



ChitChat

Rent Increase Confirmed as 3.5%

A 3.5 % rent increase will be applied for the year from 28 March 2018. The increase will enable us to continue to provide competitive and affordable rents, as well as allow for future investment in the maintenance of our stock, including a £2 million major repairs spend in the year ahead.

Thank you to all 126 tenants and sharing owners who returned their feedback slips. All have been responded to personally. Over 95 % were satisfied with the information provided and, of those who answered, 100 % understood why the rent increase would be between 2.5 % and 4.5 %.

All responses were presented to our Management Committee, for consideration on 30 January.

At the meeting, the Management Committee agreed to a 3.5 % increase taking into account:

- the 126 responses
- feedback from our drop-in session with tenants and meeting with our residents group
- how affordable our rents are
- how they compare with other landlords
- the costs required to manage and maintain tenants' homes

All tenants should have received notification of their new rent. If you haven't, please contact our Housing Management team as a matter of urgency.

Get involved in our Decision Making!

We currently have vacancies on our voluntary Management Committee and we would be delighted to hear from tenants who would be willing to give up some of their spare time to contribute to the Association. The only experience you need to have is an interest in the well-being of our local community and our housing and estates.

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.

If you'd like to know more about what is involved in being a Management Committee member and how to go about it, please call Sharon Keenan, our Chief Executive, at the office for further information or return the feedback slip on the back page.

Diary Dates:

Office Closure - Friday 16 March 2018 (see page 2)
(emergency numbers back page)

Centre81 Jumble Sale - Saturday 17 March 2018

Radnor Community Garden Open Day - 24 March 2018

"Thank you for bearing with us during the recent bad weather when we had to close the office to keep customers & staff safe.

We apologise for any inconvenience caused. Please let us know if there's anything we could have done better during this time".

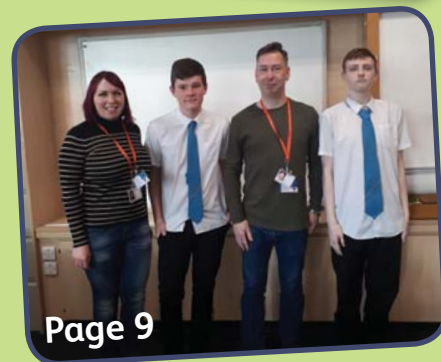
This issue in pictures...



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Also don't miss:

Data Protection *page 2*

Save money with the

Beanbag scheme *page 6*

Easter Programme@C81

page 12

The new General Data Protection Regulations (GDPR) - what you need to know

What is the GDPR?

GDPR is a new set of regulations that replace the existing Data Protection Act. The regulations come into force on the 25 May 2018 and they place a greater responsibility on all organisations, including Clydebank Housing Association, to ensure your personal data is secure, accurate and up-to date.

Access

Everyone will now have much greater access to the personal data that an organisation holds on them and will legally be allowed to view the data by making a Subject Access Request. Incorrect or incomplete data can also be rectified upon request.

There is also a right to demand that your data is deleted if it's no longer necessary to the purpose for which it was collected. This is known as the "right to be forgotten".

Processing

Organisations must ensure they provide a lawful basis for processing all types of personal data that they have not sought specific consent to use. The GDPR requires that controllers and processors must be transparent about how they collect data, what they do with it, and how they process it, and must be clear in explaining these things to you.

Clydebank Housing Association provides a Fair Processing Notice (this is included with this newsletter) outlining the following details of how we manage the data we collect

- What information we collect
- Why we collect it
- Who we share it with and why
- How we store it

Security

GDPR will enforce stricter rules upon organisations to ensure that they are taking all reasonable measures to guard against data theft, loss, or other breach. And if there is a breach of your data we must let you, and the Information Commissioner's Office know at the earliest opportunity.

Further information

We will continue to inform you of the implications of the new legislation which comes into force in May and how Clydebank Housing Association and its tenants will be affected by this. Please visit <http://clydebank-ha.org.uk/data-protection/> and articles in forthcoming newsletters for updates. You can also visit the Information Commissioners Office (ICO) website for further information at <https://ico.org.uk/for-the-public/>

OFFICE CLOSURE

Please note, in light of the upcoming May deadline, and the significant amount of time and resources required to review the information, systems and data security arrangements **the office will be closed on Friday 16 March 2018**. Emergency numbers will be available as usual via our telephone answering machine and on our website.

