



ChitChat

We Want Your Views!

Our independent tenant satisfaction survey is commencing on 1 April - see page 4 for more details. We hope you get involved! Your opinion on our services really matters.

Thank You

Helping you Manage Your Tenancy



Benefits of using the tenant portal:

We know that some tenants find it difficult to contact us during working hours and we want to make it easier for you to manage your tenancy at a time that suits you, so we have created a fantastic tenant portal to help you manage your account online 24/7!

Simply send us your email address to get started to housingmanagement@clydebank-ha.org.uk. Please include your name and address. A password will then be issued to allow you access to the portal. If you would like help to set up your account please contact any member of our Housing Management team.



Make a payment & view rent statements



Report & view repairs and attach documents and photos for us



Manage & update your contact details



Update your emergency contact

This issue in pictures...

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Also don't miss:

- *Universal Credit pg 3*
- *Home energy advice pg 4*
- *Free electric vehicle charging points pg 7*
- *Owner News pg 11*
- *Office Closure back page*



Universal Credit

Universal Credit will only affect people of working age. From 28th November 2018, Universal Credit has replaced 6 current benefits: Income Support, Housing Benefit, Working and Child Tax Credits, Employment Support Allowance and Job Seekers Allowance.

Did you know?

If you make a new claim for any of these benefits (including housing benefit) or have a change in your circumstances, you will now be transferred onto Universal Credit (UC).

If you are currently in receipt of any of the 6 benefits now being covered by UC, the Department of Working Pensions will contact you when your benefit is being changed to UC. Please note that this may not happen for a few months.

When you are making a claim for UC, it is important to contact us so that we are aware of your circumstances and provide you with advice and assistance.

How do you claim?

You normally need to claim Universal Credit online at www.gov.uk/apply-universal-credit. If you do not have access to a computer or need assistance, please contact the Rent Team at Clydebank HA and we can assist you and/or refer you to Centre81 or another agency which provides basic IT courses.

How payments are made?

Universal credit is normally paid once every calendar month in arrears. It is normally paid into a bank, building society or Post Office card account. A single payment is made to each household. If you are eligible for the housing costs/rent element it will be included in your universal credit payment and, unless you agree otherwise with UC and us, it will not be paid to your landlord.

It will then be your responsibility to pay your full monthly rent to us.

If you are in arrears with your rent, we can request housing payments and deductions for rent arrears to be made directly to your rent account.

It is usually cheaper and more convenient to make payments by direct debit so please contact our Rent Team (top right) to discuss. If you do not have a bank account and anticipate you may have problems opening a bank account, please contact us.

What happens if I have a change in circumstances?

As with all changes of circumstance which could affect your entitlement to benefit, you must let the Department of Work and Pensions know as soon as possible. If you are unsure of which changes need to be reported, you are best advised to contact the benefits agency for guidance. It is advisable to report all changes as soon as possible.

Free 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.

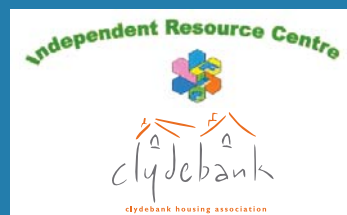
Service available at:

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.



Back to School for Staff

Sinéad Boyle, our Communications Officer, and 2 of our Housing Officers, Fiona Campbell and Catherine Banks, had the pleasure of visiting Clydebank High School on two occasions recently to chat to S4 pupils about having a tenancy, as part of their Personal Development module.



Staff took the pupils (pictured below), through a checklist that we use to chat with 16-21 year old housing applicants which includes budgeting, support and tenancy advice. The staff spoke to the pupils about how we allocate houses and the responsibilities of being a tenant, before a Q&A session.



Scottish Housing Regulator
National Panel

Take our survey, help us improve services...

Would you like to help improve social landlord services in Scotland? The latest National Panel survey is now available to all service users!

The Panel is one of the ways that the Scottish Housing Regulator can hear what people think and make sure they focus on the important things. Members receive occasional surveys, information updates and invites to take part in other feedback exercises. Participation is always optional, and you can leave at any time.

The Regulator wants to include as many different voices on the Panel as possible, including people who are not involved in other ways of giving views on landlord services (most members are not part of local tenant forums). Members include **Council and Housing Association tenants**, people who are using or have used **homeless services**, home owners who receive **factoring or common repairs** from social landlords and people living on **social rented Gypsy/Traveller sites**.

Take part...

Online at bit.ly/shr-panel

Call Engage Scotland (who manage the Panel) on 0800 433 7212

Request a printed form by email natpan@engagescotland.co.uk or call 0800 433 7212

What's great about living in Radnor Park flats

- Spacious 2 bedroom flats
- Available to single persons, couples & families*
- Low-cost heat & hot water
- Keep Scotland Beautiful Silver Award
- Community garden
- Spectacular views
- Major improvements
- Dedicated caretakers
- 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 via our website clydebank-ha.org.uk.

