



ChitChat

Radnor Park Celebrates 60 Years!



A celebration of a unique community.

Read more on page 9.



Annual General Meeting & Social Event

See more on Page 5.

LOOKING FOR WORK?

LIVING IN WEST DUNBARTONSHIRE?



The Lennox Partnership provide a bespoke and person centred employability service to help you move into work.



WHAT CAN WE HELP WITH?

- 1-2-1 employability support
- Job applications
- CVs and cover letters
- Training and upskilling
- Breaking barriers
- Access to exclusive job opportunities
- Ongoing In Work Support

WHAT IS THE CRITERIA?

- Aged 16 +
- Living in West Dunbartonshire
- Unemployed or not in Full-time education
- Right to work in the UK



Opportunity available until
March 2024

Carus House
201a Dumbarton Road
Clydebank, G81 4XJ
0141 951 1131

This issue in pictures



Lucky Winner!



Mr Donachie wins annual consultation prize draw.

Page 5

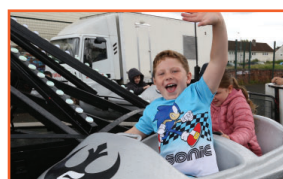


Meet your Housing Team!



NEW! Allocated Housing Officer and Housing Assistant for each address.

Page 7



Gala Day Fun!



The rain showers didn't dampen the smiles at our Gala Day.

Page 16

Flytipping

Clydebank Housing Association continue to receive reports of residents dumping rubbish including bin bags, household items and furniture, within our blocks and estates.

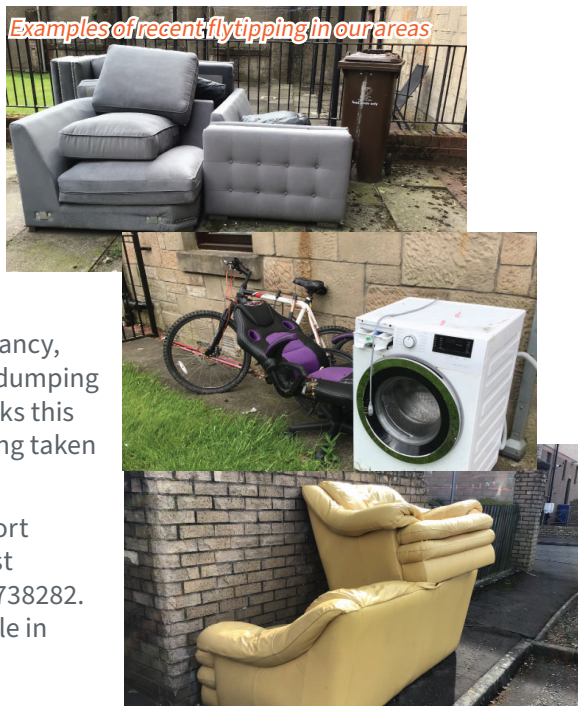
This is not only a nuisance making the blocks or front/back of homes look unsightly but is extremely unhygienic and causes undue stress to other residents. Children cannot play amongst dumped rubbish, residents cannot enjoy the common areas and rats, or other vermin, will be attracted to the loose rubbish.

Clydebank Housing Association is urging all residents to work together to keep blocks and estates clean and free from unwanted or dumped refuse.

This is also a breach of your tenancy, and should you be found to be dumping rubbish within our estates/blocks this could lead to further action being taken against your tenancy.

All tenants and owners can report their uplift requirements to West Dunbartonshire Council 01389 738282. This service costs £26.80 payable in advance.

Examples of recent flytipping in our areas



Welfare Rights Service

We offer our tenants a free Welfare Rights Service through the Citizens Advice Bureau.

Please contact us 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

**citizens
advice
bureau**

Social Work Adaptations

Please bear in mind that CHA carry out Social Work Adaptations within your home to enhance 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



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.

One of our recent tenancy sustainment initiatives is to provide cleaning and toiletry products to those who need them. Contact Fiona in confidence.



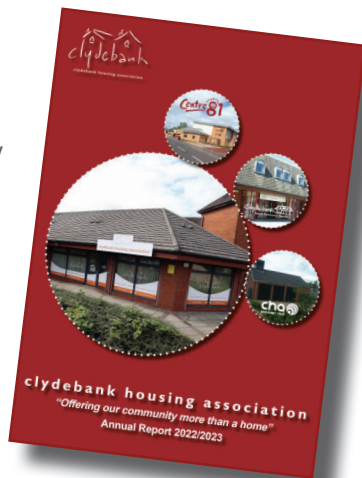
Example toiletry pack



Annual Report

Coming Soon!

Our Annual Report showing how we performed in 2022/2023 will be on its way to you shortly. We hope you enjoy reading it and please contact us if you have any questions on our performance. You can contact us by email info@clydebank-ha.org.uk or by telephone on **0141 941 1044**.



