



ChitChat

Coronavirus - We're Here for You

Please note that in light of the emerging Coronavirus situation and to ensure the safety of our staff and customers, we have taken the decision to close our temporary office premises at 63 Kilbowie Road to the public until further notice. Our administrative services will therefore be delivered via telephone, email, social media and our website and we would ask you to please use these communication methods when contacting us.

We apologise for any inconvenience this may cause.

We will keep you updated as the situation changes but in the meantime please note the ways you can get in touch. If you are a resident and have not already provided us with your email address, please email your name and address to info@clydebank-ha.org.uk to receive the most up to date information.

Please note that Centre81, Gym81 and Cafe81 are also closed for the foreseeable future.

We cannot stress enough the importance of keeping in touch if you are experiencing problems especially during these uncertain times.

Ways to get in touch:



Telephone: 0141 941 1044

For day-to-day repairs (e.g. heating breakdowns, leaking taps): reactive.maintenance@clydebank-ha.org.uk or to report a repair online <https://www.clydebank-ha.org.uk/maintenance/report-a-repair/>

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

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

For payments of rent, CHA Power or factoring accounts: Allpay <https://www.allpayments.net/> or by telephone on 0141 941 1044

For general enquiries: info@clydebank-ha.org.uk

Useful website links:

Allpay <https://www.allpayments.net/>
Report a Repair Online <https://www.clydebank-ha.org.uk/maintenance/report-a-repair/>

Clydebank HA website <https://www.clydebank-ha.org.uk/>

Clydebank HA Coronavirus updates <https://www.clydebank-ha.org.uk/cha-news/coronavirus-information/>

NHS Inform <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>

Health Protection Scotland <https://www.hps.scot.nhs.uk/a-to-z-of-topics/wuhan-novel-coronavirus/>

Scottish Government <https://www.gov.scot/>

**CORONAVIRUS
COVID-19**

Please note as some staff are working remotely, they may call you from a CHA mobile.

This issue in pictures...

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Also don't miss:

- Cold Caller Advice *page 3*
- Universal Credit Advice *page 5*
- Rent Policy Review and Rent Increase *page 7*
- Major Repairs *page 11*

Radnor Park Clear Out Day

The 9th community clear-out day at Radnor Park took place on a very cold and sleety day in February but that didn't stop tenants from taking advantage of this great opportunity to get rid of any unwanted items. This year was the biggest clear out yet and we await exact weight and recycling figures from West Dunbartonshire Council's Waste Services Department.

Huge thanks to our on-site caretakers and office staff who rolled up their sleeves and got stuck in to assist tenants and to the Radnor Park Multis Tenants and Residents Association for providing a delicious lunch for the helpers.

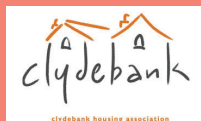
We thank GOC Engineering Services for supporting this event by providing a financial contribution as a contract community benefit.



Sinéad, Rae and Alan give a helping hand



Tenants enjoy the opportunity for a Spring clean

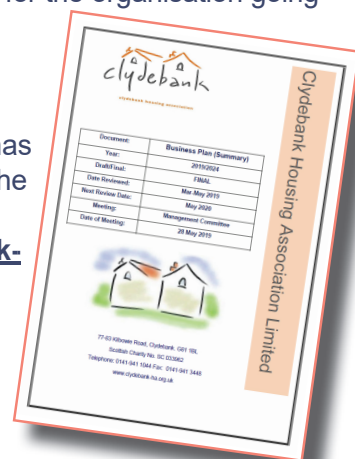


G.O.C. Engineering Services

Business Planning

As we approach our business planning period we are keen to hear what tenants think of our current priorities and objectives and what they think the most important focus should be for the organisation going forward.

A business plan summary and feedback form has been added to the website <https://www.clydebank-ha.org.uk/about-us/how-we-make-decisions/cha-business-plan/>



Please give us your views via the survey or call Sinéad at the office. We value your views and use them to shape our services.

We recently provided over £130 to our local radio station, Clyde 1, for their Cash for Kids Appeal. Our staff supported their Mission Christmas campaign by sporting Christmas Jumpers and the Association's voluntary Management Committee also agreed a £100 donation.

