

NORMAL CLYDEBANK POST INSIDE

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44 new homes near completion at former La Scala site



A proud history

CHA has a proud history of providing good quality, affordable housing to people in housing need for over 33 years.

We currently manage over 1,100 rented and 45 shared ownership properties, provide a factoring service to over 600 owners and have an active community programme.

We pride ourselves on providing excellent customer service.

• Follow us on Facebook and Twitter @clydebankkha

IN March 2016 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.

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.

These flats have brought a new lease of life to a site once home to the La Scala Cinema, one of Clydebank's most iconic buildings for many years. CHA's Management Committee felt that the area's significant history should be acknowledged. As such, the building is named La Scala Apartments.

The properties are the Association's first to have broadband included as standard, in

support of the Scottish Government's Digital Strategy.

Scott Smart, 28, the first tenant to receive keys for the development in time for Christmas, said, "This is my first home and I'm absolutely delighted. My one-bedroom flat has been completed to a fantastic standard. "The design is bang up to date with a large open plan kitchen/living room 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."

Sharon Keenan, CHA's Chief Executive, said, "28 flats have now been allocated with the remainder due for completion in mid-May. "We are delighted with the positive feedback from new tenants regarding AS Homes' design, specification and space standards. We hope all our 44 new tenants will be happy in their homes."

Linda Edward, new tenant of Graham Avenue, said, "I am

absolutely delighted with my new wheelchair-adapted home. "The energy efficiency is excellent resulting in my bills being half what they were at my previous address. I would definitely say the rent on my new home represents good value for money.

"Thank you Clydebank Housing Association, you have given me a little bit of independence back."

Paul Kelly, Managing Director of AS Homes (Scotland) Ltd said, "We regularly build modern, energy-efficient homes for many housing associations across central Scotland, and were really pleased to work in partnership with Clydebank Housing Association on this exciting development in Clydebank, which is playing a significant part in the area's regeneration. It's great to hear that the first completed homes are being so well-received by their new tenants, and I look forward to seeing La Scala Apartments reach completion later this spring."

CENTRE81 CELEBRATING 10 YEARS IN THE COMMUNITY!



Centre81 is 10 years old and has become the hub of the community! Since opening in 2008 it has come on leaps and bounds and our achievements have been many.

- School holiday activities: arts & crafts and multisport sessions.
- In 2014, with Big Lottery funding, we opened Gym81. Since then, over 500 people have joined in their first steps to fitness. **At only £10 per month and no joining fee, it's an affordable way to keep fit!**
- Fitness classes: £2 per class
Yoga - Wed, 6.30-7.30 pm
Tai Chi - Fri, 2.00-3.00 pm
Pilates - Tues, 9.30-10.30 am
Circuit Training Classes TBC
- Courses: education, training and leisure
- FREE WiFi and Computer access
- Available for private functions and to community groups.
- Large games hall, IT suite,

- crèche room, art room and a large meeting room.
- Annual Gala Days (attended by over 600 people each year)
- MUGA (multi use games area) and Park81
- Cafe81 serves refreshments & tuck from 8am until 9pm each night.
- Community garden environmental project.

TENANTS BASED AT CENTRE81:

- CDC Champion Dance & Cheer Allstars
 - Strathclyde Autistic Society
 - ISARO Social Integration Network
 - Action for Children
- The Management Committee of Clydebank Housing Association is committed to its wider role and regeneration activities which serve to enhance the quality of life of the association's tenants and other

customers and provide a lasting transformation for the better of people, places and communities. We couldn't deliver half of what we do at Centre81 without the support of our many funders which include the Scottish Government (People and Communities Fund, Climate Challenge Fund, Aspiring Communities Fund/ESF), The Big Lottery (Open Spaces and Awards for All) and Children in Need amongst others. Community Links Scotland has played an integral part in assisting CHA to secure this funding and since 2008, funding in excess of £1.7m by the end of this year to support employment and deliver our activities has been received and/or pledged. Centre81 home to Café81, Gym81 and Park81.



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Funding success for projects

Aspiring Communities Fund - the Association's "Connecting Clydebank" project received around £124k to fund two posts, a Digital Connector and a Community Connector, for 18 months. Michael McLaughlin and Alan Karas are tasked with delivering our very ambitious project, which will ensure that CHA tenants and the wider community are supported to access local services and activities. The project will work with community groups and local organisations to coordinate delivery, ensuring Clydebank has a full programme of services and activities which the community is empowered and encouraged to access. The project will also afford significant focus to connecting local people with appropriate digital services designed to increase their online

capacity and IT skills. These combined efforts will enable community members to confidently access enhanced local and online services and increased opportunities for recreation and education.

