



ChitChat

Performance Report for Customers

With thanks to those who came along to a very successful focus group on 5 July to decide the content and style of this years' report to tenants on our performance against the Scottish Social Housing Charter. It is a requirement of the Scottish Housing Regulator that we report to tenants on this by the end of October and that tenants shape the report.

There were many hours of great discussion and many improvement suggestions made resulting in a new style of report being drafted, taking on board all feedback. The group met again on 22 August to discuss the draft and were very positive about the final report which is enclosed. We hope you find it interesting.



With thanks to our focus group for giving up hours of their time to review our report

Tenant Conference Booking Form enclosed

On Saturday 10th November we will hold our 10th Tenant Conference! We look forward to welcoming our tenants to this free and informative event which will focus on our rent setting process and review our service charges. Please return your booking form on pg 17 in the prepaid envelope enclosed by 30 October. We hope to see you there!



This issue in pictures...



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Page 14

Also don't miss:

- Universal Credit Advice pg 8
- Map of Community Groups & free Wifi/Public Computers/Training pg 10
- Owner News pg 16
- Performance Info pg 18

Diary Dates:

- Yoga @Centre81 £2 - Every Thursday 1pm-2pm
- Tenant Conference - Saturday 10 November 2018



The Management Committee makes all the important decisions about what we do and how we should be doing it. Staff are employed by the Management Committee to act on these decisions and to carry out our day-to-day work.

Meet Your New Committee

Following our 2018 Annual General Meeting (details on page 3), we are delighted to announce our Management Committee (some pictured) is as follows:

Office Bearers:

Kimberley Tennant	Chairperson
Catherine McGarrity	Vice Chairperson
Paul Shiach	Secretary
Chris Morgan	Treasurer

John Hillhouse
 Patricia Betty
 Nikki Robertson
 Grace Daly
 Doris Smith
 Joe O'Donnell
 John Calderwood
 Angela McClelland
 Cllr John Mooney (co-opted)
 Cllr Marie McNair (co-opted)



Long Service Award

Congratulations to Paul Shiach who recently celebrated 10 years of service on our Management Committee. Paul was a founding member of Clydebank Housing Association back in 1984.



Paul is seen above being presented with a gift and certificate by Kimberley Tennant, the Association's Chairperson.

Goodbye Calum, hello Alan!

We were sorry to say goodbye to our Estate Caretaker, Calum Adams, who left us to pursue a new career closer to his home and family. We wish Calum all the best and thank him for all his hard work during his time with CHA.

Following Calum's leaving, we are delighted to welcome Alan Duckett as our new Estate Caretaker. Alan, pictured, took up post at the end of August.



We would like to thank Tom McCormack for his 9 years of hard work and dedication on the Management Committee and in particular in his role as Chairman.



Gold Achieved Again!

We have again achieved the prestigious Investors in People Gold Accreditation. It represents a true commitment to employees and demonstrates a solid foundation of good practice which remains challenging and aspirational for many organisations.

Commenting on the award, CHA Chief Executive, Sharon Keenan, said, "The voluntary Management Committee and staff are delighted with this achievement. Investing in our people makes good business sense, supports staff members achieve their own personal development goals and ultimately leads to our tenants and customers receiving the best possible service".

Sharon continued, "A huge thanks to the staff for their continued support and enthusiasm and for their commitment to continuous improvement through training and development."

We now hold the Investor in People Gold Accreditation, the Investors in Young People Gold award for Good Practice and is proud to be an officially recognised Living Wage employer since 2016.



Some of the Association's staff



Annual General Meeting & Social Event

Another great night was enjoyed at our 33rd AGM and Social Event held at Centre81, Whitecreek, on 28 June.

34 (21.3 %) of our shareholders attended and heard what we had achieved during the year and our plans for the year ahead. Lynette Lees, Head of Finance & Corporate Services, also explained the Association's annual accounts.

After the business of the meeting, shareholders and their partners/friends browsed information stalls on the Centre's many projects.

Our annual social event then kicked off where there was a free raffle, buffet, drinks and live music from the Mick Tausney Band. We are grateful to have the continuing support from many of our approved contractors who sponsored the social event, shown below.

If you would like to hear more about the Association and it's activities, become a shareholder for £1 and attend next year's AGM & Event. Call the office and request an application form.



Event Sponsors - thank you!



Quantity surveying
Ewing Somerville Partnership
40 Speirs Wharf, Glasgow G4 9TH
Tel: 0141 353 3531
Email: info@ewing-somerville.com
Contact: Barry Farrell



Plumbing/joinery work
Hi-Flow Property Services Ltd
9 Caledonia Street, Dalmuir G81 4EX
Tel. No. 0141 951 2020
E-mail: info@hiflow.biz
Web: www.hiflow.biz
Contact Person: Colin Donaldson



Paint supplies and decorating work
RJ Russell / The Paint Shop
477-481 Dumbarton Road, Dalmuir G81 4DT
Tel: 0141 951 4577
Email: info@thepaintshopclydebank.com
Website: www.thepaintshopclydebank.com
Contact: Ralph Russell

REGENCY Glazing Ltd

Glazing work
Regency Glazing, 940 Crow Road, An-niesland G13 1JD
Tel. No. 0141 950 4400
Email: info@regencyglazingltd.co.uk
Contact: Dougie

The Ventilation Experts

Ventilation maintenance
The Ventilation Experts, Inveravon, Pacemuir Road, Kilmaccolm PA13 4JJ
Tel: 0141 370 2022
Email: d.bradley@ventilationexpert.com
Website: www.ventilationexpert.com
Contact: Drew Bradley

G.O.C. Engineering Services

Mechanical/electrical work
GOC Engineering Services, Buckingham Cottage, Fintry, Glasgow G63 0XJ
Tel./Fax No. 01360 860 478
E-mail: jchesney@btconnect.com
Web: www.goceng.co.uk
Contact: Jim Chesney

How each £1 of our income was spent in 2017/2018

How each £1 of income was spent	2017/2018	2016/2017
Direct costs:		
Major Repairs	£0.12	£0.18
Routine Repairs	£0.12	£0.12
Cyclical Repairs	£0.04	£0.05
Services	£0.02	£0.02
Total Direct Maintenance Costs	£0.30	£0.37
Other costs:		
Staff salaries	£0.23	£0.22
Office overheads	£0.07	£0.07
Interest on loans	£0.02	£0.03
Other Activities*	£0.08	£0.08
Property Insurance	£0.02	£0.02
General Expenses	£0.02	£0.02
Bad debts/voids	£0.00	£0.01
Surplus back into reserves	£0.26	£0.18
Total Other Costs	£0.70	£0.63
TOTAL	£1.00	£1.00

* Tenant Participation / Wider Role / Development

Spotlight on Radnor Park

- Spacious 2 bedroom flats
- Available to single persons, couples and families*
- Spectacular views
- Low-cost heat & hot water
- Major improvements
- Caretaker service
- On-site laundries
- Close to local amenities

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



* not suitable for children under 12

We need your views!

