



ChitChat



Staff Celebrate International Women's Day
Read more on page 12

Tenant Satisfaction Survey underway



We value your views on how we are doing and how we can improve.

You will have received a letter/email regarding the survey and would urge you to participate in the survey if you can. Research Resource will arrange a suitable appointment with you either during the day, evening or at the weekend, in person or over the telephone.

The data collected will help us get a better understanding of tenants' needs which will feed into service improvements. We always put an action plan in place to address dissatisfaction to help us improve.



This issue in pictures



Tenant Engagement Day

The sun shone for our tenant engagement day in Radnor Park.

Page 2



100th Birthday Wishes

Flowers delivered to a tenant on reaching their 100th birthday. What a milestone!

Page 5



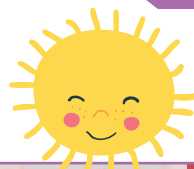
Community Benefits

Find out how our community benefits from our large contracts.

Page 9



Tenant Engagement Day



Along with Aico, provider of our smoke alarm monitoring technology, we hosted a tenant engagement day on a sunny day in Radnor Park on 22 March.

The event was one of the opportunities we'll be providing to tenants to find out more about the Linky App. Aico brought along their mobile unit to discuss the App and show how it lets you know what is going on in your home and how it can assist with health and wellbeing. Learn more on page 17. It was also a chance to speak with our staff and we enjoyed being on hand to answer queries.

Thanks again to everyone who popped by to visit the unit and thanks to Aico for coming along and handing out goodie bags.



Some of the staff on hand to answer questions: Gregor of Aico with Sinéad and Jack of CHA



Get a LIFT on to the property ladder!

LIFT Scheme Changes

The Scottish Government's scheme to help first time buyers has changed and it could benefit our tenants. You could be eligible for up to 40% towards the cost of buying a home you have chosen, through the Scottish Government's LIFT Open Market Shared Equity scheme.

The price thresholds for applications have increased in West Dunbartonshire, meaning more properties will be eligible for sale through LIFT.

It is now £55k for a 1 bedroom, £70k for a 2 bedroom, £90k for a 3 bedroom, £145k for a 4 bedroom and £215k for a 5 bedroom.

Find out more and apply at <https://linkhousing.org.uk/lift-tenants>.



Want to get involved in how our homes are allocated?

Allocations Policy Focus Group. Join us for afternoon tea and a chat about our Allocations Policy on 15th June at 2.00pm, here at the office.

In 2019 our Allocations Policy had a major overhaul as the law had changed quite a lot in this review.

We're not proposing to change too much but would still value your opinion on our current Policy ahead of us presenting it to our Management Committee for approval.

Join us to discuss the Policy for 'afternoon tea', tea/coffee, sandwiches, scones and cakes, on 15th June at 2pm.

Spaces are limited so book in your space now with Sinéad, Communications Officer - sinead@clydebank-ha.org.uk or 0141 941 1044.



Wheelchair adapted homes

Do you or someone you know need a larger wheelchair property?

We have 3 bedroom wheelchair adapted properties available at Queens Quay. Contact our Housing Team for more information on 0141 941 1044.

Wheelchair adapted kitchen in Queens Quay



Who's living in your home?

Assignment/Succession

Please remember to let us know who is living with you in your home. Should you fail to declare anyone living with you in your tenancy, this can affect assignment and succession applications if the worst were to happen to you.

Applications will only be considered if the people applying have been living with you in your tenancy for a minimum of twelve months.

Any applications received where proof of residency can't be confirmed will result in refusal.

This may mean that they would be required to declare themselves homeless with West Dunbartonshire Council and be re-housed elsewhere.





Making homes environmentally friendly

Your views and attitudes towards climate change.

Scotland's Housing Network and the Tenants Information Service (TIS) are undertaking a survey of social housing tenants across Scotland to help understand tenants' views and attitudes towards climate change. The survey and full details can be found via the QR code on the right or here:

<https://forms.office.com/r/YySw6cRFD0>

The Scottish Government recently published "Housing to 2040" where they have committed to adapt existing homes to make them more environmentally friendly and reduce climate change by decarbonising heating systems.

Meeting these aims is a big task and will require social landlords' to invest a large amount of time and money and will involve carefully assessing the impact that these changes could have on rent levels.

The results of the survey will help develop a communication strategy that can be used across the social housing sector.

The survey is available until 29th April.



Home Energy Check

How energy efficient is your home? What steps can you take to improve it and how much will it save you? Get a free personalised energy report with the Home Energy Check tool from Home Energy Scotland here <https://homeenergyscotland-advice.est.org.uk/>.



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.

Our full Legionella Policy is available here <https://www.clydebank-ha.org.uk/maintenance/maintenance-leaflets-policy/> 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.





Radnor Park Multi Storey Flats

Interested in being considered for housing at Radnor Park? Submit a housing application form via our website clydebank-ha.org.uk or on request from the office on 0141 941 1044.

* not suitable for children under 12

- Spacious 2 bedroom flats
- Available to single persons, couples & families*
- Low-cost, low-carbon heat & hot water
- Keep Scotland Beautiful Silver Award
- Community garden & landscaped communal grounds
- 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

Wheelie Good!