Michael and Alan are also looking to increase partnership working with other organisations currently operating within Centre81 and those out with in order to help bring the best possible opportunities and services to local people. Are you involved in anything in the local community that they could help promote or work in partnership with at Centre81?

Michael and Alan regularly update Facebook @Centre81Clydebank - check it out for photos of the recent successful Spring Open Day event, and news of forthcoming summer programme and everything else happening with the project.

If you're interested in knowing more about the Aspiring Communities Project or what's on at Centre81, give Michael or Alan a call on 0141 533 7070 or pop into Centre81 for a chat to discuss any of the above.

Climate Challenge Fund - the Association's "Growing Spaces, Growing Skills Project" is our third successful round of funding for our environmental projects which aim to develop a holistic approach to carbon management within Clydebank, ensuring residents are able to address carbon emissions across all aspects of their lives. The funding allows for three members of staff to be employed until 31 March 2020 to deliver the project, including a Project Officer, Community Gardener and Bike Mechanic. This project, which secured around £174k of funding, will build on the excellent work CHA has already been able to carry out in communities across Clydebank and which have proven to be exceptionally popular among residents. We want to ensure that people will continue to be able to access high-quality growing space, and other effective carbon saving project elements by helping them to make more carbon-wise decisions in terms of food purchase, food wastage, energy efficiency and transport; we want to ensure as many



as possible are able to make these same positive choices.

In addition to the benefits associated with participants' involvement in the project, we anticipate a number of wider benefits including improved fitness, increase in social skills, reduced levels of isolation, and financial gains.

If you would like to know more about the project or to get involved, please call Ryan Savage, Project Officer, or Donald Campbell, Community Gardener, at Centre81.

People and Communities Fund - the Association's "Confident Clydebank Project" has recently been awarded around £85k to support the ongoing delivery of activities and services for one year from its Community and Regeneration facility, Centre81. This funding has enabled CHA to work in partnership with a variety of organisations including: West College Scotland, Action for Children, ISARO, Strathclyde Autistic Society, WDC Local Employment Team and West Dunbartonshire Working4U. Activities and services include IT training from beginners to advanced, a variety of pre-access college courses and employability programmes, services for black and ethnic minority people, fitness classes, senior citizens active lives programme, ESOL courses, CSCS courses, Language Café, Youth-

build Challenge programme, Friday/Saturday Club for Autistic children and their siblings, among others.



HOW TO APPLY FOR A HOUSE!

Complete our Housing Application Form and return it to us. Complete and return a medical form too if required. Forms are available by:

- **VISITING** us - Clydebank Housing Association Ltd, 77-83 Kilbowie Road, Clydebank G81 1BL
- **TELEPHONING** us - 0141 941 1044
- **DOWNLOADING** it from our website www.clydebank-ha.org.uk to either save and complete or print and complete and return to our office

You'll hear back from us within 10 days letting you know your points level and your likelihood of rehousing.

We have properties in:

- Linnvale
- Whitecrook
- Central Clydebank
- Radnor Park
- Drumry
- Mountblow



CHA ensures best value and quality goods and services

Clydebank Housing Association (CHA) is committed to their current performance ensuring best value when and develop an action plan securing contracts and purchase for improvement which will ensure benefits for communities and promote fair work mean the cost but ensuring practices and sustainability. CHA advertise all of their opportunities with a commitment - the way that procurement - the way that goods and services are purchased - is crucially important - the Scottish Government's Public Contracts and CHA has recently undergone a successful assessment of their procurement activities with the support of Scotland Excel. This assessment allowed CHA to benchmark their procurement capability, understanding their current performance and develop an action plan for improvement which will ensure benefits for communities and promote fair work mean the cost but ensuring practices and sustainability. CHA advertise all of their opportunities with a commitment - the way that procurement - the way that goods and services are purchased - is crucially important - the Scottish Government's Public Contracts and CHA has recently undergone a successful assessment of their procurement activities with the support of Scotland Excel. This assessment allowed CHA to benchmark their procurement

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Keep Scotland Beautiful Award for flats

Clydebank Housing Association (CHA) was delighted to be accredited with "Silver" in the National Awards for Environmental Excellence by Keep Scotland Beautiful (KSB) in 2017 for their Radnor Park area. The award acknowledges CHA's continued commitment to improving environmental quality and made them the second in the housing sector in Scotland to receive the commendation.

