



# ChitChat

## Enjoy Cosy Friday Afternoons at Centre81



Enjoy free tea/coffee and soup in a cosy setting at Centre81 on Fridays until Christmas. All welcome!

Read more on Page 2

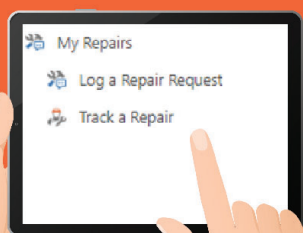


## New Development Named as Pavillion Court

Read more on Page 15

## Your Tenant Portal! Get on board!

The way we communicate with you about your tenancy is changing! Join us at our office on 13th December at 10am to find out more!



Read more on page 7

## This issue in pictures



### Prize Giving Event!

We loved giving away a range of prizes at our prize giving event.

Page 11



### Radnor Park Windows

We are so excited to finally have this contract on site!

Page 19



### Centre81 Gala Day

Our first Gala Day since 2019 was a brilliant success!

Page 19



## Cosy Afternoons at Centre81

Every Friday until 16th December, 12-3pm  
@Centre81

Join us Fridays in November and December, and enjoy free tea/coffee and soup in a cosy setting at Centre81. All welcome!

**Magazines**

**Books**

**TV**

**Homemade soup**

**Tea/coffee**

**Company**



Centre81, 2-16 Braes  
Avenue, Clydebank G81  
1DP  
0141 533 7070

## Free Bike Repairs

**We are delighted that we have been awarded a further £2k from the Scotland Cycle Repair Scheme.**

The Scotland Cycle Repair Scheme provides free cycle repairs and maintenance work, up to the value of £50 per person or up to £100 for non-standard cycles e.g. trikes, tandem bikes.

Basic service and mechanical repairs are covered by the scheme i.e. repairs that are necessary to make the cycle roadworthy and fit for purpose.

Contact our bike mechanic, Brian, at Centre81, or Jean at Centre81, for an appointment - 0141 533 7070.



**SCOTLAND  
CYCLE REPAIR  
SCHEME**



**fair start** Scotland

**wisegroup**

**Looking for a job but unsure  
where to start? Start with us.**



**Fair Start Scotland is here to help you get into work.**

Offering support that's tailored to you and your needs, developing the skills you already have, completing work-ready qualifications and preparing you for work. Better yet, support won't stop once you're working, we'll continue to help for the first year.

**Sign up today:**

[www.thewisegroup.co.uk/fairstart](http://www.thewisegroup.co.uk/fairstart)  
[fairstart@thewisegroup.co.uk](mailto:fairstart@thewisegroup.co.uk)  
0300 303 3381  
[@wisegroup.se](https://www.facebook.com/thewisegroup)

**Fairer  
Scotland**  
Scottish  
Government



# Citizens Advice Bureau Partnership... COMING SOON!

Our Welfare Rights Officer, Katie McGhee, has decided to leave us after almost two years in post.

We wish Katie all the best with her future career and thank her for all of her hard work during her time with CHA. We would like to reassure our customers that access to a dedicated Welfare Rights Service will continue. We have recently entered into a partnership with the Citizens Advice Bureau (CAB) who will provide this service to CHA.



The CAB service will allow our customers to continue to receive the highest standard of welfare rights and benefit assistance with surgeries being available at our office and at Centre81. Further details of the service will be in the next edition of ChitChat and will also be publicised on our website.



## Tenancy Sustainment Service

**Don't suffer in silence. We can help.**

Fiona Campbell can help you with support or advice on any issues you are experiencing regarding your tenancy. Contact Fiona by email, [fiona.campbell@clydebank-ha.org.uk](mailto:fiona.campbell@clydebank-ha.org.uk), or on 0141 941 1044.



## Did you know?

The 'old' paper £20 and £50 notes can no longer be accepted by CHA. We'd encourage you to try to deposit any paper notes you have at home (not plastic) into your bank as soon as possible.

## Helping Hands

**Whitecrook shop lends a helping hand to those in need.**

A store in Fleming Avenue, Whitecrook, has opened its doors to those in need. Helping Hands provides clothing and other items for free to the community. You can pop in for clothes or household items or for a cup of tea and a chat.

The shop is open on Monday, Wednesday and Saturday between 10.30am and 5pm. Donations can be handed in at these times too.

For more information contact Melody Whitley on 07966062495 or email: [info@help4thehomeless.co.uk](mailto:info@help4thehomeless.co.uk).

With thanks to Clydesider Magazine and Angela Clark for the lovely photo.





## Taking Pride in Our Estates

**We take pride in our estates and the welfare of our tenants. Our Estate Management team work hard to keep the common areas clean and tidy.**

Unfortunately this is proving difficult due to the amount of bulk items we are seeing dumped on our estates and in our closes.

