



ChitChat

Our Good News Wrapped the Clydebank Post!

We hope you saw our feature in the Clydebank Post on 9 May. We were so pleased to have such good news across the organisation to shout about! You'll find some of the articles featured in the paper throughout the newsletter in case you missed it.



Annual General Meeting (AGM) and Social Event



Calling all Shareholders! Don't forget you are invited to our 33rd AGM on 28 June to be held at 7.00pm in Centre81, 2-16 Braes Avenue, Whitecrook G81 1DP.

The meeting is a great opportunity for shareholders to hear about our successes throughout the year as well as our financial position and plans for the future. We are thankful to our maintenance contractors who have again sponsored the social event to be held afterwards and Shareholders can therefore enjoy this FREE event with live music from the fabulous Mick Tausney Band. We look forward to seeing you there.

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

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



Diary Dates:

- 28 June - AGM & Social Event
- 5 July - Focus Group on our Charter Report content (see page 5)
- 10 July - Centre81's Summer Holiday programme starts (see page 13)
- 4 August - Whitecrook 10th Gala Day @ Centre81 (see page 15)

This issue in pictures...



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Also don't miss:

- Changes to Freeview TV *page 5*
- Contractor's Code of Conduct *page 10*
- Gym81 £10 a month *page 15*



Dogs Trust

Domestic Abuse Affects Dogs Too

Do you need our help?

Dogs Trust Freedom Project provides a free and confidential dog fostering service for people fleeing domestic abuse in Scotland.

We place dogs into temporary foster homes until they can be safely reunited with their owners.

www.dogstrustfreedomproject.org.uk

Contact Us:
0808 169 4315
freedomproject@dogstrust.org.uk

Scotland's Domestic Abuse and Forced Marriage Helpline:
0800 027 1234

Photography: Richard Murgatroyd
Registered charity numbers: 227523 & SC037843

£100k raised for the Children's Hospices Across Scotland (CHAS) Appeal



We were delighted to help Employers in Voluntary Housing (EVH), who support us in our role as an employer, reach its fundraising target of £100k for the CHAS appeal!

Our Management Committee recently donated to this worthy cause. Pictured below is Tom McCormack, Chairperson, and Sharon Keenan, Chief Executive, with EVH representatives celebrating reaching the £100,000 mark.

For over twenty years CHAS has been offering a full family support service for babies, children and young people with life-shortening conditions.



No Home for Domestic Abuse

West Dunbartonshire Council has taken its No Home for Domestic Abuse campaign a step further by pledging even more support for victims.

Earlier in June, the groundbreaking campaign - the first of its kind in Scotland - introduced strict new tenancy rules to protect victims of domestic violence.

And now the Council has become the first local authority to sign up to the Make a Stand scheme – a national initiative run by the Chartered Institute of Housing (CIH), Women's Aid and the Domestic Abuse Housing Alliance.

It means as well as the practical help, legal assistance and tenancy rules introduced for No Home for Domestic Abuse, the Council has committed to providing a support service for residents. It also provides accessible information about national and local domestic abuse support services, a formal HR policy and procedure on domestic abuse and appointing a domestic abuse champion.

Councillor Diane Docherty, Convener of Housing and Communities, said: "Our message is clear - we will not tolerate domestic abuse of any shape or form in West Dunbartonshire."



MAKE A STAND

Our homes, our people, our problem.



Chartered Institute of Housing

women's aid
until women & children are safe





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 Services rental team (pictured) who will be happy to help.



Our New Mission Statement!

"Offering our community more than a home"

Our Core Values

- Respectful
- Professional
- Responsive and Informative
- Accountable



Our Equal Opportunities Statement

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

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

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

Accordingly, we will monitor the composition of our Governing Body, our Staff and our Tenants to enable positive action to be taken, where necessary, ensuring that our services are accessible to all.

The office premises of the Association are centrally located and we will regularly audit them to ensure that physical barriers do not exist, which may impede access to anyone.

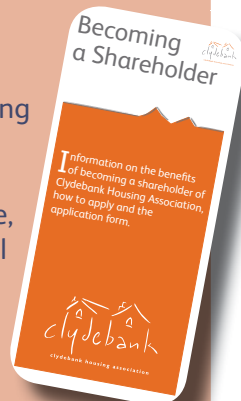
Key policies, newsletters and other information will be made available on the Internet and in audio, large print, Braille and other languages, on request.