The Mission Christmas Appeal helped over 40,000 local children and distributed £585,000.



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.



WE'RE HERE FOR YOU

In partnership with
Working4U

MACMILLAN
CANCER SUPPORT
RIGHT THERE WITH YOU

Living with cancer in West Dunbartonshire?
The Improving the Cancer Journey service is here to support you.

We're here to help everyone with cancer live life as fully as they can, providing physical, financial and emotional support. So whatever cancer throws your way, we're right there with you.

For information, support or just someone to talk to, call 0808 808 00 00 or visit macmillan.org.uk.

 improving.cancerjourney@west-dunbarton.gov.uk

Smart Meters

Smart meters are the next generation of gas and electricity meters. Together with their in-home displays, smart meters will help you keep track of the energy you use in your home, and will cut out the need for meter readings.

Every home and business in Great Britain will be offered smart meters for electricity and gas by the end of 2020.



For advice on smart meter and controls visit <https://energysavingtrust.org.uk/home-energy-efficiency/smart-meters> and for general energy advice visit <https://energysavingtrust.org.uk/scotland>

**energy
saving
trust**

Community foodbank donation from Clear Business

In December, the staff of Clear Business delivered a generous foodbank donation for West Dunbartonshire Community Foodshare. This was delivered as part of our Community Benefit programme through the procurement of the recent office water contract renewal.

CHA is committed to maximising community benefits from all of our procurement activities. Through our community benefit programme, contractors and suppliers are required to support the Association's Economic, Social and Environmental objectives to help make a difference to the local communities. A foodbank collection was agreed and over a couple of weeks, staff at Clear Business' Rutherglen office generously made donations.

Lynette Lees, our Head of Finance & Corporate Services said "The community benefits we are receiving are having a positive impact in our local communities. We have received financial contributions towards a resident clear out day, our community

regeneration centre has been repainted and contractors have employed people in the local area".

Gerry Dougan, Corporate Sales Manager at Clear Business, said "Clear Business Management and Staff are delighted to contribute to such a worthwhile cause".



**Clear
business.**



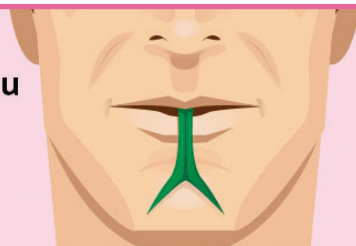
Cold Callers Offering Services

The Association does not approve of cold calling of any kind for external companies and representatives offering services. Please be mindful of this when letting visitors into your block or building.

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

When it comes to doorstep crime

**I'll say anything to part you
from your cash** #WhosAtTheDoor



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).



**POLICE
SCOTLAND**
Keeping people safe



Clydebank HA's Development Programme

Following the successful delivery of 44 homes at Graham Avenue in 2018, the Association continues to progress its development plans to grow our housing stock further with a view to delivering its objective "to provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area."

We currently have 2 projects at different stages in the development process as follows: -

Queens Quay (37 units)

It is expected that by the time this Newsletter is circulated to tenants in March 2020 that this development, in partnership with Cube Housing Association and West Dunbartonshire Council will be on site. There will be a total of 146 affordable homes built on the site between the 3 landlords with Clydebank HA securing 37.



Dalton Avenue, Linnvale

The Association continues to progress with its plans to build 24 homes on the former St. Cuthbert's Church site in Linnvale and all going well (including securing Scottish Government funding and planning permission), a site start could be achieved by June/July 2020.

We will keep you updated as to progress in future Newsletters.



Get Involved – help run the Association

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 makeup 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.

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.



Some of our Management Committee members

Universal Credit and the "Bedroom Tax"

Universal Credit will not include the "Bedroom Tax" element in assessing your entitlement to benefit. So if you are in receipt of Universal Credit and are under occupying your house, you must apply for Council Tax Reduction and Discretionary Housing Payment through West Dunbartonshire Council.

You can do this by contacting the Council on 01389 737000, by calling into the Council's One Stop Shop in Clydebank Shopping Centre (the old Co-Operative food store) or online through West Dunbartonshire Council's website www.west-dunbarton.gov.uk.

If you require further information, please contact Catherine or Joan in our Rent Team on 0141 941 1044.