* not suitable for children under 12.



Here's what our Radnor Park tenants have to say...

The best thing is they are handy for buses and near the shopping centre.

The best thing is the well maintained lifts and that the common areas are clean and tidy

The best thing is the views, green space, the heating and hot water system and the feeling of being secure

The best thing is they are well looked after by the caretakers, plus the laundry system is very good

Free Home Energy Advice



A home energy advice drop-in clinic is now running at Centre81 every Friday 10am-12pm. We will also be working with the Housing Management Department on introducing advice visits for new tenants of Clydebank Housing Association, which will help tenants use their heating system more efficiently and provide tips and advice on how to be smarter with energy usage in the home.

2-16 Braes Avenue,
Whitecrook



Prize Winner!

June Spence of Linnvale was the lucky winner of 2 X Factor Live Tour 2019 tickets for a February show in the SSE Hydro. June's name was picked from the hat on the closing date after correctly answering that 15 computers had been recycled by our Centre81 Connecting Clydebank project.

June thanked us very much for the tickets – we hope you enjoyed the show June!

Thank you to everyone who joined in with our competition.



We Want Your Views!

We are committed to improving our services to you and, as always, would really appreciate your views on how we can do this. We have therefore commissioned an independent market research company, Research Resource, to carry out a tenant satisfaction survey on our behalf.

We invite you to contact Research Resource to participate in our face-to-face survey commencing on 1 April for 4 weeks. We want Research Resource to speak to as many of our tenants as possible so that the views gathered are really representative and, for this reason, we will ensure that at least 40 % of tenants are surveyed.

Should you wish to take part, please contact Research Resource on 0141 641 6410 and they will arrange a suitable appointment with you for the 20-minute doorstep survey, during the day, evenings or at the weekend. Of course, you may also contact them, or us, to opt out.

Please note, however, that Research Resource may still contact you to participate in the survey if less than 40 % of tenants take up this invite. We really hope you will take part in the survey if they do. All staff will carry ID and a letter of authorisation from the Association.



Free Gardening Workshops

Our gardening workshops have re-commenced this month. Our Gardener, Donald, has been developing our participants' general horticulture knowledge as well as a focusing on the impact we have as a society on the environment and the importance of behaviour change to help preserve the environment for our future. As Spring is getting ever closer, those who have a raised bed have been meeting with Donald regularly to start sowing seeds and to get ready

for the growing season ahead. Donald has set up a 4-week growing programme for local primary school OHR. He will be delivering this 4-week block with the school's gardening club. The main objective is to train the Volunteers and children the basics of growing their own produce and how to maintain the garden. He will continue to check in on them and give guidance when needed throughout the growing season.



Is your neighbour living in their home?

Recovery of abandoned homes is crucial in satisfying the high demand for housing we experience each year. If you believe that a tenant is not staying in their home and has abandoned it, please contact us in confidence about this.



Mission Christmas

Staff got into the festive spirit by donning Christmas jumpers in December whilst raising £55 for the Clyde1 Mission Christmas Appeal. The Appeal aimed to give disadvantaged children in Glasgow and the West a hot meal, warm clothes and a present from Santa.



Staff & Committee Celebrations

Janet's Long Service

Janet Dunphy, Senior Admin Assistant within the Finance & Corporate Services Department, recently celebrated 30 years of combined service in housing. Janet joined the Association in 1999 following the transfer of properties from Scottish Homes.

Thanks to Janet from everyone at CHA for your continued service!



Success for Management Committee member



We are delighted to report that Catherine McGarrity, Vice Chairperson of the Association, has successfully completed a formal Governance qualification recently which included the following customised units: -

- Contributing effectively to Governing Board Meetings
- Prepare yourself to deliver good governance of the Housing Association
- Work to achieve good governance of the Housing Association

Well done and congratulations to Catherine!

Please give us your email address!

We want to contact you via email rather than in writing where possible.

Please send your email address to: consultation@clydebank-ha.org.uk

Pop your name and address in the subject line. Thanks!

Smart Meter Installations at Communal Blocks

Asset/SSE will be carrying out smart meter installations to the communal electricity supply at the addresses below during the 2nd week in April. All residents affected will be written to separately and notices will be placed in closes/blocks. Please note this will require the power supply to be off for around 45-60mins to the whole block. Access is not required to individual properties.



- | | | |
|-------------------------|-----------------------|--|
| • 15-27 Bannerman Place | • Attlee Place | • Cowal, Lusset, Leven, Lennox, Erskine and Castle View (not Lomond) |
| • 131 Glasgow Road | • 1-9 Ian Smith Court | • 15-23 Cart Street |
| • 177-189 Glasgow Road | • 2A-2C Crown Avenue | |
| • 28 Fleming Avenue | • 105 Glasgow Road | |
| | • 2-4 Hume Street | |

We want you to get information in the way you need it...