CHA continues to work on an action plan that has been put in place, with many actions been achieved or progressed, including:

- Complete review of CHA Estate Management and caretaking procedures to reflect KSB standards
- Successfully tackled problems with anti-social parking in yellow box emergency vehicle access areas
- Improved relations with local shop keepers and schools
- Creation of pilot bulk uplift areas at Radnor Park
- External painter work improvements



£2million planned investment this year in CHA properties!

Clydebank Housing Association (CHA) is committed to investing in its stock and has a robust 30-year major repairs plan in place to ensure their long term future.

This year CHA has an extensive programme of major improvement works planned for its properties including the following:

- Renewal of bathroom suites and medical adaptations - 470 properties
- Upgrade of foyers and external painterwork - 6 blocks
- Upgrade of gas central heating systems - 40 properties
- Electrical rewiring - 84 properties.

In addition to the above we will be carrying out



programmed electrical inspections and common area painterwork as well as exploring funding opportunities which may be available to ensure all properties meet the Energy Efficiency Standard for Social Housing by the target of 2020.

This will bring total investment in major repairs alone in CHA properties to over £8.9m in the last 10 years.

Modern Apprentice success for CHA



In the Scottish Government's Year of Young People 2018, Clydebank Housing Association was delighted to have their Modern Apprentice, Gemma Connell, be part of the winning team in the Scottish Federation of Housing Association's Apprentice Challenge.

This event involved housing apprentices from all over the country working together to produce presentations which answered questions based on real issues in the housing sector.

Gemma, 21, explains why she was interested in studying for the Business Administration Modern Apprentice qualification alongside her other housing studies, "This is to benefit me by working and learning at the same time and achieve a qualification to bring me opportunities in my current and future roles".

MONEY ADVICE SERVICE

Did you know Clydebank Housing Association runs a free and impartial money advice service?

It has regenerated £460,424 and handled £200,481 of debt for our tenants and other customers in the last year alone!

We run this free service in partnership with Clydebank Independent Resource Centre (CIRC), who provide impartial debt, benefits and money advice.

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.

🌐 www.clydebank-ha.org.uk | 📞 T: 0141 941 1044

Carbon Management Strategy launched



On 1 April 2018, Clydebank Housing Association (CHA) launched its Carbon Management Strategy prepared in conjunction with Keep Scotland Beautiful. The Strategy creates a unified approach to resource use, sustainability and environmental management within their organisation and complements their other community environmental projects.

CHA plans to achieve their 5-year carbon reduction target of 15 per cent and cumulative saving of over £18,000 by implementing carbon reduction projects such as the introduction of electric vehicles, automatic control for lighting, reduced flush technology for toilets, increased recycling and more efficient use of gas central heating amongst others. This will amount to a total of 62 tCO2e reduction against the baseline year.

Derek Robertson, CEO of Keep Scotland Beautiful said: "CHA is one of only a few in its sector to have a robust Carbon Management Strategy, and we would like to congratulate them for taking the lead. We look forward to continuing to work with the Association in the coming years, and to supporting the delivery of their five-year carbon reduction target of 15 per cent."

OUR SERVICES

Tenant Satisfaction

94%

of tenants satisfied with our overall service

Housing Management

1&2

bedroom rents among lowest in district

Development

44

new flats nearing completion

Wider Role

Own and manage

Centre81

in Whitecrook

Property Maintenance

£2m

spend planned for 2018/19

Factoring

91%

of owners satisfied with our services

🌐 www.clydebank-ha.org.uk | 📞 T: 0141 941 1044

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Affordable rents for tenants

Clydebank Housing Association (CHA) applied a 3.5 per cent rent increase for the year following 28 March.

The increase will enable CHA to continue to provide competitive and affordable rents, as well as allow for future investment in the maintenance of its stock, including an investment of £2 million in major repairs in the year ahead.

CHA undertook an extensive consultation exercise with all tenants and sharing owners.

Joe Farrell, CHA's Head of Housing Services said, "Thank you to the 126 tenants and sharing owners who responded. Over 95% were satisfied with the information. We also held a very positive drop-in session. Feedback was presented to our Management Committee for consideration in January."

Proud to invest in its people

Clydebank Housing Association (CHA) holds the Investors in People Gold accreditation, the Investors in Young People Gold award for Good Practice and is a Living Wage employer.