Universal Credit and the Rent Increase

All of our tenants and sharing owners will have received a letter to advise them of the increase in their rent from 28 March 2020. If you are in receipt of Universal Credit you must notify them of the rent increase through your Universal Credit Journal on or as soon as possible after the 28 March 2020. You should enter your journal and then choose: - home / report a change of circumstances/ where you live and what it costs.

If you need any help, please contact Catherine or Joan from our Rent Team on 0141 941 1044.



Housing Benefit and the Rent Increase

We will inform the Council about the change in your rent charge. When you receive written notification from the Council, if you are unsure about how much to pay, please contact our rent team for further advice.

If you are in receipt of Housing Benefit and are under occupying your house, you should apply for Discretionary Housing Payment through the Council.



Make sure your details are up to date!

Please make sure that we hold up to date household and contact details for you. Out of date or incorrect information can mean that you miss out on receiving important information or even mean that you are refused for certain applications, e.g. succession of tenancy, joint tenancy applications etc. Please contact the Housing Team to provide up to date info.

CORONAVIRUS COVID-19

Social Distancing

AVOID

- Group gatherings
- Visits to bars/restaurants
- Sleep overs
- Playdates
- Visiting the elderly with children
- Crowded retail stores
- Gyms
- Visitors to the home
- Non essential workers in the home

USE CAUTION

- Visits to supermarkets
- Visit to pharmacy
- Visit to GP
- Traveling
- Check on friends and family safely
- Public transport

SAFE TO DO

- Go for a walk
- Jogging
- Working in the home
- DIY in and around the home
- Reading
- Going for a drive
- Video calls
- Phone calls

Just some of those who are vulnerable that these measures could help:

Patients who are elderly, history of lung illness, cancer patients, immune suppressed patients, immune compromised and those with varying underlying conditions.

Surveys

Thanks so much to those in Radnor Park who responded to our recent surveys on keeping dogs in multi-storey flats and future use of the cage areas. We are currently looking at the survey results in conjunction with our policies and will be presenting reports to our Committee in the coming weeks. Look out for an update in the next edition of ChitChat.



What's great about living in Radnor Park multi-storey flats

- Spacious 2 bedroom flats
- Available to single persons, couples & families*
- Low-cost, low-carbon heat & hot water
- Keep Scotland Beautiful Silver Award
- Community garden
- Spectacular views
- Recently refurbished foyer areas
- Major improvements planned over next 5 years including windows and kitchens (details of the 5 year plans are available on our website)
- Dedicated caretakers
- 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 requested by phone 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.

CHA Power Ltd Price Freeze



We are delighted to report that 1st April 2020 marks the fourth year that CHA Power residential customers have not had their prices increased, meaning a current fixed monthly price of £51.78 (incl. VAT) for their carbon-friendly heat and hot water service.

CHA Power Limited is a wholly owned subsidiary of Clydebank Housing Association and was set up in 2005 to provide energy-efficient and affordable heat and hot water to the residents of Radnor Park. This subsidiary was developed in order to replace tenants' ageing and expensive electric storage heating systems and now supplies over 370 two bedroom multi storey flats and the local Church. CHA Power Limited continues to provide a low carbon heating system which reduces energy bills and combats both greenhouse gases and fuel poverty.

Please look out for a customer service questionnaire regarding the CHA Power service coming through letterboxes in the coming weeks and we welcome your views.



Do we have your email address? Help reduce your costs!



As you may know, all newsletters, publications and letters are sent by email where we have an email address on file which is currently over 50% of tenants.

Getting in touch with us by email not only reduces your postage or telephone costs but communicating with you by email also has a positive impact on our admin costs, which will help us to keep your rent as low as possible too!

We want to give you as much information as possible by email. This has the benefit of:

- Instant receipt of information
- Ability to access information through weblinks contained in the email
- The ability to respond immediately
- No postage costs for anyone
- Access to information on the go, across devices
- Reduction in paper/carbon

Please let us know your up-to-date email address by calling the office on 0141 941 1044 or better still, drop us an email at info@clydebank-ha.org.uk. Just remember to include your name and address!

Rent Policy Review and Rent Increase

A 2.5% rent increase for 2020/21 will be applied from 28 March 2020. The increase ensures our rents remain competitive and affordable as well as allowing us to set aside significant funds for future investment in the maintenance of our stock, including a planned £2.3 million major repairs spend in the year ahead.