COMING SOON

Allocations Policy Review

As all tenants will know from recent correspondence, some remaining parts of the Housing (Scotland) Act 2014 have now been rolled out. This means we can move forward with reviewing our Allocations Policy and including the parts of Act that have changed, such as Succession of Tenancy, Lodgers, Sub Letting and Applications for Joint Tenancies.

We will send out a consultation paper shortly to those on our consultation register and invite them to a focus group to be held in October.

Please contact Sinéad Boyle, Communications Officer, at the office if you'd like more information on 0141 941 1044 or sinead@clydebank-ha.org.uk.

Common Area Cleaning Consultation - Flats and Tenement Properties

Look out for common area cleaning consultation which will be sent to you shortly

Following our last Tenant Conference, we agreed to investigate the possibility of offering a chargeable common area cleaning service. The first stage of this was convening a focus group which has now

happened. The group looked at the pros and cons of such a service as well as the issues being experienced by our Estate Management staff and paperwork will be sent to you shortly.



Prize Draw Winner!

Anyone who replies to our questionnaires, surveys etc. throughout the year (where it doesn't have it's own prize draw) is automatically entered into our annual prize draw to win £50 of Asda vouchers.

Mr McGroarty of Linnvale was picked at random at our Annual General Meeting! Mr McGroarty was pleased to be presented with the vouchers by Sinéad Boyle our Communications Officer.

Thanks to all who took the time to respond.

Join us @
clydebankha

WE ARE MACMILLAN. CANCER SUPPORT

Affected by cancer? We can help

Finding out that you or someone close to you has cancer can be a difficult and confusing time. That's why we are here to help support you, so you don't have to face it alone.

In libraries across West Dunbartonshire, we offer a free and confidential drop-in service where anyone affected by cancer can get emotional support and high quality information in a relaxed environment.

Dalmuir Library
Monday 12.00pm - 2.00pm

Clydebank Library
Thursdays 1.00pm - 4.00pm

To find out more information you can visit: west-dunbarton.gov.uk/macmillan

Email: macmillan@west-dunbarton.gov.uk

Or call 01389 608 049

west
dunbartonshire
libraries



Have you thought about Christmas yet? (Seriously!)

Hard to believe, but we are already approaching Autumn and before we all know it Christmas will be upon us.

We remind everyone that we do not operate any rent-free periods and that your monthly rent is due in full and on time over the festive season in the same way as it is during the rest of the year.

We would ask that all tenants plan ahead and ensure that any Christmas budget includes their rent payments. If you require any advice or assistance in budgeting for your rent, please contact your Housing Assistant at the office.

Free information and advice from



Long sunny afternoons and evenings seem a great excuse to open another bottle of wine or six-pack but those extra bottles and pints can take their toll on work, family and finances.

DACA, a local alcohol support charity with offices in Clydebank and Dumbarton, offers a range of information and support services to help you understand if your drinking is putting your health and well-being at risk.

If you regularly find yourself watching the clock waiting for 'wine o'clock' to arrive or have a couple of cans to put off the hangover from hell it's maybe a good time to make an appointment for a chat with one of our team.

At DACA we provide free information and advice to help you check if your drinking is getting out of control and putting you at risk.

Not everyone who is drinking too much has to cut out the booze altogether and our highly experienced team can have a chat about making small lifestyle changes which will make big differences to your well-being, finances and relationships.

As well as counselling people accessing support at DACA can get involved in a range of social groups, health and well-being clinics, complementary therapies and activities on offer from our offices in Dumbarton and Clydebank.

So if you are worried about your drinking – or have a loved one who is hitting the bottle a bit too often – why not give us a call on 01389 731456 or 0141 9520881 or pop in to our offices at Westbridgend Lodge, Westbridgend, Dumbarton G82 4AD or 82 Dumbarton Road, Clydebank G81 1UG. More information about our services is available on our website www.daca.org.uk.

Connecting Clydebank

As part of our flourishing Connecting Clydebank ACF Project based at Centre81 we will be looking to work with CHA tenants in order to investigate low cost broadband options. We are currently researching the best options for this and once complete, we will be making home visits amongst CHA housing stock and will attend various community council and resident group events in the area to share this information with you.

Digital Connector Michael McLaughlin will be carrying out home visits speaking to tenants about their broadband provisions and the options that may be available for them. Alan Karas, our Community Connector, will be liaising with tenants to discuss the current services at Centre81 and gather feedback on ideas for future activities that you might want to see offered there.

If this is something that you would be interested in talking to the guys about, please call them at Centre81 on 0141 533 7070 or email michael@clydebank-ha.org.uk



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

Alan Karas
Community Connector
@Centre81_CHA

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



Local Activities for over 50's

The Hub, Kilbowie Road
Wednesday
1.30pm - 3.30pm
Sequence Dancing
£2, cup of tea and cake included

Singer Bowling Club
Tuesday night
7.30pm - 10pm
Sequence dancing/line dancing, bingo, raffle and cup of tea, £1 plus bingo books

Tenant Panel Update

The Tenant Panel has continued to spend a great deal of time reviewing our Allocations processes and is about to conclude their assessment of our Void Property and Allocations procedures. Most recently they have developed an additional leaflet to be distributed with offer letters.