Dealing with this problem takes time and resources away from other services, with our Caretaking and housing staff having to spend time investigating to try and identify who is responsible. This results in costs which could increase the future rent we have to charge. We will however always charge back any clearance costs to those responsible as well as taking action against them for breaching their tenancy.

We urge residents to work with our Estate Management team to keep our estates clean and tidy and free from bulk. We also appeal to witnesses to come forward and report any fly tipping anonymously in the hope that we can put a stop this practice and the issues that it causes.

If you have any queries regarding bulk or want to know where to place items that are booked for uplift please do not hesitate to contact our Estate Caretaking Supervisor, Alan Duckett, on 07931 843341.



*Some of our lovely estates*



autumn



## Bogus Callers and Rogue Traders

In the fight against crime, Police and partner agencies rely heavily on support and information from the general public - without you giving your support and information, it is harder for us to piece together the bigger picture of what is going on within our communities.

SO...“DO YOU WANT TO HELP TO MAKE OUR COMMUNITIES SAFER?”

If the answer to this question is “YES”, and you have any information on Bogus Callers or Rogue Traders within our communities, here are a number of ways you can let us know.

- Call Police Scotland on 101
- Crime Stoppers on 0800 555111
- Contact Trading Standards on 01389 737000
- WD Citizens Advice Bureau Service's 0800 484 0136



**POLICE SCOTLAND**  
Keeping people safe

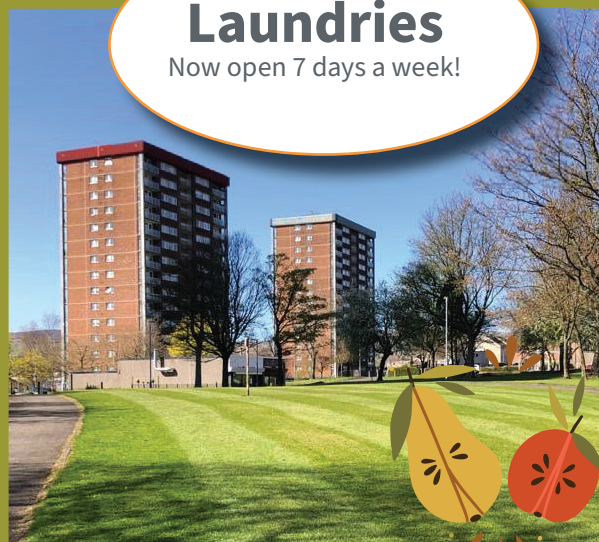
## Radnor Park Multi Storey Flats

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

- 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

### Laundries

Now open 7 days a week!







# Tenant Event to Raise Money for Worthy Cause

**Hundreds raised for STV Breakfast Appeal**

We were delighted to host a partnership event along with the Tenant Participation Advisory Service (TPAS) in October to raise money for the STV Breakfast Appeal. At the last count over £250 was raised for this worthy cause.

Thanks to the tenants and staff members of Clydebank Housing Association and other Associations who popped along to support the event.

Thank you to the Citizens Advice Bureau West Dunbartonshire and the Scottish Fire & Rescue Service for also attending and providing important information to those who attended.





## Cuppa and a cake in support of Macmillan

**Our staff once again held an event in support of Macmillan's Biggest Coffee Morning.**

Our 6th 'CHA bake off' was held in October. The highly sought after award was won by Rachael, our Maintenance Assistant, with her delicious sticky toffee pudding! We thank our staff who supported the event and raised nearly £200.



**2022  
Star Baker  
Rachael  
Odiamehi**

**WORLD'S BIGGEST  
COFFEE  
MORNING  
MACMILLAN  
CANCER SUPPORT**



## 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.



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



## Contents Insurance

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, as a small number of tenants found out recently, in the event of fire or also for flood or break ins.

Particularly think of the devastation an emergency over the festive period would cause to gifts purchased or given or by general accidents, spills or breaks caused during the festivities.

Please contact your Housing Assistant if you would like more advice on this or you can search the internet for the wide range of providers or speak with local or national brokers.



## Feeding Birds



Feeding birds not only attracts vermin but it can cause issues with the building such as choked gutters from nests or vegetation. We respectfully ask that this is not done.