Witamy
another language
 audio CD • • • • • Braille
large print

Become a Shareholder of the Association

Being a shareholder of Clydebank Housing Association entitles you to be more involved in our activities and have a say in how we run our business. For example, you will be invited to our Annual General Meeting and social event which is held in June each year and you could also go on to become a Management Committee member. We are managed by volunteers who are shareholders and who make the important decisions on the future direction of the Association.

It costs just £1 to become a shareholder for life! Contact the office for an application.



Brilliant Amount for the Beatson!

Well done to Radnor resident Jay McKellar who, through various activities in May, had raised an amazing £1,229.30 and counting for the Beatson Cancer Charity. This included a bake sale stall (pictured), guess the sweets and a sponsored walk.



Spotlight on... Linnvale!

- Large family-sized houses and one bedroom flats in a popular area
- Close to local amenities such as Linnvale Primary School, Centre81, Clydebank Retail Park, Clydebank Shopping Centre and West College Scotland
- Affordable rents
- Great transport links via road and rail to Clydebank Town Centre, Glasgow and beyond
- Diverse and well-established community
- Local bus service



Contact the office if you or anyone you know, are interested in applying for housing in Linnvale.



Competition Time!

Well done to the winners picked from recent new followers on Facebook and twitter - Elizabeth Miller and H4th Help the Homeless. Each won a £25 voucher.

All new followers on our Facebook and twitter between June and the next ChitChat will be put in another draw to each win £25! Get liking and following for your chance to win!



Join us @clydebankha



Tenant Panel Update

We are pleased to introduce our new recruit, Gavin Lang, who has recently completed his induction and has hit the ground running in his new role.

Gavin will join the rest of the Panel who have recently begun reviewing our allocations process and you'll find out all about their findings in a future edition of ChitChat.



Changes to Freeview TV services in your area

Some channels on Freeview will be moving to new airwaves to allow for the future development of new mobile broadband services, following a decision by Government. Digital UK is working with Freeview and co-ordinating the technical planning of the updates needed at transmitters. As such engineering work will be carried out at a transmitter near you. Following this, any tenants who receive Freeview may need to retune their TV equipment on the 5 and 19 September if they find they are missing channels. Those using other services based on terrestrial TV, such as YouView, BT TV or TalkTalk, will also be affected. For the majority of viewers, a retune should restore TV services to normal. Satellite and cable TV services are not affected. Info about these changes is available on the Freeview Advice Line on Freephone 0808 100 0288 and on the Freeview website at freeview.co.uk/tvchanges.



Get Involved! We need your views

We are required to report to tenants by the end of October each year on the performance information we submit to the Scottish Housing Regulator in May. The information includes our performance on the things that matter to tenants such as re-let times, allocations, arrears levels and various aspects of repairs and maintenance as well as making comparisons with other Registered Social Landlords.

In order that we can be assured that we are publishing the information that you want to see, we would be delighted to hear from tenants who would be interested in deciding on the look and content of the report.

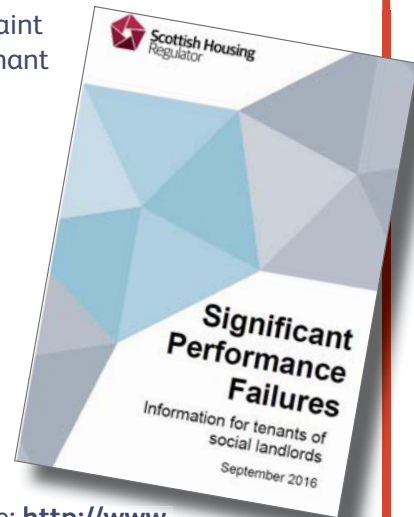
As such, we're holding a focus group at our office on Kilbowie Road on **5 July 2018 at 10am**. We'll have breakfast rolls and a cuppa and discuss what information you feel is important that we report to you

Significant Performance Failures & Reporting them to our Regulator

A significant performance failure is defined by the Scottish Housing Regulator (SHR) as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. This is something that is a systemic problem that does, or could, affect all of a landlord's tenants. If you feel you and tenants in general are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

Please note that a complaint between an individual tenant and a landlord is not a significant performance failure and will be dealt with in accordance with its Complaints Handling Procedure.

You can ask us for more information about significant performance failures and the SHR also has more information on its website: <http://www.scottishhousingregulator.gov.uk/> or you can phone them on 0141 242 5642.



