



ChitChat

Consultation on common close cleaning and bin return services

At our Tenant Conference last year a number of tenants stated they wanted the Association to look into providing the following services:

- close cleaning and/or
- getting your bin wheeled back to the bin store after collection

We really want to hear your views on this. Do you think it would be a good idea to pay a bit more rent for these services?

We are looking for a small group of tenants who are interested in helping us out to join a focus group on this subject and to explore potential costs.

If you are interested in joining our focus group, please contact our Communications Officer, Sinéad Boyle, for further information.

We will update all tenants after the focus group.



Annual General Meeting (AGM) and Social Event

Calling all Shareholders! Don't forget you are invited to our 32nd AGM on 29 June to be held at 7.00pm in Centre81, 2-16 Braes Avenue, Whitecreek G81 1DP.

The meeting and social event afterwards has again been sponsored by some of our maintenance contractors. Shareholders and their partner/friend can therefore enjoy our FREE social event with live music from the fabulous Mick Tausney Band.

~ LIVE MUSIC ~ DRINKS ~ FOOD ~ FREE TRANSPORT & RAFFLE ~

Don't miss out on next years' AGM & Event - become a shareholder for just £1!



This issue in pictures...



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Page 12



Page 16

Also don't miss:
Meet the Committee & Staff News *page 11*
Owner News *page 13*
Energy & Money Saving
Feature *pages 18-19*

Radnor Park

Yellow grids reserved for emergency vehicle access

These boxes are for emergency vehicle access only and it is essential they are kept clear at all times.

Any vehicles using these areas for parking are breaking the law and we will report all incidents to the Police along with photographic evidence. The Police have the power to fine any motorist abusing these access areas.

Further to this, we regard this practice as anti-social behaviour which is in breach of the tenancy agreement. Action will be taken against any tenants parking in these areas.

Please report any vehicles parked in these areas to your caretaker. Outwith office hours, you should report this directly to the police by telephoning 101 and giving them the vehicle registration number.



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

COMING
SOON

Radnor
Community
Garden -
see page 12



The 'Your Community' Team

Your Community assistants are working in the Radnor Park area. You can contact them to report any issues in your community such as anti-social behaviour. This is repetitive behaviour which causes fear, alarm or distress. You can call one of the numbers below:

- Clydebank team 07585 883 058 / 057 / 055
- Please also call and let the Association's Housing Team know on 0141 941 1044.

Other useful numbers for anti-social behaviour are:

- Council's anti-social behaviour helpline 01389 772048
- Police Scotland Non-emergency 101 / Emergency 999
- British Transport Police 0800 40 50 40 or text 61016



Verandas... a breath of fresh air

Your veranda is a great place for you to enjoy some fresh air and take in the pleasant views surrounding you and on those rare days that we get some sunshine you can top up your tan!



Whilst we hope that you get the opportunity to use your veranda for your enjoyment, it should not be used for hanging washing out to dry or used as a storage area as this can look unsightly and is a breach of your tenancy agreement. It is also important that you keep it clean and clear of bird droppings.

Caretaking Service

Our three caretakers based at the flats keep the public areas, lifts and outside areas in good order. They are also there to assist and give advice to tenants on various matters, for example, what the arrangements are for disposing of bulk items, allocating spare laundry turns, preparing lifts for tenants moving in or out of a block. Caretakers' contact details can be found on the noticeboard in each block or a message can be left on the landline number 0141 951 1642.

Major Repairs Update

Bathroom renewals

We have started this renewal programme in some properties (in voids and adaptations) and are in the process of finalising costs and a programme of works with our contractor. Once this stage has been completed we will be in touch with tenants to arrange survey visits, hopefully in 6-8 weeks, and confirm installation dates.

Foyer refurbishments

We will be carrying out foyer refurbishments at a further 3 blocks between September 2017 and March 2018. Following completion of the pilot at Lusset View we are now looking to include a refurbishment of the external elevation to the first floor and once we have received prices for this work we will be able to advise you when the works will start and at which blocks.

Emergency lighting batteries/invertors

This work will be carried out during this financial year.

Condolences

Our thoughts are with all those affected by the tragic Grenfell Tower fire in London. Should you have any concerns about safety in multi storey flats, do not hesitate to contact us.

If you live in a multi storey flat...

The buildings have been designed and built with safety in mind. The walls, the doors between flats, stairs and corridors are specially designed to resist fire and stop the spread of smoke. When they are not in use, these doors should be kept closed.

