



# ChitChat

## Sharon Keenan, Chief Executive to leave CHA

After over 35 years' service at Clydebank HA, including 6 years as Chief Executive, Sharon Keenan has decided to leave the organisation for pastures new.

Sharon has worked in nearly all areas of the organisation with 20 years at senior level including roles as Finance Manager, Depute Director and latterly as Chief Executive.

Sharon commented that her time at CHA has been happy and memorable and she is proud of the Association's achievements and unwavering commitment to high standards of service whilst ensuring that rents remain affordable for tenants.

Sharon thanks the voluntary Management Committee members for their years of support and enthusiasm. She added that it has been fantastic to be part of an organisation where both the Management Committee and dedicated staff team are acutely aware of their responsibilities to tenants, other customers and the wider community.

Although she will greatly miss the Management Committee, staff and tenants (some of which she has known since her early days with the organisation), she is sure that the Association will continue to go from strength to strength with a new Chief Executive at the helm.

Sharon, pictured right, wishes everyone well and hopes that 2021 is a better year for all associated with Clydebank HA, especially as restrictions are lifted.



Kimberley Tennant, CHA's Chairperson said, "The Management Committee will miss Sharon and the commitment that she has shown to the Association and its tenants. As Sharon departs for her future endeavours, she leaves the Association in a greatly advantaged position in terms of governance, finances, structure and current and future new build development plans.

The Committee has enjoyed working with Sharon over the years including our founding members who have seen Sharon's work ethic and enthusiasm drive her way through the ranks to leading the Association with the same drive she started her career with 35 years ago.

Sharon may not see all the seeds that she has sown flourish over her years with CHA but we look forward to welcoming a new Chief Executive in the coming months and building on these foundations by continuing to offer our community 'more than a home'."

This issue in pictures...



## 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](mailto:sinead@clydebank-ha.org.uk). For more information visit <https://clydebank-ha.org.uk/get-involved/tenant-panel/>



Also don't miss:

- Coronavirus Support *page 3*
- New Welfare Rights Service *page 8*
- Staff News *page 9*
- Wellbeing feature *page 10*
- Major Repairs *page 12*

## Current Service Levels

March 2021



**NORMAL** - with COVID checks and measures in place where necessary, along with social distancing measures where required



**DISRUPTED**  
(depending on lockdown/  
level 4 restrictions)



**CLOSED**



Customer  
Services  
(phone & email)



Allocations/  
Mutual  
Exchanges



Major & Cyclical  
Repairs



Open Space  
Maintenance



End of Tenancy  
Inspections



Requests for  
Information



Estate  
Management  
and Inspections



Processing Housing  
Applications



Reactive  
Repairs



Payment Advice



Complaints



Development  
Programme



Invoice Payment  
Processing



CHA Power Ltd



Payments in  
person



Tenant  
Participation



Centre81 &  
Gym81



Main Office - 77-  
83 Kilbowie Road

More information is available <https://www.clydebank-ha.org.uk/cha-news/coronavirus-information/>

## 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 can also 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.

Recent publications  
ready for delivery



audio  
CD

large print



Braille

"Witamy" another language

## Community Budgeting - Your Votes are Needed!

One of our registered tenant's groups, Radnor Park Multis Tenants & Residents Association (RPMTRA), has applied for £5,000 from West Dunbartonshire Council Community Budgeting Fund.

The bid, if successful, will see a bench installed in the community garden to commemorate the 80th Anniversary of the Clydebank Blitz. In addition, a new wheelchair accessible path will be laid to enable access to the bench. Some environmental improvements are also planned.

Voting by the community for their favoured projects commenced on Monday 22 March 2021 and runs until Wednesday 31 March at 5pm. Decisions will be made on Thursday 1 April. Since this will be a digital experience, all voters will require their own email address. RPMTRA ask that you vote for this worthy project at <https://wdn.communitychoices.scot>.







## Legionella Awareness

As your Landlord, we have an obligation to ensure you are aware of the possible causes and symptoms of Legionnaires' disease so you can identify any problems easily and report any concerns to us.

All hot and cold water systems in residential properties are a potential source for legionella bacteria growth. The main areas of risk are where the bacteria can multiply and increase to dangerous levels and then spread, e.g. in spray from showers and taps. People catch Legionnaire's disease by inhaling small droplets of water suspended in the air, which contain the bacteria. On average, there are approximately 500 reported cases of Legionnaires' disease a year. The symptoms of Legionnaires' disease are similar to those of flu.

In domestic properties the risk of Legionnaire's disease is rated as low risk. This can be kept low by following the guidelines in our Water Hygiene leaflet, available at <https://www.clydebank-ha.org.uk/cha-downloads/maintenance-leaflets/> or on request from the office.

**Top tip** – when you return from holiday be sure to run your hot and cold water taps and showers for 10-15 minutes to flush out the system

Our full Legionella Policy is available here <https://www.clydebank-ha.org.uk/maintenance/maintenance-leaflets-policy/> or on request from the office.

## Allpay Number Changing

Allpay is removing 0844 numbers across the business to make it easier and cheaper for you to contact them to make payments. Allpay has stated that 0330 lines are included in the majority of telephone contracts. The new number to call to make payments to us over the telephone is:

**0330 041 6497**



## Details up to date?

Please make sure we have your up-to-date email address and phone number. We will shortly be rolling out our exciting customer portal, which is part of our new housing system, and we don't want you to miss out on the sign-up information.



## Coronavirus - Customer Care and Ongoing Support Available

Thank you again to all those tenants who participated in our Coronavirus Customer Care Survey. We have now completed all follow up calls requested on issues such as rent enquiries, welfare rights, housing issues and support to get online.

Your feedback was to help us plan and shape our services in the event of another lockdown which unfortunately did happen. The survey results helped us to focus on the issues that mattered the most. As many of you had suffered from loneliness and had difficulties accessing digital devices, we took this into account when applying to the Community Recovery Fund. We were successful in receiving funding for the following:

- 49 Samsung Galaxy tablet devices, some with fully loaded data and some Wi-Fi enabled, to set up digital lending libraries for our residents and Centre81 customers

- £5,000 food vouchers for distribution
- £6,000 fuel recovery vouchers for distribution
- Funding for a lunch club for the elderly, providing a free lunch and a chat, to start up once Centre81 reopens
- £3,600 of funding to provide arts and crafts activity packs for local children, to be delivered in partnership with Centre81 Steering Group

Please contact Nikki, our Tenancy Sustainment Officer, at the office on **0141 941 1044** or email [nikki@clydebank-ha.org.uk](mailto:nikki@clydebank-ha.org.uk) for more details.





