



ChitChat

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

Our office will close on Friday 22 December 2017 at 12.30pm and re-open on Thursday 4 January 2018 at 9.00am.

Please note Raenor Park caretakers are available on 28 & 29 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 4 January.

We are thrilled! 8 applicants to get keys to new home for Christmas!

In March 2017 we embarked on a £5.1m design and build contract in partnership with AS Homes (Scotland) Ltd at the former La Scala/Gala Bingo site on Graham Avenue, Clydebank.

As at the time of going to print, 8 applicants were on schedule to receive their keys for La Scala Apartments in time for Christmas!

With funding of £3.168m from the Scottish Government's Affordable Housing Programme, together with £2m private finance from CAF Bank, we are nearing completion of 20 one bedroom flats, 20 two bedroom flats and 4 two bedroom wheelchair adapted homes.

The remainder of the flats will be allocated in the New Year.



This issue in pictures...



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Also don't miss:

Warm Home Discount *page 2*

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Owner News *page 10*

Getting Involved *page 14*

Welfare Rights Service

Remember that we provide a free and impartial welfare rights service, in partnership with the Clydebank Independent Resource Centre (CIRC). Our residents can obtain advice on various issues including:

- debt
- income maximisation
- benefits

Service available at:

Our office, 77-83 Kilbowie Road, Clydebank G81 1BL, every Tuesday and Thursday, except the last Thursday of the month:

10am – 12pm (Tues) & 10am – 1pm (Thur)

Simply 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 of the month: 10am – 1pm. Simply pop-in to the Centre or call 0141 533 7070 to book an appointment.

Monies regenerated in our community since 1 April - £300,046.68 and debt handled - £173,843!!



Do you want to move home?

Remember a transfer within our stock is possible, and you will automatically get 5 points as a CHA tenant. You will get additional points if you are, for example, overcrowded, underoccupying or if your home is medically unsuitable. All you have to do is complete a housing application form.

All circumstances will be assessed in line with our Allocations Policy. However, it is important to note that transfers will not be considered where:

- There are rent arrears
- Unauthorised alterations have been carried out and not rectified
- There is outstanding legal action or a breach of tenancy agreement

Applications are available online at **clydebank-ha.org.uk** or by calling or visiting the office (details on the back page).

Don't hesitate to contact our Housing Management housing team for more details!



Warm Home Discount Scheme

You could get £140 off your electricity bill for winter 2017 to 2018 under the Warm Home Discount Scheme. The money isn't paid to you - it's a one-off discount on your electricity bill, between September and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

The discount won't affect your Cold Weather Payment or Winter Fuel Payment.

For more information visit www.gov.uk/the-warm-home-discount-scheme



Scottish Charity No. SC 033962. Registered Social Landlord with the Scottish Housing Regulator, Registration No 86. A Registered Society registered under the Co-operative and Community Benefit Societies Act 2014 (No. 2191RS). Registered Property Factor No. PF000231. Member of the Scottish Federation of Housing Associations. Registered in Scotland at the above address. To the best of our knowledge all information contained in this newsletter is correct at the time of going to print.



Ways to Pay Your Rent

With all of our convenient available methods, it's never been easier to pay your rent: -

Paying by Direct Debit

The easiest way to pay if you have a current bank or building society account is by Direct Debit. Although rent is due by the 28th of each month, we understand that many of our tenants are not paid on this date and may wish to pay at a different time. We can accept payment, in advance and in line with your pay day, be it weekly, fortnightly or even four weekly. Simply contact 0141 941 1044 for a Direct Debit instruction form. We can help you complete it and will take care of everything else.



Debit card payment

By visiting the office.

We accept payments by debit card at our office reception at 77-83 Kilbowie Road. Simply pop in and we will process your payment over the counter and issue you with a receipt.

By telephone.

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

Using your allpay payment card

All tenants receive a payment swipe card containing a unique identification number. You can pay using your swipe card in a variety of ways: -

In person, at a wide range of retail outlets displaying one of the signs below:



A selection of the local outlets where you can pay your account are:-

Co-op Clydebank, 2 Sylvania Way South & 393 Kilbowie Road

News & Mags, 84 Sylvania Way

Asda Superstore, 31 Britannia Way

Lifestyle Express, 66 Whitecrook Street

NP's Newsagent, 7 Second Avenue

Linnvale Convenience Store, 131 Livingstone Street

Fleming Food Store, 24 Fleming Avenue

Pricecutter, 7-9 Radnor Street

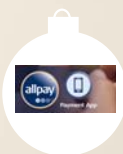
Online via allpay's website by going to www.allpayments.net. Your allpay card and debit card will be required.