**Cycling
Scotland**

It's good to see the bike storage installed around our estates being put to good use!

With thanks again to Cycle Scotland for funding these.

Please let us know if you think your area could benefit from cycle storage.





New development

JR Group gets the ball rolling on new Clydebank homes.

Construction of 18 new build social rented homes is underway.

And, as well as bringing high-quality, affordable housing to the area, the 18 new-build flats located on a former bowling green, have helped to secure the long-term future of Clydebank Bowling Club, who will now be able to invest in the remaining facilities and ensure this valuable asset to the community is sustained.



"We're pleased to be working with the JR Group on this development, which will help to meet the high demand for social housing in our area and will go some way to meeting our current waiting list demand for affordable rented homes. This development is in the heart of our area of operation, and we already have properties in the immediate vicinity and this proposed development will be a valued addition to our housing stock."



The £3.2 million development – which includes £2.1 million in grant funding from the Scottish Government – will comprise a mix of one and two-bed flats, with two of the flats specifically adapted for wheelchair users.

Lynette Lees, our Chief Executive, said: *"Our Management Committee is committed to increasing its affordable rented housing stock for the benefit of current and future tenants, so it's wonderful to see this project come to life."*



Don't suffer in silence

Affected by fuel poverty? We can help.

Please contact our Tenancy Sustainment Officer, Fiona Campbell, who can access fuel vouchers.

We also have free SIM cards for those in need. They are Vodaphone 20GB data, plus unlimited calls and texts every day for 6 months.

Get in touch if we can help - email: fiona.campbell@clydebank-ha.org.uk or call 0141 941 1044.



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. Please contact us in confidence if you believe that a tenant is not staying in their home.



Linnvale Community Group Alert

We were recently alerted to an incident of rogue landscape contractors in Linnvale which was classed as a 'near miss' - money was nearly handed over after a false claim by the rogue contractor that the resident's neighbour agreed to get the communal path replaced.

Sign up to receive Linnvale Community Group neighbourhood alerts here: <https://www.linnvale.co.uk/>.

Separately, please be assured our contractors would never ask for money for communal repairs and would always carry identification.



It Pays to Get Involved!

Congratulations to our rent setting consultation prize draw winner!

Mr Ferguson was one of 109 tenants and sharing owners who got involved in our rent setting consultation process and was picked as the winner of a £50 grocery voucher. Mr Ferguson of central Clydebank was delighted and is pictured receiving the voucher from Sinéad Farrell, Communications Officer, right.

Thanks to all for getting involved!

The rent setting consultation details are shown on page 10.



Donation Thanks

Clyde1's Mission Christmas

The team wrote to us to thank the staff who had donned Christmas jumpers and donated over £80 to this worthy appeal.

Clyde1's Senior Fundraising Executive, Kirsty Pugh, said, "We were able to make Christmas day one to remember for 20,726 children across Glasgow. We could not have done this without you!"



Congratulations!



Tenant Agnes turns 100!

We were delighted to visit Agnes on the occasion of her 100th birthday in January.

Sinéad Farrell, Communications Officer, popped in to present Agnes with a card and bouquet from the staff and Management Committee of the Association and the local residents association. Congratulations again Agnes!



Positive Action in Housing

We were thanked for our £100 donation to the above charity. Positive Action in Housing will use the funds toward their Lifeline Destitution Service which assists people from refugee and asylum-seeking backgrounds with pre-legal advice, self-help resources and more.





For the attention of all tenants and their visitors.

Clydebank Housing Association DOES NOT tolerate anti-social behaviour

What We Do

We have a robust policy in place to tackle anti-social behaviour (ASB) and we will action all complaints we receive. ASB is behaviour which causes alarm, nuisance, harm or distress.

Report It

Please report any anti-social behaviour to our Housing Team quickly and without fail:

- 0141 941 1044
- by email housingmanagement@clydebank-ha.org.uk

- by using our website form <https://clydebank-ha.org.uk/housing/anti-social-behaviour/report-anti-social-behaviour/>

Please also report all serious anti-social behaviour to Police Scotland on 101 (or 999 if applicable) when the incident occurs. CHA will continue to work closely with Police when investigating allegations of anti-social behaviour.



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 on request from the office.

1 October to 31 December 2021

Total number of complaints received	23
Number where we were at fault, apology given and rectified	14
Breakdown of complaints where we were at fault:	
<ul style="list-style-type: none"> • 10 Maintenance • 3 Housing Management • 1 Multiple Departments 	
Responded to in full	23 (100%)
Resolved at front line (5 days)	23 (100%)
Resolved after investigation (20 days)	n/a

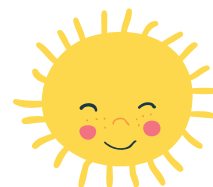
All but one was resolved within our published timescales.