## Bulk Uplifts

We have been experiencing a number of problems in our estates with fly tipping. Disappointingly, a small number of tenants have been dumping items in back courts, drying areas, car parks and surrounding areas. Not only is this breach of their tenancy agreements but moreover poses a fire risk to all residents. As a one off gesture of goodwill during these difficult times, Clydebank Housing Association has arranged uplifts of items.

We do however highlight that this practice is completely unacceptable and that tenants found to be involved face the strongest possible action being taken against them, both for breaking the tenancy agreement and for illegally dumping. Those responsible will also be held accountable for payment of all costs involved in rectifying the problem. We ask all of our tenants to please respect the area they stay and respect their neighbours. It should be noted this practice could result in us having to charge more rent in the future.

There are many ways to have your unwanted items removed properly. West Dunbartonshire Council have free waste disposal facility in Old Kilpatrick and their bulk uplift service has been available throughout this pandemic with a small fee. You can reach them on **01389 738285**.

You can also contact The Recycling Rooms ([therecycleroom1@gmail.com](mailto:therecycleroom1@gmail.com)) who would be more than happy to take your unwanted items and furniture. They are open seven days a week and are situated at The Hub on Kilbowie Road.

Please report any information you may have regarding residents carrying out illegal dumping to us in confidence.

Here's an example of how your area should look



Here's an example of the fly tipping we found



## Community Benefits from Contractor

Magnus Electrical Services has recently supplied us with 2 power washers as a community benefit, which formed part of their contract to carry out our electrical testing programme throughout our stock over the next five years.

Jack Devlin, Acting Housing Services Manager at CHA, said, "When thinking of an appropriate community benefit, we wanted something that would be beneficial to all our tenants throughout our stock. Given the success of recent power washing work carried out in some areas, we felt giving our Estate Caretakers more tools to assist in the upkeep of our common areas would be in keeping with what we want to achieve through community benefit clauses."

The power washers will be used between March and September in external common areas throughout CHA stock i.e. slabs, bin stores and close entrances.



**Magnus**  
Electrical Services

## Universal Credit - News Just In!

Universal Credit shall no longer be paying the benefit to a tenant who has a Post Office bank account as of November. Contact us or the Council's Money Worries service (details on pages 7/8) for advice or support in setting up another bank account.

**UC** Universal  
Credit



Join us online [@clydebankha](https://twitter.com/clydebankha) to keep up to date with what's happening and be the first to get information and news.



## New Publications!

### Contractor's Newsletter

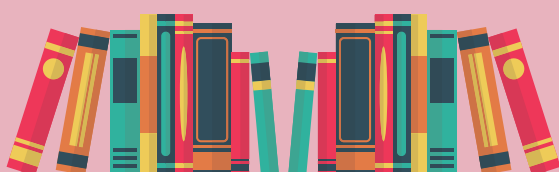
We have recently launched a newsletter specifically for our contractors. The publication hopes to share good news and good practice and also ensure our contractors are reminded of our core values and know of the recent compliments and complaints we have received on the maintenance service. You can view the first edition here

<https://clydebank-ha.org.uk/cha-downloads/cha-newsletters/contractors-newsletter/>



### Your New Home

We have recently launched a guide for those who are offered a house with us to ensure they know what standard of property to expect from us when they get their keys. You can view the guide here <https://clydebank-ha.org.uk/housing/your-new-home/>. The guide would be applicable to you if you applied for and were successful in getting a transfer to another property.



## The Big Issue Support

As an organisation and staff team, we have a history of supporting homeless charities like The Big Issue, Homeless International and Social Bite.

We are happy to let you know that Clydebank Housing Association is now an official Bronze level supporter of The Big Issue.

The Big Issue appreciates the support of community partners, like us, in helping to make a real difference to the most vulnerable people in the UK and are supporting them in their mission to dismantle poverty.



## Contents Insurance Reminder

What do fire, water ingress and break-ins have in common? They all have the potential for bringing devastation to your life emotionally and financially. For this reason we would like to stress the importance to all residents to ensure that your home is adequately insured for personal contents.

The Association will carry out repairs within tenanted properties that are covered by rent or building insurance however this does not include your own personal items. Door locks, plasterboard, worktops YES. Carpets, furniture, cookers, wallpaper, clothes NO!

**Remember accidents do happen!**



## Electric Charge Stations

We received 26 responses from our electric charging station survey sent out in November 2020 with mixed results. After analysing, the Association will start the process of funding applications and consultation with residents at Ian Smith Court and Glasgow Road developments.



## Investors in Young People Accreditation

In December 2020, we again achieved the prestigious Investors in Young People Gold Accreditation, the only people-management standard that focuses on an employer's recruitment and retention of young people. This award represents a true commitment to the training and development of young people at CHA.

The assessor from Investors in Young People, stated that we could be classified as "outstanding".

We currently employ over 40 staff, 12 of whom have been employed and developed as a young person.



## 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 the next 5 years including windows and kitchens (details of the 5 year plans are available on our website)
- Dedicated caretaker services
- 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](http://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.

## The close/common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your close/common stair? It may not necessarily be in your flat! A fire started in a close/common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close/common stair. Items left in a close/common stair are often deliberately set on fire.

### Keep it clear

- Get rubbish, old furniture, etc out of the building.
- Make sure storage areas are kept locked.
- For advice on uplifting items contact your local Council.

### If fire does start

- Keep doors closed to prevent smoke filling your house.
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can.

To request a free Home Fire Safety Visit  
**CALL 0800 0731 999**  
For more fire safety advice visit:  
[www.fireScotland.gov.uk](http://www.fireScotland.gov.uk)



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland

## Christmas donation to Y-Sort-It

The staff donned their Christmas jumpers in December to raise money for charity, raising a total of £100. The staff decided to donate the funds to the Christmas Appeal in aid of local group Y-Sort-It, to buy Christmas gifts for local children and young people. Our Management Committee also contributed £200, meaning a total of £300 was donated to the Appeal.

