Volunteer called Rhiannon Farry aged 14 assisting in every workshop. She wants to work with young people when she is older and is learning her craft under the supervision of CAOS' creative staff team.

Overall the October week was a great success and Centre81, Clydebank Housing Association and CAOS are looking forward to Easter when they will be running another holiday programme at the Centre. The programme will be for primary aged children in the morning and youths in the afternoon. Watch this space!



 To join our mailing list or register your interest, please call 0141 533 7070 and ask for Ali or Jean.

Classes and activities are added frequently. For an up-to-date diary, log on to our website (details at bottom of page).

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.

50TH EDITION FEATURE

ChitChat June 2001

Date Set for 16th Annual General Meeting.

The AGM will be held on **Thursday 21 June** at 7.00 pm. As usual, we are arranging in the main hall and refreshments will be served immediately after the business of the meeting and will end by 10.00 pm.

One of the new roles adopted at last year's meeting was that if a shareholder is absent from the AGM, the AGM will be held in the main hall and refreshments will be served immediately after the business of the meeting and will end by 10.00 pm.

Anyone who is unable to attend should contact the AGM Secretary on 0141 959 3601 or email agm@clydebank-ha.org.uk.

This Issue

- AGM Set
- New Housing Bill
- Maintenance News from the Residents at Radnor
- Overflows
- Maintenance Vehicle
- Washing on
- Emergency Repairs & Gas Safety
- Repair Costs
- Heating Upgrades at Linvale
- Gas Safety

ChitChat DECEMBER 2002

Lynx Care - There to Help You

Background

Lynx Care is a fully new community based and community-run company. It has set up to deliver a wide range of care and support services to the elderly and special needs residents of West Dunbartonshire.

Lynx Care employ knowledgeable, caring and experienced staff to provide enhanced care such as:

- Bathing
- Showering
- Changing beds, curtains, and other domestic tasks
- Cleaning rooms and windows
- Minor repairs

And much more.

The service provided by Lynx Care will not duplicate any other service on offer - if they think that Lynx Care and Clydebank or another agency could help you more, they will pass your details to them.

Tenant Participation

Unfortunately we got no response from you on our article on the Tenant Participation Strategy that was in the last newsletter. We would really like you to comment on our strategy please contact us if you wish to see it. It can be provided in a different format if you need it.

If you need these newsletters in any other formal please contact us.

ChitChat March 2004

What a Lift for Clydebank!

We have just entered into a 5-year partnership agreement with our lift maintenance contractor, Lift Maintenance Limited (LML). The approach will make sure that we achieve consistently good levels of service and value for money.

Lift Maintenance Ltd has made a commitment to work with us to encourage local employment and develop local skills.

Scott Williamson, Maintenance Manager of LML, stated: "It has always been our policy to recruit experienced staff, trainees or apprentices within the area of our contracts. Anyone interested in local recruitment opportunities should contact us on 0141 959 3601."

Property Services Manager, Chris Simm, said: "We look forward to continuing the partnership with LML. They have proved their commitment in terms of providing a good quality service and will now help us in our wider role to sustain the local community."

Wee ChitChat

Congratulations to the following winners of our December 2003 Wee ChitChat competition:

Nicola Cairney, Althea Ainslie, Ian Scullion, Dalton Ainslie, Helen Stewart, Andrew Stewart

Each of the winners, all from Linvale, got cinema tickets for the UCI in Clydebank and McDonalds vouchers. We like to thank McDonalds, Clydebank for the vouchers they provided.

This Issue

- What a Lift
- Wee ChitChat
- What an Experience!
- Clydebank Rebuild
- A Happy Customer
- Compensation
- Radnor Park News
- Community Week
- Close Security
- Money Advice
- Tenant Participation
- Staff News and more...