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

- Maintenance inbox had a staff rota system but procedures have been further enhanced to ensure maintenance@ emails are not missed
- Job was not raised under correct priority. As such refresher training was provided to staff on priority timescales
- Complaints discussed with contractor at contractors' meeting

Compliments

Thank you for the 40 compliments we received between October and December. We really appreciate it! Compliments included:



- So chuffed. Thanks very much [World Kindness Day]
- Tenant handed in chocolates as a thank you for all the help they have received via Tenancy Sustainment Officer
- Tenant pleased with CHA for repair getting carried out so quickly
- You are all doing a great job. Fantastic. Thank you all
- Big thank you again to Clydebank Housing Association for purchasing a television for us, everyone loves it & are very grateful [Centre81 Steering Group]



Community Benefits



Two local organisations have benefitted from our 'community benefit' clause in our contracts, where we ask contractors to give back to our community.

Men Matter Scotland

Our paint work contractor, Bell Group, has chosen local charity Men Matter to provide their community benefits.

In December Bell Group provided £100 of toys for their Christmas appeal. They have since donated baby clothes and baby items and have offered a range of other support services to choose from.



Linnvale Community Group

We are delighted that our contractor at our Dalton Avenue Development, Cruden, has been able to provide £3,300 funding towards the Linnvale Gala Day.

CHA will have stalls at the Gala Day. Pop along and say hello on Saturday 18th June 2022!



Are you ready?



Ready Scotland's aim is to make Scotland more resilient to emergencies.

<https://ready.scot/>

They have tips on the small steps you can take to prepare your home, your family, and your business for the unexpected.

Ready Scotland also regularly publishes alerts on both Twitter and Facebook. Follow and like their pages to keep up to date wherever you are.

Ready Scotland

Preparing for and dealing with emergencies

Contents Insurance

Protect your home contents.

We strongly recommend that those residents who do not currently have home contents insurance look into taking out a policy. Although we sincerely hope that this would not need to be used, this can make all the difference in the event of fire, flood or break in.

Please contact your Housing Assistant if you would like more advice on this.





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



Coffee and Chat with our CEO

Lynette's next monthly dates for being out and about, chatting to you about issues you have with your tenancy or about anything you want to chat about regarding our local communities are:

Tuesday 26th April
11am-12pm
Radnor Park Church Hall

Tuesday 31st May
11am-12pm
CHA Office, 77-83 Kilbowie Road

Tuesday 28th June
11am-12pm
Centre81, Braes Avenue, Whitecrock



Rent Increase and Service Charge Price Freeze 2022/2023

As part of our annual budget-setting process, we consulted with our tenants, sharing owners and tenants groups on the rent increase options for 2022/23.

Following consultation, our Management Committee agreed that we will apply a rent increase of 1.5% across all rents from 28 March. Although the service costs for common area electricity have increased slightly, this has been balanced out by a reduction in the common area grounds maintenance charge, meaning there is little if any increase in applicable service charges.

Tenants were individually consulted and offered a choice of 3 rent options:

1.5%, 2% and 2.5%. Of the 109 who responded, 83 (76%) chose option 1. Thank you to all residents who participated in the rent review consultation.

The increase will allow us to continue to deliver all management and maintenance of properties at current levels, as well as continuing to ensure that we offer amongst the lowest rent charges in West Dunbartonshire.

Our Head of Housing Services, Joe Farrell, commented, "We realise that times remain difficult and we have worked hard to ensure that the 1.5% increase is low as possible without

impacting any of the services that we provide. 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 87% said they felt it was, up from 82% last year.

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.

A £100 donation has been made to West Dunbartonshire Community Foodshare for the responses received.

**West
Dunbartonshire
Community
Foodshare**

Scottish Registered Charity No. SC044248

Kids Easter Competition!

Win one of 2 fantastic Easter gift baskets!

Somewhere, within one of the photos in this newsletter, a cute cat has 'photobombed'. Simply let us know the page the photo features on for your chance to win. Return this slip by post or email the answer to sinead@clydebank-ha.org.uk by 22 April at 5.00pm to be in with a chance!

Name: _____

Address: _____

Age: _____ Page Number: _____

You must live in the house you put down as your address.



Radnor Park News

New Signage



We value feedback and took on board comments from our CEO Coffee and Chat sessions and enhanced some of the signage in Radnor Park.

We hope residents feel the signage has enhanced the area.



New Fire Safety Leaflet

Radnor Park residents were recently issued with a fire safety advice leaflet for multi-storey flats.

A copy of the leaflet is also available here: <https://clydebank-ha.org.uk/cha-downloads/maintenance-leaflets/>



Blitz Memorial



We attended the wreath laying ceremony held by by Radnor Park Multis Tenants & Residents Association on Sunday 13th March to pay our respects on the occasion of the 81st Anniversary of the Clydebank Blitz.



CHA Power Ltd Price Freeze

1st April 2022 marks the sixth 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.



Cold Callers - at the time of going to press we were aware of cold callers trying to gain entry to homes, stating it was related to broadband. Please be vigilant and call the Police with any incidences of cold callers.



Lending Library

We have tablets available to borrow!

Contact us if you'd like to borrow one of our Samsung Galaxy tablet devices, some loaded with data and some Wi-Fi enabled! Call reception staff at the office to find out more, on 0141 941 1044.