In the past 18 months, 11 of the 35 staff members at CHA have been awarded or are undertaking a formal training qualification. The qualifications include an HNC in Construction Management, Associate Level membership of the Institute of Residential Property Management and Level 2 and 3 Certificates in Housing Practice from the Chartered Institute of Housing. Sharon Keenan, Chief Executive, said: "We believe that investing in our people helps us provide the best service whilst at the same time supporting staff members achieve their own personal development goals."



COMMUNITY LINKS

Community Links Scotland is a charitable, Not for profit, voluntary organisation established in 2002. We are based in Clydebank and provide a wide range of Regeneration services to local Housing Associations and community groups.

Our services include: community consultations, business planning, community plans, project development, asset transfers and attracting funding for projects.

We have built up a good reputation of client service in the Clydebank area and have supported many successful community led projects.

If you require advice and support for your project we would be happy to talk with you.

Community Links Scotland



REGENERATION SERVICES

T: 0141 952 4382

Email: info@comlinks.org.uk

Price freeze for CHA Power customers



CHA Power Limited is a wholly owned subsidiary company set up by Clydebank Housing Association in 2005 to provide energy-efficient and affordable heat and hot water to the residents of Radnor Park, Clydebank. This subsidiary was developed in order to replace tenants ageing and expensive electric storage heating systems and now supplies over 360 two bedroom multi storey flats. CHA

Power Limited continues to provide a low carbon heating system which reduces energy bills and combats both greenhouse gases and fuel poverty.

From 1st April 2018, it marks the second year that CHA Power residential customers have not had their prices increased, meaning a current fixed monthly price of £51.78 (incl. VAT) for unlimited heat and hot water.

There are so many ways to get involved

Tenants and other customers can get involved in CHA's decision-making process in many ways. CHA wants to shape their services to reflect the views of their customers.

Being involved with the Association can provide individuals with lots of skills and knowledge or can build on existing skills and knowledge. CHA provide individuals and groups with any training and support that they need.

There are many different ways for CHA's tenants and other customers to get involved at a level to suit them. They can become a shareholder, attend focus groups, set up or join residents group or join the Tenant Panel to name a few!

CHA's Tenant Panel, made



up of 6 tenants, has been kept busy since it was set up in 2016 - most recently looking at our void property process to make sure our policies and processes are working, taking into account cost, performance and tenant/customer satisfaction and making recommendations

for improvement.

CHA has a space on its Tenant Panel - call Sinéad Boyle, Communications Officer, on 0141 941 1044.

Alternatively, you might wish to become a Management Committee member; see CHA's article below.

CHA is up to speed on GDPR

The General Data Protection Regulations (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 (CHA), to ensure personal data is secure, accurate and up-to date. Joe Farrell of CHA, said, "We have committed a significant amount of time and resources to review the information, systems and data security arrangements so our tenants and other customers can be assured we will be fully compliant with GDPR legislation by the 25 May 2018."

CHA's Fair Processing Notice is available on their website at www.clydebank-ha.org.uk/data-protection

Opportunities to help community

Have you thought about becoming a housing association committee member?

It's a great way to volunteer in your community and help change it for the better.

Clydebank Housing Association (CHA) provide affordable rented housing for those in housing need. Other services to support local people include a money advice service, provided in partnership with Clydebank Independent Resource Centre, and Centre81 activities.

CHA is governed by voluntary committee members, the majority of whom live in the

local area. They make all the important decisions about what the Association should be doing and how it should be done. The staff then act on these decisions and carry out the day-to-day work.

To become a committee member, you must already be a member of the Association. To become a share member, you need to complete an application form and pay £1.00. The Management Committee will consider your application and, if approved, you would then become a member.

If you wish to join the Management Committee, contact the Chief Executive, Sharon Keenan, for more information.

Joining our Management Committee

We have a strong track record and reputation in the community and intend to build on this with our plans for the future. However, none of this can be achieved without the commitment of an experienced voluntary Management Committee.



Social Economy Centre



Clydebank Housing Association own and manage Clydebank Social Economy Centre (SEC) which opened in 2005. The SEC provides quality, inclusive accommodation for social economy, voluntary sector and community businesses.

The SEC, situated in the centre of Clydebank, is a refurbished 5,000ft² building which currently offers accessible office, boardroom and meeting facilities at excellent rental rates throughout the year.

CHA is delighted that, at present, the majority of the office space is rented to Community Links Scotland and the Citizens Advice Bureau.

The SEC also hosts a disaster recovery suite for local housing associations.