Scottish Housing Regulator

and how you want it to look. Confirm your attendance to Sinéad at the office on **0141 941 1044** or sinead@clydebank-ha.org.uk



Our previous reports



Green Space Improvements

West Dunbartonshire Council and West Dunbartonshire Environment Trust have been working in partnership with the Council supported Radnor Park residents group to develop proposals to improve some back courts and open spaces within the area.

They have developed concept design proposals for four sites identified as offering potential to create new vibrant community green spaces which will make the area more attractive for residents. The two back courts are in Singer Street/Crown Avenue and Crown Avenue/Graham Avenue. WDC Housing have secured funding to enable these areas to be improved with new landscaping, places to sit and places for informal play. In addition to this WDC Greenspace and the Community Planning Partnership are providing funding to undertake improvements to the existing sports area at the top of Radnor Street as well as a new pocket park and play space adjacent to the shops further down Radnor Street.

The project has attracted funding of some £455,000 overall with plans now being taken forward to the detailed design stage prior to seeking planning consent for the sports area and obtaining tenders to undertake the construction works over the course of the coming year.

Are you struggling to pay your ScottishPower debt?

You could qualify for help from the ScottishPower Hardship Fund if you're receiving:

- Income support
- Job Seekers Allowance
- Pension Credit
- Employment and Support Allowance



You could also qualify if you're receiving Universal Credit or have a low household income. To find out if you are eligible contact a recognised Debt Advice agency such as National Debtline who will advise you and give you further details of the Fund.

www.nationaldebtline.org or call free on **0808 808 4000**. Lines open Monday to Friday 9am to 8pm, Saturday 9.30am to 1pm.

Keep Scotland Beautiful

Following the assessment of our multi storey flats at Radnor Park in 2016 and our silver award, we are now undertaking an assessment of our tenement properties.

During this month, assessors from KSB will carry out inspections of our flats, they will be looking at:

- Condition of the building
- Cleanliness of common areas
- Signage (where appropriate)
- Estate management procedures and services
- Grounds maintenance services
- Programme of improvement works
- Landlord services and initiatives

Following the audit, a report and award will be made based on the findings and we will act on recommendations highlighted to ensure high levels of environmental quality. Watch this space for future updates.



Help Keep our Estates Looking Good

As well as having a negative impact on our area and our environment fly-tipping is illegal and anyone who dumps anything on land (public or private) is committing an offence and may be fined up to £40,000. The Council's Litter Control Team can issue a £200 Fixed Penalty fine to any person who fly tips. Anyone caught is committing a serious offence and can be prosecuted.

If you see anyone fly-tipping / dumping rubbish illegally call the Dumb Dumpers Stop Line: **0845 2 30 40 90**. If you find any illegally fly-tipping / dumped waste you can report it to the Council on their website www.west-dunbarton.gov.uk/contact-us/other-council-services/cleansing-rapid-response-unit/. They will arrange to clear this up and try to identify the person(s) responsible.



Reducing our Carbon Footprint helps keep rents low

We recently launched our Carbon Management Strategy prepared in conjunction with Keep Scotland Beautiful. We plan to achieve a 5-year carbon reduction target of 15% (based on 2016 consumption) and a 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.

As an Association, we are well aware that our overall costs have a direct impact on the rents we charge to tenants and therefore working towards the achievement of our Carbon Management Strategy will not only mean that we are reducing our carbon footprint but that we are helping to keep our rents as low as possible in the process.



Are you getting the wages you are due?

The Government's National Living and Minimum Wage campaign aims to make sure the UK's lowest paid workers receive the correct rates of pay. It wants to encourage those workers not being paid correctly to raise a complaint with HM Revenue and Customs (HMRC). Please see below the correct wages to be paid from 1 April 2018.

Apprentice - first year or under 19	Under 18	18 to 20	21 to 25	25 & over
£3.70	£4.20	£5.90	£7.38	£7.83

Workers who think their pay is below the correct minimum wage rate should talk to their employer first. If this doesn't solve the problem, they can ask the employer in writing to see their payment records. If an employer owes the worker any arrears they have to pay these back.

Workers can call the confidential ACAS helpline (0300 123 1100) or look at the ACAS Helpline Online (www.acas.org.uk) to help them solve a payment dispute.

Enjoy a Cup of Kindness in Clydebank!