Tenant Mary delighted to pick up her tablet!



Scottish Government
Riaghaltas na h-Alba
gov.scot



DEVELOPMENT
TRUSTS ASSOCIATION
SCOTLAND
the community-led regeneration network



COMMUNITY
FUND



Glasgow and West of Scotland
Forum of Housing Associations
GWSF

Staff News



International Womens Day

#IWD22
#BreaktheBias

Some of our 24 female employees are pictured celebrating International Women's Day on Tuesday 8 March. Our female employees bring a combined total of over 253 years of skills and experience to the services provided by Clydebank Housing Association and at Centre81!



Back Row L-R: Sinéad, Rae, Taylor, Lynette, Melanie, Fiona Campbell, Rachael, Stacy
Front Row L-R: Jade, Fanica, Janet, Fiona White, Lynne, Elaine

Lynette Lees, Chief Executive, said, "The staff and Management Committee at CHA support and promote gender equality in our workplace and we are fortunate that all staff members have an equal footing, following the same policies and procedures as well as having the same terms and conditions."





Caretaker Praise



Our 3 caretakers at Radnor Park have been attracting quite a number of compliments lately. Well done, it's great to hear! A sample of those compliments are below. Thank you to those who took the time to acknowledge our staff.

- A huge thanks to the excellent caretakers at Radnor Park who have been out gritting the pavements across the estate for our mainly elderly residents ahead of expected poor weather (*pictured below*)
- Always doing a great job and are a credit to our community and Clydebank Housing Association
- I live in Cowal View and I love it here. Always kept immaculate by the caretakers
- The various caretakers look after the place well
- The high flats are well looked after by good caretakers
- Great bunch of guys that go the extra mile



Long Service Award

Head of Housing Services celebrates 20 years at CHA

On 11 February, Joe Farrell, celebrated 20 years of service at the Association.

Joe started as a youthful Housing Officer in 2002 before furthering his career by becoming Housing Manager in 2006 and then securing the Head of Housing Services position in 2018.

Joe was delighted to receive a card and gifts from the staff team and a certificate from the Association. Joe said of his time at CHA so far, *"It seems like only yesterday that I started working here and I can honestly say that it has been an absolute honour and a privilege to work alongside all my colleagues both past and present as well as serve our tenants. Although I doubt I have another 20 years left in housing, I look forward to continuing to work for CHA and contributing as best I can"*.

Staff Changes

Due to a range of recent opportunities such as temporary posts being made permanent, internal promotions and external vacancies, we are delighted to confirm the following changes which will ensure we have the right resources to bring you the highest quality of customer service:



- Fanica Ciobotaru - Accounts Assistant
- Rachael Odiamahi - Clerical Officer (Maintenance)
- Sam Joyce - Maintenance Officer
- Lynne McGeachan - Housing Officer
- Stacy Shaw - Housing Officer, now full time
- Rae Carruthers - Maintenance Assistant
- Melanie Cameron - Housing Assistant
- Elaine Bannerman - Housing Assistant



Radnor Park Multis Tenants and Residents Association

We have faced several anti-social behaviour related incidents in recent months which were brought to my attention.

I want to be absolutely clear that the TRA expect a zero-tolerance approach to such behaviour which causes a nuisance and alarm to neighbours. That is why I contacted the Area Commander at Police Scotland and the senior management team at the housing association to resolve these issues. Through my intervention, the police have increased patrols including plain clothes officers, completed walkabouts inside the blocks, reviewed CCTV on specific incidents, and kept me updated on progress. The police also attended our January public meeting which enabled tenants to raise concerns directly to the Police Sergeant present.

Similarly, the housing association have been addressing these issues, using the powers at their disposal. I am glad to have feedback from tenants that this issue has greatly improved,

however we must remain alert at all times to keep our flats a safe place to live. I would strongly encourage you to call the Police as and when incidents occur. Can people please also stop letting people into the flats that you do not know.



I am delighted that the window replacement is progressing well after some challenges. Contractors are expected to be onsite in the soon which is great news.

It is great to see so many people attending our public meetings and I would encourage you to get involved too. We have ideas on a potential summer BBQ, Jubilee Party, and are open to any other suggestions to be considered throughout the year. It's great that we can come together again as a strong community.

Craig Edward

Craig Edward, Chairperson

Performance Report Feedback



Over 94% of those who responded said the information was useful.

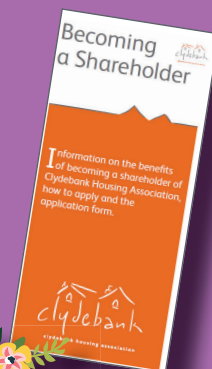


We thank the 35 tenants who returned our Performance Report feedback form either online or in paper format. Our annual Performance Report shows our performance against the issues that matter most to the tenants from all that we report to the Scottish Housing Regulator. We value the feedback received. Some of the results are shown below:

- 94.3% said the information was useful to them
- 94.3% said they found the graphs and narrative useful
- 91.4% stated it was presented clearly
- 88.6% agreed with who we compared our performance against

You can become a shareholder of CHA for just £1!

