



ChitChat



CHRISTMAS



Please note all non-urgent repairs should be reported on 6 January.

Our office will close on Tuesday 24 December 2019 at 12.30pm and re-open on Monday 6 January 2020 at 9.00am.

Please note Radnor Park caretakers are available on 30 & 31 December.

Emergency numbers are available on the calendar on the back page, our office answering machine, Facebook and Twitter and our website.

This issue in pictures...



Get involved in our Decision Making!

We currently have 2 vacancies on our voluntary Management Committee and 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 our housing and estates and the well-being of our local community. This is a voluntary role which will undoubtedly give you something back including increased skills and knowledge.

The Management Committee carries out an annual assessment of skills, knowledge and make up of the Committee and has noted an underrepresentation of younger tenants, those tenants from ethnic minority backgrounds and tenants with protected characteristics. Therefore we would be delighted to hear from everyone, including these groups who would be willing to get involved in the work of our Association.

The Management Committee meets monthly and 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.

Doris Smith has been a Committee Member for nearly 2 years. Doris says, "Being a committee member gives me the opportunity to influence the Association's operation and to contribute to major decisions that affect the quality of life for tenants and the local community.

This contribution gives me a great level of personal satisfaction, with the added benefit of learning new skills and meeting new people at the committee and at social and networking events."



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 page 11.

Also don't miss:

- Paying Rent over Christmas page 6
- Owner News page 14
- Handy calendar for 2020 back page



Please note our temporary office move to the Social Economy Centre from 10 January 2020. More details page 7.





Tenant Conference

We held a fantastic and informative tenant conference on 6 November in Clydebank Town Hall.

We had over 13 information stalls including all of the Association's staff teams, The Big Disability Group, Scottish Fire & Rescue Service, Police Scotland, Centre81, CIRC and TPAS and we ran workshops on rent setting and getting involved with our activities. Free childcare was also provided on-site offering a crèche service serving healthy snacks. Numbers were not as high as hoped with 17 tenants in attendance. We had changed venue from Centre81 to the Town Hall in an attempt to increase numbers but it is clear the venue is not the issue. However, feedback from the evaluation forms received was very positive. Our next conference is due in 2021 and we will continue to explore all options to allow our tenants to fully participate in our decision making at a level that suits them.

Feedback

15 tenant conference evaluation forms were received. 100% (15) felt it had been worthwhile for them to attend the conference, felt they were given enough information and enjoyed the venue.

We value all feedback and will take it on board to help us plan future events.

Lucky Winner

A prize draw was held for a £50 grocery voucher for those who completed an evaluation form. Pictured bottom right is the lucky winner Jane McClement of Central Clydebank. Jane was delighted to win the voucher.



Our Customer Portal is a secure online service that allows you to access information about your housing including Accounts, Personal & Property Details, Repairs History, Planned Repairs, or changing Contact Details. The information is available to you 24 hours a day.

The Portal uses the latest technology and methods to keep your data safe. Site registration and login procedures require username and password that will only be known to the user. Please email info@clydebank-ha.org.uk or contact the office to sign up for your own portal. Your login details will be emailed to you.

i We have an Equal Opportunities Policy. It can be accessed at: <https://www.clydebank-ha.org.uk/cha-downloads/cha-key-policies/>

Annual Report & Performance Report to Customers

We've been overwhelmed by the positive feedback received on our above report, merged for the first time. At the time of going to print, 57 feedback forms on the report had been received (so far). 100% (57) said the information was useful to them and 100% (57) said it was presented clearly. We value the feedback we've been given and it will be used when considering our 2019/2020 issue of the report.

As reported in September, we were going to merge the reports and email them out to those addresses we have on file. We can confirm this has saved the Association over £1,500 compared to last year in printing and posting costs.



Problems in your estate?

We're here to help!

If you are in Radnor Park, contact one of our team – contact details on the calendar on the back page.

All other areas - contact your estate caretaker, Alan Duckett on 07931 843341 or at the office on 0141 941 1044.



Significant Performance Failures

The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures'.

A significant performance failure is defined by the SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. This is something that is a systematic problem that does, or could, affect all of a landlord's tenants. You can ask us for more information about significant performance failures.

Please find below a link to the form to be used for reporting a significant performance failure.

<https://www.housingregulator.gov.scot/for-tenants/complain-about-a-landlord/significant-performance-failure-reporting-form>



Ethical Standards 2019

"We aim to implement a code of ethical practice, which meets the expectations of our customers, our funders and other stakeholders."

Our work will be carried out in an open and sensitive manner, taking the needs of all stakeholders into account. We will treat our staff, our customers and our associates with courtesy and respect, maintaining confidentiality where appropriate.

For our full Ethical Standards visit our website <http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/ethical-standards/>

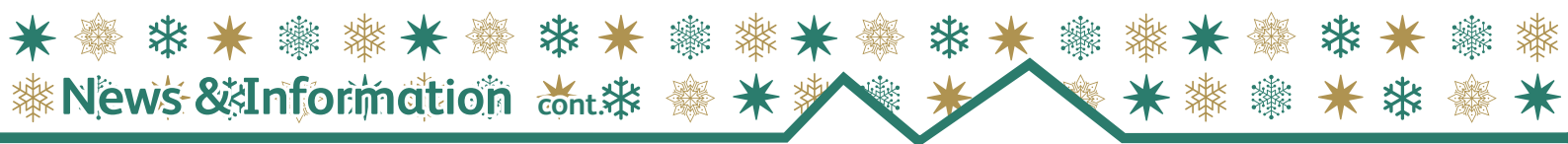
Our Mission

"Offering our community more than a home."