Thank you to all 161 tenants and sharing owners who returned their feedback slips. This was a good response (13.8% of all tenants and sharing owners). Read more on page 7.

All responses received from consultation were presented to our Management Committee for consideration on 28 January, as follows:

Option 1 (2.5%)	Option 2 (3%)	Option 3 (3.5%)
67.7%	21.7%	10.6%

At the meeting, the Management Committee agreed to Option 1 with a 2.5% increase, taking into account:

- the 161 responses, with Option 1 being the preference (67.7%)
- meeting and consulting with one of our residents groups
- how affordable our rents are, how they compare with other landlords and the costs required to manage and maintain tenants' homes

Option 1, a 2.5% increase will allow the following:

- Continued delivery of services already provided to you and your family including property maintenance and management
- Access to welfare rights advice and assistance
- Access to various Wider Role activities at our Whitecrook-based regeneration centre, Centre81
- Delivery of planned £2.3m Major Repairs investment programme
- Delivery of planned cyclical maintenance programme including painter work and electrical testing throughout our stock

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 Christopher Brown of central Clydebank 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. The Community Foodshare said, "The Board of West Dunbartonshire Community Foodshare would like to thank you for your generous cheque for £100. This will help us to continue providing food and support to people in West Dunbartonshire who are struggling to provide for themselves and their families."



Lucky prize draw winner Mr Brown (left) receives his £50 voucher from Taylor Kelly from our Finance & Corporate Services team



Meet the Team

Finance & Corporate Services

Sinéad Farrell	Communications Officer
Geri Whitley	Finance Assistant
Janet Dunphy	Senior Admin Assistant
Drew McDougall	Clerical Officer
Melanie Cameron	Clerical Officer
Taylor Kelly	Finance & Corporate Services Trainee

For directing your calls to the appropriate staff member and dealing with any enquiries relating to CHA Power, factoring, becoming a shareholder, rechargeable repair payments, shared ownership re-sales and purchases, mortgage to rent and shared equity.

Telephone: 0141 941 1044

Email: finance@clydebank-ha.org.uk

For getting involved with the Association and providing feedback on our publications, website or social media accounts.

Telephone: 0141 941 1044

Email: sinead@clydebank-ha.org.uk

Centre81

Ali Mailey	Centre81 Co-ordinator
Jean Edmonds	Receptionist
Andrew Babb	Caretaker
James McKay	Caretaker
Ryan Savage	Project Officer (CCF Project)
Donald Campbell	Community Gardener (CCF Project)
Brian Fraser	Bike Mechanic (CCF Project)

For information on courses and activities, hiring a room (short/long term), joining Gym81, community gardens and allotments and more.

Telephone: 0141 533 7070

Email: reception@centre81.org

Facebook: join us on @Centre81Clydebank to find out when we will be reopening.



Some of our staff team

We welcome Scott Graham

We are delighted to welcome Scott Graham who recently joined the Association in the role of Data Protection and Compliance Officer. Scott will advise and support Association staff on IT, Freedom of Information and Data Protection legislation and other compliance matters.

Scott is a valuable member of staff and possesses significant technical and professional knowledge, gained over many years working in similar roles within social housing.

Scott's role aims to reassure our residents that the Association is proactive in safeguarding residents' best interests.

Scott said, "I am looking forward to my new post, particularly the many exciting IT projects on the horizon that will be benefiting both Clydebank HA staff and customers".



Goodbye to Michael!

We said a fond farewell to Michael McLaughlin who left CHA at the start of January. Michael, who was our Data Protection & Compliance Officer and had recently been based at Centre81 as part of our Aspiring Communities Fund Project, leaves after 15 years with the Association. We wish Michael the very best in his new post based at The Scottish Federation of Housing Associations.



Sharing the good work of CHA!

Scotland Excel Conference

Our Head of Finance & Corporate Services, Lynette Lees, presented a series of community engagement workshops at the Scotland Excel Conference held in Glasgow on 20th February. Lynette spoke to delegates from Local Authorities about the work that CHA are doing to inform customers about major repairs, our procurement practices and how we are achieving Community Benefits through our contracts.