Sharon Keenan, Chief Executive, said "We are so delighted to support this local group who do so much for young people in our area. It was a tough year for everyone and the Y-Sort-it team has continued to deliver their services and to inspire young people to reach their full potential despite the difficulties faced."



## Is your neighbour living in their home?

Recovery of abandoned homes is crucial in satisfying the high demand for housing that 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.





## Radnor Park Wreath Laying

Radnor Park Multis Tenants & Residents Association laid a wreath to commemorate the 80th Anniversary of the Clydebank Blitz.

Due to COVID-19 restrictions, Tenants and Residents were invited to join in a poignant one-minute silence from their veranda to pay their respects to those that perished.

It was a peaceful and respectful event with people joining the commemoration from their verandas and windows. Hopefully, next year we can come together again.



## Dogs in Multi Storey Flats

Following the survey that took place last year where a majority of respondents said they wished no dogs to be kept within the multi storey flats, there was not enough support to make any major changes to our Policy. Our Housing Services Sub-Committee discussed the results in January 2021 and they agreed no change to the Association's Policy and as a result, it remains that no dogs except canine helpers, or where exceptional circumstances exist per our Policy, are allowed within the multi-storey flats.

We'd like to take this opportunity to again thank everyone who took the time to respond.



## CHA Power Ltd Price Freeze

1 April 2021 marks the fifth year in a row that CHA Power customers have seen no price increase, meaning a continuation of the 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.



## Money Matters



### Scottish Child Payment

£40 every four weeks for each child under 6 for families on tax credits and certain benefits.

0800 182 2222

mygov.scot

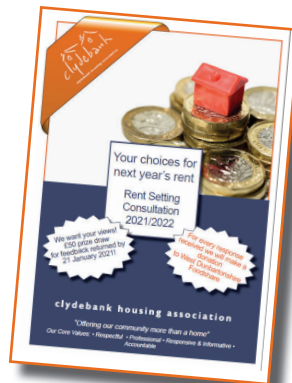
## New Tenancy Sustainment Service

We are delighted to announce we were successful in receiving funding from the Scottish Government's Homeless Prevention Fund and now have a Tenancy Sustainment Officer, Nikki Quinn (read more on page 9).

Nikki's post is shared between 3 local Housing Associations and will allow the 3 Associations to provide a dedicated tenancy sustainment service to all tenants. Nikki works in conjunction with other agencies - Working4U, Recycle Rooms, West Dunbartonshire Council and befriending services. There is support and assistance available that you may just not be aware of and Nikki is able to highlight and refer where possible. Contact her by email [nikki@clydebank-ha.org.uk](mailto:nikki@clydebank-ha.org.uk) or on 0141 941 1044.

## Rent Increase and Service Charge Price Freeze 2021/2022

As part of our annual budget-setting process, we consulted with our tenants, sharing owners and tenants groups on the rent increase options for 2021/22, the outcome of which is that we will apply a rent increase of 0.7% across all tenant rents for the year 2021/22. As part of the rent setting exercise, we can confirm that service charges will be held at current levels, meaning no increased service costs for any tenants during 2021/22.



Tenants were individually consulted and offered a choice of 3 rent options: 0.7%, 1% and 1.7%. Of the 98 who responded, 76% chose option 1, with 13% choosing option 2 and 11% option 3. Thank you to all residents who participated in the rent review consultation.

The 0.7% increase will allow us to continue to deliver all management and maintenance of property services at current levels, as well as continuing to allow the Association to demonstrate not only that we have affordable rents, but that we are amongst the lowest rent charges in West Dunbartonshire.

Our Head of Housing Services, Joe Farrell, commented, "We appreciate how difficult things are for everyone during these challenging times and we have worked hard to ensure that any increases have been kept as low as possible without impacting any of the services that we will continue to provide to all of our customers. We are proud that our average rents continue to be amongst the lowest in West Dunbartonshire".

We asked in our consultation what our tenants and sharing owners felt about their rent's Value for Money and, of the 78 who answered this question, 82% (64) said they felt it was.

We are committed to ensuring value for money for our tenants. We aim to deliver this by providing quality housing and services for a fair and affordable rent. We will continue to deliver our services in the most cost effective manner and give clear information on how rental income is spent.

**£100 donation provided to West Dunbartonshire Community Foodshare**

### Prize Draw Winner!

Miss Nimmo of Central Clydebank was delighted to win the **£50 prize draw voucher**, stating, "It's wonderful. Thank you so much!"

## New Welfare Rights Service

We are delighted to announce our own dedicated welfare rights service for tenants. Our new staff member, Katie (read more on page 9) will ensure that tenants are aware of and receive their maximum benefits.

Katie will carry out benefit calculations regardless if tenants are in or out of work, working age or retired and can identify any benefits you may be entitled to and can assist with the application of these benefits. In addition to this, Katie can help to challenge benefit decisions through mandatory reconsiderations and appeals.

Get in touch for an appointment:

- Monday, Wednesday and Friday  
9.00am to 12.30pm
- Tuesday and Thursday 1.30pm to 5.00pm

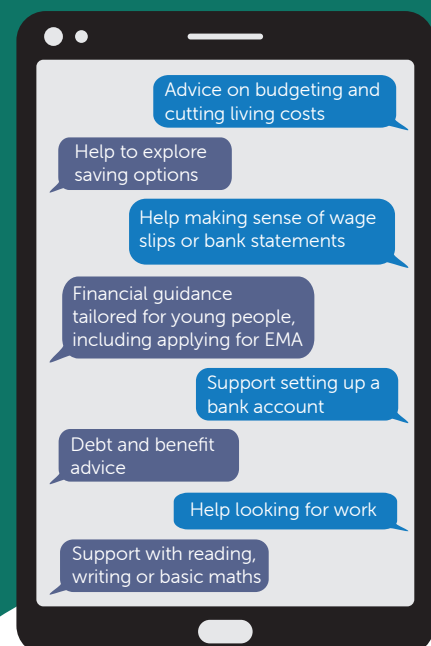


Email: [katie@clydebank-ha.org.uk](mailto:katie@clydebank-ha.org.uk)

Tel: 0141 941 1044

## Money Worries?

Talk to us! We can offer:



Text or WhatsApp us for confidential advice:

**07800 005227**



We are delighted to introduce new staff who joined us over the last few months.

