

Spotlight on Support to Tenants



Including the new role of Community Support Officer. [Read more, pages 2-5](#)



Easter Fun at Centre81

[See more on page 23.](#)

Save the Date!

Attention all shareholders!

Our Annual General Meeting will be held on Thursday 27th June at 7pm in Centre81, Whitecreek, followed by our popular social event. More details will follow.

AGM 2023



This issue in pictures



Birthday Celebration

Tenant Viola Cuthbertson recently celebrated her 90th birthday!

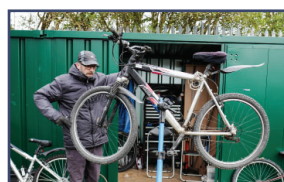
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Our Apprentice Attends Civic Event

Bethany Jones was one of the Apprentices celebrated at a Civic Reception.

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Free Bike Maintenance Service

Just one of the services provided from Centre81.

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Tenancy Support

Don't suffer in silence. We can help.

Fiona Campbell, our Community Support 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.

Contact Fiona in confidence.



Community Links Scotland turned 21!

We are delighted to have worked in partnership with Community Links Scotland (CLS) since their inception in 2002.

This joint working has enabled us to provide our tenants, residents and our communities, with a range of direct support, and additional services such as:

- Funding to enable the purchase of our Social Economy Centre to provide low rental office space to third sector organisations
- Funding to ensure the ongoing success of Centre81, our community regeneration centre in the heart of Whitecrook, which provides a range of services and delivers community projects focussed on enhancing the ongoing development and regeneration of the area
- Employment of support staff
- Set up of support and advice services for help with benefit claims

Thanks CLS and here's to the next 21 years!



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 on your behalf for any welfare rights or benefits assistance:

E: housingmanagement@clydebank-ha.org.uk
T: 0141 941 1044



Exciting Partnership!

Our Community Support Officer has set up an exciting new partnership with the Scottish SPCA, Pet Aid.

We have been finding people who are choosing to feed their pets without having food for themselves. Also, tragically some people are faced with the terrible dilemma of having to think about rehoming their pets due to the current cost of living crisis.

To help we are now receiving a monthly supply of dog and cat food which can be given to tenants who are struggling to feed their dogs and cats.

The supply is not limitless, and we can only give out what we receive.



If you are struggling to feed your pet companions please contact Fiona Campbell, Community Support Officer on 0141 941 1044 or by email: fiona.campbell@clydebank-ha.org.uk.

Your contact will be treated with confidentiality and respect and Fiona will be happy to help you.

Community Support Officer

We are excited to announce that our Tenancy Sustainment Officer, Fiona Campbell, will undertake a new role as Community Support Officer from 1 April 2024.

Fiona's new role, part funded by the National Lottery, continues our partnership with Knowes and Dalmuir Park Housing Association's, and will ensure that tenants and their wider families are supported within their homes for the next three years.

Building on the successful Tenancy Sustainment programme, the new project also aims to empower tenants and their families to help themselves and others in their communities by tapping into available resources, and having a voice that can be heard. This ranges from direct financial and practical assistance to

those most in need, through to signposting to a range of partner agencies equipped to provide services and help to both individuals and their families.

Look out for Fiona's dedicated articles on her new role, as well as details of the help she can provide in future editions of ChitChat!



Helping Hands

Our staff regularly donate clothing and household items to Helping Hands in Whitecrock.

The shop on Fleming Avenue lends a helping hand to those in need, providing 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.

It is open on Monday, Wednesday and Saturday between 10.30am and 5pm. Donations can also be made on these days and times. For more information contact by email: info@help4thehomeless.co.uk.



Free Bike Hire Scheme for Queens Quay Tenants!

Fill in our online form at www.clydebank-ha.org.uk/community/bike-hire-scheme/ or email info@clydebank-ha.org.uk for more info.

West
Dunbartonshire
COUNCIL

clydebank
clydebank housing association

Loretto
Housing



The scheme is
operated by:

clydebank
clydebank housing association

Help for Families at Christmas

Thanks to National Lottery Community Anchor Funding and our Tenancy Sustainment Officer, we were able to provide a few families with help for Christmas by providing them with a £100 food voucher. This was a huge help to some of our tenants and their families and some of the feedback was as follows:

- This is allowing us to have a Christmas dinner and is so appreciated
- Without the help given I would have struggled and most likely been in debt from borrowing money. We will now be fine and have what we need over Christmas
- Clydebank Housing Association has been one of a kind. The help for my family is unmeasurable



Big Birthday!

Congratulations to tenant Viola Cuthbertson who recently celebrated her 90th birthday.

Viola was presented with a card and flowers by Mel Cameron, Housing Assistant, to celebrate the occasion and was delighted with her gift.



Cosy Afternoons at Centre81



We were delighted to welcome people to our cosy afternoons at Centre81 every Friday from November to March.