If there is a fire, it will normally be safe for you to stay in your own flat. But if your flat is affected by the heat or the smoke, leave at once, closing windows and doors behind you.

Never use the lift in the event of a fire - always use the stairs.

Please use the bin chutes responsibly



Please use the following method for items not allowed in bin chute:

Recyclable materials – these should be kept in your home and put out in your small blue bin on the collection day as designated by the Council.

Large or bulky items (larger than the size of a small bin bag) – please contact your caretaker for advice and assistance. Under no circumstances should any bulk items be left in landings, main entrances or stairwells.

Food waste – should be tied in the waste bags provided by the Council and taken to the brown bins located outside the flats.

Radnor Park AGM

Our Senior Staff, Communications Officer and Community Garden staff (see page 12) attended the Annual General Meeting of the Radnor Park Multis Tenants and Residents Association on 15 May. Staff provided an update on activities and some plans for the year ahead.



All Areas

Dog fouling continues to be a problem

Exercising of dogs is not allowed in any of our common areas. Dog owners should walk their dogs away from all our closes and back court areas. Any tenants found to be allowing their dogs to exercise or foul on Clydebank Housing Association land will have action taken against them for breach of their tenancy agreement.

The message is clear. If you don't clean up after your pet then you are breaking the law and could face a £80 fixed penalty, rising to £100 if not paid within 28 days. Report incidences of dog fouling to West Dunbartonshire Council on 01389 772059.

Free poop scoop bags are available from:

- Asda, Clydebank Shopping Centre
- All Clydebank Libraries
- All Clydebank CE Centres
- Clydebank Police Office, Montrose Street
- Boyce and Houston Vets Practice, Crown Avenue
- Centre81
- Our office



Bag it & Bin it!

Picking up your dog's mess is an important part of being a responsible dog owner.

The minority of irresponsible dog owners who do not clean up after their dogs give all dog owners a bad name.



Join us online

We really want to promote our Facebook and twitter accounts for tenants/other customers looking for up to date/ real time information. Join us @clydebankha
For Centre81 news it's @Centre81Clydebank

Witamy
 another language
 audio CD
 Braille
 large print

With thanks to our
tenant panel
clydebank housing association's
critical friend



Proposals include, reducing the speed limit to 20mph between the Clydebank Library to the west and Argyll Road in the east, creating wider footways at key locations such as Clydebank Library, Town Hall and the main routes into Queens Quay and removing kerbs and barriers associated with the existing central reservation.



UC Universal Credit

Under the new Universal Credit system, Housing Benefit is paid directly to tenants (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. Don't hesitate to contact your Housing Assistant with any questions you may have.

Wipe out blocked drains.

Help the cycle – put all wipes, sanitary items and other bathroom waste in the bin, not down the toilet.



Your Right to Repair - Annual Reminder



The Scottish Secure Tenants (Right to Repair) Regulations 2002 contains provisions for a statutory Right to Repair scheme to cover the right of all tenants on a Scottish Secure Tenancy to have certain small urgent repairs carried out within given timescales. It also makes provision for compensation to be paid to the tenant should a qualifying repair not be completed, without good reason, within a maximum period.

The following table lists the types of repairs considered to be qualifying repairs and the timescales within which they must be carried out:

How can I find out more?

The full Right to Repair Policy is available to download from our website or on request from our office.

If you want to know more about your rights, you should get advice from a solicitor, your local Citizens' Advice Bureau or contact the Maintenance Section.

Alternatively, you can contact the Scottish Government Social Housing Division, Area 1-H, Victoria Quay, Edinburgh EH6 6QQ.

Email: housing.information@scotland.gsi.gov.uk

Phone: 0131 244 5401

Web: www.scotland.gov.uk

Qualifying Repair	Max. Working Days for Completion
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Loss of electric power	1
Loss of water supply	1
Insecure external windows, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket or electrical fitting	1
Partial loss of electric power	3
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

Major Repairs Update

Kitchen & bathroom renewals

**Ian Smith Court/Fleming Avenue &
15-27 Bannerman Place**

We are delighted to report this phase of the works is now complete. Tenant feedback on the quality of the materials and workmanship has been very positive. Some examples are pictured.