## Estate Caretaking Apprentice

We are absolutely delighted to introduce our latest apprentice, Joel Murphy, pictured. Joel will be assisting our Estate Caretaker, Alan Duckett, in keeping our neighbourhoods looking ship shape, for the comfort and safety of our residents.



## PATH Trainee

In December we welcomed PATH Trainee Vallia Agbokuma to the team. Vallia will be with us for 3 years and will be assisting each department in key tasks to aid her learning towards her Diploma in Housing Studies. Vallia said, "I have been made to feel a part of the CHA family from day one. CHA is a welcoming environment that has made it easy for me to pick up the ins and outs. I feel as if I'm in the perfect environment to learn and progress."



## Tenancy Sustainment Officer

Again, in December, we welcomed Nikki Quinn, Tenancy Sustainment Officer, on a 2-year basis funded by the Scottish Government's Homeless Prevention Fund. Nikki's post is shared between 3 local Housing Associations and will allow the provision of a dedicated tenancy sustainment service to all tenants in each organisation.



## Welfare Rights Officer

"My name is Katie and I am delighted to join the team at CHA as the Welfare Rights Officer for 2 years, providing a new in-house service for our tenants.



"My job is to ensure that the tenants are aware of, and are receiving, their maximum entitlement to all benefits and to help them through the maze that is a complex benefits system.

"I look forward to assisting our tenants".

## Centre81 Assistant



We were delighted to welcome Bethany Jones to our small team at Centre81 in December, in her role as Centre81 Assistant. As Centre81 has been closed to the public due to Level 4 Covid-restrictions, Bethany has been assisting our Estate Caretaker Team within our neighbourhoods since January. Bethany is looking forward to officially starting her role at Centre81 and meeting the Centre users and customers as soon as we are able to re-open.



# Maintenance Update



## Essential Maintenance

During Level 4 COVID-19 restrictions the Association is adhering to Government instructions and carrying out essential repair work only. As per the guidelines this includes;

- Repairs, maintenance and installation of utilities
- Gas safety checks
- Emergency repairs (repairs that would otherwise threaten residents health and safety or the building)
- Void works

Despite the restrictions we urge residents to continue to report repairs. These will be recorded and raised for completion once government guidance allows.

## Dumbarton Road

Tenants at Dumbarton Road will be aware of efforts over a number of years to identify way of combatting high utility costs and subsequent risk of fuel poverty.

We are pleased to inform tenants that our Management Committee has approved heating upgrades to be carried out. Following analysis of the options available, the Association has identified the extension of West Dunbartonshire Council's District Heating system as the best route available to provide long term solutions to residents in the area, using renewable energy. Please note that this option is subject to funding. A funding application has been submitted and we should know the outcome in early April. If not successful, another option will be pursued.

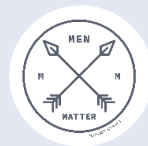
We anticipate work to start this summer and all residents will receive information as it becomes available.

# Wellbeing & Support

At a recent meeting with our Radnor Park and La Scala residents groups members, we discussed wellbeing, given that we are a year on since the March 2020 lockdown and things have changed so much. We therefore bring you this joint feature on local and national agencies which we hope will help you work through these difficult times.



## Health & Wellbeing



### Men Matter Scotland

We facilitate activities that support positive mental, physical and emotional health and wellbeing for men. We encourage and facilitate positive connections with

individuals, each other and nature, and support members to find the meaning and purpose in their lives. All services and membership to Men Matter Scotland is FREE - You only need to be a Man, over 16 years of age, and live in Scotland.

Men Matter Run Weekly Physical Talking groups every Wednesday 6-8 at Hub (20 Drumchapel Road, G15 6QE)  
0141 944 7900

[www.MenMatterScotland.Org](http://www.MenMatterScotland.Org)



### Advice for Older People

Age Scotland is the national charity for older people. We work to improve the lives of everyone over the age of 50 so that they can love later life.

[www.ageuk.org.uk/scotland](http://www.ageuk.org.uk/scotland)

Tel – 0800 12 44 222 (Mon-Fri 9am-5pm)



### Children 1st Parentline

Do you feel like you're at the end of your tether? Are you struggling to make ends meet? Children 1st Parentline is here for you and your family.

<https://www.children1st.org.uk/help-for-families/parentline-scotland/>

Tel - 08000 28 22 33 (Mon-Fri 9am-9pm, Sat-Sun 9am-noon)



### Refuge

Refuge's Domestic Violence national helpline and website is available for free, confidential support.

<https://www.refuge.org.uk/>

Tel - 0808 2000 247



### Breathing Space Scotland

Sometimes our thoughts and feelings can overwhelm us. It helps to get some Breathing Space. Pick up the phone - we're here to listen.

<https://breathingspace.scot/>

Tel - 0800 838587 (Mon-Thur 6pm-2am, Fri 6pm-Mon 6am)



### Stepping Stones Clydebank

We're happy to talk. We are only a stone's throw away. You can contact us 24/7 at any of the details below:

0141 941 2929 (Mon-Fri, 9am-5pm)

07848 042521 (24 hour answer machine facility)

[admin@stepstones.org.uk](mailto:admin@stepstones.org.uk)



### LGBT Health & Wellbeing

LGBT Health and Wellbeing works to improve the health, wellbeing and equality of lesbian, gay, bisexual, and transgender (LGBT) people in Scotland.

<https://www.lgbthealth.org.uk/>

Tel - 0300 123 2523 (Tue/Wed 12-9pm, Thursday/Sunday 1-6pm)

Email - [glasgow@lgbthealth.org.uk](mailto:glasgow@lgbthealth.org.uk)



### NHS Inform

The NHS Inform website has a symptom checker and a self-help guide, as well as a Healthy Living section for guidance on looking after yourself.

If symptoms persist or you need more info call 111

<https://www.nhsinform.scot/>







### Anti Social Behaviour

Help Clydebank Housing Association help you to tackle anti-social behaviour. Contact Police Scotland on 101.



Keep a record of all incidents big or small. Talk to your Housing Officer about what's going on. Do not suffer in silence.

0141 941 1044

[housingmanagement@clydebank-ha.org.uk](mailto:housingmanagement@clydebank-ha.org.uk)



### Macmillan Cancer Support

Living with cancer in West Dunbartonshire? Macmillan Cancer Support is there for you.

