



# ChitChat

We wish all  
our tenants, owners  
and other customers  
a Merry Christmas  
and a Prosperous  
New Year!

Our office will close on Friday 23  
December 2016 at 12.30pm and re-  
open on Thursday 5 January 2017  
at 9.00am.

*Please note Radnor Park caretakers  
are available on 29 & 30 December.*

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

*Please note all non-urgent repairs  
should be reported on 5 January.*

## TENANT CONFERENCE SUCCESS!

We held our 9th Tenant Conference on Tuesday 29 November. We were so pleased that 27 tenants spent the day with us discussing rent and how increases are calculated as well as service charges and whether tenants felt their was a need for more chargeable services.

After the serious business, tenants enjoyed a 2-course lunch and a few games of prize bingo.

The event was held at Centre81, our Regeneration Centre in Whitecrook. Photos on page 2.



**RENT INCREASE CONSULTATION ENCLOSED**

**NEW COURSE TO HELP YOU MANAGE YOUR HOME - P3**

**YOUR 2017 CALENDAR - BACK PAGE**

This issue in pictures...

Page 2



Page 3



Page 5



Page 15



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

0141 941 1044



## Tenant Conference Photos 29.11.16



Tenants enjoy a cuppa



Happy bingo prize winners



Tom McCormack, Chairperson, welcomes everyone



Tenants ask questions on our rent policy



Tenant Joe O'Donnell (left) wins first prize in raffle



Joe Farrell, Housing Manager, explains our rent structure



After a 2-course lunch it was eyes down for bingo



Jackie Dorrington (right) picks up second prize in the raffle

## 7TH RADNOR PARK CLEAR OUT DAY SUCCESS

The 7th community clear-out day at Radnor Park took place in October. As always, this was a great opportunity for tenants to get rid of any unwanted items and this year 12.7 tonnes were disposed of and 5 tonnes (40 %) of this was recycled by WDC's Waste Services Department.

Thanks to Radnor Park Multis Tenants and Residents Association who provided all the helpers with a delicious lunch. Also thanks to Roddy, Scott and team from West Dunbartonshire Council for their assistance.

We hope to roll this successful event out to other areas in 2017 and will notify tenants nearer the time of the locations.





## Keys to Learn tenancy sustainment course

This course has been delivered in Glasgow for 8 years and is coming to Clydebank in January. It is run by the Glasgow Homeless Network.

- It's free, and for anyone living in the West Dunbartonshire area, aged 16+.
- Starts on 17th January and will last for 8 weeks, three days per week.
- It's delivered by Glasgow Kelvin College, and includes computing, confidence building, money management, working with others. Learning is certificated.

What are the benefits?

- Travel and lunch expenses of £6.50 each day – no need for receipts.
- Become a college student, get out of the house, meet people and learn loads.
- Can count towards Job Seeker Agreement.

Interested? Get in touch on 0141 420 7272 or text 07834 437185.



## YOUR NEW MAINTENANCE TEAM

We're delighted to report that Rae Carruthers (pictured far left) was successful in securing our recent vacancy for a housing trainee in our Maintenance Department.

Rae said, "I was so pleased to get the trainee position. I have mainly been processing tenant repairs and supporting the Maintenance Team with admin duties. I'm really enjoying it!"



## Former La Scala/Gala Bingo Site Update



Our 44 unit, £5.1m development at the former La Scala/Gala Bingo site in Graham Avenue continues to progress. Groundwork started on site in early December following a delay in the demolition. We are still hopeful for an early 2018 completion.

These one- and two-bedroom flats will be a welcome addition to our housing stock.

**We wish to do all we can to help tackle fuel poverty. One way is to help you get Gaz and Leccy (gas and electric) under control with a free smart meter. Here's how...**



## What is a smart meter?

Smart meters are the new generation of gas and electricity meters. They are being installed in homes across Great Britain at no extra cost, to replace the traditional meters, including prepay meters, most of us currently have ticking away under the stairs, or outside our homes.

## What do smart meters do?

A smart meter sends automatic meter readings directly and securely to your energy supplier, resulting in accurate bills, an end to estimates and manual meter readings.

