



# ChitChat



## Annual General Meeting Success



Councillor O'Neill presents John Hillhouse with retirement gift

## Annual General Meeting & Social Event



We were delighted at the success of our 39th Annual General Meeting (AGM) held at Centre81, our fantastic community centre.

On 27 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 alongside investing significantly in tenant's homes and reviewing key risks facing the organisation.

Joe Farrell, Head of Housing Services, updated shareholders on favourable performance in the year and that tenancy support was a major priority in the year ahead. 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 game of prize bingo and a dance or two to live music.

Read more here: [www.clydebank-ha.org.uk/cha-news/press-releases/](http://www.clydebank-ha.org.uk/cha-news/press-releases/).



Catherine Boyle, Chairperson



Shareholders are updated



Some of our new Management Committee



Dancing gets underway after the business concludes





**Improving Equality of Access**

**PROVIDES MEMBERS ACCESS TO**

- MOBILITY SCOOTERS
- POWERED WHEELCHAIRS
- MANUAL WHEELCHAIRS
- TRI-RIDES
- SIGHTED GUIDE SERVICE
- LONG TERM EQUIPMENT HIRE

**OUR CHARITY'S AIM IS TO REDUCE SOCIAL ISOLATION & INCREASE EQUALITY OF ACCESS FOR ALL.**

**CONTACT US ON: 0141 952 7795**

**30 Sylvania Way, Clydebank Shopping Centre, G81 2TL**

[www.clydeshopmobility.org](http://www.clydeshopmobility.org)  
[info@clydeshopmobility.org](mailto:info@clydeshopmobility.org)  
 Clyde Shopmobility  
 Clyde Shopmobility  
**Registered Charity SC034635**







**WEST DUNBARTONSHIRE CITIZENS ADVICE BUREAU**

You can contact us for advice in the following ways:

**FREEPHONE 0800 484 0136**





[www.wdcab.co.uk/contact-us](http://www.wdcab.co.uk/contact-us)

**Phone lines open**  
 Monday - Friday 8.30am-5pm (3pm on a Friday)  
 Busiest times of day is 10am-2pm

**24 HOUR**

**Dementia Helpline**

**Freephone 0808 808 3000**  
 Email [helpline@alzscot.org](mailto:helpline@alzscot.org)

**Talk to someone who understands**

Access to 24 hour confidential information and support by phone or e-mail for people with dementia, their partners, families and carers

- How to get help
- Understanding the illness
- Treatments
- Maintaining independence
- Financial & legal matters
- Coping with behaviour
- Community & long-stay care
- Rights & entitlements

**Freephone 24 hours** [www.alzscot.org](http://www.alzscot.org)  
Registered in Scotland 140609, Scottish Charity no. SC062315. Registered office: 100 Dundee Street, Edinburgh EH11 1DG.

## Food Supplies

These are run by third party groups and may be subject to change.

Where	When	What	Contact Details
West Dunbartonshire Community Food Share	Tue- Fri 10am-4pm	Emergency food aid delivery	01389 764135 or freephone 0800 3457050
Faifley Food Pantry	Tue 10am-11am	Food pantry - Cost £2.50	Faifley Parish Church, 164 Faifley Road
Old Kilpatrick Food Parcels Community Pantry	Mon - Fri 12pm - 4pm	Food pantry	Napier Hall, 12 Dumbarton Road, Old Kilpatrick 07368 496836
Dalmuir Barclay Church	Thur 6.30pm - 8pm & Fri 11am - 2pm	Community Pantry & Café	1 Durban Avenue, Dalmuir
Food For Thought, Dalmuir	Mon 11am - 12pm	Foodbank	St. Stephen's Church, 12 Park Road, Dalmuir
The Salvation Army	Wed & Thu 11am - 1.30pm	Community Café (donation only)	Sylvania Way South, Clydebank. 0141 941 1353
St. Andrews Parish Church	Wed 10am-2pm	Warm hub, free lunch	Kilbowie Road, Clydebank
Awestruck Academy	Wed & Thur 10pm-2pm	Warm hub, free lunch	36 Sylvania Way South, Clydebank