Tel - 0808 808 00 00

[improving.cancerjourney@west-](mailto:improving.cancerjourney@west-dunbarton.gov.uk)

[dunbarton.gov.uk](mailto:improving.cancerjourney@west-dunbarton.gov.uk)

[www.macmillan.org.uk/](http://www.macmillan.org.uk/)



### Quit Your Way

To find out more about the NHS stop smoking services and to access the best support to quit in your area, call the Quit Your Way helpline service or visit the

website. You can also visit your local Community Pharmacy for FREE stop smoking support.

0800 84 84 84 (Monday – Friday from 9am until 5pm)

[QuitYourWay.scot](http://QuitYourWay.scot)

## Interests



### Clydesider Community Magazine

All back copies of Clydesider community magazine are free to download at [www.clydesider.org/publications](http://www.clydesider.org/publications). The new issue will be available at the end of March.



### Clydebank Can

Clydebank Can is a community based project, working to bring people together for a more vibrant and socially and economically active Clydebank town centre.

They run a range of projects involving cycling, art and more.

<http://www.clydebankcan.com/>

0141 952 4382



### Clydebank Housing Association

We have a range of options for residents to get involved in our services and decision making, all done digitally at present and we can provide support for this. Get in

touch for more information on our residents groups, Management Committee, Tenant Panel and focus groups.

0141 941 1044

<https://clydebank-ha.org.uk/contact-us/>

## Financial/Other



### Citizens Advice Bureau

Struggling to pay your bills? Need someone to speak to? Not sure who you can turn to? West Dunbartonshire's Citizens Advice Bureau offers a service

to help maximise your income and offer advice and assistance on all debts.

0800 484 0136

[www.wdcab.co.uk/contact-us](http://www.wdcab.co.uk/contact-us)



### Money Advice Service

Scotland's money charity offers Coronavirus related advice on rent and mortgage, credit and debt, benefits and more.

Tel - 0141 572 0237

[info@moneyadvicescotland.org.uk](mailto:info@moneyadvicescotland.org.uk)

[www.moneyadvicescotland.org.uk/coronavirus-dealing-with-debt-and-money-worries](http://www.moneyadvicescotland.org.uk/coronavirus-dealing-with-debt-and-money-worries)



### The Lennox Partnership

If you're unemployed and live in the West Dunbartonshire area we'll help you find and sustain employment through the Fairstart Scotland programme.

07423 002842

[ffsduncontact@thelennoxpartnership.org](mailto:ffsduncontact@thelennoxpartnership.org)

### Energy Bill Help

If you're struggling to pay your energy because of Coronavirus tell your supplier. You'll find their contact details on your bill or on their website.



For more advice, contact the Citizens

Advice consumer helpline: 0808 223

1133. Or Home Energy Scotland [www.](http://www.homeenergyscotland.org)

[homeenergyscotland.org](http://www.homeenergyscotland.org).

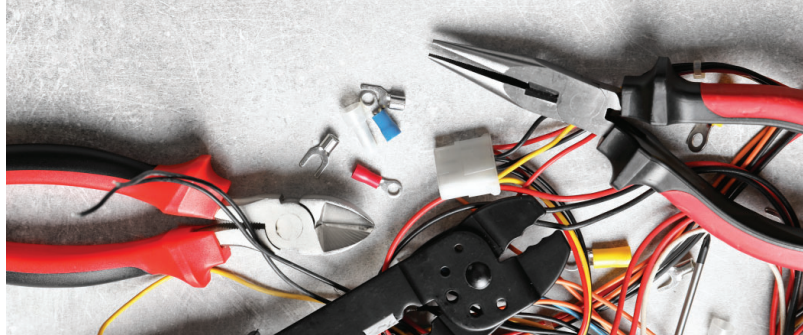
Tel - 0808 808 2282.



## Rewiring Update

Due to COVID-19 restrictions, rewiring works have been placed on hold. Once current restrictions are lowered to a suitable level, works will recommence and tenants will receive notification of pre-work survey and start dates directly from our contractor SS Testing.

A safe working procedure has been agreed and approved by a Health and Safety advisor. Information will be provided by the contractor's project manager and the appointed clerk of works from DA Gilmour Ltd during pre-work surveys.



## Gutter Cleaning

A programme of work to carry out gutter cleaning throughout our stock has come to an end with the exception of properties where the roof can only be accessed safely via residents homes. 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 2021.

## Smoke Alarms

As you will now be aware, all households in Scotland are legally required to have smoke alarm upgrades completed by the extended deadline of February 2022.

The Association procured the services of City Technical Service and Belac to carry out these works within all tenanted properties which are not included within this year's rewire programme. Although good progress has been made, a number of properties still remain incomplete. We urge all tenants who have not had these works carried out to contact the Association or contractor directly to discuss access arrangements post lockdown.



**Programme** Please refer to our website for information on major repair works due within your home and area <https://clydebank-ha.org.uk/maintenance/5-year-plans/>

## Window and Door Replacement

### (Radnor Park)

The Association is now nearing the end of its procurement procedures for the Window and Door replacement programme at Radnor Park. The quality section of the process has been completed and we are delighted with the level of interest shown from contractors capable of completing the programme.

Formal appointment of a contractor is expected in June, with works to commence soon afterwards. All tenants will receive information with regards to the contract and surveys will be issued to allow for tenants input into the specification where possible (i.e. door colourings) during the month of April.

## Painter work Programme



The Association is finalising its procurement procedures for our 5-year painter work programme to common areas. We aim for pre-painter work to start in the summer months after a contractor has been appointed.

Further details will be provided to residents once a programme of works has been finalised.

## Stock Condition Surveys

Brown + Wallace have been appointed to carry out stock condition surveys throughout our stock. This survey directly feeds into our 30-year major repair programme and we urge all tenants to provide access where requested.

Surveys have been placed on hold due to COVID-19, however they will commence once restriction levels are lowered to a suitable level. This is likely to be from the 26 April. Letters will be issued by the surveyors to all tenants that are included within the surveys at this time.

**BW+**  
Brown+Wallace:  
Construction Consultants

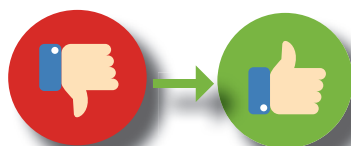


## How many of you have received poorer service than you expected from us but didn't complain about it?

We are all guilty of this, especially in these times. Well, we want to reassure you that we value complaints and use information from them to shape our services and put service improvements in place. We report all complaints anonymously to our Management Committee quarterly and also statistical information to the Scottish Housing Regulator annually. You can see our performance for October-December below and owner complaints separately on page 18.