A group which has enjoyed more than 70 hours and 500 cups of tea together is appealing for more older people to join its monthly gatherings.

The Clydebank Contact the Elderly group launched three years ago and currently has guests and volunteers from Clydebank, Old Kilpatrick, Duntocher, Glasgow, Helensburgh, Erskine and Milngavie.

Older people are collected by a volunteer driver and taken to a volunteer host's home on the third Sunday afternoon of each month. The host provides an afternoon tea and a welcoming atmosphere.

One Clydebank guest said the parties were 'like heaven' and there is always a lot of conversation and joking. If you or someone you know would like to find out more about becoming a guest of Contact the Elderly

locally, please contact **caroline.mcginlay@contact-the-elderly.org.uk** or **01770 600 948**.



In Remembrance

We pass our condolences to the family of Isobel McArthur, 90, who recently passed away. Mrs McArthur was one of the original tenants in Lennox View. Her family wish to thank the neighbours and caretakers, past and present, for helping her to live happily in her home, alongside her husband.



WE'RE LISTENING

You Said, We Did!

You might recall in June 2017 we published results of our large scale Tenant Satisfaction Survey. We wanted to let you know we have carried out the following actions to address the dissatisfaction:

- You gave us your details to get back to you about the issues / comments you had raised during the survey. 135 comments were received from 68 individuals and all were personally responded to
- Many of you mentioned waiting for return calls from us. We ran a customer care timescales feature in our September newsletter and a recap on the fact we must return telephone calls within one day in December. Please raise a complaint with us if you have not been responded to within our timescales
- A lot of the comments received were about when Major Repairs would be carried out. We have since had 10% of our stock surveyed and once checked should be able to provide each house type with a detailed list of all future major repairs work in August
- We held a staff training session around the dissatisfaction received and ways to improve our service and have more customer service training planned for the summer
- We noticed that the number of people who were aware of how their rent was spent had reduced since our last survey so we put this in our September newsletter and greatly increased our rent increase consultation information in December
- We are running a feature on Code of Conduct for contractors so you can be assured of the standards we expect (see page 10) and urge you to contact us if these are not adhered to
- There was dissatisfaction expressed over flooding in mixed tenure blocks and we have included information and advice on this on page 11
- Awareness of how to make a complaints had dropped so we ran an informative feature in ChitChat, December 2017

Thank you again, your feedback is valued in helping us improve our service.

Clydebank Disability Group

Who we are:

We are a new registered charity set up to make sure that everyone has the opportunity to access information about what is going on in Clydebank and surrounding areas for people living with disabilities.



What we do:

- Post on social media 7 days a week
- Weekly drop-ins
- Hold monthly focus group meetings
- Host large open days



How to contact us:

Please don't hesitate to get in touch with us and we will help you find any activity you are looking for. There are loads of different ways to get in touch.

Pop in and see us at our drop in days:

- 1st Monday of every month at Dalmuir CE Centre 10am to 12pm
- 2nd Monday of every month at Centre81 10am to 12pm
- 3rd Monday of every month at Clydebank Hub 10am to 12pm
- 4th Monday of every month at Skypoint, Faifley 11.30am to 1.30pm

Phone us **07415 211177**

Email us **clydebankdisabilitygroup@gmail.com**

Visit our website **www.clydebankdisabilitygroup.co.uk**

Find us on Facebook - Clydebank Disability Group

La Scala Apartments Complete!

In March 2016 we commenced our £5.1m development AS Homes (Scotland) Ltd at the former La Scala/ Gala Bingo site on Graham Avenue.

With funding of £3.168m from the Scottish Government's Affordable Housing Programme, together with £2m private finance from CAF Bank, we finally let the final properties in early June. The development has brought 44 new homes to the area with 20 one bedroom flats, 20 two bedroom flats and 4 two bedroom wheelchair adapted homes. The Government's Affordable Housing Supply Programme aims to deliver at least 50,000 affordable homes by 2021, with 35,000 of these for social rent. Almost half of the lets were provided to homeless persons through West Dunbartonshire Council.

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. The properties are the Association's first to have broadband included as standard, in support of the Scottish Government's Digital Strategy.

New tenant Doris Smith said, "I am absolutely delighted to be one of the first tenants in the new La Scala Apartments development and have been thoroughly enjoying my new home since moving in in January.