## Are you being subjected to domestic abuse?

These are just some of the things that someone close to you could be doing:

- Hitting you
- Threatening you
- Humiliating you
- Keeping you short of money
- Isolating you

### What can you do?

Recognise that this is happening to you and that you are not to blame. No-one deserves to experience this. You might want to talk to someone you trust or call Clydebank Women's Aid:

Phone us - 0141 952 8118

Email - [collective@](mailto:collective@clydebankwomensaid.org)

[clydebankwomensaid.org](http://clydebankwomensaid.org)

Check out our website - [www.clydebankwomensaid.co.uk](http://www.clydebankwomensaid.co.uk)





## They did it! Well done to our CHA Kiltwalk Team!

The 'Red Hot Chilli Steppers', a team of 11 staff, walked 14.4 miles at the Kiltwalk on 28 April 2024 and raised a fantastic £1,465 for Accord Hospice.

Accord Hospice, said, "Thank you to the team for supporting the patients and families of ACCORD. You were all awesome!"



**ACCORD**  
Hospice



## Young Housing Professionals

In June, staff members Rae, Rachael, Raeann and Taylor attended the Young Housing Professionals Network hosted at Elderpark Housing Association.

SHARE, who organised the event, said, "We hosted 4 of your team at the Young Housing Professionals Network and what a lovely group they were. Really chatty and interested and enthusiastic, which makes all the difference to these get togethers. Super ambassadors for Clydebank HA!"

It is great to receive these comments about our staff team and they are a credit to the us when they are out and about networking. All brought back some good practice to share.

Raeann, Rachael and Rae pictured, back row



# SUMMER



## Big Disability Open Day

We thoroughly enjoyed meeting with so many of the agencies that were there on the day in April and chatting to current and potential future housing applicants.



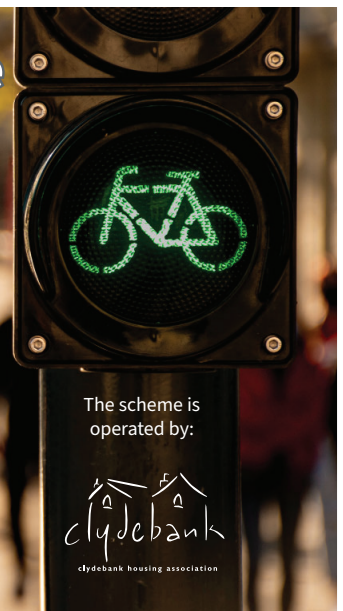
## Free Bike Hire Scheme for Queens Quay Tenants!

Fill in our online form at [www.clydebank-ha.org.uk/community/bike-hire-scheme/](http://www.clydebank-ha.org.uk/community/bike-hire-scheme/) or email [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk) for more info.

West  
Dunbartonshire  
COUNCIL

clydebank  
clydebank housing association

Loretto  
Housing





## 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](mailto:housingmanagement@clydebank-ha.org.uk)  
T: 0141 941 1044



## 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](mailto:fiona.campbell@clydebank-ha.org.uk), or on 0141 941 1044.

Contact Fiona in confidence.



## Are your details up to date?

Please make sure that you are keeping CHA informed with your up-to-date contact information.

As an Association we rely heavily on being able to keep you informed via email and text message.



## Making Small Changes to Feel Better

Living healthier doesn't need to mean big changes and it doesn't need to cost any (or much) money.

Walking for just 10 minutes every day is a good start, makes us feel better and helps us manage our weight. Making walks a bit longer over time will help you feel fitter too.

You can also make small changes to what you eat and drink. Following a balanced diet will help to reduce your risk of many health conditions and fill you up for longer so that you don't reach out for food and drinks high in fats, sugar and salt.