Installation of Sky Q boxes at the Radnor Park Multis

Recently a few tenants have been asking about having Sky Q TV boxes fitted.

Unfortunately the current communal digital TV system at Radnor Park is not designed to facilitate this type of equipment and therefore tenants should not proceed with installation.

Please note that these boxes can interfere with the cabling set up of the communal system, and

may affect your neighbours TV signal and possibly cause unnecessary repairs.

Thank you for your co-operation in this matter.



New Clydebank Homes

In March 2017 Clydebank Housing Association (CHA) 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. 8 housing applicants received their keys for La Scala Apartments just before Christmas!

With funding of £3.168m from the Scottish Government's Affordable Housing Programme, together with £2m private finance from CAF Bank, CHA is progressing towards the completion of the 44-unit development; 20 one bedroom flats, 20 two bedroom flats and 4 two bedroom wheelchair adapted homes.

Scott Smart, 28, was the first tenant to receive keys for the development, said "This is my first home and I'm absolutely delighted. My one-bedroom flat has been completed to fantastic standard. The design is bang up to date with a large open plan kitchen/livingroom and lots of storage space including 2 built-in double wardrobes in the bedroom". Scott continued, "The location is excellent – just minutes away from Singer train station and a 10-minute walk to the shopping centre."

New tenant Scott delighted to receive keys to new home



Sharon Keenan, CHA's Chief Executive, said, "The new homes are extremely energy efficient and meet the Scottish Government's Greener Homes Standard and West Dunbartonshire Council's silver standard. We are delighted that all 8 tenants are happy with their new home and especially that they were able to receive their keys in advance of the Christmas holidays. Since then a further 12 have been allocated and includes 2 wheelchair-adapted properties".

CAF
Bank

clydebank
clydebank housing association



Scottish Government
Riaghaltas na h-Alba
gov.scot

West
Dunbartonshire
COUNCIL
MORE HOMES BETTER HOMES

AS HOMES
SCOTLAND

GREGOR CAMERON
CONSULTANCY LTD
BW+
Brown + Wallace
Consultation Consultants



Radnor Park Garden : seeds sown for a great community garden

From small beginnings grows a new community garden.

We at Clydebank Housing have been developing the Radnor Park Community garden with help from Climate Challenge Fund funding and we now can see the garden taking shape.

After the long cold winter lay off we are raring to go and will be planting vegetables and herbs in the garden. We are having an open planting day on **Saturday 24th March 2018**. Come along and talk to Andy and Donald about volunteering at the garden.

Sow some seeds, plant some vegetables and have a great day out.

This project is all about the community, the garden will be community led with all produce from the garden going to the community.

We already have volunteers, including a group of children, who have planted leeks, onions and herbs in the garden but we look to develop this further by planting potatoes, garlic, turnips, carrots and this could be your chance to develop those green fingers you have always thought about cultivating (with the help of Donald our gardening guru of course).

So come along and enjoy our hospitality: Tea , Coffee and we may even supply biscuits of the chocolate variety! **Saturday 24th March 2018 from 10am-1pm.** We look forward to seeing you.



**West
Dunbartonshire
Community
Foodshare**

Scottish Registered Charity No. SC044248

In lieu of exchanging Christmas cards staff again decided to make a donation instead to the local food bank. Staff have done this now for 3 years.





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.



Dog Fouling

Dogs are great - after all they are called man's best friend for a reason!

However, spare a thought for others when exercising your dog. Dog mess is not only an eye sore but is a real hazard and can have serious effects on health. This is especially relevant in the case of our landscapers who are regularly encountering dog mess whilst attempting to carry out their duties on behalf of the Association. The Association's costs (as well as costs to owners) are also rising as a result, as we increasingly have to have the dog fouling removed before any landscaping work can be carried out.

In Scotland, The Dog Fouling (Scotland) Act 2003 makes it an offence for a person not to clear up after their dog when exercising it in a public open space, including communal areas. The maximum fine for this is currently £500.

We would therefore respectfully request that all dog owners please CLEAN UP after your dog.



In December staff sported Christmas jumpers for the day to raise some pennies for their chosen charity, Cash for Kids. We were delighted to raise £100 for this worthy cause.