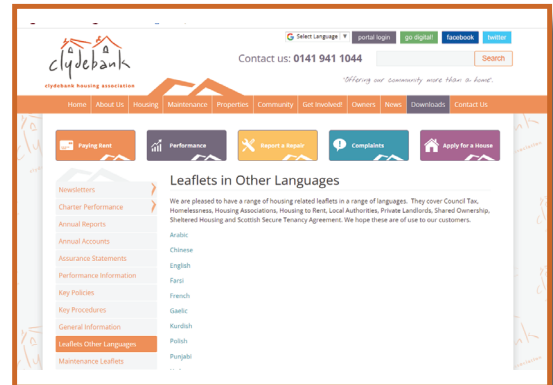


# Website Improvement

## Leaflets in Other Languages now available on our website

These leaflets have traditionally only been available at our reception but have now been uploaded to our website. We have 9 leaflets in each of 9 languages plus English versions also now available. They cover Council Tax, Homelessness, Housing Associations, Local Authorities, Private Landlords and more. Languages include Gaelic, Urdu, Farsi, French and Polish.

<https://clydebank-ha.org.uk/cha-downloads/leaflets-other-languages/>



Please don't hesitate to contact us with any other website improvement suggestions.

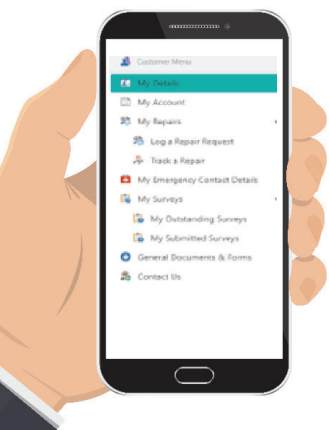
# Your Tenant Portal! Get on board!

## The way we communicate with you about your tenancy is changing!

In June we launched our tenant portal, which is a brand new and easy way for us to contact our tenants and for you to contact us. Through the portal you can:

- Report repairs
- Check your rent account
- Get a rent statement
- Access important information from CHA, e.g. newsletters, surveys, consultations etc.
- Keep us up to date with your details

The Tenant Portal has been designed to be easy to access and easy to use. It will never be used to bombard you with spam or information not relevant to your tenancy.



All tenants who have given us their email address are able to access the Portal right now, all you need is internet access and a device such as a smartphone, tablet, PC or laptop. The portal link is:

<https://live.clydebank-ha.org.uk/HomeMaster/Login.aspx>

**Pop into our first event to show off this fantastic system. Join us at the office on 13th December at 10am for a breakfast roll and a cuppa.**



If we hold your email address, you should have received your login details either through an email from us, or at your sign up for your tenancy.

Over the coming months we will be hosting a series of demonstration events to enable you to try the Portal out or ask any questions about how it works. We will also show you how to make the most out of it so that you can save time dealing with any tenancy matters.

If you don't think you are registered or need a reminder of your login details, then please let us know by contacting the office. Please note, you will only be registered if we hold an email address for you, which you can provide us with at any time.

If you don't have internet access you can borrow one of our easy to use lending library tablets, please contact the office for more details.

Finally, if you'd rather not give us your email address or don't want to use the portal for any other reason, we will continue to send you important information in paper form, just let us know.



## Compliments!

We were thrilled to recently report to our Management Committee that 42 compliments were received in the first half of 2022.

We don't always get it right. We value and report on complaints and strive to improve but it is lovely to also be able to report compliments so thank you to everyone who took the time to let us know when things went well. We appreciate it!



## 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.

### 1st April 2022 - 30th September 2022

Total number of complaints received	41
Number where we were at fault, apology given and rectified	20

Breakdown of complaints where we were at fault:

- 10 Maintenance
- 3 Factoring
- 3 Housing Management
- 2 Maintenance/Factoring
- 2 Finance & Corporate Services

Responded to in full	41 (100%)
Resolved at front line (5 days)	37 (100%)
Resolved after investigation (20 days)	4 (100%)

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

- Training to be provided and procedures reviewed
- Contractor's operatives reminded of their role and duty of care to customers
- Factoring group emailed to discuss better monitoring of the factoring mailbox
- An extra check has been put in the procedure for creating a tenancy

## 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 29th November  
11am-12pm  
CHA Office, 77-83 Kilbowie Road

Tuesday 20th December  
11am-12pm  
Centre81, Braes Avenue, Whitecrock

Tuesday 31st January 2023  
11am-12pm  
Radnor Park Church Hall



## Online Complaints Form

**We want to make it easy for you to let us know about complaints.**

You can use our online form at: <https://clydebank-ha.org.uk/about-us/making-a-complaint/making-a-complaint-online/>





# MSPs Visit CHA & Centre81

**We were recently pleased to have MSPs Anas Sanwar and Jackie Baillie visit the Association and Centre81.**

We were able to highlight all of the great things we are doing to support our tenants and other customers, in addition to our core services. We discussed the positive impact of Government funding on what we provide but also the challenges ahead before heading to Centre81 to show off our fantastic community centre, gym and community garden too!



## Out and About

### SHARE Future Housing Leaders Conference



Our Customer & Corporate Services Manager, Sinéad Farrell, pictured, was delighted to host a workshop at a housing training provider's conference, SHARE's Future Housing Leaders, in October.

