



We wish you a
very Merry Christmas
and a Joyful and
Peaceful New Year

Our office will close on Tuesday 24th December 2024 at 12.30pm and re-open on Monday 6th January 2025 at 9.00am.

Please note a limited Radnor Park caretaking service will be available for essential duties only ie. bin collections.

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

All non-urgent repairs should be reported on 6th January.



This issue in pictures



Cost of Living Support Event

We were delighted to jointly host this important event.

Page 3



Fuel Poverty Support

Drop-in sessions to provide advice and support coming in the New Year.

Page 5



Raeann Crowned 'Star Baker'

Cuppa and a cake in support of Macmillan Cancer Research.

Page 9

Contents Insurance

As mentioned when signing your tenancy agreement, we only maintain the property and not your own possessions.

It is a good idea to take out home contents insurance to cover your possessions, floor coverings and furniture against fire, theft, and other risks, such as accidental damage. If something happens to destroy or damage your possessions, it can cost a lot of money to replace these items. Contents insurance is a small payment per month however can help pay lump sum payments for things that are damaged in accidents out with your control.

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/.

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 24/7, link below:

www.clydebank-ha.org.uk/maintenance/mould-and-damp/.



Performance Reports

We hope you enjoyed our 2 recent publications.

We issued our Performance Report showing our performance against the Scottish Social Housing Charter and our Annual Report showing how we performed in 2023/2024 in October.

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

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



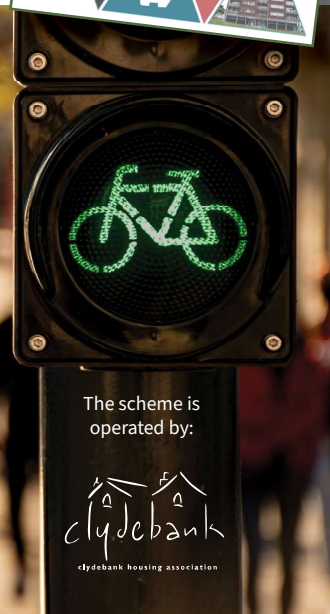
Free Bike Hire Scheme for Queens Quay Tenants!

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
housing association

Loretto
Housing



Do you need information in a different way?

We really want our tenants and other customers to benefit from all of the information provided in our publications.

That's why we send out information, free of charge, in a variety of different ways. We currently issue information in large print and on audio CD so it's no problem if you'd prefer information this way. We can also provide information in different languages and in Braille.

We look forward to hearing from you if you or someone you know would like to receive information in these other formats.



Rent, CHA Power Ltd and Factoring Support Event

On Wednesday 27th November, we held an event for anyone worried about paying their rent, CHA Power heating or factoring bills.

We wanted to provide an opportunity for tenants and customers to meet with staff for an informal chat and to provide support and a listening ear.

Jim Percival of Community Links was also on hand to provide energy advice. Thanks to everyone who attended. See page 5 for more energy advice and the dates for our 3 fuel poverty support drop-in sessions.



Staff on hand to assist



Help

Support

Listening
Ear

Advice

Cost of Living Support



We were delighted to jointly host an event with MSP Marie McNair for Cost of Living Support.

At the event at Centre81 on 17th November, our staff showcased the high level of support we provide to new and existing tenants. Visitors to the very popular event were also able to get information and advice from a wide range of agencies such as Stepping Stones, Scottish Gas, Citizens Advice Bureau, Working4U and more.



Christmas Joy!

Our staff elves donned their Christmas jumpers on Wednesday 4th December and distributed over 100 selection boxes and mince pies at our community garden in Radnor Park.

Our ground maintenance contractor, Averton Landscapes, kindly donated a tree for the event.

We treated residents to tea, coffee and hot chocolate from Café81 to keep them warm whilst listening to festive songs from the lovely choir from Kilbowie Primary School. All enjoyed a good chat with staff and neighbours.



Choir receive goodies for lovely singing

Our community tree



Tenants with staff



Frozen Pipes

When temperatures drop below zero, the water in your pipes can freeze and since water expands as it freezes, it can put pressure on the pipe itself, causing it to buckle and split.

Frozen pipes are a big problem. Not only can they stop your heating and hot water from working properly, but they can also burst – causing leaks, or even flooding. So, if you think your pipes have frozen over, look out for the warning signs:

- Your central heating makes gurgling sounds when it's on
- Your boiler won't turn on
- There's no water coming out of your taps, or just a trickle
- Your sink is clogged, and your toilet is flushing slowly

What to Do

If you suspect that your pipes have frozen, contact our office or out of hours emergency service team straight away. We will get our contractors to respond within 4 hours.