We welcomed over 400 people to our Cosy Afternoons at Centre81. Each Friday we provided free soup, tea/coffee, biscuits, magazines, newspapers and companionship. The feedback has again been really positive!



Coffee and a Chat with the CEO



Lynette continues to hold her monthly coffee and a chat sessions in our community.

You can pop along and chat with Lynette about issues you have with your tenancy or about anything you want to chat about regarding our local communities. The next few dates/locations are:

Tuesday 30th April, 11am-12pm
Centre81, Braes Avenue, Whitecrook

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

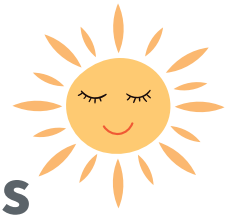
Tuesday 25th June, 11am-12pm
CHA Office, 77-83 Kilbowie Road

Look out for a Linnvale location soon!



Sincere thanks to our contractors and partners

With both formal and informal community benefits, we are able to do so much for our customers and our community.



CAF Bank

Photoshoot Thanks

To thank us for our recent participation in a photoshoot, CAF Bank, our private finance lender, provided a £300 donation to our Centre81 community pot. This will allow us to put on extra free activities for the community.



City Technical

Donation

City Technical, our gas servicing and maintenance contractor, recently provided a generous community benefit as part of their contract to install heating systems at Dumbarton Road. This will be used to assist tenants affected by the works.



Magnus Electrical

Donation

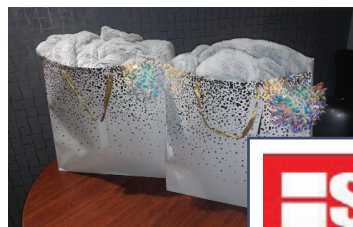
We were delighted when David Neil from Magnus Electrical dropped in 200 LED light bulbs recently which we will use in void properties to provide energy efficient lightbulbs for new tenants.



Sidey Solutions

Wellbeing Gifts

Sidey Solutions, our window contractor at Dumbarton Road and Glasgow Road, generously provided funds for us to provide 2 luxury wellbeing gift bags to tenants who we felt needed a lift. Both were over the moon with their gifts.



Know any resident with a big occasion coming up? We'd love to know. Also, we are often afforded opportunities, particularly through community benefits, to show kindness to individuals and our community. Please let us know if you think that one of our residents could benefit. We will try our best.



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 system**
- Community garden & landscaped communal grounds
- Spectacular views
- 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)
- New windows installed in 2023
- Close to local amenities



* not suitable for children under 12 ** additional cost per month

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.

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.



CHA Power Price Review 2024/25

The CHA Power Ltd Board reviewed the heat and hot water charge for 2024/25 at their meeting on 27th February 2024.

In consideration of estimated projections for the year ahead and a significant increase in gas costs over the past 12 months, the Board has decided to increase the weekly cost to customers from 1st April 2024.

The weekly charge to customers will increase from £13.07 per week to £15.75 per week (now £68.25 per month). Even with this increase, CHA Power customers are still benefiting from affordable running costs for unlimited heat and hot water.

CHA Power tenants who currently pay by direct debit, will not need to adjust their accounts as the new amounts will be collected automatically starting April 2024.



Should you require further information or clarification, please do not hesitate to contact us on 0141 941 1044 or finance@clydebank-ha.org.uk.



We're turning 40!

Help us celebrate!

We're setting our plans in motion to celebrate our 40th anniversary in December.

Are you an original tenant? Do you have any old photos or stories involving CHA from over the years?

We'd love you to get in touch! Contact Sinéad by email or telephone:

sinead@clydebank-ha.org.uk

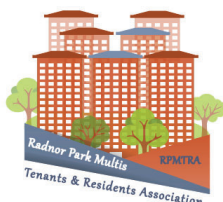
0141 941 1044



Blitz Memorial



We again attended the wreath laying ceremony held by by Radnor Park Multis Tenants & Residents Association on Sunday 10th March to pay our respects on the occasion of the 83rd Anniversary of the Clydebank Blitz. Wreaths were laid in our small memorial garden in the middle of our Radnor Park flats.



Our Apprentice Attends Civic Event

Well done to Bethany Jones, now Estate Caretaker, who was one of the Apprentices celebrated at a Civic Reception, held recently in Dumbarton.

Working4U held a celebration during Scottish Apprenticeship Week in March to recognise all Apprentices who had completed their courses over the last year.

Congratulations again Bethany and thanks to Alan Duckett, Estate Caretaking Supervisor, who attended the event to represent CHA.



Scottish Apprenticeship Week 2024

Skills Generation

apprenticeships.scot

4-8 March



Competition Winner!

 @clydebankha



Congratulations to the lucky winner of our Christmas hamper.

Patricia Thorburn took part in our Facebook competition to win a basket full of Christmas goodies, including selection box, Elf pancake mix, hot chocolate, cosy socks and more!