Sinéad showcased the wide range of work that we are doing to support tenants, which has allowed us to achieve extremely high levels of tenant satisfaction.

### Bell Group Provides Community Benefits



Our paintwork contractor, Bell Group, continued to provide us with 'community benefits' over the summer, by volunteering with the Centre81 Steering Group, including at their summer party, pictured above. We thank Angela for her continued contribution.





# John White

Everyone at Clydebank Housing Association and Centre81 was saddened and shocked at the recent passing of our friend John White.

John was the Chairman and one of the founding members of the Centre81 Steering Group and dedicated his time to organising and running activities and events for the benefit of local children and for our community. John will be greatly missed, and our thoughts are with his family at this sad time.

Ali Mailey, our Centre81 Co-ordinator said, "John had been helping out/volunteering at C81 for 14 years. He did so much for the Whitecrook area and was passionate about helping Centre81 become a successful, thriving community hub. If there was a way he could help you out, he would. John sourced funding and helped organise our Gala Days, Christmas Dinners and many other projects, as well as being the driving force behind the Centre81 Steering Group. Everyone at Centre81 will miss him lots."



## Aico Volunteer Thanks!

**Once again Aico staff volunteered for us as part of their commitment to volunteering in the community.**

What a job Tony and Gregor did volunteering with us on 11 October as part of their annual commitment to volunteering in the community. Aico provide the smoke alarm technology which we use to monitor our smoke alarms. Both got to work alongside Alan, our Estate Caretaking Supervisor, to spruce up Attlee Place/Attlee Avenue.

Local tenant, Mrs Doogan expressed her delight with the work. She said they "did a fantastic job and made such a difference".

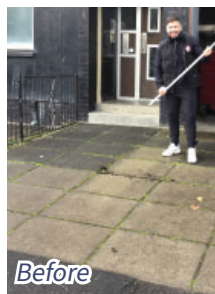
Thanks guys!



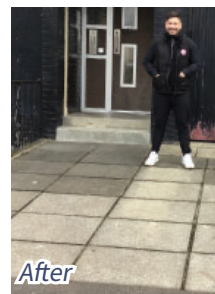
Tony, Alan, our Estate Caretaker and Gregor



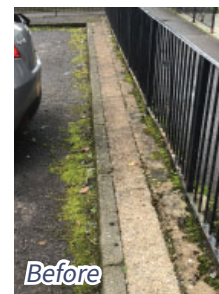
Mrs Doogan approved of their work!



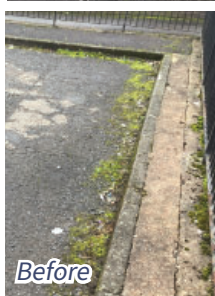
Before



After



Before



Before



After



After



# Scottish Housing Day Celebration

We were delighted to have a great turnout to our Scottish Housing Day celebration on Wednesday 21st September.

14 tenants, both well known and new faces, turned up for afternoon tea with us in our board room.

Staff and tenants enjoyed the afternoon... and the food!



*Sinéad Farrell, Customer & Corporate Services Manager, with garden competition 1st Prize Winner, Mrs Chessel*

## Prize Giving Event!

On 19th October we hosted an event for the winners of our Garden Competition and Scottish Housing Day Prize Draw Winners.

It was a great afternoon to celebrate our winners!

We thank everyone for getting involved in both our Garden Competition and Scottish Housing Day Prize Draw. We had 47 entries for the prize draw with 14 lucky winners picked, winning air fryers, slow cookers, blankets/dressing gowns, quilts or hampers.

For our garden competition, we were so pleased to be able to offer 1st, 2nd, 3rd place, 3 runners up and 20 highly commended letters. In addition we awarded the 'James Drummond Special Award'. Mr Drummond, who has since passed, had been a previous repeated winner of our garden competitions many years ago. This award was in recognition of his great gardening efforts.

We thank the JR Group  
for contributing £300



*Garden competition 2nd Prize Winner, Mr Joseph*

*Garden competition Runners Up, Mrs Steven, Mrs McLaughlin and Mr Chlosta*



*Some of our Scottish Housing Day Winners! Miss Dee, Mr Lang, Mrs Kalytta and son Stephen. Some prizes waiting to be delivered.*



# World Kindness Day

As the newsletter went to press, we were delighted to have started our plans for World Kindness Day 2022.

Some of our suppliers, contractors and consultants had begun to contribute to the fund, with over £1,800 being pledged. Half of the fund will go to show kindness to our residents and our community with the remaining 50% being handed over to the West Dunbartonshire Community Foodshare for their Christmas Toy Appeal 2022. We look forward to updating you in December's newsletter!