Gas central heating system renewals

**Kilbowie Road, Alexander Street, Whitecrook Street
and Livingstone Street**

We will be fitting 70 new condensing boilers and renewing pipework and radiators in the central Clydebank and 3 in Linnvale. We hope to commence surveys in each flat in August and thereafter have all installations completed by the end of this year.

Rewiring is scheduled between September 2017-March 2018:

Bannerman Place (not 15-27) Cumbrae Court, Montrose Street, Attlee Ave, Dalton Ave, Greenwood Quad, Kirkwood Ave, Livingstone St, and Morrison Quad.



Housing (Scotland) Act 2014

We are still waiting on guidance for implementing the above Act, which could affect all of our tenants at some stage in their tenancy.

another and the creation of joint tenancies.

As soon as we know more, we'll let you know!

Some changes have already been actioned – the end of the right to buy in August 2016 was because of this Act. Other changes are likely to affect allocations, the succession and sub-letting of tenancies, the assignation of tenancies to

**COMING
SOON**

Thank you... We are pleased to receive many compliments on our service when we get things right. We thank customers for taking the time to contact us. We really appreciate it.



Progress of La Scala Apartments @Graham Avenue!

£5.1m contract with £3.168m funding from the Scottish Government and £2m from private finance provided by CAF Bank

Due to be completed between January - March 2018 and will be allocated at that time

Current applicants for 1 and 2 bedroom homes will be automatically added to the list

Extremely energy efficient

20 one-bedroom, 2 person flats (around £295 per month), 20 two-bedroom, 4 person flats (around £363 per month), 4 two-bedroom, 3 person wheelchair adapted flats (around £329 a month)

Broadband connection

June 2017



An illustration of what the flats will look like



'Ivor Goodsite' teaches site safety

Ivor is the mascot of the Considerate Constructors Scheme and our contractor at the La Scala site, AS Homes, brought him along to meet Kilbowie Primary School kids. Ivor wants children to be aware of the dangers of playing on a construction site but also to know how great it is to work in this industry. Looks like the Kilbowie Primary kids enjoyed the visit Ivor!



AS HOMES
SCOTLAND



It was also back to school for our staff

Joe and Fiona, our Housing Manager and Housing Officer, visited Clydebank High School to chat to S4 pupils about having a tenancy as part of their Personal Development module.



Locking Cooker Valve

Scottish Gas Networks (SGN) understands that their vulnerable customers, such as people with Alzheimer's or autism, need extra safeguarding in place. Statistics show that elderly and vulnerable people are at a much greater risk from gas leaks and fires in their homes.

They have developed an award-winning locking cooker valve to help vulnerable customers retain their independence at home and provide reassurance to family, friends and carers.

The simple safety device is fitted to existing gas cooker pipework. When the valve is locked, the gas supply to the cooker is stopped. This eliminates the risk of the cooker being unintentionally turned on or left on, and gives



peace of mind to the carer or relative that the cooker can't be used when they leave the house or the room. The carer or relative can easily turn the valve on using the key when the cooker is required, enabling the vulnerable person to continue to use their gas cooker safely.

They provide this free service regardless of your gas supplier. You don't need to change energy supplier or inform your supplier of the device. To request a device, visit www.sgn.co.uk/Safety/Locking-Cooker-Valve/

Watch the full video at www.sgn.co.uk/Safety/Locking-Cooker-Valve/



The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can



For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

The Management Committee makes all the important decisions about what we should be doing and how we should be doing it.

Staff are employed by the Management Committee to act on these decisions and to carry out our day-to-day work.

Meet the Committee



In this edition, we ask **Tom McCormack**, **Chairperson** of our committee of volunteers, our Management Committee, about his role...

I've been a Management Committee member... for 8 years. I joined to give my views on what tenants required.

The most rewarding aspect... was being involved in the process of hiring the Chief Executive. Also being involved in the new build at Graham Avenue. Volunteers are the backbone of the Association. Without them it is difficult to make decisions.

When I'm not busy with the Association... I enjoy doing family history research.

I see the big challenges over the coming year as... changes in benefits, rising inflation and potential Government legislation change.

Get involved... you'll find it very rewarding.

Jack



Did you know?