If you are comfortable in doing so, please turn the stopcock valve to close off your water supply. If you're not sure where your stopcock is, try looking under the kitchen sink or in a cupboard – possibly even one outdoors. You'll need to switch off your central heating too.

Are you going on holiday?

It would be very helpful to us if you could please advise us if you were to go on holiday. Especially at this time of year, in case there is urgent access needed into your property due to frozen pipes, water leaks etc.

Give the office a quick call on **0141 941 1044** to advise of the dates you will be away for us to record.



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**

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.



Be prepared this winter

Whether it's snow and ice, strong winds or frozen pipes, Ready Scotland can help you prepare for anything this winter may have in store.

For tips on how to protect yourself and your loved ones, check out ready.scot.

For advice on loss of utilities, read more here:

www.ready.scot/respond/loss-utilities



A home emergency kit is one of the best ways to deal with the unexpected



Fuel Poverty Support



Our staff were delighted to welcome Jim Percival along from Community Links Scotland to provide training on fuel poverty support.

On 22 November, staff learned ways to support our customers over a lunch and learn session. We are always trying to find ways to support our tenants and other customers.

Jim kindly provided some energy saving tips that can lower usage and save money on bills, some of which we've included below. Let us know if you'd like more advice on this.

Radiator and heater controls:

The recommended temperature for your living area is 18-21°. If you reduce the temperature by 1 degree, you can save up to **£85 per year**.

Your radiator valves allow you to control each radiator within each room of your home:

- 5 is the maximum heat setting (for cold days)
- 1 is the minimum heat setting (for hot days)
- 2, 3 and 4 can also be used depending on your needs



General appliances:

- Turn off your appliance when it's not being used. Switching off your appliances from standby can save you up to **£45 per year**.
- Try to avoid leaving your TV, games consoles and kitchen appliances like toasters and kettles, plugged in and switched on when you're not using them.



Lighting

- Energy efficient lighting helps lower electricity bills in our homes. If you replace the bulbs in your home with LED equivalent lights, you will reduce your energy usage without reducing the quality of light.
- Make sure that you switch off lights in rooms that are not being used.



Fuel Poverty & Energy Efficiency Drop-In Sessions

All of our tenants and customers are invited to drop-in to discuss any fuel bill concerns or to ask for advice. Join us at our office:

Friday 17/01/25 – 10am – 1pm
Friday 21/02/25 – 10am – 1pm
Friday 21/03/25 – 10am – 1pm



Remembrance Day



Our Chief Executive, Lynette Lees, was honoured to lay a wreath at the Remembrance Day Service.

The Service at Clydebank Town Hall on Sunday 10th November was well attended by civic leaders, churches, representatives of the armed forces, uniformed organisations and members of the local community who all paid their respects.



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.



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 July - 30th September 2024	
Total number of complaints received	5
Number where we were at fault, apology given and rectified	3
Breakdown of complaints where we were at fault: 1 Maintenance, 1 Factoring, 1 Housing Management	
Responded to in full	5 (100%)
Resolved at front line (5 days)	5
Resolved after investigation (20 days)	N/A
We have identified improvements from complaints, not always just from the ones where we were at fault, including:	
<ul style="list-style-type: none">Additional staff added to email box in question and customer was asked to use direct staff emails on similar matters going forward	

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.

Compliments!

Thank you to our customers for taking the time to provide us with 7 compliments between August and September.

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!

Annual Complaints Performance Report 2023/2024

View our second Annual Complaints Performance Report, as required by the Scottish Public Services Ombudsman, here: www.clydebank-ha.org.uk/about-us/making-a-complaint/



Small Print

Scottish Charity No. SC 033962. Registered Social Landlord with the Scottish Housing Regulator, Registration No 86. A Registered Society registered under the Co-operative and Community Benefit Societies Act 2014 (No. 2191RS). Registered Property Factor No. PF000231. Information Commissioner's Office Registration No Z6043444. Member of the Scottish Federation of Housing Associations. Registered in Scotland at 77-83 Kilbowie Road, Clydebank G81 1BL. To the best of our knowledge all information contained in this newsletter is correct at the time of going to print.



West Dunbartonshire Boccia Club

Come and join us for a fun-filled afternoon.

We meet every Tuesday 1-3.30pm in Dalmuir Community Centre and its FREE to attend.

We start with some warm-up activities then have a short break for tea/coffee and a chance to catch up with other players.

Then we finish with a game of Boccia!

For more information contact the club via a search for their Facebook page or email: wdbocciacub@hotmail.com.