Why don't you challenge yourself to make one small change this summer to make a difference to your life? One change at a time. You can do it! Here's some useful websites to help you:

- Walking | West Dunbartonshire Council ([west-dunbarton.gov.uk](http://west-dunbarton.gov.uk))
- Making a change | Eat well, your way ([eatwellyourway.scot](http://eatwellyourway.scot))
- Better Health - NHS ([www.nhs.uk](http://www.nhs.uk))
- Eatwell Guide | Food Standards Scotland ([fss-eatwellguide.scot](http://fss-eatwellguide.scot))

**West Dunbartonshire  
Health & Social Care Partnership**



## In Sympathy



It was with great sadness that we recently learned that Tom McCormack passed away.

Tom served on our Management Committee from 2009 to 2020 and was the Vice-Chairperson from 2013-2016 and Chairperson from 2016-2018.

He will be sadly missed by everyone at CHA and we send our love to his family.



## With Thanks!

JR Group make donation to Centre81 community pot.

The JR Group recently made a donation of £175 to the Centre81 community pot which is money which allows us to provide extra free activities (over and above funded activities) for the community such as children's clubs and October week and Christmas activities for all ages.



## Radnor Clear Out Day

We held our 11th community clear-out day at Radnor Park on 18 June and tenants took advantage of this great opportunity to get rid of unwanted items in the lovely sunshine.

This event was made possible thanks to a contribution by Anglian Home Improvements, who recently replaced windows in Radnor Park.

It was again a huge success with tonnes taken away by West Dunbartonshire Council's Waste Services Department, much of which was for recycling.

We extend a huge thanks to the team at West Dunbartonshire Council, the on-site caretakers and office staff who rolled up their sleeves and got stuck in to assist tenants.



Tenants take the opportunity to have a clear out



Sam, Alan and Rae help out at the event



@clydebankha

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

## 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.

## Report repairs before they escalate

It is important to report repairs before they escalate as unreported repairs can pose risk to health and safety and can rapidly progress into a bigger issue.

If all repairs are reported as soon as they are noticed it will lead to smaller, more manageable fixes. Early detection of problems can prevent a small, easily solvable issue from escalating to a major repair. It also contributes to maintaining a pleasant and safe living environment for you. Thank you.



## Electric Bikes

In recent years there has been an increase in the use of electric bikes and scooters as they grow in popularity. They contain rechargeable lithium-ion batteries which are small, lightweight, and hold lots of power. However, they do present a fire risk and, as such, must be stored and used in a safe manner.

Useful advice and guidance on safe storage and charging methods for electric bikes and scooters has been produced by the Scottish Fire and Rescue Service (SFRS) and Electrical Safety First.

Read it here: [www.firescotland.gov.uk/at-home/e-bike-and-e-scooters/](http://www.firescotland.gov.uk/at-home/e-bike-and-e-scooters/). It covers purchasing, storage and charging.

If a fire does break out due to an e-bike or e-scooter, SFRS guidance is to not attempt to extinguish the fire. Get out, stay out and call 999.



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



## Radnor Park Multi Storey Flats

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

- Spacious 2 bedroom flats
- Available to single persons, couples & families\*
- Low-cost, low-carbon heat & hot water 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

## Competition Winner!



### Wellbeing Hamper

For mental health awareness week in May, we prepared a Wellbeing Basket for a Facebook competition.

The lucky winner was Katy McBride who was delighted. Well done. Thanks to everyone for getting involved.



Katy collecting her basket

## 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.

## Make your rent a priority during the Summer Holidays



Yes, it's that time of year once again. Whilst we appreciate this can be an expensive time keeping your children amused during the school holidays, paying your rent on time is still important!

If, for any reason, you experience difficulty in paying your rent at this time, please contact your Housing Team who are here to support you, by telephone on 0141 941 1044 or by email: [housingmanagement@clydebank-ha.org.uk](mailto:housingmanagement@clydebank-ha.org.uk).

We can also refer you to our colleagues at West Dunbartonshire Citizens Advice Bureau who will be happy to carry out a confidential Benefit Health Check to ensure you are receiving all the benefits you are entitled to.