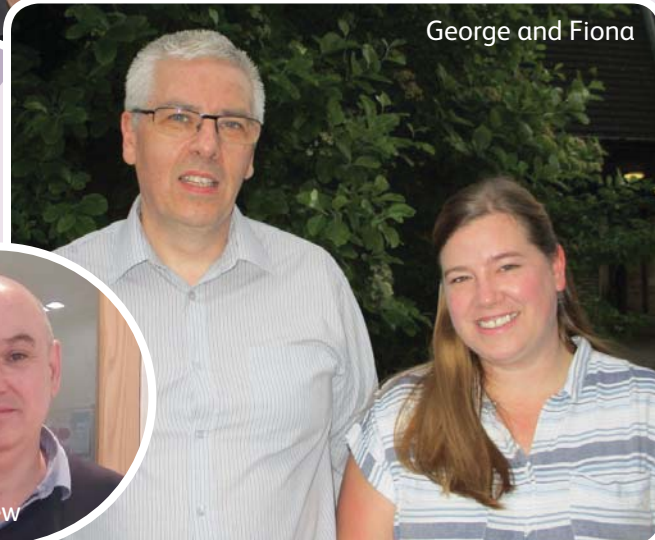
A staff member from each department in the Association volunteers on a Customer Service Improvement Group to identify possible improvements to your experience in dealings with our office.

Congratulation to Staff

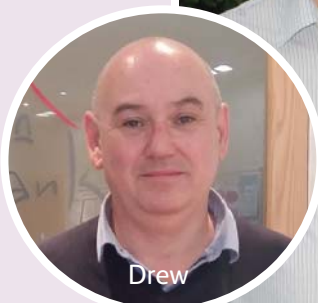
Congratulations to our Finance Officer, Fiona White and our Maintenance Officer, George Stevenson, who have both recently obtained a professional factoring qualification with The Institute of Residential Property Management (IRPM). After passing the examination, they are both entitled to Associate Membership of the Institute.

Also, our Clerical Assistant, Drew McDougall, has recently completed his Chartered Institute of Housing Level 2 Certificate in Housing Practice and Jack Devlin, Maintenance Officer, has successfully completed the first year of the HNC in Construction Management. The knowledge and skills Jack has gained during this course are already being put into practice.

George and Fiona



Drew



Community Garden

Funding Success!

In April 2017, we were successful in securing funding from the Scottish Government's Climate Challenge Fund (CCF) for our Community Gardening and Cycling Project.

The project will expand our community growing project already in place at Centre81 to Radnor Park by creating its own community garden as well as including a cycling aspect to promote sustainable transport. Of course all of this will, we hope, not just benefit our Radnor Park residents by providing a community growing space for them to get actively involved in but by producing fresh fruit and vegetables, it will go some way to address climate change by reducing carbon emissions in the process.

We hope that the new Community Garden will generate a lot of interest from local residents, members of the community and local school/nursery groups and that we can encourage volunteers to help out.

"Great idea! In the 60's there were allotments behind Lomond View and it will be good to see some gardening/growing space again"

Tenant, Radnor Park



Our Green Project Officer, Andy McCann, and Community Gardener, Donald Campbell

Meet our staff

The funding allowed us to bring on board 2 great staff members to help us, a Green Project Officer, Andy McCann, and Community Gardener, Donald Campbell (pictured).

"I would like to get involved in the project – I have experience in fencing, gardening and growing vegetables and landscaping"

Tenant, Radnor Park



We need and welcome volunteers of all ages and abilities to get involved in our community gardens at Radnor Park and Centre81!



Please contact Andy or Donald on 0141 533 7070 or communitygarden@clydebank-ha.org.uk



A warm welcome to new owners who have recently purchased a property and are now included in our factoring service.



Spotlight on Complaints

We aim to provide an efficient and cost effective factoring service to you and will endeavour to make improvements when things go wrong.

In the period 1 January to 31 March 2017, we received 3 complaints relating to our factoring service. One complaint was upheld. The improvement made as a direct result of this complaint was: -

- The importance of updating records with details of agreed payment arrangements, was conveyed to all relevant staff

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

Compliments

As well as welcoming complaints from owners when things go wrong, we are also pleased to receive compliments on our factoring service when we get things right.

In the financial year up to 31 March 2017, we received the following compliments from owners: -

- An owner complimented our roofing contractor, stating that he couldn't praise them highly enough, that they worked non-stop, were very tidy workers and their workmanship was first class.
- An owner thanked a staff member for being helpful and stating that it was a joy to be dealt with so efficiently.
- An owner praised our Factoring Department, stating that every dealing he has had with us has been excellent and suggested that other factoring organisations could "do with taking a leaf out of your book".
- An owner told us that she was happy with the prompt service provided by the Maintenance Department.
- The daughter of an owner informed us that she had always been impressed with the bills that her mum received from us whilst she was an owner.