By telephone by calling the 24-hour service on 0844 557 8321 from any touch-tone phone. Your allpay card and debit card will be required.



Allpay App

Download the free app to your phone from <http://www.allpay.net/allpay-payment-app> for Apple, Windows, or Android devices.



All you require for the initial sign up is an email address and your swipecard number.

Cheque

You can post or drop a cheque in to us. Make your cheque payable to 'Clydebank Housing Association Ltd' and write your name, address and rent account number on the back of the cheque.

Please note that for security reasons we cannot accept cash payments at reception.

Remember non-payment of rent can put your tenancy at risk.

Apology from us and Allpay

Allpay and CHA would like to take this opportunity to apologise to those Combined Heath and Power (CHP)

customers and tenants who have been affected by the recent Direct Debit technical issues at Allpay. Allpay assure us they are working hard to resolve it and will be in touch with those affected personally.



What's great about living in our Radnor Park flats?



Here's what some of our Radnor Park tenants have to say...

The best thing is they are handy for buses and near the shopping centre.

The best thing is the well maintained lifts and that the common areas are clean and tidy

The best thing is the views, green space, the heating and hot water system and the feeling of being secure

The best thing is they are well looked after by the caretakers, plus the laundry system is very good

- Spacious 2 bedroom flats
- Available to single persons, couples & families*
- Low-cost heat & hot water
- Keep Scotland Beautiful Silver Award
- Community garden
- Spectacular views
- Major improvements
- Dedicated caretakers
- On-site laundries
- Close to local amenities



If you, a friend or a relative are interested in being considered for housing at Radnor Park, please submit a housing application form to us. Applications can be collected or requested from the office or completed digitally online via our website clydebank-ha.org.uk.



Radnor Community Garden

We are delighted to report that our Green Project Officer has now recruited 10 volunteers for our Climate Challenge project and has also been in touch with the local schools and nurseries who are keen to get involved in all aspects of the project - cycling, gardening and cookery classes.

Volunteers have been filling the raised beds with compost and top soil and we have a few different vegetables planted. The herb garden is also taking shape in the middle of the garden.

Through a new Action for Children Challenge programme, young people have been helping with filling and painting the raised beds and weeding. Donald, our gardener, attends the garden twice a week, talking to locals and giving gardening advice.

We have taken delivery of the hedges for the Garden and we're scheduling in their planting when the frost subsides.



Please call Andy or Donald on 0141 533 7070 if you'd like to know more or get involved.



* not suitable for children under 12.



FREE Doorstep CRIME ALERTS

Register at www.neighbourhoodwatchscotland.co.uk or pick up a Community Watch leaflet at your local library.

Doostep crime is the name given to crimes carried out by bogus callers and rogue traders who call uninvited at your home under the guise of legitimate business or trade. It includes distraction burglary, bogus callers, rogue traders and unscrupulous sales people.

This pilot scheme, West Dunbartonshire Community Watch, aims to provide local people with up to date information on what is happening in their area.