The accompanying in-home display is a portable device which shows you exactly how much energy you're using and what it's costing you in pounds and pence, in near real time.

## When and where is the rollout happening?

The smart meter rollout is happening across Great Britain between now and 2020.

Energy suppliers will install over 53 million smart meters in over 30 million homes. Suppliers are rolling out smart meters to their customers at different times. When you can get one depends on many different factors, including the age of your existing meter and the type of home you live in.

## I'm on prepay. Can I get a smart meter?

Yes. Smart meters will make prepay as easy as pay-as-you-go on your mobile.

## How can I get a smart meter?

Every home is entitled to a smart meter at no extra cost. There are three straightforward steps to getting one installed:

1. Call your supplier
2. Fix a time and day
3. Be home for the installation (about 2 hours)

For more information about the rollout visit [smartenergygb.org](http://smartenergygb.org)



In September, the Association was successful in meeting the criteria to become a 'Disability Confident' employer. The scheme is accredited by the Department of Work and Pensions and supersedes the 'Two Ticks' Positive About Disabled People scheme.

## INVESTORS IN YOUNG PEOPLE (IIYP)

In September we were delighted to add IIYP Gold to the Association's list of achievements, which highlights the Association's commitment to young people both within the organisation and in the community.



## If you have a Community Alarm

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





## EQUAL OPPORTUNITIES STATEMENT

**“Clydebank Housing Association is committed to promoting social inclusion by applying principles of equality and diversity to everything we do.”**

We will ensure equality of opportunity across the full range of our activities, including both employment and service provision.

We will not discriminate on the grounds of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, and Sexual Orientation.

Accordingly, we will monitor the composition of our Governing Body, our Staff and our Tenants to enable positive action to be taken, where necessary, ensuring that our services are accessible to all. The office premises of the Association are centrally located and we will regularly audit them to ensure that physical barriers do not exist, which may impede access to anyone.

Key policies, newsletters and other information will be made available on the Internet and in audio, large print, Braille and other languages, on request.



### COMPETITION TIME!

For your chance to win 2 X Factor Live Tour 2017 Tickets for Thursday 2 March at 6.30pm in Glasgow's Braehead Arena, simply find the answer to the question below in this newsletter, put your details and your answer on the feedback/comment slip (right) and return to the office by 4pm on **Friday 20 January 2017**. The winner will be notified the following week.

**Question:** How much was raised for the Community Pot at the Centre81 Christmas Fayre?

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

## FEEDBACK/COMMENT SLIP

- Please let us know if you have comments or suggestions for future editions of ChitChat or our service in general. We value your views. Radnor Park tenants can place slips in our laundry letterbox.



Name: ..... (Optional)

Address: ..... (Optional)

Email: ..... (Optional)

Would you like a response: Yes No

I have a comment(s) about:

- The X Factor Competition Getting Involved
- Rent and Service Charges Performance
- The Annual Report/Charter Report Other

Comments (please use a separate sheet if necessary):



.....

.....

.....

The information provided will be treated as confidential and Clydebank Housing Association Limited will only use the data for the intended purpose. No data will be disclosed to any unauthorised third parties without the prior written permission of the person to whom the data belongs'



## Compliments

We are pleased to receive many compliments on our service when we get things right, some of which are dotted throughout this newsletter. We thank customers for taking the time to contact us.

## Complaints

We want to provide the best service possible to you. Your complaints really matter to us so don't hesitate to get in touch if you are dissatisfied. A copy of our Complaints Handling Procedure can be found on our website or on request from our office.

Complaints - 1 June - 30 September 2016	
Total number of complaints received	19
Number which were about equalities	0
Number where we were at fault, apology given and rectified	7 (37 %)
Breakdown of complaints where we were at fault:	
<ul style="list-style-type: none"> <li>• 5 Maintenance</li> <li>• 1 Housing Management</li> <li>• 1 Finance &amp; Admin</li> </ul>	
Responded to in full	19
Resolved at front line (5 days)	19
Resolved within our timescales	19 (100 %)
Resolved after investigation (20 days)	n/a
Resolved within our timescales	n/a
Some improvements made as a result of complaints:	
<ul style="list-style-type: none"> <li>• Contractors reminded of our standards and timescales</li> <li>• General customer care improvements, better working between departments</li> <li>• Staff reminded to update interview records on housing system</li> </ul>	

## Please keep common areas free from objects

Common areas should be kept clear of objects (eg. ornamental tables, bikes and prams), as they are an escape route in the event of a fire.