"The homes equal the high quality design and build normally associated

with private housing. In addition to an excellent quality of finish, the open-plan layout is very up-to-date and gives a really fresh, modern feel and (quite unusually) great storage. The room sizes are great for a flat and I really appreciate having 2 walk-in wardrobes – a place for everything! A great deal of attention has also been paid to the external parts of the development, with landscaping (lots of green spaces) and the provision of drying areas for each block. The rent offers exceptional value for money."

Sharon Keenan, CHA's Chief Executive, said, "All 44 flats have now been allocated and we are delighted with the positive feedback from our new tenants regarding AS Homes' design, specification and space standards. With over 800 applicants on our housing list alone, these homes are a much-needed addition to our affordable rented stock. We hope all our tenants will be happy in their new homes."

Paul Kelly, Managing Director of AS Homes (Scotland) Ltd said, "It has been great to work in partnership with Clydebank Housing Association on a development which is playing such a significant part in Clydebank's regeneration, and seeing the development complete is fantastic. We always try to create quality homes which are thoughtfully designed, so I am glad to hear that the apartments are going down so well with their new occupiers."



La Scala and Graham Avenue, 1960's (above) and in 1953 (below) courtesy of West Dunbartonshire Libraries & Cultural Services



AS HOMES
SCOTLAND

clydebank
clydebank housing association



Scottish Government
Riaghaltas na h-Alba
gov.scot

CAF
Bank

West
Dunbartonshire
COUNCIL

MORE HOMES BETTER HOMES

BW+
Brown + Wallace
Construction Consultants

GREGOR CAMERON
CONSULTANTS LTD



October 2016



March 2017



April 2017



June 2017



August 2017



May 2018

Your Right to Repair - Annual Reminder



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

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

How can I find out more?

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

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

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

Phone: **0300 244 4000**

Email: ceu@gov.scot

Web: www.scotland.gov.uk

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

Gas Servicing – Thank You

The Association would like to extend its sincere thanks and gratitude to all of our tenants who arranged access with our contractor, City Technical Services Ltd, to carry out their annual gas safety check per your Tenancy Agreement.

We take the safety of our customers extremely seriously and carrying out an annual service to your boiler allows us to make regular checks to ensure the safety of you, your family and your neighbours as well as meeting our legal obligation as a landlord. With this in mind, we would ask that you continue to respond to any correspondence in relation to this service.

Contractor's Code of Conduct

We have core values, which are integrated into our working practices and approach whilst delivering our services to our customers and we expect nothing less from all of our representatives including our contractors. Whilst our contractors carry out thousands of repairs and major repairs for us each year, unfortunately there have been some occasions when tenants have expressed their dissatisfaction with contractor performance, which we have dealt with accordingly through regular contractor performance meetings.

We are committed to providing high levels of service and therefore would urge you to please continue to contact us if you feel contractors are not meeting our Code of Conduct, summarised below. The contractor's operatives shall at all times:

- Be courteous and polite
- Be properly dressed/presentable
- Carry and actively display ID
- Remove all waste material on completion of the job
- Restrict disturbance to occupants to a minimum
- Refrain from smoking in your property

Please contact us if you'd like to receive details of the full Code of Conduct.

Mixed Tenure Blocks (Tenants and Owners)

Please note that both tenants and owners reside within many of our closes/Tenemental blocks which can sometimes impact on the Association's ability to rectify issues quickly and within our timescales. We would ask that tenants please bear with us in these circumstances as although we liaise between tenants and owners when there is a repair required, e.g. water ingress from above, we are often not in control of/responsible for having the repair rectified.

Please contact the Association's maintenance team with as much detail as possible to allow us to take all available steps to contact the responsible parties and arrange for necessary repairs to be carried out as soon as possible. We will always alert you where there are mixed tenure blocks and where delays may occur.

We would also advise that unfortunately, our building insurance does not cover damage to furniture or belongings. We would therefore strongly advise that all of our residents buy contents insurance to protect them against the possibility of suffering financial loss following accidental damage to their home and belongings including (but not limited to) fire and flood.

Multi Storey Flats External Paintwork

The upgrade of the externals of the Radnor Park multi storey flats has been well received. We thank those who took the time to come to our focus group in March to select the colour scheme.



Residents Stay Warm as Price Freezes

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.

CHA Power Limited is a wholly owned subsidiary of Clydebank Housing Association and was set up in 2005 to provide energy-efficient and affordable heat and hot water to the residents of Radnor Park. 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.