Customer Care Policy Review

We recently reviewed our Customer Care Policy. Thank you to the tenants, residents group and staff for their input.



The main enhancements include the ways we support excellence in Customer Care:

- Communication and support for staff
- New tenant initiatives
- Existing tenant support
- Supporting tenants and other customers

Here is a short summary of some of the promises in our Policy. Please let us know if we fall short of our promises to you to help us improve our service.

When you call us we will:

- Answer the call quickly
- Tell you who you are speaking to
- Offer to take a message or arrange to ring you back if the person you need to speak to is not available
- Reply to telephone messages within one day (24 hrs)

When you write to us we will:

- Reply to your letter, social media message, fax or email within 5 working days and your Housing Application form within 10 working days

When you visit our office we will:

- Greet/acknowledge you straightaway
- Make sure our reception area is easily accessible and welcoming
- See you within 5 minutes of your appointment time or aim to see you within 10 minutes if you do not have an appointment

For the full policy visit <http://clydebank-ha.org.uk/cha-downloads/cha-key-policies/> or contact the office for a copy.



Awards News

We have recently been nominated and shortlisted for the following awards:

Queens Quay Development (MAST Architects/CCG Scotland Ltd)

- The Herald Property Awards, Affordable Housing Development of the Year (winners announced 28th September)
- Saltire Housing Design Awards, Multiple Public Dwelling category (shortlisted finalist)
- Brick Awards, Urban Regeneration category (shortlisted finalist)
- Scottish Home Awards, Large Affordable Housing Project of the Year (shortlisted finalist)
- Homes for Scotland, Large Development of the Year category (shortlisted finalist)
- Scottish Design Awards, Winner of Silver Award in the Regeneration category

Dalton Avenue Linnvale Development (Coltart Earley Architects/Cruden Group)

- The Herald Property Awards, Affordable Housing Development of the Year (winners announced on 28th September)



Queens Quay



Dalton Avenue

Coffee and Chat with our CEO

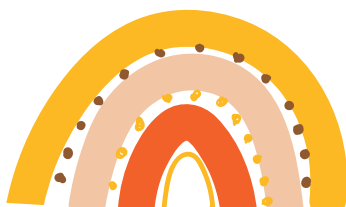


Lynette's next monthly dates for being out and about, chatting to you about issues you have with your tenancy or about anything you want to chat about regarding our local communities are:

Tuesday 31st October
11am-12pm
Centre81, Braes Avenue, Whitecrook

Tuesday 28th November
11am-12pm
Radnor Park Church Hall

Tuesday 12th December
11am-12pm
CHA Office, 77-83 Kilbowie Road



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
- Community garden & landscaped communal grounds
- Spectacular views
- Refurbished foyer areas
- Dedicated caretaker services
- On-site laundries
- Major improvements planned over the next 5 years including kitchens (details of the 5 year plans are available on our website)
- Close to local amenities



Your Tenant Portal!

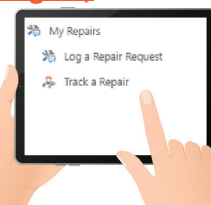
A great new way we can communicate with each other about your tenancy...

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 and circumstances

The portal link is:

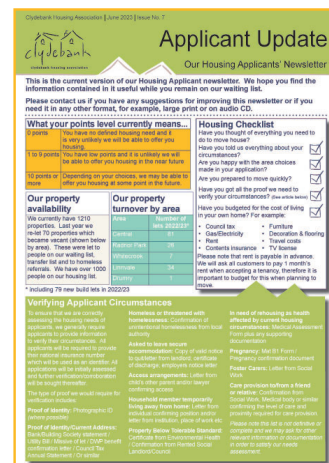
<https://live.clydebank-ha.org.uk/HomeMaster/Login.aspx>



Housing Applicant Newsletter

The latest edition of our Housing Applicant newsletter for 2023 is now available for our housing applicants. It is issued at the point of application and also on their annual application review. Have a read here:

<https://clydebank-ha.org.uk/cha-downloads/cha-newsletters/housing-applicant/>



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.



Annual General Meeting Success!

We were delighted at the success of our 38th Annual General Meeting (AGM) held at Centre81 in Whitecrook, our fantastic community centre.

On 29 June, shareholders were given a warm welcome by Chairperson, Catherine Boyle, who detailed the work staff and Management Committee members had been doing in the year to focus on the health and wellbeing of our residents, opening new developments and hearing about key risks facing the organisation.

Joe Farrell, Head of Housing Services, updated shareholders on favourable performance in the year and Lynette Lees, Chief Executive, talked over the Association's annual accounts and robust financial position at the year-end.

Members then enjoyed a fish tea, sweet treats and a free raffle before rounding the evening off with a few games of prize bingo and a dance or two to live music.