Awarded to
Clydebank Housing Association

For your support of Radio Clyde Cash for Kids Mission Christmas Campaign 2017
£100 raised

Signed: Debbie Fraser
On behalf of Clyde 1 & Clyde 2 Cash for Kids

Cash for Kids - 0141 204 3023, cashforkids@radio Clyde.com

Date: December 2017



Children's Hospices Across Scotland

Children's Hospices Across Scotland (CHAS) Appeal

Our Management Committee recently donated £250 to this worthy cause. Employers in Voluntary Housing (EVH), who support us in our role as an employer, are hoping to reach its fundraising target of £100k for the Charity in its 40th anniversary year.

For over twenty years CHAS has been offering a full family support service for babies, children and young people with life-shortening conditions and we wish EVH well in its worthwhile endeavour





UC Universal Credit

Universal Credit is now a Freephone number

Following huge criticism from MPs and campaigners, the government has announced that tenants will no longer be charged for calling the Universal Credit helpline. As of 29 November 2017 the telephone number, once charged at a premium rate of up to 55p per minute from a landline, has now been made a free call number.

- For Universal Credit Live Service you should now call 0800 328 9344
- And for Universal Credit Sanctions call 0800 328 9744
- For text phone call 0800 328 1344

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 the funds will be paid directly to you and you will be responsible for managing your money and paying your rent to us. 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 coming months 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.



Congratulations!

Well done to Bethany Lynch, the lucky winner of the 2 tickets to Strictly Come Dancing Live 2018.

Bethany correctly answered that our rent increase consultation was between 2.5 % & 4.5 % and her name was picked after the closing date as the lucky winner!

Beanbag Pilot Scheme

We have now commenced work to install Beanbag Equipment within a few of our properties as part of an ongoing pilot scheme. Spaces are still available so if you are interested in taking part in the scheme please contact our Maintenance Officer, Jack Devlin.

The main benefits of the scheme are;

- the ability to control your heating system from out with your home
- being able to monitor temperature and humidity levels using the 'app' based system



Join us online
@clydebankha
on Facebook & twitter for
regular updates



Prize draw for all new
followers in March and
April!

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.



Welfare Rights Service



Welfare Rights Advocacy

Appeals
PIP
Housing
Benefits
Employment
Support
Allowance
Job Seekers
Universal Credit
Attendance Allowance
DLA
Claims
support

Are you Deaf, have hearing loss, or care for someone with a hearing loss?

Do you have any benefit queries or income worries?

We can support you with:

New claims

Understanding letters

Housing issues

Appeals & suspensions

Disability benefits & grants

Changes to circumstances

For more information or to request an appointment, please contact us on **0141 341 5346 / 07741164095**

kieran.hamilton@hearingloss.org.uk

You can now contact us on Glide, Skype and FaceTime by using the mobile number above.

Good to know! Internal Audit & SHR compliance Regulatory Standards - Improvements

Our Management Committee has recently carried out its annual self-assessment against the Scottish Housing Regulator's Regulatory Standards of Governance and Financial Management and has determined that it is compliant.

The Management Committee also agreed a 3-year internal audit plan where key areas of our service delivery, policies and procedures are scrutinised by Wylie Bisset Auditors/Accountants.

In 2017/18, the following areas were reviewed and assessed, recommendations implemented and many areas of good practice noted: -

Governance	- Strong
Risk Management	- Substantial
Tenant scrutiny and consultation	- Substantial
Factoring	- Strong
Follow up (review of recommendations)	- Strong
Procurement	- Substantial

In addition to the above, the Management Committee instructed an external audit of our Annual Return on the

Charter (ARC) to ensure that the information provided to the Scottish Housing Regulator and to tenants is accurate and can be substantiated. This audit led to improvements in our data collection and recording and we are confident of the accuracy of our data which will be presented to the Regulator in May.

We will be working on more regular reporting of ARC performance to Management Committee, organising a focus group with customers to decide on the presentation and content of the ARC report, inform tenants when corrective action will be taken in regards to changes in performance, involve customers again in setting our targets and Business Plan reviews and provision of ongoing support for new management committee members.