Factoring Service

We are fast approaching the fifth anniversary of the introduction of the Property Factors Act.

As many of you may remember, following the introduction of the new Act, we embarked on a process of seeking formal appointment as Factor by holding meetings with owners in each block and asking you to cast your vote. It was our belief at the time that this lengthy process would have to be repeated every 5 years, however, we have recently taken advice on this matter and have been informed that there is no requirement to do so. Therefore we will continue to provide your factoring service.

It is important to us that you are happy with the service provided and we are delighted that our most recent owners' satisfaction survey shows that 90 % of owners questioned are 'very satisfied' with the factoring service. More details on the survey below.

If you would like to discuss this or any other matter relating to the factoring service, please don't hesitate to get in touch.

WE'RE LISTENING

Owner Satisfaction

Thank you to our owners who took part in our owner satisfaction survey. 100 took part in the independent telephone survey and were asked how satisfied or dissatisfied are you with the factoring services provided by Clydebank Housing Association. **92% replied very/or fairly satisfied.** We are very pleased this is up 2 % from our last survey. We will still continue to strive to improve upon this.

We invited suggestions for improvements from all owners and will work our way through the feedback in the coming weeks.

Housing & Maintenance Performance: 1 April 2016 - 31 March 2017

Scottish Social Housing Charter Indicator	2016/2017	Our Target	2015/2016
Tenants satisfied with the quality of their home	93.2 %	-	92.5 %
Average number of repairs per occupied property	3.67	-	3.96
Average length of time to complete emergency repairs	1.57 hours	4 hours	1.67 hours
Average length of time to complete non-emergency repairs	4.22 days	-	3.61 days
Reactive repairs carried out in the last year completed right first time	97.83 %	100 %	98.27 %
Repairs appointments kept	100 %	100 %	100 %
Properties that require a gas safety record which had a gas safety check completed by the anniversary date	100 %	100 %	100 %
Satisfaction of tenants who have had repairs or maintenance carried out in the last 12 months	87.2 %	-	92.44 %
Approved applications for medical adaptations completed	59.09 %	-	66.67 %
Average time to complete approved medical adaptation applications	124 days	-	55.5 days
Number of properties in scope of the EESSH that met the standard	63.8 % (686)	-	61.7 % (664)
Amount of all our annual rent lost while properties are empty	0.44 % (£16,446)	0.9 %	0.48 %
Days to let a property	15.5	15	15.5
Amount of all our annual rent that is owed by tenants and former tenants	2.42 % (£89,317)	2.2 %	2.06 %
Days to process a housing application form	7.6	15	8.9
Investigating neighbour complaints			
Category A - Extreme	None	1 day	None
Category B - Serious	100 % (8)	10 days	100 % (13)
Category C - Dispute	100 % (27)	15 days	100 % (40)

Complaints

We want to provide the best service possible to you so we need to know when things go wrong. 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.

January - March 2017	
Total number of complaints received	27
Number which were about equalities	0
Number where we were at fault, apology given and rectified	15 (56 %)
Breakdown of complaints where we were at fault:	
<ul style="list-style-type: none"> 11 Maintenance 3 Housing Management 1 Factoring 	
Responded to in full	26*
Resolved at front line (5 days)	23
Resolved after investigation (20 days)	3
All were resolved within our published timescales.	
We have identified improvements to our service including:	
<ul style="list-style-type: none"> Realistic timescales for major repairs works and improved communication with tenants, including notifying nearby tenants of noisy work Staff reminded of customer care standards/published response times 	





WE'RE LISTENING

Survey Results 2017

Thank you to the 430 tenants who took the time to speak with the independent company, Research Resource, in our recent tenant satisfaction survey. The results are in!

We are very pleased with the results, with several remaining the same and 5 improving, most importantly the number of tenants who feel we treat them fairly and with respect. However, 6 areas have lower satisfaction, significantly satisfaction with the repairs service. We are working hard to address this.

We have also been passed a list of those tenants who wished their details to be passed on because they had ideas, comments or dissatisfaction and we will be contacting them shortly.

Our results, some of which we report to the Scottish Housing Regulator via our Scottish Social Housing Charter Return (ARC) are shown below. Full report available by contacting Sinéad at the office.