It was safe to say there were smiles all round after a great night!

Meet Your New Committee

The following Management Committee members were elected just after the AGM:

- Catherine Boyle (Chairperson)
- Doris Smith (Vice Chairperson)
- John Hillhouse (Treasurer)
- Paul Shiach (Secretary)
- Laura Breeze
- Kimberley Tennant
- Joe O'Donnell
- John Mooney
- Grace Daly
- Traceylee Hislop
- Councillor Johal (co-opted)
- Councillor Sophie Traynor (co-opted)



We have a winner!

Each year at our Annual General Meeting we draw our annual consultation draw.

The draw includes everyone who replies to our questionnaires, surveys etc. throughout the year (where it doesn't have its own prize draw). Mr Donachie from Central Clydebank was delighted to be picked as the winner and was presented with a £50 grocery voucher! Thanks to all who take the time to respond.



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 - 30th June 2023	
Total number of complaints received	17
Number where we were at fault, apology given and rectified	7
Breakdown of complaints where we were at fault: 4 Maintenance, 1 Major Repairs, 1 Factoring, 1 Development	
Responded to in full	17 (100%)
Resolved at front line (5 days)	16 (94%)
Resolved after investigation (20 days)	1 (100%)
We have identified improvements from complaints, not always just from the ones where we were at fault, including:	
<ul style="list-style-type: none">Both contractors involved were spoken to by the Maintenance Officer and all remedial works were carried outNewsletter article regarding not removing smoke alarms and consequencesSignage to be checked - ensure that the EV charging points signage is up at all sites	

Unacceptable Behaviour

Whilst a vast majority of our tenants and customers treat us with dignity and respect, over the past year or so some of our staff have been subjected to unacceptable behaviours from a small number of customers which have involved both physical and verbal abuse.

We have recently reviewed our Unacceptable Actions Policy, now called our Customer Engagement Policy. It was approved by our Management Committee at their August meeting.

The Policy details how we will actively manage customers who do not respect that our staff (and contractors) are here to help and are entitled to work in a non-abusive and respectful environment at all times.

Behaviours which will need managed include violent and abusive behaviour, abusive language, unreasonable demands on our service or volume of contact.

Ways we will manage these behaviours include:

- restricting contact by channel (e.g. phone or email) or limiting to a named person only
- communicating through a third party such as an advocate rather than direct contact
- restricting time or volume of contact

Our Customer Engagement Policy can be read in full on our website.



Compliments!

Thank you to our customers for taking the time to provide us with 15 compliments between April and June.

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 receive compliments so thank you to everyone who took the time to let us know when things went well. We appreciate it!

Tenant Cecilia (pictured centre) recently complimented caretakers Donald and John for the help and assistance they provide.



**Never registered
to vote or
recently moved?**

You need to be registered
to vote in elections.
Register now at:
gov.uk/register-to-vote

**YOUR VOTE MATTERS
DON'T LOSE IT**

Meet your Housing Team!

We recently made the decision to move to a 'patch based' housing service.

This means that all tenants will have a designated Housing Officer and Housing Assistant.

We hope that this approach will help develop a good tenant/staff relationship over the course of time and allow for a more personalised experience when you call or visit your Housing Team. Please see below for details of your Housing Officer and Housing Assistant.

*Angela Marshall, Housing Officer**



Alexander Street	Jean Armour
Bannerman Place	Drive
Bon Accord	Kilbowie Road
Square	Montrose Street
Cart Street	Queens Quay
Crown Avenue	Titan Boulevard
Cumrae Court	
Glasgow Road	
(105 to 107 only)	
Dumbarton Road	
Graham Avenue	
Hume Street	

**The Housing Assistant is currently being recruited*

*Melanie Cameron, Housing Assistant and Janie Preston, temp Housing Officer***



Barrie Quadrant	Riddle Street
Castle View	West Thompson
Cowal View	Street
Erskine View	
Janetta Street	
Lennox View	
Leven View	
Lilac Avenue	
Lomond View	
Lusset View	
Melfort Court	
Onslow Road	

*** Janie will act as Housing Officer to cover Lynne McGeachan's maternity leave*

Kate Day, Housing Officer, and Elaine Bannerman, Housing Assistant



Attlee Avenue	Kirkwood
Attlee Place	Quadrant
Bell Street	Livingstone Street
Bevin Avenue	McGregor Street
Brown Avenue	McNeil Avenue
Cripps Avenue	Morrison
Dalton Avenue	Quadrant
East Barns Street	Pavillion Court
Fleming Avenue	Shinwell Avenue
Forth Street	Strauss Avenue
Glasgow Road	Westwood
Greenwood	Quadrant
Quadrant	White Street
Ian Smith Court	Whitecrook Street
John Knox Street	
Jowitt Avenue	
King Street	
Kirkwood Avenue	



A warm welcome to Stepping Stones

We own and manage Clydebank Social Economy Centre, near our office, at the bottom of Kilbowie Road.