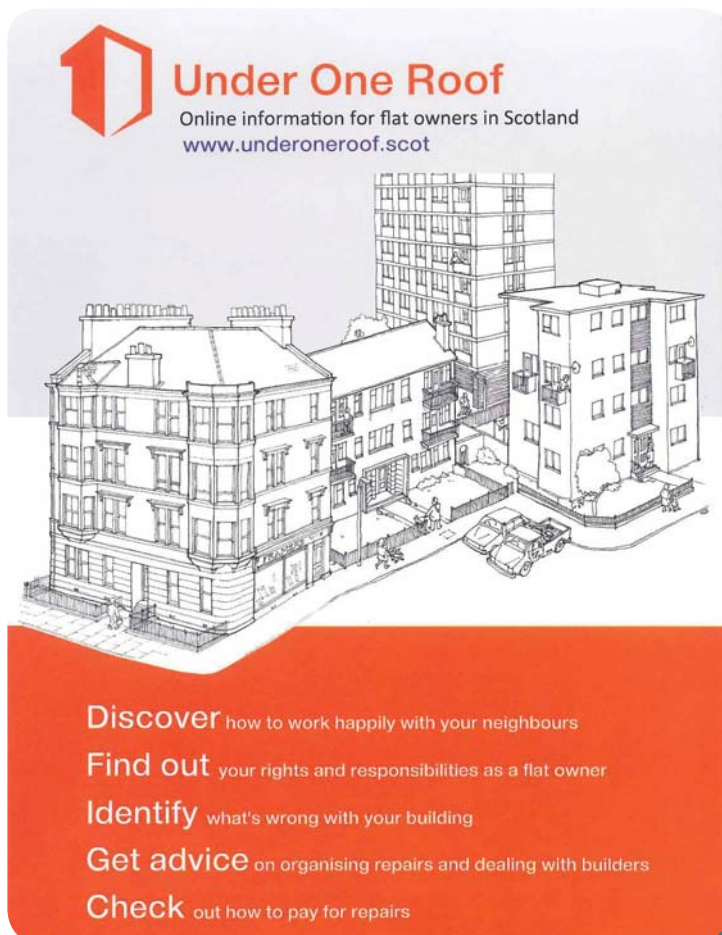
If you wish more information on this, please don't hesitate to contact Sharon Keenan or visit our website.



Scottish Housing
Regulator

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

Under One Roof is a great information site for owners in flatted properties - it's well worth a look! Details below:



Under One Roof
Online information for flat owners in Scotland
www.underoneroof.scot

Discover how to work happily with your neighbours
Find out your rights and responsibilities as a flat owner
Identify what's wrong with your building
Get advice on organising repairs and dealing with builders
Check out how to pay for repairs

Spotlight on Complaints

In the period 1 October 2017 to 31 December 2017, we unfortunately received 4 complaints relating to our factoring service, all of which were upheld.

We have subsequently made improvements to communication in terms of call backs to customers and providing alternative email contact details when necessary, staff training in customer service standards and displaying emergency contact details.

Thank you for all your feedback as this helps us to improve the service we provide to you. A copy of our Factoring Complaints Handling Procedure is available from the download area of our website. Alternatively, contact Fiona White at the office.

Winter Open Maintenance Programme

Our winter open space maintenance programme is underway and lasts between the months of November and March. Averton Landscapes provide this service and will visit each location once per month. During these visits the following work is carried out;

- Site cleanliness – all areas to be cleared of autumn leaves and winter debris and all other litter to be removed from sites.
- Shrub beds are maintained to a weed free and tidy condition.
- Hard standing areas – brush and maintain areas to be free from weeds and litter.
- Trees – check all ties and stakes.

In addition to these works the contractor will report on the condition of trees on an annual basis and advice is sought from a tree surgeon regarding a programme of maintenance for pruning/crowning of trees. Estimates are provided for any proposed/ additional works and instructions will be issued for follow up works when required.

If you would like further information with regards to areas that are maintained by the Association please contact Jack Devlin in the factoring team.



Make sure your property is safe!

- Ensure that a gas safety check is carried out once a year.
- Make sure you have all relevant building and contents insurance in place.
- Take measures to reduce the risk of fire. Arrange a home fire safety visit with the Scottish Fire & Rescue Service on 08000731 999 or text 'FIRE' to 80800
- Take advice on securing your home against break in and vandalism from Police Scotland - visit <http://www.scotland.police.uk/keep-safe/home-and-personal-property/secure-your-home>



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Keep up to date! When calling into our office either in person or over the telephone, we will now ask that you provide an email address. This will allow Clydebank Housing Association to keep you informed of any updates relating to the factoring service.

