

SPECIAL EDITION
Radnor Round Up



ChitChat



Your residents group, Radnor Park Multis Tenants and Residents Association, recently raised with us several issues where they felt there was a lack of progress and also a lack of communication to tenants. We apologise for this and in this newsletter we hope to bring you fully up to speed on where we are.

Sharon Keenan, Chief Executive

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Bathroom Contract Update

We're delighted to finally report a start date for this contract!

This contract was scheduled for 2016/17 and was unfortunately delayed due to delays in major repairs contracts in our other stock as well as dealing with new procurement processes. The tenant consultation period was significantly lengthier due to the need to ensure value for money and identify the level of replacements required and this did result in enhancements to the specification for the upgrades.

The contractor, Mitie, and our Clerk of Works, Malcolm Beith, will commence with surveys on 19 February. The purpose of the surveys is to discuss with each tenant the extent of the works taking place, duration of the works in their home and for tenants to select their preferred colour choice of wet wall boarding. Installations will be starting mid-March.

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

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

An individual letter will be sent to all tenants. Please contact Alison Macfarlane, Maintenance Manager, if you have any queries.





Foyer Refurbishment

We are delighted to finally confirm, after a lengthy procurement process, the foyer refurbishment contract has now been awarded! The successful contractor is **CBS (Scotland)**. We would anticipate being able to hold a pre-start meeting with the contractor during the first week in February and the works starting at Erskine, Castle and Lennox no later than the last week in March, allowing time for them to order the required materials. The contract for the final three blocks will follow directly on from this contract.

Bulk Uplift Area

We realise the difficulties faced by our Radnor Park tenants when they wish to dispose of bulk items. Over the last year and a half, we have been trying to free up cage areas so that these can be utilised as a bulk storage/recycling area.

We now have two cage areas free (one at Lusset and the other at Erskine). The Housing Officer is currently working on a procedure in conjunction with the caretakers to roll out a trial at each of these blocks which should be in place within the next two weeks. The logistics of this have to be carefully considered as well as an approach to roll out to the rest of the blocks in the future should the trial be successful. The procedure currently being developed is likely to involve tenants who have paid the Council for uplift, contacting the caretaker to agree an access date and time to the cage area to store the items until uplifted. We will keep you informed of progress.



External Paintwork

This work was scheduled for 2015/2016, however, was postponed due to the significant structural works which were required as a matter of urgency. The ground floor external painter work is now included in the above foyer contract and will include Lusset View.

The remaining blocks (Lomond, Cowal and Leven) are included in the 2018/19 Budget. We are likely to have to upload another quick quote on Public Contracts Scotland for this and we would hope this last phase can follow-on from the above and be completed by the end of August.



Laundries

Laundries are now open until 5.00pm on a Friday which offers additional turns. See your caretaker if you'd like to ask for one.

Caretakers also have copies of our Laundry Procedures leaflet if you'd like one.



Dogs in the Multi Storey Flats

We would like to remind all our residents that no dogs are allowed in our multi storey flats. The only exception to this is canine helpers. We are aware that some residents may have dogs in their flat despite this rule. If you have a dog in your flat, we would like you to contact us in confidence regarding this matter in order that we can discuss your options with you.



Issues with Gritting

Our caretakers will regularly carry out gritting during periods of freezing weather to ensure the paths and external stairs remain clear during working hours. They will also keep a close eye on weather forecasts to ensure that gritting is carried out in advance of the weekend where required.

We are currently looking at other ways to manage these conditions particularly at the weekend and public holidays when the caretakers are not on duty. E.g. gritting bins for tenant access, looking into cost of providing an emergency gritting service and the purchase of a new grit spreading machine.

Window / Door Replacement

We have this programmed to start in 2020 however we are currently reviewing our long term major repairs programme by carrying out a stock condition survey*. If the results of these surveys alter the timing of the window/door replacement programme we'll let you know.

In the meantime please don't hesitate to let us know if you are experiencing any problems with your windows.

* you may be contacted in the coming weeks by Brown + Wallace to survey your home as part of the stock condition survey

Lift Cleanliness

The caretakers endeavour to keep the lifts clean and attend to anti-social behaviour incidences e.g. bodily fluids as quickly as possible during working hours (as well as attempting to identify the culprits using CCTV and take appropriate action).

Of course, these incidences can occur in the evening/at weekends when the caretakers are not on duty. We want to make it clear to you that you should call our out of hours emergency number (on the back page) to report these incidences to ensure the lifts remain free of bodily fluids, even when the caretakers are not on duty.



VOLUNTEER

@ Radnor

Community Garden
Please Get Involved!



Volunteers of all ages and abilities always welcome! Help us get ready for Spring! Please contact Andy or Donald on 0141 533 7070 or communitygarden@clydebank-ha.org.uk

Caretaking Service

A full review of caretaking duties took place during the spring/early summer of 2017, with revised job descriptions and duties put in place. Everything went live at the end of July 2017 and the caretakers have been operating off of the new procedures since then.

Caretakers at the MSFs moved under the Housing Management umbrella (previously Maintenance) at the beginning of December 2017 and are now part of the Housing Team.

Saturday working ended in November following consultation with tenants and the additional hours worked on a Friday appears to be working well. The new hours are 2 x caretakers working 8.00am to 5.00pm and one caretaker working 7.00am to 4.00pm, Monday to Friday.

We have also recently introduced staggered lunches, ensuring that at least one caretaker is available to tenants all day from 9.00am to 5.00pm.

Here to help you!

Caretaker numbers are as follows:

General number/answering machine 0141 951 1642

Jim 07875 380125

Donnie 07875 379176

Charlie 07875 380183



EMERGENCY NUMBERS

The number to telephone City Technical for out-of-hours **gas central heating emergencies**, including your CHP system breakdown, is:

 **0141 646 5091**
(or 0844 579 6493, network charges apply)

All other out of hours emergency repairs (**fire, flood, break-in**), should be reported to our contractors, West Dunbartonshire Council:

 **0800 197 1004**

These numbers are also available on our website and office answering machine.

OFFICE HOURS

Monday to Thursday 9.00am to 5.00pm
Friday 9.00am to 4.00pm

We also close until 2.00pm on the first Wednesday of each month for training.

We will be closed on the following **public holidays**:

Friday 30 March and Monday 2 April 2018

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

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