We were delighted to recently welcome Stepping Stones as our newest tenant, on a long-term basis.

The new space offers the charity improved facilities, including a purpose built reception area, and a more comfortable and convenient environment.

Stepping Stones, Operations Director, said, "Thanks to Clydebank Housing Association for making us feel welcome and supporting us to settle in."

Telephone numbers and email addresses are unchanged for Stepping Stones and information about their services can be found at www.stepstones.org.uk.

Taylor from Clydebank Housing Association presents a welcome gift to Stepping Stones staff.



Stepping Stones
ORGANISATION
(MENTAL HEALTH)

Bogus Callers

All representatives from CHA, including contractors, will have identification on them. If you wish for additional security, there are a few things we can do to help:

- Contact our office to verify details before letting someone claiming to be from CHA into your home
- Set up a password when raising a repair. The contractor will be required to provide this to you so you are sure they are who they say they are

For more information on doorstep crime and bogus callers visit: <https://www.scotland.police.uk/advice-and-information/scams-and-frauds/doorstep-crime-and-bogus-callers/>



Bin Chutes

The chute at Lomond View was recently chocked for almost a week due to resident fault.

A baking tray was wedged in the chute. A contractor also sustained injuries to his hand and arm trying to clear it.

Our caretaking staff are also being increasingly exposed to both cat litter and incontinence products which have not been bagged.

These are all serious health and safety hazards.

To avoid further blockages please remember that only small household rubbish should be put down the chute, and always in bags. Please contact the caretaker to find out where larger items should be stored if you have these to dispose of.

Be mindful when using the bin chute and remember all residents within the block require to use this.



Did you know?

Fearless enables young people to pass on information about crime 100% anonymously.

When you give information at [Fearless.org](https://fearless.org), they cannot track your IP address or your phone number. They have no way of knowing who has contacted them.

Visit <https://crimestoppers-uk.org/fearless/give-information-anonymously> for more information.



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.

Some members of Radnor Park Multis Tenants and Residents Association

Music, memories & more at 60th anniversary celebration!

60 years ago in March, the first of our 7 multi storey Radnor Park blocks was completed.

On the evening of 6th July at Centre81 the local residents group, Radnor Park Multis Tenants and Residents Association (RPMTRA), and ourselves held a free partnership event with tenants, group members and staff.

We had a hot buffet, refreshments, a raffle and live music.

Old photographs were posted all around the walls.

Over 40 tenants enjoyed a night of food, laughter, reminiscing and dancing! Our staff loved being part of a celebration of this unique community.



Volunteer Thanks!

Staff from Aico, who provide our smoke alarm monitoring technology, once again volunteered with us.

This time, it was the weights room in Gym81 at Centre81 that got some attention. We sincerely thank Tony and Gregor for their help to freshen up this tired looking room!

*Gregor and Tony get set!**Lovely fresh finish*

Mould and Damp

Mould and Damp can present itself in any property when the moisture levels are high.

Mould grows best in damp and poorly ventilated areas and reproduces by making spores. Please ensure you keep moisture levels low by ventilating your property. You can do this by opening windows, moving furniture away from walls to allow circulation, making sure your home is appropriately heated, not blocking chimneys and vents, not drying clothes on radiators, and keeping kitchen and bathroom doors closed when cooking or bathing.

The way you use your home affects the moisture levels, so always be mindful of these points.

If you do have any mould or damp then please let our maintenance department know and we can look at ways of assisting with this.

You can contact us at the office on **0141 941 1044** or maintenance@clydebank-ha.org.uk or complete the form here: <https://clydebank-ha.org.uk/maintenance/mould-and-damp/>



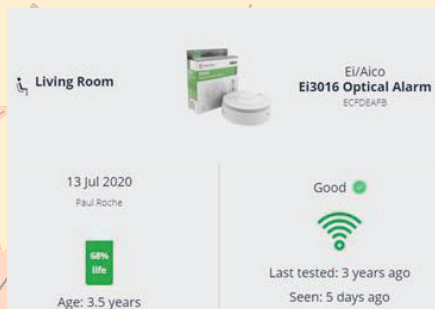
HELLO
AUTUMN



Did you know?

You can access information for smoke alarms installed in your home.

Simply contact a member of our maintenance team and provide an e-mail address to get set up.



Gas Safety Week

Fighting for a Gas Safe Nation

Regular Servicing & Maintenance!

It is important that you give access for your gas service and encourage anyone that you care for to get their appliances checked regularly.

Check for ID!

Only an engineer on the Gas Safe register should fit, fix or service your gas appliances. We only use City Technical Services for this work and all engineers will have on their branded uniform and carry a Gas Safe ID card. Please don't hesitate to check this if you are in any doubt.