Call us on 0141 941 1044 or visit our website for more information <https://clydebank-ha.org.uk/get-involved/become-a-shareholder/>.



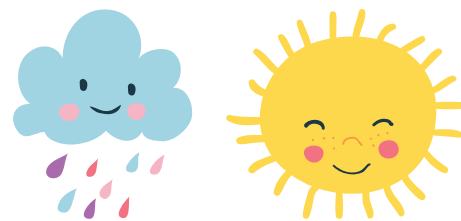
In February, our Management Committee confirmed the reregistration of the Radnor Park Multis Tenants and Residents Association as a Registered Tenants Organisation under the Housing (Scotland) Act 2001. This means that our consultation with them on issues which would significantly affect the residents is covered by the Act. It also means we provide annual funding, resources in kind and more.



Let us know if you'd like to set up a residents group in other areas.



Calendar of Events Spring/Summer 2022



Date	Time	Event	Organiser
19th April	10am-3pm	Big Disability Open Day, Dalmuir CE Centre	The Big Disability Group
	11am-1pm	Rugs and More, Community Links, 63 Kilbowie Road	Community Links/Recycle Room
20th April	2pm-4pm	Customer Care Policy focus group, Clydebank HA office*	Clydebank HA
21st April	11am-1pm	Jewellery with Sharon, Community Links	Community Links
26th April	11am-12pm	CEO cuppa & chat, Radnor Park Church Hall	Clydebank HA
28th April	11am-1pm	Sewing, Community Links, 63 Kilbowie Road	Community Links
26th May	7pm	Radnor Park Multis TRA meeting, Radnor Park Church Hall	Radnor Park Multis TRA
31st May	11-12pm	CEO cuppa & chat, Clydebank HA office	Clydebank HA
15th June	2pm-4pm	Allocations Policy focus group, Clydebank HA office*	Clydebank HA
18th June	TBC	Linnvale Gala Day	Linnvale Community Group
28th June	11-12pm	CEO cuppa & chat, Centre81, 2-16 Braes Avenue	Clydebank HA
30th June	7pm	Annual General Meeting & Event, Centre81	Clydebank HA

Keep a look out on our social media and in your email for dates of our Tenant Portal roadshows and more Centre81 events too!

* Yummy afternoon tea included

Taking Good Care of You

Our Customer Care Policy is due for review.

We aim to provide our customers with the highest quality of customer care. We'd be delighted if you could provide us with feedback using the online form or we can send you out a paper copy - <https://clydebank-ha.org.uk/get-involved/policy/>.

Our Customer Care Policy is a key document in how we interact with our wide range of customers.

We're going to add in some enhanced timescales to do with responding to repair calls and emails, what we do to internally to support good customer care and also what we do to try and go 'above and beyond' in customer care.

Join us to discuss the Policy for 'afternoon tea', tea/coffee, sandwiches, scones and cakes, on **20th April at 2pm**.

Spaces are limited so book in your space now with Sinéad, Communications Officer - sinead@clydebank-ha.org.uk or 0141 941 1044.



Garden Competition 2022

Gardeners at the ready!



We are reviving our annual garden competition in 2022 and look forward to giving you more details about this in our June newsletter. Judging will take place in August and there will be prizes on offer for different categories.

Watch this space.





Right to Compensation for Improvement - Annual Reminder



The Housing (Scotland) Act 2001 introduced the tenant's Right to Compensation for Improvements from 30 September 2002. This gives tenants the right to receive compensation for certain works (or qualifying improvements) carried out by them during the course of their tenancy.

A list of all qualifying improvements and details of notional life spans used in the compensation calculation are provided below:

Improvement	Notional Life (Years)
1 Bath or shower	12
2 Cavity wall insulation	20
3 Sound insulation	20
4 Double glazing, replacing external windows or fitting secondary glazing	20
5 Draught-proofing external doors or windows	8
6 Insulation of pipes, water tanks or cylinders	10
7 Kitchen sink	10
8 Loft insulation	20
9 Rewiring, providing power or lighting, or adding other electrical fixtures (including smoke detectors)	15
10 Security measures other than burglar alarms	10
11 Space or water heating	12
12 Storage cupboards in a bathroom or kitchen	10
13 Thermostatic radiator valves	7
14 Wash-hand basin	12
15 Toilet (WC complete)	12
16 A work surface for preparing food	10
17 Mechanical ventilation in bathrooms and kitchens	7

Any request to carry out alterations or improvements must be made in writing by the tenant to the Association. Permission to carry out the requested alteration or improvement will not be unreasonably withheld.



Dampness & Mould

Dampness and mould in a home not only affects the property, it can lead to health issues from nasal congestion to lung conditions.

Some simple steps can be taken to prevent this though:

- Keep surfaces dry and clean up spillages
- Report any leaking pipework as soon as it is noticed
- Improve air circulation – regularly open windows and vents
- Have a cleaning regime in place. Have disinfectant at hand and regularly clean cupboards and closed spaces
- Make sure to heat your home
- Carry out checks of your home for signs of damp or mould
- Contact CHA if you are experiencing mould/dampness or are experiencing issues that would prevent any of the above

Open a window to allow air to circulate



Our Mould Growth and Condensation Leaflet is also available on our website <https://clydebank-ha.org.uk/cha-downloads/maintenance-leaflets/>.