Information in a different way

We really want all of our tenants and other customers to benefit from all of the information provided in our publications. That's why we send out information, for free of course, in a variety of different ways. We currently issue information in large print and on audio CD so it's no problem at all if you'd prefer information this way. We also can provide information in different languages and in Braille.

We look forward to hearing from you if you or someone you know would like to receive information in these other formats.



Happy to Translate

We have joined Happy to Translate! Membership of this fantastic service provides us with a toolkit for customers who do not speak English as their first language. The toolkit can be used both in the office and by staff when out and about via their devices. We'll shortly be carrying out training with our staff on how to use the toolkit and look forward to updating you through our next newsletter and social media pages (see below).



Join us online @clydebankha to keep up to date with what's happening and be the first to get information and news



Successful training event held for local contractors

CHA is committed to ensuring best value and achieving community benefits through our spending and, as result, will be advertising all opportunities with a contract value of £20,000 on the Scottish Government's Public Contract Scotland (PCS) website.

In November we hosted a free procurement training event, at Centre81, for local maintenance contractors, in partnership with West Dunbartonshire Council and the Supplier Development Programme. Procurement is the way we purchase all of our goods and services often through a tendering or competitive bidding process and we wanted to provide support to local small and medium sized businesses to allow them

to access and bid for contract opportunities through the PCS website.

The event and networking lunch was attended by 40 delegates and feedback was very positive from all attendees. Some of the comments received were as follows:

"The training certainly improved my knowledge"

"I am now able to register and use the portal to access opportunities"

"What you are doing is really innovative and drives opportunity for the local SME's (small or medium-sized enterprise)"



Get involved in our Decision Making!

We still have vacancies on our voluntary Management Committee and we would be delighted to hear from tenants who would be willing to give up some of their spare time to contribute to the Association.

The only experience you need to have is an interest in the well-being of our local community and our housing and estates. The Management Committee makes all the important decisions about what we should be doing 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.

If you'd like to know more about what is involved in being a Management Committee member and how to go about it, please call Sharon Keenan, our Chief Executive, at the office for further information or return the feedback slip on the back page.

Pictured: some of our Management Committee members



FREE electric vehicle charging points

To support the delivery of our Carbon Management Strategy, and to be one of the first Housing Associations in Scotland to offer this throughout our housing stock, we applied for £40k of funding from the Energy Saving Trust for the supply and installation of 6 electric charging points at 3 different locations.

We are delighted to confirm we were successful in receiving this funding and 2 e-charging points are now available at our main office and additionally at two of our housing developments too. The charging points are available to the public free of charge at the following locations:

- Cart Street
- Graham Avenue
- Clydebank Housing Association main office, Kilbowie Road

The aim of these charging points is to support and encourage our community to improve the local environment and to provide environmentally friendly options. Please do not hesitate to contact us if you have any questions.

There are numerous charging points around Clydebank. For more information, visit the Zap Map website.



**energy
saving
trust**



Glasgow Road/Hume Street – Boiler Upgrades

The contract to upgrade boilers at our Glasgow Road/Hume Street development has now been completed. These works included the upgrading of smoke alarms to meet upcoming legislation and also the completion of energy performance surveys where required.

We would like to thank those residents involved for their co-operation during the completion of this contract. Tenant satisfaction surveys will be issued in the coming weeks and we would be grateful if these can be completed in order for us to fully reflect on the performance of the Association and its contractor.

External Wall Insulation

Work to install external wall insulation at 37 of our BISF properties in Linnvale is well underway with scaffolding now being removed from the first completed properties. These works will not only improve the properties visually but also their energy efficiency.

We would like to thank all the residents of Linnvale for their co-operation during this programme of works. Those residents who reside in the properties in which work is being carried out will receive tenant satisfaction surveys on completion of the works, however we welcome all comments from the wider community in order to fully reflect on the project as a whole.

Internal Wall Insulation

Work to install internal wall insulation at 161-173 Dumbarton Road is well underway, both as part of our HEEPS project and as a result of our working relationship with Save Scotland Energy. Those residents who attended the open house evening provided positive feedback with regards to the finished works.

The Association would like to encourage tenants who have yet to receive a survey or have not signed up for these works to proceed, to contact the Association to discuss these works further.

Work begins



The finished product is looking fantastic

Linnvale Major Repairs Events

The Association held 2 very successful events in the Double L Centre, Linnvale, on 14 and 21 March with over 100 tenants and owners attending. The Association invited all residents of Linnvale to attend and discuss works scheduled in for the upcoming 5 years.

We thank A. C. Whyte Ltd, Beanbag and Centre81 project staff for attending and making the events very informative.



5 year Major Repairs Plans

We want to "provide a first class maintenance service which offers value for money and ensures the comfort and safety of our residents while achieving high levels of satisfaction" and maintaining properties where people want to live and create a home. As part of this commitment, we have developed an Asset Management Strategy which describes how we will plan ahead to keep our stock in good condition and make the right investment at the right time.