Look out for signs of carbon monoxide!

Poorly maintained/ repaired or wrongly fitted appliances do not burn gas correctly which can cause carbon monoxide. This is why it's very important you give annual access to carry out your gas service.



We are proud to support Gas Safety Week 2023

<https://www.gassaferegister.co.uk/gassafetyweek/stay-safe-ten-top-tips-to-stay-safe/>

For more handy tips to keep you safe visit <https://www.gassaferegister.co.uk/gassafetyweek/stay-safe-ten-top-tips-to-stay-safe/>

Reporting a Repair

Each repair reported to us is categorised by the extremity of the repair. When reporting a repair, please give us as much information as possible.

- **Emergencies** - likely to cause injury or death or substantial property damage. Response time to attend and make safe is within 4 hours. Examples of emergency repairs are fire, flooding/water ingress that can't be contained, no heating.
- **Urgent Repairs** - may cause inconvenience but little possibility of further property damage if dealt with within target of 3 working days. Examples of urgent repairs are faulty light fittings, communal lighting, door entry system.
- **Routine Repairs** - not hazardous, causes minor inconvenience. Target response time is within 10 working days.

Examples of routine repairs are damaged fencing, drip at tap, fault with TV aerial.

- **Complex Repairs** - repairs which are likely to involve multi-trades and can include jobs requiring time to dry out, removal of asbestos, jobs over a certain value and jobs requiring authority from owners. The response target time is within 20 working days.

The Maintenance Team will advise what category your repair will fall under when reporting your repair. Please contact us if you feel you've not heard from us within your timescale.

You can report repairs 24/7 on our website at: <https://clydebank-ha.org.uk/maintenance/report-a-repair/>. Alternatively call our office on **0141 941 1044** or email maintenance@clydebank-ha.org.uk.

Common Drains

We have recently carried a high number of repairs to clear choked common drains.

The vast majority of these have been caused by items being flushed by residents that shouldn't i.e.

- Cat litter
- Wipes
- Food, fat, oil or grease
- Sanitary items

Not only does this use up your rent money but it brings a major Health & Safety risk to you and your neighbours.

To prevent this we ask that you FOLLOW THE THREE P'S and only flush:

- Pee
- Poo
- Paper (toilet paper)

Stock Condition Survey

Brown + Wallace will be carrying out stock condition surveys within 20% of our stock between now and January.

Over the past 4 years we have surveyed 64% of our stock. If your home is one of those which have not yet been surveyed, Brown + Wallace will contact you 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. Provide evidence/insight into the condition of your home against Scottish Housing Quality Standard.

2. Directly impact our 30-year major repair programmes.



Repair Surveys

Just a reminder that we are carrying out quarterly surveys on your repairs and maintenance satisfaction levels. If you have had a repair done, you may now get a call after the quarter ends (October, January, April or July) from Research Resource to complete the survey. We value your feedback and will use it to shape and improve our services.



Coming this financial year:

- Windows Refurbishments – Dumbarton Road and 177-189 Glasgow Road
- Heating Upgrade – Dumbarton Road
- Upgrade of Water System – Radnor Park

Ongoing

- Electrical Upgrades – Ian Smith Court, Fleming Avenue, 15-27 Bannerman Place, Jean Armour Drive, 177- 189 Glasgow Road, Bon Accord Square, Forth Street, Tenements.
- Kitchen Refurbishments – Bell Street, McGregor Street, White Street, Dumbarton Road, Kilbowie Road, Alexander Street and Whitecrook Street

Completed

- Windows – Radnor Park
- Kitchen Refurbs – Hume Street/Glasgow Road and Crown Avenue
- Common Ventilation Upgrade – Whitecrook Street, Kilbowie Road, Dumbarton Road, 177-189 Glasgow Road

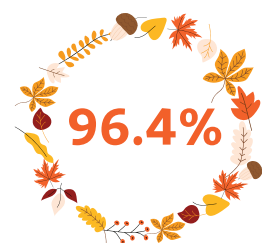
Radnor Park Windows Satisfaction

A massive thank you to our tenants at Radnor Park for their part in delivering what was overall a hugely successful window replacement contract.

The efforts from everyone relating to this contract ensured the work was completed on time and within the agreed budget.

We appreciate that such works can often be an inconvenience, however, tenant involvement has minimised this impact on everyone in the area.

We look forward to delivering similarly successful contracts throughout our stock using the experiences gathered and lessons learned during these works.