Choose Kindness

We were delighted to be able to support our community for World Kindness Day 2023 in November!

Along with ourselves, many of our suppliers, contractors and consultants contributed to a special fund for World Kindness Day, with £2,350 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 2023.

For our community, we were able to distribute:

- 3 x wellbeing gift packs
- 12 x £50 Asda vouchers distributed to help towards Christmas
- 7 x £20 Asda vouchers distributed
- 10 x £10 Asda vouchers handed out
- 10 selection boxes for children handed out
- 10 boxes of chocolates handed out

We thank all involved for their support!



choose
Kindness

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



Window Replacement
Anglian Home Improvements
PO Box 65, Norwich, Norfolk,
NR6 6EU
Tel:
Web: www.anglianhome.co.uk
or www.anglian-building.co.uk

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

**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

**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

**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

**Painting Contractor**

RJ Russell Decorators Ltd
479-481 Dumbarton Road
Tel: 0141 951 4577
Email: info@
thepaintshopclydebank.com
Web: thepaintshopclydebank.com
Contact: Ralph Russell

**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: 0141 950 4400
Email: info@regencyglazingltd.
co.uk
Contact: Dougie

**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

**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: Brian Hood

**Asbestos Services**

Asbestos Analytical
Services
Unit 1 Shawfarm
Road, Prestwick, KA9
2TR
Tel: 01292 475176 Fax:
Email: derek@aas-
ayr.co.uk
Contact: Derek Espie

**Software**

HomeMaster
11 Whittle Court, Knowlhill,
Milton Keynes, MK5 8FT
Tel: 03330 021250
Email: jack.thompson@
homemaster.co.uk
Web: www.homemaster.co.uk
Contact: Jack Thompson

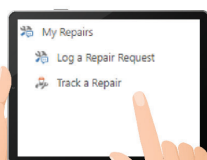
Your Tenant Portal!

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>



Thank You!

As a thank you to the Primary 5 pupils at Kilbowie Primary School who sung carols at one of our Christmas events, we dropped off some soft furnishings and some bean bags from Centre81 for their new library, just in time for World Book Day!



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 October - 31st December 2023

Total number of complaints received	7 + 1 carried over
Number where we were at fault, apology given and rectified	4
Breakdown of complaints where we were at fault: 1 Housing Management, 1 Major Repairs, 1 Maintenance, 1 Factoring/Maintenance.	
Responded to in full	8 (100%)
Resolved at front line (5 days)	7
Resolved after investigation (20 days)	1

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

- Rechargeable Repairs Procedure review/training
- Training on how to deal with blocked shared drains
- Frequency of outstanding works orders being reviewed to be assessed

Compliments!

Thank you to our customers for taking the time to provide us with 14 compliments between October and December.

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!

Applicant said Melanie provided them with help and advice and was appreciative of the time spent on two occasions. Said Melanie was very helpful.

Tenant was so grateful and happy with the help they have been receiving from CHA.

Fiona has been an amazing help throughout the last year especially and has helped me massively.

Tenant was very happy with the service provided to her by contractor MTS and pleased with how quickly they responded.

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.



@clydebankha

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



Contractor ID

We want to remind our tenants that if contractors attend for repairs that you are not aware of, you should ask for identification from the contractor and if they are unable to provide this, you can refuse access.

This is also a good way to prevent any potential scammers gaining access, especially in the case of our elderly and vulnerable tenants.



Rent Review 2024/25

As part of our annual budget-setting process, we consulted with our tenants, sharing owners and tenants group on the rent increase options for 2024/25.

Following consultation, our Management Committee agreed that we will apply a rent increase of 4.6% across all rents from 1 April 2024.

The Management Committee also agreed that service charges (where applicable) should not be increased, and these remain at their current rates.

Tenants were individually consulted and offered a choice of 3 rent options: 4.6%, 5.6% and 6.6%. Of the 119 who responded, 77% chose option 1. Thank you to all residents

who participated in the rent review consultation.

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

Our Head of Housing Services, Joe Farrell, commented, "We have worked as hard as we can to keep rent increases as low as possible. This year has been challenging again in terms of our budget, with maintenance costs in particular subject to price rises far in excess

of the 4.6% rent increase we have had to apply. The rental income we receive will allow us to continue to manage and maintain homes, whilst offering rents at amongst the lowest levels in West Dunbartonshire.

We remain committed to offering value for money to all of our tenants, and also affording them as much practical help as possible in sustaining and managing their tenancy".

A £150 donation has been made to West Dunbartonshire Community Foodshare for the responses received.



Mr Rankin of Radnor Park was the lucky winner of the £50 grocery voucher. Mr Rankin was delighted with his prize.