**choose Kindness**

**Kestrel Press**  
www.kestrelpress.com  
Fair Deeds In Print

**The Ventilation Experts**

**M|C**  
Macdonald & Cameron

**MAST**  
ARCHITECTS

**Gallagher**  
Insurance | Risk Management | Consulting

**DM Direct Ltd.**

**PROPERTY MAINTENANCE**  
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0141 562 9440

**REGENCY**  
Glazing Ltd

**tc young solicitors**  
effective legal solutions

**G.O.C. Engineering Services**

**hiflow**  
gas heating, hot water, plumbing, joinery  
0141 - 951 - 2020  
0141 - 944 - 6060

**clydebank**  
clydebank housing association

**nbm**  
Construction Cost Consultants

**ANVIL LOCKSMITHS**

**Magnus**  
Electrical Services Ltd

**CLEARVIEW NETWORKS**

**ESP** Ewing Somerville Partnership

## Performance Report & Charter Report

**We hope you enjoyed our 2 recent publications.**

We issued our Performance Report showing our performance against the Scottish Social Housing Charter in October and our Annual Report showing how we performed in 2021/2022 in November.

We value your feedback and thank all the tenants who have completed our Performance Report feedback forms on paper or online.

We'll compile the results and report back in the next ChitChat.



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

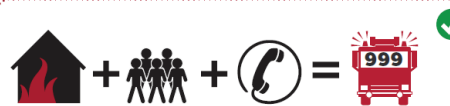
## Plan your Escape

**That's the advice of the Scottish Fire & Rescue Service.**

For more information, visit: <https://www.firescotland.gov.uk/your-safety/at-home/escape-plan/>



**If you hear smoke alarms, or there is a fire...**



**... GET OUT, STAY OUT & DIAL 999**



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



## Our Annual Assurance Statement to the Scottish Housing Regulator



**Our Annual Assurance Statement for 2022 was agreed by our Management Committee on Tuesday 25 October 2022. The statement was signed by Catherine Boyle, Chairperson, pictured, on behalf of the Association and submitted to the Scottish Housing Regulator by the deadline of 31 October.**

Clydebank Housing Association's Management Committee hereby submits its fourth Assurance Statement to the Scottish Housing Regulator, which has been prepared in line with Statutory Guidance, declaring that it is compliant with:

- All relevant regulatory requirements as set out in Chapter 3 of the Regulatory Framework
- The relevant standards and outcomes in the Scottish Social Housing Charter
- All relevant legislative and statutory duties in respect of tenant and resident safety, housing and homelessness and equalities and human rights
- The Regulatory Standards of Governance and Financial Management

The following exceptions are noted:

- The Association has procured an electrical upgrade contract, and there is an ongoing electrical inspection programme which should ensure that all electrical inspections and EICRs (Electrical Inspection and Condition Report) are completed within timescale and can be evidenced. We are working with the tenants concerned to reassure them that all necessary precautions continue to be employed. All outstanding inspections are scheduled to be completed by 31 March 2023.
- In regard to the installation of the required interlinked smoke and heat detectors for the deadline of 28th February 2022, there are currently 6 properties still outstanding. We are working with

external agencies to progress this work and this is expected to be complete by 31 March 2023.

The Management Committee arrived at this conclusion following ongoing reviews of its recording framework, reviews of key evidence including independent financial and non-financial audit reports, feedback from tenant surveys and consultation and recommendations following collaborative Governance and Health & Safety reviews.

External governance consultants reported to the Committee that Clydebank Housing Association had "high levels of compliance and good processes and systems".

In considering our ongoing compliance with our legal and regulatory requirements, we have taken account of the ongoing impact of the Covid-19 pandemic, the current cost of living crisis and the consequent business, economic and social disruption.

Welfare reform continues to present a challenge and the continuing uncertain times mean that rent arrears will remain a key concern for the Association, with a continuing emphasis on support and assistance for its tenants.

We continue to monitor our Business Plan, Budgets and Financial Plans and have updated our key assumptions in line with recent economic volatility and are continuing our programme of independent stock condition surveys. Our Business/Financial Plans have been prepared in line with the Scottish Housing Regulator's (SHR) Business Planning guidance alongside their Business Planning Supplementary Advice. They reflect

the impact/potential ongoing impact of the pandemic in areas such as rent affordability, treasury management and interest rates, our planned investment programme and arrears recovery levels.

Our financial plans demonstrate that the Association remains on a sound financial footing through prudent financial planning and by ensuring income maximisation and service delivery as well as ensuring cost efficiencies throughout the organisation.

The financial impact of any new risks and uncertainties has been identified and the financial plan aligns with the strategic objectives at all stages of our business planning process. Our sensitivity analysis demonstrates that the real threat to the Association would be consistently applying less than inflation rent increases, unplanned rent freezes, rent lost through voids and bad debts and our substantial planned maintenance costs increasing at a rate higher than inflation.