Our Core Values:

- Respectful - we will treat all our customers with courtesy and respect.
- Accountable – we will be open, honest and approachable and act with the highest integrity at all times.
- Responsive and Informative – we will listen, respond and inform through effective and timely communication.
- Professional – we will ensure we have the appropriate skills and strive for excellence in all aspects of our service.





Did you know?

You can report a repair straight from our website!



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



Leap Car Club Update

In our last newsletter, we informed you that we had applied for funding to work alongside LEAP Car Club to set up a car sharing scheme for tenants and residents. Unfortunately we were not successful in receiving the funding to set up this service but we will continue to assess demand and look for other alternatives should this be something that our customers would like to see put in place.



Assurance Statement

The Scottish Housing Regulator (SHR) now requires our Management Committee (the volunteers who run the Association and make all the important decisions) to provide an annual self-assurance statement confirming our compliance with the SHR's Regulatory Standards of Governance and Financial Management and other regulatory requirements.

You will all have received a copy of our first statement by email or post, submitted to the Regulator by 31 October as required. Our Tenant Panel

and Residents Group were both invited to review the robust self-assessment process which our Association's Management Committee went through in preparing the statement. We thank the 8 members who participated. Please let Sinéad at the office know if you'd like to be involved in the process next September.



Contents Insurance



It is your responsibility as a tenant to insure the contents of your home. Home contents insurance covers loss or damage to all the things in your home which are not part of the structure of the building, such as furniture, decoration, electrical goods and clothing. The Association is responsible for insuring the fabric of the building you live in; the roof, the walls etc. We urge all residents to be prepared for the worst and make sure that they have adequate contents insurance.

Regulator publishes new guide for tenants

The Scottish Housing Regulator has published 'How We Regulate: A guide for tenants and service users'.

The new, short guide has been written to help people find out more about the Regulator's work. The guide also explains how tenants can find out about their landlord, what they can expect from their landlord, and how they can make a complaint.

To support the guide, the Regulator has also developed two short videos about who they are and what they

do and what tenants and service users can do if they have a concern about a landlord.

The Regulator is developing British Sign Language (BSL) version of the guide which it will launch in the coming months.

The guide for tenants and service users and videos are available on the Regulator's website www.housingregulator.gov.scot



Make paying your rent a priority this Christmas & New Year

The Association recognises that Christmas and New Year can bring extra financial pressure for families with money for presents and entertaining over the festive period.

It is important that you prioritise paying your rent all year round.

Your home is at risk if you do not pay your rent.

Setting yourself an affordable budget and making sure that all of your household bills are up to date before can help you avoid the stress of post-Christmas debt,

Missing rent payments in November, December and January will mean that you are starting a New Year with arrears. The Association has an established legal process to recover rent debt.

The Association considers eviction action as a last resort. Rental income

is a key factor in paying for the housing and repairs services we provide.

Here are some helpful tips to help you manage your money over Christmas:

- Make sure that all your household bills are paid up to date – including your rent, Council Tax, gas and electricity.
- Your rent is due in advance on the 28th of each month and in full.
- The best way to pay your rent is by direct debit. If you want to set up a direct debit, please call the office and ask to speak to the Rent Team.
- If you have a change in your personal circumstances make sure you inform the relevant organisations – local authority Housing Benefit section and for tenants in receipt of Universal Credit, the Department of Work and Pensions.



- You should also contact Catherine or Joan on 0141 941 1044 as any changes in your personal circumstances may affect your entitlement to benefits and the amount of rent you have to pay.
- Think about how much you can afford to spend this Christmas and set yourself an affordable budget
- Start a savings plan - in one year (365 days), you can start by saving 1p on day one, 2p on day two and by the last day you will have a whopping total of £667.95!



Are you winter ready?

Ready Scotland (www.readyscotland.org) is a Scottish Government website providing advice on what to do to prepare for and deal with emergencies. It provides advice on severe weather, loss of utilities, flooding, flu and much more.

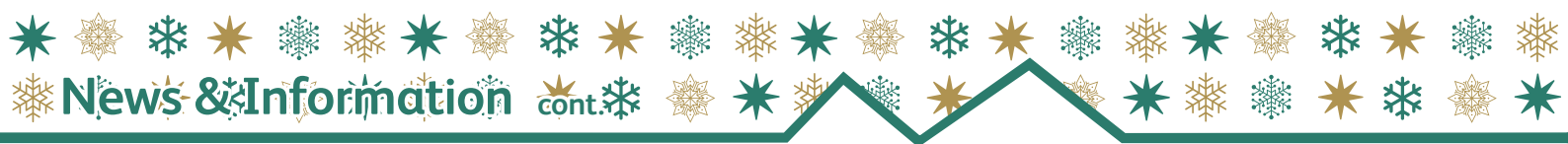
You can also contact them by email ReadyScotland@gov.scot or be kept up-to-date via their twitter and Facebook accounts [@ReadyScotland](#).



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.





Payments over Christmas - Office Closure

If you normally pay your rent by contacting the office, please note that the last day for making your rent payments by debit card over the telephone will be Tuesday 24 December 2019. We will take payments up until 12 noon on 24 December 2019 and will re-open on Monday 6 January 2020 at 9am.