Mould growth



Access to Homes

Difficulties in gaining access to properties is becoming a more regular occurrence. Please provide prompt access for works.

Access failures impact tenants and our service by:

- Impacting staff time and resources
- Increasing likelihood of reactive repairs being required
- Impacting ability for us to effectively carry out planning of our investment programme
- Impacts how contractors are allocated and therefore potentially impacts how quickly tenants repairs are resolved
- Impacts costs of services which could impact rents



Communal Drain Disasters

Please only put toilet tissue down the toilet!

We recently had a case where 8 metres of baby wipes were found to be blocking a communal drain and it caused raw sewage to flood the garden. We've also had issues with other items such as cat litter and debris.

Please be considerate of your neighbours and also be mindful this could be a rechargeable repair.



Sensors to improve home health

Some of our homes have Environmental Sensors installed to collect information about the health of your home

which you can view via the HomeLINK Resident App. These sensors measure temperature, humidity and Carbon Dioxide (CO₂) levels within your home.

An Environmental Sensor

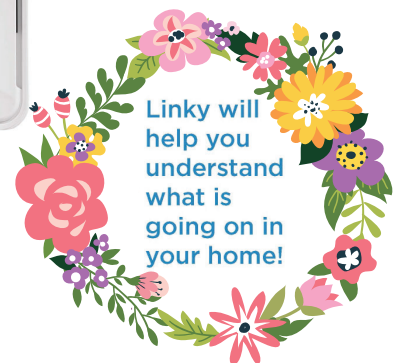


Once installed in your home you will receive an email from ourselves with a link to download the smartphone App. Contact

maintenance@clydebank-ha.org.uk with any issues or call 0141 941 1044.

If you have Aico Fire and Carbon Monoxide Alarms installed you can monitor these as well through the 'Linky' Resident App.

The app lets you check the lifespan of alarms and also any faults and what you can do to fix them.



Medical Adaptations

Since April 2017 we have carried out over 140 medical adaptations to our properties.

Do you live with a medical condition and feel that an alteration to your home may help make life a little easier? Then contact a member of our maintenance team to find out how we can help.



Scottish Government
Riaghaltas na h-Alba
gov.scot

Gutter Cleaning

Thank you to our contractor and residents!

We are happy to confirm that this years gutter cleaning programme was completed between January and February 2022.

Please note that owners will receive a shared charge for their completed gutter cleaning in June 2022.

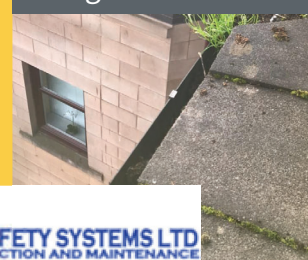
We would like to thank MCS Safety Systems and all our residents for their role in the successful completion of this work.



Glasgow Road Before



Glasgow Road After



MCS SAFETY SYSTEMS LTD
NATIONWIDE FALL PROTECTION AND MAINTENANCE

Our Current Programme

Improvement	Window replacements
Where	Radnor Park*
Stage	Sourcing a contractor/obtaining quotes

Improvement	Kitchen refurbishment
Where	Band 1 Tenements Bell Street McGregor Street White Street
Stage	Sourcing a contractor
Where	Crown Avenue Glasgow Road/Hume Street
Stage	Work ongoing

Improvement	Gas boilers
Where	Attlee Place Crown Avenue
Stage	Work ongoing

Improvement	Rewiring
Where	Band 1 Tenements 119-155 Dumbarton Rd Forth Street Bon Accord Square Jean Armour Drive
Stage	Sourcing a contractor
Where	Bannerman Estate *** Linnvale BISF *** Linnvale Whitson Fairhurst *** Attlee Place ***
Stage	Contractor secured, start date awaited

Improvement	Connection to Council's district heating
Where	119-155 Dumbarton Road* 161-173 Dumbarton Road*
Stage	Contractor secured, start date awaited

Improvement	Door Entry Systems
Where	Band 1 Tenements** 119-155 Dumbarton Road** Forth Street** Bon Accord Square** 177-189 Glasgow Road** Ian Smith Court** Fleming Avenue Glasgow Road/Hume Street Bannerman Estate**
Stage	Preparing paperwork

Improvement	Stone Cleaning
Where	Alexander Street** Dumbarton Road ** Kilbowie Road**
Stage	Preparing paperwork

Improvement	Painterwork
Where	Rest of stock**
Stage	Contractor secured, start date awaited
Where	Cart Street Ian Smith Court Fleming Avenue
Stage	Work ongoing
Where	Crown Avenue 15-27 Bannermna Place
Stage	Work complete

Improvement	Smoke Detector upgrades
Where	All stock***
Stage	Work ongoing

Key:

- * Owners to be offered inclusion
- ** Owners meeting required
- *** Includes works required by law



Rewiring Contract

This contract is coming to an end. We've had to put works on hold at the moment due to lack of availability of smoke alarms which are being installed as part of this contract.