Satisfaction with the works carried out and the services provided by CHA	96.4%
Work carried out to your satisfaction?	91.9%
Satisfaction with performance and professionalism of the contractor	96.5%
Treated courteously from initial contact through to completion?	96.5%

Some positive comments received included:

- Couldn't be more pleased with the windows. From the start to the completion of the windows it couldn't have been better
- I am so excited about the new windows. They are so lovely and perfect. Thanks to Clydebank Housing Association for this wonderful work
- Overall we were extremely satisfied with everything. They carried out their work to a high standard. Also thanks to Clydebank Housing Association for all the services they provide





A Warm Welcome

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



Owner Satisfaction Survey

We were very thankful to the 265 (46%) of our owners who participated in our owner satisfaction survey recently.

As promised we have been through all of the results in detail and enclose some articles in this edition, and in the Winter edition too, to assist and advice owners.

Complaints

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:

<https://clydebank-ha.org.uk/owners/factoring/>

You can also report complaints 24/7 using our online form, available here:

<https://clydebank-ha.org.uk/about-us/making-a-complaint/making-a-complaint-online/>



Spotlight on Factoring Complaints

In the period 1 April 2023 - 30 June 2023, of the 17 complaints the Association received, 2 complaints related to our factoring service and 1 was upheld.

We value complaints and use them to improve our services.

Our Factoring Complaints Handling Procedure is available here www.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.

Clarification on Services

Within the survey responses we felt clarity was required over services provided by ourselves and others such as the Council.

On public roads / pavements / walkways

Potholes

The Council is responsible for repairing potholes. To report a pothole visit:



<https://www.west-dunbarton.gov.uk/roads-parking-travel/report-street-issues/potholes/>

Dog Fouling

The Council is responsible for investigating/removing dog fouling. You can report dog fouling using the online form here:



<https://www.west-dunbarton.gov.uk/public-health-protection/street-care-and-cleaning/report-dog-fouling/>

In your home

Insect / rodents

For advice and assistance if you are experiencing problems with rodents or insects contact the Council:



<https://www.west-dunbarton.gov.uk/public-health-protection/pest-control/>

On our land (ie. back courts)

Dog Fouling

Use our online form 24/7 to report dog fouling <https://clydebank-ha.org.uk/housing/estate-management/report-dog-fouling/> or call the office on 0141 941 1044. We will investigate/remove.



Meet our Factoring Team at our Owners Event!

The Association's Factoring Team draws from the expertise of certain staff across the organisation and Jack Devlin, Housing Services Manager, and Fiona White, Finance & Corporate Services Manager, take the lead on managing our factoring service.

Join us to meet the team at our office on **26th October 2023** between **4.00pm - 6.00pm**.

Food and refreshments will be provided.

Ask questions, bring bills along to be explained, discuss future major repairs, anything at all.

We look forward to seeing you!



Contact our Factoring Team

You can, of course, contact our Factoring Team at any time. Contact them by email at **factoringgroup@clydebank-ha.org.uk**, call them on **0141 941 1044** or contact them through social media @clydebankha on Facebook and X/Twitter.

Waterworks

In the recent owner survey, issues with street drainage were mentioned.

This is generally the responsibility of Scottish Water (removing foul drainage and managing problems caused by public sewers) or West Dunbartonshire Council (drainage of local roads and public highways).

For more information, visit:

<https://www.scottishwater.co.uk/Help-and-Resources/Document-Hub/Factsheets-and-Leaflets/Factsheets>



Financial Planning

Forthcoming Major Repairs

We are well aware of the pressures on owners in maintaining your home whether that be a roof renewal or landscaping costs.

Unfortunately, the construction industry is not immune from these cost increases and maintaining properties is increasingly difficult. Though by not carrying out work, we risk impacting the value of your investment and creating more substantial issues in the future.

As factor and landlord we constantly gather information about our stock and alter our thirty year investment plans with owners in mind.

That said, the coming years do bring several planned maintenance programmes from stone cleaning at our tenemental stock, energy efficiency work to meet Scottish Government targets, door entry upgrades and roof renewals.

We encourage owners to come and speak to us about these programmes and to financially plan for these future works.

We encourage owners to visit us at our owners event (details above) and discuss all things factoring including repair programmes and financial pressures.

We hope to see you there.

Customer Care

Our timescales

When you contact us we will respond in line with our Customer Care Policy. It is the aim of Clydebank Housing Association (and our representatives) to provide our customers with the highest quality of customer care.

Please see page 3 for information on our timescales and some of the enhancements to our new Customer Care Policy.



Dumped Trolleys

In the survey many of you mentioned dumped trolleys. We believe company Trolleywise do collect for some stores locally.

If they do not, you can contact individual stores directly.

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!



* a one-off £10 gym induction charge applies



Fitness Classes

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

Yoga - Monday 10-11.15am

Pilates - Tuesday 10.30-11.30am

Circuits - Tuesday 6-7pm

Kettlebells - Thursday 5.30-6.30pm

Tai Chi - Friday 2-3pm



Pop in for a delicious lunch, coffee, cake or snack! Or look out for Café81 on Just Eat & Deliveroo!