Some of our friendly Housing Team



## 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 January - 31st March 2024

Total number of complaints received	16
Number where we were at fault, apology given and rectified	11
Breakdown of complaints where we were at fault: 5 Maintenance, 2 Factoring/Maintenance, 2 Development, 1 Estate Management, 1 Housing Management	
Responded to in full	16 (100%)
Resolved at front line (5 days)	15
Resolved after investigation (20 days)	1

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

- Contractors to be reminded to more vigilant of customers' gardens.
- Housing Services Manager undertook discussion re procedures and best practice with the team involved.
- Staff reminded of customer care standards.

## Reporting Serious Concerns to the Scottish Housing Regulator (SHR)

Whilst the SHR cannot deal with individual complaints, our Complaints Procedure is used for that, if you are a tenant of a social landlord, and the specific complaint affects a group of social landlord tenants, you can report the issue to the SHR.

Tenants can contact the SHR where their social landlord, like us, regularly and repeatedly fails to achieve the regulatory requirements for social housing and this failure affects a group of the social landlord tenants.

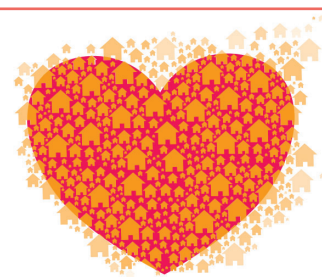
The SHR have produced a handy factsheet for tenants. We have copies available in our office, it's on our website ([www.clydebank-ha.org.uk/about-us/making-a-complaint/](http://www.clydebank-ha.org.uk/about-us/making-a-complaint/)) and we have provided a copy to Radnor Park Multis Tenants and Residents Association for their reference.



## Compliments!

Thank you to our customers for taking the time to provide us with 22 compliments between January and March.

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!



SCOTTISH **HOUSING DAY**  
18 SEPTEMBER 2024

## Invite to Afternoon Tea with Staff!

To celebrate Scottish Housing Day we'd love to invite tenants to the office for afternoon tea at 2.00pm.

Numbers are limited to 20 so please let us know if you wish to attend by calling or emailing Ali at the office on 0141 941 1044 or [ali@clydebank-ha.org.uk](mailto:ali@clydebank-ha.org.uk) by 30 August.





## Electric Heating Properties – Meter Upgrades

**The BBC radio service that supports RTS meters is being phased out and is planned to end 30 June 2025.**

If you have an electricity meter which switches between peak and off-peak tariff rates, such as an Economy 7 or 10 tariff, or it automatically turns on your heating or hot water, you may have a meter that uses Radio Teleswitch (RTS) technology.

We feel this issue will affect tenants in the following areas:

- 15-27 Bannerman Place
- Ian Smith Court
- 177-189 Glasgow Road
- Fleming Avenue
- Melfort Court
- Electric properties in Linnvale (x2)

**ACTION REQUIRED!**

If you have an electrical heating system we urge you to contact your supplier to discuss if this impacts you and how you can avoid this resulting in increased utility costs.



## Estates Advice

### Dog Fouling

If you don't clean up after your pet then you are breaking the law and could face a £80 fixed penalty, rising to £100 if not paid within 28 days.

#### For pavements, roadways etc.:

You can report dog fouling using the online on the West Dunbartonshire Council website: [www.west-dunbarton.gov.uk/public-health-protection/street-care-and-cleaning/report-dog-fouling/](http://www.west-dunbarton.gov.uk/public-health-protection/street-care-and-cleaning/report-dog-fouling/).

This service cannot be used to report dog fouling in a private garden.

#### For any CHA areas:

You can report dog fouling using our online form:

[www.clydebank-ha.org.uk/housing/estate-management/report-dog-fouling/](http://www.clydebank-ha.org.uk/housing/estate-management/report-dog-fouling/).

No pets should be exercised in any of the Association's common areas which includes back courts and grassed areas we own.

### Free Poop Bags

To assist dog owners to clear away their dog mess, we have purchased biodegradable poop scoop bags which are available free of charge. You can obtain the bags from:

- Asda, Clydebank Shopping Centre
- All Clydebank Libraries
- All Clydebank CE Centres
- All Clydebank Police Office, Montrose Street
- Boyce and Houston Vets Practice, Crown Avenue
- Centre81

### Bulk Uplifts

We do not operate a bulk uplift service. Where bulk is identified as a H&S risk the cost of this will be recharged to the responsible person or to the block as a whole.