We'll be writing out soon to any remaining tenants with installation dates as the smoke alarm legislation date has passed and it is crucial that we are allowed access to prevent us having to follow our forced entry procedures. Your co-operation in this matter is appreciated.

Smoke Alarm Upgrade

Works have now been completed in over 95% of properties.

There are a number of properties where we are having to follow forced access procedures in order for us to meet our legislative duties. Works will be arranged as soon as the supply of materials are available again. We thank everyone who has provided access and has allowed this work to be completed on time.



Radnor Park Windows and Doors



We were unfortunately unable to successfully award this contract due to unviably high costs and additional clauses which contractors were including which would have brought unacceptable risk to the Association.

We are now working with several parties to find a quick and suitable resolution. We are keeping the local residents group up to date with the position. Progressing this work continues to be a priority.



Painter Work

We are delighted that works continue on our painterwork programme and 15-27 Bannerman Place has now also been completed.

Work continues on site at Ian Smith Court, Fleming Avenue and Cart Street.



Kitchen Refurbishments



This contract has now commenced in Glasgow Road/Hume Street and Crown Avenue.

We're delighted to be able to show you a kitchen which was transformed by our kitchen refurbishment programme, in an average of 4 days. We are very pleased with the finished kitchen and hope our tenants are too!

Thank you to our tenants so far for providing access to have this work completed. If you are part of this contract and have yet to have a survey or work carried out, it is important to contact us as soon as possible to discuss access arrangements. We will be as accommodating as possible.



WELCOME

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



Spotlight on Factoring Complaints

In the period 1 October - 31 December 2021, we received 1 complaint relating to our factoring service and it was not upheld.

Our Factoring Complaints Handling Procedure is available here <https://clydebank-ha.org.uk/owners/factoring/> or please contact Fiona White, Finance & Corporate Services Manager, at the office for a copy to be sent out.

Owners' Portal

There are requirements for upcoming owner meetings regarding major repairs.

We'll be in touch with details of how to join our owners' portal which will provide up to date information on major repairs and any meetings required.



For information on major repairs, see pages 18-19

Making homes warmer, cheaper to run and more efficient



Making your home more efficient can help lower your energy bills, but the upfront cost of improvements like insulation or heating often puts people off.



Financial issues

If your income has been adversely affected and you feel worried about being able to make the required payments, we urge you to contact Fiona White (fiona@clydebank-ha.org.uk) or Geri Whitley (geraldine@clydebank-ha.org.uk) or telephone us on 0141 941 1044 as soon as possible.

Smoke Alarm Upgrade

The deadline for all households in Scotland to upgrade their smoke alarm systems to "LD2 specification" has now passed.

For further information visit the Scottish Government website here <https://www.gov.scot/publications/fire-and-smoke-alarms-in-scottish-homes/>.

We recently wrote to all sharing owners to request information on the progress of these works within their home. The information will be used to provide guidance where needed and to update our insurance provider.



The good news is, Home Energy Scotland can help with that. They'll let you know what funding is available to you – you might be able to spread the cost with an interest-free loan, or get a grant to cover much needed home improvements.

They have a 'funding finder tool' available here homeenergyscotland-advice.est.org.uk/fundingfinder/

During a search, it did seem to show 8 available funding options for the G81 area.





18 new homes for rent

Clydebank Bowling Club

We are delighted to report that this site, for the build of six 1 bedroom flats and twelve 2 bedroom flats, has now commenced! Properties are expected to be complete February/March 2023.



A corner living room

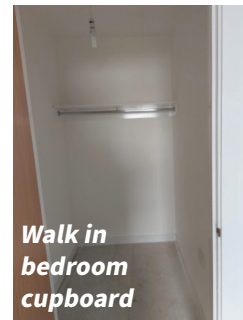


Scottish Government
Riaghaltas na h-Alba
gov.scot

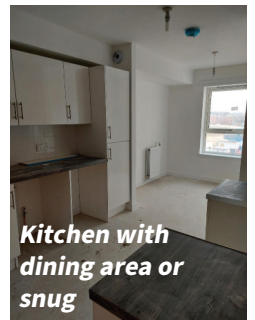
Queens Quay

Our fantastic partnership development on the River Clyde is a mixture of 1, 2 and 3 bedroom flats. Unfortunately, the completion has been delayed to July/August 2022 due to issues with access roads. However, we're pleased to share with you some internal photos from a recent visit.

37 new homes for rent



Walk in bedroom cupboard



Kitchen with dining area or snug



24 new homes for rent

Dalton Avenue

It's looking likely that our builders Crudens will have this site completed by May 2022. For more information you can visit our website: <https://clydebank-ha.org.uk/cha-news/development/dalton-avenue/>



Scottish Government
Riaghaltas na h-Alba
gov.scot



Access to the site is strictly prohibited!

Please be reminded of the dangers of accessing construction sites.