ChitChat June 2005

Attention All Shareholders! Annual General Meeting Reminder

Just a reminder to shareholders that our Annual General Meeting (AGM) will be held on **Thursday 20 June 2005 at 7.00pm** in the Radnor Park Hotel, Clydebank. Afterwards there will be a chance to socialise, have a drink and refreshments set. Each shareholder will receive a free raffle ticket and two free drinks vouchers as the above. Each shareholder's participation is welcomed to attend from 7.45pm for the social event.

If you need transport to the venue please see the AGM Secretary on 0141 959 3601 or email agm@clydebank-ha.org.uk.

2 tickets to see RSCy live at the SECCy

See Wee ChitChat on 29 June at 5.00pm and we'll get a staff member or taxi to collect you. Bookings at SECCy - check out our website on next year's AGM and event - to become a shareholder is simple and a daily dose of £10 for the membership. For more information, please contact the office.

This Issue

- Annual General Meeting
- Tenant Conference
- Gardening Competition
- Your Right to Repair
- Wee ChitChat
- Spotlight on Linvale
- Safety in Radnor Park
- Whitewick Regeneration Centre Progress
- Social Economy Centre
- Staff News ... and more

ChitChat September 2006

Tenant Conference

Don't miss out - this is a great opportunity to see our maintenance service.

Free transport for severely disabled - £500 private hire

Hot buffet lunch

It is with great pleasure that we re-announce our Tenant Conference. We were completely taken aback by the great attendance last year and the fact that we got so much feedback from tenants, so we're running the event again.

The conference which is all about tenants getting together will start and continue to discuss issues of great concern, will be held on **Tuesday 3 October 2006** in Clydebank Town Hall.

The day, which will start at 10.00am and finish around 3.30pm, will have plenty of workshops, questions and answer sessions and so on, but don't worry as we'll provide refreshments (with choice biscuits of course), a lovely two-course hot buffet lunch, and a £100 prize as a reward.

This year the day will have a maintenance theme, with tenants registering on the following issues:

- Digital TV
- Sustainability
- Emergency Repairs
- Tenant Consultation
- Emergency Repairs
- Tenant Consultation
- Emergency Repairs
- Tenant Consultation

ChitChat December 2007

Welcome to our 30th Edition of ChitChat

Current Housing Information to Clydebank Housing Association Tenants

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

Our office will be closed on the afternoon of Friday 21 December 2007 from 12.30pm but will reopen at 9.00am on Monday 24 December.

Our office will then close from Monday 24 December 2007 at 12.30pm and reopen on Friday 4 January 2008 at 9.00am.

Emergency numbers for our during the office closure are detailed on the back page, within this calendar.

This Issue

- Win tickets!
- Emergency Repairs
- Tenant Consultation
- Emergency Repairs
- Tenant Consultation
- Emergency Repairs
- Tenant Consultation
- Emergency Repairs
- Tenant Consultation

ChitChat March 2009

Future of Centre81 Secured

Centre81, our £2.85 million regeneration centre which opened in May 2008 and whose future was in doubt as a result of a funding crisis, has been secured for at least the next four years.

Our Board had a change of heart and being mandated with offers of practical support from Wharfedale residents and businesses using the services of the Tobacco Trust, which has already provided the additional support, was the idea the centre is now secured.

New Contractor Gas Maintenance and Servicing

For the past 8 years this contract has been awarded to James Reid Limited. It is time to review the contract and we are looking for a tender for this contract and the McHugh Group need to be successful contractor.

We have had a good working relationship with James Reid and we are looking for a tender for this contract.

The new number is: **0845 6123 160**

This Issue

- Maintenance Updates
- How to Try Your Rent leaflet
- Maintenance Updates
- How to Try Your Rent leaflet

ChitChat June 2010

Calling All Shareholders! Annual General Meeting and Social Event Reminder

If you are a shareholder of the Association, you will have received an invitation to the AGM. It's our 30th meeting, it's going to be a bit more special this year, so don't forget the details: **Thursday 24 June at 7.00pm** in the Radnor Park Hotel. Shareholders can meet online at www.clydebank-ha.org.uk and attend the meeting from 7.45pm.