@cafe81clydebank



Coming Soon!

Autumn Fest!

We are currently pulling together a programme of events for our popular Autumn Fest!

Check out our social media soon for more details.

@Centre81Clydebank

@Centre81_cha



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!

Smiles All Round at Centre81 Gala Day!

The rain showers couldn't dampen spirits at our 2023 Gala Day!

Over 500 people attended throughout the day on 5th August, where they enjoyed music/DJ, free kids' fairground rides, BBQ and refreshments, a live band, cupcake making, face painting and more.

Customer & Corporate Services Manager, Sinéad Farrell, said, "All at Centre81 and Clydebank Housing Association thank the Clydebank East Community Council for securing funding from the Glasgow Flight Fund for all of the fun fairground rides to be provided for free!"

"Thank you also to our Centre81 staff who work tirelessly year round to make the Centre a wonderful place to be, to all of our gala day CHA staff volunteers, the Café81 crew and partners such as Police Scotland. We couldn't do it without you!"

"It's only right we acknowledge our friend and Centre81 Steering Group founding member, John White. John recently sadly passed away. In acknowledgement of John, we have placed a bench in the garden of the Centre he loved."



Centre81

15 Years of Centre81

**Centre81, opened in 2008,
is Clydebank Housing
Association's community
regeneration centre built in
the heart of Whitecrook.**

In the beginning...

Initially supported and funded with capital grants from the European ERDF Urban II Programme, The Big Lottery, Communities Scotland Wider Role Fund and West Dunbartonshire Council amongst others, this £2m+ Centre sprung into life!

Where we are now...

Centre81 now funds some of its ongoing activities but still heavily relies on external funding to deliver projects and activities.

We continue to recognise the need to maximise access and opportunity for all and we bring the community together on a regular basis through fun family events! Our annual Gala Day is a great example of this (photos on page 16) but we also host Easter, October week and Christmas events.

Our achievements...

We are extremely proud of what has been achieved in the last 15 years and we could not have done this much without our various funders,

the support of the community and our many partners, including West College Scotland, WDC Working4U, ISARO Community Initiative, Action for Children, CAOS, Y Sort It, Strathclyde Autistic Society, Centre81 Steering Group etc.

Our many funders over the years include:



**"We could not have
done this without
our various funders,
the support of the
community and our
many partners."**

The Scottish Government
The Big Lottery
The Hugh Fraser
Foundation
Santander
Sustrans
Children in Need
West Dunbartonshire
Council
Awards for All
Keep Scotland Beautiful
Cycling UK

With the help of Scottish Government funding, we are able to run 5 low cost fitness classes every week, including Yoga and Tai Chi as well as a weekly

Sport & Arts Club for children with autism. We also have many groups and organisations who regularly hire our main hall and rooms.

Going forward...

We have been successful in securing £341,398 from the Scottish Government Investing in Communities Funding for 2023-2026! We also have some other very exciting ideas up our sleeve. As always, watch this space!



**13
Gala Days**

**4 staff
employed**

**New
Access to
Canal
Path**

**Raised
Beds
opened
2018**

**9
Christmas
Fayres**

**Gym81
opened
2014**

**10 Years
of our
Weekly Bingo
Club!**

**First
venue to
deliver SCQF
Level 5 in
West D/shire**

**Host to over
60 accredited
courses with
WEST COLLEGE
SCOTLAND**


 for 12 years


 for 14 years



Centre81 Tenants

for 12 years

for 14 years

Summer Fun!

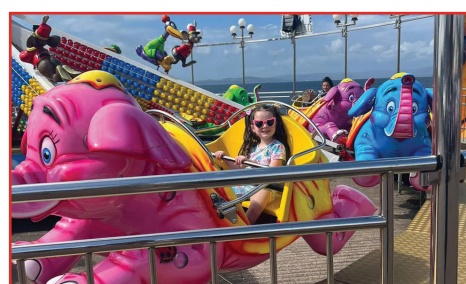
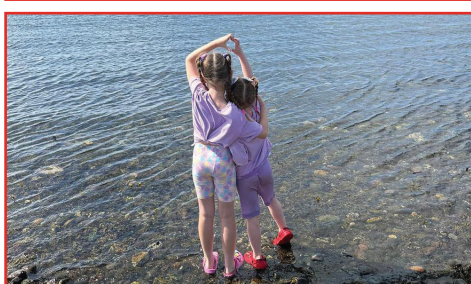
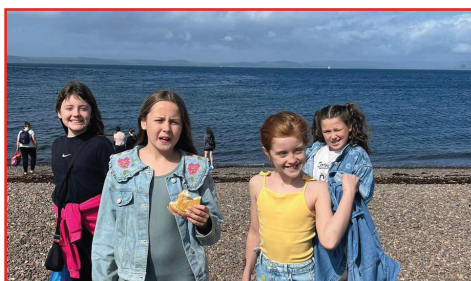
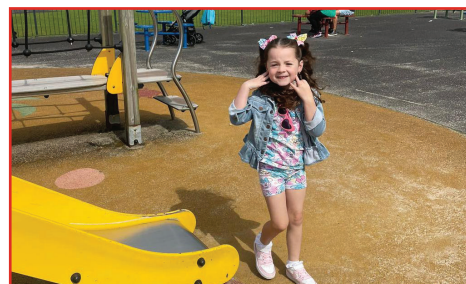
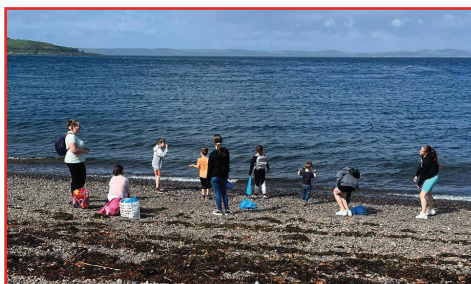
We were delighted to fund the Centre81 Steering Group travel for their summer trip.