During the ongoing assurance review processes, the Management Committee has identified improvements which will further enhance its current and future practices and the Improvement Action Plan is reviewed on an ongoing basis.

We have plans to fully review the guidance on equalities and human rights so that we can implement an effective approach and incorporate this into our assurance processes where required. We plan to use any trends and observations from the data, in relation to the characteristics of our customers, to shape and deliver our services accordingly.





## Long Service Award

**Customer & Corporate Services Manager, Sinéad Farrell, celebrates 20 years at CHA**

On 19 August, Sinéad celebrated 20 years of service at the Association.

Sinéad was delighted to be presented with a card and gifts from the staff team on this significant anniversary. Sinéad said, *"It's been an amazing journey with Clydebank HA so far and great getting to know so many staff, committee members and residents... Here's to the next 20!"*



## New Maintenance Assistant

We welcomed Kirsty Woods in October as our new full time Maintenance Assistant.

Kirsty comes with a wealth of maintenance knowledge and is a welcome new addition to the Maintenance team.



## New Role for Customer Care

**Congratulations to Ali Mailey on her new post**

Ali became part-time Corporate Services Assistant following an internal recruitment process. Ali moved from the Maintenance team into the Finance & Corporate Services team in November. Ali, who has over 20 years' service with the Association, will remain in her role as part-time Centre81 Co-ordinator. The new role will see Ali support the Customer & Corporate Services Manager in striving for excellence in customer care.

## Modern Apprenticeship of Year Nomination

**Bethany Jones, our new apprentice in estate caretaking, has been nominated for modern apprentice of the year for all her effort and hard work.**

Bethany is helping our estate management team to keep our estates maintained to a high standard. While carrying out her duties with CHA, she is also working on her apprenticeship work. According to Bethany's Working4U assessor, her standard of apprenticeship work is high and she is very pleased with Bethany.

Our Estate Caretaking Supervisor, Alan, commented, *"Bethany is very enthusiastic and helpful and has already started to build great relationships with some of our tenants."*

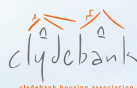


## Jim Inglis retires after over 30 years' service

30 September marked the last day of work for Jim at CHA before retirement. Jim was part of our great caretaking team at Radnor Park and is well known by the residents, staff and contractors.

On behalf of the Management Committee and all the staff at CHA, we thank Jim for all of his years' service and to wish him all the very best in the future.





## New Development Named as Pavillion Court

**Good progress continues being made on these 18 new homes for rent!**

The development consists of six 1 bedroom flats and twelve 2 bedroom flats. We recently learned that West Dunbartonshire Council approved 'Pavillion Court' as the building name. These new homes are well ahead of their Feb/March 2023 schedule and might even be ready to welcome new tenants and families before Christmas!



autumn



## Queens Quay. And that's a wrap!

**37 new homes now fully let.**

We're delighted to report that all of our homes within our fantastic partnership development have been let now to tenants and families at Queens Quay.





# Get Involved!

## Radnor Park Multis Tenants and Residents Association

**Our registered tenants organisation in Radnor Park held their first summer community celebration on 11 August.**

The afternoon was a fantastic success! We provided the live music, which was an absolute hit, and the group provided delicious catering from Janice's shop and a free raffle.

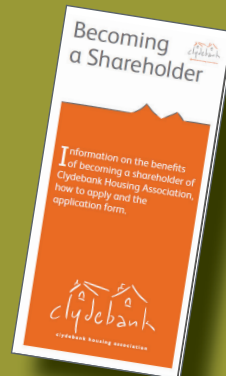
The group's next event is a 3-course Christmas Lunch to be held in December in Centre81.

*Get in touch if you'd like to set up a tenants group! We provide funding and support.*



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/>.



## Come along and get involved!

We are looking to reinvigorate our Tenant Panel.

We want as many of our tenants as possible to get involved in our decision making and influence our policies, which steer the direction of the Association.

Come along and find out more at our event at our office on:

**Tuesday 13th December at 10.00am**

Enjoy a breakfast roll and a cuppa with staff and have a blether with about what's involved and let's get a plan together for 2023!



**Get a Tenant Portal Demo too - see page 7 for more details**



## Maintenance Update

### Stock Condition Survey

**Brown + Wallace will be carrying out stock condition surveys within 25% of our stock between now and February.**

Tenants will be contacted by letter to provide times that they will be in the area.

If you are unable to provide access in the dates provided, please contact the surveyor or ourselves.