Ready Scotland

Preparing for and dealing with emergencies

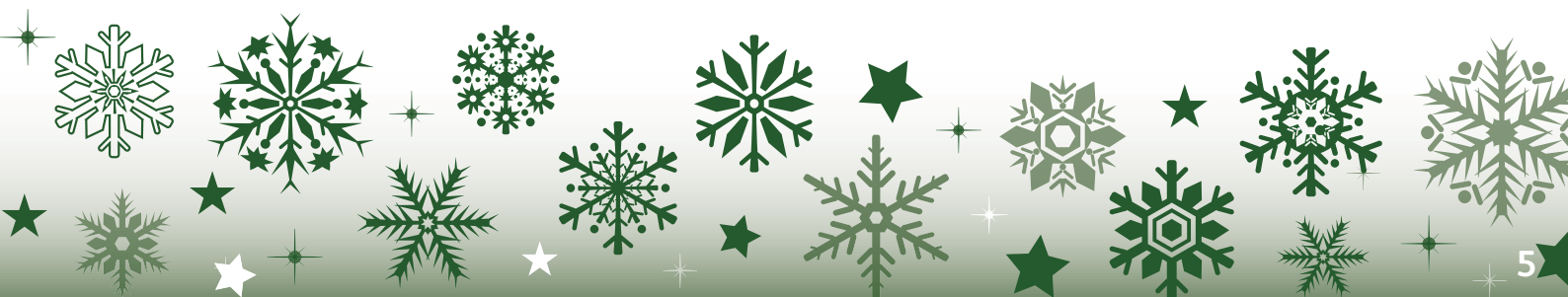
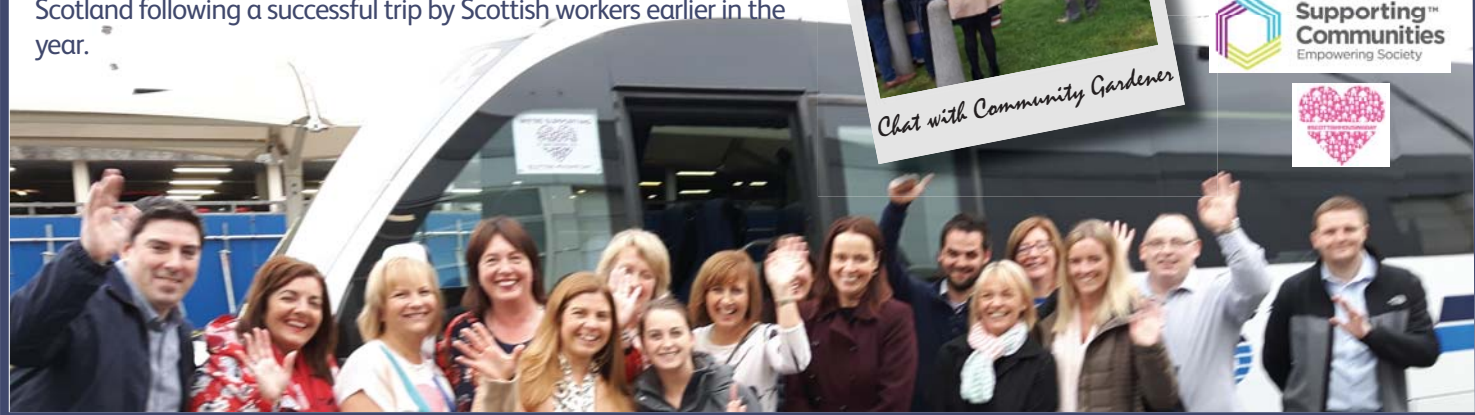
Ready Scotland (www.readyscotland.org) is a Scottish Government website providing advice on what to do to prepare for and deal with emergencies. It provides advice on severe weather, loss of utilities, flooding, flu and much more.

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

Scottish Housing Day 2017

On 20 September, to coincide with Scottish Housing Day 2017, we welcomed 16 housing delegates from Northern Ireland to Clydebank. We got to 'show off' our achievements, including visiting the Graham Avenue new build site, CHP station, Centre81 and other CHA stock. We got to exchange knowledge on housing policy and funding. We finished the day by visiting the Titan Crane to show the visitors our area and in particular, our proposed housing site on Queens Quay for 50 homes from 150ft up!

The visit was organised by Supporting Communities (NI) and TPAS Scotland following a successful trip by Scottish workers earlier in the year.





Are you ready for Universal Credit?

From October 2018, everyone who currently has any of their rent paid through Housing benefit will be moved onto Universal Credit. This means that you will be responsible for managing your money and paying your rent. It also means that you will have to have a bank account in place to receive your universal credit payments.

We appreciate that this can be a worrying or confusing time for some tenants, but want to reassure everyone that we are here to help you through this process. We will be writing to everyone in the new year with lots of advice, as well as a checklist of things you need to have in place in advance of this change.

In the meantime, if you have any concerns or questions, please contact a member of our Housing Management rental team.



If you have a mobility problem, Clyde Shopmobility can help!

They offer FREE USE of mobility scooters and wheelchairs for use in and around Clydebank Shopping Centre.

To have access to this free service you need to become a member for just £5 a year.