SCOTTISH  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland



## A warm welcome to new owners

who have recently purchased a property and are now included in our factoring service.

## CHANGES TO THE HOMEOWNER HOUSING PANEL (HOHP)

We wish to advise all owners of a recent change to the Homeowners Housing Panel (HOHP).

As from 1 December 2016 the HOHP, together with the Private Rented Housing Panel (PRHP), will now be known as the Housing and Property Chamber.

If referring to our Factoring Complaints Handling Procedure, please note that the contact details for the new Housing and Property Chamber are as follows: -

First-tier Tribunal for Scotland Housing and Property Chamber  
Scottish Courts and Tribunal Service  
4th Floor  
1 Atlantic Quay  
45 Robertson Street  
GLASGOW  
G2 8JB

Telephone: 0141 302 5900

Email: [HPAdmin@scotcourtsribunals.gov.uk](mailto:HPAdmin@scotcourtsribunals.gov.uk)

Website: [www.housingandpropertychamber.scot](http://www.housingandpropertychamber.scot)

Housing and Property Chamber  
First-tier Tribunal for Scotland



## Spotlight on Complaints

In the period 1 July 2016 to 30 September 2016, we received two complaints relating to our factoring service. The complaints were not upheld.

A copy of our Factoring Complaints Handling Procedure is available from the download area of our website. Alternatively, contact Fiona White at the office.



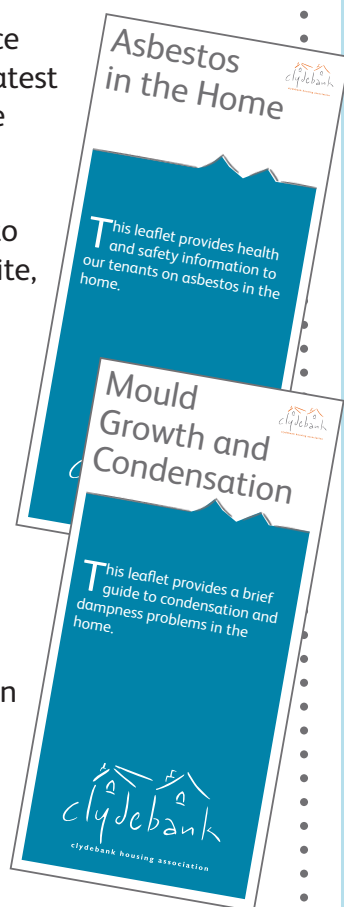


## Tenant Advice Leaflets

We have a range of advice leaflets for tenants, the latest being on “Asbestos in the Home” (pictured).

All leaflets are available to download from our website, on display at our office or can be sent to you on request.

We would recommend that tenants take the time to read our leaflet on Mould Growth and Condensation which is particularly prevalent at this time of the year when tenants are often drying clothes within their home.



## ANNUAL GUTTER CLEANING & ROOF CONDITION SURVEY

We tendered for this contract recently and the successful contractor was MCS Safety Systems. They have already commenced the works and hope to have completed the contract by the end of the year, weather permitting.

## READY SCOTLAND

Ready Scotland ([www.readyscotland.org](http://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 severe weather, loss of utilities, flooding, flu and much more.

You can also contact them by email [ReadyScotland@Scotland.gsi.gov.uk](mailto:ReadyScotland@Scotland.gsi.gov.uk) or be kept up-to-date via their twitter and Facebook accounts.



## OUR PERFORMANCE IN MAINTENANCE 1 APRIL - 30 SEPTEMBER 2016

The table below shows our available performance in various Maintenance functions for the last 6 months.

