



Centre81 festivities! Santa's visit and more

[Read more on Page 11](#)

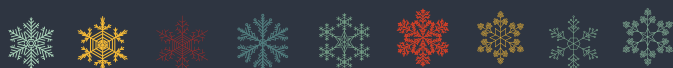
We wish you a very Merry Christmas and a Happy New Year

Our office will close on Friday 23rd December 2022 at 12.30pm and re-open on Thursday 5th January 2023 at 9.00am.

Please note the Radnor Park caretaking service is available on 29th & 30th December, 8.00am to 5.00pm.

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

All non-urgent repairs should be reported on 5th January.



This issue in pictures



Christmas Joy!

Our staff elves enjoyed helping out at our Radnor Park event.

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World Kindness Day

£1,000 donation to West Dunbartonshire Community Foodshare.

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Staff Christmas Jumper Day 2022!

Staff raise cash for Clyde1's Cash for Kids Appeal.

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News & Information

Mould Growth & Dampness

Contact us without fail if you have any concerns.

We know many of you will be aware of the tragic death of young Awaab Ishak. We want to reassure our tenants that we are here to help and urge any tenant with concerns about mould growth or dampness issues to contact us without fail. We will seek to provide advice or to visit you to investigate any potential causes. Tenant safety is a priority for Clydebank Housing Association.

Contact details:

- maintenance@clydebank-ha.org.uk
- 0141 941 1044
- through the Tenant Portal

Our Mould Growth and Condensation leaflet provides a brief guide to condensation and dampness problems in the home. It is available here or posted out to you on request, along with a wide range of other leaflets:

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



New Service

Dedicated welfare rights service to be provided to our tenants through the Citizens Advice Bureau.

Please contact the Association and we can make a direct referral to the Citizens Advice Bureau for any welfare rights or benefits assistance:

E: housingmanagement@clydebank-ha.org.uk

T: 0141 941 1044



Tenancy Support

Don't suffer in silence. We can help.

Fiona Campbell, our Tenancy Sustainment Officer, 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, or on 0141 941 1044.



Here to Help





Our elves at work 195



Children enjoy the hot chocolàte

Christmas Joy!

Our staff elves donned their Christmas jumpers on Thursday 8th December and distributed over 150 selection boxes and mince pies at our community garden in Radnor Park.

Our ground maintenance contractors, Ground Control, kindly donated and decorated a tree for the event and provided some goodies. They did a great job!

The Association treated residents to tea, coffee and hot chocolate from Janice's shop to keep them warm whilst listening to festive music and enjoying a chat with staff and neighbours.



Ground Control staff finish the tree



Warm drinks and Christmas music get residents in the festive spirit



Cosy Afternoons at Centre81

We were delighted to welcome over 150 people to our cosy afternoons at Centre81 during November and December.

Join us Fridays from January to March (commencing 13th January), 12pm-3pm. Enjoy free tea/coffee, delicious soup and good company in a cosy setting at Centre81. All welcome!

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



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.

- 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



Significant Performance Failures

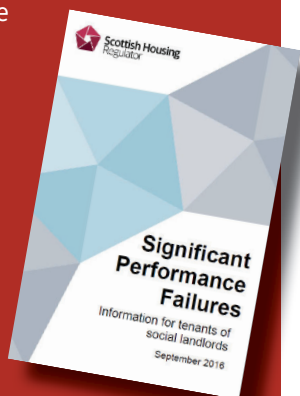


The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures'.

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

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

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



Rent Payments this Christmas

We know this has been a difficult year, however, we must remind all tenants that their rent is due to be paid in full and on time every month and this includes during the Christmas period.

If you are experiencing any financial difficulties that are affecting your ability to pay your rent, please contact us without fail on 0141 941 1044 - we are here to help.

Small Print

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.

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>

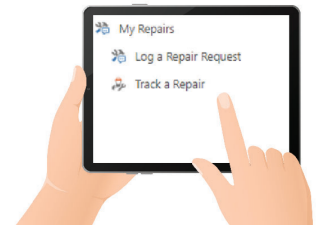
If we hold your email address, you should have received your login details either through an email from us, or at your sign up for your tenancy.

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, please contact the office for more details on our lending library.

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 format, just let us know.