SHARE Conference

Our Head of Housing Services, Joe Farrell, presented a workshop on rent affordability 'Are we doing enough?' alongside Graeme Aitken of Parkhead Housing Association. The workshop was one of 18 held at the SHARE conference in Peebles. SHARE is a provider of training for Housing Associations. Joe spoke of the measures the Association uses during the annual rent setting process to strive for affordable rents and also discussed the threats to ensuring future affordability.



Celebrating Scottish Apprenticeship Week!

We celebrated and recognised the ongoing achievements of Taylor Kelly, our Finance Trainee and Modern Apprentice, during Scottish Apprenticeship Week from 2-6 March 2020. Taylor directs calls and enquiries at reception and helps our Finance & Corporate Services Team with a range of tasks. Taylor is currently studying for a Modern Apprenticeship in Business Administration.



La Scala Tenants Association

The above group was approved formally as a Registered Tenants Organisation by our Management Committee at its meeting in December. A welcome pack has been issued to the group, including an offer of Start Up Grant. Issues raised by the group have been put into an Action Plan which our staff are currently addressing.



Tenant Panel

The Tenant Panel report to the Management Committee on our recording/reporting of Energy Efficiency Standard for Social Housing (ESSH) was presented on 17 December. Both the report and the Management Committee's formal response have been published on our website and can be viewed <https://www.clydebank-ha.org.uk/get-involved/tenant-panel/>. An action plan on the recommendations of the Panel has also been put in place.

We are thankful to the Tenant Panel for the valuable contribution it makes to the Association.

The Panel is currently recruiting for new members. Please contact Sinéad at the office if you are interested in becoming involved. The Panel's current topic is Landlord's Health and Safety Responsibilities and the next meeting will hopefully take place on 15 April (Coronavirus situation depending) - they meet every 3rd Wednesday afternoon of the month. Contact us a week in advance of any meeting so that your induction can be booked in and completed.

tenant panel
clydebank housing association's
critical friend



**WE HAVE A
VACANCY!**

Radnor Park MTRA

Christmas Lunch for the Community

Members of our staff were invited to join the Radnor Park Multis Tenants and Residents Association for their community Christmas Lunch on 17 December. 4 members of staff attended and assisted the group to serve a lovely cooked lunch to the community members who attended. Sinéad Farrell, Communications Officer, said, "It was lovely for staff to be able to support the group in this fantastic community event and to enjoy an opportunity to speak with tenants and gather feedback on services in an informal setting".



Christmas Lunch



Tree works in response to feedback



Blitz Memorial Wreath

Open Meeting

We continue to liaise with the committee of your local residents group and our Housing Services Manager attended the recent open meeting of the above group on 13 February. A detailed update on a wide variety of issues was provided, including major repairs, ramps/handrails and tree maintenance plans and extremely positive feedback was received from the group on the information provided at the meeting.

Blitz Memorial

Our staff attended the group's Blitz Memorial ceremony on 13 March when a lovely wreath was placed on the memorial plaque in recognition of the 79th anniversary of the Clydebank Blitz.

From the Chairperson

First of all, please take care of yourself during this coronavirus outbreak. In line with Government advice, we have taken the decision to postpone all of our meetings until September which we will then review again at that point based on Government advice. This also means that our AGM is postponed.

The weather has been relentless with so many storms this year so far. That's why I am delighted that CHA have reaffirmed their commitment that the window replacement programme will start this year and you will have a chance to be involved in the process – keep an eye out for details in the noticeboards!

An issue that is trickier to resolve is parking across the estate. There is no magic wand for this

solution, however, I would encourage all tenants to act responsibly and not block roads or access for your neighbours or the emergency services. We are working with CHA and other partners to try and find a long-term solution to benefit all of us.