We hope we make it very easy for you to complain. Here are some of the ways:

- Complete our online form 24/7 <https://clydebank-ha.org.uk/about-us/making-a-complaint/making-a-complaint-online/>
- Print off and return our paper form <https://clydebank-ha.org.uk/about-us/making-a-complaint/>
- Email us [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk)
- Pick up the phone 0141 941 1044



## Complaints Handling Surveys

We encourage the return of our complaints handling feedback surveys. The results help us to improve our complaints handling processes.

### You said

### We did

In the last 6 months, we've been at fault in about 80% of complaints. Here's ways we've tried to make sure the same things don't happen again...

**You said:** In 3 complaints Oct-Dec, contractor attitude was an issue.

**We did:** We developed and issued a separate contractor newsletter which includes reminding contractors and their operatives of our core values and provides details of complaints received. We added customer care/complaints onto each contractor performance meeting agenda to discuss the above.

## Representation Mandate

You may recall from December's newsletter that there is one change to our new procedures, brought about due to an Act of Parliament, where if someone is making a complaint on your behalf, a Representation Mandate will need to be completed by yourself and the third party so that we know we have your permission to discuss matters with your representative. We want to stress this is to protect you and your information and is not to put a barrier up in making complaints.

## 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 2020

Total number of complaints received	14
Number where we were at fault, apology given and rectified	11 (78.5%)
Breakdown of complaints where we were at fault:	
<ul style="list-style-type: none"> <li>• 5 Maintenance</li> <li>• 3 Systems Administration</li> <li>• 1 Factoring</li> <li>• 1 Finance &amp; Corporate Services</li> <li>• 1 Multi Department</li> </ul>	
Responded to in full	14 (100%)
Resolved at front line (5 days)	14 (100%)
Resolved after investigation (20 days)	n/a

All were resolved within our published timescales.

We have identified improvements from all complaints, not always just where we were at fault, including:

- Maintenance staff reminded of importance of communication
- Correct training message was confirmed to external support company for use on future training days
- A check on owners account will be carried out before issuing final invoices for payment, to ensure that no advance payments have been made
- Please also see our You Said, We Did feature above

Centre81 & Gym81 are currently closed to the public **but we hope to reopen on 26 April** unless there is a change to Scottish Government advice. Please keep an eye on our Centre81 Facebook page for updates. [www.facebook.com/Centre81Clydebank](https://www.facebook.com/Centre81Clydebank).



## New Canal Path for Centre81

We are delighted to report that work on the canal path is scheduled to be fully completed by the end of March after c. 16 weeks on site.

We appreciate the support of our funders including Sustrans, West Dunbartonshire Council, Cycling Scotland, Glasgow Airport Flight Path Fund and Paths for All, without whom we could not have progressed with this exciting project which will hopefully encourage more active travel within our community. Thanks also to Scottish Canals who allowed a lease of the land to enable the project to go ahead.



Local schoolchildren designed light boxes for the path



## Centre81 Steering Group

Since the New Year, the Steering Group have been providing services online, such as their daily Virtual Youth Group sessions which helps with homework or school work or just to 'meet up' with friends. They will continue with the online sessions until restrictions ease.

The Steering Group are also delivering Lockdown Activity Sessions, which are funded by our Communities Recovery Fund project. Activity packs are safely collected and the arts and crafts sessions are delivered online.

Contact the Steering Group for more information

Email [centre81sg@outlook.com](mailto:centre81sg@outlook.com), twitter [@centre81sg](https://twitter.com/centre81sg) or search for them on Facebook.



## Communities Recovery Fund

We have been successful in receiving £40,805 of funding from the Communities Recovery Fund. This funding will go towards helping those who have been affected by the impact of the coronavirus pandemic and includes the provision of fuel vouchers, provision of food vouchers, children's activity packs, creation of a lunch club and creation of digital lending library. We will be working closely with Clydebank Housing Association's Housing Staff to distribute the food and fuel vouchers to our community.

Contact us for more information or look out for our social media channels updates (details at top of page).



Look out for Cafe81 on Just Eat!

Once the Centre reopens, pop in for a delicious lunch or snack!

Centre81, 2-16 Braes Avenue, Clydebank G81 1DP  
0141 533 7070  
Web: [clydebank-ha.org.uk/community/centre81/](https://clydebank-ha.org.uk/community/centre81/)



@cafe81clydebank



## Queens Quay (37 new build homes for rent)

Our Queens Quay development in partnership with Cube Housing Association and West Dunbartonshire Council continues to progress well and it is likely that our 37 homes will be available for let in early 2022. You can keep up to date with progress and view contractor newsletters on our website at <https://clydebank-ha.org.uk/cha-news/queens-quay/>

The Association will be providing the following: -

- 4 wheelchair adapted flats
- 2 one bedroom flats
- 25 two bedroom flats
- 6 three bedroom flats



## Dalton Avenue/St Cuthbert's Church (24 new build homes for rent)

### (24 new build homes for rent)

We are delighted to report that at the time of writing, the demolition of the church is complete and our 24 new affordable rented homes will commence on site shortly.

As previously reported, the Association has been exploring the development potential of this site which we purchased in March 2019 and we secured planning permission in June 2020. The main contractor for the new build is Cruden Building, Glasgow.

The Association will be providing the following: -

- 4 one bedroom / 2 person flats
- 2 two bedroom / 3 person wheelchair adapted flats
- 13 two bedroom / 4 person flats
- 2 three bedroom / 5 person flats
- 3 three bedroom / 6 person flats

Our recent newsletter to the Linnvale community on the development can be accessed here <https://clydebank-ha.org.uk/cha-news/latest-newsletters/>



## Clydebank Bowling Club (Proposals for 18 new build homes for rent)

We are delighted to report that we have secured funding to purchase this site with a view to providing an additional 18 new build homes in partnership with the JR Group. A planning application has been lodged with West Dunbartonshire Council and the development is dependent on being able to deliver the development within benchmark and






securing further Scottish Government funding for the build. The following housing mix is proposed: -  
18 units; 6 x 1 bedroom and 12 x 2 bedrooms; 127% parking; 3 storey + amenity space.