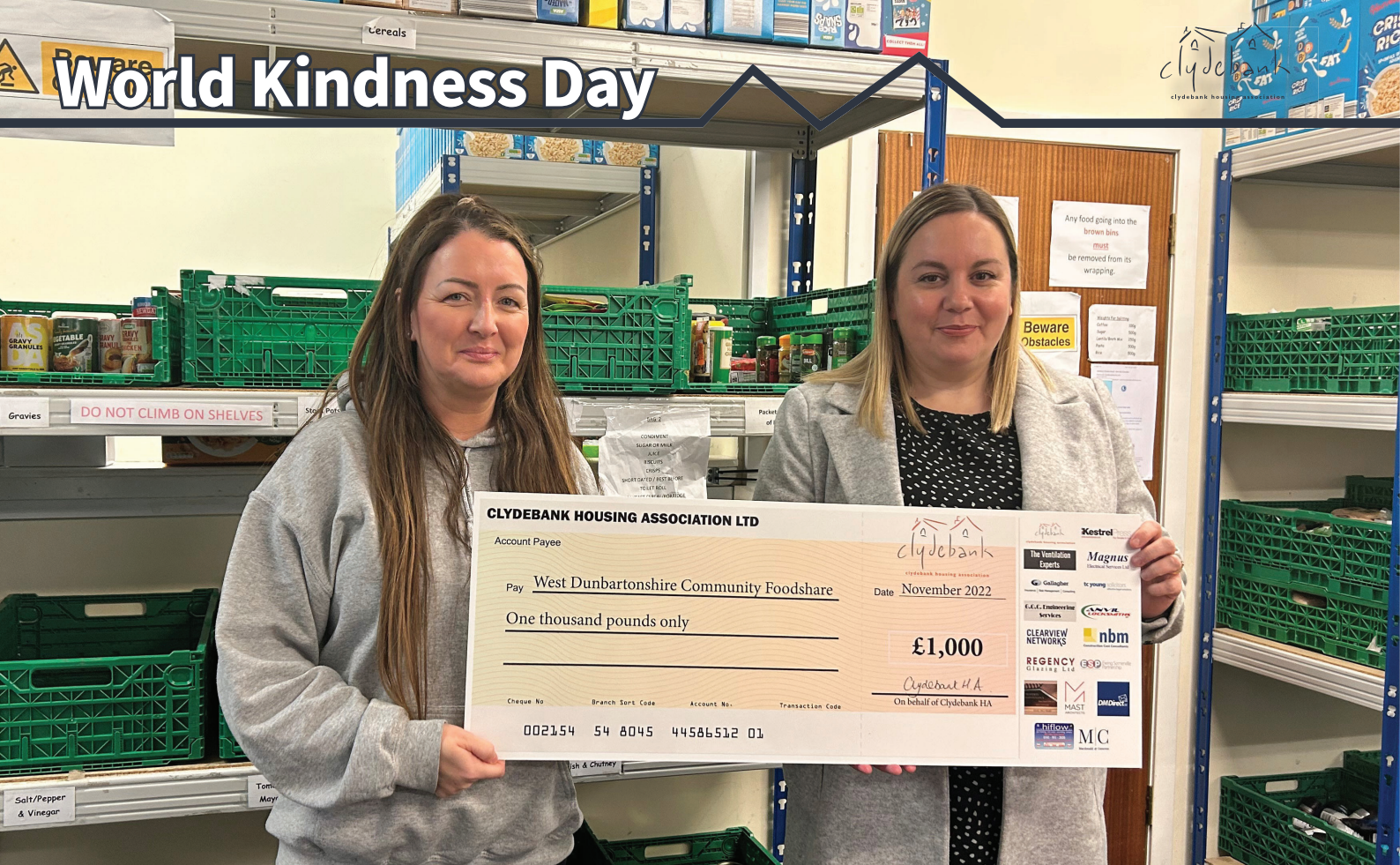
Is your neighbour living in their home?

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.**

World Kindness Day



World Kindness Day

We were delighted to be able to support our community for World Kindness Day 2022 in November.

choose
Kindness

Along with ourselves, many of our suppliers, contractors and consultants contributed to a special fund for World Kindness Day, with £1,960 being secured. Half of the fund was used to show kindness in our community with the remaining 50% being handed over to West Dunbartonshire Community Foodshare for their Christmas Toy Appeal 2022.