Our 5-Year Programme for your home has been developed from information we have on our housing stock contained within our stock condition survey. This document was revised in September 2018 and developed with Quantity Surveyors in order to incorporate our legislative and energy efficiency requirements.

We continually invest in our homes and aim to get as much as we can out of our components and renew them only when they reach the end of their useful life. This way we get value for money and, just as important, we are able to keep our rents affordable to tenants and meet our customers' expectations.

You can access your home's plan here: <http://clydebank-ha.org.uk/maintenance/>

If you have any questions in the meantime please contact Alison Macfarlane or Jack Devlin on 0141 941 1044 or email programmed.maintenance@clydebank-ha.org.uk.



Attlee Place Rewiring

Electrical inspections have now been carried out to 18 of 54 properties (33%) included within the upcoming rewiring programme. The reports of these are currently being reviewed in order to confirm the scope of the works. Once this has been confirmed the Association will start the process of appointing a contractor capable of carrying out the works.

We will endeavour to keep all those involved in the contract updated with any progress by letter.



Smoke Alarms

Following legislation passed at the start of February 2019 by the Scottish Government, the Association is now required to update smoke alarm systems within all of our properties by February 2021. Due to the anticipated shortage of stock in the months leading up to this date, CHA will be carrying out these works between now and April 2020 to ensure compliance.

All homes will receive interlinked smoke alarms in the main living area and hallway with a heat detector in the kitchen.

Those properties with a gas supply will also receive a Carbon monoxide alarm interlinked with the smoke alarms. Once a contractor has been appointed to carry out these works further information will be provided.

In the meantime, tenants are reminded to test their smoke alarms on a regular basis to ensure that they are operational. This equipment can potentially save lives and we encourage anyone experiencing issues with their smoke alarm to contact the Association immediately.



COMING
SOON

Common Painter Work

The Association has employed the services of Brown + Wallace to carry out surveys of all our stock in order to identify pre-painter work repairs. Once this information has been provided by the surveyors, it will be used to create a 5-year rolling painter work programme for all of our properties.



Radnor Park Cavity Wall Insulation Replacement

Work has now commenced at Cowal and Lomond View to replace the existing cavity wall insulation. Work will continue throughout all blocks in the area until completion. All residents will be notified in advance of works proceeding within their own block. Prior to these works we would advise loose fixings or valuables to be removed from external walls in order to prevent the possibility of these being damaged.

These works were identified in order to upgrade the current insulation to one that is more suitable to the building both in terms of heat retention and by providing a more natural drainage system to which the cavity wall was originally designed for. Furthermore the works are fully funded meaning no rental income has been assigned in order to carry out these works.



Linnvale Bathrooms

The Association has now completed its tendering process and are delighted to announce that MCN (Scotland) Ltd have been awarded the contract to carry out bathroom refurbishments within our Whitson Fairhurst, Atholl Steel and Atholl Brick properties in Linnvale.

A pre-start meeting will now be scheduled in order to discuss the contract and its programme.

All residents involved in the contract will be lettered with further details and to arrange a suitable time for surveys to be carried out.



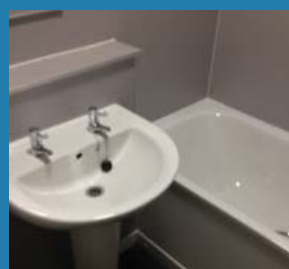
Radnor Park Bathrooms – Tenant Satisfaction Surveys

Following the completion of the bathroom refurbishment contract at Radnor Park, the Association conducted a tenant satisfaction survey. Tenants were asked how satisfied they were with the overall experience of the contract. The following results were collated from the 82 responses that were received;

Very satisfied – 66 %
Fairly satisfied – 21 %
Neither satisfied nor dissatisfied – 5 %
Fairly dissatisfied – 5 %
Very dissatisfied – 3 %



The Association is reviewing all comments made within the returns in order to identify further improvements which can be made to our existing procedures, along with those already identified by us during the contract.



A warm welcome to new owners who have recently purchased a property and are now included in our factoring service.



Smoke Alarms

Scottish building regulations have had a major overhaul in relation to fire safety guidance and requirements. Following legislation passed by the Scottish Government in February this year ALL homes are required to comply with this legislation.

Please refer to <https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/> for further information on what you as a home owner are required to do.



External Wall Insulation

The Association has held discussions with A.C. Whyte about sourcing funding for owners in the Linnvale area in order to carry out External Wall Insulation. If you would like to register your interest in receiving further information please contact the Association via our website www.clydebank-ha.org.uk or by e-mail to info@clydebank-ha.org.uk.

A.C. WHYTE
& CO. LTD.



Work in progress at tenanted properties



HEEPS Funding Available to Owners

As you may be aware the Association has recently received HEEPS (Home Energy Efficiency Programmes) loan funding in order to carry out energy efficiency works within its stock. What you may not be aware of is this is also open to you, as a home owner. If this is of interest to you, further information can be found at <https://www.energysavingtrust.org.uk/scotland/grants-loans/heels>

**energy
saving
trust**

"Factoring invoices are twice yearly – June and December! Please remember to pay within 28 days of receipt."