You don't have to be registered disabled to use the service. Anyone who has difficulty getting around, for example, limited mobility caused by disability, age, temporary illness or accident can borrow a scooter or wheelchair.

Clyde Shopmobility is a registered charity. For more information visit Clyde Shopmobility, 22 Alexander Street, just down the road from Clydebank Railway Station, or visit their Facebook page www.facebook.com/ClydeShopmobility/.



More than 800,000 homes and businesses across Scotland can now connect to fibre broadband thanks to the £428 million Digital Scotland Superfast Broadband programme – and lots of homes in our area are among them.

If your area has been upgraded, getting connected to fibre broadband is easy. All you need to do is contact your chosen internet service provider, as upgrades are not automatic.

Local people can check the Digital Scotland website - scotlandsuperfast.com - to find out if they are able to access the latest fibre broadband technology.

Whether it's ordering shopping, paying rent or accessing benefit applications, more and more is now done online. Fibre broadband can assist in this process and is more affordable than you think.



Mould Growth and Condensation

If your home feels damp or you find patches of mould on walls, furnishings or clothes, condensation may be the cause.

The warmer you keep your home and the better ventilated it is, the less likely you are to get condensation. Condensation mainly occurs during cold weather.

Don't hesitate to call us if you have any concerns and for a copy of our handy Mould Growth and Condensation leaflet for advice on ridding your home of it.

Problems affording to heat your home?

Visit our welfare rights sessions, which run twice a week. See page 2 for more info.



We've included our annual calendar on the back page - we hope you'll find it useful

Did you know we promise to reply to telephone messages within one day? Let us know if this is not the case.

Information in a Different Way

It's no bother for us to provide information in a different way if you need it.

We routinely provide information on audio CD and in large print and have the resources to provide information in another language or in Braille.

Don't hesitate to let Sinéad at the office know if you or someone you know could benefit.



Donations Policy

We have a Donations Policy which outlines CHA's commitment to encourage and support housing related projects and other activities which strengthen our community and improve the environment in which we operate. Most recently we donated £50 to the Glasgow Winter Night Shelter 2017/2018 which opens its doors overnight to homeless people and offers homeless and health advice from December to March.



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 disruption/annoyance 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.

If you are unfortunate enough to experience anti-social behaviour we are here to help and will always be able to take action or offer advice or assistance either directly or through our partner agencies.



Christmas all wrapped up?

At Christmas we hope that you receive lots of nicely wrapped gifts but ask that you remember to dispose of the 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.



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 vacancy	Volunteering	Consultation
Strictly Competition	Performance	Other

Comments (please use a separate sheet if necessary):

We have 2 tickets to Strictly Come Dancing Live 2018 to give away to one lucky winner. For your chance to win tickets for Saturday 3 March at 2.30pm 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 19 January 2018.

Question: What is our proposed rent increase for 2018/2019?

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



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.



8th Radnor Park Clear Out Day!

The 8th community clear-out day at Radnor Park took place on a fresh but at least dry day in October. As always, this was a great opportunity for tenants to get rid of any unwanted items and this year at least 5 tonnes were disposed of (with more container weights due in) and much of the waste is recycled by WDC's Waste Services Department.

Huge thanks to Radnor Park Multis Tenants and Residents Association who paid for the uplifts. Thanks to Roddy and team from West Dunbartonshire Council for their assistance and to the caretakers and the CHA office staff who rolled up their sleeves to assist tenants.



Charlie, Rae and Drew

West
Dunbartonshire
COUNCIL

clydebank
clydebank housing association

Radnor Park
Multis Tenants
and Residents
Association



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

Spotlight on Complaints

In the period 1 July 2017 to 30 September 2017, we received 1 complaint relating to our factoring service. The complaint was upheld, where we were found to be at fault, and, as a result, the following improvement was made: -

- Factoring staff were reminded of the timescales for responding to queries from owners.

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

For annual gutter cleaning and roof condition survey info see page 14

Code of Conduct for Property Factors – Your Chance to Have Your Say!

The Code of Conduct came into force on 1 October 2012 and sets out minimum standards of practice for registered property factors on how they should act in their business with homeowners.

The Scottish Government is currently consulting on proposals to revise the Code of Conduct. The consultation seeks views on whether the original Code has led to improvements in the quality of factoring services to homeowners and whether the Property Factors (Scotland) Act 2011 has improved the wider regulation of property factors.