A social, indoor event will be provided. Simply call James at the office by 4.00pm on the day and we'll arrange it.

A Great Big Thank You!

Tenant Satisfaction Survey

The results of our 3-yearly Tenant Satisfaction Survey have just been received. Firstly, we'd like to thank the 537 tenants who participated! Your full and frank responses in this independent survey allow us to improve our service to you. Read more on page 4.

Large Scale Voluntary (LSVT) Voting Forms

A big thank you to all who returned their voting forms. Read more about the results on page 5.

Thank you for all the gifts, cards and letters of thanks received over the year. They have been very much appreciated. We keep them all and are able to show them at times of need and in recognition.

Dates for Your Diary:

- Annual General Meeting and Social Event - Thursday 24 June
- Get Involved! - Friday 2 July
- Get Involved! - Friday 2 July
- Normanisation to be received for Good Neighbour Awards - ongoing until March 2011

ChitChat September 2011

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, Whitewick, 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.

Please find your booking form for the day below. Alternatively, you can call James at the office to book. Please book by **Thursday 3 November**, for catering purposes.

IN THIS ISSUE

- Right to Repair
- Emergency Repairs
- Tenant Consultation
- Emergency Repairs
- Tenant Consultation
- Emergency Repairs
- Tenant Consultation
- Emergency Repairs
- Tenant Consultation

COMPETITION TIME!

To celebrate our 50th edition we're giving you the chance to win one of two **£50 VOUCHERS** for local Italian restaurant, La Versilia!

To be in with a chance of winning, simply answer the question below (the answer can be found in this newsletter) and return to the office by **Friday 18 January 2013**. Winners will be notified the following week.

Q. Name one of the new, free classes starting at Centre81 in the New Year.

A. _____

Our office will close on Friday 21 December 2012 at 4.00pm and re-open on Friday 4 January 2013 at 9.00am.

Emergency numbers are available on the magnetic calendar on answering machine and our website as usual.

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



50 EDITIONS OF CURRENT HOUSING INFORMATION TO CLYDEBANK HOUSING ASSOCIATION TENANTS

our 50th edition

Two £50 vouchers up for grabs in our 50th edition competition

INFORMATION

Complaints July-September 2012

Please find below complaints information from July - September. No complaints were received in July. 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.

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

| | August | September |
|---|---|---|
| No. of complaints received | 3 | 5 |
| Department | 3 maintenance | 2 maintenance 2 housing management 1 finance and admin |
| Resolved at front line? | Yes - 2 | Yes - 5 |
| Escalated to investigation? | Yes - 1 | No |
| Outcome of all | Resolved | Resolved |
| Resolved within timescale? Frontline - 5 working days Investigation - 20 working days | Yes - 2 No - 1 - delay in receipt of information from contractor | Yes - 5 |
| Service improvements made? | Contractor feedback to be improved in line with complaints procedure. Ensure tenants are informed of repair timescales at time of reporting especially when quotes requested from contractors. | Ensure that if staff member not available to return call, where possible, info passed to another staff member to deal with. If we can't act on an anti social behaviour issue because it is a Police issue we will let the complainant know. |

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 or suggestions for future editions. We value your views. Radnor Park tenants can place slips in our laundry letterbox.

Name: (Optional)

Address: (Optional)

Would you like a response: Yes No

I have a comment(s) about: ChitChat Getting Involved Centre81
 Maintenance Rent Setting Other

Comments (please use a separate sheet if necessary):

.....

.....

.....



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

Your next ChitChat will be delivered in March 2013.

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

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

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GETTING INVOLVED

Radnor Park

We continue to meet with Radnor Park Multis Tenants and Residents Association (RPMTRA), the residents group that represents the Radnor Park flats.

We've now enclosed for Radnor Park residents, a leaflet entitled 'Strangers... Don't let them into the flats', produced in partnership with Strathclyde Police, at the group's request.