For our community, we were able to distribute:

- 8 £50 grocery vouchers to help towards a Christmas shop
- 20 kindness bags including a £10 grocery voucher and a box of chocolates
- 26 selection boxes
- 9 £15 Amazon vouchers
- 2 air fryers

We thank all involved for their support!



Sponsors

We sincerely thank our sponsors who, along with ourselves, provided a World Kindness Day fund of £1,960!

G.O.C. Engineering Services

Mechanical & Electrical
GOC Engineering Services,
Buckingham Cottage, Glasgow
G63 0XJ
Tel: 01360 860478
Email: jchesney@btconnect.
com
Contact: Jim Chesney

Gallagher

Insurance | Risk Management | Consulting

Risk Management Services
27-30 Railway Street,
Chelmsford CM1 1QS
Tel: 0800 612 3748
Web: www.ajg.com/uk
Contact: Lynne Cumming

tc young solicitors

effective legal solutions

Legal Services
TC Young Solicitors
7 West George Street, Glasgow
G2 1BA
Tel: 0141 221 5562
Email: mail@tcyoung.co.uk
Web: www.tcyoung.co.uk
Contact: Kirsty Nairn

CLEARVIEW NETWORKS

IT Support Provider
Unit 3, 1A Northinch Court,
Glasgow G14 0UG
Tel: 0141 251 0040
Email:
Web: www.clearviewnetworks.
co.uk/
Contact: Tim Jenkins



ANVIL LOCKSMITHS

Locksmiths
Anvil Locksmiths Ltd
Unit 1A, 1 Lambhill Quadrant,
Milnpark Trading Estate,
Glasgow G41
Tel: 0141 429 2606
Email: info@anvillocksmiths.
co.uk
Web: www.anvillocksmiths.
co.uk
Contact: Andrina Ritchie

The Ventilation Experts

Ventilation
The Ventilation Experts
Inveravon, Pacemuir Road,
Kilmacoll PA13 4JJ
Tel: 0141 370 2022
Email: admin@
ventilationexpert.com
Web: www.ventilationexpert.
com
Contact: Barbara Steen

Magnus

Electrical Services Ltd

Electrical Contractor
Magnus Electrical Services Ltd
6-8 Achamore Road, Glasgow
G15 8QS
Tel: 0141 949 1114
Email: info@magnus-electrical.
co.uk
Web: www.magnus-electrical.
co.uk
Contact: Paul Kane

ESP Ewing Somerville Partnership

Quantity Surveying
Ewing Somerville Partnership
40 Speirs Wharf, Glasgow
G4 9TH
Tel: 0141 353 3531
Email: bfarrell@ewing-
somerville.com
Web: www.ewingsomerville.com
Contact: Barry Farrell



nbm

Construction Cost Consultants

Quantity Surveying
nbm Construction Cost
Consultants, 9 Woodside
Crescent, Glasgow G3 7UL
Tel: 0141 333 1836
Email: scott.bradshaw@nbm.bz
Web: www.nbm.bz
Contact: Scott Bradshaw

Kestrel Press

Four Decades in Print

Printing
Kestrel Press
25 Whittle Place
Irvine KA11 4HR
Tel: 01294 222 222
Email: gferguson@kestrelpress.
com
Web: www.kestrelpress.com
Contact: Norma Williamson

DM Direct Ltd.

Mailing House
DM Direct Ltd, 11 South Avenue,
9 Simpson Court, Clydebank G81
2NR
Tel: 0141 952 5954
Email: dm-direct@btconnect.
com
Web: www.dm-direct.org.uk
Contact: Catherine Smith

REGENCY Glazing Ltd

Glazing
Regency Glazing
940 Crow Road, Anniesland G13
1JD
Tel: 07957 825623
Email: info@regencyglazingltd.
co.uk
Contact: Dougie/Stacey



M|C

Macdonald & Cameron

**Development Agents/
Clerk of Works**
Macdonald & Cameron
B1-10, Sams, Oban PA37
1QA
Tel: 07906 308264
Email: kimberley@
macdonald-cameron.
co.uk
Web: www.macdonald-
cameron.co.uk
Contact: Kimberley
McKendrick

