



ChitChat

SPECIAL EDITION
Radnor Round Up

Welcome to your dedicated 6-monthly "Radnor Round Up" letting you know progress of how we are getting on with different projects in your estate, in addition to our quarterly ChitChat newsletter.

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Cavity Wall Insulation

We are delighted to announce that the Association, working in partnership with Save Scotland Energy and Union Technical Services Ltd, has secured funding to carry out cavity wall insulation replacement works at our multi-storey flats.

Work has been identified due to the age and performance of the current insulation. It is expected that, in addition to the energy efficiency improvements of the buildings, the new insulation will help minimise risks of water ingress from external rain/water penetration.

Work is expected to start at Lomond View in early February and will take approximately 6 weeks to complete per block.

All residents will receive a letter prior to work commencing within their block with further details to be provided at this time.

Foyer Upgrades

Work to upgrade the foyers has now been completed in all blocks and we hope you agree that the new foyers create a modern, bright and welcoming image of the block.

These areas are important in creating and maintaining the positive reputation and lasting impression of the area as a whole as they are the first and last areas which residents and visitors see.

Following on from the success of this contract, the Association will be approaching the contractor in the near future to create ramped access to the main entrance door of each block in order to allow greater disabled accessibility.

Please be aware that customer satisfaction surveys will be issued towards the end of February in which we encourage you to give your views on the contract and especially if you feel improvements could be made for contract management in the future.



Here to help you!

At least one of our 3 caretakers is available to tenants every weekday from 9.00am to 5.00pm. Caretaker numbers are as follows:

General number/answer machine 0141 951 1642

Jim Inglis
07875 380125

Donnie McDonald
07875 379176

Charlie Kane
07875 380183

Generally Jim covers Leven and Lomond, Charlie covers Lusset and Erskine and Donnie covers Lennox, Castle and Cowal View, however, if a tenant from any block contacts any caretaker, the caretaker that receives the call will happily assist the tenant.

Use of Laundry Rooms

Some tenants have been in touch asking for clarification on what service they can expect from our caretakers in relation to the laundry rooms. We have outlined this below, along with some guidelines for tenant usage. We hope you find this helpful.

Our Caretaking staff are expected to:

- Manage and maintain rotas, including marking up, displaying appropriately and dealing with all customer enquiries regarding this process
- Authorise and mark up promptly spare turn requests from tenants so that information is up to date
- Communicate effectively with tenants any changes which may affect them, i.e. breakdowns etc. and update signage regularly with progress
- Deal with all customer enquiries to conclusion where possible and update/inform the office if necessary
- Distribute laundry fobs for access to tenants following authorisation by our office
- Demonstrate to tenants location and operation of laundry facilities on request
- Offer advice and assistance to tenants on how to progress an issue if it cannot be resolved
- Ensure the area is kept clean and tidy
- Report any misuse of facilities by tenants to the office
- Report any machine faults or breakdowns timeously to the office

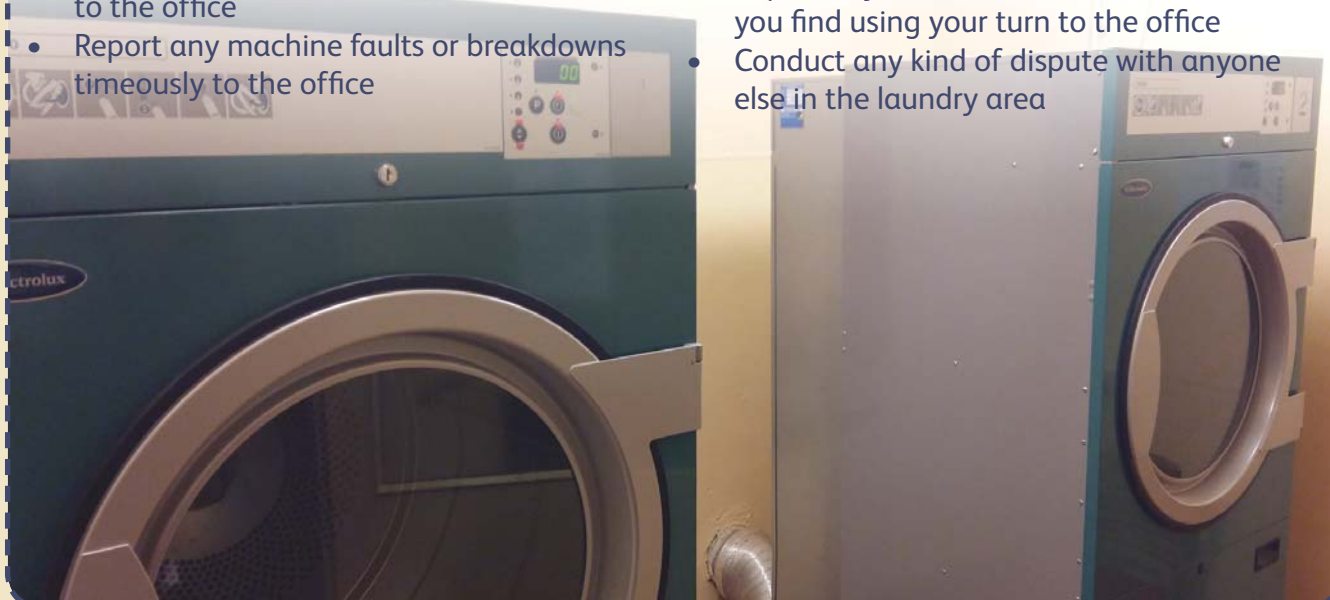
- Treat all customers using facilities with respect in line with our customer service standards