Spotlight on Complaints

The Association has received 2 complaints with regards to its factoring service for the period 1 October to 31 December 2018. Both complaints were upheld and the following improvements were implemented as a result:

- Staff reminded to action any requests from customers to amend their contact details
- Communication with owners to be improved

A copy of our Factoring Complaints Handling Procedure is available from the download area of our website. Alternatively contact Craig Coleman, Finance Officer, at our office.



Removal of all doormats/extra carpeting from all landings

As you will know from the letter issued to you earlier in the month, following discussions with Scottish Fire & Rescue, all door mats/extra carpeting from the communal landings should have been removed with immediate effect. They represent a fire safety risk as they can accelerate a fire and hinder or injure fire fighters who may be trying to rescue occupants from a flat.

Residents will receive notice by letter of a 2 week period to clear the landings and thereafter all remaining items found will be disposed of by the Association. We thank you for your co-operation in this matter.



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Glass Bottles

We are alarmed to hear of some residents throwing glass bottles from their verandah.

This is a health and safety issue and a serious breach of your tenancy agreement and if any tenants are found to be doing this it could result in legal action being taken against you. We appeal to any residents who are aware of others carrying out this practice to report the name and address, in confidence, to our office. We thank you for your assistance in this matter.

Feeding Birds

It has been brought to our attention that residents are feeding the birds. Under no circumstances should food be thrown from the balconies, or food left out for the birds. This is a breach of your tenancy agreement and if any tenants are found to be doing this, action will be taken. We appeal to any residents who are aware of others carrying out this practice to report the name and address, in confidence, to our office. We thank you for your assistance in this matter.

Radnor Park Multis Tenants and Residents Association (RPMTRA)

We continue to liaise with the committee of your local residents group with housing and maintenance staff attending their open meetings on 14 January and 4 March in the Radnor Park Church Hall. Staff also attended their Blitz Memorial ceremony on 13 March when a lovely wreath was placed on the memorial plaque in recognition of the 78th anniversary of the Clydebank Blitz.

Their next open meeting will be their Annual General Meeting, to be held on Monday 13 May. Details of their forthcoming meetings are available on the foyer noticeboards.



We hope you enjoyed reading your recent Radnor Round-Up, providing information on the progress of issues specifically related to the Radnor Park estate.

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

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 bogus callers or rogue traders, who will try to gain your trust and trick you out of money. They are cunning, creative and often very convincing. Not everyone is who they appear to be. We want you to help protect yourselves and your neighbours.

Anyone can be fooled as these people are professional con artists. Although anyone can fall victim, the over 60s are often specifically targeted.

Police Scotland recommends you keep the caller out of your house if you think they are a doorstep criminal. Ask them to leave and call the police immediately by dialling 101. They suggest you might also want to try to alert a family member or attract a neighbour's attention but you should always contact the police first by dialling 101. The police would much rather attend a false alarm than have someone fall victim to a doorstep criminal.

For more advice, visit Police Scotland:
<https://www.scotland.police.uk/keep-safe/personal-safety/doorstep-crime-and-bogus-callers> (also contains British Sign Language video).

When it comes to doorstep crime

I'll say anything to part you from your cash

#WhosAtTheDoor





Common Area Cleaning Feedback

A huge thanks to everyone who responded to our common area cleaning consultation in December.

- 288 responses were received from 845 (34.08 %)
- 276 of the 288 respondents answered the first question "I want a common area cleaning service as detailed in the enclosed Common Area cleaning consultation sheet."
- Of the 276 who answered the question, 64 (23.2 %) answered "Yes" and 212 answered "No" (76.8 %)

We will therefore not be proceeding with introducing a common area cleaning service at this time as per our tenants' wishes. We would be happy to revisit the matter in the future should tenants feel this is something they want or should a need be identified through estate management issues or similar. Each of the 40 tenants who wished to discuss the issue further have been contacted and advised of our decision.



At the time of going to print, the Tenant Panel were commencing their 3rd topic of scrutiny, looking at how well we are performing against the Energy Efficiency Standard for Social Housing (ESSH), which is a standard to be met by all social landlords like ourselves by 2020.

The topic was chosen from over 20 performance areas and we're sure the Panel will be keen to get started. We look forward to reporting on their progress in June's newsletter.

The Tenant Panel report directly to our Management Committee and you can view their most recent report submitted in December, on our allocations and void property processes, on our website <http://clydebank-ha.org.uk/get-involved/tenant-panel/>

VACANCY We currently have a vacancy on the Panel - get in touch with Sinéad Boyle at the office for more info.