The consultation runs until 15 January 2018. You can download the consultation paper and respond online at: <https://consult.gov.scot/housing-regeneration-and-welfare/code-of-conduct-for-registered-property-factors/>.



Scottish Government
Riaghaltas na h-Alba
gov.scot

Could Warmworks Scotland benefit our owners?

Warmworks Scotland is a partnership between the Energy Saving Trust, Everwarm and Changeworks.

Warmworks was formed to deliver the Scottish Government's flagship national fuel poverty scheme, Warmer Homes Scotland.

The Warmer Homes Scotland scheme was launched on 1st September 2015. It provides insulation, efficient heating and renewable technologies in the homes of households who are struggling with the cost of high energy bills, making homes warmer, more comfortable

and more affordable to heat. The scheme is aimed at owner occupier/printed rented tenants.

To find out more about this scheme or other schemes that may be available to you, contact Home Energy Scotland free on: 0808 808 2282 or visit the website <http://www.greenerscotland.org/home-energy-scotland/>



How to make a Complaint

December 2017 Issue No. 70

Our recent independent Tenant Satisfaction Survey indicated that only 89% of those surveyed knew how to make a complaint. The information below sets out how to report different types of complaints when you are dissatisfied.

Complaint about Poor Service

You can make your complaint in person, by phone, by email or in writing where you feel our service has failed you, for example, if we say we will do something but then we don't do it. If you choose to provide an anonymous complaint we will investigate and act on it, only if proof is available.

We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

Stage 1: frontline resolution We will always try to resolve your complaint quickly, within five working days if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.

Stage 2: investigation We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation. We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we handled your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to consider it. We will tell you how to do this when we send you our final decision.

We will always send you a Complaints Handling Satisfaction Survey after every complaint.

A Neighbour Complaint

You can make a neighbour complaint in person, by phone, by email or in writing where you feel your neighbour has behaved in an anti social manner.

This is repetitive behaviour which causes fear, alarm or distress.

We do not accept anonymous complaints.

We will always try to deal with your complaint as quickly and efficiently as possible. We may ask you to complete a neighbour complaint form so that we have full details.

When we receive your form, we will classify the complaint as follows:

- A - Extreme 1 working day
- B - Serious 10 working days
- C - Dispute 15 working days

For your info, we dealt with 100 % of neighbour complaints within timescale in 2016/2017. We will send you a satisfaction survey after every complaint.



Publications Feedback

We hope you enjoyed reading our Customer Charter Report and Annual Report. Please let us know if you have any feedback. We'd be happy to hear your comments, good or bad!

Our Charter Report was shaped by tenants - they chose the topics they thought would be more important for tenants to know and these were incorporated in our report. All of our performance is available at any time at www.scottishhousingregulator.gov.uk/find-and-compare-landlords or by contacting Sinéad at the office.



Feedback Thanks

We know that recently we've been asking for your views/requesting feedback over a range of matters and we'd like to take the opportunity to thank all who have responded.



Did you know we design all of our publications in-house? This keeps the costs low. It also means it is easy for us to take on board your suggestions for improving our newsletter and publications, so please contact us if you have any comments.

Change to Caretaker Working Pattern - Radnor Park

Thank you to all tenants who returned their feedback on the above consultation. 143 responses were received and after consideration of the returns, our Management Committee approved the following new hours:

8.00am - 5.00pm, Monday to Friday, with service available all day as lunch hours are staggered.

Please remember the caretakers are available on the 28 and 29 December.

Tenant Panel

A huge thanks to our Tenant Panel of 6 tenants who are in the process of reviewing our void property process, right through from end of tenancy to allocations. They will be producing a final report to the Management Committee in the Spring which will include their views for where we could improve and potential changes in the way we do things.

We have one space available on the panel, please contact Sinéad at the office if you'd like to find out more and/or get involved.



Tenant Census Feedback

Thank you to the 223 tenants/sharing owners who returned our Tenant Census form in time for the prize draw on 17 November. The lucky winner was Ms Calderwood from Radnor Park, pictured receiving her £100 voucher from Michael McLaughlin, our Data Protection Project Officer.



Many more have since been received - keep them coming! It is a requirement of your tenancy to keep us up to date with who is living in your home.