Children headed to Largs for the day and enjoyed the park, beach and shows followed by a spot of lunch.

30 young people and their families attended the trip.

The Steering Group said, *"The young people and their families had a brilliant day in Largs and we genuinely couldn't have done so had it not been for Clydebank Housing Association's support."*

We're glad they got the sun and all had a great day!



Raised Beds

We have a number of raised beds at Centre81 available.

Interested in growing your own produce? Want a helping hand from our community gardener?

If you are interested, give Jean or Ali a call at Centre81! Telephone number: **0141 533 7070!**



Surprise Visit

Centre81 staff were delighted to have a visit recently from Lambhill Stables.

Jamie and Franca surprised staff with flowers and chocolates as the Centre had recently donated a trike to their worthwhile project. Jamie said, *"A huge thanks to the team at Centre81 for your generous donation. You're all superstars!"* We're so glad to see it being used and hope they enjoy many cycles in the sun.

Sinéad, Customer & Corporate Services Manager, with Franca and Jamie



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



Radnor Park Multis Tenants and Residents Association

On behalf of RPMTRA, I would like to take this opportunity to say a few words and review our past year in term.

As you know we will be having our AGM on the 26th Oct 2023 and this will be your opportunity to select who you want to represent your association or maybe consider coming on board yourself. A ballot paper will be put up in the foyers of each flat which will give you the opportunity to nominate yourself or propose or second someone else. You will have one week before the AGM to complete your vote.

Over the 2022/23 year we have had four quiz nights which have been well supported and growing. Our next quiz will be on the 29th September - more info will follow on the noticeboards.

The Committee would like to thank everyone including local businesses who donated gifts for raffles and money for raising funds for the RPMTRA.

A full financial report will be supplied at the AGM.

CHA has been celebrating the birth of the Radnor Park multis and there was a wonderful 60th celebration dinner at Centre81. The Association is engaged in talks with Community Links Scotland regarding funding towards future projects on the history of the area.

Car parking/Kilbowie School - talks are still ongoing on this matter.

I would like to finish by announcing there will be a Halloween dance held on Sat 28th October, Radnor Park Church. It's bring your own bottle with 60's 70's & 80's music and a buffet. Of course, there will be a fancy dress competition! Admission will be £5.00.

Also, remember we have a Facebook page. Look up Radnor Park Tenants Association and come and join us.

Many thanks and see you all soon

John Kerr, Chairperson



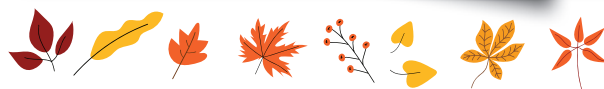
**Join us online
@clydebankha to keep
up to date with what's
happening and be the
first to get information
and news.**



Becoming a Shareholder

We are managed by a voluntary Management Committee. They are shareholders who are elected by other shareholders. They have the good of the community at heart and wish to make Clydebank a great place to live. You can become a shareholder for just £1.00 and this allows you to attend our AGM & Social Event.

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



Owner Event

Owners don't miss your chance to get involved!

See page 14 for details of our forthcoming owner event. We hope to see you there.

Tenant Participation Strategy

We are always looking for ways to get our tenants and customers involved in shaping our services and in our decision making. Our Tenant Participation Strategy details the ways you can get involved. Have a read and don't hesitate to let Sinéad at the office know if you would like to get involved or have any ideas for improvement of the Strategy:

<https://clydebank-ha.org.uk/get-involved/our-tenant-participation-strategy/>

*"Offering our community
more than a home"*



For information
on any of our
activities,
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 public holidays:

**Friday 22nd & Monday 25th
September**

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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