The Tenant Panel receiving training on the ESSH



Taking Good Care of You – Customer Care Policy Review

We aim to provide our customers with the highest quality of customer care and have a Customer Care Policy in place which sets out what you can expect from us when you get in touch. The Policy also details how quickly we will respond to you whenever you contact us; by phone, in person, by email etc. It's a really important Policy that shapes the way we carry out our work.

This Policy is now due for review and we would really appreciate if you would help us through the process by contributing your ideas and thoughts on what you would expect to be included. We hope that you will come along to a focus group and share your views and experiences of customer care with us.

Our focus group will be held at our office on **Thursday 11 April 2019, 10.00am to 12.00pm**. A breakfast roll and cup of tea will be provided. It would be great to see you there! If you'd like to know more or if you are able to come along, please contact Sinéad Boyle, Communications Officer, by phone (0141 941 1044) or email (sinead@clydebank-ha.org.uk).

If you are unable to attend but would like to share your views, please complete our online survey at <http://clydebank-ha.org.uk/get-involved/policy/>. Thanks to the tenants and customers who have taken the time to complete it already.

We will feedback the outcome to you in our June newsletter and via our Facebook and Twitter pages.

Rent Policy Review and Rent Increase

A 3 % rent increase will be applied for the year from 28 March 2019. The increase will enable us to continue to provide competitive and affordable rents as well as allow for future investment in the maintenance of our stock, including a £2 million major repairs spend in the year ahead.

Thank you to all 162 tenants and sharing owners who returned their feedback slips. This was an excellent response (14.07 % of all tenants and sharing owners) and an increase on previous years. All responses were presented to our Management Committee for consideration on 29 January, as follows:

| Option 1 (2-3 %) | Option 2 (3-3.5 %) | Option 3 (3.5-4 %) |
|------------------|--------------------|--------------------|
| 74.07 % | 16.67 % | 9.26 % |

At the meeting, the Management Committee agreed to Option 1 with a 3 % increase, taking into account:

- the 162 responses, with Option 1 being the preference (74 %)
- feedback from our drop-in session with tenants and meeting with our residents group
- how affordable our rents are, how they compare with other landlords and the costs required to manage and maintain tenants' homes

Option 1/a 3 % increase will allow the following:

- Continued delivery of services already provided to you and your family including welfare rights advice and current level of estate caretaking
- Enhanced levels of grounds maintenance
- Sustained access to various Wider Role activities at our Whitecrook-based regeneration centre, Centre81
- Delivery of planned c. £2.3m Major Repairs investment programme

Tenants get opportunity to discuss the proposed rent increase at drop-in



- Delivery of planned cyclical maintenance programme including painter work and electrical testing throughout our stock
- Support of our Carbon Management Strategy, which aims to achieve a 5-year carbon reduction target of 15 % and a cumulative saving of c. £18,000

All tenants should have received notification of their new rent. If you haven't, please contact our Rent Team as a matter of urgency.

We held a prize draw this year and Ms Bland of Whitecrook was the lucky winner of a £50 grocery voucher. We also committed to making a donation to the West Dunbartonshire Foodshare to encourage responses and a cheque of £100 has now been issued to them.



Lucky prize draw winner Mrs Bland (right) receives her £50 voucher from Gemma Connell our modern apprentice



Allocations Policy Review

To ensure compliance with the Housing (Scotland) Act 2014, which is due to be rolled out on 1 May 2019, we are currently undertaking a review of our Allocations Policy.

To assist in the process, we convened a focus group, whose role was to assist us in formulating a draft policy. The group was made up of a mix of tenants and housing applicants to ensure as wide a range of views and experiences were taken into account.

We are delighted that this resulted in a draft policy being approved by our Management Committee in February, which we will now be putting out to consultation to our tenants, housing applicants, registered tenants groups and partner agencies.

As well as incorporating changes required by the new Act, e.g. a 12-month residency requirement for anyone applying to take over a tenancy, our draft policy now also incorporates our policies on mutual exchanges, succession of tenancy, joint tenancy, sub-letting and assignment of tenancy. Previously these policies sat out-with the Allocations Policy, however, given they are interlinked we feel this will provide a more useful and streamlined policy.

You can access the policy and associated information through this link: <http://clydebank-ha.org.uk/get-involved/policy/>

As part of our consultation process, we intend to host two open days at our offices for anyone to pop in and discuss the Policy with us. These will be held on **Wednesday 3 April between 2-4pm and 5-7pm.**

We hope to have the final policy approved by our Management Committee in April 2019.