Beat Doorstep Crime

- Keep front and back doors locked.
- Fit a door chain or bar - and use it.
- Only let callers in if they have an appointment and you have confirmed they are genuine.
- Always ask for ID.
- Don't keep large sums of money at home.
- Ensure your doors and windows are locked.
- Look out for those in your community.
- Report any suspicious activity immediately.
- Call 999 and ask for the police if you feel scared or threatened.



scotland.police.uk @PoliceScotland f PoliceScotland



Free Hearing Checks in Clydebank

Hearing loss happens to many of us as we get older, or after exposure to a lot of loud noise. Join us for a cuppa and a chat and get your hearing checked at either Centre 81 or Clydebank Library this April and May:

- ★ Centre 81, 2-16 Braes Ave, Whitecrock, Clydebank G81 1DP
Thursday 11th, 18th, 25th April and 2nd May 2024, 11am-1.30pm
- ★ Clydebank Library, Dumbarton Rd, Clydebank G81 1XH
Thursday 9th, 16th, 23rd and 30th May 2024, 10am-12.30pm

If you have been having difficulty joining in conversations, come and see us for some advice and support - there is help available.

For any questions, contact us at wdhscp@ggc.scot.nhs.uk

Current Tenancy Matters & Advice

Parking Issues

Recently we have received several calls to the Association regarding parking issues throughout our Estates.

Given the demands of modern living, we appreciate that parking spaces are becoming more and more valuable and as such becoming an emotive topic throughout society. While we empathise with residents, we must manage expectations and be consistent in our message in that:

- This is something that we cannot police. Presently parking enforcement powers in West Dunbartonshire currently sit with Police Scotland and we do not have the power to remove vehicles or fine owners of vehicles
- The vehicle requirements for a car or van to be on the road are that it must have a valid MOT certificate, valid insurance, and road tax
- If all these are present and are not contravening parking restrictions, then car owners are free to park in a designated parking bay or road. No highway code is being broken in this instance

To avoid conflicts, we do ask that all our tenants and residents remain courteous and neighbourly when parking their car. Please ensure that you are parked in one bay, and not straddling over two spaces. That way there will be more spaces for everyone to use.

XL Bully Dogs Legislation



New safeguards have been introduced by the Scottish Government.

The first stage, currently in force, is that owners of XL Bully dogs must ensure their dogs are muzzled and on a lead when in a public place. Selling, gifting, or exchanging XL Bully dogs will also be prohibited.

The second stage means that from 1 August 2024, it will be an offence to own a XL Bully dog without an exemption. Owners will need to apply for an exemption before 31 July 2024 to be able to continue owning their dog.

You must inform Clydebank Housing Association if you own an XL Bully and show your exemption certificate.

For more information visit www.gov.scot/publications/xl-bully-dog-rules/.



Scottish Government
 Riaghaltas na h-Alba
 gov.scot

Cannabis use and smoking of Cannabis within Clydebank Housing Association properties

Cannabis is a Class B controlled drug, and it is unlawful to possess, supply, produce, import, or export this drug. It is also an offence to cultivate any Cannabis plant.

We have been made aware that there are people within their tenancies smoking Cannabis. Cannabis smoking within or in the vicinity of any of our buildings is a clear breach of tenancy conditions. Clydebank Housing Association operate a zero-tolerance policy to this type of behaviour and will be closely monitoring the situation.

If you have witnessed or have evidence of anyone participating in this behaviour, please contact us in confidence in order that we can investigate and take any necessary action.

We would also encourage anyone affected by this to report this to Police Scotland on 101 or anonymously to Crimestoppers on 0800 555 111.



CrimeStoppers.
 Speak up. Stay safe.

Feeding of Birds

Feeding birds is classed as a nuisance, particularly when it is excessive and it can create a health risk.

It can attract larger birds (such as seagulls/pigeons) and the droppings can soil clothes, damage paintwork on people's cars and make a mess of the pavement that people need to walk on.

It can also attract vermin to the area such as rats, mice and other pests.

Do not put out any unwanted food as birds are most unlikely to eat this, but rats and mice will.

If you are interested in finding out the best way to feed birds then visit the RSPB website www.rspb.org.uk/birds-and-wildlife/helping-birds-and-wildlife



Close Cleaning

Tenants and other residents living in closes or other properties with common areas have responsibilities for cleaning these areas and to keep them free from any items.

At Clydebank Housing Association every effort is made to maintain the cleanliness standard to keep your environment clean and tidy.

We ask for all resident's co-operation to play their part and be a good neighbour and take your turn to clean the close and any common areas.



Aspire 2 is a group which meets in Centre 81, Whitecrook, every Tuesday 11.15am to 1:15pm.

The Group are focused on reducing isolation. The group are developing the capacity of people in West Dunbartonshire and the surrounding area, they promote positive mental health, provide peer support and understanding to support good mental health and positive communities.

If you would like to get involved and support Aspire 2 or find out more information please contact

Jackie McPhee
07385 305940

bettyedmonds274@gmail.com

A new way of contacting us!

You can now WhatsApp us! Click on the chat button on our website or message 07415 401581.