Residents should arrange uplifts from West Dunbartonshire Council by calling 01389 738282 and notify us once this has been booked in. Details of costs can be found on the council website [www.west-dunbarton.gov.uk/recycling-and-waste/special-bulky-uplifts/](http://www.west-dunbarton.gov.uk/recycling-and-waste/special-bulky-uplifts/).

## Garden Waste Collections

Garden waste collections will remain free of charge until summer 2024 when this will become a paid for service for those who opt in by purchasing a permit from West Dunbartonshire Council.

There is no statutory requirement to collect garden waste and Council Tax does not cover its collection. Due to reducing budgets and rising costs, the Council cannot continue to offer this service free of charge.

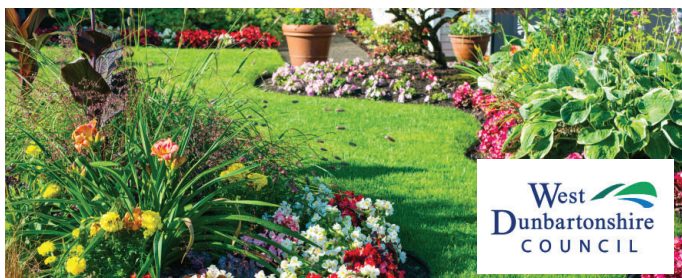
### How will it work?

Everyone living in West Dunbartonshire, whether a homeowner or tenant will be required to pay £60 per year per bin if they want their garden waste collected.

This will be reduced for 2024/25 as it will be implemented part way through the season and will be proportionate to the number of collections remaining. Those who opt in will be given a sticker to display on their bin.

### Do I have to opt into the scheme?

No, you do not have to pay the £60 charge but if you don't, your garden waste won't be collected.





## Radnor Park Multis Tenants and Residents Association

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

At our Blitz Memorial, John Douglas, Caretaker, placed the wreath on behalf of CHA and the tenants' wreath was placed by James McFarlane - see photo.

We had our second quiz night where the team "Three Birds and a Guy + Jenna" won. They were presented with a trophy. Our Quizmaster Bethany Jones did a fantastic job.

There was a fantastic response to the coach trip. The coach trip for residents has been arranged for 27th July. Destination is St. Andrews.

Here's hoping the weather stays nice for the day.



We are in discussion with the Parents Council (Kilbowie Primary School) as to steps that are being taken to try and improve the parking situation.

Anne Ashcroft,  
Chairperson

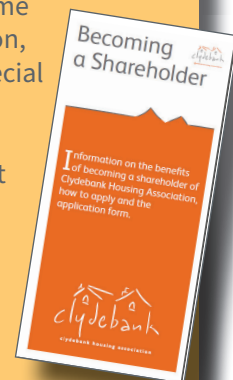


## Becoming a Shareholder

We want to ensure that the Association's membership is open, inclusive and representative of our local communities, ensuring wide representation.

We want to positively involve and empower residents in the Association's area of operation through various forms of participation. One way is to encourage you to become members of the of the Association, to participate in General and Special meetings in order to vote on key issues and to stand for election to the Association's Management Committee

You can become a shareholder for just £1.00. Call us on 0141 941 1044 or visit our website for more information [www.clydebank-ha.org.uk/get-involved/become-a-shareholder/](http://www.clydebank-ha.org.uk/get-involved/become-a-shareholder/). We can help you to fill out the form. Just ask.



## Focus Group Invites!

### Thursday 25th July, 1pm - Performance Report to Customers

We want to make sure that the information we are giving you in our Performance Report to Customers, due out in October, is the information you want. The report must be shaped by tenants. Whilst feedback on the report has been incredibly high in the past few years, we want to check the information provided is still what you are looking for.

### Thursday 1st August, 1pm - Estate Management Policy & Tenants' Handbook

**Estate Management Policy** - Managing our estates is crucial in not only keeping the area clean and tidy, but also making it a nice place to live. We want to understand what our tenants expect from our Estate Management Service and we welcome views through participation in this focus group.