Caretakers are not expected to:

- Intervene or mediate in any disputes or arguments between customers
- Forcibly eject anyone from the laundry
- Remove anyone's belongings from the laundry, including any washing in machines
- Approach tenants using the laundry outwith their turn, the caretaker will however report this to the office and action will be taken

Customers are expected to:

- Respect the facilities and use them only for their intended purpose
- Stick to their allotted time
- Approach the caretaker to agree any changes to rotas or extra turns so that the rota can be updated (customer should agree swaps with other customers etc. in advance)
- Treat all other customers using facilities with respect
- Keep the area clean and tidy whilst using it
- Not allow access to laundry to anyone outwith your own household
- Report any machine breakdowns or malfunctions to the caretaker or directly to the office
- Report any instances of other customers you find using your turn to the office
- Conduct any kind of dispute with anyone else in the laundry area



New Year, New Chair!

Radnor Park Multis Tenants and Residents Association (RPMTRA) recently elected new Leven View tenant Craig Edward as Chairman of the Tenants and Residents Association. Craig has hit the ground running with the refreshed Committee members who have worked hard together with ourselves to highlight areas for improvement and extending what works well.

The group has asked for CCTV in the lifts, called for the pulling forward the window replacement programme and discussed enhancing the caretaking service, improving the laundry facilities and also future rent setting, to benefit all Radnor Park tenants.

Craig said "I heard good things about the Radnor Flats before I moved in recently and wanted to see this improve even further. Having a background in housing and community development has really helped our Committee and CHA work together to represent tenants' interests and ensure value for money at every opportunity."

Our staff have attended their open meetings in September and November 2018 and January 2019. Keep a look out for RPMTRA's next meeting with notices located in advance on the foyer noticeboards.



Is your neighbour living in their home?

Recovery of abandoned homes is crucial in meeting the high demand for housing we experience each year. If you believe that anyone is not staying in their home and has abandoned it, please contact us in confidence about this. Abandoned properties last year cost the Association over £3,000 in lost rent money.



Strangers... Don't let them into the flats

We understand you may want to be polite and courteous but please don't let strangers into your blocks. Strangers who turn up unannounced could be, for example, bogus callers that will try to gain your trust and trick you out of money. Not everyone is who they appear to be. We want to help protect you and your neighbours by highlighting the potential dangers.

Electrical Inspections

A number of our properties at Radnor Park are due to have an electrical safety check carried out during the upcoming financial year. These works are essential in order to check the condition of the electrical components within your home and ensure there has been no deterioration.

The Association will be procuring the services of a contractor from February with work expected to start in April and will contact those tenants who we require access from well in advance of work being carried out.



Water Supply

Following a few instances within Leven View in relation to the loss of water supply, the Association would like to take this opportunity to reassure all residents that regular maintenance is carried out to the system to minimise the likelihood of any issues occurring.

We would urge all tenants to contact our Maintenance section if any of the following issues are noticed;

- Loss of water supply
- Discoloured water
- Cold water running from the hot water tap after 30 seconds of water running at full flow
- Hot water running from cold water tap



As part of our major repairs review, the Association will be looking at ways to further reduce the risk of any issues occurring and information will be provided as soon as it is available.

Dogs in the Multi Storey Flats

Please remember that Clydebank Housing Association has a strict “no dogs” Policy within our multi-storey flats. The only allowable exceptions are canine helpers, where tenants must provide proof that they require a dog as an aid for their day to day activities.

Any tenants aware of any of their neighbours keeping a dog should contact the office in confidence. Any tenants requiring any further guidance or advice should contact our Housing Team.



Bathrooms

Bathroom upgrade works have been completed at Radnor Park with the contract now complete.

We would like to assure all our tenants that although the majority of comments that we have received have been positive, lessons have been learned from this contract and our major repairs procedures have been altered to reflect this.

We encourage all tenants to return customer satisfaction surveys in order that the Association can further evaluate the strengths and weaknesses of the Association’s Major Repairs contract management procedures and its contractor’s performance.

To those tenants who await Occupational Therapist (OT) assessments, we would like to take this opportunity to further assure you that the Association will be looking to carry out work at the earliest possible time as per our previous correspondence with you.

Major Repairs

We have now finalised our major repairs programme for the next 5 years and our proposed 5-year plan for these works is enclosed with this update.