Scottish Social Housing Charter Indicator	Year so far	Year 2015/2016
Percentage of tenants satisfied with the quality of their home	-	92.5 %
Average number of repairs per occupied property	1.76	3.96
Average length of time to complete emergency repairs	1.63 days	1.67 hours
Average length of time to complete non-emergency repairs	3.73 days	3.61 days
Percentage of reactive repairs carried out in the last year completed right first time	100 %	98.27 %
Percentage of repairs appointments kept	100 %	100 %
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100 %	100 %
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	-	92.44 %
Percentage of approved applications for medical adaptations completed	30.3 %	66.67 %
Average time to complete approved medical adaptation applications	104.2 days	55.53 days



## LIFT BREAKDOWNS AT MULTI-STOREY FLATS

We have a rigorous maintenance programme in place for all the passenger lifts at the multi-storey flats but unfortunately there can be occasions when a lift may break down either due to mechanical failure or vandalism. Lift entrapments are rare but we want to make sure you know the following procedure.



Each lift has an emergency button. If you find yourself trapped in a lift you should press this button for **3 seconds**. This will activate the alarm process. You will hear "the alarm has been activated" and the 3 icons at the top will go amber. You will hear a brief dialling tone, then the panel will silently dial our contractor, Lift Maintenance Limited (LML), and then you will hear a ringing tone. When answered, the icons will go green and you will be speaking directly to LML who will advise you when an engineer will be on site to release you from the lift. Please do not repress the alarm button when it is silently dialling LML as this will cancel that alarm call and activate another call on another line, slightly delaying the process for you. In the unlikely event that the telephone line is faulty and the above process does not happen, you can press the alarm button continuously to alert anyone near the lift that a passenger is trapped.

To cover every eventuality, we are also arranging for notices to be placed in each lift with the direct telephone number for LML and the caretaking staff which can be called from a mobile phone.

## Blocked Toilets

Over the last year we've seen a significant increase in the number of repairs involving blocked toilets, especially tenants telephoning the out-of-hours contractor for this issue, which means increased costs too. These blockages have been mainly caused by 'wipes' such as baby, face or toilet wipes which although can be marketed as 'disposable' in fact, often lead to blockages. Please refrain from flushing **ANY** wipes down the toilet.



## Major Repairs

### Renewal of kitchens & bathrooms

We have what is known as a Framework Agreement in place for renewal of kitchens and bathrooms which runs until March 2019. This is to enable us to award works to contractors who have passed the required procurement criteria.

The works are to be broken down into a number of phases over the period of the Agreement as follows:

**Phase 1** – Glasgow Road (kitchens & bathrooms) and BISF type properties in Linnvale (bathrooms only)

**Phase 2** – Ian Smith Court, Fleming Avenue & 15-27 Bannerman Place (kitchens and bathrooms)

**Phase 3** – Multi-storey flats (bathrooms only)

Unfortunately we experienced problems with Phase 1 which has had the knock on effect of delaying Phases 2 & 3.

Phase 2 is just about to commence with each property being surveyed in November/December. The installations will then start in January after the festive break.

It is unlikely that Phase 3 will get underway in the current financial year however it will be programmed as soon as possible after completion of Phase 2. We'll keep tenants advised by letter.

### Foyer refurbishment at multi-storey flats

We are delighted to advise tenants that we have now been successful in appointing a contractor to carry out the refurbishment at the pilot block (Lusset View) at a price which is in line with our budget. The contractor is Everwarm and they hope to be on site on 16 January 2017.

*The workmen from FD Hutcheson did a great job, cleaned up after themselves and were very courteous in their manner*

*Tenant, Central Clydebank,  
June 2016*

## Dreaming of a peaceful Christmas? Don't tolerate anti-social behaviour

**It is part of everyone's tenancy agreement that they respect their neighbours.**

We expect all our tenants to be courteous to one another and ensure that they, members of their families or their visitors do not cause any complaints through any form of anti-social behaviour.

Unfortunately a small minority of tenants fail to adhere to this and in the process can cause upset and misery to those around them.