ASK ACCESS

One connection for community services across West Dunbartonshire



Call Ask Access on Tel: 0141 280 0129

Contact us
info@wdcvs.com



wdcvs
With communities, for communities!

World Kindness Day

Many of our contractors, consultants and suppliers supported our World Kindness Day activity in November. See our Spring newsletter for more information!

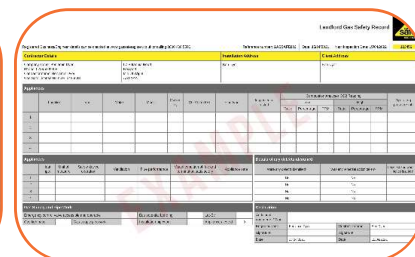
Annual Gas Safety Checks

Annual Gas Safety Checks are an integral part of landlord health and safety.

As the holiday season upon us, we understand this time of year can be a very busy time for many. We ask if access can be arranged as soon as possible for those who had their Annual Service carried out between December 2023-January 2024.

This will allow us to schedule in service dates around the Christmas and new year period.

Thank you to everyone that has allowed access for the gas engineers to attend and carry out your annual gas service. Social landlords are required in law to maintain gas fittings and flues in a safe condition for tenants and to carry out safety checks for appliances and flues at intervals of not more than twelve months. Please keep all contact information up to date to allow us to contact you to arrange access at a time that suits you.



Cosy Afternoons at Centre81 are back

Join us on Fridays for our Cosy Afternoons, 12pm-3pm, through to the 28th March*! Enjoy free tea/coffee and soup in a cosy setting at Centre81. All welcome! No booking needed - just turn up.

Magazines
Homemade soup
Tea/coffee
Free Wi-Fi
Company

*excluding 27/12 and 03/01/25

Rubbish & Bulk

There continues to be issues in our communities with regards to bulk, rubbish and recycling items being dumped. Loose bin bags are being left outside the bins, in common bin areas, landings and common space underpass walkways.

With Christmas time upon us, we are aware that tenants are likely to have more rubbish including cardboard boxes and packaging.

Loose rubbish and bin bags placed outside the bins makes the area look untidy and increases the risk of vermin including rats.

Here are some handy hints to help maximise the bin capacity and keep the area tidy:

- If you have your own individual bin, please put a number on it and consider fitting a bin lock. This will help reduce people using the wrong bin
- Ensure that all cardboard boxes are broken down and placed in the recycling bin if you have this facility/recycling bags or shared euro bins. Putting in full boxes or bulk items reduces the capacity that the bin can take
- Put the correct rubbish in the correct bins as contaminated bins will not be uplifted. If you are unsure of what should go into your bins, please check your local council website for clarification

For more tips and advice and info on booking a bulk uplift from West Dunbartonshire Council, visit www.clydebank-ha.org.uk/housing/estate-management/rubbish-and-bulk/.

Bin Chutes at Radnor Park

We know during the holiday period that you may have extra waste, so we urge you to be mindful when using the refuge chutes.

If you have any cardboard, please use your blue bin/ bag provided by West Dunbartonshire Council and put this outside your door for collection on:

Tuesday 31 December 2024
Tuesday 14 January 2025
Tuesday 28 January

Any bulkier waste must **NOT** be put into the chute including:

- Any cardboard boxes
- Any furnishings
- Pillows / any fabrics
- Any metal objects
- Any wood objects

Any of these items or larger items should be arranged by yourself to be disposed of.



Employee of the Year 2024

We were delighted to present Clerical Officer, Jacqui Richmond, with this staff nominated award.

Jacqui, pictured, is the sixth recipient of this award which was given at a recent staff training event. Jacqui received many nominations from her colleagues, including:

- She is helpful, kind and generous with her time
- Jacqui is very kind and is also very helpful. Nothing is ever a bother
- Jacqui has proven to be a valuable team member and tackles any task, giving 100%

Well done Jacqui!



Staff Christmas Jumper Day 2024!



Staff donned their Christmas jumpers to raise money for Clyde 1's Mission Christmas.

On 13th December, staff got together to raise money for this worthy cause, with over £80 being raised.

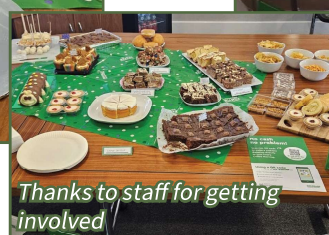
Cuppa and a cake in support of Macmillan

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

Our 8th 'CHA bake off' was held in October. The highly sought after award was again won by Raeann, our Maintenance Assistant, who retains her 'Star Baker' crown. We thank our staff - makers, bakers and donators - who supported the event and raised nearly £150.