**Tenants' Handbook** - We are also looking to review our tenants' handbook and we would like your help and ideas on what we should include. The handbook is intended to be a look up directory for tenants on services and useful information.

*For more information, to book in to come along to our focus groups or to join our consultation register to receive information in advance of the meetings, please contact us.*



You're  
**INVITED**

## Tenant Participation Strategy

In our Tenant Participation Strategy we explain what tenant participation is. We try to show the different ways tenants can get involved, how we encourage them and the benefits of us working together.

It is due for review and we'd be delighted if you could pass on any suggestions you may have for ways we could improve. Please contact Sinéad at the office.

You can read our Strategy here: [www.clydebank-ha.org.uk/get-involved/our-tenant-participation-strategy/](http://www.clydebank-ha.org.uk/get-involved/our-tenant-participation-strategy/).







## Calendar of our forthcoming events

Date	Time	Event
25th July	1pm-2.30pm	Focus Group - Performance Report to Customers, Clydebank HA office*, book in advance
1st August	1pm-2.30pm	Focus Group - Estate Management Policy & Tenants' Handbook, Clydebank HA office*, book in advance
18th September	2pm-3.30pm	Scottish Housing Day, afternoon tea at Clydebank HA office*, book in advance

\*food and refreshments provided

## Owner News



### 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.

Welcome

### Compulsory Owners' Association for Tenement Buildings – Consultation Open

*Tenement Definition - A tenement is any building made up of at least two flats divided from each other horizontally and intended to be in separate ownership.*



In March 2018, a Scottish Parliament Working Group was convened to explore what actions could be taken to improve the condition of Scotland's tenements.

A number of recommendations were made by the Working Group for changes to be made to legislation, one of which was that every tenement building in Scotland should have an owners' association to coordinate work to the building. Owners of all flats within the tenement would be members of the owners' association which would have legal personality and be able to enter contracts in its own name.

The Scottish Law Commission has released a discussion paper on this proposal and are seeking views from anyone with an interest in this issue.

We have many factored owners in buildings which would be identified as a tenement per the definition above. If this proposed change to legislation will affect you, we would encourage you to participate in the consultation process so that you can share your views. The closing date of the consultation is 1 August 2024.

Further information, including the Scottish Law Commission's Discussion Paper and the consultation response form can be found on their website [www.scotlawcom.gov.uk/law-reform/consultations/](http://www.scotlawcom.gov.uk/law-reform/consultations/).

### Spotlight on Factoring Complaints

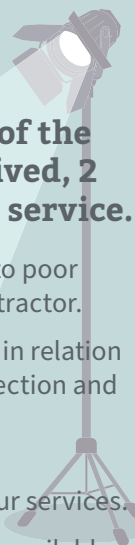
**In the period 1 January - 31 March, of the 16 complaints the Association received, 2 complaints related to our factoring service.**

We upheld the 2 complaints which both related to poor communication by ourselves and one also a contractor.

- Procedures and customer service standards in relation to staff and one contractor discussed with section and contractor
- Staff reminded of customer care standards

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/](http://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.





# The results are in!

94% Satisfaction with our Repairs & Maintenance Service for 2023/24.



We have reported this to our Regulator, the Scottish Housing Regulator, as part of our annual return on performance.

We thank the 285 tenants who took part in the independent survey by Research Resource throughout the year. We value your feedback and have reflected on all comments received to find ways to improve or enhance our service to you.

## Gas Servicing

Please be reminded that if there is debt or no credit on your gas meter this will prevent contractors from carrying out a full service on your boiler. To avoid having your meter capped we ask that meters are topped up prior to your annual service being carried out. Thank you.



Tenant Satisfaction in Repairs & Maintenance	2023/24	2022/23	National*	District*	Social Landlords*	Peer*
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	93.68%	90.95%	88.02%	83.38%	87.76%	84.78%

## Right to Repair

Under the Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants have the right to have small urgent repairs carried out by their landlord within a given timescale. This is called the Right to Repair scheme.