We have a vacancy on the Panel if anyone is interested, contact Sinéad at the office on 0141 941 1044 or sinead@clydebank-ha.org.uk

tenant panel
 clydebank housing association's
 critical friend

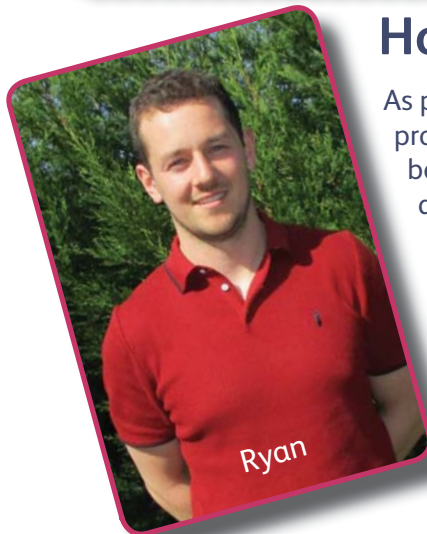


Home Energy Awareness Training And Audits

As part of our Climate Challenge Fund project our Project Officer, Ryan Savage, will be doing home energy awareness training and audits. He will get in contact over the phone and will ask about energy source and type of heating fuel you use at home. An initial meter reading will also be taken. All this information will be put into a database to give a baseline which will show your current carbon emissions. Ryan (pictured left) will do a home visit a month later to take another reading and give advice on how to make changes that will help

you cut down energy used in homes. A final visit will be carried out a month later, with this last reading we can compare all 3 and see the savings that have been made, as well as the changes the participants have been making to reduce their energy usage.

Ryan will be in touch over the course of the next month or so.



Ryan



EVH on Tour!

We had a lovely day when Employers in Voluntary Housing came to visit us to celebrate their 40th year of supporting social housing employers like us. EVH brought their 1970s VW camper van 'Rubybell' (below) to Clydebank as part of a tour of Scotland. They provided free HR advice to local charities, community groups, social enterprises and the general public. They popped up a gazebo, hosted a barbeque and gave us lovely cakes and freebies.

40th
 Anniversary



Michael of our Centre81 provides info

Friends from Knowes Housing Association popped along



Universal Credit

In West Dunbartonshire all new claimants for the following six benefits: Income Support, Housing Benefit, Working and Child Tax Credits, Employment Support Allowance and Job Seekers Allowance will be moved to the new benefit system called Universal Credit from November 2018.

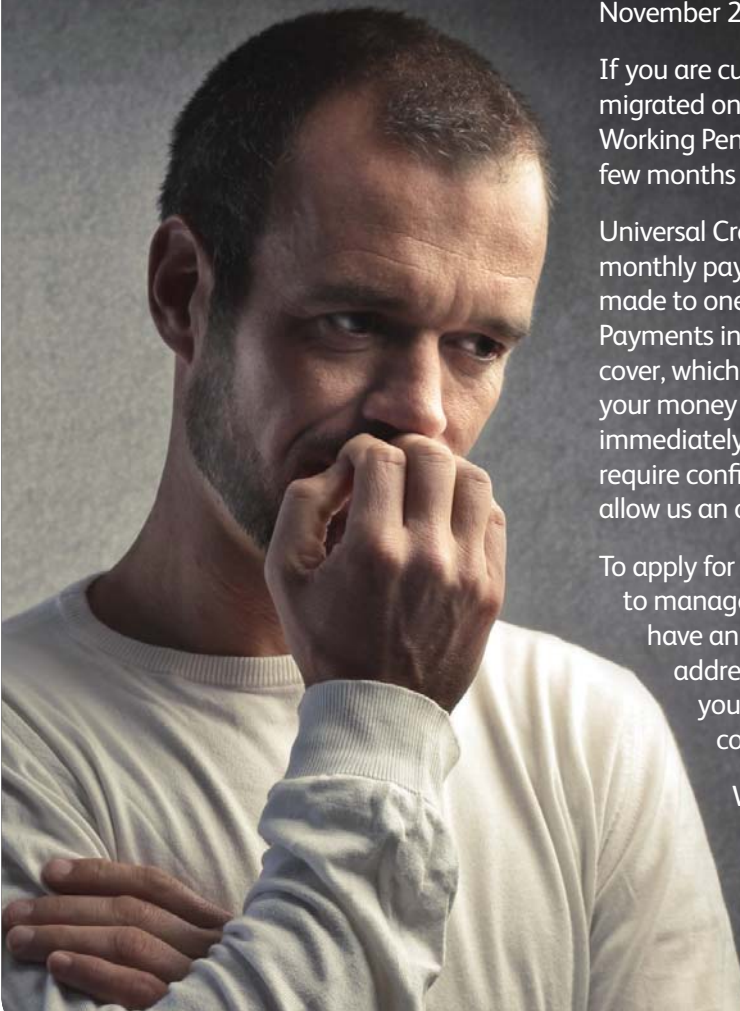
If you are currently in receipt of any of these benefits you will be migrated onto Universal Credit in due course. The Department of Working Pensions will contact you directly about this. This could take a few months or even a couple of years.

Universal Credit covers all of the benefits stated above with only one monthly payment being made to the claimant. Payments will be made to one member of each household for all residents living there. Payments include any housing costs that Housing Benefit used to cover, which means that you will become responsible for managing your money and ensuring that your rent is paid. Please contact us immediately if you make an application for Universal Credit as you will require confirmation of your tenancy and rental charge. This will also allow us an opportunity to help you through this process.

To apply for Universal Credit you will need a bank account and be able to manage your Universal Credit Account online. You will need to have an email address. If you need help in setting up an email address or need training on using a computer and organising your online Universal Credit Account, please do not hesitate to contact us.

We appreciate that this can be a worrying and confusing time for some tenants, but we want to reassure everyone that we are here to help you through this process.

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



Welfare Rights Service

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

Service available at:

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

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

Simply pop-in to our office or call 0141 941 1044 to book an appointment.



Our regeneration centre, Centre81, 2-16 Braes Avenue, Whitecrook G81 1DP runs a session every last Thursday of the month: 10am – 1pm. Simply pop-in to the Centre or call 0141 533 7070 to book an appointment.