Other ways to contact us:

Office open Mon-Thu 9am-5pm, Fri 9am-4pm

Email: info@clydebank-ha.org.uk

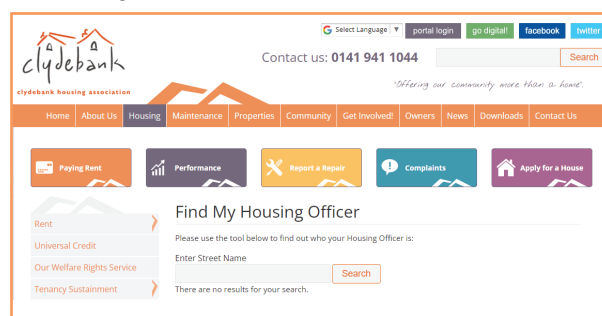
Tel: 0141 941 1044

Facebook/X: @clydebankha

New Feature

Our website now has a new feature - Find My Housing Officer!

Visit www.clydebank-ha.org.uk/housing/findmyhousingofficer/ if you'd like to know who the dedicated Housing Officer is for your street.



Universal Credit - Updating your Housing Costs

Annual Rent Increase

If you are claiming Universal Credit you will receive a notification on your journal asking you to 'Confirm your housing costs'

Universal Credit will add a 'Confirm your housing costs' to-do to tenants' online accounts on:

- 1 April 2024 for those that pay rent monthly

Universal Credit will ask tenants to complete the to-do by the end of their current assessment period, to ensure they get the correct housing payment.

CHA sent you a letter at the end of February confirming your new rent and service charges, please have this to hand before you log onto your journal. You will be asked:

- Has your rent changed? – Answer: yes
- Have your service charges changed? – Answer: yes
- When did your housing costs change? – Answer: 01/04/2024
- How much will you be charged for your new rent (excluding



- service charges)? – Please look at your rent increase letter
- How frequent is your new rent? – Answer: monthly
- Do you have any rent free weeks? Answer: no
- How much will you be charged for your new service charges (where applicable)? – Please look at your rent increase letter
- How frequent is your new service charge – Answer: monthly

You MUST do this online on or as soon possible after the 1st April 2024. If you are a telephone claimant, you must phone 0800 3285644 to update your rent details. Failure to do so may mean you will not receive enough money to cover your rent charge.

If you need any help or assistance, or are unsure what your new rent charge is, please contact us on 0141 941 1044 and speak to your Housing Officer.

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.

Read more here: <https://www.housingregulator.gov.scot/about-us/news/housing-regulator-publishes-factsheets-on-complaints-and-significant-performance-failures/>



Scottish Housing
Regulator



Our Complaints Procedure A Quick Guide

You can make your complaint in person, by phone, by email or in writing.

We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

Stage 1: Frontline Resolution

We will always try to resolve your complaint quickly, within five working days if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.

Stage 2: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be no more than 20 working days unless there is clearly a good reason for needing more time.

The Scottish Public Services Ombudsman (SPSO)

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.



Radnor Park Multis Tenants and Residents Association

On behalf of the Radnor Park Multis Tenants and Residents Association (RPMTRA) I would like to take this opportunity to report on what has been planned for 2024.

On the 1st of March we had our first quiz night where the team "Three Birds and a Guy" won. They were presented with a trophy – see photo. Our new Quizmaster is Bethany Jones. Planning to have these every 2 months.

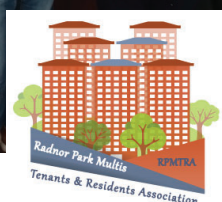
On Sunday 10th March we held our annual service to commemorate all those who lost their lives during the Blitz in 1941. Father Martin took a service which was followed by the placing of a wreath next to the commemorative plaque followed by refreshments in the church hall.

We will be resuming our bingo nights. There are also plans to hold a dance on 1st June - flyer and more details coming soon.

We are looking to arrange a coach trip for residents during the year. We will be discussing the possible destinations and dates with the tenants at the next Public Meeting.

We are still in discussions regarding the car parking issue outside Kilbowie Primary School. Due to changes in staff in some departments we are still awaiting the final decision.

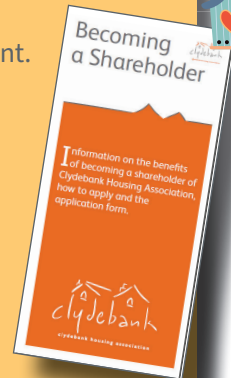
Anne Ashcroft, Chairperson



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/>. We can help you to fill out the share membership form.



Funding Success!

The group was delighted to update their public meeting on 28th March with news that they have been approved for a Lottery Funding application. They have been successful in securing £9,637 for a Heritage Project. Watch this space!