You can pay your rent using your rent card at any Post Office or PayPoint outlet or by visiting the Allpay Internet Payments site (www.allpayments.net) and quote your rent card reference. If you do not have a rent card please contact our Rent Team on 0141 941 1044.

We also have an app for paying your rent which you can download to your phone from <http://www.allpay.net/allpay-payment-app> for Apple, Windows, or Android devices. Please see our website for further advice.



Although we operate our own mutual exchange register for tenants who reside locally, we are also members of Homeswapper.

Homeswapper is an Internet based online exchange service which allows any tenant to look, free of charge, for other tenants to swap with throughout the UK.

You can check out their website at www.homeswapper.me.

Please note that you still need to apply to us to approve and facilitate any swap as HOMESWAPPER does not provide this facility.

Our own register continues to be available to view at our office.



If you are working and in receipt of universal credit, the frequency of when you get your wages can affect your benefit.

If you are working and in receipt of universal credit, the frequency of when you get your wages can affect your benefit.

Universal Credit (UC) is paid to you on the same day each month and is based on your income during your assessment period. The assessment period depends on when you first apply for UC and covers exactly one month i.e. if your assessment period starts on the 5th of the month it will finish on the 4th of the following month. You will be able to see your assessment period on your UC journal.

Applicants who are working and not paid monthly should be aware that there may be months when their benefit entitlement may be reduced due to them receiving additional income during their assessment period. These are:-

- If you are paid every four weeks, you will be paid 13 times in the year. This means that for one month in the year you will receive two wages.
- If you are paid every fortnight, you will be paid 26 times in the year. This means that for two months in the year you will receive three wages.
- If you are paid every week, you will be paid 52 times in the year. This means that for four months in the year you will receive five wages.

Please note that you are responsible for making sure that your monthly rent charge is paid when you receive your Universal Credit award each month whether you make the payment directly to your rent account or it is paid by Universal Credit. If UC do not cover your full monthly rent charge, you should be paying the shortfall.

If you are in receipt of Universal Credit and have any questions regarding your rent, please contact Catherine or Joan on 0141 941 1044 to discuss further.



Temporary Office Move

We have been in our current office since 2003. In order for it to continue to meet our needs and provide a more efficient service to our customers, it requires a bit of work. We will move out of our current office from **10 January**. We are moving to our Social Economy Centre building at 63 Kilbowie Road, just a few doors nearer to Kilbowie Road than we are now.

We will keep all customers fully up to date via letter/email and our social media accounts. Please follow us in Twitter and Facebook for up-to-date information.



What's great about living in Radnor Park

- Spacious 2 bedroom flats
- Available to single persons, couples & families*
- Low-cost heat & hot water through our CHP district heating system
- Keep Scotland Beautiful Silver Award
- Community garden
- Spectacular views
- Recently refurbished foyer areas
- Major improvements planned over next 5 years including windows and flat entrance doors (details of the 5 year plans are available on our website)
- Dedicated caretaking service
- On-site laundries
- Close to local amenities

If you or anyone you know is interested in being considered for housing at Radnor Park, a housing application form can be submitted to us. Applications can be collected or requested from the office or completed digitally online via our website clydebank-ha.org.uk.



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

* not suitable for children under 12.

Do you require a wheelchair adapted property?

All of our future housing developments over the next few years will include a number of homes specifically designed for disabled people. As a result, we are looking to strengthen our housing list.

If you or anyone you know is looking to move and requires this type of housing please apply to CHA!

Please ask us for a housing application and medical form by:

- visiting our offices on Kilbowie Road, Clydebank, G81 1BL
- telephoning 0141 941 1044
- via our website at www.clydebank-ha.org.uk
- or by paying a visit to The Big Disability group at Centre 81, Whitcrock which run an information desk every Wednesday from 10am to 3pm

Don't delay, apply today!



Graham Avenue has 4 wheelchair adapted properties with height adjustable worktops and wet rooms





Freedom of Information

From November 2019, Freedom of Information (Scotland) Law applies to all Housing Associations in Scotland, who are now required to proactively publish and respond to requests for information.

To request information, all you need to do is ask us! When making your request, please keep the following in mind:

- Your request must be in writing or other permanent format such as email so that we can refer to it in future. If you prefer to visit the office to make a request our Data Protection and Compliance Officer will assist you to do so. We can provide information in either paper or electronic format, please let us know if you have specific requirements for this and we will always help where possible.
- Include your full name and address within the request so that we can respond to you with the information that you have asked us for. If you make your request by e-mail, please provide your email address (you do not need to provide your post address).
- Tell us what information you would like to access. It would be helpful for us if you could describe what you are looking for as clearly and briefly as possible so that we do not misunderstand your request and do not need to contact you for further clarification. This will allow us to respond to you quicker with more meaningful and relevant information.

- We can help clarify what information you are looking for. If required, we can explain what types of information we hold that might be relevant to what you want access to.

There may be occasions when we will not release all or some of the information you have requested if we consider that an exemption applies, but if so, we will always let you know the reason.

Please note that if you request a copy of your own personal data we hold about you, we will deal with this under the Data Protection Act rather than Freedom of Information.

You can send your request to: Clydebank Housing Association, 77-83 Kilbowie Road, Clydebank, G81 1BL or via email: foi@clydebank-ha.org.uk

For further information about Freedom of Information, please visit our website <https://clydebank-ha.org.uk/freedom-of-information/> or see the Office of the Scottish Information Commissioner at www.itspublicknowledge.info



Is there anything you'd like to see on our website? Please let us know. We regularly update our website and would be so pleased to know you will find everything you are looking for when you visit.