We work with independent surveyors to assess the condition of our stock. These surveys;

1. Directly impacts our 30-year major repair programmes
2. Provides evidence/insight into condition of your home against Scottish Housing Quality Standard



## Your Right to Repair Annual Reminder

The Scottish Secure Tenants (Right to Repair) Regulations 2002 contains provisions for a statutory Right to Repair scheme to cover the right of all tenants on a Scottish Secure Tenancy to have certain small urgent repairs carried out within given timescales. It also makes provision for compensation to be paid to the tenant should a qualifying repair not be completed, without good reason, within a maximum period.

The following table lists the types of repairs considered to be qualifying repairs and the timescales within which they must be carried out:

**How can I find out more?** The full Right to Repair Policy is available to download from our website or on request from our office.

If you want to know more about your rights, you should get advice from a solicitor, your local Citizens' Advice Bureau or contact the Maintenance Section.

Alternatively, you can contact the Scottish Government Social Housing Division, Area 1-H, Victoria Quay, Edinburgh EH6 6QQ. Phone: **0300 244 4000**. Email: [ceu@gov.scot](mailto:ceu@gov.scot). Web: [www.scotland.gov.uk](http://www.scotland.gov.uk)

Qualifying Repair	Max. Working Days for Completion
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or drain	1
Loss of electric power	1
Loss of water supply	1
Insecure external windows, door or lock	1
Unsafe access path or step	1
Significant leaks or flooding from water or heating pipes, tanks or cisterns	1
Loss or partial loss of gas supply	1
Loss or partial loss of space or water heating where no alternative is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket or electrical fitting	1
Partial loss of electric power	3
Partial loss of water supply	3
Loose or detached banister or handrail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7



## Social Work Adaptations

Please bear in mind that CHA carry out any Social Work Adaptations within your home to continue the safety for you and others that live in the property.

How do you go about getting this done? Read below:

- Contact your Occupational Therapist (OT) and arrange for a medical assessment to be carried out at your home
- Your OT will send CHA a referral form with a list of what your needs are in order for you to stay in your property safely
- CHA will request funding for your application
- Once received we will instruct the works which will be carried out as requested by your OT





## Report a Repair



You can report a repair by:

Logging in to the Tenant Portal:

<https://live.clydebank-ha.org.uk/HomeMaster/Login.aspx>

Visiting our website:

[www.clydebank-ha.org.uk/maintenance/report-a-repair/](http://www.clydebank-ha.org.uk/maintenance/report-a-repair/)

E-mail: [maintenance@clydebank-ha.org.uk](mailto:maintenance@clydebank-ha.org.uk)

Phone a member of our Maintenance team:

0141 941 1044



## Moving Items in Homes



Please note that our contractors are not insured to move personal items in homes to carry out work. We ask that tenants do this.

However, if you cannot, the contractor may be able to help out and will do so with great care but a disclaimer will be required to be signed by the tenant. For larger work, we can organise a contractor, at the tenant's expense, to move and reinstate items.

## Job Satisfaction

We pride ourselves in providing an excellent repairs and maintenance service. As such, we value your views on how a repair has went. You will soon start to receive texts and/or emails after a job is marked complete on how system, asking you how it went.

Thank you for taking the time to complete these questions. We value your feedback and use the information we received to shape and improve our services. We also report our performance to the Scottish Housing Regulator.



## Common Drains

### Follow the three Ps!

Follow the three P's and only flush

- Pee
- Poo
- Paper (Toilet Paper)

Never flush

- Wipes (even if advertised as flushable)
- Sanitary items
- Cotton wool or cotton buds
- Nappies or nappy liners
- Fat, oil or grease
- Food of any kind

Not following the three Ps will result in common drains/sewers blocking over time and will result in issues as a result of choked

pipework. This can cause sewage backing up into you or your neighbours' homes causing not only risk to the property but to health.

For guidance on this visit Scottish water website <https://www.scottishwater.co.uk/>.



## Contractors

We are currently looking for local contractors to bolster our current group and help provide tenants with a first-class maintenance service.

If you are a local tradesman and are interested in working with us please send your details into our Housing Services Manager, Jack Devlin.

## Going Digital

If you have an e-mail address or mobile phone number registered with ourselves then most of our communication with you will be done using these methods. Please make sure your contact information is up to date.



## Radnor Park Windows

**We are so excited to finally have this contract on site!**

We secured Anglian as a contractor for this work after a prolonged procurement exercise. This work represents a major investment in the area and we're thrilled for our residents and thank them for their patience. The contractor will be in touch with tenants to provide installation dates.

To avoid delays in the programme and therefore costs to the Association, we urge all tenants to make the contractor or ourselves aware of any times provided are not suitable.

*Equipment arrives on site*



*Contractors keen to get started on first block!*



*The pilot flat*



## Kitchen Refurbishments

**We are delighted to announce the appointment of Everwarm as contractor to carry out kitchen renewals on phase 2 of this programme.**

Everwarm will install new kitchens at Whitecrook LSVT stock (Bell Street, McFregor Street, East Barns Street and White Street) and tenemental stock (Alexander Street, Dumbarton Road, Kilbowie Road and Whitecrook Street).