Particularly at this time of year, many of our tenants will be having parties or gatherings in their home to celebrate over the festive season.

**The small checklist below, if followed, should ensure that the chances of any anti-social behaviour are minimised:**

- If you are having a party, let your neighbours know about it or better still invite them along!
- Keep all noise to a reasonable level and remember that some people have to work during weekends and holidays
- Respect others right to peace and quiet in their own home at all times
- Don't allow anything to spill onto the street. As a tenant, you are directly responsible for everyone's behaviour even on the street outside your home!
- Be sensible about where and when music is played and how loud you play it.
- Respect your neighbours privacy
- Ensure all visitors to your home are aware of your neighbours and your tenancy obligations
- If you have unwanted visitors and they refuse to leave, phone the police without fail!

**If you are unfortunate enough to experience anti-social behaviour the steps below will assist you in dealing with it:**

Contact the Police. This is particularly important as most anti-social behaviour happens at night when no other agencies are available.



This also enables us to request a Police report, which can be vital in proving an incident took place if no other witnesses are available.

- If you are able to, speak to your neighbours. Often people are unaware that they are causing problems. This simple act could resolve the situation and if done correctly, may actually improve neighbour relations
- Is it correct to complain? Some things are outwith the control of our tenants, e.g. domestic abuse or unwanted visitors. In these cases, making a complaint may not be appropriate. We still want to know about it though, so please contact us to make us aware and we will give you appropriate advice.
- In order for us to take action we have to be able to prove a complaint and moreover, we have to show beyond any reasonable doubt that the tenant concerned has broken their tenancy agreement. If there is no evidence to show this, we cannot take action. We would still like to know about it though and we may be able to act informally, e.g. contact your neighbour on your behalf to make them aware of the problem etc.
- **If in doubt contact us for advice! We are here to help and will always be able to offer some kind of advice or assistance either directly or through our partner agencies.**



## Our Performance in Housing Management - to 31 Oct 2016

The table below shows our performance in various Housing Management functions so far this financial year. We are working hard to ensure our performance is within our targets by the end of the year.

Indicator	Performance to 31 October 2016	Year End Target	Previous years' performance	What this means for you...
Maximum rent loss on vacant properties	0.27 % £10,362.47 😊	0.9 % of annual rental income	0.48 % of annual rental income	<ul style="list-style-type: none"> <li>• We can keep rent increases as low as possible</li> </ul>
Current and former tenants gross rent arrears (as % of the total annual rent receivable)	2.16 % £82,335 😊	2.2 %	2.06 %	<ul style="list-style-type: none"> <li>• We offer support/advice to help tenants remain in their homes</li> <li>• Keeps our costs low and therefore rent increases as low as possible</li> </ul>
Number of calendar days to let a property	16.5 calendar days. 😞	15 calendar days	15.5 calendar days	<ul style="list-style-type: none"> <li>• We can keep rent increases low</li> <li>• Properties become available quickly which benefits the area</li> <li>• No problems with empty properties e.g. vandalism</li> </ul>
Processing of housing application forms	9 calendar days 😊	15 calendar days	8.9 calendar days	<ul style="list-style-type: none"> <li>• Your transfer housing application form will be dealt with quickly</li> <li>• Applicants are aware of their prospects for housing</li> </ul>
Investigating neighbour complaints by category:  A - Extreme B - Serious C - Dispute	A no complaints received B 100 % (8) within timescale C 100 % (27) within timescale 😊	A - 1 working day B - 10 working days C - 15 working days	A - none received B - 100 % (13) within timescale C - 100 % (40) within timescale	<ul style="list-style-type: none"> <li>• We manage your area in a sensitive manner</li> <li>• Better place to live if ASB issues dealt with promptly</li> <li>• Happier in your community</li> <li>• Getting on with your neighbours</li> </ul>
Overall 100 % investigated within timescale, 100 % resolved/concluded within timescale.				

Keep a roof  
over your head this Christmas.  
**Don't miss rent payments.**

Contact the rents team if you are  
experiencing difficulties paying your  
rent.