We would be delighted if you would consider helping us

Would you be interested in joining our Consultation Register, participating in a Focus Group or joining our Tenant Panel?

If so, please contact Sinéad at the office on 0141 941 1044 or by email sinead@clydebank-ha.org.uk.

A 2016 focus group



Rent and Service Charge Policy Review

We have begun our annual review of our rent and service charge policies. This will include details of the proposed rent increase from 28 March 2018. As always, we want your input into this review process.

We currently have a robust Rent Policy which fully details how the rents for our properties are calculated. This takes into account the size of the property as well as any extra facilities the property may have such as a dining-kitchen, private garden or an extra W.C. The Policy also outlines our costs and how the overall rent is calculated.

We will only ever charge you the rent required to maintain and manage your home and we will always ensure that the rent is affordable and fair. To do this, we will be looking at all our management and maintenance costs as well as using available affordability information and making direct comparisons with other Housing Association and Council rents.

For next year, based on current figures, a rent increase of between 2.5 % and 4.5 % will be necessary for us to continue to manage and maintain all our properties. Our Management Committee will meet again at the end of January 2018 to consider your feedback and approve any final increase.

We are also in the process of reviewing our Service Charge Policy. We currently have service charges in place for common electricity and common grounds maintenance. In some flats a common area window cleaning charge is also in place. We will also be consulting on common area close cleaning in the early new year.

We really want to hear your views on these reviews so please complete and return the feedback slip you will have received recently by Tuesday 23 January 2018.

In the meantime, if you would like information on the process, or you have any suggestions or comments, please contact Joe Farrell or Sinéad Boyle at the office.



Major Repairs Update

Renewal of central heating boilers

This contract involved the tenemental properties in Alexander Street, Kilbowie Road and Whitecrook Street. New condensing boilers were installed and Energy Performance Certificates were updated. These certificates contain the energy rating for your property as well as anticipated energy costs to run your home. As soon as we have received the updated certificates we'll pass these on to tenants for their information.

Coming soon...

Following lengthy and longer than expected tendering processes, we're delighted to let you know that we have now awarded the following contracts:

- **Bathroom renewals at multi-storey flats**

We have had to divide the renewal programme into two phases to tie in with our major repairs budget.

The first phase will be to renew bathroom suites only and will involve around 232 properties. There are a further 99 properties which have had medical adaptations over the years and most have level access trays with showers. These will be renewed, as necessary, during the second phase of the works which will follow on from completion of the first phase. We hope to start phase 2 by the Summer of 2018.

We will be meeting with Mitie, the contractor, before the festive break to begin programming surveys and installations at the beginning of January and we'll write to all tenants with more specific details on timescales as soon as these are available.



- **Upgrade of foyers at multi-storey flats**

We are about to award this contract and works will begin in early January. The three blocks included in this phase are Erskine View, Castle View and Lennox View. We will be refurbishing each foyer to the same specification as that already completed at Lusset View and in addition will be painting the external areas of these blocks, as well as Lusset.



- **Electrical rewiring**

This contract has been awarded to GD Chalmers and will start early in the New Year. The properties included in this contract are the semi-detached BISF type properties in Linnvale, 1-12 Cumbrae Court, 8 Montrose Street and Bannerman Place (not numbers 15-27). We'll be in touch with the tenants in these properties very soon to give them more specific details including timescales.

- **Annual gutter cleaning and roof condition survey**

- We are currently tendering for the above contract to ensure we receive best value for money. We will be in a position to appoint a contractor in January 2018 with a view to the successful contractor completing the works by the end of February 2018, depending on weather conditions at that time.

Review of Repairs & Maintenance Policy – change to repair timescales

We recently carried out a review of the categories of repairs detailed in the Policy. The reasons for the changes were to clarify timescales for appointments and to introduce a new category for “complex” repairs e.g., involving multi-trades, jobs over a certain value and jobs requiring insurance approval. The changes are detailed below and the full Policy can be found on our website clydebank-ha.org.uk or on request from our office. The next scheduled review of the Policy is due in August 2019 at which time we will undertake full tenant consultation.

Tenant Appointment *(previously Date Specific)*

This category of repair will be raised when a tenant requests a specific date and will be offered a morning or afternoon slot to suit their convenience. These repairs will normally fall within the response target times of routine (10 days) or urgent (3 days). However it should be noted that repairs could be arranged out with these published timescales in accordance with tenant preference. The response target time will be the appointment time agreed with the tenant unless parts or materials require to be ordered and in this instance another appointment will be made to suit the tenant.