Monies regenerated for our residents in August 2018 ALONE - £131,470 in welfare rights and £68,149 in debt handled!!

Delight as 84 New Homes in Clydebank Officially Opened

On 31 July 2018 the Minister for Local Government, Housing and Planning Kevin Stewart visited the area to officially open both West Dunbartonshire Council's and Clydebank Housing Association's new social housing developments in central Clydebank.

The developments highlight the significant partnership working between West Dunbartonshire Council (WDC) and Clydebank Housing Association (CHA) and have brought 84 homes to the area through the Scottish Government's Affordable Housing Programme to help meet its target to deliver at least 35,000 homes for social rent by 2021.

The Council's development on Second Avenue/Singer Street consists of 40 properties of mixed size and type including townhouses, designed in-house by the Council and built by CCG. Our development saw 44 one and two-bedroom flats built by AS Homes on the site of the former La Scala Cinema on Graham Avenue including 4 two-bedroom wheelchair flats. Both developments meet WDC's Design Standard and meet Silver Standard for Energy Efficiency. With currently 800 applicants on our waiting list these homes were a much needed addition to housing stock in the area. Almost half of the lets made by us were provided to homeless persons through the West Dunbartonshire Council, which assists the Council in alleviating homelessness.

This is our first new housing development since 2009. The Minister met with a Council tenant, Ms Monaghan, whose circumstances had been greatly improved by the move into a 4-bedroom townhouse and CHA tenant Miss McGonagle, who has benefitted significantly by a life changing move into a 2-bedroom wheelchair-adapted property.

Sharon Keenan, Chief Executive CHA, Patrick Kelly, AS Homes, Richard Cairns, West Dunbartonshire Council, Kevin Stewart MSP, Gil Paterson MSP, Cllr McAllister, West Dunbartonshire Council, Kimberley Tennant, Chairperson CHA,

Housing Minister Kevin Stewart said: "I'm delighted to officially open these two new housing developments, supported by more than £5.5 million of Scottish Government funding. They will provide affordable, good quality social rented housing in the Clydebank area. The Scottish Government very much values the work of community based housing associations and the powerful impact of partnership working."

Mrs Tennant, Chairperson of CHA, said, "it was fantastic that the Minister took the time to stop off at our new build developments so he can see at first hand the difference Scottish Government funding has made to our area and to people's lives. We are delighted with the final product and hope tenants will have many happy years in their new homes and benefit from the high standards of energy efficiency measures and design"

CHA's £5.1m development was a design and build partnership with AS Homes (Scotland) Ltd with funding of £3.17million from the Scottish Government's Affordable Housing Programme, together with private finance of £2m from CAF (Charities Aid Foundation) Bank.



Kevin Stewart MSP, unveils plaque

Free Local WiFi/Public Computers/Training



Community & Regeneration Centre
2-16 Braes Avenue, Whitecreek G81 1DP
0141 533 7070



To find out more about Centre81's free IT services or hire our meeting rooms, office space or multi-purpose hall, call Centre81 on 0141 533 7070.

Please note this map is for illustrative purposes only and is not to scale. To the best of our knowledge all information is correct at August 2018.



Follow us on Facebook and Twitter!

@Centre81Clydebank
@Centre81_CHA

Centre81 Free Local WiFi/Public Computers/Training



Centre81 is owned and managed by Clydebank Housing Association

Locations with Public Computers

- Centre81**
2-16 Braes Avenue, Whitecreek G81 1DP
- Clydebank Housing Association**
77-83 Kilbowie Road, Clydebank G81 1BL
- Clydebank Library**
Dumbarton Road, Clydebank G81 1XH
- Parkhall Library**
42 Hawthorn Street, Parkhall G81 3HZ
- Faifley Library**
Craigpark Street, Faifley G81 5BS
- Duntocher Library**
1A Duntiglennan Road, Duntocher G81 6HF
- Dalmuir Library**
10 Lennox Place, Dalmuir G81 4LX
- Skills Development Scotland**
5 Carinthia Way, Upper Level, Clyde Shopping Centre G81 2UA
- The Lennox Partnership**
201 Dumbarton Road, Clydebank G81 4XJ
- Onslow Road Hall**
Onslow Road, Drumry G81 2PR
- Job Centre**
245 Kilbowie Road, Clydebank G81 2JN

Locations with Free/Guest WiFi

- Centre81**
2-16 Braes Avenue, Whitecreek G81 1DP
- Clydebank Housing Association**
77-83 Kilbowie Road, Clydebank G81 1BL
- Clydebank Library**
Dumbarton Road, Clydebank G81 1XH
- Parkhall Library**
42 Hawthorn Street, Parkhall G81 3HZ
- Faifley Library**
Craigpark Street, Faifley G81 5BS
- Duntocher Library**
1A Duntiglennan Road, Duntocher G81 6HF
- Dalmuir Library**
10 Lennox Place, Dalmuir G81 4LX
- Skills Development Scotland**
5 Carinthia Way, Upper Level, Clyde Shopping Centre G81 2UA
- Job Centre**
245 Kilbowie Road, Clydebank G81 2JN
- West College Scotland**
Queen's Quay, Clydebank G81 1BF
- Clydebank Train Station**
Chalmers Street, Clydebank G81 1RT
- Clydebank Bus Stance**
Chalmers Street, Clydebank G81 1RT

17. Clyde Shopping Centre

- 170 Kilbowie Road, Clydebank G81 2UA
- Asda**
31 Britannia Way, Clydebank G81 2RZ
 - Ladbrokes**
3B Clyde Shopping Centre, Clydebank G81 2RR
 - TSB**
29 Sylvania Way South, Clydebank G81 1EA
 - Royal Bank of Scotland**
30 Sylvania Way South, Clydebank G81 1TS
 - Paddy Power**
31 Sylvania Way South, Clydebank G81 2UA
 - CEX**
47 Sylvania Way South, Clydebank G81 2RR
 - Thomas Cook**
56 Sylvania Way South, Clydebank G81 2TL
 - Game**
6 Britannia Way, Clydebank G81 2RZ
 - Costa**
80/82 Sylvania Way, Clydebank G81 2TL
 - o2**
10 Britannia Way, Clydebank G81 2RZ
 - McDonalds**
10/14 Britannia Way, Clydebank G81 2RZ
 - Matzaluna**
23 Britannia Way, Clydebank G81 2RZ