Bin Chutes

We recently had bin chute signs installed on each floor reminding residents of the proper use of the bin chutes.

The installation of proper instructions was an action identified by the Keep Scotland Beautiful action plan when they carried out their assessment of the multi-storey flats. We would be grateful of all tenants adhering to the conditions of use to avoid unnecessary blockages.



Food thrown out of the windows

It has come to our attention that on occasion food items are being thrown out of the windows in our multi storey flats.

This is a rare occurrence and we acknowledge that there are very few residents who carry out this practice. We would, however, urge tenants who are doing this to stop immediately. It is a health and safety issue and is extremely unpleasant for all residents and members of the general public who have to witness the mess this can make.



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



Spring Open Day

Our Spring Open Day Saturday 5th May at the Centre81 was a great success. We held free classes and taster sessions of IT, Healthy Eating, Yoga, Tai Chi, Kids sports, garden workshops, Dr Bike Cycle Maintenance to showcase some the fantastic things we do here at Centre81.



ISARO Social

Integration Network

Isaro Social Integration Network provides a regular Drop In service to provide information, guidance and support to individual service users from the West Dunbartonshire community.

The main aims of the drop in are:

- To reach out and establish a network among Ethnic Minority individuals and groups.
- To assess their needs and provide them with relevant information regarding social issues such as housing, health, education, employment, citizenship etc.
- To signpost and make referrals to other services and agencies such as Community Learning Development for English classes and other relevant life skills training.
- To facilitate the involvement of Ethnic Minorities in community life by encouraging participation in local public consultations carried out by the West Dunbartonshire Council, the Police or other institutions.

To find out more email:
admin@isaronetwork.org.uk



Isaro Social Integration Network



English for Speakers of Other Languages

FREE

Fun, Friendly English Classes for adults

Centre 81:-

Monday 1pm-3pm
Thursday 10-12pm

Clydebank High School:-

Monday 1pm-3pm
Thursday 1pm-3pm



Phone: 01389-738775

07900 052 290

Email: communitylearning&development@west-dunbarton.gov.uk





Centre 81

Summer Holiday Programme!

Open for Children & Young People Aged 5 years to 12 years

Just £1 per session!

Tuesday 10th July: Multi Sports: 1-3pm
Thursday 12th July: Arts & Crafts: 1-3pm

Tuesday 17th July: Multi Sports: 1-3pm
Thursday 19th July: Arts & Crafts: 1-3pm
Friday 20th July: Multi Sports: 1-3pm

Tuesday 24th July: Multi Sports: 1-3pm
Thursday 26th July: Arts & Crafts: 1-3pm
Friday 27th July: Multi Sports: 1-3pm

Tuesday 31st July: Multi Sports: 1-3pm
Thursday 2nd August: Arts & Crafts: 1-3pm
Friday 3rd August: Multi Sports: 1-3pm



Sports Sessions

Centre81 Friday Sports Club for Children in P1 to P7

P1-P3: 3:30pm-4:30pm

P4-P7: 4:30pm-5:30pm



Just £1 per session!

Strathclyde Autistic Society SAS Club – Autism Friendly Activity Club at Centre81

A range of activities with full use of a sports hall, art room and calm room. Clubs run once a week alternating between Fridays 6-8pm and Saturdays 10-12 noon. Check out our facebook page for more info www.facebook.com/sasclubsclydebank/

Climate Challenge Fund

We were successful in securing £173,000 of Climate Challenge Funding for our Growing Spaces, Growing Skills Project!

We will be building raised beds at the ground next to the MUGA at Centre81, running low carbon and healthy food workshops, garden workshops, energy saving workshops and running bike swap shops. Please pop in to Centre81 for more information.



IT Drop in

Our I.T. skills weekly drop in starts on Fridays at Centre81 12pm-1pm. Informal session for all skill levels. Everybody welcome! For more info message us through Facebook or call 0141 533 7070.

Cookery Classes

We will soon be running blocks of cookery classes focusing on low carbon dishes, healthy eating and making use of seasonal and local produce. Call us on 0141 533 7070 to register.



10 Week FREE Horticulture Course starting August with West College Scotland

This course will increase your knowledge and understanding of gardening, planting seeds and growing.

It will also help you to develop your team-building, communication and enterprise skills, as well as providing you with vital information on gardening do's and don'ts. You will also develop practical skills by learning in our Community Garden at Centre81. Anything you grow, you can take home! Crèche facilities available.