Give us your views

<http://clydebank-ha.org.uk/get-involved/policy/>

In summary the changes or additions to the policy are:

- Changes to reflect the 2014 act in respect of residence time required for succession, assignation and joint tenancies, whereby a tenant must have resided for the preceding 12 months within the tenancy prior to any application.
- Changes to reflect the 2014 act in respect of reasonable preference, whereby under occupation has been added.
- Changes to reflect the 2014 act in respect of applications from owner occupiers and allowed grounds for subsequent allocation of housing
- Removal of 'aspirational' transfer points to avoid any preferential weighting of points towards CHA tenants and offer parity with all housing applicants.
- Underoccupancy points increased to 10 points in the general list, to ensure parity with the transfer list and in recognition of under occupancy now being a priority group.
- Introduction of a suspension of 6 months for applicants receiving and refusing 3 reasonable offers in a 12 month period.
- Rewording of medical assessment section to clarify that both physical and mental health issues are assessed.
- Removal of Homeless applicants from insecurity of tenancy section and creation of a new homeless (non WDC referral) category
- Increase of insecurity of tenancy points from 10 to 20 for HM forces personnel, tied accommodation cases, care leavers and private tenants in receipt of a notice to quit to allow greater chance of allocation to these categories.
- Reference made that adapted or ground floor properties will be allocated to applicants with suitable medical needs in the first instance.
- Increase in points from 10 to 20 for transfer applicants living in a CHA multi-storey flat with children under the age of 12 residing. This allows a greater opportunity for applicants in these circumstances to receive an offer of housing.
- Incorporating mutual exchange, succession, assignation, joint tenancy and sub-letting policies into the allocations policy.

Tenants and applicants helped shape consultation draft of Policy over 3 focus groups




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

Digital Consultation

As part of our consultation into improving digital services for our tenants, we visited 400 residents in the Clydebank area to see if we could help them access reduced-price broadband. Following this exercise, we approached all of the major internet providers, amongst others, to see if they could provide us with a bulk discount that a group of residents could access. Unfortunately this wasn't something they would consider at this current time; however we will continue to investigate ways in which this may be possible in the future.

In the meantime, we would encourage our tenants to compare the broadband packages available, and note that BT Basic + Broadband is available to those on benefits or pension credits and (at the time of going to print) is currently the lowest-priced option, including line rental offering the following:

| Package | Broadband | Contract term | Upfront cost | Monthly price |
|--|--------------------------|-----------------|--------------|-----------------------|
|  Basic Broadband | Up to 17Mb 12GB usage | No minimum term | £9.95 | £9.95 inc line rental |

Customers will receive an email warning them when they approach the data limit.

If you would like us to help you compare broadband packages to see if this can be reduced or made more affordable for you, then we would be happy to do so.

We would also like to take this opportunity to remind you that Centre81, (which is on the McColl's 184 bus route from Clydebank Health Centre) provides free public access computers with online access. Free public Wi-Fi is also available at the Centre which you can access using your own device. The Centre is open between 8am-9pm every Monday to Friday and 9am-1pm every Saturday.

If you require any further information, please do not hesitate to contact Michael (pictured) at Centre81 on 0141 533 7070 to discuss any of this in more depth.



Michael

'Community Soup' Event

- In partnership with our ACF Connecting Clydebank Project, WDC Your Community team will be holding regular public events for all local community groups.
- The events aim to bring people together for a night of food and passionate pitches from charities and groups who will vie for funding for their particular project.
- Shortlisted projects (all community causes looking to improve life in Whitecrook, Linnvale and Drumry) will present to those in attendance to try and win their votes. Each attendee contributes a suggested donation of £3 (or more) for their meal and a vote, with the winning project taking away all donations in order to make their idea a reality.
- The hope is that, by working with local groups and people within the community, we can bring people together to help improve services within the area.
- Centre81 will host the first of these 'Community Soup' participatory budgeting events.

Soup Funding Night - 23rd April at 7pm in Centre81

To apply, drop into Centre81 Community Centre or Clydebank One Stop Shop to talk through your idea.

For further information please contact the Your Community team on 01389 737232 or email sean.mcgonagle@west-dunbarton.gov.uk.



Well done to Centre81 Steering Group!

The Steering Group received £4,508 from their successful WDC Participatory budgeting application. This will fund a project to provide art and creative writing sessions for young people alongside D+P Studio, who have already received £480 for materials from the flightpath fund. The aim is to take people on an exciting personal and community journey, helping them to enjoy the outdoor environment whilst developing new skills. Art sessions will be combined with active time to allow children to enjoy exercise, all within the community facility of Centre81.

New Café at Centre81. Pop in and enjoy something yummy!

Delighted to have Cafe81 back on in the Centre. Loads of great food, drinks and home baking. If you want to pre order anything give the guys a call on 07706460586

Hot filled rolls from £1.20
Toasties/wraps from £1.70
Fry up including tea/coffee £3.60
French toast from £1.50
Baked potatoes from £2.00

Homemade goodies including scones and pancakes!



International Woman's Day



Centre81 hosted ISARO Social Integration Network's annual International Women's Day event on Saturday 9 March 2019. International Women's Day celebrates the social, economic, cultural and political achievements of women throughout the world. ISARO's event included inspirational speeches by Councillor Marie McNair (West Dunbartonshire Council), Zarina Ahmad from CEMVO Scotland, a fashion show promoting reuse of textile material, a display on how Climate Change affects women in the world and a great performance by local band Romani Cierhenia. The day was enjoyed by approximately 100 people who attended.