30. KFC

- 59 Livingstone Street, Clydebank G81 2XA
- McDonald's Drive Thru**
Montrose Street, Clydebank G81 2QB
 - Chandlers**
2 Kilbowie Road, Clydebank G81 1TH
 - John Browns**
1-3 Chalmers Street, Clydebank G81 1RT
 - Bar 68**
68 Dumbarton Road, Clydebank G81 1UG
 - Cleddans**
387 Kilbowie Road, Clydebank G81 2TU
 - Ladbrokes**
146 Duntocher Road, Clydebank G81 3NQ
 - Radnor Cafe**
497 Kilbowie Road, Clydebank G81 2AX
 - West Park Hotel**
Great Western Road, Clydebank G81 2AX
 - iPlay**
2 Bleasdale Court, Clydebank Business Park, Clydebank G81 2LE
 - Monkey Madness**
33 John Knox Street, Clydebank G81 1ND
 - Pure Gym**
Unit 11/12 Seaforth Road South, Clydebank G81 2UA
 - Lucky Break**
26-30 Glasgow Road, Clydebank G81 1SE

43. Goldenhill Mental Health Resource Centre

- 199 Dumbarton Road, Clydebank G81 4XJ
- Clydebank Health Centre**
Kilbowie Road, Clydebank G81 2TQ
 - Golden Jubilee National Hospital**
Agamemnon Street, Dalmuir G81 4DY
 - McMonagles**
1 Argyle Road, Clydebank G81 1QA
 - The Titan**
1710 Great Western Road, Clydebank G81 2XT

Locations with Free Training

- Centre81**
2-16 Braes Avenue, Whitecreek G81 1DP
 - Beginners IT
 - How to work IT
 - E-commerce
- Clydebank Library**
Dumbarton Road, Clydebank G81 1XH
 - Computers for the Absolute Beginner
 - A Guide to Windows 10
 - Library Online
- Parkhall Library**
42 Hawthorn Street, Parkhall G81 3HZ
 - iPads for the Absolute Beginner
 - A Guide to Windows 10
 - Library Online

5. Faifley Library

- Craigpark Street, Faifley G81 5BS
- Computers for the Absolute Beginner
 - A Guide to Windows 10
 - Library Online
 - Digital Cameras
- Duntocher Library**
1A Duntiglennan Road, Duntocher G81 6HF
 - Smart Phones & Android Tablets for the Absolute Beginner
 - Computer Drop-in Surgery
 - Dalmuir Library**
10 Lennox Place, Dalmuir G81 4LX
 - Next Steps (must have basic PC skills)
 - St Eunan's Primary School**
Gilmour Street, Clydebank G81 2BW
 - Developing Further in IT
 - Clydebank High School**
Janetta Street, Clydebank G81 3EJ
 - Moving on in IT

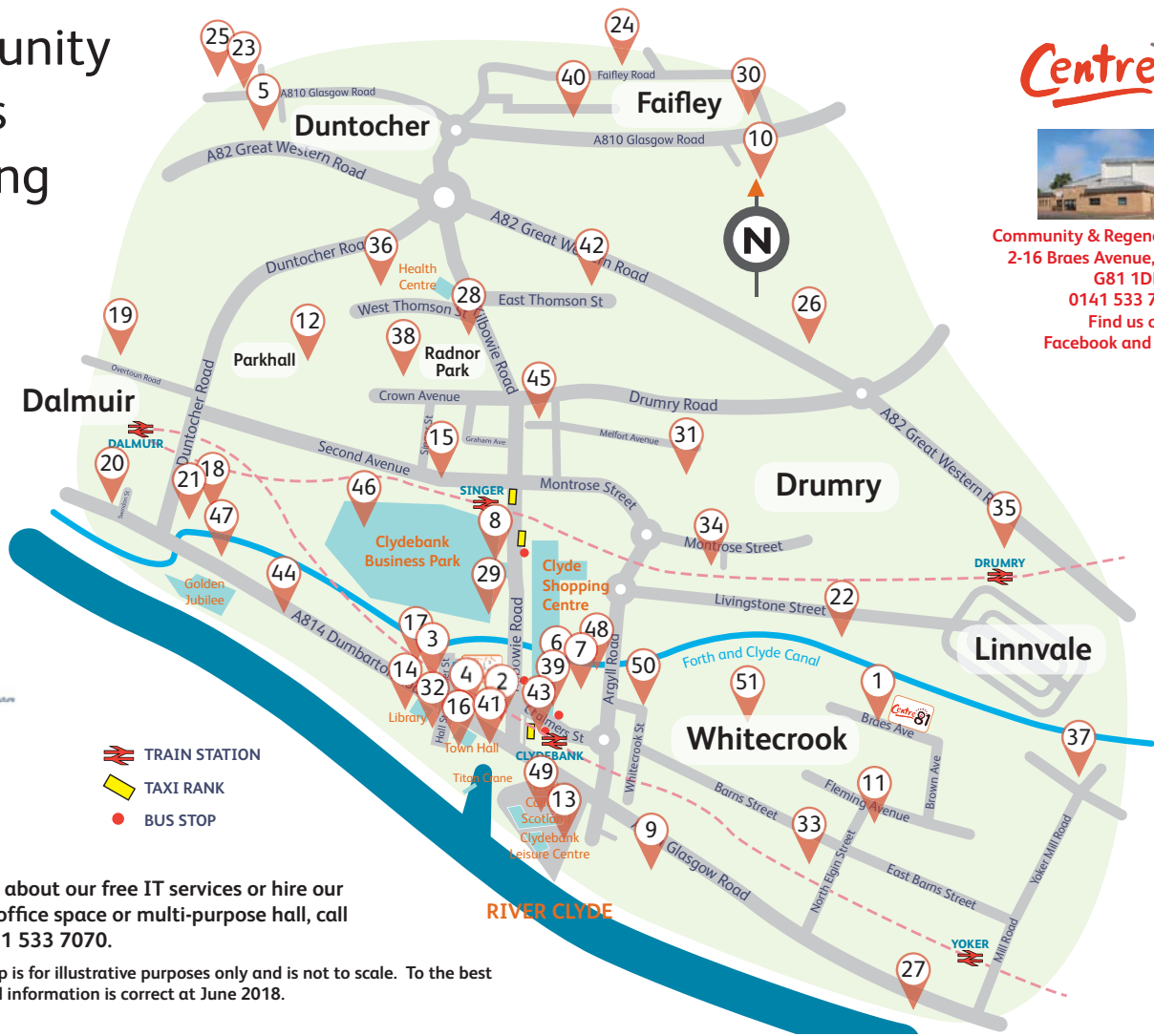
Follow us on Facebook and Twitter!