Centre81

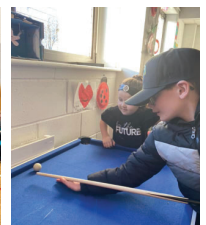


home to



Centre81 Steering Group

The Centre81 Steering Group deliver lots classes and activities for young people including a Homework Club, Arts & Crafts Club and an after school Youth Club with Sport, with lots more exciting projects in the pipeline. For more information on the Centre81 Steering Group follow them on Facebook or email centre81sg@outlook.com.



Centre81 is owned and managed by Clydebank Housing Association

Look out for Cafe81 on Just Eat! Or pop in for a delicious lunch, coffee or snack!



f @cafe81clydebank

Gym81

- NO joining or rejoining fees
- NO contract
- NO hassle
- LIFETIME membership

Only £10 a month or £100 for an annual pass!

Please call to book your Gym81 slot – 50 minute sessions (last slot 7pm)
0141 533 7070.



Fitness Classes

**Check out our keep-fit classes at Centre81, all only £3 per class (no need to book).
Timetable below*:**

- Yoga - Monday 10 - 11am
- Pilates - Tuesdays 9.30 - 10.30am
- Circuits - Tuesdays 6 - 7pm
- Core Stability - Wednesday 10 - 11am
- Kettlebells - Thursdays 6 - 7pm
- Tai Chi - Fridays 2 - 3pm

For information on any of our classes, please call us at the Centre on 0141 533 7070.



* Can be subject to change

@ CENTRE81
CLYDEBANK
G81 1DP

Centre81

BINGO

£5 PER PERSON
INCLUDES 6 GAMES + A CUPPA

1PM - 2.30PM
THURSDAYS
EVERYONE WELCOME!

PHONE 0141 533 7070 FOR
MORE INFORMATION



International Women's Day

ISARO Community Initiative held their annual International Women's Day event at Centre81 on Saturday 5th March.

The event featured inspirational speakers, music & poetry, creative arts and information stalls. International Women's Day celebrates the social, economic, cultural and political achievements of women. The day was attended by local MSP Marie McNair and over 120 women.



Clydebank Housing Association, who own Centre81, also celebrated International Women's Day with their female employees. Take a peek on page 12!

ICF Funding extension secured for another year

We are pleased to announce that we have been successful in securing Scottish Government Inspiring Communities Funding for another year.

The extension of the funding will allow us to continue to provide a variety of low-cost fitness classes which are accessed by over 50 people per week and continue to work in partnership with a wide variety of local organisation and agencies including ISARO Community Initiative, Working4U, Strathclyde Autistic Society and West College Scotland.

Growing Change for Good



Our Climate Challenge Fund (CCF) Project

Our CCF Growing Change for Good project is coming to an end in March. This amazing 3-year project focused on developing residents' gardening and growing skills, encouraging and supporting home growers, delivering low carbon cooking sessions and supporting and encouraging residents to use bikes rather than cars or public transport.

Recently, we had Lauren from Herbal Homestead delivering fantastic eco-friendly workshops making homemade bath salts & plant printing and Spring foraging & homemade moisturiser.

With thanks to gardener Donald and bike mechanic Brian for all of their help with this project. Some of the outcomes are shown below.



- 900+ people reached through carbon literacy
- 360+ people growing; public garden, allotments, raised beds and at home growing
- Over 55 tonnes of carbon savings
- Led rides using both participants bikes and our fleet of mountain bikes, which includes an accessible adult trike
- Slow-cooking 'wonderbags' distributed
- Visits to local allotments and other housing associations to give advice on growing



Scottish Government
Riaghaltas na h-Alba
gov.scot



WEST COLLEGE
SCOTLAND



West
Dunbartonshire
COUNCIL



*"Offering our community
more than a home"*



clydebank
clydebank housing association

For information
on any of
our classes,
please call us
at Centre81 on
0141 533 7070



CHA Office Hours

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

Our staff will not be available on **Wednesday 1st June** as we are closed for a staff and committee training day. We are also closed on the first Wednesday of each month thereafter until 2pm for staff training.

We are closed on the following public holidays:

- **Friday 15th April and Monday 18th April 2022**
- **Monday 2nd May 2022**
- **Thursday 2nd June and Friday 3rd June 2022**

Our emergency repairs service will be available during this time as well as outwith our 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 0333 202 0708, 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, please let us know.

Clydebank Housing Association Ltd, 77-83 Kilbowie Road, Clydebank G81 1BL
Tel 0141 941 1044
info@clydebank-ha.org.uk
twitter and facebook: @clydebankha
www.clydebank-ha.org.uk



Please recycle this newsletter if you have received it in paper format

clydebank
clydebank housing association



Scottish Charity No. SC 033962. Registered Social Landlord with the Scottish Housing Regulator, Registration No 86. A Registered Society registered under the Co-operative and Community Benefit Societies Act 2014 (No. 2191RS). Registered Property Factor No. PF000231. Information Commissioner's Office Registration No Z6043444. Member of the Scottish Federation of Housing Associations. Registered in Scotland at 77-83 Kilbowie Road, Clydebank G81 1BL. Newsletter printed on FSC® certified paper which is Green Star System Rated 3 star. To the best of our knowledge all information contained in this newsletter is correct at the time of going to print.