10 Week Beginners IT with West College Scotland starting August!

If you would like to attend, please call reception to book your place. See below for more details.

Getting Started in IT (SCQF Level 3)

If you have minimal or no experience of working with a computer then this is the course for you. You will get the opportunity to develop a basic understanding of computer terminology, finding your way around the keyboard and you will receive an introduction to Microsoft Word, Excel and email. This course is flexible so you will be allowed to learn at your own pace.

New fitness class Timetable £2 per class

- Tuesday – Pilates - 9.30am-10.30am (starting Tuesday 3rd July)
- Tuesday – Circuits - 6pm-7pm
- Wednesday – Yoga 6.30pm-7.30pm
- Thursday - Yoga* – 1pm-2pm (starting Thursday 19th July)
- Friday – Tai Chi – 2pm-3pm



Taster sessions were enjoyed at the Centre's Spring Open Day!



Scottish Government
Riaghaltas na h-Alba
gov.scot

*8 week block

Centre81 – Celebrating 10 Years in the Community!

Centre81 is 10 years old this year 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.

We have established great working relationships and partnerships with organisations and agencies, such as West College Scotland, West Dunbartonshire Council Working4U teams, Strathclyde Autistic Society, Action for Children, ISARO Social Integration Network, Clydebank East Community Council, Tesco Fareshare and many more, to deliver community projects, activities and services in the heart of the community.

Our Centre has free public Wi-Fi and Computer access and is available for private functions and to community groups. We have a large games hall, IT suite, crèche room, art room and a large meeting room.

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.

Celebrate with us! Pop along to our annual gala day, attended by over 600 people each year. This year is going to be even better – don't miss out!

Saturday 4th August, 12-4pm, Centre81



All photos ©Owen McGuigan, with thanks

Gym 81

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

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









Please find below our performance for the financial year. The tables here show our performance across our services against targets set for the year. Although we finished the year performing well, there are some areas of performance that could be better. These are areas that we will be targeting for improvement in the coming year.

Housing Performance: 1 April 2017 - 27 March 2018

Indicator	Performance to 27 March 2018	Year End Target	Previous years' performance	What this means for you...
Maximum rent loss on vacant properties	0.33 % £12,380 	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)	3.59 % £134,900 	2.5 %	2.76 % £102,337	<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	15.4 calendar days 	15 calendar days	18.9 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	6.6 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 % (11) within timescale C - 100 % (39) within timescale Overall 100 % investigated within timescale, 96 % 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 2017 - 31 March 2018

Indicator	Performance to 31 March 2018	Year End Target	Previous years' performance
Average length of time to complete emergency repairs	2.48 hours 	4 hours	1.64 hours
Average length of time to complete non-emergency repairs	3.69 days 	5 days	5.3 days
Percentage of reactive repairs carried out in the last year completed right first time	79.82 % 	100 %	95.8 %
Percentage of repairs appointments kept	94.1 % 	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	99.82 % 	100 %	99.8 %
Percentage of approved applications for medical adaptations completed	48.98 %	n/a	64.5 %
Average time to complete approved medical adaptation applications	121 days 	30 days	124 days

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 and have dotted some of the ones we've received January - March around this page...



Complaints

...and 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.

Complaints Performance: January - March 2018	
Total number of complaints received	25
Number which were about equalities	0
Number where we were at fault, apology given and rectified	16 (64%)
Breakdown of complaints where we were at fault:	
<ul style="list-style-type: none"> • 9 Maintenance • 4 Finance & Corporate Services • 3 Housing Management • 1 multiple departments 	
Responded to in full	25
Resolved at front line (5 days)	24
Resolved after investigation (20 days)	1
All were resolved within our published timescales. We have identified improvements including:	
<ul style="list-style-type: none"> • New leaflets and procedures updated • Specific staff training and updates • Contractors reminded of customer care standards • Improved communication regarding major repairs timescales 	

The Radnor Park caretakers did a terrific job gritting and clearing the ice and the snow during the recent bad weather.

I want to thank Maintenance and Reception for their prompt service this morning when I was locked out.

I want to thank the Housing Officer for contacting me to offer support and advice

The Maintenance Staff were very helpful when I called and the contractor was on site quickly.

I want to let all staff know that I really appreciate the service I have received from the Association.