Should you have queries regarding our new build programme, please don't hesitate to contact Lynette Lees, Head of Finance & Corporate Services, on 0141-941 1044 or email her at [lynette@clydebank-ha.org.uk](mailto:lynette@clydebank-ha.org.uk)

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 2020

Indicator	Performance to 31 December 2020	Previous Quarter Performance	End of year target	Previous years' performance	What this means for you...
Maximum rent loss on vacant properties	0.45% (projected)  £19,612	0.52% (projected) £22,440	<0.4% of annual rental income	0.30% of annual rental income £12,625	<ul style="list-style-type: none"> <li>We can keep rent increases as low as possible</li> </ul>
Although improved from the last quarter of the year, the earlier impact of the Corona virus lockdown resulted in letting of houses not being possible or being seriously delayed by repairs restrictions between April and June 2020. We continue to work hard in order to improve performance in line with the easing of lockdown.					
Current and former tenants' gross rent arrears (as % of the total annual rent receivable)	4.38%  £190,328	4.22% £183,321	<3.9%	4.12% £174,179	<ul style="list-style-type: none"> <li>We offer support/advice to help tenants remain in their homes</li> <li>Keeps our costs low and therefore rent increases as low as possible</li> <li>Tenants who refuse to pay or work with us face legal action and possible eviction</li> </ul>
The Covid-19 pandemic and subsequent lockdown continues to result in a large increase in arrears. It is essential that tenants in arrears contact us urgently. We continue to take action against tenants who miss rent payments without our agreement or without a suitable payment agreement being made first.					
Number of calendar days to let a property	32.4 calendar days 	45.83 calendar days	<15 calendar days	14.63 days	<ul style="list-style-type: none"> <li>We can keep rent increases low</li> <li>Properties become available quickly which benefits the area</li> <li>No problems with empty properties e.g. vandalism</li> </ul>
Although improving, the impact of the Corona virus lockdown resulted in letting of houses not being possible or being seriously delayed by repairs restrictions between April and June 2020. We continue to work hard in order to improve performance in line with the easing of lockdown.					
Processing of housing application forms	10.9 calendar days 	11.9 calendar days	<10 calendar days	7.1 days	<ul style="list-style-type: none"> <li>Your transfer housing application form will be dealt with quickly</li> <li>Applicants are aware of their prospects for housing</li> </ul>
This dip in performance has been due to unavoidable processing delays during lockdown where we were unable to process any paper forms until late June 2020. We also experienced further delays in introducing a workable digital process. This is now in place and we continue to work hard to improve our performance going forward.					
Investigating neighbour complaints	100% resolved/ concluded within timescale (20 concluded case, year to date). 	100%	100%	100% resolved/ concluded within timescale.	<ul style="list-style-type: none"> <li>We manage your area in a sensitive manner</li> <li>Better place to live if ASB issues dealt with promptly</li> <li>Happier within your community</li> <li>Getting on with your neighbours</li> </ul>

Please contact us to get involved in setting and monitoring our performance standards!

For our Business Plan Summary 2020/21 and business plan survey visit [www.clydebank-ha.org.uk/about-us/how-we-make-decisions/cha-business-plan/](http://www.clydebank-ha.org.uk/about-us/how-we-make-decisions/cha-business-plan/).



## Maintenance Performance: 1 April - 31 December 2020

Indicator	Performance to 31 Dec 20	Year End Target	Previous years' performance
Average length of time to complete emergency repairs	1hr 47min 😊	4 hours	2.04 hours
Average length of time to complete non-emergency repairs	3.72 days 😊	6.5 days (average of 3 days urgent/10 days routine)	3.38 days
Percentage of reactive repairs completed right first time	90.52% 😞	100%	91.47%
How many times in the reporting year did you NOT meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check?	9 😞	0	0
Void properties repairs (Maintenance days only)	Q1 – 47.67 days Q2 – 37.00 days Q3 – 18.36 days (45 voids) 😞	10 (calendar) days for a void and 15 (calendar) days if major repairs are required	13.15 days (91 voids)

**We've moved Complaints Performance to the Focus on Complaints on page 13.**

## Thank you for your compliments



Thank you for your compliments. We are pleased to receive compliments on our service when we get things right. We received 13 compliments between 01 October - 31 December. We thank customers for taking the time to contact us. We really appreciate it...

The plumber arrived in less than 2 hours after my call and resolved the problem in less than 10 minutes. Please pass on my thanks.

Tenant said thank you so much to Alan and Joel for the amazing work they did with the binsheds.

I received two 20 pound Amazon vouchers from the celebration fund. A big thank you to all the staff. It is very much appreciated. So once again THANK YOU.

## Good to know! Internal Audit & Scottish Housing Regulator Regulatory Standards' Compliance

As reported in our December ChitChat, our Management Committee issued its second annual assurance statement to the Scottish Housing Regulator and its tenants in November 2020 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.

The Association has also commenced a new 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 2020/21, the following areas were reviewed and assessed, recommendations implemented and many areas of good practice noted: -

- General Data Protection Regulations & Freedom of Information – Substantial\*
- IT Security – Substantial\*
- Follow up Review – Strong\*

- Covid-19 arrangements – Strong\*

The following internal audits will be carried out in 2021/22:

- Rent Setting and Affordability (this audit has been carried out – report awaited)
- Budgetary and Financial Controls (this audit has been carried out – report received)
- Overall Financial Controls
- Procurement
- Contract Management

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 Lynette Lees or visit our website [www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk)

*\*Substantial - controls largely satisfactory although some weaknesses identified, recommendations for improvement made. Strong - controls satisfactory, no major weaknesses found, some minor recommendations identified*

## WELCOME

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 2020, we received 2 complaints relating to our factoring service and both were upheld.

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

- A check on owners account will be carried out before issuing final invoices for payment, to ensure that no advance payments have been made
- Staff members to take ownership of emails for response

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, Finance & Corporate Services Manager, at the office.

## Major Repairs

Due to the Coronavirus situation the Association is aware of major repair programmes falling behind over 2020/21. Steps are being taken to ensure that the major repairs programme is brought up-to-date within the upcoming 2021/22 financial year. We will provide information on proposed major works to all owners who will be affected and meetings will be organised as required to allow owners the opportunity to vote on our proposals.