## Universal Credit

Under the new Universal Credit system, Housing Benefit is paid directly to the tenant (alongside all other applicable benefits) making them solely responsible for managing this money and paying their rent in full and on time. This could result in tenants falling into arrears if they do not pay. We can assist tenants currently receiving Universal Credit to ensure this does not happen and help other tenants prepare in advance of any change to Universal Credit.

It is important to note that in order to receive Universal Credit, claimants must have a bank account capable of electronic payments. We can help tenants with this also. Contact your Housing Assistant with any questions you may have.

## Welfare Reform

If you are living in a property with an extra bedroom and are receiving Housing Benefit, the Scottish Government announced increased funding to combat the occupancy charge (bedroom tax) in Scotland.

To qualify for this money you must apply for Discretionary Housing Benefit (DHP) as no automatic payment of DHP will be made to you or CHA. We are able to assist all our tenants with the application process. Please contact Catherine Banks or Joan Craig as a matter of urgency to ensure your application is made.



*Some of our friendly Housing Management team; Joe, Catherine, Margaret, Joan, Stacy and Fiona*

*Thank you for the help and advice when dad was moving house due to health issues. It has made a huge difference to his life.*

*Tenant's daughter, Central Clydebank, June 2016*



## CHRISTMAS ALL WRAPPED UP?

At Christmas we hope that Santa will be good to you all and we're sure that gifts will be nicely wrapped.

Please remember to dispose of Christmas wrapping and boxes appropriately. They shouldn't be left in the bin store. They should be recycled in the correct bin or stored in your home until such times as an uplift has been agreed.

Thank you for helping us to keep our estates clean and tidy this Christmas and New Year.





## SPOTLIGHT ON... CENTRAL CLYDEBANK

- Spacious 1 and 2 bedroom flats
- Amenities on your doorstep such as Clydebank Shopping Centre and College
- Amongst the lowest rents in the district
- Secure and well maintained
- Great transport links via road and rail to Glasgow and beyond
- Diverse community
- Grounds maintenance service for residents

Contact the office if you, a friend or relative are interested in being considered for housing in Central Clydebank.



©Keith Hunter

## Rent & Service Charge Policy Reviews

We are currently reviewing our Rent and Service charge policies. If you are a tenant or sharing owner you will find a fact sheet on the policy reviews as well as a response questionnaire enclosed.

We really want your view on these policies and we would really appreciate it if you could take the time to let us know what you think. To make it easier, we have also enclosed a pre-paid envelope, so sending us your views won't cost you a penny!

The closing date for responses is **Tuesday 24 January 2017** and we look forward to hearing from you.

## The Public Reassurance Team

The Public Reassurance Team's main role is to work in partnership with Police Scotland to problem solve areas in West Dunbartonshire blighted by anti-social behaviour. We are currently working in the Radnor Park area.

During this process the Public Reassurance Team will:

- survey residents in the problem area
- carry out environmental visual audits
- co-ordinate multi-agency meetings
- draw up multi-agency action plans
- identify sustainable solutions for the area
- work with all partners to ensure that these solutions can be put in place

We also work with West Dunbartonshire Council's Community Safety Team and the Early Intervention Team to support and assist with new initiatives throughout West Dunbartonshire.

Anti-social behaviour is not the norm and communities should never accept it. Report anti-social behaviour to the Council's Anti-Social Behaviour Helpline on 01389 772 048 or Police Scotland on 101.

**Anti-Social Behaviour Helpline: 01389 772 048**

**Email: [ASBhelpline@west-dunbarton.gov.uk](mailto:ASBhelpline@west-dunbarton.gov.uk)**





Home to **Cafe81** & **Gym81**

We own and manage Centre81 in Whitecrook

Thanks to the Scottish Government's People and Communities Fund we regularly run **IT classes, confidence-building classes and keep-fit classes** in the heart of your community. Crèche available. If you would like to register for any of them, please call Ali or Jean on 0141 533 7070.