Two New Posts

Two new fully funded posts have been created to assist in the delivery of our Aspiring Communities Fund project – Connecting Clydebank. Michael McLaughlin has been seconded to the post of Digital Connector and Alan Karas has been appointed as our new Community Connector and they will be based at Centre81.

Michael McLaughlin



Alan Karas



The Connectors will work collaboratively to develop new and existing services in Clydebank and will focus on addressing identified local needs. Alan will be responsible for liaising with local groups and organisations, exploring options for new or enhanced physical service delivery. He will develop the community inclusion element of Connecting Clydebank by better engaging people with local opportunities. Michael will coordinate the digital inclusion element of the project, working to develop options for increasing the community's IT and online capacity, including access to devices and affordable broadband.

Are you involved in a group, activity or service in the local community that we could help promote or work in partnership with at Centre81? Are there any services that you would like to see in Clydebank that aren't currently delivered in the area?



Michael McLaughlin
Digital Connector



@mclaughlin_m_

Clydebank Housing Association Ltd
77-83 Kilbowie Road, Clydebank G81 1BL
Scottish Charity No. SC033962

Office: 0141 941 1044 C81: 0141 533 7070
Mobile: 07378 345959
Email: michael@clydebank-ha.org.uk
Web: www.clydebank-ha.org.uk



Please give Michael or Alan a call, message, email, or pop into Centre81 for a chat to discuss any of the above.



Alan Karas
Community Connector

Clydebank Housing Association Ltd
77-83 Kilbowie Road, Clydebank G81 1BL
Scottish Charity No. SC033962

Office: 0141 941 1044 C81: 0141 533 7070
Mobile: 07378 345958
Email: alan.karas@clydebank-ha.org.uk
Web: www.clydebank-ha.org.uk



All change in our Housing Team!

We are delighted to report that our temporary part time Housing Assistant Lynne McKenzie has now joined the organisation on a permanent basis.

Our Housing Assistant Fiona Campbell has recently been promoted on a permanent basis to part time Housing Officer in addition to her part-time Housing Assistant post. This post is required to mitigate the impact of Universal Credit and to ensure a consistent and high standard of service to our tenants.

We were sad to see our Estate Caretaker, Alan Thompson leave us in February 2018 after almost two years in post. Alan did a great job during his time with us and we thank him for his service. We wish him every success in his future career.

Calum Adams



As a result of Alan leaving, we have employed Calum Adams as our new Estate Caretaker. Calum commenced his duties at the beginning of March and has settled well into his post. Calum is directly responsible for working with our tenants, owners and commercial owners to keep all our common close and external areas clean and tidy. We welcome Calum to CHA!

Back to school for staff!

Joe Farrell, Housing Manager, and Sinéad Boyle, our Communications Officer, visited Clydebank High School in December to chat to S4 pupils about having a tenancy as part of their Personal Development module. The pupils really participated and our staff answered lots of questions about how we allocate houses, the cost of having a tenancy and the responsibilities of being a tenant.



Multi Storey Flats

Bathroom renewals

Surveys are already underway at Leven View and the contractor, Mitie, will be on site on Monday 19 March setting up in preparation for the installations commencing on Monday 26 March. Each tenant will be notified by Mitie in advance of the date works will be taking place in their home.

The order of the blocks to have the new bathroom suites installed will be: Leven View, Cowal View, Lomond View, Lennox View, Castle View, Lusset View & Erskine View.

We have selected this order to minimise the amount of disruption in any one block at a time. (See article below on foyer upgrades which are taking place in reverse order to bathroom renewals). Please don't hesitate to contact the maintenance team if you have any queries or concerns during the contract period which will last for an estimated 24 weeks.



Upgrade of foyers

I am delighted to tell you that this contract has been awarded to Contract Building Services (Scotland) Limited and they will be starting the works as soon as possible.

As previously advised the first three blocks to have their foyers upgraded will be Erskine View, Castle View and Lennox View. These blocks, as well as Lusset View, will also have the external areas repainted.

The foyers will be refurbished to the same standard already completed at Lusset View however we would like to involve tenants in choosing the colour scheme for the external painterwork. We do not want to delay the programme so we are looking for volunteers for a Focus Group to look at the colour choices in the next couple of weeks. If you'd like to be involved please contact Alison Macfarlane at the office by **Monday 19 March** at the latest.