Complex Repairs

These are repairs which are likely to involve multi-trades and can include jobs requiring time to dry out, removal of asbestos, jobs over a certain value, jobs requiring authority from owners, insurance approval, amongst others. The response target time is within 20 working days.



Stock Condition Survey

As reported in the Autumn edition, we have appointed Brown + Wallace (Quantity Surveyors) to carry out a stock condition survey for us to check that our homes continue to meet current Scottish Housing Quality Standards and to help us prioritise our future investment plans for all of our properties.

Please help us to gather this information by giving access to Brown + Wallace if your home is selected for a survey.

When all the surveys are completed, and our long term repairs programme reviewed, we will be issuing tenants with details of major repairs planned for their home over the next 5 years.



We own and manage Centre81 in Whitecrock, home to **Cafe81** & **Gym81**



Festive Opening hours at Centre81

Centre81 & Gym81 will close for the Christmas holidays on Friday 22nd December at 9.00pm and re-open on Thursday 4th January 2018 at 8am.

A new you in the New Year? Take the first steps to fitness at



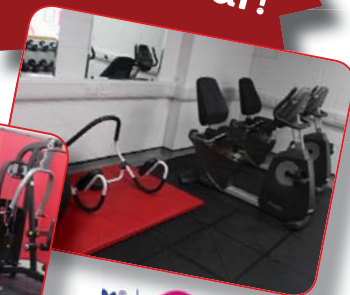
The main gym area consists of cardio machines, treadmills, bikes and cross trainers as well as weight machines. There is also a weights room with free weights, dumbbells, more bikes, abs crunchers and yoga balls.

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

Only £10
per month or
£100 a year!



Customer Service Course with West College Scotland at Centre81

Thursdays 10am-2.30pm, for 5 weeks, starting 18th January

The aim of this course is to develop the skills and knowledge that are essential in creating a positive, professional customer service.

This course will help to understand the personal factors and skills required to create a good first impression with customers and dealing with customers' needs. It will also provide an understanding of the principles and practices of customer service and the importance and benefits of delivering a quality customer service experience.

The SQA Level 4 Award in Customer Service will also be achieved on successful completion of this customer service course.

Please call Reception on 0141 533 7070 to book your place or to find out more about the course. Crèche may be provided depending on demand.

Beneficial if you plan a career in retail or customer services.



Need a venue for your event?

If you would like to hold an event at Centre81, call Ali or Jean and we are sure we can meet your requirements! Call us on 0141 533 7070 or pop in.



Christmas Fayre

Santa took some time out of his very busy schedule and paid a visit to the Centre81 Christmas Fayre on Saturday 2nd December.

Staff from Clydebank Housing Association sold tea, coffee, hot chocolate, hot dogs and delicious homemade soup, which helped warm up the crowd.

Thank you to everyone who helped and came along on the day. We raised £450 for our 'Community Pot', which will help us to provide activities and events for the local community at Centre81 in 2018.



Cafe 81

Hot choc just £1

Open 8am-9pm, Mon-Fri
for tea/coffee, juice, cakes,
confectionery, crisps &
fresh fruit.

Free Toast & Butter with
your tea/coffee (8am
-11am only).



Bingo Lunch

Over 50 of our "Bingo Ladies" enjoyed a delicious Christmas Lunch at Centre81 on Thursday 7th December. As well as a lovely festive meal, they had prize bingo and a free raffle. Entertainment was then provided by Our Holy Redeemers Primary School Choir who sang Christmas carols.



Two New Additions to Finance & Admin Team

In partnership with Working4U Youth we recently advertised a Finance and Admin Trainee position. We are delighted to introduce Gemma Connell who started with us in October (pictured below, left). Gemma is based at reception assisting the section with admin duties and covering reception.

Fanica Baci is our new Admin Assistant and is here part-time for 6 months covering CHA Power duties. Her normal working days will be Wed (half day), Thursday and Friday.



Long Service Award

Lorna MacIntyre of Employers in Voluntary Housing, who provide employment support to social landlords including CHA, recently visited the office to present Management Committee member, John Hillhouse, with a well deserved long service award.