Important - B&Q has identified a safety concern with a Cooke & Lewis, where components may overheat and result in a fire. They are advising customers to unplug it immediately, not use the appliance and call the helpline for assistance. Cooke & Lewis CLDW451W-C / DI6014. Tel: 0333 014 3476.



Staff Share Good Practice at Conferences

Our Head of Finance & Corporate Services, Lynette Lees, was delighted to be asked to co-present a workshop at the SFHA Finance Conference in November. Lynette, along with Colin Taylor from Scotland Excel, spoke to delegates about practical tips for



Lynette Lees

maximising value for money through procurement and tips for improvements using finance as the focus.

Our Communications Officer, Sinéad Farrell, was recently asked to share the Association's good practice in tenant participation at the annual conference of the Tenant Participation Advisory Service (TPAS) in St Andrew's.



Sinéad Farrell



Have you #GotTheBottle?

- We are delighted to be a refill station.
- Everyone is welcome to pop into our office and Centre81 for a free refill of your reusable bottle!

#RefillRevolution



Radnor Park Clear Out Day

We are currently trying to organise our 9th community clear out day. We will be in touch with residents via posters on foyer noticeboards once a date has been agreed.



Charlie, Rae and Drew help out at our 8th clear out day

CHA Power Customers

Please remember monthly charges are due within the first seven days of each month. Please contact the office if you would like an up to date statement of your account, set up a Direct Debit or if you require a replacement payment card.



CCTV in Lifts

Further to discussions with the Radnor Park Multis Tenants and Residents Association, the Association is exploring CCTV enhancements for the lifts and will update tenants via the next newsletter. We are ascertaining whether it is possible to include the cost of this in the budget for 2020/2021.



Bottles being thrown from Lomond View

We are again alarmed to hear of instances where residents are throwing glass bottles from verandas at Lomond View.

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 and urge 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.



Smoking in Radnor Park Multis

Please note that smoking in the Radnor Park multi storey lifts, landings or fire escape balconies is anti-social behaviour. As such, anyone caught doing so will have action taken against them for breaking their tenancy agreement.

Please contact us in confidence if you know anyone breaching their tenancy in this manner.

Surveys

Keep a look out for 2 Radnor Park surveys we will be issuing shortly to gather your views.

- Should dogs be allowed in multi storey flats
- Cage areas

Your feedback is important to us so please return your survey. Results will be reported as soon as possible in ChitChat newsletter.



Disabled Access Ramps

Following the receipt of Scottish Government Adaptations Funding, we are delighted to inform residents at Radnor Park that additional disabled access ramps will be installed at the main door of each block. The Association has reviewed the tenders received to complete these works and Brian Hood General Property Maintenance Ltd has been awarded the contract.

They will now start the process of applying for planning permission prior to these works commencing.

The Association hopes all residents agree that these works will help in making the flats more accessible to all.





Get Involved!

There are so many ways to get involved at a level that suits you...

Join our Consultation Register

Attend our events

Join our Tenant Panel



Become a Management Committee member

Join a residents group or start one with our help

Become a Shareholder



Respond to our surveys

Attend our focus groups



Tenant Participation

Our Tenant Participation Strategy, which details all of the ways you can get involved to influence our decisions, has recently had a minor review. Importantly we have now increased the funding available to residents groups on an annual basis.

Contact Sinéad Farrell, Communications Officer, at the office, for more information or to get involved sinead@clydebank-ha.org.uk



Rent and Service Charge Policy Reviews

We have commenced our annual review of these two important policies and want your input.

You will shortly receive either a letter or an email asking you for your views on the following:

- The rent policy
- The service charge policy
- The service charge increase amounts for next year
- The rent increase options for next year

Your input is invaluable in assuring that these policies enable us to provide the landlord services that you want and all comments, positive or otherwise are taken on board.

This is your chance to influence decision making!

Please respond on receipt of your letter or email, which will include full details of how do so as well as the rent increase options. Following approval by our Management Committee, we are offering three rent options for next year. The choices are based on a range of environmental improvements, taking on board

results from the tenant satisfaction survey earlier this year as well as discussions with our local tenants and residents group. The choices will be between **2.5% and 3.5%**. Please refer to the Rent Setting Information booklet and feedback slip we will send you directly.



Tenants and Residents Association News



Radnor Park Multis Tenants & Residents Association

Craig Edward

As 2019 draws to a close, it is always worthwhile reflecting on the past year. Radnor Park has continued to see investment from CHA, and additional investment committed for 2020 – and yes that does include the new window replacement programme!

We have seen environmental improvement works, and the cavity wall insulation which has really helped keep our flats warm this winter.

Thank you for all your support in 2019, and a huge thanks to all the CHA staff who have worked closely with us this year to shape and deliver our priorities.

There's lots planned for 2020 – so have a very Merry Christmas and a Happy New Year from me, and all our voluntary committee members.

Craig Edward, Chairperson

Graham Avenue Residents

A successful meeting was held with interested tenants in September and again in December. We are delighted that the tenants wish to formally set up a Registered Tenants Organisation. This will mean that consultation with them is covered by the Housing (Scotland) Act 2001.

The Association will support the group with a start-up grant and an ongoing annual grant as well as providing access to grants for training and other activities, subject to a few conditions. We also provide 'in kind' assistance, such as free access to our board room for meetings.