Calendar of Events

Date	Time	Event	Organiser
23rd April	10am-3pm	Improving Lives Open Day, Barclay Church	Improving Lives
30th April	11am-12pm	CEO cuppa & chat, Centre81	Clydebank HA
8th May	2pm-4pm	Tenant Panel information session, Clydebank HA office*	Clydebank HA
23rd May	7pm	Radnor Park Multis TRA meeting, Radnor Park Church Hall	Radnor Park Multis TRA
28th May	11am-12pm	CEO cuppa & chat, Radnor Park Church Hall	Clydebank HA
1st June	7pm-11pm	Dance / BYOB / buffet being organised for Radnor tenants - more details to follow!	Radnor Park Multis TRA
25th June	11am-12pm	CEO cuppa & chat, Clydebank HA office	Clydebank HA
27th June	7pm	Annual General Meeting & Social Event, Centre81*	Clydebank HA
25th July	1pm-2.30pm	Focus Group - Performance Report to Customers, Clydebank HA office*	Clydebank HA

*food and refreshments provided



A warm welcome to new owners

We would like to take this opportunity to welcome any new owners who have recently purchased a property and are now included in our factoring service.

If you have not yet received your Owners Pack, which includes your Written Statement of Services, please check with your solicitor as they should have received this from us prior to your purchase. Alternatively, a copy of your Owners Pack can be re-issued by contacting Fiona White at the office.

Paying Your Invoice – Cost of Living

The cost of living is continuing to put pressure on household finances and may be impacting your ability to pay your factors invoice within the 28-day payment terms.

Please get in touch with Geri in Finance if you are struggling, so that an affordable payment plan can be discussed and agreed.

We would urge you not to ignore our reminder letters. We have a debt recovery procedure that we must follow if owners fail to pay their balance in full and have not contacted us to discuss payment by instalment. This can lead to legal action being raised against you, further increasing the debt owed and potentially affecting your credit rating.



We are here to help so please reach out.



Spotlight on Factoring Complaints

In the period 1 October - 31 December 2023, of the 8 complaints the Association received, 2 complaints related to our factoring service.

We upheld 1 complaint at Stage 2, Investigation, and 6 service improvements were identified including training, procedure review and computer system improvements.

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.



Compliments

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 on our factoring service so thank you.

- Fiona [White] has been exceptional and always sorted any issues owner has had in the past and owner was very grateful for her knowledge and assistance
- I wish to thank you [Jack Devlin and Fiona] for your professionalism, for giving us time, for listening to our comments and responding in such a structured and positive manner



Gutter Cleaning

Our gutter cleaning programme for 2023-24 is nearing completion.

As always, owners will see their share of the costs included on their June invoice.



Stone Cleaning and Masonry Repairs

Stone cleaning and masonry repairs at Kilbowie Road and Alexander Street remain high on our priority list as part of our investment programme.

We are currently looking for a contractor to price the works required. We would encourage owners within these properties to engage with us about any concerns and plan financially for the required works. We do not envisage work starting in 2024/25 however it is anticipated that the contract will be high in value due to the work required.

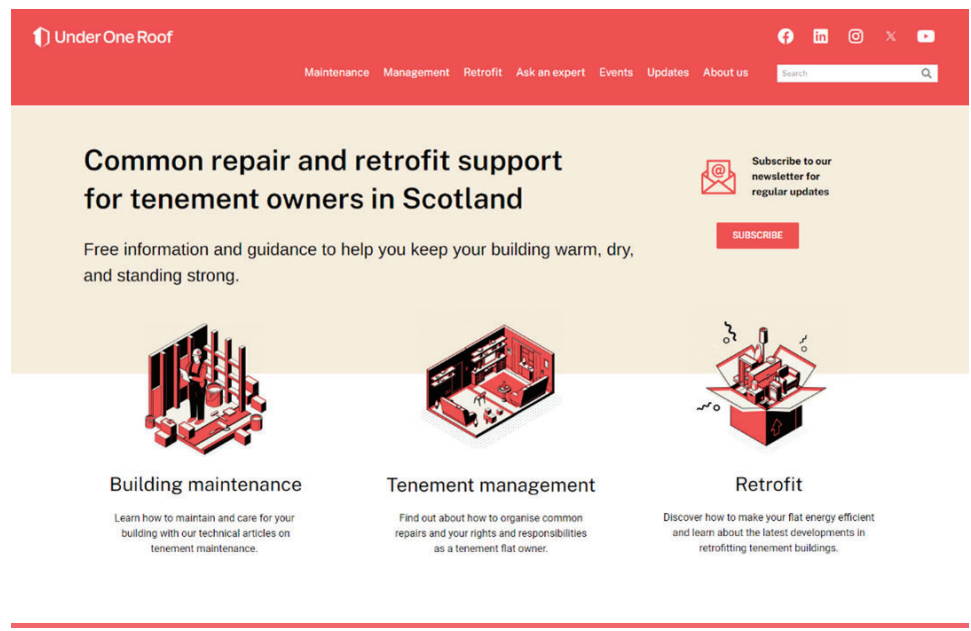


Free and Impartial Information for Tenement Flat Owners

Under One Roof is Scotland's only charity committed to providing free and impartial information to landlords, owner-occupiers and housing professionals on tenement maintenance and repair management.