Electrical rewiring to 66 properties in Linnvale and Central Clydebank

Apologies for the delay in this contract. We have now met with the contractor GD Chalmers and they have confirmed that works will start in mid-April 2018 and it will take 14 weeks to complete the installations in all 66 properties. There is quite a bit of preparation required prior to the works starting and the timetable is as follows:



Some of the GD Chalmers team

Month of March 2018

- We have to carry out a survey of each property to determine whether or not there is any asbestos materials in the areas where rewiring is taking place. These surveys will be carried out by a specialist company, ACS Physical Risk Control, and it is vital that you allow access for this survey as the rewiring works cannot take place without an asbestos check being carried out.
- Contractor to apply and obtain a Building Warrant

First 2 weeks in April

- What is known as "march-in" surveys will take place. Each property will be visited by the contractor and a representative from Clydebank HA to discuss in detail what will be involved when the rewiring takes place in your home and to give you the opportunity to ask any questions you may have.
- These surveys will commence at the BISF type houses in Linnvale (Morrison Quadrant, Attlee Avenue, Dalton Avenue, Greenwood Quadrant, Kirkwood Avenue and Livingstone Street) and then move on to Cumbræ Court, Montrose Street and Bannerman Place (not numbers 15-27).

Annual gutter cleaning and roof condition survey

We recently tendered for the above contract and the successful contractor was MCS Safety Systems Limited.

Unfortunately, the lengthy procurement process has resulted in this contract running later than usual (normally carried out in December/January), however, we anticipate that it will start before the end of March.

MCS Safety Systems Ltd
Fall Protection Systems & Building Maintenance

Stock condition surveys

These surveys are currently being carried out by Brown + Wallace (Quantity Surveyors) and we'd like to thank tenants for their co-operation in allowing access for these surveys. The information we receive will help us to plan and cost our major repairs programme for all our properties over the next 30 years.



BW+
Brown+Wallace:
Construction Consultants



CHP Breakdown at Radnor Park

We are sorry for the inconvenience experienced by tenants due to the breakdown of the CHP system at Radnor Park on 20 February.

This was caused by a power loss from the Scottish Power supply to the CHP Station and was outwith our control. We had contractors on site as soon as we were made aware of this and the supply was restored as soon as was feasible. All CHA Power customers have been refunded for one day's supply as a result of this breakdown.



**COMING
SOON**

More major repairs planned for 2018/2019

As well as the continuing bathroom renewals in Radnor Park, the following contracts are scheduled to take place between April 2018 and March 2019 and we'll give you more details on timings in the next edition of ChitChat.

- Rewiring – Attlee Place maisonettes
- Bathroom upgrades – Linnvale (all house types except BISF & maisonettes)
- Heating upgrades – Glasgow Road/Hume Street
- Remaining 3 multi-storey foyers

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

Fitness Classes as of 1st April 2018

Why not come along to our popular fitness classes – only £2 per class



Tuesdays
Pilates 9.30-10.30am
Wednesdays
Yoga – 6.30-7.30pm
Fridays
Tai Chi – 2.00-3.00pm



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

Free Toast & Butter when you buy tea/coffee (8am -11am only).



Take the first steps to fitness at Gym81

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.



Only £10 a month or £100 for an annual pass!



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

Youth Easter Programme at Centre81

We are delighted to be running the following programme:

All sessions 1pm-3pm and £1 each.

Tue 10th April: P1-P7 Arts and Crafts

Wed 11th April: P1-P7 Multi Sports

Thur 12th April: P1-P7 Arts and Crafts

Fri 13th April: P1-P7 Multi Sports

To book a place please call 0141 533 7070. Places are limited a consent form will need to be completed by a parent / guardian in advance.



Centre81 JUMBLE SALE!

**Come along
Saturday 17th
March
9am - 1pm**

**£10 Per Table
(Set up from 8am)
Contact: Andrew Babb
or Alan Karas
0141 533 7070**

What activities would you like to see at Centre81?

Did you know we/our partners run many projects and classes at Centre81, a few of which are listed below:

- Fitness classes
- Various certificated courses
- Community Garden project
- ISARO classes/drop in service
- SAS service
- Action for Children
- Cheerleaders
- Employability drop in etc.
- Bingo lunch club
- Carpet bowls
- Judo
- Sewing classes
- Language Cafe

Please let us know if there are activities, clubs, services you'd like to be delivered at Centre81 by completing the feedback slip on the back page. We'd love to hear your thoughts.