Tenant Panel


Do you want to review our services and report on our performance directly to our voluntary Management Committee? Why not join our tenant panel to meet with like minded people who are keen to make a difference and help us improve the way we deliver our services for all customers. We currently have space on our Tenant Panel. Give Sinéad a call at the office to have an informal chat on 0141 941 1044 or drop an email to sinead@clydebank-ha.org.uk



Our Tenant Panel meet on the third Wednesday afternoon of each month. Topics for review in 2020 include Landlord's Health and Safety Responsibilities and Information Technology – Website/CHA Systems/ Future Options. Get in touch if you'd like to be involved.



Tenant Panel discuss draft annual assurance statement with Chief Executive before it is approved



Calling all tenants in Linnvale and Whitecrock. Did you know your area is underrepresented by tenants groups? Contact Sinéad at the office if you're interested - funding and support available.

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)

Management Committee Getting Involved Tenant Panel
Performance Complaints Handling Other

Comments (please use a separate sheet if necessary):

.....



Major Repairs Update

Smoke Alarms

(All stock excluding those where rewiring works are to be carried out)

As previously reported, new legislation approved in February 2019 means that all home owners including Social and Private Landlords are required to upgrade smoke alarm systems. With this in mind the Association is carrying out a programme of works between December 2019 and March 2020.

The Association is now coming to the end of its procurement procedures and a contractor will be appointed early in December this year. Once appointed the contractor will contact tenants using the contact details we hold for you to make suitable access arrangements.

We urge all tenants to allow access for these works to be completed and remind all residents that this is a legal obligation which will be policed by insurance companies meaning that failure to allow access will result in any insurance policies becoming null and void.

This legislation has come into place as a result of the ongoing review into fire safety. We would therefore add that this is a positive step into maximising the safety of you and your neighbours.



Linnvale bathroom refurbishments

Whitson Fairhurst, Atholl Steel, Atholl Brick and Blackburn Cottages

The programme of work for bathroom refurbishments in Linnvale is coming to an end and is due to be completed before Christmas. We hope that those tenants whose homes have been involved in this programme are happy with the facilities installed. A satisfaction survey will be sent out after works have been completed and we ask that tenants return these back to us.

Those tenants who have not yet had a survey carried out, and who wish for work to be carried out, are urged to contact a member of our programmed maintenance team as soon as possible.



Rewiring

Attlee Place and Linnvale BISF Construction (Attlee Avenue, Dalton Avenue, Greenwood Quadrant, Kirkwood Avenue, Livingstone Street, Morrison Quadrant)

We are delighted to inform tenants at our Attlee Place development and those tenants within our Linnvale BISF stock that a programme of rewiring work is nearing a start date. Tenants should note that work will not start before Christmas.

The Association has received confirmation that a building warrant has been submitted for these works and is currently assessing tender submissions in order for a contractor to be appointed. Once a contractor is appointed pre-start surveys will be carried out to confirm the scope of the works, which will include the upgrade of smoke alarm systems, and we will be in a better position to answer any questions you may have.

Bannerman Place Estate (Not including 15-27 Bannerman Place)

Those tenants who have not yet received rewiring works at our Bannerman Place estate properties are urged to contact the Association as soon as possible. We remind tenants that these works have been identified for the safety of tenants, visitors and contractors in the future.

Emergency Lighting Batteries/ Inverters

Work to install new emergency lighting batteries and inverters has been completed at Radnor Park. Although we hope this equipment is not needed, the renewal of this will allow for four hours of emergency lighting to be provided in the common areas of each block in the event of an emergency such as a power cut.

Meet the Team: Programmed Maintenance

For all enquiries relating to gas servicing, gutter cleaning, landscape maintenance, social work adaptations and factoring.

- Jack Devlin – Maintenance Officer
- Chato Chilambwe – Maintenance Assistant



T: 0141 941 1044
programmed.maintenance@clydebank-ha.org.uk



Stone Cleaning

Due to the build-up of fungi on the buildings and hard standing areas at Ian Smith Court and Fleming Avenue, the Association had identified these areas to be included within upcoming stone cleaning programmes. This was brought forward following recent cavity wall insulation works as Save Scotland Energy provided a donation towards the cleaning of the area as a community benefit.

We hope that the residents share our views that the work has restored the bright, vibrant look from the days of its construction in 1995.

The Association will continue to look at community benefits to contribute towards positive projects in the future.



Meet the Team: Reactive Maintenance

To report a repair or to discuss rechargeable repairs.

- George Stevenson - Maintenance Officer
- Sam Jones – Maintenance Assistant (P/T mornings)
- Ali Mailey – Maintenance Assistant (P/T afternoons)
- Rae Carruthers – Clerical Assistant



T: 0141 941 1044
reactive.maintenance@clydebank-ha.org.uk

Frozen Pipes

Frozen pipes can cause a lot of disruption – from lack of water and heating to water damage if the pipes burst – so it is important to keep the water flowing. Here’s a few tips for when the cold weather descends on us

- Keep the heating on, even at a low temperature, during severe cold weather to prevent pipes freezing up
- If pipes do freeze you can try to defrost them with a gentle heat from a low voltage fan heater or even a hair-drier
- Do not use a gas heater as this fierce heat could damage the pipes and cause a burst
- Keep an eye on things as pipes defrost in case there is a leak, and be ready to turn the water off as necessary

If you do experience a burst pipe, please immediately turn off the water supply and report this to us.