## A NEW YOU IN THE NEW YEAR?

Take the first steps to fitness at

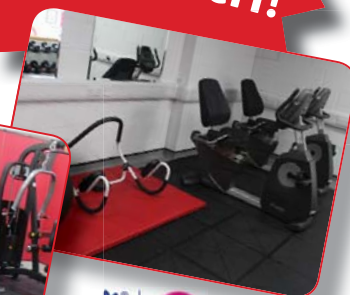


**Only £10  
per month!**

The main gym area consists of cardio machines, treadmills, bikes and cross trainers as well as weight machines. There is also a weights room with free weights, dumbbells, more bikes, abs crunchers and yoga balls.

We pride ourselves on having a relaxed and chilled gym where you can either make a start on your first steps to fitness or maintain your current fitness regime.

If you would like a tour, please pop in and one of our friendly Centre staff will be more than happy to show you around and give you further details.



**NO** Joining Fee **NO** Contracts **NO** Hassle **LIFETIME** Membership

You don't need to be a gym member to join us for our **FREE** keep-fit classes:



**Free Yoga  
Classes**

- Tuesday – Pilates – 9.30-10.30am
- Wednesday – Circuit Training – 10-11am and Yoga – 6.30-7.30pm
- Friday – Tai Chi – 2-3pm



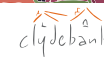
# Grow Your Own Garden

**Drop-in Garden Advice  
Sessions - Wednesdays 10am - 11am**

For more  
information  
please call  
Carolanne or Ali  
on 0141 533 7070

**Learn how to grow your own veg and more  
Help reduce your carbon footprint**

**No gardening experience necessary**





Centre81, 2-16 Braes Avenue, Clydebank G81 1DP  
[www.clydebank-ha.org.uk/whats-on-at-centre81.html](http://www.clydebank-ha.org.uk/whats-on-at-centre81.html)

0141 533 7070

 facebook: Centre81



## CHRISTMAS FAYRE FUN!

Santa took some time out of his very busy schedule and paid a visit to the Centre81 Christmas Fayre on Saturday 3rd December.

The girls from Clydebank Housing Association sold tea, coffee, mince pies and delicious homemade soup, which helped warm up the crowd.

Thank you to everyone who helped on the day and to Clydebank East Community Council for their generous donation. We raised funds of £450 for our 'Community Pot', which will help us to provide activities and events for the local community at Centre81.



## What's On @ Centre81...

With funding from the Scottish Government People and Communities Fund we continue our Confident Clydebank project, which runs:

- IT Classes
- Confidence classes with West College Scotland
- Lunch Club
- Strathclyde Autistic Society Weekly Sport & Art Club
- WDC Working4U Employability sessions
- ISARO Social Integration Network Drop in Sessions and workshops

Crèche available. Call 533 7070 for more information.

*You all do such a great job! I've always felt supported, appreciated and valued. Appreciate your commitment to this work.*

Tutor, West College Scotland,  
June 2016



**Follow Centre81 on Facebook for regular updates.**



## Festive Opening hours at Centre81

Centre81 & Gym81 will close for the Christmas holidays on Friday 23rd December at 12.30pm and re-open on Thursday 5th January 2017 at 8am.

## Christmas Festivities

We held our Centre81 annual Christmas Lunch on Thursday 8th December. 46 people enjoyed a 3 course festive lunch and a glass of wine or two. After lunch we had a free raffle and prize bingo. Everyone had a fantastic time.



# Calendar 2017



☐ Public Holiday/Office Closure

☒ Staff Training Closure (9am-2pm)

## EMERGENCY NUMBERS

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

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**

## USUAL OPENING HOURS

Monday to Thursday 9.00am to 5.00pm, Friday 9.00am to 4.00pm.

## USEFUL NUMBERS

Radnor Park caretakers..... 0141 951 1642  
Police Scotland..... 101  
Clydebank Health Centre..... 0141 531 6363  
Citizens' Advice Bureau..... 0141 435 7590  
Independent Resource Centre.. 0141 951 4040  
Social Work Out of Hours..... 0800 811505  
West Dun. Council (WDC)..... 01389 737000  
WDC Trading Standards ..... 01389 738552  
Gas Emergencies (SGN) ..... 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: @clydebankha