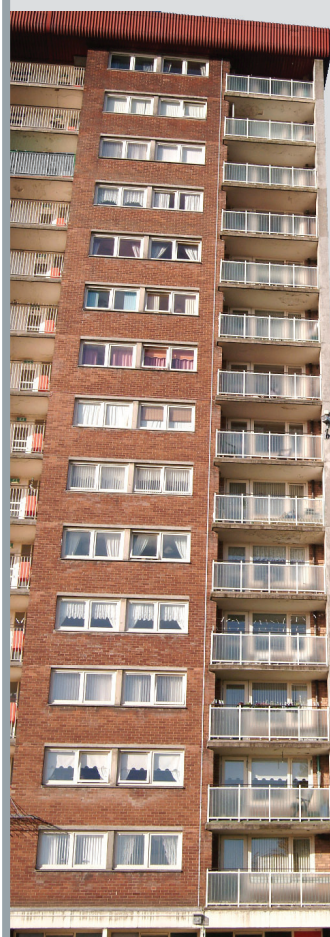
You will notice subtle changes to the landscaping and maintenance across the estate with shrubs being trimmed back, dead trees removed, slabs replaced, weed removal and new planting. This is in response to feedback we have received from you, and from our own walkabout checks to ensure a high standard is maintained.

Our Secretary and Chairperson's contact details will be put into the noticeboards for you to get in touch with us whilst meetings are suspended.

Craig Edward, Chairperson



Craig Edward



For more information on Planned Major Repairs for your property and to see what category your home falls under (Whitson Fairhurst, BISF etc), please refer to your Planned 5-Year Major Repairs Programme (available on our website <https://www.clydebank-ha.org.uk/maintenance/5-year-plans/>)



Please note that all works due to be procured/start in the year may be affected by the developing Coronavirus situation. We will keep you as up to date as possible.

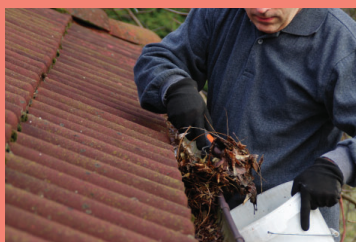
Rewiring Update

Please note this work is currently postponed due to the intrusive nature of works and number of people these rewiring works will involve. We will keep those tenants affected up to date as soon as we have further information.

Gutter Cleaning

A programme of work to carry out gutter cleaning throughout our stock has come to an end. The contractor has provided photographic evidence of the work being completed. Please let us know if you have any outstanding issues in this regard.

The next programme is scheduled to commence in December 2020.



Window and Door Replacement programme (Radnor Park) coming soon

We are hoping to appoint this work before the end of June. Pre-contract procedures are underway and initial Health and Safety surveys have been carried out. Details will follow in the next ChitChat. We welcome all comments regarding these works and if you would like to join a focus group to discuss the contract, let Sinéad Farrell, Communications Officer, know at the office - sinead@clydebank-ha.org.uk or 0141 941 1044.

Smoke Alarms

We have appointed contractors to update smoke alarms within our stock in order to comply with upcoming legislation. This programme of work involves the installation of updated smoke alarms in all properties in our stock with the exception of those due for rewiring within the coming year or where work has already been completed. These works have started and are expected to run for a number of months depending on the emerging Coronavirus situation. The scope of works being carried out will be as follows:

- Smoke alarm in each landing of hallway
- Smoke alarm in main living area
- Heat alarm in kitchen
- Carbon Monoxide Alarm where a gas boiler is in place

Tenants should have received a letter introducing them to the appointed contractor carrying out the works and the contractor will now write out to all tenants involved in the programme to provide a date for works to be carried out. Although this work is to comply with a statutory requirement, we will work with those in vulnerable groups and self-isolating tenants to accommodate the work. We thank the tenants that have provided prompt access for this work and 210 have been fitted to date (as at 19 March).



Linnvale Bathrooms

Bathroom refurbishment works to 135 properties have now been completed at our Whitson Fairhurst, Atholl Steel, Atholl Brick and Blackburn Cottage properties in Linnvale. We would like to thank all of our tenants involved in these works for their co-operation as well as our contractor MCN (Scotland) Ltd for their efforts to deliver the successful project.






As with all Major Repair contracts, we will now be surveying tenants for their views on the works carried out and we look forward to receiving your feedback.



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 - 31 December 2019

Indicator	Performance to end of December 2019	End of year target	Previous years' performance	What this means for you...
Maximum rent loss on vacant properties	0.23% £9,562 	<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)	3.7% £156,273 	<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	14.59 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	6.8 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

Although currently within target for rent arrears, a large increase in arrears occurred in December 2019. We will be concentrating arrears recovery on those tenants who missed their December 2019 rent payment. We urge anyone having difficulties in paying their rent to contact our Rent Team on 0141 941 1044.