- Make sure you know where your water stop tap is and how to turn off the water and don’t hesitate to get in touch with our Maintenance team if you wish any assistance in this regard
- Use buckets and towels to contain water leakage as much as possible to limit damage – the quicker you can turn the water off the less damage there will be to the building and to your own possessions.

Tree works

Tree works identified throughout our stock have been completed over the last few months following surveys carried out as part of our open space maintenance programme. These trees were identified for health and safety reasons including branches overhanging electric cables & street lights as well as issues such as low hanging branches and trip hazards.

Surveys are carried out during the open space maintenance programme and prioritised based on issues such as health & safety and risk to property.





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 July to 30 September 2019, we unfortunately received 3 complaints relating to our factoring service, 2 of which were upheld.

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

- Contractors were reminded to clear away mess on completion of work
- Procedures have been improved in relation to identifying common repairs and the allocation of costs

Thank you for all your feedback as this helps us to improve the service we provide to you.

Please note we reported in the June newsletter that a Factoring complaint was received but not upheld between April-June when it actually was upheld. We apologise for this oversight.

A copy of our Factoring Complaints Handling Procedure is available from the download area of our website. Alternatively, contact Fiona White at the office.



Smoke Alarms

Updated legislation with regards to smoke alarms was passed in February 2019. This legislation means that all owners are required to install interlinked smoke alarms, heat detectors and, where a gas boiler/fire is installed, a carbon monoxide alarm.

If you are unsure as to what you need to do within your own property we recommend visiting the Aico website <https://www.aico.co.uk/technical-support/alarm-selector/> where details of what is required can be found. Alternatively you can e-mail us and we will endeavour to point you in the right direction.

Gutter Cleaning

The Association completed a competitive tendering process via the Public Contract Scotland online portal in order to appoint a contractor to carry out gutter cleaning and MCS Safety Systems Ltd has been awarded the contract. These works will be carried out on an annual basis during the months of December-March with the contract lasting an initial 3 years with the option of extending this for an additional 1 year.

As part of these works the contractor is required to submit evidence that work has been completed in the form of photographs. We would like to assure owners that these works are not invoiced to them until this evidence is submitted.



Linnvale Open Space Maintenance Vote – Deadline Extended

We recently issued voting papers to owners in Linnvale, seeking majority approval for the Association to continue to act as factor for the Estate.

It has come to our attention that owners who do not live at their property address, may not have received the correspondence and voting form. This was an oversight on our part.

In order that all owners have the opportunity to vote, we have issued the required paperwork to the correspondence addresses that we hold on file and we have extended the deadline for returning voting forms from 27 November 2019 to **10 January 2020**.

Thank you to all the owners who have already returned their voting forms. If

you have not yet voted, you can now send in your completed vote before 10 January 2020 for it to be counted.

If you have mislaid your voting form, please contact Fiona White at the office for a replacement.

**DEADLINE
EXTENDED
TO 10/01/20**



5 Year Programmes

All owners should have received their personalised 5 year programme, detailing the communal major repairs which are scheduled to be carried out in the next 5 years. These programmes are carried out with the view of reducing future maintenance costs and also to help maintain the value and appearance of your home. As per your title deeds, once details of the costs are known, the Association will arrange for meetings with owners where votes on whether or not to proceed with the works will be held. The outcome of a vote is binding on all owners and will determine whether or not your block will be included in any contract

assigned. Copies of these programmes can be found on our website at <https://www.clydebank-ha.org.uk/owners/5-year-plans-owners>.



Under One Roof

Online information for flat owners in Scotland
www.underoneroof.scot

- Discover how to work happily with your neighbours
- Find out your rights and responsibilities as a flat owner
- Identify what's wrong with your building
- Get advice on organising repairs and dealing with builders
- Check out how to pay for repairs

Save money and protect the value of your home with www.underoneroof.scot

Linnvale Owners – External Wall Insulation

Following a prolonged period of funding applications and discussions with local authorities with regards to building warrants, building contractors AC Whyte & Co Ltd are now in a position to send proposals to those owners of BISF construction type houses in Linnvale (Attlee Avenue, Dalton Avenue, Greenwood Quadrant, Kirkwood Avenue, Livingstone Street, Morrison Quadrant) who have registered an interest for External Wall Insulation works to be completed.

As with a similar project that the Association recently carried out, we hope that this project will bring a positive outcome for owners and for the area as a whole.

For those owners who have registered an interest but are not involved in this phase we would like to reassure you that the Association will continue to assist AC Whyte & Co Ltd. to apply for funding revenue in order to make this work a reality for everyone who has registered an interest.

Door Entry Systems

Following on from the distribution of our 5 year plans, owners will be aware that door entry systems are due for an upgrade within our tenement stock (Alexander Street/Kilbowie Road/Whitecrook Street/161-173 Dumbarton Road) and Attlee Place.

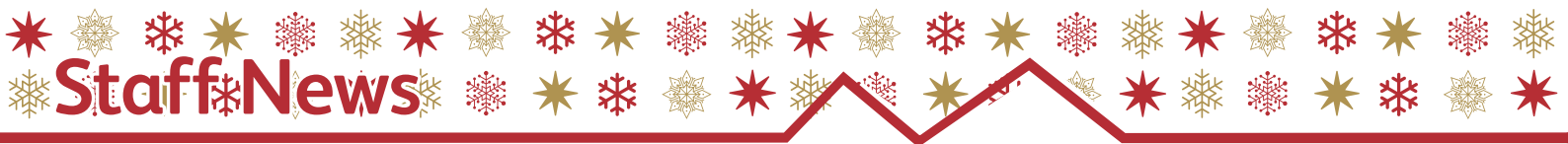
The Association will be carrying out its procurement process in order to obtain costs for these works. Meetings with owners to decide how to proceed will be arranged in the New Year.