We own and manage Centre81 in Whitecrock, home to  & 

All photos ©Owen McGuigan, with thanks



Centre81 Gala Day 2017 You're Invited!

We are delighted to invite you to our annual Gala Day at our fantastic regeneration centre, Centre81, Braes Avenue, Whitecrock.

Join us on Saturday 29th July, 12-4pm for our popular barbeque, free funfair rides, bouncy castles, cookery demos/classes, taekwondo, table top sale, DJ, dancing and more.

We hope to see you there!

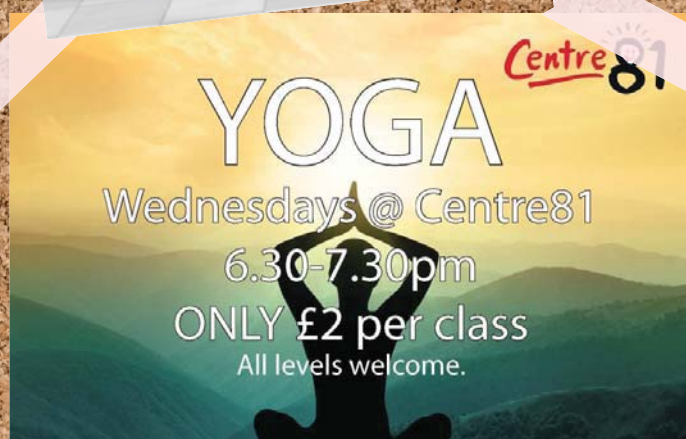
Centre81 Spring Festival Open Day

As part of our Grow Your Own Garden project we held a Spring Festival Open Day at Centre81 on Wednesday 5th April to showcase the project and advertise all the classes and activities at Centre81. The day was a great success and very, very busy!

Over 100 children took part in Easter Egg hunts and arts and crafts sessions, the Syrian refugee families came for a visit and attended the yoga and tai chi taster sessions. Dr Bike held a bike maintenance workshop and Sandra from Food & Mood ran a healthy eating session. We also recruited 11 new members for Gym81.

Thanks to all our partners for attending.





Funding Success

We are delighted to have secured £89,000 for 2017/2018 from the Scottish Government People & Communities Fund. This funding allows us to continue the fantastic Confident Clydebank Project at Centre81, which includes a wide range of fitness classes, ESOL courses, a Language Cafe, employability drop-in services, pre access college courses, IT classes and a Sports & Arts Club for Autistic Children & their siblings.

For more information on any of the activities please call us on 0141 533 7070 or pop in to reception for a chat.



Scottish Government
Riaghaltas na h-Alba
gov.scot



Only £10 per month!
Call us for more details or pop in for a tour of our friendly community gym



Price List

Pay-as-you-go - £4 per session (max 1 hr)
Annual - £100
Monthly - £10
Induction - £10 (compulsory)

• NO joining or rejoining fees • NO contract • NO hassle



Could we help you save money & energy?

Simple tips for your home

Kettle

Don't boil a full kettle every time, only boil the amount you need.

Light bulbs

Replacing just one old light bulb with an energy saving recommended one can reduce lighting costs by up to £78 over the lifetime of the bulb. Plus they last up to 12 times longer than ordinary light bulbs*

Washing

machine & dryer

Wash full loads rather than just a few items. When possible use a setting of 40°C or even 30°C. By doing this you can use 1/3 less electricity. Also, you'd be surprised at how much you save by ditching your dryer. In the summer, use an outdoor line*

Curtains

Close your curtains at dusk to retain the heat in each room. In the winter line your curtains or use thermal or heavier curtains to save money*

Taps

A dripping hot water tap can waste enough hot water to fill half a bath in just one week, so fix leaking taps and make sure they're all fully turned off*

Appliances

Before you go to bed turn off the power to appliances such as TV's, Stereo's, DVD players and any other items that do not need to stay on. These appliances can consume considerable amounts of energy while on standby.

Shower/Bath

Use the shower rather than the bath whenever possible - it uses considerably less energy. Also, as showers and baths account for most of a household's hot-water use, cutting showers from 20 minutes to 10 minutes could slash water-heating costs by 25 % (approx. £80 a year)

Vacuums

Empty your vacuum cleaner regularly. A full one will use more energy than an empty one to do the same job, as it will take longer to do the same amount of work, as well as being more likely to break down**

Washing

Hang your washing up to dry outside if you can. If you need to use a radiator then avoid putting the clothes directly on the radiator, which can make it work harder to provide the same level of heating**

Ovens

Turn off your oven 5-10 minutes before the scheduled end cooking time, depending on the total time your food has had in there. Ovens are one of the most energy-hungry appliances in the home and you can use the built up heat to finish the cooking**



Our Money Advice Services

Remember, that our partner **Clydebank Independent Resource Centre (CIRC)**, provide a free and impartial debt, benefits and money advice service.