WORLD'S BIGGEST
COFFEE MORNING
MACMILLAN
CANCER SUPPORT



Unacceptable Behaviour

Just a reminder that our staff are here to help and should be treated with dignity and respect at all times. Any abuse, harassment or sexual harassment should not be part of a day's work for our staff. Thank you to the vast majority of our tenants and customers who allow our staff to work in a respectful environment.

We will actively manage customers who do not respect this right. Our Customer Engagement Policy can be read in full on our website.



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, Finance & Corporate Services Manager, at the office.



Spotlight on Factoring Complaints

In the period 1st July - 30th September, of the 5 complaints the Association received, 1 complaint related to our factoring service.

We upheld the complaint which related to poor communication by ourselves. We will strive to keep to our customer care promises and return calls within 1 working day.

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.



Focus on Painterwork

Work is currently being carried out at the Bannerman Estate

Owners at 119-155 Dumbarton Road and Attlee Place will be invited to a meeting in the New Year to vote on whether or not to proceed. We encourage any owners with queries on our cyclical maintenance programme to contact a member of the factoring team on 0141 941 1044 or factoringgroup@clydebank-ha.org.uk.

Maintenance Update

Electric Heating Properties – Meter Upgrades

A reminder that 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)

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.



Gutter Cleaning

Gutter Cleaning work is due to commence in January throughout our stock by Caledonian Maintenance. We will provide programme updates via text message prior to work being carried out at your home.

Your feedback is important to us, and we would love to hear your experience during the programme.

If you have any questions, please call our maintenance team on 0141 941 1044.



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 look back at an eventful 2024.

The first memorable event was the annual commemoration service for the Blitz of 1941. Father Martin held the service.

The committee and 37 tenants plus the committee enjoyed a pleasant bus trip to St. Andrews. When we left Clydebank it was cold and rainy. We really scored with the glorious sunny and warm weather in St. Andrews!

During the year we have been holding quiz nights and after the same team winning three of them we now have new winners called "The Hopefuls" (pictured).

We held our AGM in October. The entire committee were re-elected for another year.

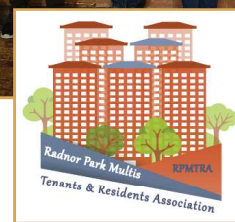
Speaking for myself, I am honoured to have been re-elected and will do my best to assist the tenants.

We had a wonderful Christmas Lunch on 10th December at Centre81. This was well attended by the tenants. It really was a fantastic day and everyone enjoyed themselves. The food was superb. We thank Clydebank Housing Association for providing the entertainment.

With regards to our Heritage Project, we are now in a place where we can push forward with it. We are all looking forward to it.

A final message from the committee. We wish everyone a merry Christmas and a happy New Year and all the best for 2025.

Anne Ashcroft, Chairperson



Clydebank HA created a Christmas Card for us to distribute to all tenants

Tenants Group Event

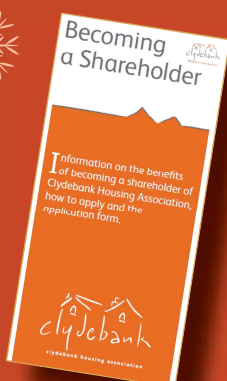
Bannerman Place, Cumbrae Court, Montrose Street

Thank you to the tenants from the above areas who joined us for lunch and a chat on 19th November. We wanted to meet to see whether tenants wished to set up a tenants group. We enjoyed providing details of the help and support we can provide over a nice lunch.



Become a Shareholder

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/. We can help you to fill out the form. Just ask.



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's recently been updated! Have a read here: www.clydebank-ha.org.uk/get-involved/our-tenant-participation-strategy/.



Raised Beds Available

We have a number of raised beds available at Centre81.

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!**



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

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



Scottish Government
Riaghaltas na h-Alba
gov.scot



Bonnie, the PlayTalkRead Bus, and the team came to see us at Centre81 in November. The sessions with the wee ones went really well.

Thanks for stopping by!



Christmas Lunch!

Another brilliant Community Christmas Lunch was held on 12th December. Everyone had a ball!

70 local people enjoyed a delicious 3 course festive lunch by Café81 and a glass of wine along with prize bingo and a free raffle.

Thanks to the Centre81 team for organising and Clydebank Housing Association Ltd elves for helping out.

Our Centre81 tree



We were delighted to provide the hire of the main hall to Clydebank East Community Council for their community lunch on 18th December. The group thanked us for allowing them to have the hall for free which enabled them to provide more lunches.