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@Centre81_CHA

Community Groups Mapping



Community & Regeneration Centre
2-16 Braes Avenue, Whitecreek
G81 1DP
0141 533 7070
Find us on
Facebook and Twitter



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Centre 81 Community Groups Mapping



Centre81 is owned and managed by Clydebank Housing Association

1. Centre81

National Deaf Children's Society
Isaro Sewing Groups
Isaro YP Group
Isaro Drop In
Clydebank Bowls
CDC Cheerleaders
Syrian Women's Group
Stitch That
Kettle Bells
Clydebank Global Taekwondo
T.L.C
Slimming World
Tai-Chi
Strathclyde Autistic Society
Pilates
Beginnings Family History
Gymnastics
Richmond Fellowship
Join the Dots - Arts
The National Autistic Society
Smoking Cessation Group
West Dunbartonshire HSCP

2. The New Beginning Rooms

Alcoholics Anonymous

3. Outdoor Boating Club

Drumchapel & Clydebank Kayak Club

4. Alzheimers Scotland

Musical Memories
Dementia Advisory Drop in
Supper Club

5. Antonine Sports Centre

Iaksa Kickboxing
Antonine FC

6. Awestruck Academy

Awestruck Academy

7. Bandstand

WDCVS Walking Group

8. Base81 Studio

BKS Dance Academy

9. Clyde Street Business Centre

Osprey Boxing Club

10. Clydebank District Golf Club

Golf Club

11. Clydebank East Community Centre

Tiny Tots
G81 Afterschool Club
Art Group
Dance and Trim

12. Clydebank High School

Youth Alliance (midnight league)
Glasgow Fever Basketball
Clydebank Mini Tennis Academy
Clydebank Cobras Netball
Clydebank Kids Club
Clydebank Shoto Budo
Singer FC

13. Clydebank Leisure Centre

Street League
Titan Judo under 8s
Titan Judo - 8-12s
Titan Judo - over 12s
Kokusai Karate - Kai
Kokusai Karate - Kai
Cludebank Sub Aqua
Clydebank Amateur swimming Club
Active Tigers Taekwon - Do (5-8)
Little Tigers Taekwon - Do (3-5)
Taekwon - Do
Dunbartonshire Disability Sports Club

14. Clydebank Library

Bookbug Sessions
Storytime

15. Clydebank Methodist Church

Clydebank Living Sober
Mother & toddler

16. Clydebank Museum

Bookbug Sessions

17. Clydebank Sea Cadets

Sea Cadets

18. Dalmuir CEC

Clydebank Seniors Forum

Kilpatrick FC U9s

AA
Clydebank Disability Group
Chess Club
Focus Group Blind People
Drama Learning Needs
Taikondo
Music Society Clydebank
Voice Choir
Clydebank Woman's Choir
Zumba
Woman's Aid with Creche
Thai Chai Adults
Slimming World
Senior Group
Girl Guides
Clydebank Camera Club
Arthritic Group
Get Up and GO
Home Care Training
Sound Inspiration Disability Art Group
Unity Enterprise Drama Club
Sewing Class
W4u Afterschool Learning
Mental Health Who Cares
Key Community Arts Crafts
Neighbourhood Network
Rainbows
Brownies
Girl Guides
Disability Futsal
Loch Lomond Angling Association
Dalmuir out of school care

19. Dalmuir Golf Club

Golf Club
Bookbug Sessions (Gaelic)
Bookbug Sessions
Baby Massage
Baby Yoga

20. Dalmuir Library

Bookbug Sessions (Gaelic)
Bookbug Sessions
Baby Massage
Baby Yoga

21. Dalmuir Men's Shed

Men's Shed

22. Double L Centre

Syrian English Class
Over 50s Club
Tuesday Night Bingo
Lomond Cycle Club
Irish Dancing

23. Duntocher Library

Bookbug Sessions

24. Faifley Library

Bookbug Sessions

25. Glenhead CEC

After School Group
Before School Group
Ladies Indoor Bowls
Equa Group (Disabled Adults)
Zumba
Parent & Toddler Group
Mens Bowls Group

26. Goals

Clydebank Boys FC

27. Holm Park

Yoker
Clydebank FC

28. The Hub

Ardfern School Basketball
Patch Work
Kilpatrick Tots
Kilpatrick2010s
Clydebank Girls
Stroke Club
Pulmonary Rehab
Cardmaking
WDL Football
St Eunan's
Top of the Hill
Scottish Slimmers
Camera Club
Sequence Dancing
School of Highland Dance
Pulmonary Rehab
Y Sort it
Fitness For All

29. iPlay

Clydebank Breastfeeding Group

30. Knowes Pitches

Kilbowie Union
Goldenhill BFC

31. Melfort Avenue Sheltered Housing

WRVS Lunch Club

32. Morison Memorial Church

Cafe Morison
5th Girls Brigade

33. John Brown Playing Field

Clydebank Rugby Football Club
Clydebank Titan Rugby Football Club U16s

34. Onslow Hall

Anti-Bullying Club
Kick boxing
Destiny Church Group
Dance Girls

35. Onslow Road BMX Track

Western Titans BMX

36. Parkhall Library

Bookbug Sessions

37. Peterson Park

Gaelic Football Glasgow Gaels

38. Radnor Park Church

Radnor Park Out of School Care
Gamblers Anonymous
Cocaine Anonymous
Alcoholics Anonymous
Line Dancing Group
Clydebank Guild
Clydebank Musical Society Junior Section