Maintenance Performance: 1 April - 31 December 2019

Indicator	Performance to Dec 2019	Year End Target	Previous years' performance
Average length of time to complete emergency repairs	3.07 hours 	4 hours	2.4 hours
Average length of time to complete non-emergency repairs	3.41 days 	6.5 days (average of 3 days urgent/10 days routine)	3.38 days
Percentage of reactive repairs completed right first time	95.10% 	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 Performance

We need to know when things go wrong so we can put it right. 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 requested by telephone.

1 October - 31 December 2019	
Total number of complaints received	13
Number which were about equalities	0
Number where we were at fault, apology given and rectified	7 (54%)
Breakdown of complaints where we were at fault:	
<ul style="list-style-type: none"> • 4 Maintenance • 2 Factoring • 1 Finance & Corporate Services 	
Responded to in full	13
Resolved at front line (5 days)	11
Resolved after investigation (20 days)	2
All were resolved within our published timescales. We have identified improvements including:	
<ul style="list-style-type: none"> • Procedures improved to include signs with caretaker numbers during times MSF buzzer awaiting repair • Contractor emailed to request they keep customers up to date during delays • Staff members aware to be conscientious when passing on telephone messages 	

Thank you for your compliments

We are pleased to receive many compliments on our service when we get things right. We received 18 compliments between 30 September and 31 December 2019! We thank customers for taking the time to contact us. We really appreciate it... Some recent excerpts include:

Tenant is delighted with their house and the support from all staff he has dealt with

Tenant advised contractor is very courteous and respectful anytime he is in their home

Tenant called to say the annual report was "top rate", an easy read, informative and beautifully presented

Tenant thanked us for helping to resolve their housing benefit issues. Tenant said that they did not know there was an issue until we contacted them

Good to know!

Internal Audit & Scottish Housing Regulator Regulatory Standards' Compliance

As reported in our December ChitChat, our Management Committee issued its first annual assurance statement to the Scottish Housing Regulator and its tenants in October 2019 confirming that it complied with the Regulatory Standards of Governance and Financial Management. Compliance with the Regulatory Standards is mandatory and therefore it is imperative that as a Registered Social Landlord, our Management Committee ensures that we regularly assess against these standards and take corrective action as required.



Scottish Housing Regulator

The Association is also coming to the end of a 3-year internal audit plan where key areas of our service delivery, policies and procedures are scrutinised by Wylie Bisset Auditors/ Accountants.

So far in 2019/20, the following areas were reviewed and assessed, recommendations implemented and many areas of good practice noted: -

- Corporate Governance (Annual Assurance Statement) - Strong*
- Purchases and Payments - Strong*

**Controls satisfactory, no major weaknesses found, no or only minor recommendations identified*

The following internal audits will be carried out in 2020:

- General Data Protection Regulations & Freedom of Information
- IT Security

In addition to the above, the Management Committee has again instructed an external audit of our Annual Return on the Charter (ARC) to ensure that the performance information provided to the Scottish Housing Regulator and to tenants is accurate and can be substantiated.

If you wish more information on this, please don't hesitate to contact Sharon Keenan or visit our website www.clydebank-ha.org.uk



We own and manage Centre81
in Whitecrook, home to

Cafe81 & Gym81

Centre81, Gym81 & Cafe81 are currently closed to the public until further notice but here's what we've been doing lately! Follow Centre81 on Facebook for updates @Centre81_Clydebank

International Woman's Day

Centre81 hosted ISARO Community Initiative's annual International Women's Day event on Saturday 7 March 2020. International Women's Day celebrates achievements of women throughout the world. The day was enjoyed by over 120 women. The day included inspirational speakers, information stalls, a fashion show and entertainment.



Judy Murray Foundation

In conjunction with West Dunbartonshire Council, the Centre81 Steering Group arranged for the Judy Murray Foundation to pay the Centre a visit on Thursday 20th February. Laura and Shona from The Judy Murray Foundation gave tennis taster sessions to local residents. The Foundation's mission is to bring tennis into rural and disadvantaged areas in Scotland. West Dunbartonshire Council provided lunch and refreshments afterwards.