If you live in any kind of building containing flats (this includes 4-in-a-blocks), you have rights and responsibilities, along with your co-owners, to maintain the common parts in your building.

There's a wealth of information and advice available to flat owners on their website underoneroof.scot or you can subscribe to their newsletter for regular updates.



Painter Work

Bell Decorating Group continue to work within our stock as part of our painterwork programme.

The team will be moving onto Alexander Street however owners from Bannerman Estate, Kilbowie Road and throughout the White crook area should look out for meeting notifications to discuss and vote on this work.



Buildings Insurance and Management Fees 2024-25

Owners in our full factoring service (those that are part of our block buildings insurance policy) will have received notification in February of the Management Fee increase of 5.9% for 2024-25.

We are awaiting confirmation of our buildings insurance premiums for 2024-25 from our insurance broker. Once received, we will write to owners confirming the annual insurance premium for the coming year and will provide the updated Schedule for your Written Statement of Services.

Owners Event – Dumbarton Road

119-155 Dumbarton Road - Car Parking Issues

At the time of going to press, our next owners' event was about to take place for the owners at Dumbarton Road, with the main focus being car parking issues. The event is planned for 11th April at 5pm in the Association's offices. Food and refreshments will be provided.



Maintenance Update

Electrical inspections – what you need to know

Electrical inspections are carried out every 5 years to ensure the safety, reliability and efficiency of the electrical installations in your home.

Why the service important.

The service is vital to spot any potential dangers before they become serious as unidentified faults can lead to dangerous situations like shocks or fires.

How long the service takes.

The service can take anything between 1.5 – 4 hours to complete depending on the size of the property and the number of circuits that need testing.

How to prepare your property for the test.

On the day of the electrical test, please ensure there is easy access to all rooms, the fuse box, as well as all sockets, switches and accessories.

When the service will be carried out.

Our electrical inspection programme is underway and is being carried out by our contractor Magnus Electrical Services, who will contact you to make suitable arrangements when your service is due.

Gutter Cleaning

Our gutter cleaning programme for 2023-24 is nearing completion.

The team from Caledonian Maintenance have been hard at work throughout January, February, and March as part of our annual commitment.



Magnus
Electrical Services Ltd

Mould and Damp

We would encourage all tenants to report mould and damp issues within their properties to our maintenance team as soon as possible.

Clydebank Housing Association are eager to get mould and damp issues investigated and repaired and continue monitoring to ensure the best possible result. For information on mould and damp please see our leaflet here:

www.clydebank-ha.org.uk/maintenance/maintenanceleaflets/.

You can contact us at the office on 0141 941 1044 or maintenance@clydebank-ha.org.uk or complete the form that is on our website, see link below:

<http://clydebank-ha.org.uk/maintenance/mould-and-damp/>.

Research Resource has been carrying out satisfaction surveys on our behalf. A huge thank you to everyone who has participated. Our repairs & maintenance satisfaction performance is currently 93%.



Open Space Maintenance

Procurement for our open space maintenance contract from 1st April has been finalised.

We are delighted to welcome back Averton Landscapes as the main contractor who will be carrying out open space maintenance throughout our stock. Averton Landscapes worked alongside CHA for over 15 years as part of our open space maintenance work and bring a wealth of local knowledge and proven track record from throughout that time.

We believe that the contract provides value for money to all residents in the area.



Repair Timescales

We have 4 categories of repairs with different timescales.

- Emergency Repairs
- Urgent Repairs
- Routine Repairs
- Complex Repairs

For more information visit our website:

www.clydebank-ha.org.uk/maintenance/repair-response-times/



Major Repairs Update

Major Repair Event

It was great to welcome tenants from Dumbarton Road to the office on 14th March to discuss the heating upgrade programme that is currently underway.

Tenants were able to meet with staff alongside our partners at West Dunbartonshire Council, Vital Energi and Citizens Advice Bureau. A huge thank you to everyone who attended.



West Dunbartonshire COUNCIL



T · H · A · N · K
Y · O · U

Major Repairs Programme

Ongoing 2023/24

Water System Upgrades – Radnor Park

Work remains ongoing with all blocks at Radnor Park due to be switched to a mains water supply by 31 May 2024. We expect minimum disruption to tenants during this process and encourage any resident to contact us with any concerns or questions.

Windows – Dumbarton Road/ Glasgow Road

Work has commenced to renew windows within our Dumbarton Road and Glasgow Road (177-183) properties. This forms phase 1 of our window refurbishment programme throughout our stock which is designed to upgrade our properties while helping our tenants retain heat in their home.