Setting Up a Tenants' Group

We've finalised our 'Setting Up a Tenants' Group' booklet and summary leaflet, 'An Introduction to Tenants' Groups'. We would love to hear from you if you and your neighbours are interested in setting up a residents' group. Please call the office to receive a copy of these new publications or download from our website.



Tenant Participation Strategy

As you will know from previous ChitChats, our Tenant Participation Strategy is an important document which explains how we will take your views on our services on board. The strategy is currently being reviewed. As always, we welcome your views. The strategy can be downloaded from our website or sent out to you.

Consultation on Two Major Issues

In early November, all tenants received a consultation letter regarding two important issues:

1. Ceasing all future major medical adaptations in Radnor Park and limiting those in all other stock to ground floor level only
2. Introducing 'mid-market' rent opportunities in Radnor Park

Our Director, Housing Manager and Maintenance Manager attended a public meeting in Radnor Park on 27 November to help explain the proposals to the 76 tenants present.

Responses are due in by **19 December** and we will let tenants know the outcome. If you've any questions in the meantime, pick up the phone and speak to Fiona Webster at the office. Fiona has already spoken with dozens of tenants on these issues.

Right to Buy (RTB) Policy Updated



As reported in September's newsletter, we successfully applied for a further extension to suspend the modernised RTB for another 10 year period, until 30 September 2022.

The extension ensures our continued ability to provide good quality and properly managed rented housing for the people of Clydebank. It also ensures that we can continue to provide all our tenants with a wide range of maintenance, management and wider role services with no compromise on the levels of service.

You may be able to exercise the modernised RTB from 30th September 2022 but this cannot be guaranteed.

We have updated our Right to Buy Policy to reflect this change. It is available from our office or on our website. However, please contact Janet Dunphy, Senior Admin Assistant, about individual Right to Buy entitlements.

Please note that this update to the modernised RTB does not affect those tenants who possess the preserved RTB or who are secure tenants.

ARE YOU SATISFIED?

Our 3-yearly tenant satisfaction survey is nearly due again! We are in the process of selecting a company to carry out this independent survey.

All tenants will be notified in advance of the survey and the successful organisation and all of their staff will carry ID. If you are contacted, please take part if you can. We always appreciate your views as they help us to improve and shape the services we provide to you.



CALENDAR 2013



| JANUARY | | | | | | |
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| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 31 | | | |

| FEBRUARY | | | | | | |
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| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | | | |

| MARCH | | | | | | |
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| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

| APRIL | | | | | | |
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| MAY | | | | | | |
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| JUNE | | | | | | |
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| JULY | | | | | | |
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| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

| AUGUST | | | | | | |
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| SEPTEMBER | | | | | | |
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| OCTOBER | | | | | | |
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| NOVEMBER | | | | | | |
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| DECEMBER | | | | | | |
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| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 31 | | | | | |

USEFUL INFORMATION

Usual Opening Hours

Monday to Thursday 9.00am to 5.00pm,
Friday 9.00am to 4.00pm. Closed
everyday between 1.00pm-2.00pm.

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 our out of hours contractor, West
Dunbartonshire Council on:

0800 197 1004

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

USEFUL NUMBERS

| | |
|----------------------------|---------------|
| Strathclyde Police | 0141 532 3300 |
| Clydebank Health Centre | 0141 531 6400 |
| Citizens Advice Bureau | 0141 435 7590 |
| Indepent Resource Centre | 0141 951 4040 |
| Social Work Out of Hours | 0800 811505 |
| Consumer Direct | 0845 040506 |
| Gas Emergency Services | 0800 111 999 |
| Scottish Power Emergencies | 0845 2727999 |
| Scottish Water Emergencies | 0845 6008855 |

Clydebank Housing Association Ltd, 77-83 Kilbowie Road, Clydebank G81 1BL

Tel 0141 941 1044 info@clydebank-ha.org.uk

twitter: @clydebankha

Fax 0141 941 3448 www.clydebank-ha.org.uk

facebook: search for us



Public Holiday Closure

Staff Training Closure (am)