If you have any concerns relating to our major repairs programme or anything else related to your factoring account please contact a member of our Factoring Team to discuss at [FactoringGroup@clydebank-ha.org.uk](mailto:FactoringGroup@clydebank-ha.org.uk) or on 0141 941 1044.

Copies of our 5 year plans can be found on our website at <https://clydebank-ha.org.uk/maintenance/5-year-plans/>



## Property Factors Act – Revised Code of Conduct

The Scottish Government has revised the Code of Conduct that Property Factors are required to adhere to in the provision of factoring services. The Revised Code will come into effect on 16 August 2021. As a result of this, we will be reviewing our Written Statements of Services to see if any changes are required to comply with the updated Code of Conduct. Further information will be provided in our June edition of ChitChat.



Scottish Government  
Riaghaltas na h-Alba  
gov.scot



## Smoke Alarms

The Scottish Government has extended the deadline for all households in Scotland to upgrade their smoke alarm systems to “LD2 specification”. More information on what this means for your home in the link below. As an owner, you will be required to arrange for the upgrade to the new specification within your own home prior to the February 2022 deadline in order to meet your legal obligations and sidestep any potential insurance implications. For further information, you can visit the Scottish Government website here <https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>

## Dumbarton Road

As residents of Dumbarton Road will be aware, the Association is currently in the progress of pre-contract procedures for upgrading heating systems at 119-173 Dumbarton Road with the view of tackling fuel poverty in the area.

This project will be open for owners to be included and meetings will be arranged to provide more information in the near future. In the meantime, if you would like to register an interest or discuss the project further please contact our Acting Housing Services Manager, Jack Devlin, on 0141 941 1044 or by email [jack@clydebank-ha.org.uk](mailto:jack@clydebank-ha.org.uk).



## Our Residents Associations

### Radnor Park Multis Tenants & Residents Association (RPMTRA)

On behalf of RPMTRA, I would like to thank Sharon Keenan, Chief Executive, for all her support over the years and wish her a very happy retirement from CHA.

I am pleased to advise that progress is being made in the window and door replacement programme. Specifications are being finalised with tenant consultation due shortly, and the first windows/doors are expected to begin installation in summer time 2021. This is great news!

I know that COVID-19 still continues to dominate much of our lives, but I take inspiration from Captain Sir Tom Moore who raised £32.8 million for the NHS when he said, "Tomorrow will be a better day."

It is a simple phrase, but one in which we can live by. Vaccinations are being rolled out across Clydebank and our thanks must go to the NHS workers delivering this.

I want to remind and encourage everyone that there is help out there whether financial support or mental health. These are extraordinary times. It's okay not to be okay. If you are struggling, please seek help. Tomorrow will be a better day.

*Craig Edward,  
Chairperson*



Craig Edward

### La Scala Tenants Association

The La Scala Tenants Association are looking forward to a brighter spring and summer in all ways. As more of us become vaccinated and the world slowly moves out of lockdown we will again have the opportunity to get involved in what's happening in our development. Members from both the Radnor Park Tenants' Association and La Scala attended a meeting with Clydebank Housing Association in February and had a productive meeting, discussing our own areas and sharing ideas on how we can collaborate in future. We are all excited for the opening up of society and hope to get all tenants involved in community events, gather ideas for environmental improvements

and to offer opportunities for all residents to become involved.

La Scala residents took a moment of silence to remember the casualties of the Clydebank Blitz on its 80th anniversary, albeit in a socially distanced way.

It's fitting that we remember the community of the past and work towards helping our present central Clydebank community also come together, so again – here's an appeal to get involved, give us your views and ideas.

Just get in touch with Jane, our Secretary who will explain more and answer any questions you might have. [lascalatenants@gmail.com](mailto:lascalatenants@gmail.com)

### Linnvale has a new Community Group!

Locals have come together to reinvigorate Linnvale by creating a community volunteer group. For more information visit their website <https://www.linnvale.co.uk/> or visit their Facebook page [@linnvalecommunity](https://www.facebook.com/linnvalecommunity).

## Tenants Report on the Charter

We hope you enjoyed our Tenants Report on the Charter, issued with the December 2020 ChitChat.

Thank you to all 33 who returned the feedback forms. We were pleased that 100% of those who responded to the question of whether the information was useful to them (30) said that it was. 97% of those who responded to the question of whether it was presented clearly (31) said that it was. 6 tenants wished to get involved in the preparation of the next report. All feedback provided will be taken on board when developing/issuing the next report.

Thanks again and don't hesitate to contact our Communications Officer with further feedback or to get involved in this year's report.



## Development Focus Group

We are still keen to hold a focus group with tenants regarding our role as a developing organisation. We want to ensure our tenants are satisfied with our approach to development and even the fact that we are a developing organisation.

We can hold this meeting at a time to suit you, over a virtual call, and can help you get online to access the meeting. Please contact Sinéad at the office if you are interested on **0141 941 1044** or [sinead@clydebank-ha.org.uk](mailto:sinead@clydebank-ha.org.uk). For more information on our current developments see page 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)

Getting Involved Performance Development  
Welfare Rights Tenancy Sustainment Other

Comments (please use a separate sheet if necessary):

.....  
.....  
.....

## 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 Monday to Thursday, 9am - 5pm and Friday, 9am to 4pm.

However, our staff will not be available on the first Wednesday of each month until 2pm for staff training or on the following public holidays:

**2 and 5 April 2021, 3, 28 and 31 May 2021**

Our emergency repairs service will be available during this time as well as outwith our office hours.



## What is an emergency repair?

This class of repair is intended to deal with emergencies which are likely to cause injury or death or substantial property damage. The response target time to attend and make safe is within 4 hours and completion of the repair within 24 hours.

Examples of emergency repairs are fire, flooding/water ingress that can't be contained, break-in, no heating, no hot water, blocked toilet if only one in house, vandalised/broken glazing.

## Reporting Repairs

You can report repairs 24/7 via our Report a Repair tool on our website.

<https://clydebank-ha.org.uk/maintenance/report-a-repair/>



## 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**

77-83 Kilbowie Road, Clydebank G81 1BL (currently closed)

Tel **0141 941 1044**

info@clydebank-ha.org.uk

twitter and facebook: @clydebankha

Fax 0141 941 3448

[www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk)



Please recycle this newsletter