Our office, 77-83 Kilbowie Road, Clydebank G81 1BL, every Tuesday and Thursday morning, except the last Thursday of the month. Pop-in to our office or call 0141 941 1044 to book an appointment.

Our regeneration centre, Centre81, 2-16 Braes Avenue, Whitecrook G81 1DP every last Thursday morning of the month. Pop-in to the Centre or call 0141 533 7070 to book an appointment.

Michael McLaughlin, our Finance & IT Assistant, also holds regular Money Advice Scotland financial capability sessions. The next few are at Centre81 on Monday 26 June, 24 July, 28 August, 4pm - 5pm. Don't hesitate to call Michael at the office on 0141 941 1044 to find out more.



Time to raid your piggybank! From 15 October 2017 shops will no longer accept the round £1 coin, but you will still be able to take them to your bank. The Royal Mint is encouraging everyone to use their round coins or return them to your bank before 15 October.

Want our help to pay less? New Pilot Scheme

Whether your household is living in fuel poverty (spending over 10% of income to heat your home) or your energy bills are manageable, everyone would like to be paying less on their energy. One way of achieving this is for households to have greater control over their energy usage in order to use its energy more efficiently. With this in mind the Association has been approached by Secure, a company renowned for creating energy meters and controls, to provide our tenants with the opportunity to take part in a pilot scheme for their new Beanbag product (shown). The product is a Smart app based control giving better flexibility of control even when out of the house. This can give a more efficient level of control helping the user save money on fuel and improve carbon emissions.

If you are interested in taking part in a trial of the Beanbag product please complete the feedback form on the back page and return to us.



Do you want to stop smoking and feel like a winner?

No need to make an appointment.

Free informal, one to one or group support is provided by friendly, trained professionals with access to free Nicotine Replacement Therapy (NRT) or stop smoking medication.

We are able to help if you want to stop smoking but are still using an e-cigarette.



For more information
text QUIT to 83123 (texts are free)
phone 01389 776990
email smokefreewd@ggc.scot.nhs.uk

"Our customers are our priority
and we ensure equality of service
throughout our organisation"



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)

I would like a response: ☐ Yes ☐ No

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

Tenant Panel Major Repairs Fire Safety
Community Gardens Performance Other

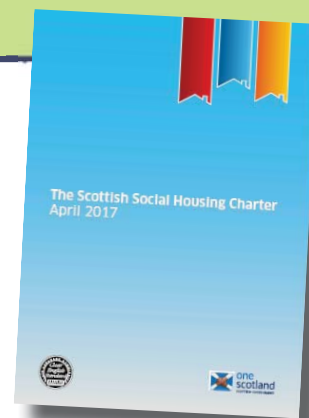
New Pilot Scheme (if so please mention if you have WiFi and whether you have access to a smartphone)

Comments (please use a separate sheet if necessary):

.....
.....
.....

Charter Review

The Scottish Government introduced a Scottish Social Housing Charter in April 2012 and it was reviewed in 2017. The Charter shapes the way we do a lot of our work. It sets out the standards and outcomes that customers can expect from social landlords and allows comparisons to be made between landlords. Call us if you'd like a copy, visit our website or www.scottishhousingregulator.gov.uk/



Website

We hope anyone who has visited our new website has found the information they have been looking for.

Don't hesitate to let us know if there's information you'd like to see or if there are any glitches. We welcome all feedback!



www.clydebank-ha.org.uk

EMERGENCY NUMBERS

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

0141 646 5091
(or 0844 579 6493, network charges apply)

All other out of hours emergency repairs (**fire, flood, break-in, repairs to Quantum heating systems**), should be reported to our contractors, West Dunbartonshire Council:

0800 197 1004

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

OFFICE HOURS

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

We also close until 2pm on the first Wednesday of each month for training.

We will be closed on the following **public holidays**:

Friday 14 and Monday 17 July 2017

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

Clydebank Housing Association Ltd

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Clydebank

G81 1BL

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