The contractor will be arranging surveys over the coming weeks and months.



## Common Ventilation Fans

We will be upgrading common ventilation systems within 35 blocks prior to the festive period.



**Coming SOON**

## Coming Soon

**Work currently being organised:**

1. Electrical upgrades
2. Lift maintenance
3. Annual gutter cleaning





# 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 April – 30 September, of the 41 complaints we received, 6 were relating to our factoring service and 5 were upheld.

Service improvements put in place following the upheld complaints include:

- Factoring group discussed better monitoring of the factoring mailbox
- Factoring debt action procedures updated regarding contact methods

- Staff member will ensure that all legal charges are double checked prior to factors invoice run

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

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

## Owner Cyclical and Major Repairs

We are currently reviewing our 5-year major repair programmes and will be issuing these to owners in the coming weeks.

We recognise that this is a tough time with the ongoing cost of living crisis restricting the disposable incomes of households in the area. While this is the case, we also recognise the need for carrying out repairs that will help maintain the value of your property and reduce the number of reactive maintenance costs being charged out on a bi-annual basis.

We are keen for owners to have an input into what we prioritise moving forward. We ask that you review the information provided and send us feedback based on:

- Your priorities
- Any concerns you may have in relation to your obligations as an owner
- Any issues that you feel should be addressed that is not on the list

## Email Addresses

If we hold an email address for you and you haven't stipulated otherwise, we will be issuing your invoices and reminders to you by email.

If any owner wants to check/change the way they receive the invoice, please contact us before the next bill run in December.



2027

2026

2025

2024

2023

2022



Coming  
SOON

See page 19 for some major repairs coming soon which could affect owners.



**Centre81 is owned and managed by Clydebank Housing Association.**

**Our funding partners:**



## A great time was had at our Autumn Fest!

**A week of free Autumn themed activities at Centre81**

We held a very successful full week of activities for all ages and abilities during the October week. These included Autumnal Batch Cooking Classes, Chair Yoga, Kids Sports, Kids Arts & Crafts, Foraging Walk & Herbal Remedies workshops, Free Gym81 Inductions, Swap Shop with ISARO and a Window Box Workshop.

The celebrations culminated in a Kids Party on Friday 21st October where we provided pizza, treats and a DJ. A great time was clearly had by all!

All of these great activities and experiences were funded by our Centre81 Community Pot!



## Centre81 Raised Beds

**We have some raised bed areas available.**

Fancy growing your own fruit and vegetables but have no space? Take one of our raised beds!

Our community gardener Donald, pictured right, will help you with growing advice and we'll start you off with some plants/seeds. Call Jean or Ali at Centre81 to enquire on 0141 533 7070.





## BINGO!!

Join us at Centre81 for our famous weekly bingo sessions!

£5 per person which includes 6 games and a cuppa.

1pm-2.30pm  
Thursdays

Everyone welcome!



Look out for Café81 on Just Eat! Or pop in for a delicious lunch, coffee or snack!

**Cafe81**



 @cafe81clydebank

## Get Fit @ Gym81 for only £10 a month

- 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 solo sessions 0141 533 7070.



## Fitness Classes

Check out our popular keep-fit classes at Centre81. All only £3 per class (no need to book)!

- Yoga - Monday 10-11am
- Circuits - Tuesday 6-7pm
- Core Stability - Wednesday 10-11am
- Kettlebells - Thursday 6-7pm
- Tai Chi - Friday 2-3pm



Start your fitness regime ahead of Christmas!



\* a one-off £10 gym induction charge applies

## Scotland Cycle Repair Scheme

Centre81 is administering the above scheme after Clydebank Housing Association was awarded a further £2k from the Scotland Cycle Repair Scheme. See page 2 for details.

SCOTLAND  
CYCLE REPAIR  
SCHEME





# Centre81 Gala Day Success!

Our first Centre81 Gala Day since 2019, and the sun was shining.

Over 600 people attended throughout the day on 13th August, where they enjoyed music/DJ, kids' fairground rides, BBQ and refreshments, dancing, garden and bike maintenance stalls and face painting. Community spirit at its best! A great day was had by all!

Customer & Corporate Services Manager, Sinéad Farrell, said, "We were delighted to be able to run this

very popular annual event again. We are so proud of Centre81 and all of its activities and services. We thank the community for coming along to the Gala Day and supporting Centre81 throughout the year."





*"Offering our community  
more than a home"*



**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 - 4pm.**

We are closed on the first Wednesday of each month until 2pm for staff training.

We are also closed on the following:

- **Friday 9th December from 12.30pm**

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.**

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