The Right to Repair scheme applies to all tenants of local authorities, housing associations (including tenants who are members of fully mutual co-operative housing associations), and water and sewerage authorities.

period the landlord shall pay to the tenant a sum of compensation. For more information on what counts as a Right to Repair, and levels of compensation please refer to our website: [www.clydebank-ha.org.uk/maintenance/right-to-repair/](http://www.clydebank-ha.org.uk/maintenance/right-to-repair/).

Where the primary contractor has failed to carry out the qualifying repair by the last day of the maximum



## 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 is 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/](http://www.clydebank-ha.org.uk/maintenance/maintenanceleaflets/).

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

[www.clydebank-ha.org.uk/maintenance/mould-and-damp/](http://www.clydebank-ha.org.uk/maintenance/mould-and-damp/).

## Access Required



As a legal requirement we are responsible for carrying out an annual service on boilers and hot water cylinders.

This is to ensure the safety of our tenants and, as such, we require access to the property to do so. We ask that when an access letter is received for your annual service, you contact our Maintenance Team on 0141 941 1044 as soon as possible to make suitable arrangements.

Please also be reminded that an annual service cannot be carried out after the anniversary date of the last service due to health and safety reasons. We ask that access is given before this date.



# Major Repairs Update



## Water Upgrades – Radnor Park

A major investment programme to upgrade water systems at Radnor Park from a gravity fed water tank system to a mains water supply is now complete.

This work removes the need for enhanced legionella testing and treatment in the flats which brings financial benefits to CHA and ultimately our tenants in the long run.

G.O.C. Engineering have done an exceptional job over the past 8 months installing the infrastructure to make this happen.

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



## Electrical Upgrades

Magnus Electrical Services continue to make steady progress in our electrical upgrade programme.

The works are being carried out at Alexander Street, Bon Accord Square, Dumbarton Road, Whitecrook Street, Kilbowie Road, 177-189 Glasgow Road Ian Smith Court, Fleming Avenue and properties not completed within previous contracts.

The Association will be in touch with tenants residing in any outstanding properties and will outline our process for ensuring these works progress. These works are for the safety of our tenants and forms part of our requirements to ensure safe electrical systems are in place, therefore if your home is included in this programme work must be progressed in line with our electrical safety policy.

A huge thank you to those tenants who have allowed access to date.

**Magnus**  
Electrical Services Ltd

## Dumbarton Road District Heating

We are nearing the completion of a hugely successful programme of works to upgrade heating systems to 45 properties at 119-173 Dumbarton Road.



Work here was made possible by West Dunbartonshire Council's development of the Energy Centre at Queens Quay, funding provided by the Scottish Government, support from neighbouring owners and our Management Committee's commitment to tackling fuel poverty in the area.

This has been a long, complicated and sometimes frustrating process for everyone involved but we are delighted to hear the positive comments coming back from tenants. We would like to thank everyone involved for their help in making this possible.



## Windows

Window refurbishments at 119-173 Dumbarton Road and 177-189 Glasgow Road is nearing completion.

The windows really do make a difference, not only visually, but in retaining heat in our tenants' homes.

The contractor, Sidey Solutions Ltd, will be in touch with those tenants still waiting on works to be carried out to provide a date of install.







## 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**



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**... and more!**

## Centre81 Newsletter

New Summer Newsletter!

Our most recent newsletter brings together lots of information about Centre81 - our tenants, our regular hires, partnership working, funding, events, free gardening and bike repairs... and more!

Grab a copy at the Centre, or read online here:

<https://www.clydebank-ha.org.uk/community/centre81/newsletters/>



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



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THE HUGH FRASER  
FOUNDATION





## Community Tree Planting Event

Members of the Clydebank community came together on 21st March to plant more than 600 trees as part of a programme to create a new native woodland.

Part of the wider Clyde Climate Forest (CCF) initiative, West Dunbartonshire Council leader joined community groups and pupils from both Linnvale Primary School and Our Holy Redeemer Primary School.