John Hillhouse receiving his award

Lorna commended the commitment Mr Hillhouse for his long service in the demanding role of a Committee Member and presented John with an award for his 28 years+ service. John's various office bearer roles held over the years were also highlighted.



Great Clydebank Cake Off

There was quite a competitive spirit in the office on 29 September when staff vied for the coveted titles of best taste, presentation and originality for their baking.

We raised £147 beating last years' figure!

Fiona White, Finance Officer, was voted best taste/star baker! Fiona is pictured receiving her prize. Heather MacLeod, Finance Assistant, won for the vote for presentation and Michael McLaughlin.

Thanks to all who came along and voted for their favourite as well as donating to such a worthwhile cause. Thank you also to Lynette, our Finance Manager, for organising and donating prizes.

**WE ARE
MACMILLAN.
CANCER SUPPORT**



Housing Performance: 1 April - 30 September 2017

Indicator	Performance to 30 September 2017	Year End Target	Previous years' performance
Maximum rent loss on vacant properties	0.17 % £6,344.01 😊	0.8 % of annual rental income	0.43 %
Current and former tenants gross rent arrears (as % of the total annual rent receivable)	2.18 % £105,535 😐	2.5 %	2.76 %
Number of calendar days to let a property	16.6 calendar days 😞	15 calendar days	18.9 days
Processing of housing application forms	6.1 calendar days 😊	10 calendar days	7.6 days
Investigating neighbour complaints by category: A - Extreme B - Serious C - Dispute	A - none received B - 100 % (5) within timescale C - 100 % (21) within timescale 😊	A - 1 working day B - 10 working days C - 15 working days	A - none received B - 100 % (8) within timescale C - 100 % (43) within timescale

Maintenance Performance: 1 April - 30 September 2017

Indicator	Performance to 30 September 2017	Year End Target	Previous years' performance
Average length of time to complete emergency repairs	1.59 hours 😊	4 hours	1.64 hours
Average length of time to complete non-emergency repairs	3.77 days 😊	5 days	5.3 days
Percentage of reactive repairs carried out in the last year completed right first time	92 % 😞	100 %	95.8 %
Percentage of repairs appointments kept	96.3 % 😊	100 %	92.1 %
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100 % 😊	100 %	99.8 %
Percentage of approved applications for medical adaptations completed	59 %	n/a	64.5 %
Average time to complete approved medical adaptation applications	136 days 😞	30 days	124 days

Complaints Performance: 1 July - 30 September 2017

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.

From 1 July - 30 September, 15 complaints were received and 11 (73 %) of these we upheld - we were found to be at fault. 13 were resolved at front line (within 5 days) and 2 were resolved after investigation (within 20 days).

The complaints received were across a variety of departments (none were regarding equalities):

We have identified improvements to our service including:

- Improved communication with tenants
- Staff update on repair classifications
- Change to credit refund procedures

A copy of our Complaints Handling Procedure can be found on our website or on request from our office. Also see page 11 for info.

Calendar 2018

01 January

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

02 February

M	T	W	T	F	S	S
			1	2	3	4
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

03 March

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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

04 April

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23	24	25	26	27	28	29
30						

05 May

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28	29	30	31			

06 June

M	T	W	T	F	S	S
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07 July

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23	24	25	26	27	28	29
30	31					

08 August

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27	28	29	30	31		

09 September

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10 October

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22	23	24	25	26	27	28
29	30	31				

11 November

M	T	W	T	F	S	S
			1	2	3	4
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19	20	21	22	23	24	25
26	27	28	29	30		

12 December

M	T	W	T	F	S	S
					1	2
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

☐ Public Holiday/Office Closure ☒ Staff Training Closure (9am-2pm)

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.

USEFUL NUMBERS

Radnor Park caretakers.....0141 951 1642
 Jim 07875 380125/Donnie 07875 379176/Charlie 07875 380183
 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 Standards01389 738552
 Gas Emergencies (SGN).....0800 111 999
 Scottish Power Emergencies.....0845 2727999
 Scottish Water Emergencies.....0845 6008855

USUAL OPENING HOURS

Monday to Thursday 9am to 5pm, Friday 9am to 4pm. We close the first Wednesday of every month for training as shown above.

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

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Fax 0141 941 3448

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