West
Dunbartonshire
COUNCIL



Centre81 Steering Group

For updates on Centre81 Steering Group activity at Centre81 call the Centre on 533 7070 or check out their Facebook page (search for them). Huge thanks to all involved in the Steering Group for all the activities they deliver at our Centre.



Book Week Scotland with Jack Munroe

Centre81 hosted West Dunbartonshire Council's fantastic event to celebrate Book Week Scotland in November. The Council invited Jack Munroe, cookbook writer, speaker and campaigner to the Centre to speak with community members and school children about her books and the writer spoke candidly about her journey from a '£10 a week foodbank mum' to becoming a bestselling author.



Investing in Communities Fund

We are delighted to report that we have been successful in securing funding from the Scottish Government's Inspiring Communities Fund (ICF) to deliver our new Empowering Clydebank project. We work in partnership with West College Scotland, ISARO Community Initiative, Y-Sort-IT, Strathclyde Autistic Society and West Dunbartonshire Working4U Team.

Please call us on 0141 533 7070 for more information on our ICF activities.



Scottish Government
Riaghaltas na h-Alba
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Linnvale Open Space Maintenance Agreement The Results are In!

We recently asked the 486 owners in Linnvale to vote on whether or not they wished the Association to continue as Factor for the Linnvale estate, once the current Agreement ends in September 2020.

Any scheme decision in Linnvale requires majority agreement from owners in the Estate. As there are a total of 682 properties within the Estate, a minimum of 342 votes are required to make a binding decision.

The Association owns 196 properties in Linnvale and we automatically cast our vote in favour of continuing as factor for each property we own. We therefore needed a further 146 votes from owners to reach the required majority of 342.

We received a total of 200 voting forms by the extended deadline of 10 January 2020. The results were as follows: -

- In favour of the Association continuing as Factor for the Estate – 193 votes
- Against the Association continuing as Factor for the Estate – 6 votes
- Blank form (no preference indicated) – 1

Two voting forms were received after the deadline and were not counted in the above results (for information: both owners had indicated their preference for us to continue as factor).

It is confirmed that the required majority was reached and the decision is binding on all owners and the agreement will continue until either the Association ends the agreement or the majority of owners end the agreement per the terms and conditions. The Association will therefore continue to act as Factor for the Linnvale Estate once the existing agreement ends on 30 September 2020.



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 October to 31 December 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:

- Staff will ensure all customer records are updated when changes are notified.
- Staff will ensure that repairs/estimates are actioned timeously and the accuracy of information will be checked before relaying to customers.

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

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

Views on Factoring Services

The Scottish Housing Regulator looks after the interests of people who use social landlord services, including owners using factoring or common repairs services.

What we're doing

The Regulator has asked Engage Scotland (independent researchers) to speak to owners who use factoring services about their experience. Interviews are **completely confidential**.

How to take part

Interviews take 10-15 minutes. You can arrange a time that suits you by calling 0800 433 7212 or 01786 449365.

Book a time to give us your views:

0800 433 7212
or **01786 449365**

or email:

natpan@engagescotland.co.uk



Scottish Housing Regulator
National Panel

Everyone taking part receives £15

"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)

Joining our Management Committee Universal Credit
Development Performance Business Plan
Centre81 Other

Comments (please use a separate sheet if necessary):
.....
.....

Do you need 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, free of charge, in a variety of different ways. We currently issue information in large print and on audio CD so it's no problem 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.



OFFICE HOURS

Our office is currently closed to the public until further notice but it's 'business as usual' on the telephone and by email. Please see the front page for contact information.

However, our staff will not be available on the following public holidays: Friday 10 and Monday 13 April 2020, Friday 8 May 2020, Friday 22 and 25 May 2020.

Our emergency repairs service will be available on these days and outwith office hours.

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, 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**

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

Clydebank Housing Association Ltd

Temporary Office: 63 Kilbowie Road, Clydebank G81 1BL

Tel **0141 941 1044** info@clydebank-ha.org.uk

twitter: [@clydebankha](https://twitter.com/clydebankha)

facebook: [@clydebankha](https://facebook.com/clydebankha)

Fax 0141 941 3448

www.clydebank-ha.org.uk



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