Please find below our performance so far, this financial year. The tables here show our performance across our services and our progress towards targets set for the year to 31 March 2018. We are working hard to ensure our performance is within our targets by the end of the year. Unfortunately, some of our performance is not up to scratch. For example, our rent arrears (below) have risen for a variety of reasons including suspensions of Housing Benefit and a greater number of tenants than normal not paying their rent. Our percentage of repairs appointments kept has fallen (right). This is due to reassessment of the way in which we calculate repairs completed “right first time” and now shows lower performance for this indicator.

We are aiming to improve on our performance in all aspects of our service in the final quarter of the year and we'll report this to you in our next ChitChat.

Housing Performance: 1 April 2017 - 31 January 2018

Indicator	Performance to 31 January 2018	Year End Target	Previous years' performance	What this means for you...
Maximum rent loss on vacant properties	0.24 % £9,027.75 😊	0.8 % of annual rental income	0.43 %	<ul style="list-style-type: none"> • We can keep rent increases as low as possible
Current and former tenants gross rent arrears (as % of the total annual rent receivable)	3.28 % £123,162 😞	2.5 %	2.42 %	<ul style="list-style-type: none"> • We offer support/advice to help tenants remain in their homes • Keeps our costs low and therefore rent increases as low as possible
Number of calendar days to let a property	15.8 calendar days 😞	15 calendar days	15.5 days	<ul style="list-style-type: none"> • We can keep rent increases low • Properties become available quickly which benefits the area • No problems with empty properties e.g. vandalism
Processing of housing application forms	6.1 calendar days 😊	10 calendar days	7.6 days	<ul style="list-style-type: none"> • Your transfer housing application form will be dealt with quickly • Applicants are aware of their prospects for housing
Investigating neighbour complaints by category: A - Extreme B - Serious C - Dispute	A - none received B - 100 % (5) within timescale C - 100 % (21) within timescale Overall 100 % investigated within timescale, 98 % resolved/concluded 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	<ul style="list-style-type: none"> • We manage your area in a sensitive manner • Better place to live if ASB issues dealt with promptly • Happier within your community • Getting on with your neighbours

Maintenance Performance: 1 April - 31 December 2017

Indicator	Performance to 31 December 2017		Year End Target	Previous years' performance
Average length of time to complete emergency repairs	2.14 hours	😊	4 hours	1.64 hours
Average length of time to complete non-emergency repairs	3.81 days	😊	5 days	5.3 days
Percentage of reactive repairs carried out in the last year completed right first time	80.04 % *	😞	100 %	95.8 %
Percentage of repairs appointments kept	96.05 %	😐	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	52 %		n/a	64.5 %
Average time to complete approved medical adaptation applications	126 days	😞	30 days	124 days

Complaints Performance: 1 April - 31 December 2017

We need to know when things go wrong. 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.

Total number of complaints received	15
Number which were about equalities	0
Number where we were at fault, apology given and rectified	11 (73 %)
Breakdown of complaints where we were at fault:	
<ul style="list-style-type: none"> 9 Maintenance 3 Maintenance/Finance & Admin 1 Maintenance/Housing Management 	<ul style="list-style-type: none"> 1 Housing Management 1 Finance & Admin
Responded to in full	15
Resolved at front line (5 days)	14
Resolved after investigation (20 days)	1
All were resolved within our published timescales. We have identified the following improvements:	
<ul style="list-style-type: none"> Contractors will increase parts operatives carry as standard Staff must use out of office notifications on emails Improved communication to tenants to make clear when response/call back should be expected 	

Compliments



Thank you for your compliments.

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... Recent examples include:

- The painters made a great job of my front door
- Thank you for the great and fast service dealing with my repair
- Staff are really helpful and kind. I couldn't be with a better housing association
- The engineer who attended was very professional and worked hard

*"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)

Getting Involved Data Protection Universal Credit

Centre81 ideas Performance Other

Comments (please use a separate sheet if necessary):

.....
.....

**Need a
venue for
your event?**

Centre81

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.



Centre81
2-16 Braes Avenue
Clydebank G81 1DP

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 days:

Friday 16 March 2018

Friday 30 March and Monday 2 April 2018

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

Clydebank Housing Association Ltd

77-83 Kilbowie Road

Clydebank

G81 1BL

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

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



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