39. Salvation Army

WD Community Foodshare
Coffee Club
Friendship Hour

40. Skypoint CEC

NHS Community Falls
Dog Club
Faifley Mother & Toddler
Nunchaku Martial Arts
Allotment Society
Faifley Kids Club
Irish Beats Dance
Faifley Arts Group
Kids Basketball

41. Solidarity Square

WDC CVS Walking Group

42. St Peter the Apostle High

Clydebank Dodgeball
Clydesdale Harriers

43. Studio Central

Fitness
Mum and Baby Circuit class
Line Dancing

44. The Lennox Partnership

The Lennox Partnership

45. Tower Centre

Clydebank Girls Brigade 6th

46. Unit 1, 12 North Avenue

Dynamite Gymnastics club

47. Unit 1, 18 Nairn Place

Laura Gray School of Dance

48. Waterfront Church

Craft Daft
Boys Brigade
Rainbows
Brownies
Guides

49. West College Scotland

Princes Trust

50. Whitecreek Business Park

Stepping Stones
Relaxation Class
Stepping Stones - Aspire (Social Network)
Stepping Stones - Connections group

51. Whitecreek Primary School

Basketball club

52. Y-Sort it

Young Volunteer Leaders
Creative Youth club
Young Carers
Drop in

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



Autism Friendly Activity Club at Centre81

Strathclyde Autistic Society run a club with 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/



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



10 Week Beginners IT with West College Scotland (4 hours per week)

If you would like to attend, please call reception to book your place on 0141 533 7070. 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.



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.





Centre81 10th Birthday Gala Day

Over 500 people attended Clydebank Housing Association's (CHA) 10th Community Gala Day on Saturday 4th August at Centre81, their regeneration centre in the heart of Whitecreek.

There were bouncy castles, face painting, glitter tattoos, funfair rides, animal petting and pony rides for the children. There was also a BBQ, tea/coffee stall, African food stall and a table top sale. The crowds were entertained by a DJ, dancers, taekwondo demonstration and fantastic live music from local bands "The Ronains" and "Deep River".

It was a great partnership event and all the local community organisations pulled together to provide information and activities. The day was a fun, community led event, which celebrated the fantastic range of work that is currently happening in Centre81.

CHA would like to thank everyone who made the day such a success including, ISARO Social Integration Network, Clydebank East Community Council, John White, Joe Henry, West Dunbartonshire Council, Join the Dots Community Arts, Champion Dance & Cheer, Strathclyde Fire & Rescue and its Centre81 staff and project workers.



Centre81 Growing Space opening day Saturday 8th September

The new growing space has been developed to provide Whitecrook community members with their own allotment style plot. Previous CHA CCF funded projects have proven exceptionally popular because of this great success we were able to create these 14 raised beds for the community. We are striving towards making the community greater.

Over 30 people attended our official Centre81 growing space opening day on Saturday 8 September. It was a great day for all the family. We had the pleasure of local MSP Gil Paterson doing the opening ceremony.

We wanted to take this opportunity to combine the opening day with a volunteer celebration. We felt that our hard working, dedicated volunteers deserved recognition. We felt that one specific individual went above and beyond all expectations. Frank Lamont was presented by Gil Paterson with Volunteer of the Year Award 2018. There was then a free buffet to say thank you for everyone's hard work and then the young ones started the planting in the raised beds with Frank and our Community Gardener.

CHA want to say a big thank everyone who made the day such a success, which include our special guest Gil Paterson and TCV for all the hard work they put in to constructing the raised beds. Our Project Officer Ryan Savage, said "I am delighted at the development of the new growing space and think it's great for the community".

If anyone is interested in a raised bed please contact: ryan.savage@clydebank-ha.org.uk or phone 0141 533 7070 for more info.



Summer Fun @ Centre81

Our Centre81 children's and young people's Summer Programme was held over eleven two hour sessions. The children and young people participated in a variety of different art & crafts and multi sports sessions. Overall the programme was a huge success engaging with over eighty individual children and young people. Look out for our October Holiday Programme from week beginning 15th October on our Facebook page or call Centre81 and ask for Michael or Alan.





COOKING 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.

TASTY COOKING

KITCHEN FOOD



Get your yoga on and more at **Centre81**....



Fitness class timetable

£2 per class

- Tuesday – Pilates - 9.30am-10.30am
- Tuesday – Circuits - 6pm-7pm
- Wednesday – Yoga 6.30pm-7.30pm
- Thursday – Yoga 1pm-2pm
- Friday – Tai Chi – 2pm-3pm



Scottish Government
Riaghaltas na h-Alba
gov.scot

Cafe **81**

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).



Sit in or take away!



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



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



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 April to 30 June 2018, we received 1 complaint relating to our factoring service. The complaint was not upheld as it was not directly related to our service.

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, Finance Officer, at the office.



Factoring Debt Recovery Procedure - Review

Following a recent review of the Factoring Debt Recovery Procedure, we would like to draw your attention to the main changes/additions to the Procedure: -

- Throughout the Procedure, all references to the Finance and Admin Section have been amended to the Finance and Corporate Services section following an internal restructure.
- The debt recovery process has been shortened by the removal of one reminder letter prior to the commencement of the legal action stage.
- If an owner fails to make payment despite all reminders being issued per our procedure, resulting in the matter being referred to our solicitors, we will now charge the owner a fee of £15.00 on the next available factors invoice.
- If an owner still fails to pay, despite receiving a solicitor's letter, we will pursue a Simple Procedure action (previously known as a Small Claims action) for all debts of £250 or higher.
- We may decide to register a Notice of Potential Liability for Costs against a property which is being marketed for sale/auction where we deem there to be a risk of non-payment of factoring debt upon conclusion of the sale. This is in addition to our current use of such notices in the case of high arrears and/or persistent non-payment of factors invoices.
- We have indicated that any customer data held on file will be in accordance with the requirements of the new General Data Protection Regulations (GDPR). This is per the Fair Processing Notice which was issued to you along with the Chit Chat newsletter in March 2018.