Halloween Fun @ Centre81

Centre81 Halloween Disco

In partnership with the Centre81 Steering Group we held our Halloween Disco, with over 200 people attending! The young people dressed up and played spooky party games and there was lots of dancing too. Thanks to Domino's Clydebank for supplying the yummy free pizzas for all to enjoy.

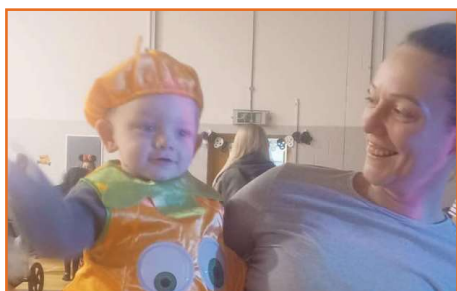


Gifts Workshop

Great to have Lauren from Herbal Homestead back at Centre81 on 13th December, delivering a Homemade Gifts Workshop.

Participants made gorgeous bath salts, hand & face cream and muscle rub. All made with natural ingredients. The workshop was provided free.

Lauren will be back at the Centre81 with more workshops in 2025. Check out our Facebook page for more info: @Centre81Clydebank.



Fish Tea Treat

We treated our Bingo Buddies to a Fish Tea in November.

They all tucked into delicious fish & chips before enjoying their bingo.



Christmas Wreath Workshop

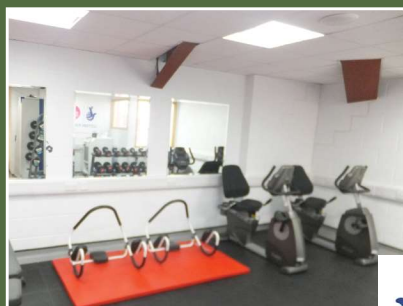
Lauren from Herbal Homestead came to the Centre for a Christmas Wreath Making workshop on 29th November. Lauren took participants foraging for foliage and holly and they then made some gorgeous festive wreaths to take home. The workshop was provided free.





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

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



Centre81 Fitness Classes

Monday – Yoga – 10am-11.15am

Tuesday – Pilates – 10.30am-11.30am, Circuits – 6pm-7pm

Thursday – Chair Yoga – 9am-10am, Kettlebells – 5.30pm-6.30pm

Friday – Tai Chi – 2pm-3pm

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

Santa Claus came to town!

On Thursday 12th December Santa Claus paid a visit to Centre81 and we had a party to celebrate!

Over 100 local children were able to visit Santa's Grotto and each received a selection box. A party was also held with DJ James Flames keeping our guests entertained.

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

Thanks also to Domino's Clydebank, Domino's Knightswood for the delicious free pizzas, Krispy Kreme Doughnuts Braehead for the yummy free doughnuts, Magnus Electrical Services for their donation of party prizes and thanks to Santa Claus for stopping by.



Pop in from 10am for a delicious breakfast, lunch, snack or coffee and a cake.

Last orders 7pm.



 @cafe81clydebank

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



Calendar 2025

January						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

March						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May						
M	T	W	T	F	S	S
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June						
M	T	W	T	F	S	S
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

July						
M	T	W	T	F	S	S
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

August						
M	T	W	T	F	S	S
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October						
M	T	W	T	F	S	S
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November						
M	T	W	T	F	S	S
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Emergency Numbers

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

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

For lift breakdowns in Radnor Park, call RJ Lifts:

0800 999 1177

For lift breakdowns at Queens Quay/Titan Boulevard, call Lowther Homes:

0800 561 6666

For 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

Useful Numbers

Radnor Park caretakers:
Donald / Charlie / John

Numbers for caretakers on duty are displayed in foyers each day.

Police Scotland: 101

Clydebank Health Centre:
0141 531 6363

Citizens' Advice Bureau: 0800 484 0136

Women's Aid Clydebank:
0141 952 8118

Gas Emergencies (SGN):
0800 111 999

Scottish Power Emergencies:
0845 2727999

Guide:

- ☐ Public Holiday/Weekend Closure
- ☒ Staff Training Closure 9am-2pm

Usual Opening Hours

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

West Dunbartonshire Council Services:

Switchboard: 01389 737000

Homeless Out of Hours: 0800 197 1004

Social Work Out of Hours: 0800 811505

Council Tax: 01389 737444

Emergency numbers also available on our website and
office answering machine.

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

Tel 0141 941 1044 info@clydebank-ha.org.uk twitter/X and facebook: @clydebankha

WhatsApp 07415 401581 www.clydebank-ha.org.uk