MAST ARCHITECTS

Architects
MAST Architects
51 St Vincent
Crescent, Glasgow
G3 8NQ
Tel: 0141 221 6834
Email: mast@
mastarchitects.co.uk
Web: www.
mastarchitects.co.uk
Contact: Susan/
Eilidh



Building Maintenance
B. Hood GPM Ltd
64 Drumry Road,
Clydebank G81
Tel: 07719
796155
Email: hoodlb@
ntlworld.com
Contact Person:
Brian Hood



Plumbing & Joinery
Hiflow
9 Caledonia Street,
Clydebank G81 4EX
Tel: 0141 951 2020
Email: namy@hiflow.biz
Web: www.hiflow.biz
Contact: Namy
Donaldson

Get Involved!

Radnor Park Multis Tenants and Residents Association

On behalf of the Radnor Park Multis Tenants & Residents Association (RPMTRA) I would like to take this opportunity to report on events throughout the last year.

We have been able to organise several community activities, including:

- Welcome packs for new tenants/residents which include an introduction to RPMTRA and a small gift
- Clydebank Blitz Memorial Day: A service was conducted by Father Martin where a wreath was laid on behalf of the tenant's association commemorating the many lives lost on the fateful nights of the 13th & 14th of March 1941
- Summer Fete: A brilliant day filled with live music, food and stalls which was well attended by the residents
- Christmas cards which were designed and created for RPMTRA delivered to all tenants within the flats



- Christmas Lunch: a 3-course Christmas Lunch for over 40 tenants at Centre81 with return transport provided

With people feeling more confident in participating in social events we're hoping to fill our events calendar for the year 2023 and look forward to seeing and meeting all existing and new tenants.

We would like to thank all the tenants and residents for their participation and support at the events and hope to see it continue in the coming year.

I would also like to give a big thank you to the staff of the Clydebank Housing Association for their input and participation over the last years' events. *On behalf of the tenant's association, I would like to wish everyone a very Merry Christmas and a Happy New Year.*

With Regards, John Kerr, Chairman



Christmas Lunch success!



New tenant welcome packs

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/>.



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 31st January 2023

11am-12pm

Radnor Park Church Hall

Tuesday 28th February

11am-12pm

CHA Office, 77-83 Kilbowie Road

Tuesday 28th March

11am-12pm

Centre81, Braes Avenue, Whitecrook



Competition Time!

It's our 90th edition of ChitChat! Win one of two £90 grocery vouchers.

For your chance to win one of two £90 grocery vouchers to celebrate this being the 90th edition of our ChitChat newsletter, simply answer the following question and return by email to sinead@clydebank-ha.org.uk, fill in the answer form online <https://www.clydebank-ha.org.uk/cha-news/competition/> or call Sinéad at the office by 18th January at 5pm. Two winners will be picked from the entries at random and the winners notified week beginning 23rd January.

Question: A friendly Polar Bear and Reindeer have popped by to say hello in this newsletter. What pages are they on?

Rules: you have to be a resident of one of our properties or a shareholder.

CHITCHAT - Current Housing Information To Clydebank Housing Association Tenants!



Staff News



Staff Christmas Jumper Day 2022!

Staff donned their Christmas jumpers to raise cash for Clyde1's Cash for Kids Appeal for Christmas 2022.

On 9th December, staff got together to raise money for this worthy cause with £90 being raised.

Lynette, our Chief Executive, said, "We support this every year. As a local organisation who are community led, we know how important it is to support the local families. We're chuffed to be involved!"



Employee of the Year 2022

We were delighted to present Housing Officer, Lynne McGeachan, with this staff nominated award.

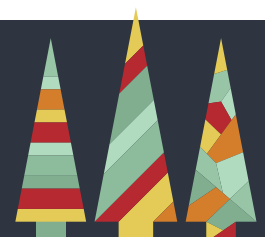
Lynne, pictured, is the fourth recipient of this award which was awarded at a recent staff training event. Lynne received many nominations from her colleagues acknowledging her positive attitude and commitment to our housing service and supporting staff. Just a few of the many comments that were received about Lynne:

- Lynne has worked extremely hard and went above and beyond the past few months – shows dedication and has a great work ethic
- Lynne is amazing at her job and very helpful



Farewell to Ann

In October, we bid a fond farewell to our long-serving Office Cleaner Ann Doris. Ann retires with over 15 years of service. We will all miss Ann and wish her a long, happy and healthy retirement.