Residents and staff alike were impressed with the finish

A.C. WHYTE & CO. LTD.





Meet the Team

This article has been included as a direct result of feedback from our Tenant Satisfaction Survey 2019. We'll highlight our Finance & Corporate Services and Centre81 teams in March's edition. Our Maintenance team details are on pages 12-13.

Housing For all enquiries relating to making a housing/transfer application, allocation of housing, anti-social behaviour and neighbour complaints, estate management and general housing advice and assistance.

- Stacy Shaw – Housing Officer (P/T Mon – Wed)
- Fiona Campbell – Housing Assistant (P/T Mon – Wed) / Housing Officer (P/T Wed – Fri)
- Margaret McKeitch – Clerical Officer

T: 0141 941 1044
housingmanagement@clydebank-ha.org.uk

Rent For all enquiries relating to rent account, housing benefit, universal credit, welfare rights signposting and general rent payment advice/ assistance.

- Catherine Banks – Housing Officer
- Joan Craig – Housing Assistant
- Margaret McKeitch – Clerical Officer

T: 0141 941 1044
housingmanagement@clydebank-ha.org.uk

For information on our Senior Management Team and our Management Committee members, visit our website:

- <http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/management-team/>
- <http://clydebank-ha.org.uk/about-us/who-we-are-what-we-do/cha-management-committee/>



Some of our staff team

Cuppa and a cake in support of Macmillan



We again held an event in support of Macmillan's Biggest Coffee Morning. The 'CHA bake off' was held on Wednesday 3 October 2019 in Centre81. Huge thanks to all who came along and supported the event and congratulations to our winners. We managed to raise £97.08 for this great cause.



CHA Wedding Bells

We are delighted to announce that on Friday 27th September, our colleagues Joe and Sinéad became Mr & Mrs Farrell. We wish the newly married couple the very best for their married life.



Staff Changes Goodbye to Craig!

We said farewell to Craig Coleman who left the Association in November. Craig, who was our Finance Officer, leaves after completing a temporary 18 month post. We wish Craig the very best in his future endeavours.



Welcome to our new Finance Assistant!

We are pleased to introduce Geri Whitely, our newly appointed Finance Assistant. Geri comes to the Association with a wealth of finance experience and will be dealing with your factoring and CHA Power enquiries.



Centre81 Update

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




Festive Opening hours at Centre81

Centre81 will close on Monday 23rd December 2019 at 9pm and re-open on Monday 6th January 2020 at 8am.

Christmas Fayre

Santa took some time out of his very busy schedule and paid a visit to the Centre81 Christmas Fayre on Saturday 7th December. Centre staff sold hot chocolate, hot donuts and delicious homemade soup, which helped warm up the crowd. Thank you to everyone who helped on the day and to Clydebank East Community Council for their generous donation. We raised funds of over £450 for our 'Community Pot', which will help us to provide activities and events for the local community at Centre81.



Christmas Lunch

Our annual Christmas Lunch was held at Centre81 on Thursday 12th December. 50 people enjoyed a 3-course festive lunch, mince pies and a glass of wine or two. A free raffle and prize bingo followed the lunch and children from the local primary school sang Christmas Carols.



Gym81 @ Centre81

The main gym area consists of cardio machines, treadmills, bikes and cross trainers as well as weight machines. There is also a weights room with free weights, dumbbells, more bikes, abs crunchers and yoga balls.


We pride ourselves on having a relaxed and chilled gym where you can either make a start on your first steps to fitness or maintain your current fitness regime.

If you would like a look around, please pop in and one of our friendly Centre staff will be more than happy to give you a tour.



Fitness Classes at Centre81 – only £2 per class

Pilates – Tuesday 10.30 - 11.30am
 Circuits – Tuesday 6.00 - 7.00pm
 Yoga – Wednesday 6.30 - 7.30pm
 Tai Chi – Friday 2.00 - 3.00pm



Price List

Pay-as-you-go - £4 per session (max 1 hr)
 Annual - £100
 Monthly - £10
 Induction - £10 (compulsory)

£

NO Joining Fee
NO Contracts **NO** Hassle
LIFETIME Membership





Our Performance

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: 1 April - 30 September 2019

Indicator	Performance to end of September 2019	End of year target	Previous years' performance	What this means for you...
Maximum rent loss on vacant properties	0.19 % £7,974 😊	<0.4 % of annual rental income	0.43 % of annual rental income £17,457	<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)	3.45 % £146,021 😊	<3.9 %	3.84 % £156,922	<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 Tenants who refuse to pay or work with us face legal action and possible eviction
Number of calendar days to let a property	15.64 calendar days 😞	<15 calendar days	15.05 days	<ul style="list-style-type: none"> We can keep rent increases low Properties become available quickly which benefits the area No problems with empty properties e.g. vandalism
Processing of housing application forms	6.9 calendar days 😊	10 calendar days or less	7.6 days	<ul style="list-style-type: none"> Your transfer housing application form will be dealt with quickly Applicants are aware of their prospects for housing
Investigating neighbour complaints	100 % resolved/ concluded within timescale. 😊	100 %	87 % resolved/ concluded 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

With regards to days taken to let a property, we continue to improve in this area having improved our void letting procedures over the summer. Further reductions in the time take to let is expected going forward.