The Association is committed to supporting owners in the prevention of debt but takes a firm approach to non-payment of factoring charges. We are sympathetic and understanding when owners are experiencing difficulties in paying and we will try to come to an arrangement which is both acceptable to the Association and affordable to the owner. If you are experiencing difficulties, it is important that you contact us as soon as possible so that we can discuss the matter fully and come to a suitable arrangement, which will ensure that further action is not taken against you. Please contact Craig Coleman, Finance Officer, if you would like to discuss your account.

The full Procedure can be found on our website (www.clydebank-ha.org.uk) in the Factoring section of the Download zone. Alternatively, a copy can be made available upon request. Please contact Craig at the office if you would like a copy to be sent to you.



Conference

You're Invited!

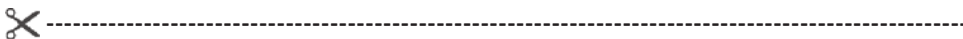
You're Invited to **Centre81**

On **Saturday 10th November 2018** for our **10th Tenant Conference**. We look forward to welcoming our tenants to this free and informative event. Please return your booking form below in the prepaid envelope enclosed by 30 October. We hope to see you there!

'Rent Setting & Service Charges'

Your Draft Programme

- 12.00pm Registration, lunch & refreshments
- 12.30pm Welcome & introductions
- 12.45pm Session 1 - How we set your rent and what you think about it. Presentation by Joe Farrell, Head of Housing Services & Lynette Lees, Head of Finance & Corporate Services, then a question and answer session.
- 2.00pm Session 2 - Service charges - feedback on consultation on common area cleaning and discussion on existing services charges.
- 2.45pm Afternoon tea and a chance for a chat with our staff
- 3.30pm Prize Bingo & Raffle Draw
- 4.00pm Close of Conference



Your Booking Form

Name: _____

Address: _____

Postcode: _____ Telephone No: _____

Please circle

Do you require free return transport to Centre81? YES NO

Do you need the free creche? YES NO

Please state if you have any dietary, mobility or information requirements: _____

- Free prize bingo & raffle
- Free transport
- Free creche
- Lunch & refreshments
- Goodie bag

Our 2016 Conference...








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 77-83 Kilbowie Road
 Clydebank G81 1BL
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info@clydebank-ha.org.uk
www.clydebank-ha.org.uk
 twitter: @clydebankha
 facebook: @clydebankha









Scottish Charity No. SC033962. Registered in Scotland at the above address. The information provided will be treated as confidential and we will only use the data for the intended purpose. No data will be disclosed to any unauthorised third parties without the prior written permission of the person to whom the data belongs.

Please find below our performance for the financial year so far. The tables here show our performance across our services against targets set for the year. There are some areas of performance that could be better and we are working on these. For example, only 89% of neighbour complaints were resolved/concluded within timescale so we have carried out staff training and put new procedures in place to improve this performance.

Housing Performance: 1 April 2018 - 27 July 2018

Indicator	Performance to 27 July 2018	Year End Target	Previous years' performance	What this means for you...
Maximum rent loss on vacant properties	0.14 % £5,543 	0.8 % of annual rental income	0.33 %	<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)	3.05 % £123,263 	3.5 %	3.59 % £134,900	<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	12.6 calendar days 	15 calendar days	15.4 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	8.3 calendar days 	10 calendar days	6.6 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 - none received C - 100 % (9) within timescale Overall 100 % investigated within timescale, 89 % resolved/ concluded within timescale. 	A - 1 working day B - 10 working days C - 15 working days	A - none received B - 100 % (11) 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 2018 - 31 July 2018

Indicator	Performance to 31 July	Year End Target	Previous years' performance
Average length of time to complete emergency repairs	2.74 hours 	4 hours	2.48 hours
Average length of time to complete non-emergency repairs	6.65 days 	6.5 days (average of 3 days urgent/10 days routine)	3.69 days
Percentage of reactive repairs completed right first time	Not yet available	100 %	79.8 %
Percentage of repairs appointments kept	89.43 % 	100 %	94.1 %
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	14 % 	n/a - targets cannot be set as fully dependent on the availability of grant funding	61.5 %
Average time to complete approved medical adaptation applications	69 days 		121 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 April - June 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: April - June 2018	
Total number of complaints received	33
Number which were about equalities	0
Number where we were at fault, apology given and rectified	27 (82%)
Breakdown of complaints where we were at fault:	
<ul style="list-style-type: none"> • 20 Maintenance/Major Repairs • 1 Finance & Corporate Services • 1 Estate Management • 2 Housing Management • 3 Multiple Departments 	
Responded to in full	33
Resolved at front line (5 days)	24
Resolved after investigation (20 days)	9
All were resolved within our published timescales. We have identified improvements including:	
<ul style="list-style-type: none"> • All but 1 were resolved within our published timescales • We have identified improvements including • Improved communication at pre-contract and during contract stage for major repairs • Contractor reminded of target response times • Financial assistance now available for rewiring contracts 	

The contractor completing the gutter cleaning contract, MCS Safety Systems, is doing a good job!

Keep going you are doing a good job and are to be commended for keeping improving.

All the staff in CHA were approachable, kind, helpful and listened.

Thanks to the maintenance department for organising a timely repair. I am very happy with the service I received from the staff and City Technical.

The contractors are doing a magic job and are tidy workers. I'm very impressed by their workmanship.

Thanks to CHA and Hi Flow for the prompt response in attending to my leaking toilet. I'm very happy with the excellent service provided.



“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):
.....
.....



Email Addresses

To help you get the advice you need as quickly as possible.

For day-to-day repairs (ie. heating breakdowns, leaking taps): reactive.maintenance@clydebank-ha.org.uk

For major repairs (ie. new kitchens, bathrooms) or programmed work (ie. gas safety checks): programmed.maintenance@clydebank-ha.org.uk

For any tenancy related enquiries (ie. rent, offers of housing, waiting list enquiries): housingmanagement@clydebank-ha.org.uk

For complaints or all other questions or enquiries: info@clydebank-ha.org.uk

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 21 and Monday 24 September 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

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clydebank housing association