The trees are located at the open spaces at the canal bank off West Street in Whitecrook and adjacent to Strauss Avenue, Linnvale.

West Dunbartonshire Council is part of the CCF initiative from Glasgow & Clyde Valley Green Network which aims to create an urban forest to tackle climate change.

After the planting, all then enjoyed a well earned break back at Centre81.



**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!



## Free Bike Maintenance

Bike needing serviced or needing a safety check? Pop in to Centre81. Our Bike Mechanic is available Monday - Friday, 9.00am until 12noon.



## 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!**



# Project Feedback



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We are delighted to have finished the first year of our Scottish Government Investing in Communities Fund (ICF) project (2023-2026).

We'd love to gather feedback from the community by asking you about our activities and how effective you found them and how much you enjoyed them. We'd also love to gather new and fresh ideas for activities you'd like us to carry out at Centre81.

Some of the activities covered by the ICF this year included:

- Bike Mechanic and free bike repairs
- Community gardener and garden advice
- ISARO Community Initiative weekly activities
- Strathclyde Autistic Society weekly activities
- Wide range of low cost fitness classes
- Centre81 Steering Group weekly sports club
- Bone health workshops and mindfulness courses

Please provide your feedback and ideas here or on the Centre81 noticeboard area:

[www.clydebank-ha.org.uk/community/centre81/project-feedback/](http://www.clydebank-ha.org.uk/community/centre81/project-feedback/)



## Centre81 Fitness Classes

**Monday** – Yoga – 10am-11.15am

**Tuesday** – Pilates – 10.30am-11.30am, Tai Chi – 2pm-3pm, Circuits – 6pm-7pm

**Thursday** – Chair Yoga – 10am-11am, Kettlebells – 5.30pm-6.30pm

**Friday** – Legs, Bums & Tums, 10am-11am (trialling until end of July), Tai Chi – 2pm-3pm

**All only £3 per class (no need to book)! Age 16+.**



## NEW Classes!

For up to date information on any new classes we are introducing, check out our Facebook page or call Ali or Jean on 0141 533 7070 for details.

 @Centre81Clydebank



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## Gym81

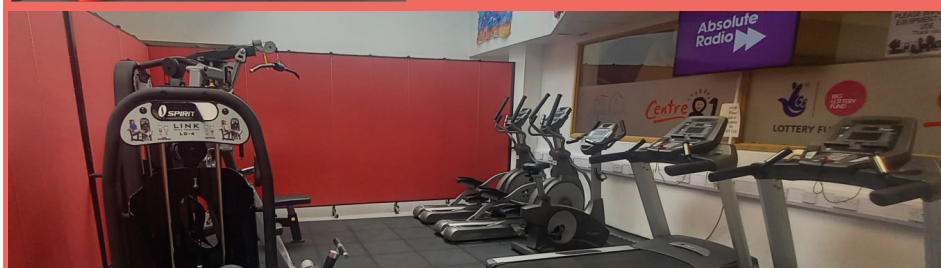
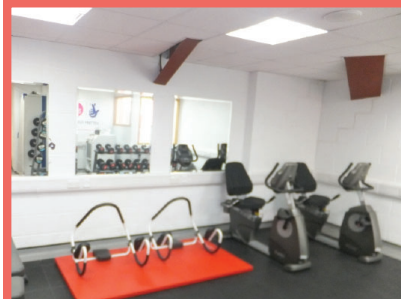
for mobility and wellbeing

We often promote Gym81 to 'get fit' but Gym81 can provide much more than that, such as improvements to mobility and wellbeing, as this recent feedback proves:

Ms Cavan lost her mobility after surgery. She later joined Gym81 and couldn't believe it was just £10 a month. Ms Cavan attends 2-3 times a week. By using the treadmill and bike, her mobility has improved! Ms Cavan often attends with her friend so provides a good chance for a chat too.

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

Still only £10 a month or £100 for an annual pass!





*"Offering our community  
more than a home"*



**The lovely Art  
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:

Friday 12th & Monday 15th  
July

Friday 27th & Monday 30th  
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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