Maintenance Performance: 1 April - 30 September 2019

Indicator	Performance to Sept 2019	Year End Target	Previous years' performance
Average length of time to complete emergency repairs	2.13 hours 😊	4 hours	2.4 hours
Average length of time to complete non-emergency repairs	3.27 days 😊	6.5 days (average of 3 days urgent/10 days routine)	3.38 days
Percentage of reactive repairs completed right first time	93.63 % 😞	100 %	95.65 %
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100 % 😊	100 %	99.49 %

Complaints

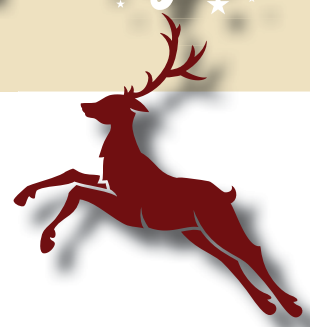
We need to know when things go wrong. We want to provide the best service possible to you. Your complaints really matter to us so don't hesitate to get in touch if you are dissatisfied. A copy of our Complaints Handling Procedure can be found on our website or on request from our office.

Complaints Performance: 1 July - 30 September 2019	
Total number of complaints received	17
Number which were about equalities	0
Number where we were at fault, apology given and rectified	10 (59%)
Breakdown of complaints where we were at fault:	
<ul style="list-style-type: none"> • 8 Maintenance • 1 Factoring • 1 Maintenance/Factoring 	
Responded to in full	17
Resolved at front line (5 days)	15
Resolved after investigation (20 days)	2
All were resolved within our published timescales. We have identified improvements including:	
<ul style="list-style-type: none"> • Improvement to CHP callout procedure including Facebook and Twitter updates by on call person • Contractor spoken to and reminded of our customer care standards • Contractor reminded to leave a high quality finish on CHA jobs • Contractor reminded to always tidy and remove mess 	

Complaints Handling Satisfaction

15 surveys for the quarter July - September were issued and 5 returns were received are shown below. We strive to provide an excellent complaints handling process and will try to improve on these results.

Please contact Sinéad Farrell, Communications Officer, at the office if you'd like to discuss your complaints experience in person to help us improve.



Compliments

Thank you for your compliments. We are pleased to receive many compliments on our service when we get things right. We received 16 compliments between 1 July and 30 September. We thank customers for taking the time to contact us. We really appreciate it. Some recent examples include:

Tenant said that everyone at CHA is very polite and extremely helpful and the service they get from us is amazing.

Tenant contacted us to say what a wonderful job all our caretakers do and they are very friendly and helpful at all times.

Tenant was delighted with the prompt response from maintenance dealing with the repair that they had reported.

Tenant said that we are a great organisation and have bent over backwards in helping them, and we are all so nice.

Thank You

Complaints Handling Satisfaction 1 July - 30 September 2019

1. Are you satisfied that your complaint was responded to within these timescales? (Stage 1 and 2 timescales detailed)	4 yes (80%) 1 no (20%)
2. Overall, how satisfied or dissatisfied are you with the way your complaint was handled?	3 very satisfied (60%), 1 satisfied (20%), 1 fairly dissatisfied (20%)
3. Overall, how satisfied or dissatisfied are you with the outcome of your complaint?	2 very satisfied (40%), 2 satisfied (40%), 1 very dissatisfied (20%)
4. Did the staff who dealt with your complaint treat you courteously?	3 very satisfied (60%), 1 fairly satisfied (20%), 1 fairly dissatisfied (20%)

Calendar 2020



January						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	

March						
M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

April						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May						
M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

June						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

September						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

October						
M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November						
M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

December						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Public Holiday/Office Closure Staff Training Closure (9am-2pm)

EMERGENCY NUMBERS

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**, network 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

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

USEFUL NUMBERS

- Radnor Park caretakers.....0141 951 1642
- Jim 07875 380125/Donnie or John 07875 379176/ Charlie 07875 380183
- Other areas Caretaker, Alan 07931 843341
- Police Scotland.....101
- Clydebank Health Centre.....0141 531 6363
- Citizens' Advice Bureau.....0141 435 7590
- Women's Aid Clydebank.....0141 952 8118
- Independent Resource Centre..0141 951 4040
- West Dun. Council (WDC)..... 01389 737000
- WDC Homeless Out of Hours....0800 197 1004
- WDC Trading Standards 01389 738552
- WDC Council Tax..... 01389 737444
- Gas Emergencies (SGN)0800 111 999
- Social Work Out of Hours.....0800 811505
- Scottish Power Emergencies..... 0845 2727999
- Scottish Water Emergencies..... 0845 6008855

GETTING INVOLVED

Our **Tenant Panel** meet on the third Wednesday afternoon of each month. Topics for review in 2020 include Landlord's Health and Safety Responsibilities. Get in touch if you'd like to be involved.

Radnor Park Multis Tenants and Residents Association meet regularly. See Radnor Park foyer noticeboards for information.

USUAL OPENING HOURS

Monday to Thursday 9am to 5pm, Friday 9am to 4pm. We close the first Wednesday of every month for training as shown above.