SPRING FESTIVAL

Saturday 30th March 2019 @ Centre81, 12.30pm-2.30pm

Garden workshops

Table top sale Swap shop

Activities for children






Food and refreshments

FREE



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.

Housing Performance: April 2018 - December 2018

| Indicator | Performance to end December 2018 | End of year target | Previous years' performance | What this means for you... |
|--|---|---|---|---|
| Maximum rent loss on vacant properties | 0.35 % £14,071  | 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) | 3.74 % £152,444  | 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 | 14.6 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 | 7.9 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 - 100 % (3) C - 93 % (39) within timescale Overall 91 % 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 |

Following the roll out of Universal Credit at the end of November 2018 and a large number of non-payments over the Christmas period, disappointingly, our arrears figure increased. We continue to work on arrears as a priority and explore ways of improving this performance.

Performance in investigating neighbour complaints continues to improve. Improved procedures have been put in place to ensure timeous resolution of complaints received.

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. Here are some received from October - December...

I was impressed with your 33rd Annual Report. I was not aware that CHA were involved in so much!

Tenant, Radnor Park

A lovely welcome at reception - cheery staff member and very helpful.

Visitor to the office

Everything went smoothly from the front desk to the rest of the staff. CHA are very professional. The estate caretaker in Radnor Park is very helpful and your estate caretaker at our previous address with CHA is also doing a great job.

Tenant, Radnor Park

I am very happy with the work that was carried out by City Technical today. I'm happy with the service received from CHA also.

Tenant, Linnvale

Complaints

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: October - December 2018

| | |
|--|--------------|
| Total number of complaints received | 28 |
| Number which were about equalities | 0 |
| Number where we were at fault, apology given and rectified | 22 (75 %) |
| Breakdown of complaints where we were at fault: | |
| <ul style="list-style-type: none"> • 12 Maintenance • 5 Housing Management • 2 Factoring • 1 Finance & Admin/Corporate Services • 1 Development (Defects) • 1 Multiple Departments | |
| Responded to in full | 28 |
| Resolved at front line (5 days) | 22 |
| Resolved after investigation (20 days) | 6 |
| All were resolved within our published timescales. We have identified improvements including: | |
| <ul style="list-style-type: none"> • Contractor reminded of CHA service standards • Major repairs procedures updated • CHAP Procedures reviewed and improved • Procedures reviewed for follow-up works | |



The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about councils, the National Health Service, housing associations like ourselves, colleges and universities, prisons, most water providers, the Scottish Government and its agencies and departments and most Scottish authorities. You can contact them if you are unsatisfied with the outcome of a complaint you have taken through our complaints procedure.

They have recently changed address to:
 Scottish Public Services Ombudsman
 Bridgeside House
 99 McDonald Road
 Edinburgh
 EH7 4NS

More details can be found on their website: <https://www.spsso.org.uk/contact-us>

Maintenance Performance: April 2018 - December 2018

| Indicator | Performance to 31 Dec 18 | Year End Target | Previous years' performance |
|---|--------------------------|---|-----------------------------|
| Average length of time to complete emergency repairs | 2.22 hours 😊 | 4 hours | 2.48 hours |
| Average length of time to complete non-emergency repairs | 3.82 days 😊 | 6.5 days (average of 3 days urgent/10 days routine) | 3.69 days |
| Percentage of reactive repairs completed right first time | 93.74 % 😐 | 100 % | 79.8 % |
| Percentage of repairs appointments kept | 90.87 % 😐 | 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 | 99.80 % 😐 | 100 % | 99.8 % |
| Percentage of approved applications for medical adaptations completed | 74.54 % 😊 | 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 | 133 days 😐 | | 121 days |

"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)

Getting Involved Performance Centre81
Universal Credit Allocations Policy Other

Comments (please use a separate sheet if necessary):

.....
.....

BIRTHDAY

Party

@CENTRE81

Kids Parties (up to aged 16) £20.00 per hour. Chargeable extras can be added including bouncy castle, catering, DJ and additional party room.


Family Parties or functions can also be booked on Friday or Saturday nights for £140.00, 7.00pm - Midnight.

Contact Ali, Michael or Alan at Centre81 on 0141 533 7070 for further information.



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)

 City Technical on **0141 646 5091** (or 0844 579 6493, charges apply).

These numbers are also available on our website, office answering machine and Facebook cover picture.

OFFICE HOURS

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

We will be closed on the following days. Our emergency repairs service will be available:

Friday 19 and Monday 22 April 2019
Friday 3 and Monday 6 May 2019
Friday 24 and Monday 27 May 2019

We are closed until 2pm on the first Wednesday of each month for training (except 01 May).

If you or someone you know would like this newsletter in any other format, see page 6

Clydebank Housing Association Ltd

77-83 Kilbowie Road

Clydebank

G81 1BL

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