Heating Upgrades – Dumbarton Road

Work is well underway at our Dumbarton Road flats to install a district heating system within the properties, an extension of the Council's Energy Centre at Queens Quay. This is a hugely exciting project and a major part of our recent investment programme within these properties which includes electrical upgrades, kitchen, heating systems and windows.

We thank all residents, including owners, for their assistance in progressing these works to date.



Upcoming 2024/25

Kitchens (phase 3) – BISF properties and missed properties from phase 1 & 2

Everwarm have been appointed as contractor and will be in touch with tenants included in this contract to arrange surveys. Access is required for a survey prior to work and we encourage all tenants to make arrangements with the contractor to avoid being removed from the contract as part of our procedures.

Electrical Upgrades

Magnus Electrical Services continue to work through properties included within our electrical upgrade programme.

Magnus
Electrical Services Ltd

This includes:

- Upgrades of existing boards
- Renewal of sockets, switches and light pendants
- Condition check of existing cables

Work is required as part of our health and safety obligations, and we encourage anyone contacted by ourselves or the contractor to make suitable arrangements for the work to be carried out.

Windows – Bon Accord Square, Kilbowie Road, Alexander Street, Forth Street, Whitecrook Street

Procurement has started and we have appointed Ewing Sommerville to procure the services of a contractor. As part of the procurement, we may need access to your home to collate information as part of the tender process. If you are contacted to provide access for this purpose, please follow the requests within the letters provided to avoid delays to the programme.

Bathrooms – Crown Avenue

We have commenced procurement for bathroom upgrades at Crown Avenue. Please keep an eye out for information in relation to this project.





Get Involved at Centre81!

There's so much going on...

**ISARO Community
Initiative Activities**

**Bone Health
Workshops**

Mindfulness Courses

Cooking Classes

Kids Activities

**Wide range of weekly
low cost Fitness
Classes - just £3!**

Garden Advice

Free Bike Repairs

**Strathclyde Autistic
Society SAS Clubs**

Community Cycles



Scottish Government
Riaghaltas na h-Alba
gov.scot

.. and more!

Our lovely newly refurbished room, The Art Room is available for hourly, half-day, daily or longer term hires. Please contact Reception on 0141 533 7070 for rates and availability.



**Pop in for
a delicious
lunch,
coffee, cake
or snack!**

 @cafe81clydebank

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




Scottish Government
Riaghaltas na h-Alba
gov.scot


THE HUGH FRASER
FOUNDATION



Raised Beds Available



We have a number of raised beds available at Centre81. 

 Get growing your own veg in 2024. We can help you get set up and give you advice on what and when to plant.

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



Donald, our Community Gardener for the last 6 years, retired in January. Donald worked on all our our Climate Challenge projects, including the Raised Beds Project at Braes Ave and the Radnor Park Community Garden. Wishing him all the best and a very Happy Retirement from everyone at Centre81 and Clydebank HA.



Free Bike Maintenance Service

Get your bike Summer ready!

Book in for a basic service and/or mechanical repairs (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.



Join us at Centre81 for our famous weekly bingo sessions!

£5 per person which includes 6 games and a cuppa.
Every Thursday - 1pm - 2.30pm.
Everyone welcome!



Centre81 Fitness Classes

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

All only £3 per class (no
need to book)!

Age 16+



Easter Party Success!

On Thursday 29th March we held a fantastic Family Easter Party at Centre81 for the community.

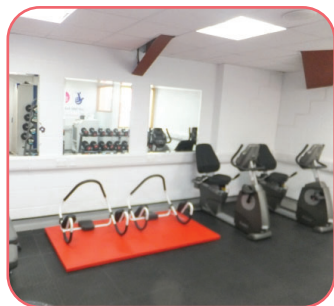
Over 100 kids and their families joined in with the Egg Puzzle Hunt, disco and party games. Café81 supplied the yummy buffet for everyone. And, of course, every child left with an Easter Egg!



Get Fit @ Gym81!



Only £10 a
month*



NO joining or rejoining fees

- NO contract
- NO hassle

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



Along with our regular £3 Fab Fitness Classes, we are trialling a few new classes throughout April, including **Leg, Bums & Tums**, Bootcamp, **Chair Yoga** and **Core Strength**. Please check on our Facebook page for times and details.



*"Offering our community
more than a home"*



clydebank
clydebank housing association

**The lovely Garden Room
at Centre81. To hire or
enquire call 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:

Monday 6th May

Friday 26th May &
Monday 29th April

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



Emergency Numbers





The number to telephone City Technical for out-of-hours gas central heating emergencies, including CHP breakdowns in Radnor Park, is:

 **0141 646 5091 (or 0333 202 0708, charges apply)**

All other out-of-hours emergency repairs (fire, flood, break-in, repairs to Quantum heating systems), should be reported to our contractors, West Dunbartonshire Council:

 **0800 197 1004**

If you or someone you know would like this newsletter in any other format, please let us know.

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



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