I must say a big thank you to CHA, at a time the big power companies are putting up their prices, the CHA are not raising their heating or hot water charges for the next year.

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 January to 31 March 2018, we unfortunately received 3 complaints relating to our factoring service, 2 of which were upheld.

As a result of these complaints, we have made improvements in the following areas:

- Communication and recording of information
- Comprehensive Maintenance procedure review in relation to re-roofing works

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 Craig Coleman at the office.

Gutter Cleaning

Please note, we will not be charging out costs relating to gutter cleaning during the upcoming invoice run. This is due to a delay in the contract starting because of new procurement procedures. We apologise for any inconvenience this may cause.

Housing and Property Chamber

Change of Address

We wish to advise all owners of a recent change to the address of the Housing and Property Chamber. Please see the updated address below along with their other contact details:

Housing and Property Chamber
First-tier Tribunal for Scotland
Glasgow Tribunals Centre
20 York Street
Glasgow
G2 8GT

Housing and Property Chamber
First-tier Tribunal for Scotland



Telephone: 0141 302 5900
Email: HPCadmin@scotcourtribunals.gov.uk
Website: www.housingandpropertychamber.scot

Welcome to Craig!

We are delighted to welcome Craig Coleman who recently joined the Association in the role of Finance Officer. Craig has joined our Finance & Corporate Services section and is the main point of contact for any factoring account queries.

Craig said, "I am enthused to be joining a first class team, hopefully adding to your customer experience!"



Thanks to Angela!

Thank You

We were delighted that Angela McLelland was able to complete a period of 4 weeks work experience with us through Working4U.

David Wilkie, Working4U, said, "We recently had an Employability Fund client on work experience with CHA. Lynette and Sharon were first class from start to finish. Always very welcoming and went the extra mile to accommodate when our client took ill and had to reschedule her work placement. The work experience was very well organised, varied and gave our client the best possible opportunity to move forward into her chosen career of Admin."

Angela was based at our reception area and was able to practice her telephone skills and improve her customer services knowledge. We wish her all the very best in her future career.

Working4U

Race for Life

Two of our staff members recently participated in the 5k Race for Life. Ann Doris and Lynette Lees completed the race, held on 20th May, in order to raise funds for Cancer Research UK.



CANCER
RESEARCH
UK

Apprenticeship Success

In the Scottish Government’s Year of Young People 2018, we were delighted to have our Modern Apprentice, Gemma Connell (pictured), being 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. This event highlighted the importance of apprenticeships to the future of the housing sector and the benefits they can bring to social landlords.

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”.



Growing Spaces, Growing Skills

We have been successful in another 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 £174k of funding from the Scottish Government’s Climate Challenge Fund has enabled three members of staff to be employed until March 2020 to deliver the project, including a Project Officer, Community Gardener and Bike Mechanic.

We’re delighted to introduce our Project Officer, Ryan Savage and Donald Campbell our Community Gardener, who you should contact if you would like to know more about the project or to get involved.



Connecting the Community

Michael and Alan (pictured) have been busy working on a mapping exercise of what is going on in the community. This has highlighted that there are not many activities for Children. This is backed up by the feedback forms and communication from local people whose overriding view is lack of youth activities on offer. We have already scheduled in 2 classes on a Friday afternoon for P1-P7 children based around sport activities. Watch this space for more progress!



Staff Achievements!

As an award-winning employer, holding the Investor in People Gold accreditation and the Investors in Young People Gold award for Good Practice and an officially recognised Living Wage employer, we invest in our staff development.

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.

Pictured are some of the staff members celebrating their success.



“Offering our community more than a home”



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)

Universal Credit Becoming a Shareholder
Centre81 Performance Other

Comments (please use a separate sheet if necessary):

.....
.....

Help us Recycle

Do you have any old PCs, laptops or other working IT hardware that you no longer use? Please bring them in to Centre81 - as we are looking to recycle IT equipment to give out to local people who currently have no access to any.

If you have any items we could have or you require any further information or to register your interest in receiving FREE recycled equipment please call Michael on **0141 533 7070** or pop in to Centre81 for a chat, 2-16 Braes Avenue.



EMERGENCY NUMBERS (except New Build)

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, 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

EMERGENCY NUMBER (Graham Avenue)

AS Homes on **07974 913 564**

These numbers are also available on our website, office answering machine and Facebook pinned post.

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 13 and Monday 16 July 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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facebook: @clydebankha



clydebank housing association