A Warm Welcome

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



Communal Electricity Costs

As you are aware, the current energy crisis has led to an increase in gas and electricity costs for everyone.

Owners who are re-charged for communal electricity charges are likely to notice an increase in these costs in their upcoming factors invoices. Unfortunately these costs are outwith the Association's control, however, we regularly review our contracts with energy suppliers to ensure that we are securing the best possible price for tenants and owners.



Linnvale Estate – Change to Shares for Maintenance

Due to the construction of our new build development in Linnvale, the total number of properties within the Linnvale estate has increased by 24, to 707.

This has resulted in a change in the share that each property in Linnvale is required to pay for any repairs or maintenance carried out in the Linnvale estate (e.g. open space maintenance). The shares for maintenance have reduced slightly, going from 0.15% to 0.14%. This change will be reflected in all future factors invoices.

Over the last 7 months, we have issued updated Written Statement of Services to all owners in Linnvale following the revised Code of Conduct.

Due to the extensive nature of this work, we do not intend to re-issue this document with the new shares for maintenance, however, an updated Written Statement of Services (WSS) for the Linnvale Estate will be made available on our website for download. If you are unable to access our website and would like a hard copy of the updated WSS, please contact Fiona White at the office.



Centre81



Centre81 is owned and managed by Clydebank Housing Association. Our funding partners:

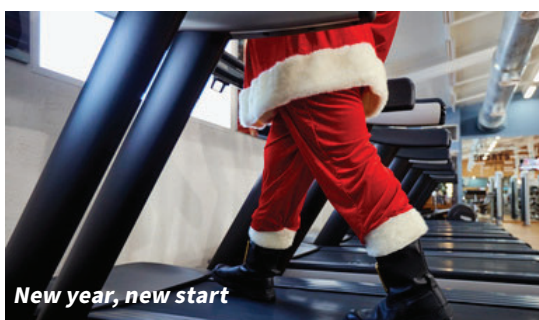


Get Fit @ Gym81! Only £10 a month

- 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.



* a one-off £10 gym induction charge applies

Santa Claus came to town!



Santa's arrived!



On Thursday 15th December Santa Claus paid a visit to Centre81 and we had a party to celebrate!

Over 150 local children were able to visit Santa's Grotto and each received a selection box. A party was also held with DJ Alan keeping our guests entertained.

Thanks to C81 Steering Group for assisting with the party and to Centre81 and Association staff who served hot chocolate to keep everyone toasty.

With thanks to Clydebank East Community Council for

sourcing National Lottery funding to provide this great event for free.

We must thank Dominos Clydebank and Dominos Knightswood for contributing delicious pizzas for all to enjoy!



Our tree



Partytime!



Making Reindeer dust



Fun and games



Fiona & Rae help

Bingo Buddies

Our Bingo regulars were delighted to have their Annual Christmas Lunch at Centre81.

On Thursday 15th December, our regular buddies enjoyed a 3 course Christmas Lunch, prize bingo and a free raffle. The feedback from all those who attended was great!



We thank our C81 and Association staff for helping out and Café81 for providing the delicious catering for this event. With thanks to Clydebank East Community Council for sourcing National Lottery funding to provide this event for free.



Calendar 2023

January

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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

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

Useful Numbers

Radnor Park caretakers:
Donald 07875 380125 / John 07875 379176 / Charlie 07875 380183

Other areas Caretaker, Alan:
07931 843341

Police Scotland: 101
Clydebank Health Centre:
0141 531 6363

Citizens' Advice Bureau: 0800 484 0136

Women's Aid Clydebank:
0141 952 8118

Gas Emergencies (SGN):
0800 111 999

Scottish Power Emergencies:
0845 2727999

Guide:

☐ Public Holiday Closure

☐ Staff Training Closure 9am-2pm

Usual Opening Hours

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

West Dunbartonshire Council Services:
Switchboard: 01389 737000
Homeless Out of Hours: 0800 197 1004
Social Work Out of Hours: 0800 811505
Council Tax: 01389 737444

Clydebank Housing Association Ltd, 77-83 Kilbowie Road, Clydebank G81 1BL

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

www.clydebank-ha.org.uk

twitter and facebook: @clydebankha

